BOARD STATEMENT

Dear Stakeholders,

The Board believes that sustainability forms a crucial part of our corporate culture and underpins the business strategy and operations of MIT. We are committed to conducting our business in an environmentally and socially responsible manner while maintaining high corporate governance standards to ensure a long-term relationship with our key stakeholders.



The Board reviews MIT's material sustainability matters against stakeholders' expectations, the evolving business landscape and the global sustainability trends to ensure their relevance. We consider them in the development of the Manager's sustainability strategy, which includes the management and monitoring of material sustainability matters as well as setting targets for the forthcoming financial year.

Our approach towards sustainability is aligned with our Sponsor, Mapletree Investments Pte Ltd (the "Mapletree Group"). The Board is supported by the Sustainability Steering Committee ("SSC"), which comprises the CEO of the Manager, and representatives from the Sponsor's senior management team.

We have been making steady progress in advancing sustainable practices. Some of our key achievements in FY19/20 include:

- reduction of average building electricity intensity by 1.9% for the existing portfolio year-on-year, from the base year of FY18/19;
- reduction of average building water intensity by 2.4% for the existing portfolio year-onyear, from the base year of FY18/19;
- re-certification of BCA Green Mark Gold Award for The Signature;
- Web Efficient Building ("WEB") certification for 18 Tai Seng; and
- participation of 144 employees in the 'Make a Wish Come True' CSR initiative.

To contain the spread of COVID-19, many countries have implemented strong public health measures, including lockdowns and closure of borders. The Singapore Government has also implemented a set of elevated safe distancing measures as a circuit breaker from 7 April to 1 June 2020 to pre-empt escalating infections of COVID-19. These have disrupted economic activity and resulted in cancellation of events and mass gatherings as well as implementation of safe distancing measures in public and work spaces, which will affect our stakeholders and our responses to sustainability goals. We are supporting our tenants in Singapore with a COVID-19 Assistance and Relief Programme of up to \$\$13.7 million. This will help to ease the pressure on our tenants from supply chain disruptions and fall in business volume as a result of the pandemic. During this circuit breaker period, our properties in Singapore remained open to support tenants who provide essential services.

We continue to safeguard the well-being of our stakeholders and ensure business continuity through the implementation of precautionary measures. These include the application of a self-disinfecting coating on high-touch surfaces in lifts, at common areas and on doors of toilets, twice daily temperature screening of management staff as well as recording travel declaration and temperature screening at selected MIT's properties. Most of our employees are telecommuting and we have introduced the necessary remote working tools for them to remain connected and productive.

MIT's fourth sustainability report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards – Core and the SGX-ST Listing Rules (711A and 711B).

We remain committed to driving our sustainability agenda to deliver greater value to our stakeholders and enhance the resilience of our business.

Board of Mapletree Industrial Trust Management Ltd.

ABOUT THE REPORT

Reporting scope

[102-46 **[** 102-50 **[** 102-52 **]**

This report covers the sustainability performance of MIT and 79 properties in Singapore, which the Manager has operational control for FY19/20 from 1 April 2019 to 31 March 2020. It excludes data from the 27 data centres in North America as the majority of them are on master leases, which limits the Manager's operational control over the energy and water consumption within them. This report includes data from prior financial years for comparison where available. The Sustainability Report should be read in conjunction with the Annual Report 2019/2020 for a more comprehensive understanding of MIT's business and performance.

Reporting standards

102-54

This report has been prepared in accordance with GRI Standards: Core option and has applied additional guidance set forth by the GRI-G4 Construction and Real Estate Sector Disclosures and GRI Reporting Principles for defining report content and quality. The GRI Standards is the most widely adopted global standard for reporting on sustainability matters. The GRI 2016 Standards disclosure references are indicated at the corresponding sections of the report. The supplementary

details on the methodology can be found on page 139. This report also meets the requirements of the SGX-ST Listing Rules (711A and 711B), as well as the Sustainability Reporting Guide set out in Practice Note 7.6.

Feedback

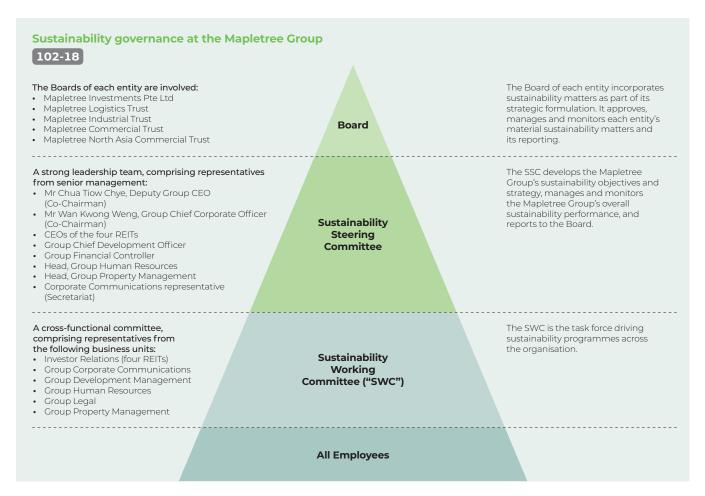
102-53

The Manager welcomes feedback on MIT's sustainability report and performance. Please send your comments or questions to Ms Melissa Tan, Director, Investor Relations at ir_industrial@mapletree.com.sg.

SUSTAINABILITY APPROACH

102-16

MIT's sustainability approach is closely aligned with the Sponsor's and its performance is benchmarked against the Sponsor and industry peers. The Manager is committed to the principle of the triple bottom line, which broadens MIT's business focus beyond financial returns to incorporate social and environmental considerations. It strives to build good relationships with its stakeholders, minimise the environmental footprint of MIT's business, safeguard the health and safety of its employees and tenants as well as empower its employees to create a positive impact on local communities. It remains steadfast in maintaining high levels of integrity and ethical standards when conducting business.



Sustainability governance

102-18 102-20 102-26 102-31 102-32

The Mapletree Group's commitment to sustainability begins with the oversight of the Sponsor's Board of Directors and the Boards of the REIT Managers namely Mapletree Logistics Trust, Mapletree Industrial Trust, Mapletree Commercial Trust and Mapletree North Asia Commercial Trust.

The Manager's sustainability management is under the purview of the SSC. The SSC is co-chaired by the Sponsor's Deputy Group CEO and Group Chief Corporate Officer ("CCO"). It comprises the CEOs of the REIT managers and other members of the Sponsor's senior management team. Mr Tham Kuo Wei, the Manager's Executive Director and CEO, represented MIT in the committee for FY19/20. The SSC continues to refine the Mapletree Group's sustainability strategy, manage the overall sustainability performance, set targets as well as review management policies and practices regularly. The SSC regularly reviews its management approach to evaluate if existing policies and measures are adequate and relevant and implements necessary changes to address any gaps and improve future performance.

The SSC is supported by the SWC, which comprises representatives across business units and functions. The SWC is involved in implementing, executing and monitoring sustainability policies and practices within the organisation.

Stakeholder materiality and engagement

The Manager recognises that a meaningful sustainability approach involves understanding stakeholders' key concerns as well as identifying and prioritising material sustainability matters that matter most to MIT's business and stakeholders.

Materiality

102-46

A formal group-wide materiality assessment exercise was conducted in FY16/17. Material sustainability matters were prioritised based on their impact on MIT's business, stakeholders, the communities in which it operates, and its ability to address them. The Manager conducts a review of these material sustainability matters annually, taking into consideration emerging global trends and material sustainability matters relevant to the industry. The material sustainability matters in FY19/20 remain unchanged from FY18/19.

Stakeholder engagement

102-40 102-42 102-43 102-44

The following table highlights how the Manager engages with the key stakeholder groups, which MIT's business has a considerable impact on, and those with significant influence on MIT's business.

While the frequency of engagement varies, the Manager makes a conscious effort to engage all stakeholder groups throughout the year. The Manager has provided the key topics of interest for each stakeholder group in the table and considered them in MIT's responses.

