

# SUSTAINABILITY REPORT

The Manager is pleased to present MIT's inaugural sustainability report for the period 1 April 2016 to 31 March 2017, which was guided by the Sponsor's sustainability strategies and led by the Sustainability Steering Committee ("SSC") comprising members from the Sponsor's senior management team and CEOs of the managers of four Mapletree Group-sponsored REITs.

As environmental, social and governance ("ESG") aspects of MIT's business are becoming increasingly important to its stakeholders, the Manager recognises the importance of identifying and managing material ESG factors relevant to its operations. The Manager is committed to improving the long-term economic resilience of MIT's business while protecting the environment and upholding the social well-being of its stakeholders.

## ABOUT THIS REPORT



This report contains ESG data and practices relating to MIT's properties located in Singapore which the Manager has operational control<sup>1</sup>. The Manager will publish the sustainability report annually.

This report addresses some of the requirements prescribed by the SGX-ST Listing Rules – Sustainability Reporting Guide, and makes reference to the Global Reporting Initiative ("GRI") Standards (2016). The GRI Standards is one of the global best practice guides for reporting on a range of economic, environmental, social, and governance factors.

In preparing and defining the contents of this report, the Manager has applied the GRI Reporting Principles to achieve the following:

- Communicate MIT's performance in relation to its impact on the environment and societies within which it operates. This report details MIT's efforts and progress towards achieving its sustainability aspirational goals in the context of its operations;
- Promote accountability and strengthen relationships between MIT and its stakeholders. Please refer to pages 90 to 91 for how MIT engages and communicates with its stakeholders;

- Reflect material factors that are relevant to MIT's business and their significance to its stakeholders. Please refer to pages 90 to 91 for MIT's materiality assessment process and its relevance to stakeholders;
- Present a balanced assessment of material factors and their boundaries, so as to sufficiently reflect significant economic, environmental, social and governance impacts to enable its stakeholders to assess MIT's sustainability performance for the reporting period; and
- Present information that is sufficiently accurate, coherent and consistent – in a timely manner, to enable its stakeholders to assess MIT's sustainability performance over time and support analysis relative to its peers.

The Manager seeks to further integrate sustainable practices into MIT's business and share its progress in the coming years. Please send your comments and suggestions on MIT's sustainability report to [ir\\_industrial@mapletree.com.sg](mailto:ir_industrial@mapletree.com.sg).

## SUSTAINABILITY GOVERNANCE



The Manager's sustainability management comes under the purview of the SSC, which is co-led by the Sponsor's Deputy Group CEO and the Head of Group Corporate Services and Group General Counsel. The SSC includes the CEOs of the managers of the four Mapletree Group-sponsored REITs and other members of the Sponsor's senior management team. Mr Tham Kuo Wei, Executive Director and CEO, represented the Manager in the committee for FY16/17. The SSC develops sustainability management strategies and manages overall sustainability performance.

The SSC is supported by the Sustainability Working Committee ("SWC"), which comprises senior management representatives across business units and functions. The SWC implements, executes and monitors policies and procedures within the sustainability framework across the organisation.

The Board is updated on the key material factors identified by MIT's stakeholders and the sustainability management strategies of the Manager.

<sup>1</sup> Excludes eight properties and three properties under development. The Manager is responsible for the environmental performance of the on-site premises and common areas of MIT's 75 properties.

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## MATERIALITY ASSESSMENT

A formal Group-wide materiality assessment exercise was conducted in FY16/17, which took reference from the GRI Standards (2016) Materiality Principle. The assessment comprised a three-step process to

identify, prioritise and validate material factors. Key representatives from the Manager and the Property Manager evaluated and ranked a list of material factors according to MIT's stakeholder concerns and their significance to the business through an online survey. Senior management of the Manager and the Property Manager participated in a workshop facilitated by an independent consultant to rank these factors. Factors such as industry best practices, global and local emerging trends, and business risks were considered in defining the material factors. The list of nine material factors were validated with the SSC and presented to the Board.

### Material Factors



## STAKEHOLDER ENGAGEMENT

The Manager and the Property Manager regularly engage MIT's stakeholders through various channels to understand the key issues that impact each group. The universe of internal and external stakeholder groups was assessed

by the Manager and the Property Manager based on their importance to MIT. Consequently, six stakeholder groups were identified to have significant impact on MIT's long-term business strategy.

Frequent engagements with each stakeholder group allow issues to be identified and effective responses to be developed with the objective of building sustainable and lasting relationships. The following table summarises the approach towards stakeholder engagement. Insights gained from these stakeholder interactions are considered in developing effective responses to address the key topics.

