

SUSTAINABILITY REPORT

BOARD STATEMENT

The Board is pleased to publish MCT's fourth Sustainability Report.

At MCT, we are focused on integrating sustainable practices into our business operations and consider salient sustainability issues as part of the formulation of our strategies. Cognisant of the impacts our businesses have on the environment and community at large, we continuously strive to deliver value to our stakeholders while keeping these impacts to a minimum. The Board maintains overall responsibility on the Group's sustainability strategy and achievement of the Group's long-term performance. The Board is also involved in the review and selection of environmental, social and governance ("ESG") matters based on their significance to the business and its stakeholders.

MCT's sustainability approach is aligned with that of the Sponsor, MIPL, and is anchored by the shared belief that the longevity of our business hinges on the long-term well-being of the community, environment and the economy. Full disclosures of our management approach covering policies, practices and targets of all material sustainability matters have been detailed within this report.

FY19/20 was an eventful one as we took our first step towards green financing. In October 2019, we successfully secured our first S\$670.0 million green loan facilities to part finance the acquisition of MBC II. Completed in 2016, MBC II has been designed with environmentally friendly features and has been certified BCA Green Mark Platinum, BCA Universal Design Mark Platinum Award and Leadership in Energy and Environmental Design ("LEED")@Gold.

In view of its green features, VivoCity received a Green Mark Platinum certification from BCA, improving from the Gold certification. With this, three out of five of MCT's properties have been

certified Platinum by BCA, the highest accolade in recognition of a building's environmental impact and performance, while the remaining two properties are certified Green Mark Gold^{Plus}.

Some of our other key achievements in FY19/20 include achieving 50,000 kilowatt hours ("kWh") of energy savings from the upgrade of fan coil units ("FCUs") at VivoCity and providing venue sponsorship totalling S\$186,027 across MCT's properties to support the community. We will share more details of our sustainability efforts and performance in this report.

As we close the year, it became certain that the COVID-19 outbreak has impacted the community, the economy and our business. In playing our part to safeguard the health and safety of all our stakeholders, we have rolled out wide ranging measures across our properties. Examples include increasing cleaning frequencies, temperature screenings, crowd management and safe distancing measures. Within the Group, we encourage the use of teleconferencing by employees and have implemented split work arrangements telecommuting where possible.

As we continue to refine our sustainability framework, we will include water as a new material sustainability matter. This means that we will be setting concrete goals and reporting performance data relating to water from FY20/21. We hope that our commitment can contribute meaningfully towards global betterment. The goal towards sustainable development is a shared one. As we continue on our journey, we urge stakeholders to join us as we look forward to scaling greater heights and sharing our sustainability progress in the years to come.

BOARD OF DIRECTORS

SUSTAINABILITY REPORT



ABOUT THE REPORT

REPORTING SCOPE

This report covers the sustainability performance of all the five properties within MCT's portfolio for FY19/20, unless otherwise stated. Data from prior years has been included for comparison, where available.

PROPERTIES

VIVOCITY

MBC I & II

PSA BUILDING

MAPLETREE ANSON

MLHF

This Sustainability Report should be read together with the financial, operational and governance information detailed in the Annual Report.

REPORTING STANDARDS

This report has been prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Core option. The GRI Standards was selected as it represents the global best practice for organisations to report on a wide range of sustainability topics. We have also applied additional guidance set forth by the GRI-G4 Construction and Real Estate Sector Disclosures which are relevant to our industry. In addition, the Sustainability Report 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. We have included supplementary details on our methodology on page 108.

While external assurance has not been sought, the Management and external independent consultants have reviewed the data within for accuracy as well as consistency to prior year's data. MCT may consider seeking assurance in subsequent years as reporting practices mature.

FEEDBACK

We value feedback from our stakeholders as it allows us to continually improve our sustainability approach, performance and disclosures. Please share your views, suggestions or feedback via email to Ms Teng Li Yeng, Director, Investor Relations at enquiries_mct@mapletree.com.sg.



OUR APPROACH TO SUSTAINABILITY

At MCT, we strive to create long-term value for our stakeholders by incorporating sustainability into our daily operations and activities. Aligned to the sustainability approach and activities of the Sponsor, it is imperative for us to understand and address our sustainability risks and opportunities. Thereafter, appropriate actions would be rolled out to various aspects of our activities, allowing us to improve day-to-day operations while minimising the impacts to the communities we operate in.