Throughout the year	Quarterly	Bi-annually
Annually	Once every two to three years	Ad-hoc

Key stakeholders	Engagement methods	Frequency	Key topics of interest	MIT's responses		
Tenants	Marketing and Property Management hotlines		Well-managed industrial facilities	Managing tenant feedback effectively and		
	Tenant Handbook and circulars		Safe working environment Prompt response to feedback	 promptly Maintaining professionalism in the interaction with tenants Providing feedback channels for all tenancy matters and ongoing 		
	On-site property managers for multi- tenanted buildings	•	Environmentally sustainable buildings Responsible marketing communications			
	Meetings with key existing and new tenants		Stronger landlord-tenant relationships	development projectsOrganising knowledge sharing events for tenants		
	 Tenant engagement initiatives 			sharing events for terrains		
Investors (including	Announcements via SGXNET	Stable and sustainable distributions		Pursuing a three- pronged strategy		
analysts and media)	Email alerts to subscribers on announcements and updates		 Viable long-term business strategy and outlook Timely and transparent reporting 	of proactive asset management, value- creating investment management and prudent capital management Maintaining proactive and transparent disclosures in a timely manner Ensuring strong Board oversight Implementing sound		
	Investor meetings, events and teleconferences		Good corporate governance			
	Analyst results briefings with "live" audio webcasts		_			
	Annual general meetings		_			
	Annual reports					
	Updates on websites	-	risk management and internal control practices			
Employees	 Industrial Communications Forum by senior management 		Equitable rewards and recognitionGood communication of	Ensuring fair and objective criteria (such as skills, experience		
(SVAIC)	Mapletree Group Employee Engagement Survey ("EES")		 business strategies and corporate objectives Training and development opportunities 	 and qualifications) for recruitment and selection processes Ensuring transparent and 		
	Mapletree Annual Staff Communication Session		Safe and healthy working environment	objective performance appraisals, and		
	Training programmes and education sponsorships		-	performance-based remuneration system Holding employee town		
	 Recreation Club activities and employee volunteering activities 		_	hall meetings annuallyProviding opportunities for training and		
	Employee Handbook, Company Intranet and email updates			 development Empowering employees to take responsibility of their career development 		
	Career development and performance appraisals		_	Offering health and wellness benefitsMaintaining workplace		
	Mapletree Immersion Programme for new employees			health and safety		

Key stakeholders	Engagement methods	Frequency	Key topics of interest	MIT's responses	
Regulators and trustee	Meetings, briefings and reporting		Compliance with rules and regulations	Implementing policies and procedures to ensure	
A	Responses to public consultations		Good corporate governance	compliance with relevant laws and regulations Implementing sound	
	 Participation in industry associations 			risk management and internal control practices	
Third-party service	Meetings, inspections and networking events		 Fair and reasonable 	Communicating standard operating procedures	
providers	 Regular operations meetings with service providers and property managers 	•	business practicesStronger relationships	 (where applicable) Incorporating health and safety requirements within the screening and selection criteria for 	
				engagement of third- party service providers and during execution of contracts • Ensuring integrity in procurement decision making process • Adhering to terms of agreements	
Community	 Collaborate with non- profit organisations 		 Corporate philanthropy and engagement 	 Giving back to society through CSR programmes, which are in line with the framework of Mapletree Group's Shaping & Sharing Programme Encouraging employee 	
	Support for tenants' CSR initiatives		Impact of development projects on surrounding communities		
	 Feedback channels for ongoing development projects 		_ Communities		
	Knowledge sharing events for tenants	sharing events	volunteerism • Providing feedback channels for ongoing development projects • Integrating		
				environmental, social and governance considerations into the risk assessment and investment processes	

Material sustainability matters, targets and performance

102-47 103-1 103-2 103-3

 $The following \ table \ summarises \ MIT's \ material \ sustainability \ matters, targets, performance \ as \ well \ as \ how \ its \ goals \ contribute$ to the United Nations Sustainable Development Goals ("SDGs").

		FY19/20 targets and perform	nance		
Materia matter	al sustainability s	Targets	Performance : Met : Not met	FY20/21 targets ¹	Contribution to the SDGs
	Economic performance Achieve sustainable economic growth to provide returns to our Unitholders.	-		Deliver sustainable and growing returns to Unitholders in the long term New	******
	Anti-corruption Conduct our business with utmost integrity and accountability.	Maintain zero incidences of non- compliance with anti-corruption laws and regulations	•	Maintain zero incidences of non- compliance with anti-corruption laws and regulations	"=== ®
	Compliance with laws and regulations Achieve full regulatory compliance in everything we do.	Achieve no material incidences of non-compliance with relevant laws and regulations	•	Achieve no material incidences of non-compliance with relevant laws and regulations	"=== ※
	Employment and talent retention Provide a positive work environment for our employees through fair employment	Continue to commit to fair employment practices by adopting best practices in our hiring process and offering equal opportunity to all potential candidates	•	Continue to commit to fair employment practices by adopting best practices in our hiring process and offering equal opportunity to all potential candidates	8 ==== 24 1
	practices and equal opportunities.	Maintain a wide range of relevant learning and professional development programmes		Maintain a wide range of relevant learning and professional development programmes	
				Improve staff communication by implementing at least one employee town hall meeting in a financial year New	
(Health & safety Maintain a safe environment for all stakeholders and care for the well-being of our employees.	Achieve zero incidents resulting in employee ² permanent disability or fatality	•	Achieve zero incidents resulting in employee ² permanent disability or fatality	3 ===== -W•
(III)	Local communities Support initiatives and projects that have a positive impact on communities.	Encourage employee participation in Mapletree CSR events	•	Encourage employee participation in Mapletree CSR events	"
-(1)-	Energy Improve energy performance and efficiency.	Reduce average building electricity intensity by 1% for the existing portfolio year-on-year, from the base year of FY18/19	•	Reduce average building electricity intensity by 0.5% for MIT's properties year-on- year, from the base year of FY19/20 Revised	7
	Water Manage water resources in a sustainable manner.	Obtain WEB certification for 18 Tai Seng	•	Reduce average building water intensity by 0.5% for MIT's properties year-on-year, from the base year of FY19/20 New	13 ==

- The FY20/21 targets were established prior to 31 March 2020 and achievement of the targets may be affected in view of the COVID-19 pandemic.
- Relates to employees from the Manager and the Property Manager.

ECONOMIC



Economic Performance

103-1 103-2 103-3 201-1

The Manager recognises that generation of economic value by the business creates economic growth to its stakeholders and the communities it operates in.

The Manager is committed to deliver sustainable and growing returns to Unitholders through a three-pronged strategy of proactive asset management, value-creating investment management and prudent capital management.

Policies



Group-wide

Accounting Policy

Targets and Performance



Current targets		Future targets
FY19/20	Performance : Met : Not met	FY20/21
-	-	Deliver sustainable and growing returns to Unitholders in the long term New



S\$318.1 million

Net Property Income 10.5% year-on-year



S\$265.3 million

Distributable Income 14.5% year-on-year



12.24 cents

Distribution per Unit 0.7% year-on-year

Contribution to SDGs





In FY19/20, MIT achieved another year of stable financial performance. Please refer to the following sections in the Annual Report for details of MIT's financial and operational performance:

- Key Highlights, pages 8 to 9
- Strategic Direction, pages 12 to 13
- Significant Events, page 17
- Operations Review, pages 32 to 39
- Financial Review, pages 77 to 79
- Financial Statements, pages 145 to 223

GOVERNANCE



Anti-corruption and Compliance with Laws and Regulations

103-1 103-2 103-3

The Manager recognises that upholding strong corporate governance and transparency is crucial to safeguard the interests of its stakeholders and to ensure the long-term sustainability of MIT's business operations.

The Manager is committed to upholding the highest standards of corporate governance and business conduct, underpinned by strong accountability and integrity in its practices. This includes adopting a zero-tolerance stance against bribery and corruption.

Policies



Group-wide

- Annual Employee Declaration
- Anti-corruption Policy
- Anti-money Laundering Policy
- Code of Conduct
- Confidentiality of Information
- Contract Review
- Dealing in Units of the Sponsor's REITs
- Enterprise Risk Management Framework
- Gifts Policy
- Personal Data Policy
- Securities Trading
- Whistle-blowing Policy

Targets and Performance



Current targets		Future targets
FY19/20	Performance : Met : Not met	FY20/21
Maintain zero incidences of non-compliance with anti-corruption laws and regulations	•	Maintain zero incidences of non-compliance with anti-corruption laws and regulations
Achieve no material incidences of non-compliance with relevant laws and regulations	•	Achieve no material incidences of non-compliance with relevant laws and regulations





Incidences of non-compliance with anti-corruption laws and regulations





Material incidences of non-compliance with relevant laws and regulations

Contribution to SDGs



Anti-corruption

205-3

The Mapletree Group adopts a zero-tolerance stance against bribery and corruption. The Manager recognises that any bribery or corruption risks could potentially lead to significant financial and reputational implications to the company.

Employees are required to comply with the Sponsor's policies and procedures, which cover issues such as ethics and code of conduct, attendance, safe work practices and professional conduct. The detailed guidelines include specific guidance on anti-corruption practices such as the prohibition of bribery, acceptance or offer of lavish gifts and entertainment. These are emphasised under the Code of Conduct, which is made accessible by all employees via the Sponsor's intranet.

Directors and employees are also kept updated on developments or changes to the applicable laws and regulations through regular training and communication.