## Stakeholder Engagement

Key Stakeholder	Forms of Engagement	Key Topics and Concerns	Relevant Material Factors
<b>Tenants</b>	<ul style="list-style-type: none"> <li>Marketing and Property Management hotlines</li> <li>Tenant Handbook and circulars</li> <li>On-site property managers for multi-tenanted buildings</li> <li>Meetings with key existing and new tenants</li> <li>Tenant engagement initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Well-managed industrial facilities</li> <li>Safe working environment</li> <li>Prompt response to feedback</li> <li>Environmentally sustainable buildings</li> <li>Responsible marketing communications</li> </ul>	<ul style="list-style-type: none"> <li>Health and safety</li> <li>Local communities</li> <li>Energy</li> <li>Water</li> <li>Marketing communications</li> </ul>
<b>Investors (including analysts and media)</b>	<ul style="list-style-type: none"> <li>Announcements via SGXNET</li> <li>Email alerts to subscribers on MIT's announcements and updates</li> <li>Investor meetings, events and teleconferences</li> <li>Bi-annual analyst results briefings with "live" audio webcasts</li> <li>Annual general meetings</li> <li>MIT website</li> </ul>	<ul style="list-style-type: none"> <li>Stable and sustainable distributions</li> <li>Information on business strategy and outlook</li> <li>Timely and transparent reporting</li> <li>Good corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Economic performance</li> <li>Marketing communications</li> <li>Anti-corruption</li> <li>Compliance with laws and regulations</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Bi-annual communication sessions by senior management</li> <li>Mapletree Group Employee Engagement Survey</li> <li>Training programmes and education sponsorships</li> <li>Recreation Club activities and staff volunteering activities</li> <li>Employee Handbook</li> </ul>	<ul style="list-style-type: none"> <li>Equitable reward and recognition</li> <li>Good communication of business strategies and corporate objectives</li> <li>Training and development</li> <li>Safe and healthy working environment</li> </ul>	<ul style="list-style-type: none"> <li>Economic performance</li> <li>Talent retention</li> <li>Health and safety</li> </ul>
<b>Regulators and trustee</b>	<ul style="list-style-type: none"> <li>Meetings, briefings and regular reporting</li> <li>Respond to public consultations</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with rules and regulations</li> <li>Good corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Anti-corruption</li> <li>Compliance with laws and regulations</li> </ul>
<b>Third-party service providers</b>	<ul style="list-style-type: none"> <li>Regular meetings with key service providers</li> <li>Communicate standard operating procedures</li> </ul>	<ul style="list-style-type: none"> <li>Safe working environment</li> <li>Fair and reasonable business practices</li> </ul>	<ul style="list-style-type: none"> <li>Health and safety</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>Collaborate with non-profit organisations</li> <li>Support tenants' CSR initiatives where possible</li> <li>Provide feedback channels for ongoing development projects</li> </ul>	<ul style="list-style-type: none"> <li>Corporate philanthropy and engagement</li> <li>Stronger landlord-tenant relationships</li> <li>Manage impact of development projects on surrounding neighbourhoods</li> </ul>	<ul style="list-style-type: none"> <li>Local communities</li> </ul>

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## ECONOMIC



The long-term economic viability of MIT's business is a material factor to its stakeholders. MIT's financial and operational performances for FY16/17 are discussed in detail in the Operations Review (pages 30 to 37), Financial Review (pages 64 to 66) and Financial Statements (pages 106 to 159) of this Annual Report.

## ENVIRONMENT



The Manager and the Property Manager are committed to reducing the environmental footprint of MIT's operations through various eco-efficient initiatives. This is in line with the global trend towards environmentally sustainable buildings and Singapore's increased commitment to environmental sustainability through various regulations and schemes introduced by Building and Construction Authority of Singapore ("BCA"). Improving the environmental performance of MIT's properties not only demonstrates a commitment to reducing the impact on the environment, it also offers other benefits such as savings in operating costs and better work environment for tenants and staff.

The Manager and the Property Manager continue to participate in the Sponsor's "Mapletree Goes Green" initiative, which encourages employees to adopt green measures in their work practices. For instance, employees are encouraged to use refillable water bottles and print on both sides of paper. Other measures include the installation of recycling bins for paper and plastic to promote a more environmentally conscious culture. The Manager also marked the global "Earth Hour" by switching off the façade lightings at its office to promote awareness of energy conservation.

The Manager and the Property Manager strive to achieve BCA Green Mark certifications for MIT's new developments. Phase One of the BTS development for HP, which was completed in FY16/17, incorporated environmental considerations at all stages of the project from feasibility, design, construction to operations. It has been accredited the BCA Green Mark Platinum Award, the highest accolade for environmentally sustainable buildings.

During FY16/17, three clusters were awarded the BCA Green Mark Awards for Existing Non-Residential Buildings while 26A Ayer Rajah Crescent and Tata Communications Exchange achieved the LEED Gold® by U.S. Green Building Council®.

Group Property Management monthly engineering forums are conducted to discuss ongoing applications or renewals of green building certifications for MIT's properties. Green Building Guides, which outline the action plans in terms of waste recycling, energy and water conservation, are disseminated to all tenants of Green Mark buildings to promote environmental conservation. These efforts are in support of BCA's 3<sup>rd</sup> Green Building Masterplan to accelerate the proliferation of green buildings.



## Environmental Awards in FY16/17

Property	Property Segment	Award
26A Ayer Rajah Crescent (Data centre)	Hi-Tech Building	LEED Gold®
978 & 988 Toa Payoh North	Hi-Tech Building	BCA Green Mark Gold
K&S Corporate Headquarters	Hi-Tech Building	BCA Green Mark Gold
Tata Communications Exchange (Data centre)	Hi-Tech Building	LEED Gold®
The Signature	Business Park Building	BCA Green Mark Gold



26A Ayer Rajah Crescent achieved the LEED Gold®.