We remain committed to building good relationships with our stakeholders through:

- Maintaining high ethical standards
- Safeguarding the health and safety of our employees and stakeholders¹
- Supporting projects that have a positive impact on local communities
- Minimising the environmental footprint of our business

SUSTAINABILITY GOVERNANCE

A strong governance structure enables effective implementation of MCT's sustainability approach across its business. Sustainability also underpins strategic decision-making across all levels and supports our long-term goals.

The Board of Directors oversees the formulation of MCT's sustainability strategy, through the identification of sustainability matters that are material to MCT's business and stakeholders to achieve positive sustainability performance.

Supporting the Board, the Sustainability Steering Committee ("SSC") leads the development of, and oversees progress on, policies and initiatives in line with MCT's sustainability strategy. The SSC is led by the Sponsor's Deputy Group Chief Executive Officer and the Group Chief Corporate Officer and Group General Counsel. It comprises the CEOs of the managers of the four Mapletree Group-sponsored REITs and other

members of the Sponsor's senior management team. Ms Sharon Lim, Executive Director and CEO, represents MCT on the SSC.

The Sustainability Working Committee ("SWC") is made up of representatives across various business functions at MCT. They work closely with the SSC, primarily focused on the implementation, execution and monitoring of various sustainability policies and practices. They focus on communicating MCT's sustainability efforts to employees and other stakeholders as well as report upwards to the SWC.



¹ Stakeholders refer to third-party service providers ("TPSPs"), tenants and visitors.

STAKEHOLDER ENGAGEMENT AND MATERIALITY

We believe the key to long-term growth and success hinges on our ability to understand stakeholders' concerns and identifying the sustainability topics that matter most to them. We maintain regular engagement with major stakeholders so as to respond to their needs in a timely manner. The table below summarises the ways in which we engage with our major stakeholders.

Key stakeholder groups	Engagement methods	Key concerns	Relevant material sustainability matters
Shoppers	<ul style="list-style-type: none"> Customer feedback through customer service and surveys throughout the year Online and mobile communications platforms, as well as social media Advertisements, marketing and promotional events to engage shoppers throughout the year 	<ul style="list-style-type: none"> Safety and well-being of our shoppers Range and quality of retail offerings and services for shoppers' convenience Safe, pleasant and vibrant shopping environment Connectivity and access to public transport 	<ul style="list-style-type: none"> Health and Safety Local Communities
Tenants	<ul style="list-style-type: none"> Ongoing proactive engagements with existing and new tenants through calls, regular meetings, gatherings as well as informal engagement programmes Joint promotions and partnerships with tenants throughout the year Tenant Handbook and circulars during the year 	<ul style="list-style-type: none"> Safety and well-being of tenants and their employees, as well as visitors to the properties High quality and comfortable retail/office environment Efficiency and safety of buildings Competitive rental rates Range of supporting amenities Connectivity and access to public transport Shopper traffic Collaboration in marketing and promotional events 	<ul style="list-style-type: none"> Health and Safety Local Communities
Investment Community (Investors, Unitholders, Analysts and Media)	<ul style="list-style-type: none"> Annual and/or Extraordinary General Meetings Website and SGXNet announcements, presentations and press releases Annual reports, results briefings and webcasts Ongoing one-on-one meetings and property tours where applicable Local and overseas investor conferences and non-deal roadshows Electronic communication and feedback channels as well as enquiries hotline 	<ul style="list-style-type: none"> Steady and sustainable distributions Operational and financial performance Business strategy and long-term outlook Good corporate governance Timely and transparent reporting 	<ul style="list-style-type: none"> Economic Performance Compliance with Laws and Regulations
Employees	<ul style="list-style-type: none"> Communication sessions by senior management at least once a year Electronic communication through emails, intranet and newsletters Ongoing robust compensation and benefits framework Regular two-way dialogues with employees through informal feedback sessions and performance appraisals Recreational and team building activities during the year Staff communication and feedback sessions with Management Ongoing training programmes and education sponsorships Employee Engagement surveys every two to three years Employee Handbook 	<ul style="list-style-type: none"> Equitable reward and recognition Fair and competitive employment policies and practices Safe and healthy working environment Learning and development Regular engagement 	<ul style="list-style-type: none"> Economic Performance Employment and Talent Retention Health and Safety
Trustee	<ul style="list-style-type: none"> Monthly reporting and updates Ongoing dialogues and regular feedback 	<ul style="list-style-type: none"> Safeguard the rights and interests of Unitholders Ensure compliance with the Trust Deed and regulations Open communication channels 	<ul style="list-style-type: none"> Compliance with Laws and Regulations
Business Partners (Government, Regulators, Industry Associations and TPSPs)	<ul style="list-style-type: none"> Participation in industry associations such as the REIT Association of Singapore ("REITAS") during the year Ongoing dialogues, feedback and networking events Meetings, briefings, consultations and inspections throughout the year Letters and electronic communication throughout the year 	<ul style="list-style-type: none"> Compliance with rules and regulations Fair and reasonable business practices Win-win partnerships 	<ul style="list-style-type: none"> Local Communities Anti-corruption Compliance with Laws and Regulations
Local Communities	<ul style="list-style-type: none"> Collaborations with non-profit organisations to raise visibility and impact of philanthropic, social and environmental causes during the year Channels for public feedback throughout the year including information counters, social media channels, customer service hotlines and electronic feedback forms 	<ul style="list-style-type: none"> Health and safety Sustainable environmental practices Positive impact on the local community 	<ul style="list-style-type: none"> Energy Water Local Communities