To reinforce a culture of good business ethics and governance, the Sponsor implemented training courses such as "Rules and Ethics Course" and "The Ethics Challenge: Prospects and Proposals for Promoting Professional Integrity" to educate employees on the risks and implications of non-compliance and anti-corruption. In addition, the Manager has a whistleblowing policy that allows employees and stakeholders to raise serious concerns of any suspected improper conduct, including possible financial irregularities, while protecting whistle-blowers from reprisals. Reports can be made via a dedicated email address (reporting@mapletree.com.sq). All reported cases are notified to the AC Chairman of the Sponsor as well as the AC Chairman of the Manager for investigation and to the AC of the Manager on the findings. Appropriate disciplinary action will be taken against any employee who is found guilty of fraud, dishonesty or criminal conduct in relation to his/her employment.

In FY19/20, there were no incidences of non-compliance with anti-corruption laws and regulations.

Compliance with laws and regulations

307-1 | 416-2 | 417-2 | 417-3 | 419-1

The Mapletree Group is committed to complying with the applicable laws and regulations of the jurisdictions in which it operates in. It recognises that the risks of non-compliance to any legislation may include disruptions on operations, litigation, revocation of license to operate, financial fines and reputational losses.

The Manager's commitment to upholding high standards of corporate governance is supported by a group-wide Corporate Governance Framework. The Corporate Governance Framework provides specific guidance on compliance with laws and regulations, anti-corruption practices and risk management for all employees.

In addition, the Manager adopts an Enterprise Risk Management Framework to proactively manage risks and embed risk management as part of the planning and decision-making process. The Sponsor's Risk Management Department works closely with the Manager to review and enhance the framework under the guidance and direction of the AC and the Board. This involves identifying applicable laws and regulatory obligations, key compliance risks and introducing risk assurance processes in the day-to-day business processes.

To mitigate the risk of non-compliance with all relevant laws and regulations, the Sponsor also has established procedures to monitor and manage the risk of non-compliance. The CEO of the relevant business units, as well as the Group CCO are notified immediately of any threatened or pending litigation for timely resolution.



For more information on MIT's Corporate Governance Framework and Enterprise Risk Management Framework, please refer to the following sections in the Annual Report:

- · Corporate Governance, pages 82 to 101
- · Risk Management, pages 102 to 105

In FY19/20, there were no material breaches of applicable local laws and regulations, including anti-corruption, health and safety impact of products and services, products and service information and labelling, marketing communications, socio-economic and environmental laws and regulations.

Group-wide governance policies at Mapletree Group

Key compliance topics	Why is it important	Policies	Description
Anti-corruption	To uphold high standard of corporate governance and safeguard the interests of stakeholders	 Anti-money Laundering Policy Code of Conduct Gifts Policy Securities Trading 	 Establish procedures for prevention, detection and mitigation of bribery, corruption and money laundering
Whistle-blowing	To guard against fraud and misconduct, which prevents unnecessary loss of capital	Whistle-blowing Policy	 Publicly available channel for employees and external parties to raise concerns about illegal, unethical or otherwise inappropriate behaviour observed in the workplace Strict confidentiality standards to protect whistle-blowers from reprisals or victimisation Cases pending litigation are reported promptly to the CEO of the REIT and Group CCO for timely resolution
Responsible marketing and communication	To uphold ethical marketing practices and to ensure the Manager's marketing collaterals are legal, decent and honest	 Guided by Singapore Code of Advertising Practice Complies with Personal Data Protection Act 	 Marketing and investor relations materials are vetted by the Manager to ensure accuracy, consistency and compliance with relevant laws and regulations Provide timely and transparent communication to Unitholders through multiple channels (e.g. SGXNET, corporate website, annual general meeting, bi-annual results webcast) Tenants are required to abide by the relevant regulations governing marketing communications and advertisement placements within the properties
Data protection	To safeguard data and critical information in order to preserve trust in the company	Complies with Personal Data Protection Act	 MIT's privacy statement is publicly available on its website Contact details are made available for all stakeholders to raise any privacy-related concerns with a dedicated Data Protection Officer

SOCIAL



Employment and Talent Retention

103-1 103-2 103-3 102-7 102-8

The Manager and the Property Manager recognise human capital as their most valuable resource to drive the long-term sustainability of MIT. They strongly believe in building an inclusive workplace that values diversity, offers equal opportunities, talent development and competitive compensation as well as prioritises employee wellness.

The Manager and the Property Manager are committed to ensure that the right policies and initiatives are in place to attract, develop and retain employees.

Policies



Group-wide

- Compensation, Benefits and Leave Policy
- Learning and Development Policy
- Performance Management Policy
- Resourcing and Employment Policy
- Safety and Health Policy
- Talent Management Policy
- Overseas Business
 Travel and International
 Assignment Policy

Targets and Performance



Current targets		Future targets
FY19/20	Performance : Met : Not met	FY20/21
Continue to commit to fair employment practices by adopting best practices in our hiring process and offering equal opportunity to all potential candidates	•	Continue to commit to fair employment practices by adopting best practices in our hiring process and offering equal opportunity to all potential candidates
Maintain a wide range of relevant learning and professional development programmes	•	Maintain a wide range of relevant learning and professional development programmes
-	-	Improve staff communication by implementing at least one employee town hall meeting in a financial year New



193

Full-time, permanent employees in FY19/20

↑ 7.8% from FY18/19



100%

Employees had at least one performance review during the financial year



53%

Female employees as at 31 March 2020



1.0%
Average monthly

new hire rate

₹ \$4 \$3

Average monthly turnover rate

Contribution to SDGs





As wholly-owned subsidiaries of the Sponsor, the Manager and the Property Manager are guided by the Sponsor's strategies and policies on employment and talent retention. The Sponsor has in place an integrated human capital strategy, which is premised on the principles of fair employment and equal opportunities with adherence to local labour laws.

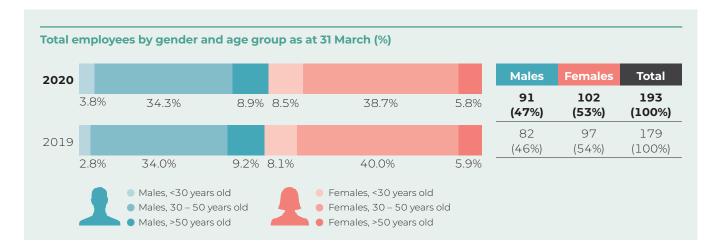
Profile of the workforce

102-7 102-8 401-1

As at 31 March 2020, the Manager and the Property Manager have a total headcount of 193 (permanent and full-time employees) based in Singapore. This represented an increase of 7.8% from the headcount of 179 in the preceding financial year. The increase in headcount was due to the shift towards

in-house facilities management for all property clusters. In FY19/20, the average monthly turnover rate was 0.4% while average monthly new hire rate was 1.0%. Majority of the existing activities within the MIT are performed by employees of The Manager and The Property Manager.

The Manager and the Property Manager continue to attract a diverse workforce, as shown by the fair representation across the gender and age groups in the following charts. They are guided by the Sponsor's policies on Resourcing and Employment as well as Compensation, Benefits and Leave to ensure hiring practices remain fair, merit-based and non-discriminatory. As at 31 March 2020, 53% of the employees are females and 47% are males.



Fair employment practices

As part of the Manager and the Property Manager's commitment to offer fair employment and equal opportunities, recruitment and selection processes are based on fair and objective criteria such as skills, experience and qualifications. The Sponsor also endeavours to attract potential talents through various platforms such as the Mapletree Associate Programme, Mapletree Executive Programme and Mapletree Internship Programme. These platforms serve to recruit motivated individuals at different points in their careers, which range from polytechnic students, undergraduates, graduates and mid-career professionals, who are keen to enter the real estate industry.

Competitive and fair remuneration system

404-3

The Manager and the Property Manager recognise that a competitive and fair remuneration system is key to motivate employees. In alignment with the Sponsor, MIT offers equal opportunities for all employees to grow and develop within the organisation and adopts a pay-for-performance remuneration system that rewards performance. MIT uses the group-wide e-Performance Appraisal system that tracks key performance indicators. This also enables all employees to receive regular and timely feedback about their performance as well as

to communicate their development and career goals. All employees are assessed against a Competency Framework and are given feedback on their performance, which are based on four key areas – domain knowledge, business networks and innovation, collaboration and communications, and operational excellence. In FY19/20, 100% of employees of the Manager and the Property Manager had at least one performance review.