### Energy

Energy use and its associated greenhouse gas (“GHG”) emissions pose a significant environmental issue, due to the role GHG emissions play in global warming. Singapore has committed to reduce GHG emissions with the aim of slowing the effects of global warming. Singapore has pledged to reduce emissions intensity by 36% from 2005 levels by 2030. Industrial properties consume energy from the use of electricity for lightings, air-conditioning systems and lifts.

To reduce emissions, the Manager and the Property Manager work on the improvement of the energy performance and efficiency for MIT’s properties. They also encourage their tenants to adopt more green practices. The Manager works closely with the Property Manager to identify opportunities to optimise energy efficiency within MIT’s operations. This is achieved through the

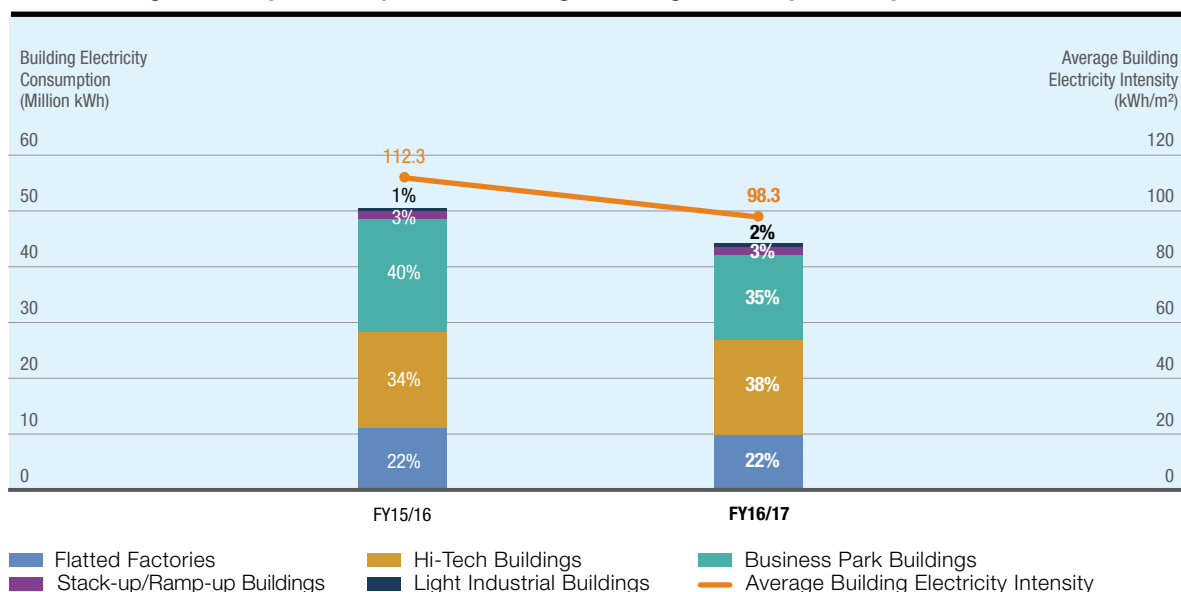
monitoring of monthly utilities consumption by the Property Manager to determine consumption patterns and realise opportunities for energy savings. In addition, the Property Manager complies with the submission of building-related information and electricity consumption data for selected properties to BCA on an annual basis. BCA collates this information to produce building energy benchmarks with the aim of improving energy efficiency and reducing energy consumption within the real estate industry.

Over the years, numerous initiatives to incorporate environmentally sustainable practices into its property management operations have been undertaken, which included the installation of energy efficient lightings, motion sensors as well as alternate light circuits and timers for lighting control. Tenants’ fit-out designs are vetted by the Property Manager to ensure they are in compliance with the properties’ power density limit.

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	Unit of Measure	FY15/16	FY16/17
Reported MIT properties <sup>2</sup>	Number of clusters	33	<b>33</b>
	Number of properties	75	<b>75</b>
Common area	Square metre ("m <sup>2</sup> ")	449,855	<b>450,560</b>
Total building electricity consumption <sup>3</sup>	Million kilowatt hours ("kWh")	50.5	<b>44.3</b>
Total building GHG emissions	Tonnes carbon dioxide equivalent ("CO <sub>2</sub> e")	21,834	<b>19,094</b>