Sustainability matters material to MCT's business operations are reviewed on an annual basis to ensure their continued relevance and to manage their impact to our business. Drawing upon insights from emerging global trends and the industry, we have included a new material sustainability matter – water – for the coming financial year. In this report, we will discuss the material sustainability matters, detailing the respective policies, practices and performance.

As we uphold our commitment to the global agenda for sustainable development, we continue to align our sustainability targets and activities with the United Nations ("UN") Sustainable Development Goals ("SDGs"). We are cognisant of the impacts our businesses have on the communities we operate in and strive to also encourage stakeholders to join us in creating meaningful impact together.

SUSTAINABILITY REPORT

SUSTAINABILITY MATTERS, TARGETS AND PERFORMANCE

The table below summarises our material sustainability matters, targets and performance and how we contribute to the SDGs.

Our material sustainability matters	FY19/20 targets	Status
 ECONOMIC PERFORMANCE We strive to achieve stable and sustainable returns to our stakeholders.	<ul style="list-style-type: none"> Strive to provide unitholders of MCT with relatively attractive rate of return on investment through regular and steady distributions, and to achieve long-term stability in DPU and NAV per unit 	
 ANTI-CORRUPTION We strive to conduct our work with utmost integrity & accountability.	<ul style="list-style-type: none"> Maintain zero incidences of non-compliance with anti-corruption laws and regulations 	
 COMPLIANCE WITH LAWS AND REGULATIONS We strive to achieve full regulatory compliance in everything we do.	<ul style="list-style-type: none"> Achieve no material incidences of non-compliance with relevant laws and regulations 	
 HEALTH AND SAFETY We strive to maintain a safe environment for all our stakeholders, the community and care for the well-being of our employees.	<ul style="list-style-type: none"> Achieve zero incidences resulting in employee permanent disability or fatality Achieve 100% relevant trainings for eligible staff members 	 
 EMPLOYMENT AND TALENT RETENTION We strive to provide a positive work environment for our employees through fair employment practices & equal opportunities.	<ul style="list-style-type: none"> Continue to commit to fair employment practices by ensuring that our hiring process remains stringent and to offer equal opportunity to all potential candidates 	
 LOCAL COMMUNITIES We strive to support initiatives and projects that have a positive impact on communities.	<ul style="list-style-type: none"> Provide venue sponsorship of at least S\$150,000 across MCT's properties to support the community and institutes of learning Organise two CSR events with staff participation per year 	 
 ENERGY We strive to improve our energy performance and efficiency.	<ul style="list-style-type: none"> Maintain landlord's energy intensity (of all MCT's properties) to within $\pm 1\%$ of FY18/19's baseline Upgrade FCUs progressively at VivoCity with a target to achieve energy savings of 50,000 kWh in FY19/20 as compared to FY18/19 At least maintain the respective BCA Green Mark certifications for all MCT properties 	  
 WATER We strive to manage our water usage in a sustainable manner.	N.A.	