Talent development and management

404-2

The Sponsor promotes a culture of continuous learning by offering a wide range of training programmes, which will ensure all employees have the knowledge, skills and ability to excel in their roles. In addition, the Manager and the Property Manager also continually identify and groom talents internally within the organisation, who will be provided with further training to enhance their career progression. Employees are encouraged to participate in various functional and technical training programmes, which are held throughout the year. The programmes cover nine broad areas such as building and safety, communication, finance, leadership, information and technology, personal effectiveness, real estate, leasing and marketing as well as orientation. In FY19/20, the Sponsor implemented 109 training and development programmes.





Mapletree Learning Fiesta

In July 2019, employees of the Manager and the Property Manager participated in the Mapletree Group's flagship learning event of the year - Mapletree Learning Fiesta.

Themed "Innovation and Change", the two-day learning carnival aimed to encourage employees to embrace the transition towards a digital economy by integrating the use of new digital technologies in their work and personal lives.

A series of workshops and talks were led by industry leaders who shared on their digitalisation journeys. These allowed employees of the Manager and the Property Manager to gain insights about industry trends and skills required to adapt in a fast-changing world.

In addition, the Sponsor collaborated with the Infocomm Media Development Authority on a 'Lab on Wheels' programme that aimed to prepare employees to be future ready by developing the awareness and knowledge of key technological trends that will affect the nature of businesses and jobs in the future.



Employee engagement

The Manager and the Property Manager recognise that employee empowerment through frequent engagement is paramount in creating a culture of inclusiveness and improving employee satisfaction.

In response to the feedback from the Mapletree Group EES in FY17/18, the Manager and the Property Manager implemented "MIT IDEAS" in FY18/19 to address concerns about efficiency and collaboration. The systematic feedback mechanism reviewed feedback from all employees on existing work processes with the objective of enhancing employee engagement and improving operational performance. One of

the MIT IDEAS implemented by the Manager and the Property Manager was the modification of the sprinkler tank system to reduce water wastage whenever tenants alter the sprinkler pipe layout within their units. The next Mapletree Group EES is scheduled to be conducted by the end of 2020 in order to re-assess and ascertain focus areas that are relevant and important to employees.

The Manager and the Property Manager plan to conduct at least one employee town hall meeting in FY20/21. This underscores the commitment to provide an avenue for employees to share their feedback and interact with the senior management team.

Engagement channels	Objectives	Description	Progress
Mapletree Group EES	To enable employees to provide feedback on areas of improvement within the organisation	The Mapletree Group EES was last conducted in FY17/18, which highlighted concerns on efficiency and collaboration.	The Manager and the Property Manager have implemented various initiatives and are tracking the progress of these initiatives.
Industrial Communications Forum	To inform and engage employees of the Manager and Property Manager on MIT's developments and business goals	The Industrial Communications Forum was held in July and November 2019.	The Manager and the Property Manager plan to hold at least one employee town hall meeting in FY20/21.
Mapletree Annual Staff Communication Session	To inform and engage all employees on Mapletree Group's developments and organisational goals	The Mapletree Group Townhall event was held in June 2019.	
MIT IDEAS	To seek and review feedback from employees of the Manager and the Property Manager on existing work processes	A systematic feedback mechanism was implemented to review feedback from all employees on existing work processes with the objective of enhancing employee engagement and improving operational performance.	Employees of the Manager and the Property Manager actively proposed feedback and solutions. Numerous ideas to improve work processes were implemented.



Health and Safety

103-1 103-2 103-3

Safeguarding the health and safety of all employees, tenants, third-party service providers and visitors at MIT's properties remain the highest priority for the Manager and the Property Manager. Maintaining a healthy and safe working environment leads to improved morale and productivity as well as increases stakeholder confidence in MIT.

Policies

Group-wide

• Safety and Health Policy

Targets and Performance



Current targets		Future targets
FY19/20	Performance : Met : Not met	FY20/21
Achieve zero incidents resulting in employee ² permanent disability or fatality	•	Achieve zero incidents resulting in employee ² permanent disability or fatality



Fatalities as a result of work-related injuries



Recordable work-related injuries





High-consequence work-related injuries

Contribution to SDGs



A strong safety culture

403-2 403-5 403-7

The Manager and the Property Manager are committed to providing a safe and healthy environment for all stakeholders through implementation of processes and guidelines to identify, address and mitigate health and safety risks. The following table highlights some of the key policies, procedures and programmes relating to hazard identification, risk assessment and incident investigation that have been introduced to ensure a strong safety culture within MIT.

As at 31 March 2020, there were no incidents that required recording or reporting to the Ministry of Manpower's ("MOM"). Health and safety performance data by region and gender and information on types of injury, occupational disease rate and absentee rate were not applicable to the organisation as they were not deemed to be significant. There were no reported work-related fatalities and permanent disability and no incidents of non-compliance with health and safety regulations in FY19/20.

Overview of health and safety policies, procedures and programmes

Stakeholder

Policies, procedures and programmes

Employees



Healthy and safety policies for employees are outlined in the Employee Handbook, which is accessible by all employees via the Sponsor's intranet.

Standard operating procedures are in place for employees from the Manager and the Property Manager to respond effectively to emergency situations in the workplace. In the event of serious construction accidents occurring at any development sites, employees can follow a reporting protocol for timely investigation and implementation of necessary corrective actions. This is in compliance with the MOM's reporting requirements on workplace incidents.

Courses on topics relating to occupational first aid, fire safety manager and work at height safety are offered to employees of the Property Manager to update them on safety measures and best practices. This is to ensure employees are trained to perform risk assessments and ensure safety measures are in place before commencement of work activities by third-party service providers. As part of the Mental Health First Aid programme, employees are also encouraged to volunteer as mental health First Aiders to receive training in providing emotional support to colleagues in crisis.

Tenants



All tenants are required to adhere to health and safety standards by familiarising themselves with the relevant tenant instruction manuals. These include a Fit-out Manual on safety rules for additions and alterations works, a Fire Safety Manual and Evacuation Plan as well as a Tenant Handbook, which contains clauses on safety rules. In addition, standard operating procedures for hot works are in place to manage cutting and welding operations. Proper actions are taken to prevent loss and damages from fire and explosions that may occur from these processes.

Bi-annual fire and evaluation drills are held at all MIT's properties to ensure employees and tenants are familiar with the properties' evacuation procedures. Fire safety audits of MIT's properties are conducted to maintain compliance with the relevant laws and regulations. The Property Manager carries out annual risk assessments as well as regular inspections and maintenance of safety equipment and tools, lifts, escalators and stairwells at all MIT's properties.

Regular communications in the form of circulars are issued to tenants as and when heightened security and health risks arise. Fire safety advisories are sent to tenants to minimise potential hazards during the period of the Hungry Ghost Festival.

Tenants are encouraged to adopt environmentally friendly practices and to limit the use of items that will negatively affect the indoor air quality.

Third-Party Service Providers



Requirements on health and safety standards are incorporated as part of the screening and selection criteria for the appointment of third-party service providers. The screening and selection criteria include, but are not limited to, safety tracking records, relevant International Organisation for Standardisation and Occupational Safety and Health Administration certifications.

Appointed third-party service providers are required to meet health and safety policies that have been included in the terms and conditions of their service contracts.

In addition, the Property Manager carries out regular spot checks to monitor health and safety performance of third-party service providers and ensure their adherence to occupational health and safety laws and regulations.

Visitors



Properties are installed with directional signages, emergency exits and emergency lightings for the safety of visitors.

Annual checks of lifts and fire alarm systems are conducted to ensure compliance with building regulations.

Site walkabouts are conducted by employees of the Property Manager every working day to ensure there are no potential safety and health hazards that may impact tenants and visitors.

COVID-19: Managing Risks and Ensuring Business Continuity

In view of the COVID-19 pandemic, the Manager and the Property Manager have taken precautionary measures at MIT's properties in Singapore to safeguard the well-being of tenants and employees.

Some of these measures include:

- maintaining close communications with employees and tenants on health advisories, mitigation measures and updates to exercise caution and attention to personal hygiene;
- increasing the frequencies of cleaning and disinfection of common areas, lifts and toilets;
- increasing availability of hand sanitisers within properties;
- · applying a self-disinfecting coating on high-touch surfaces in lifts, at common areas as well as on doors of toilets;
- · isolating any person suspected of contracting COVID-19 at designated areas within all property clusters;
- · conducting temperature screening twice a day for all management staff; and
- recording of health declaration and temperature checks of visitors and service providers at MIT's air-conditioned properties.

The Mapletree Group activated its Business Continuity Plan on 7 February 2020 when Singapore raised the Disease Outbreak Response System Condition level to Orange. Split-team work arrangement was immediately adopted, together with the introduction of remote working tools for employees to remain connected and productive. The Mapletree Group subsequently transitioned to full-scale telecommuting arrangement, which was in line with the heightened safe distancing measures introduced as a circuit breaker on 7 April 2020.