## Total Building Electricity Consumption and Average Building Electricity Intensity



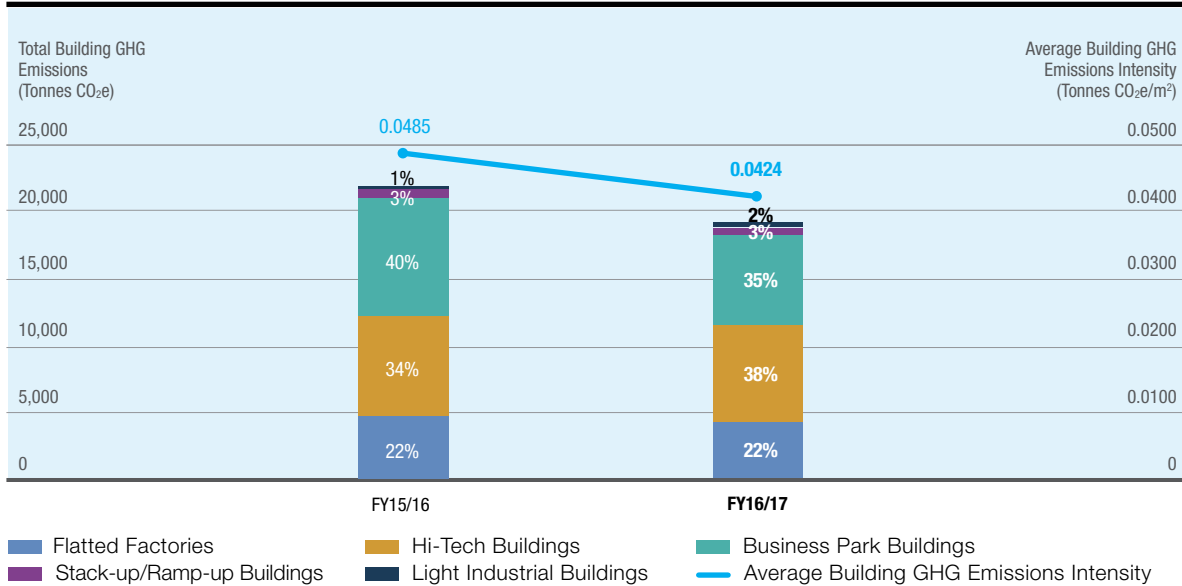
In FY16/17, MIT's total building electricity consumption at its properties recorded 44.3 million kWh, a 12.4% reduction compared to the total of 50.5 million kWh in FY15/16. Average building electricity intensity improved by 12.5% from 112.3 kWh/m<sup>2</sup> in FY15/16 to 98.3 kWh/m<sup>2</sup> in FY16/17. The reduction was attributed to the installation of a smaller chiller at K&S Corporate Headquarters

(Hi-Tech Building), the lower usage of the centralised air-conditioning systems after office hours at The Strategy and The Synergy (Business Park Buildings), as well as energy savings from ongoing energy initiatives such as the use of motion sensors and more energy efficient light fittings.

<sup>2</sup> Excludes eight properties and three properties under development. The Manager is responsible for the environmental performance of the on-site premises and common areas of MIT's 75 properties.

<sup>3</sup> The electricity consumption figures reported exclude tenants' electricity consumption within the leased premises.

### Total Building GHG Emissions and Average Building GHG Emissions Intensity



In FY16/17, the total building GHG emissions for MIT's properties was 19,094 tonnes CO<sub>2</sub>e, which was 12.5% lower than the 21,834 tonnes CO<sub>2</sub>e in FY15/16. Average building GHG emissions intensity improved by 12.6% from 0.0485 tonnes CO<sub>2</sub>e/m<sup>2</sup> to 0.0424 tonnes CO<sub>2</sub>e/m<sup>2</sup>.

Going forward, as MIT progresses on its energy conservation efforts, the Manager will target to achieve BCA Green Mark certifications for all new developments while reducing year-on-year average building electricity intensity.

### Improvement in Average Performance of the Chiller System to 0.65 kW/RT

K&S Corporate Headquarters embarked on an initiative to improve the efficiency performance of the building's chiller system as part of the BCA Green Mark certification process. A chiller with a smaller capacity was installed in July 2016 to support the building operations, which resulted in an improvement in average performance of the building's chiller system to 0.65 kilowatts per refrigeration ton ("kW/RT"). Consequently, K&S Corporate Headquarters received the BCA Green Mark Gold Award for Existing Non-Residential Buildings in March 2017.



K&S Corporate Headquarters achieved the BCA Green Mark Gold Award.

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## Water

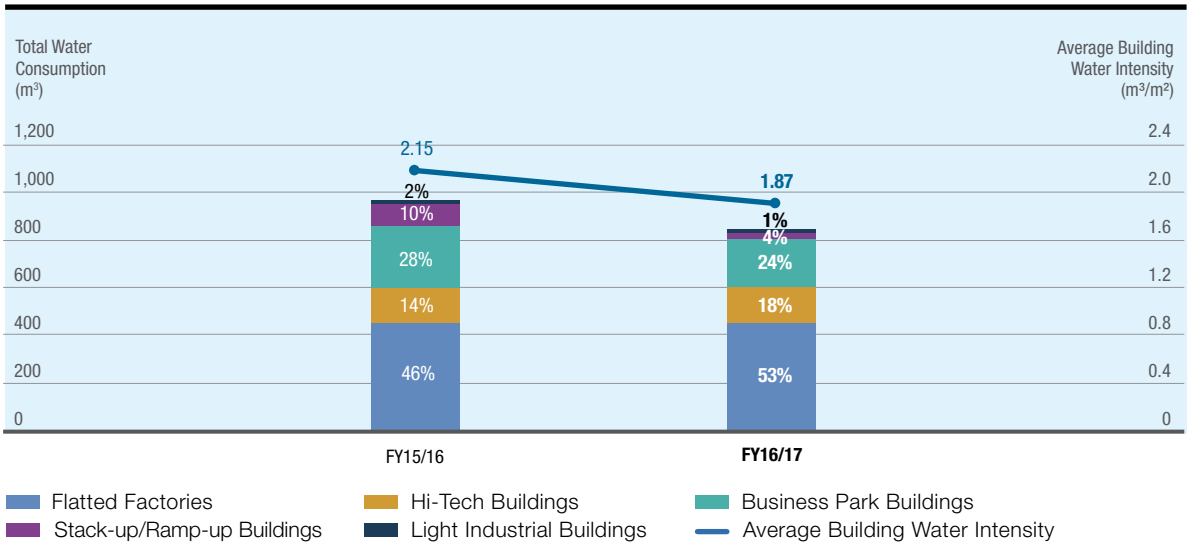
Water is a scarce natural resource and is of strategic significance to Singapore. The Manager recognises its responsibility to conserve this precious resource while providing reliable water sources to MIT's stakeholders.