Met 

Not met 

FY20/21 targets ¹	Contribution to the SDGs
<ul style="list-style-type: none"> Strive to provide unitholders of MCT with relatively attractive rate of return on investment through regular and steady distributions, and to achieve long-term stability in DPU and NAV per unit 	
<ul style="list-style-type: none"> Maintain zero incidences of non-compliance with anti-corruption laws and regulations 	
<ul style="list-style-type: none"> Achieve no material incidences of non-compliance with relevant laws and regulations 	 
<ul style="list-style-type: none"> Achieve zero incidences resulting in employee permanent disability or fatality Achieve 100% relevant trainings for eligible staff members 	
<ul style="list-style-type: none"> Continue to commit to fair employment practices by ensuring that our hiring process remains stringent and to offer equal opportunity to all potential candidates Maintain diverse and relevant learning and professional development programmes 	 
<ul style="list-style-type: none"> Encourage employee participation in Mapletree CSR events 	 
<ul style="list-style-type: none"> Maintain or improve landlord's like-for-like energy intensity by up to 1% of FY19/20's baseline Chiller upgrading at VivoCity with a target to achieve 1,157,000 kWh of energy savings (for the period January 2021 to March 2021) Installation of solar panels at VivoCity and MLHF with a target to achieve additional energy savings of 306,000 kWh (as compared to FY19/20) At least maintain the respective BCA Green Mark certifications for all MCT properties 	   
<ul style="list-style-type: none"> Maintain landlord's like-for-like² water consumption to within $\pm 1\%$ of FY19/20's baseline 	  

¹ The FY20/21 targets were established at the point of writing, and may be revised depending on the progression of the COVID-19 situation.

² Properties covered in the like-for-like reporting excluded newly acquired property within the year. Please refer to the methodology on page 108 for more details.

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ECONOMIC PERFORMANCE

MCT's key objectives are to provide Unitholders with relatively attractive rate of return on their investment through regular and steady distributions, and to achieve long-term stability in DPU and NAV per unit.

To do so, we have a three-pronged strategy that is focused on value creation through active asset management and sustainable growth through suitable asset acquisitions, while keeping a disciplined approach on capital and risk management.

HIGHLIGHTS DURING THE YEAR

S\$670.0 million

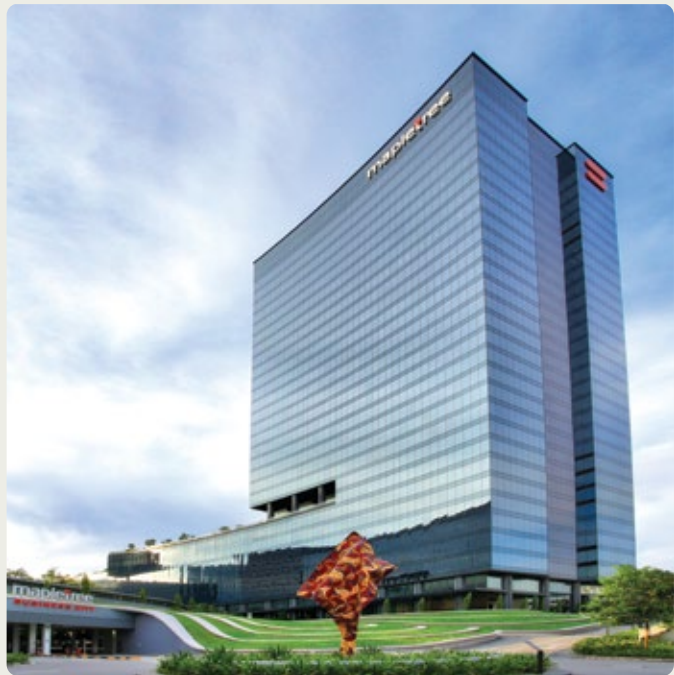
Green loan facilities to part finance the acquisition of MBC II

Contribution to SDG



In FY19/20, MCT reported revenue and NPI of S\$482.2 million and S\$377.9 million respectively. DPU totalled 8.00 Singapore cents for the year. For detailed information on MCT's financial performance, please refer to Financial Highlights (pages 4 to 5), Financial Review & Capital Management (pages 40 to 44) and Financial Statements (pages 116 to 180) of this Annual Report.

MCT's inaugural green loan



Sustainable finance generally refers to the process of integrating ESG criteria into financial services and business decision-making, leading to activities that drive long-term sustainable economic growth.

In October 2019, we secured our first S\$670.0 million green loan facilities to part finance the acquisition of MBC II, a top-notch property designed with environmentally friendly features.

At the same time, we have established a Green Loan Framework guided by the Green Loan Principles (2018) published by the Loan Market Associations and the Asia Pacific Loan Market Association. This framework outlines the criteria and guidelines on the allocation and management of proceeds raised as green loans.