MIT's properties in Singapore remained open during the circuit breaker period. The Manager and the Property Manager continued to support tenants who provide essential services through the implementation of the precautionary measures. Safe distancing measures were also implemented for management staff who had to remain on site due to operational reasons during the circuit breaker period. These included split-work arrangements and spacing out of seat arrangements. In addition, management staff were given masks to be used in their day-to-day operations.



Precautionary measures taken at MIT's properties in Singapore to safeguard the well-being of tenants and employees during the COVID-19 pandemic.

Occupational health and safety performance 403-9

In FY19/20, The Manager and The Property Manager are pleased to report that there were zero fatalities and zero high-consequence work-related injuries for all employees.

Ensuring the well-being of employees

403-6

The Manager and the Property Manager recognise that employee wellness is key to improved motivation, productivity and job satisfaction amongst employees. More benefits and programmes relating to employee well-being have been implemented over the past two years in response to the feedback from the Mapletree Group EES in FY17/18, which identified employee well-being as a key focus area. Since then, there has been increasing participation from employees in the various group-wide wellness programmes.

Wellness programmes	Objectives	Description
Recreation Club	To promote a positive and engaging work environment for employees	The Recreation Club regularly organises activities that promote staff interaction and family cohesiveness.
		These included Durian Fest, monthly futsal sessions, as well as movie screenings. All employees are also able to reserve corporate passes to selected Singapore attractions.
Wellness@Mapletree	To improve the physical and emotional well-being of employees	Activities under Wellness@Mapletree include mass circuit trainings, mass walks and health workshops. The programme also includes a mobile application where employees can easily access information and register for upcoming health and wellness events. The application also allows employees to participate in virtual challenges and read about health tips and articles provided by external health consultants. Employees are also encouraged to share posts and photos about their health and fitness journeys.
Workplace Health Promotion	To advocate a healthy lifestyle among all employees and tenants	This involves conducting annual health screening sessions, blood donation drives, lunch talks on lifestyle topics and monthly fitness programmes.





Durian Fest 2019



Local Communities

103-1 103-2 103-3

The Manager recognises the importance of local community development in building strong social capital and sustainable relationships with the local communities MIT operates in. The Manager is committed to maximising the creation of shared value as well as achieving more inclusive, responsible and sustainable growth.



Group-wide

• Mapletree Group's Shaping & Sharing Programme

Targets and Performance



Current targets		Future targets
FY19/20	Performance •: Met •: Not met	FY20/21
Encourage employee participation in Mapletree CSR events	•	Encourage employee participation in Mapletree CSR events



Employee volunteers for 'Make a Wish Come True' CSR initiative



67

Supported the relocation of 67 existing tenants to alternative MIT premises for the redevelopment of the Kolam Ayer 2 Cluster

Contribution to SDGs





Corporate social responsibility

413-1

The Manager is committed to contributing to local communities where it operates by supporting and participating in local community development programs that generate positive socioeconomic benefits. Its CSR approach is in line with the Sponsor's CSR objectives and is guided by the Mapletree Group's Shaping & Sharing Programme. The group-wide Mapletree CSR framework aims to achieve greater impact in four key areas – education, the arts, healthcare and the environment. The objectives of the Mapletree CSR framework are as follow:

- empowering individuals through various educational and healthcare initiatives:
- enriching communities with the arts and functional design; and
- building environmentally sustainable real estate developments.

The CSR Board committee, which consists of the Sponsor's chairman, two Board representatives from the four REITs sponsored by the Group (rotated on a two-year basis) and senior management, provides strategic oversight of the framework

All proposed community involvement initiatives are evaluated against the Mapletree CSR framework, with priority given to activities with specific social outcomes and longer-term engagement as well as opportunities for employee volunteerism

The Sponsor aligns business performance with its CSR efforts. It sets aside S\$1 million annually to fund its CSR commitments and programmes for every S\$500 million of profit after tax and minority interests or part thereof.



'Make a Wish Come True'

The 'Make a Wish Come True' CSR initiative was jointly organised by the Manager and Property Manager in December 2019 for the fifth consecutive year.



The CSR initiative involved tenants at 10 property clusters and 144 employee volunteers who fulfilled 227 wishes for families and children from Thye Hua Kwan Family Service Centre @ Tanjong Pagar.

In addition, the Manager and the Property Manager organised a carnival with the theme "Fun with Recycling" for about 120 children and their families. Six game stations were set up by employee volunteers who used recycled materials for the game props and decorations. Each child was given a game card with recycling tips printed on them. This enabled the children to learn more about recycling through play.

After participating in all six game stations, all children were given goodie bags, which were made with recycled materials. Lucky draw prizes of soft toys, bags and stationery were given out which were pre-owned but unused items that were donated by employee volunteers.



The 'Make a Wish Come True' CSR initiative involved tenants at 10 property clusters and 144 employee volunteers who fulfilled 227 wishes for families and children from Thye Hua Kwan Family Service Centre @ Tanjong Pagar.

Memberships

102-13

The Manager and the Property Manager are members of various industry organisations, and participate in them to enhance relationships among tenants and prospective clients. These include the Association of Small and Medium Enterprises, Singapore Chinese Chamber of Commerce and Singapore International Chamber of Commerce.

As a member of REITAS, the Manager aims to promote the growth of the Singapore REIT industry through investor outreach events such as the REITs Symposium. The Manager also actively participates in consultations organised by key government agencies to offer constructive feedback on proposed regulatory measures that impact MIT's business.

Serving the wider community and managing business impact on stakeholders

413-1

The Manager strives to serve the wider community by proactively seeking feedback to understand local communities' expectations, identify areas of improvements and introduce relevant initiatives to support their needs. This includes avoiding and minimising negative impacts that may potentially arise from MIT's business activities.

To better understand the stakeholders' expectations and identify areas of improvements, the Manager offers avenues to solicit feedback from the local communities. Tenants can contact on-site representatives of the Property Manager and members of the public can send their feedback and enquiries to the corporate email found on MIT's website. For clusters undergoing development or building improvement works, tenants are informed about the progress through the display of circulars on project details and construction schedules at the common areas. Some of the key initiatives are highlighted in the following cases studies.



Healthy Workplace Ecosystem

In partnership with the Health Promotion Board, the Healthy Workplace Ecosystem was held for the fourth consecutive year to promote healthy and active lifestyles among the working residents within the 30A Kallang Place, Kallang Basin, Serangoon North, The Strategy, The Synergy, Toa Payoh North and Woodlands Spectrum clusters.

The Manager and the Property Manager organised a series of programmes, which attracted more than 2,700 tenants and employees. The programmes included free health screenings, one-to-one health coaching sessions, physical activities and lunchtime workshops. In addition, participating canteen vendors at the respective property clusters were encouraged to offer healthier food and beverage options.



The Healthy Workplace Ecosystem was held for the fourth consecutive year to promote healthy and active lifestyles among the working residents at selected MIT clusters.



Collaboration with SME Centre @ Singapore Manufacturing Federation

In collaboration with SME Centre @ Singapore Manufacturing Federation, the Manager and the Property Manager organised two knowledge sharing events for SMEs in FY19/20. The events had a turnout of 219 attendees.

These events allowed distinguished speakers to share insights on topics such as branding, digital marketing, effective cash flow management and ways of maximising employee potential.



In collaboration with SME Centre @ Singapore Manufacturing Federation, the Manager and the Property Manager organised two knowledge sharing events for SMEs in FY19/20.





Tenant engagement for the redevelopment of the Kolam Ayer 2 Cluster

The Manager and the Property Manager actively engaged the tenants at the Kolam Ayer 2 Cluster to understand their concerns prior to its redevelopment.

The Manager and the Property Manager supported tenants in their relocation plans through a comprehensive tenant assistance package, which included an extended notice period of 12 months at preferential gross rental rates for their remaining leases at the Kolam Ayer 2 Cluster, as well as discounted gross rental rates, extended fit-out and rent-free periods at alternative MIT clusters.

As at 31 March 2020, 67 out of 108 existing tenants had committed to relocating to alternative MIT premises.

ENVIRONMENT



Energy

103-1 103-2 103-3

The building and construction sector is a major driver of global energy demand and carbon dioxide (CO₂) emissions, which accounted for 36% of the world's final energy use and 39% of energy and process-related CO₂ emissions³ in 2018. In support of Singapore's pledge on reducing greenhouse gas ("GHG") emissions intensity to combat climate change and its impacts, the Manager and the Property Manager are committed to work with stakeholders to reduce the GHG emissions from MIT's properties by monitoring and improving their energy performance and efficiency.