The Manager and the Property Manager aims to reduce total water consumption and average building water intensity across MIT's properties. Several water-saving features have been introduced, such as utilising low flush water systems and water efficient taps, installing motion sensor water faucets as well as adopting recommended water flow rates. These initiatives have led to 31 property clusters within MIT's portfolio to be awarded the Water Efficient Building ("WEB") certifications issued by the Public Utilities Board ("PUB"). In recognition of its efforts towards water conservation, PUB also awarded the Friend of Water certification to MIT.

The Property Manager regularly tracks water usage data for common areas of all properties. Additional water meters have been installed in previous years to improve monitoring of water consumption and minimise water wastage within the premises. The Property Manager also conducts periodic checks on water supply facilities to ensure all pipes are in good condition and to execute timely repairs to resolve any water leakages.

In its continuing efforts towards responsible water stewardship, the Manager intends to focus efforts on attaining WEB certifications for all MIT's properties that the Manager has operational control. Initiatives to boost staff awareness and encourage stakeholder involvement will also be rolled out to support local programmes in their water conservation agendas.

### Total Water Consumption and Average Building Water Intensity



MIT's total water consumption<sup>4</sup> at its properties recorded 841,091m<sup>3</sup> in FY16/17, compared to 965,728m<sup>3</sup> in FY15/16. Overall, average building water intensity recorded 1.87m<sup>3</sup>/m<sup>2</sup> in FY16/17, compared to 2.15m<sup>3</sup>/m<sup>2</sup> in FY15/16. The reduction was attributed to ongoing water conservation efforts and use of more water efficient sanitary fittings in MIT's upgraded toilets.

<sup>4</sup> The water consumption figures reported exclude the tenants' water consumption within the leased premises.



## SOCIAL







The Manager is conscious of the impact of MIT's business on the social systems within which it operates.

The subsequent sections outline the efforts in ensuring the health and safety of users within MIT's properties, enhancing the development and personal well-being of the employees, and supporting local communities.

### Health and Safety

The Manager and the Property Manager place a strong emphasis on safeguarding the health and safety of all employees, tenants, third-party service providers and visitors at all times.

## Overview of Health and Safety Policies and Procedures

Stakeholder	Policies and Procedures
<b>Employees</b> 	<ul style="list-style-type: none"> <li>Health-related programmes are organised at the premises in conjunction with the Health Promotion Board while health and safety policies for employees are outlined in the Employee Handbook.</li> </ul>
<b>Tenants</b> 	<ul style="list-style-type: none"> <li>Tenants are provided with the following instructional manuals to ensure that the highest health and safety standards are adopted: a Fit-Out Manual which details clauses 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 and specifies some "Dos and Don'ts" in their business operations.</li> <li>Fire and evacuation drills are conducted bi-annually to familiarise tenants with the emergency response plan. Regular communications in the form of circulars are issued to tenants as and when heightened security and health risk arises, such as during external terrorist threats and haze situations.</li> <li>Employees of the Property Manager carry out site walkabouts every working day to ensure that there are no potential safety and health hazards.</li> <li>Tenants are encouraged to use environmentally friendly products and limit the use of items that will negatively impact the indoor air quality.</li> </ul>
<b>Third-party service providers</b> 	<ul style="list-style-type: none"> <li>Requirements on health and safety standards are embedded within the screening and selection criteria for the engagement of third-party service providers. Appointed third-party service providers are required to abide by the specific health and safety policies set within the terms and conditions of their service contracts.</li> </ul>
<b>Visitors</b> 	<ul style="list-style-type: none"> <li>Employees of the Property Manager carry out site walkabouts on every working day to ensure that there are no potential safety and health hazards.</li> <li>Properties have sufficient directional signages, emergency exits and emergency lightings for the safety of visitors. Lifts and fire alarm systems are tested annually to comply with building regulations.</li> </ul>

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Standard operating procedures to guide staff on their response to emergencies have been put in place. MIT's properties are managed by property management staff who are trained in first aid and fire-fighting. The Manager has also developed a reporting protocol in the event of serious construction accidents at any of its development sites. This allows for timely investigation and incident management. The Manager also complies with the Ministry of Manpower's reporting requirements on workplace incidents.

Employees of the Property Manager are trained to perform risk assessments for the various works to be carried out by contractors and ensure safety measures are in place prior to the commencement of works. All employees are encouraged to take responsibility and ownership of all issues relating to operational health and safety.

To strengthen operational readiness, a business continuity exercise led by the Sponsor was conducted in FY16/17 to test mobilisation and recovery times at alternate sites. Redhill 2, MIT's Flatted Factory Cluster, was used as one of the alternate sites, which allowed the employees of the Manager and the Property Manager to experience a disaster operation recovery exercise and understand the requirements.

Bi-annual fire and evacuation drills are conducted at all MIT's properties. MIT's properties are also subject to fire safety audits and regular maintenance of safety equipment such as sprinkler systems, hose reels, emergency lighting, alarms, pumps and smoke vents.