This move heralds MCT's first step in green financing. Over the years, we have continuously strived to enhance the environmental performance of our portfolio. This green loan attests to our efforts in taking conscious care of the environment and integrating sustainability into MCT's business.

 **ANTI-CORRUPTION**

 **COMPLIANCE WITH LAWS AND REGULATIONS**

We are committed to upholding the highest standards of corporate governance and transparency. This includes striving to maintain full compliance to local laws and regulations. We also adopt a zero-tolerance approach against all forms of bribery and corruption.

OUR POLICIES

Groupwide

- Whistleblowing Policy
- Code of Conduct
- Gifts Policy
- Confidentiality of Information
- Personal Data Policy
- Securities Trading Policy
- Contract Review Policy
- Enterprise Risk Management Framework
- Anti-Money Laundering Policy
- Anti-Corruption Policy
- Annual Employee Declaration
- Dealing in units of the sponsor’s REITs

OUR TARGETS AND PERFORMANCE

FY19/20 targets	Status	FY20/21 targets
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

HIGHLIGHTS DURING THE YEAR

0
material incidences of non-compliance with anti-corruption laws and regulations

0
material incidences of non-compliance with relevant laws and regulations

5th
year as a REITAS member where we engage actively with policy makers and participate in talks, courses and education events to promote understanding in Singapore REITs

Contribution to SDG



ANTI-CORRUPTION

The Mapletree Group adopts a zero-tolerance approach against all forms of bribery and corruption and has instituted measures to guard against any unethical behaviour. Such measures include a strong corporate governance framework which emphasises transparency and accountability, and groupwide policies on anti-corruption practices which detail the prohibition of lavish gift giving and acceptance. All MCT employees are required to adhere to the Group’s policies and procedures at all times. To reinforce a culture of good business ethics and governance, we have a Whistleblowing Policy to encourage the reporting of any actual or suspected dangers, risk, misconduct, or unlawful activities. Queries or reports can be made to reporting@mapletree.com.sg.

COMPLIANCE WITH LAWS AND REGULATIONS

We are firmly committed to ensuring that all our activities and operations fully comply with the relevant local laws and regulations. While this maintains our licences to operate, it also enables effective management of risks associated with our activities. MCT has identified applicable laws and regulatory obligations which include, but are not limited to, listing rules stipulated by SGX-ST, Code on Collective Investment Schemes (in particular Appendix 6 – Investment: Property Funds) by the MAS and the Securities and Futures Act of Singapore

Our directors and employees are provided training whenever there are new or updated regulatory requirements. Annually, our employees also actively

participate in courses and seminars on regulatory and compliance requirements organised by REITAS. Some of these courses include Rules & Ethics and REIT Management.

Within the Mapletree Group, our Employee Handbook includes policies surrounding professional conduct, ethics, and safe work practices. It is mandatory for all employees to comply with SGX’s listing rules prohibiting insider trading. In particular, they should not deal with any listed units of Mapletree REITs during the trading ban period and when in possession of price-sensitive information. To ensure this, employees receive a notification via email before the start of any trading ban. Failure to comply could result in disciplinary action being taken, including termination of employment, should the employee be found guilty of fraud, criminal

SUSTAINABILITY REPORT

conduct or dishonesty in relation to his/her employment.

We also have monitoring procedures which track the effectiveness of our risk management processes and mitigate compliance risks. Cases of threatened or pending litigation are carefully monitored and promptly reported to the CEO of the Manager, the Group Chief Corporate Officer, and the Group General Counsel to ensure their timely resolution.

Responsible marketing and advertising practices are key at MCT. We strive to comply strictly with the Singapore Code of Advertising Practice. For instance, marketing collaterals are reviewed to ensure that they remain within regulated boundaries. All personal data is handled in accordance to the requirements of the Personal Data Protection Act. Additionally, we ensure that application and renewal of licenses for the use of music in

building premises and the setting up of temporary structures within malls are carried out in a timely manner.

In FY19/20, we are pleased to announce that there were no material incidences of non-compliance relating to laws and regulations, including environmental, socioeconomic compliance as well as marketing communications – a performance we aim to upkeep.

HEALTH AND SAFETY

Safeguarding the health and safety of our employees and all stakeholders at our properties remains our highest priority because every life matters. At MCT, lapses that could lead to injuries or loss of lives are simply unacceptable. Very importantly as well, maintaining a healthy and safe working environment leads to greater morale, efficiency and increases stakeholder confidence in the quality that Mapletree is known for.