Targets and Performance



Current targets		Future targets
FY19/20	Performance : Met : Not met	FY20/21
Reduce average building electricity intensity by 1% for the existing portfolio year-on-year, from the base year of FY18/19	•	Reduce average building electricity intensity by 0.5% for MIT's properties year-on-year, from the base year of FY19/20Revised



BCA Green Mark Gold Award

for The Signature (re-certification)



reduction in average building electricity intensity from FY18/19



improvement in GHG intensity from FY18/19



property clusters with BCA Green Mark **Gold Certifications** and higher

Contribution to SDGs







Latest estimates from the International Energy Agency, "2019 Global Status Report for Buildings and Construction".

Green buildings

CRE8

The Manager and the Property Manager recognise that green building credentials underscore their commitment towards more environmentally friendly buildings. In Singapore, the Manager and the Property Manager continued to support the BCA Green Building Masterplan to shape a safe, high quality, sustainable and friendly built environment. As at FY19/20, eight property clusters have attained BCA Green Mark Gold certifications and higher.

List of MIT's properties with BCA Green Mark Gold certifications and higher

Property cluster	Property segment	Award
1 & 1A Depot Close	Hi-Tech Building	BCA Green Mark Platinum
18 Tai Seng	Hi-Tech Building	BCA Green Mark Gold
26A Ayer Rajah Crescent	Hi-Tech Building	BCA Green Mark Platinum
30A Kallang Place	Hi-Tech Building	BCA Green Mark Gold
978 & 988 Toa Payoh North	Hi-Tech Building	BCA Green Mark Gold
K&S Corporate Headquarters	Hi-Tech Building	BCA Green Mark Gold
The Signature	Business Park Building	BCA Green Mark Gold
The Strategy	Business Park Building	BCA Green Mark Gold ^{Plus}

Monthly Group Property Management engineering forums are organised to discuss ongoing applications or renewals of green building certifications for MIT's properties. Properties with centralised air-conditioning systems are prioritised to achieve BCA Green Mark certifications as air-conditioning accounts for a high proportion of total energy consumption in buildings.

All tenants of Green Mark buildings are given Green Building Guides, which includes action plans for waste recycling, energy and water conservation. In line with BCA's target for 80% of buildings in Singapore to achieve the standards of Green Mark by 2030, the Manager and Property Manager aim to attain BCA Green Mark ratings and higher for MIT's new developments.



BCA Green Mark Gold Award for The Signature in FY19/20

In May 2019, Business Park Building, The Signature was re-certified with the BCA Green Mark Gold Award for Existing Non-Residential Buildings in recognition of its environmentally friendly features:



Highly efficient district cooling system performing at an efficiency of 0.669 kilowatt per refrigeration ton



Provision of recycling practices to collect and monitor recyclable waste (e.g. placing recycling bins at high circulation area and monthly monitoring of recycling waste by waste recycling vendor)



Provision of T5 lamps in all common areas



Installation of motion sensors in staircases and motion detectors in escalators



Carbon dioxide sensors to regulate outdoor air flow rate. This will control the amount of fresh air supplied and reduce the energy consumption without compromising the indoor air quality



Lifts with Variable Voltage Variable Frequency inverter and sleep mode control features



Rooftop greening



Use of water-efficient fittings



Three-pronged approach to energy management

The Manager and the Property Manager adopt a threepronged approach to energy management which includes reducing energy consumption, improving energy efficiencies and increasing the adoption of renewable energy.

Reducing energy consumption and improving energy efficiencies are the most cost-effective and impactful way to manage the energy profiles of MIT's properties. On a monthly basis, the Property Manager monitors and assesses utility consumption patterns as well as identifies energy-saving opportunities. Part of the process also includes incorporating environmentally sustainable practices into property management operations through various energy saving initiatives such as:

- · installation of energy efficient lighting;
- · installation of motion sensors;
- installation of alternate light circuits and timers for lighting control;
- upgrading of lifts; and
- review of tenants' fit-out designs to ensure that they adhere to the properties' power density limit.

As part of the commitment towards climate change mitigation, the Manager and the Property Manager plan to increase the adoption of solar energy whenever possible. One of the key initiatives in FY20/21 includes the installation of solar panels at the Serangoon North Cluster and K&S Corporate Headquarters.

Translating efforts into reduction in emission and energy consumption

102-48 302-1 302-3 305-2 305-4 CRE1 CRE3

A significant amount of energy consumption of industrial properties comes from the use of electricity for lightings, air-conditioning systems and lifts. As such, majority of MIT's emissions are Scope 2 (indirect) GHG emissions. The electricity at MIT's properties is supplied by Tuas Power Supply Pte. Ltd and SP Group. In FY19/20, MIT revised its calculation methodology to better reflect the energy performance of MIT's properties.



Refer to Supplementary Information on page 139 for more details on MIT's revised calculation methodology.

	Unit of measure			FY19/20
	Number of clusters	33	33	36
Reported MIT properties	Number of properties	75	75	79
GFA	Square metre (m²)	1,733,885	1,733,885	1,882,978
Total building electricity consumption (kWh) ⁴	Million kilowatt hours (kWh)	41.9	40.5	57.0
Average building electricity intensity ⁵	kWh/m²	27.2 ⁶	26.6 ⁶	33.0
Total building GHG emissions ⁷	Tonnes of carbon dioxide equivalent (CO ₂ e)	17,736	16,960	23,883
Average building GHG emission intensity	Tonnes CO₂e/m²	0.0115	0.0112	0.0138

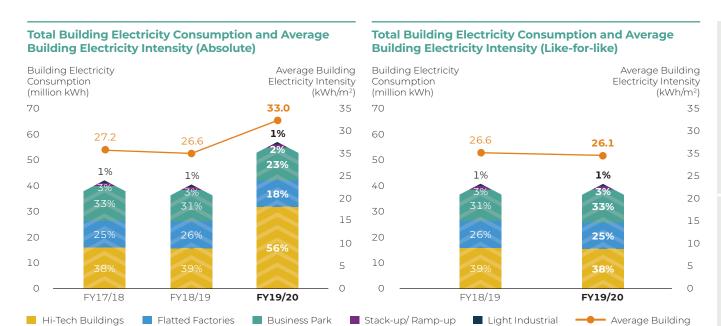
⁴ Energy consumption (the numerator) includes energy consumed in common areas and shared services.

⁵ Computation was calculated by taking into consideration GFA and occupancy rates for the denominator.

Energy intensity for FY17/18 and FY18/19 was restated based on revised calculation.

MIT utilised the Grid Emission Factor ("GEF") calculated using the Average Operating Margin method from the latest available Singapore Energy Statistics 2019, published by the Energy Market Authority - 0.4237 kgCO₂/kWh (for FY17/18), 0.4192 kgCO₂/kWh (for FY18/19) and 0.4188 kgCO₂/kWh (for FY19/20).

Electricity Intensity

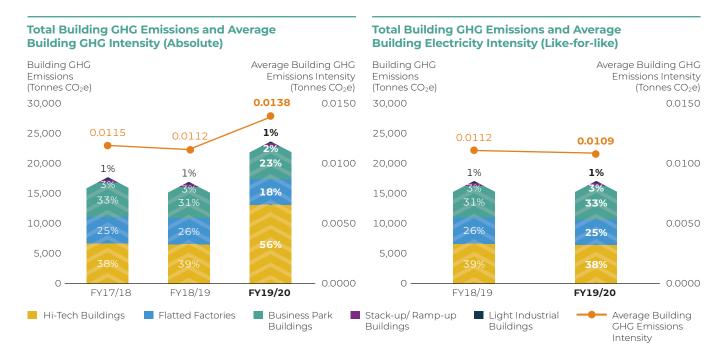


The total building electricity consumption of MIT's properties increased by 40.7% from FY18/19 due to the inclusion of three new property clusters. However, a like-for-like comparison between FY18/19 and FY19/20 showed that the average building electricity intensity had improved by 1.9% from 26.6 kWh/m² to 26.1 kWh/m², which reflected MIT's efforts in reducing energy consumption and improving energy efficiency. Some of these initiatives included the use of more energy efficient light bulbs and motion sensors, as well as the adjustment of timer controls at common areas in response to tenants' activities.

Buildings

Buildings

Buildings



As a majority of the total building electricity consumption of MIT's properties is from electricity use, the Manager reports only on Scope 2^9 greenhouse gas ("GHG" emissions). In FY19/20, the total building GHG emissions of MIT's properties in FY19/20 were 23,883 tonnes $CO_{2}e$, an increase due to the inclusion of three new property clusters. However, a like-for-like comparison between FY18/19 and FY19/20 showed that the average building GHG emissions intensity had improved by 2.7% from 0.0112 tonnes $CO_{2}e/m2$ to 0.0109 tonnes $CO_{2}e/m^2$.

⁸ 18 Tai Seng, 30A Kallang Place and 1 & 1A Depot Close were not included in FY18/19 as MIT did not have full-year environmental data of these property clusters in FY18/19. These three clusters were included in FY19/20 reporting scope.