Employees of the Manager and the Property Manager reported zero workplace fatalities and zero major accidents in FY16/17. Within the reporting period, there was no incident of non-compliance with health and safety regulations.

Going forward, the Manager and the Property Manager aim to continue engaging MIT's stakeholders to proactively mitigate health and safety risks within MIT's properties. Regular health and safety trainings will be conducted for relevant employees. Annual risk assessments will be held at each property in addition to the periodic checks and maintenance on lifts, escalators and stairwells so as to ensure the safety of tenants and visitors in the properties. The Property Manager will also continue to monitor the health and safety performance of third-party service providers through regular spot checks to ensure compliance. These initiatives will facilitate the continued

achievement of zero workplace fatalities and major accidents as well as zero breaches of non-compliance with health and safety regulations.

## Talent Retention

The Manager and the Property Manager are wholly-owned subsidiaries of the Sponsor. Through the Sponsor's integrated human capital strategies and initiatives, the Manager and the Property Manager believe in creating a diverse, inclusive and collaborative workplace, which is integral to the growth and success of the Mapletree Group.

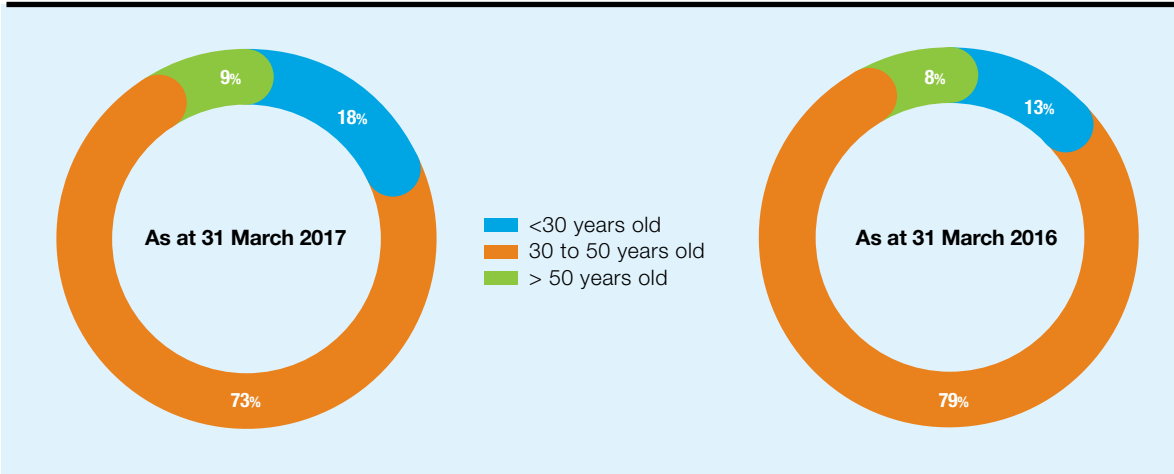
The Manager and the Property Manager recognise that the long-term sustainability of MIT's business is influenced by their ability to attract and retain talent. The Sponsor has in place integrated human capital strategies and initiatives with a strong emphasis on equal opportunities, talent development, competitive compensation packages and employee wellness. Its employment practices have been refined to adhere strictly to local labour laws while its human resource policies are grounded on equal opportunities and fair employment practices. All human resource policies, such as the hiring, equal opportunity and learning and development are made available to employees in the Employee Handbook.

Recognising the importance of attracting motivated and likeminded individuals, the Sponsor continues to adopt various platforms to reach out to potential talents such as the Mapletree Internship Programme and Work Placement Programme. In addition, the Sponsor's Mapletree Associate Programme and Mapletree Executive Programme seek to attract graduates and post-graduates who are interested to enter the real estate industry.

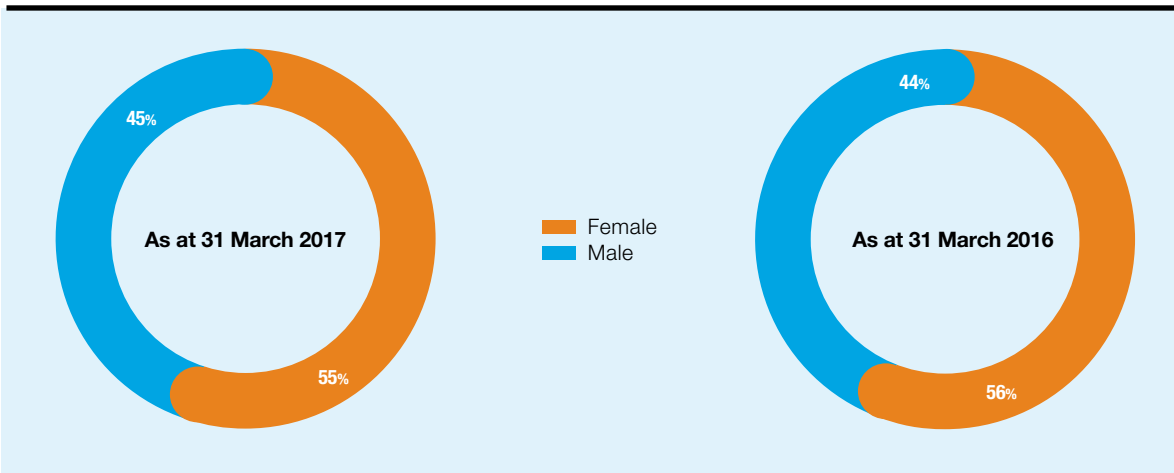
The Manager and the Property Manager have maintained a diverse workforce in terms of age and gender. As at 31 March 2017, there were 168 employees, all located in Singapore. This was 9.1% higher as compared to the preceding financial year. The average monthly turnover rate was 1.1% while the average monthly new hire rate was 1.7% in FY16/17.

As at 31 March 2017, the majority of employees were within the 30 to 50 years age group. Female and male employees constituted 55% and 45% respectively as at 31 March 2017. The profiles of employee diversity by age and gender remained largely stable as compared to the previous year.

## Employee Diversity by Age



## Employee Diversity by Gender



### People Development

The Sponsor invests in learning and development initiatives to build a capable team equipped with the relevant competencies so as to drive business goals.

The Sponsor promotes an active approach to learning and encourages its employees to participate in various learning and development programmes and education sponsorships. Examples include the Mapletree Immersion Programme, Mapletree Leadership Programmes, Mapletree Performance Management workshops and the Mapletree Service with a Difference Programme as well as various functional and technical training programmes.

The Industrial Communications Forum is a bi-annual town hall event for the Manager and the Property Manager to

engage and update all employees on business performance and strategies. It also serves as a platform for two-way communications and feedback.

To ensure continuous development, the Sponsor has also implemented a robust performance appraisal system, which allows employees to identify learning needs and communicate development goals. The feedback on performance aids employees in recognising gaps in performance and areas for improvement. In FY16/17, the Sponsor successfully launched the e-Performance Appraisal (“ePA”) system on a Group-wide level. The integrated ePA system will align evaluation practices across the Mapletree Group as well as effectively track key performance indicators and employees’ personal development.

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## Employee Well-being

The Sponsor strives to create a positive and engaging working environment. The Sponsor's Recreation Club organises activities to promote employee interaction and family cohesiveness. Activities included movie screenings, Eat with Your Family, Durian Fest and Safari Zoo Run. Corporate passes to selected Singapore attractions are made available for reservations to employees.

Together with the Health Promotion Board, the Sponsor organises the Workplace Health Promotion series to promote a healthy lifestyle, which are also extended to

all tenants at Mapletree Business City. These activities include an annual health screening session and blood donation drive, lunch talks on lifestyle topics and monthly fitness programmes.

In FY16/17, the Sponsor launched the Mapletree Education Award ("EduAward") aimed at recognising academic achievements of its Singapore-based employees' children. Comprising cash awards ranging from S\$150 to S\$500, the EduAwards are given out twice a year, with the first batch of 41 awards distributed in March 2017.



The Sponsor celebrated academic achievements of its Singapore-based employees' children at the Mapletree EduAward.

## Local Communities

In line with the Sponsor's corporate philosophy to nurture communities, the Manager strives to incorporate sustainable practices in MIT's operations and support local communities. The Manager's efforts to integrate ESG considerations into MIT's business are aligned with the Sponsor's CSR programme.

Underpinning the Sponsor's efforts is the Mapletree Shaping and Sharing Programme, a group-wide CSR framework that focuses on two broad objectives of empowering individuals and enriching communities. A five-member

CSR Board Committee comprising Mapletree Group's chairman, two Board representatives from the four REITs (rotated on a two-year basis), and senior management, provides strategic oversight of the Programme. Ms Mary Yeo, Independent Non-Executive Director, represented the Manager in the committee for FY16/17. All proposed community involvement initiatives are assessed against the Mapletree CSR framework. These recommendations are subsequently put across to the CSR Board Committee for its final assessment. Activities with definable social outcomes and longer term engagement, as well as staff volunteerism opportunities, are prioritised.

The Sponsor aligns business performance with its CSR efforts by setting aside S\$1 million annually to fund social commitments and programmes. This increases to S\$2 million when the Mapletree Group's profit after tax and minority interests for the year exceeds S\$300 million, as it did in FY16/17.

### Community Initiatives

The Manager and the Property Manager support projects and causes that are broadly in line with the Sponsor's CSR framework. They believe that corporate giving should extend beyond philanthropy and encourage staff to support meaningful causes in the community. In November 2016, tenants at three MIT's property clusters donated pre-loved items and gifts which staff volunteers distributed to the beneficiaries of Movement for the Intellectually Disabled of Singapore.

## 'Make a Wish Come True'

In December 2016, the Manager and the Property Manager jointly organised a 'Make a Wish Come True' initiative at six MIT's property clusters. The event garnered strong support from tenants and staff volunteers who fulfilled more than 150 wishes for families and children from the Children's Wishing Well and AWWA and donated items such as school bags, sports attires and groceries. Staff volunteers also participated actively in the preparation and disbursement of items to the children.



Staff volunteers delivered presents to Children's Wishing Well.



Tenants and staff volunteers fulfilled wishes of children at AWWA.

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Various programmes were organised to enhance tenant relationships. In collaboration with SME Centre @ Singapore Manufacturing Federation (SME Centre @ SMF), the Manager and the Property Manager organised a seminar focused on Lean Enterprise Development Scheme, with the aim of helping SMEs to raise their productivity level through innovation and automation, as well as training staff and creating higher quality job opportunities. The event was well-attended by over 150 tenants, with the majority expressing interest to further explore with the relevant agencies on the suitable schemes for their businesses.