⁹ Energy indirect (Scope 2) GHG emissions.



Water

103-1 103-2 103-3

Water scarcity is an issue for Singapore because of the increasing demand for water and limited water resources. The Manager and the Property Manager are committed to tracking water withdrawal to enable continued improvement, reducing water usage and improving overall water management across MIT's properties. This is in line with the Ministry of the Environment and Water Resources' Clean Water Policy of conserving water resources and encouraging the use of water wisely to ensure sustainability.

Targets and Performance

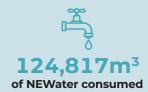


Current targets		Future targets	
FY19/20	Performance : Met : Not met	FY20/21	
Obtain WEB certification for 18 Tai Seng	•	Reduce average building water intensity by 0.5% for MIT's properties year-on-year, from the base year of EV19/20 New	



reduction in average building water intensity from FY18/19





Contribution to SDGs





Three-pronged approach to water management

303-1 CRE8

The majority of the water usage in MIT's properties relates to the use of water in common areas (e.g. toilets and pantries) and chiller plant systems. As such, most of the initiatives introduced have been focused on improvement in chiller performance and upgrading of toilets.

Other water-saving initiatives to reduce water withdrawal and improve water efficiency includes the installation of low flush water systems and water efficient taps, installing motion sensor water faucets and adopting recommended water flow rates across MIT's properties. The Property Manager conducts periodic checks on water supply facilities as well as executes timely repairs and regular maintenance to resolve water leakage issues. Lastly, the Property Manager engages the tenants to advocate the importance of water as a shared resource through posters placed in toilets and pantries on water conservation.

Over the years, MIT has completed the progressive upgrading of toilets for 13 property clusters, with the toilet upgrading at The Strategy, The Signature and The Synergy Business Park Buildings remained on track for completion in FY20/21. Such upgrading efforts seek to reduce water and energy consumption in common areas through various environmentally friendly features:

 use of water fittings with at least a three-tick water efficiency ratings under the Public Utilities Board's ("PUB") Mandatory Water Efficiency Labelling Scheme and Voluntary Water Efficiency Labelling Scheme;

- replacement of existing water supply pipes with polypropylene pipes for greater water flow efficiency;
- reduction in the number of sanitary wares and shower cubicles; and
- installation of energy efficient lighting and motion sensors.

To date, 37 clusters within MIT's portfolio have received the WEB certifications issued by PUB, which included 18 Tai Seng in FY19/20. These were achieved through the adoption of water efficient measures such as installing water efficient fittings and adopting the WEB recommended flow rates or flush volumes. In recognition of its contribution towards water conservation, MIT was also awarded the Friends of Water by PUB.

Translating efforts into reduction in water withdrawal and intensities

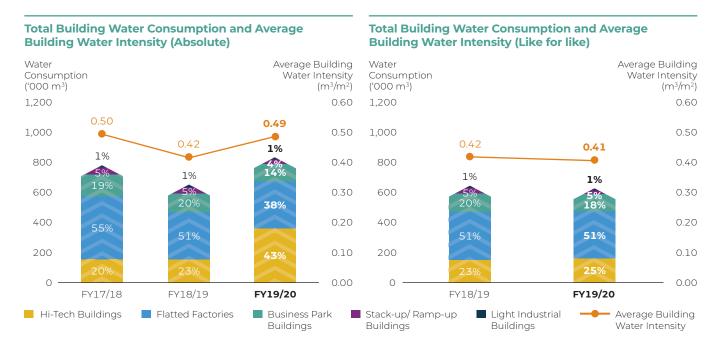
102-48 303-3 CRE2

Water withdrawn in MIT's properties are mainly provided by PUB. High-grade reclaimed water, also known as NEWater was used for the cooling towers at Hi-Tech Buildings, K&S Corporate Headquarters and 1 & 1A Depot Close. NEWater represented about 34% of the water used for the Hi-Tech Building segment in FY19/20. In FY19/20, MIT revised its calculation methodology to better reflect the performance of MIT's properties.



Refer to Supplementary Information on page 139 for more details on MIT's revised calculation methodology.

	Unit of measure	FY17/18	FY18/19	FY19/20
	Number of clusters	33	33	36
Reported MIT properties	Number of properties	75	75	79
GFA	Square metre (m²)	1,733,885	1,733,885	1,882,978
Total volume of water withdrawal	m^3	770,091	638,149	834,339
Water	m^3	744,192	610,763	709,522
NEWater	m^3	25,899	27,386	124,817
Average building water intensity	m^3/m^2	0.50	0.42	0.49



In FY19/20, the total water withdrawn from MIT's properties was 834,339 m³, an increase of 30.7% from 638,149 m³ in FY18/19 due to the inclusion of three new property clusters 10 . However, a like-for-like comparison between FY18/19 and FY19/20 showed that MIT's average building water intensity had improved by 2.4% from 0.42 m³/m² to 0.41 m³/m², which reflected MIT's efforts in reducing water withdrawal and intensities.

¹⁸ Tai Seng, 30A Kallang Place and 1 & 1A Depot Close were not included in FY18/19 as MIT did not have full-year environmental data of these property clusters in FY18/19. These three clusters were included in FY19/20 reporting scope.

SUPPLEMENTARY INFORMATION

102-48

Methodology

This section explains the boundaries, methodologies and assumptions used in the computation of MIT's sustainability data and information.



Employees

Employees are defined as individuals who are in an employment relationship with the Mapletree Group, according to national law. The Manager and the Property Manager are wholly-owned subsidiaries of the Mapletree Group. Employees include the management teams and employees of the Manager and the Property Manager who are based in Singapore and do not include workers who are non-employees (e.g. third-party service providers).



Occupational health and safety

- Work-related injuries are defined as a negative impact on an employee's health arising from exposure to hazards at work. The rate of work-related injuries is computed based on 1,000,000 man-hours worked.
- High-consequence work-related injuries are defined as work-related injuries that results in a fatality
 or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury
 health status within six months. The rate of high-consequence work-related injuries is computed based
 on 1,000,000 man-hours worked.



Environmental data

- The methodology for energy and water intensities were revised in FY19/20 to better reflect the
 operational characteristics of MIT's properties. It takes into consideration the occupancy rates of
 MIT's properties.
- Four additional properties, 18 Tai Seng, 30A Kallang Place and 1 & 1A Depot Close were included in MIT's reporting scope in FY19/20, which increased the total number of properties reported to 79.



Energy

- The most significant form of energy consumed relates to purchased electricity from the grid, and includes the electricity consumption (the numerator) in common areas and shared services.
- Building electricity intensity is derived by taking into consideration GFA and occupancy rates for the denominator.
- Building electricity intensities for FY17/18 and FY18/19 were restated based on revised calculation.



GHG emissions

- GHG emissions are reported in line with the guidance from the GHG Protocol Corporate Accounting and Reporting Standard. The operational control approach is applied, and MIT accounts for GHG emissions from operations over which it or its subsidiaries has operational control.
- Disclosure relating to Direct (Scope 1) GHG emissions is excluded as properties' source of Scope 1 emissions comes from diesel generation. Diesel is only topped up for back-up purposes and emission from this activity is insignificant.
- Most of the properties' emissions come from the use of electricity for lightings, air-conditioning systems and lifts which is classified as Scope 2 (indirect) GHG emissions.
- GHG emissions intensity is derived where the numerator is the total energy indirect (Scope 2) GHG emissions and the denominator is calculated considering GFA and occupancy rates.
- A location-based method is adopted to reflect the average emissions intensity of Singapore's grid. The emission factors used are obtained from the Singapore Energy Statistics published by the Energy Market Authority. MIT adopted GEF calculated using the Average Operating Margin method 0.4237 kgCO $_{\rm 2}$ /kWh (for FY17/18), 0.4192 kgCO $_{\rm 2}$ /kWh (for FY18/19) and 0.4188 kgCO $_{\rm 2}$ /kWh (for FY19/20).



Water

- Water withdrawal (the numerator) is defined as the total sum of water drawn for use. At MIT, this includes third-party water (municipal water sourced from Singapore's PUB).
- Building water intensity is derived by taking into consideration GFA and occupancy rates for the denominator
- Building water intensities for FY17/18 and FY18/19 were restated based on revised calculation.