Together with SME Centre, the Manager and the Property Manager also conducted a workshop on branding and digital marketing for the tenants to highlight the importance of the digital platform for business growth and the government grants available for SMEs.

In partnership with the Health Promotion Board, a year-long programme aimed to promote healthy and active lifestyle among the working population within the Kallang Basin and Serangoon North Clusters was launched. The monthly activities included Archery Tag, In-line Skating, Muay Thai, Piloxing and Zumba as well as lunchtime workshops on topics such as Healthy Eating, Diabetes Prevention, Heart Diseases. Special roadshows for the Health Promotion Board's National Steps Challenge were held at these clusters, where free step trackers were given out to approximately 250 participants to encourage an active lifestyle.

The Manager and the Property Manager are members of several industry organisations including REITAS, Association of Small and Medium Enterprises, Singapore Chinese Chamber of Commerce and Singapore



MIT and SME Centre @ SMF held a seminar for SME to understand how to raise productivity level through innovation and automation, as well as training staff and creating higher quality job opportunities.



Annual blood donation drive at Mapletree Business City.

International Chamber of Commerce. Through these organisations, the Manager and the Property Manager are able to engage tenants, prospective clients, regulators and investors to improve the REIT industry and strengthen relationships.

The Manager and the Property Manager are conscious of MIT's impact on the community and stakeholders. Prior to the commencement of the AEI at 30A Kallang Place and Kallang Basin 4 Cluster, the Asset Management, the Property Management and the Marketing Departments actively engaged existing tenants on the issues arising from the construction works. Circulars were also distributed to existing tenants to update them on the progress of the construction works.

The Manager and the Property Manager continue to explore ways to create sustainable long-term value for MIT's communities. MIT aims to develop a structured feedback platform to gather opinions from the local communities on ways it can achieve this. At present, members of the public are welcome to provide feedback via the corporate website email while tenants can contact on-site representatives of the Property Manager.



Piloxing at the Serangoon North Cluster.



The Manager is committed to conducting MIT's business in compliance with applicable laws and regulations, which is vital for the long-term sustainability of its business. The Sponsor takes a strong stance against corruption so as to protect the Mapletree Group's reputation and preserve brand integrity.

### **Compliance with Laws and Regulations**

The Manager upholds a high standard of corporate governance and transparency in MIT's business. A robust corporate governance framework is in place with policies that are developed to uphold the Mapletree Group's core values. For more information on Corporate Governance, please refer to pages 69 to 82 of this Annual Report.

In the age of cyber-crime and cyber-attacks, the Manager also recognises the importance of adherence to information security policies and procedures set out by the Sponsor as a means of data protection. The Manager also includes confidentiality clauses in all tenancy agreements and follows data protection procedures while handling personal data collected during MIT's operations.

The Manager intends to continue to conduct regular trainings to educate its directors and employees on developments in laws and regulations that are relevant to MIT's business, to keep them up-to-date with best practices and industry standards.

### **Anti-corruption**

Employees are required to adhere to an ethics and code of conduct policy and maintain high levels of integrity. The Manager reserves the right at all times to terminate an employee's service if he/she is found guilty of fraud, dishonesty or criminal conduct in relation to his/her employment. Employees are required to comply with the Mapletree Group's policies and procedures at all times and in all areas, including attendance, safe work practices and professional conduct.

Mapletree Group's policies include specific guidance on anti-corruption practices – such as the prohibition of bribery, acceptance or offer of lavish gifts and entertainment. To reinforce a culture of good business ethics and governance,

a Whistle-blowing Policy establishes procedures for reporting in good faith any improper conduct while protecting whistle-blowers from reprisals. A dedicated email address ([reporting@mapletree.com.sg](mailto:reporting@mapletree.com.sg)) is available for the filing of whistle-blowing reports. Any reporting concerning the Group or the Manager is 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.

Procedures are in place to monitor and manage the risk of non-compliance with laws and regulations, including the anti-money laundering policy. Where there are cases of threatened or pending litigation, such incidents are reported at once to the CEO of the Manager and the Sponsor's Head of Group Corporate Services and Group General Counsel for timely resolution. On dealing in MIT units, directors and employees receive notification prior to the start of any trading ban period to ensure compliance.

### **Marketing Communications**

Marketing collaterals and Unitholder communications are distributed for the marketing of MIT's properties and promotion of investment opportunities in MIT. The content and dissemination of such information is subject to various regulations and laws.

Marketing collaterals are vetted by the Manager and the Property Manager for accuracy, consistency, and compliance with policies, such as the Singapore Code of Advertising Practice and the Personal Data Protection Act. All tenancy agreements include a clause, which requires tenants to abide by the relevant laws and regulations governing marketing communications and advertisement placements within MIT's properties.

The Manager is committed to equitable, timely and transparent Unitholder communications through the issuance of SGX announcements and press releases, regular website updates, publications of its annual reports as well as "live" audio webcasts of the analyst briefings. The information is reviewed by the Manager for accuracy, consistency, and compliance with SGX and MAS regulations before issuance. The Manager also communicates regularly with MIT's investors through annual general meetings, non-deal roadshows, conferences and meetings as well as conference calls.

There were no material breaches of relevant local laws and regulations, including marketing communication and anti-corruption laws over the 12 months of this reporting period.