GRI CONTENT INDEX

102-55

GRI 2016 and desc	standards disclosure reference ription	Section of report / reasons for omission	Page reference
General di	isclosures		
Organisat	ional profile		
102-1	Name of the organisation	Mapletree Industrial Trust Corporate Profile	IFC
102-2	Activities, brands, products, and services	Corporate Profile	IFC
102-3	Location of headquarters	Corporate Directory	IBC
102-4	Location of operations	Corporate Profile	IFC
		Strategic Locations Across Singapore and North America	30 - 31
102-5	Ownership and legal form	Corporate Profile	IFC
		Organisation, Corporate and Trust Structures	19
102-6	Markets served	Corporate Profile	IFC
102-7	Scale of the organisation	Corporate Profile	IFC
		Employment and Talent Retention, Profile of the Workforce	119 - 120
		Financial Statements	145 - 223
102-8	Information on employees and other workers	Employment and Talent Retention, Profile of the Workforce	119 - 120
102-9	Supply chain	Supply chain activities are minimal and not significant to MIT's operations.	
102-10	Significant changes to the organisation and its supply chain	There were no significant changes in MIT's supply chain during the year that had an impact on the reporting scope of MIT's Sustainability Report.	
102-11	Precautionary Principle or Approach	MIT's approach towards risk management is embedded in its ERM framework.	
102-12	External Initiatives	Voluntary initiatives subscribed by MIT include the United Nations SDGs.	
102-13	Membership of Associations	Memberships	129
Strategy			
102-14	Statement from senior decision-maker	Letter to Unitholders	14 - 16
		Board Statement	109
Ethics and	l integrity		
102-16	Values, principles, standards, and norms of	Vision, Mission	IFC
	behaviour	Strategic Direction	12 - 13
		Corporate Governance	82 - 101
		Sustainability Approach	110 - 111
Governan	ce		
102-18	Governance structure	Corporate Governance	82 - 101
102 10	Governance structure	Sustainability Governance	110 - 111
Stakehold	er engagement		
102-40	List of stakeholder groups	Stakeholder Engagement	111 - 113
102-41	Collective bargaining agreements	No collective bargaining agreements are in place.	
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	111 - 113
102-43	Approach to stakeholder engagement	Stakeholder Engagement	111 - 113
102-44	Key topics and concerns raised	Stakeholder Engagement	111 - 113

GRI 2016 and desc	standards disclosure reference ription	Section of report / reasons for omission	Page reference
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Reporting	g practice		
102-45	Entities included in the consolidated financial statements	Significant Accounting Policies	170 - 185
102-46	Defining report content and topic Boundaries	About the Report	110
		Materiality	111
102-47	List of material topics	Material Sustainability Matters, Targets and Performance	114
102-48	Restatements of information	Energy, Translating Efforts into Reduction in Emission and Energy Consumption	134
		Water, Translating Efforts into Reduction in Water Withdrawal and Intensities	137
		Supplementary Information	139
102-49	Changes in reporting	There were no significant changes from previous reporting periods.	
102-50	Reporting period	1 April 2019 – 31 March 2020	110
102-51	Date of most recent report	28 June 2019	
102-52	Reporting cycle	About the Report	110
102-53	Contact point for questions regarding the report	Feedback	110
102-54	Claims of reporting in accordance with the GRI Standards	Reporting Standards	110
102-55	GRI content index	GRI Content Index	140 - 144
102-56	External assurance	MIT has not sought external assurance on this report but may do so in the future.	
Material 1	opic: Economic performance		
GRI 103 (2016): Management approach		
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	114
103-2	The management approach and its components	-	
103-3	Evaluation of the management approach	-	
GRI 201 (2016): Economic performance		
201-1	Direct economic value generated and distributed	Economic Performance Financial Statements	115 145 - 223
		Disclosure on breakdown of economic value distributed was not included as information was unavailable.	
Material 1	opic: Anti-corruption		
GRI 103 (2016): Management approach		
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	114
103-2	The management approach and its components	- _ Anti-corruption and Compliance with Laws and	116
103-3	Evaluation of the management approach	Regulations	110
GRI 205 (2016): Anti-corruption		
205-3	Confirmed incidents of corruption and actions taken	Anti-corruption	117

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Material ⁻	Topic: Compliance with laws and regulations		
GRI 103 (2016): Management approach		
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	114
103-2	The management approach and its components	_ Anti-corruption and Compliance with Laws and	116
103-3	Evaluation of the management approach	Regulations	
GRI 307 (2016): Environmental compliance		
307-1	Non-compliance with environmental laws and regulations	Compliance with Laws and Regulations	117
GRI 416 (2016): Customer health and safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Compliance with Laws and Regulations	117
GRI 416 (2016): Marketing and labelling		
417-2	Incidents of non-compliance concerning product and service information and labeling	Compliance with Laws and Regulations	117
417-3	Incidents of non-compliance concerning marketing communications	Compliance with Laws and Regulations	117
GRI 419 (2016): Socioeconomic compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	Compliance with Laws and Regulations	117
Material [*]	Topic: Employment and talent retention		
GRI 103 (2016): Management approach		
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	114
103-2	The management approach and its components	_ Employment and Talent Retention	119
103-3	Evaluation of the management approach		
GRI 401 (2016): Employment		
401-1	New employee hires and employee turnover	Profile of the Workforce	120
		Information on the total number of new hires and employee turnover by age group, gender and region was deemed insignificant to report on.	
GRI 404 (2016): Training and education		
404-2	Programmes for upgrading employee skills and transition assistance programmes	Talent Development and Management	120
404-3	Percentage of employees receiving regular performance and career development reviews	Competitive and Fair Remuneration System	120

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Material 7	Topic: Health & safety		
GRI 103 (2016): Management approach		
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	114
103-2	The management approach and its components	_ Health and Safety	123
103-3	Evaluation of the management approach		
GRI 403 (2018): Occupational health and safety		
403-2	Hazard identification, risk assessment, and incident investigation	A Strong Safety Culture	123 - 124
403-5	Worker training on occupational health and safety	A Strong Safety Culture	123 - 124
403-6	Promotion of worker health	Ensuring the Well-bring of Employees	126
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	A Strong Safety Culture	123 - 124
403-9	Work-related injuries	Occupational Health and Safety Performance	126
		Disclosure relating to workers who are not employees was not included as information was unavailable	
GRI 416 (2016): Customer health and safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Anti-corruption and Compliance with Laws and Regulations, Compliance with Laws and Regulations	117
Material 7	opic: Local communities		
GRI 103 (2016): Management approach		
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	114
103-2	The management approach and its components	- _ Local Communities	127
103-3	Evaluation of the management approach		
GRI 413 (2016): Local communities		
413-1	Operations with local community engagement, impact assessments, and development	Corporate Social Responsibility	128
	programmes	Serving the Wider Community and Managing Business Impact on Stakeholders	129
		Disclosure relating to percentage of operations with implemented local community engagement, impact assessments, and/or development programs was not included as information was unavailable.	

GRI 2016 and desc	5 standards disclosure reference cription	Section of report / reasons for omission	Page reference
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Material 7	Горіс: Energy		
GRI 103 (2016): Management approach		
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	114
103-2	The management approach and its components	_ Energy	131
103-3	Evaluation of the management approach		
GRI 302 ((2016): Energy		
302-1	Energy consumption within the organisation	Translating Efforts into Reduction in Emission	134 - 135
302-3	Energy intensity	and Energy Consumption	
GRI 305 (2016): Emissions		
305-1	Direct (Scope 1) GHG emissions	Disclosure relating to Direct (Scope 1) GHG emissions was excluded as properties' source of Scope 1 emissions comes from diesel generation. Diesel was only topped up for back-up purposes and emission from this activity was insignificant.	
305-2	Energy indirect (Scope 2) GHG emissions	Translating Efforts into Reduction in Emission	134 - 135
305-4	GHG emissions intensity	and Energy Consumption	
GRI-G4 S	ector Disclosures: Construction and real estate		
CRE1	Building energy intensity	Translating Efforts into Reduction in Emission and Energy Consumption	134 - 135
CRE3	GHG emissions intensity from buildings		
CRE8	Type and number of sustainability certification, rating and labelling schemes	Green Buildings	132
Material 7	Горіс: Water		
GRI 103 (2016): Management approach		
103-1	Explanation of the material topic and its Boundary	Material Sustainability Matters, Targets and Performance	114
103-2	The management approach and its components	_ Water	136
103-3	Evaluation of the management approach		
GRI 303 (2018): Water and effluents		
303-1	Interactions with water as a shared resource	Three-pronged Approach to Water Management	137
303-2	Management of water discharge-related impacts	Disclosure relating to management of water discharge-related impacts was excluded as management of trade effluents is not managed by the Manager or the Property Manager.	
303-3	Water withdrawal	Translating Efforts into Reduction in Water Withdrawal and Intensities	137 - 138
GRI-G4 Se	ector Disclosures: Construction and real estate		
CRE2	Building water intensity	Translating Efforts into Reduction in Water Withdrawal and Intensities	137 - 138
CRE8	Type and number of sustainability certification, rating and labelling schemes	Three-pronged Approach to Water Management	137