OUR POLICIES

Groupwide

- Safety & Health Policy

OUR TARGETS AND PERFORMANCE

FY19/20 targets

Achieve zero incidences resulting in employee permanent disability or fatality

Achieve 100% relevant trainings for eligible staff members

Status



FY20/21 targets

Achieve zero incidences resulting in employee permanent disability or fatality

Achieve 100% relevant trainings for eligible staff members

HIGHLIGHTS DURING THE YEAR

902

employees, TPSPs and visitors participated in the two fire drills held at VivoCity

2

safety drills held

114

employees who received safety training

Contribution to SDG



CREATING A SAFETY-FIRST CULTURE AT MCT

MCT strives to provide a safe and healthy environment for employees and stakeholders, which include TPSPs, tenants and visitors. Our Management has instituted several measures that range from policies, risk assessments, safety trainings, installation of safety equipment to conducting regular safety inspections. Whether

our stakeholders spend long hours within our premises or are simply passing through, these initiatives allow us to be a responsible provider of safe and vibrant spaces. For instance, all employees have to adhere to our Health and Safety Policy detailed within the Employee Handbook upon induction. As they go about their daily work and activities, they have to comply with safe work

practices listed within, and consider the impact their actions have onto colleagues and other stakeholders.

Likewise, we expect the same from our TPSPs and tenants. Health and safety requirements are detailed within our selection framework which contractors and TPSPs have to acknowledge prior to engagement.

Tenants are provided with instruction manuals that contain information on health and safety standards. For example, the Fit-out Manual includes clauses on safety rules relating to additions and alternation works. We also provide tenants with a Tenant Handbook that details safety rules and some “Dos and Don’ts” for them to conduct their business in a safe manner.

An incident reporting system has also been established that allows for prompt reporting, timely investigation and prudent incident

management in the event of any incidents at any of our properties.

Regular health and safety trainings are conducted for all employees, equipping them with necessary knowledge and skills to carry out their duties safely. These trainings also keep them updated with changes in regulatory requirements and leading safety practices. Safety-related training programmes conducted in the year included Company Emergency Response Team (“CERT”) First Aid, Fire Safety, Managing Bomb Threats, Managing Work at Heights and Building Maintenance Management.

PROMOTION OF EMPLOYEE WELL-BEING

Aside from ensuring the safety of employees, strong emphasis is also placed on their health and general well-being. We engage them through a range of voluntary health and well-being programmes including the annual free on-site health screening exercise for employees and programmes under Wellness@Mapletree to promote healthy and active lifestyles. Employment benefits such as insurance and medical benefits are also regularly reviewed and updated. Some of the anchor initiatives are detailed in the table below.

Wellness initiatives	Objectives	Description	Frequency
Mapletree 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 and movie screenings.	Ongoing throughout the year
Wellness@Mapletree	To promote employee well-being through informative health guides, talks and activities	Programmes under Wellness@Mapletree includes mass walks, lunchtime workouts, monthly team challenges as well as nutrition and health-related workshops.	Ongoing throughout the year
Workplace Health Promotion Programmes	To advocate a healthy lifestyle among all employees and tenants	This involves conducting health screening, lunch talks on health topics and lifestyle and fitness programmes. Tenants at Mapletree Business City were encouraged to actively participate in the myriad of events.	Ongoing throughout the year

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HAZARD IDENTIFICATION AND RISK ASSESSMENT

We are committed to ensuring that employees and stakeholders are safe within our premises and protected from health and safety risks. Throughout the year, regular safety inspections are conducted by the Property Manager to ensure no potential safety and health hazards.

Should there be any findings, the property management team will promptly work to rectify the hazard which may include maintenance, removal of the hazard or replacement of certain materials. Our TPSPs are involved in regular meetings to discuss and monitor their health and safety performance. Fire safety audits are also conducted annually to ensure that operations are in line with the Fire Safety Act and its regulations, and to ensure that robust hazard

identification procedures are in place. Some of our in-house property managers are certified fire safety managers. Submissions are made to the Singapore Civil Defence Force ("SCDF") annually to renew and maintain the fire safety certifications for all our properties.

EMERGENCY PREPAREDNESS AND RESPONSE

At MCT, we have established a planned response to emergency situations and regularly communicate information to all relevant stakeholders. Aside from arranging safety trainings for all employees, we also bear a social responsibility on the engagement with our local community and to raise public awareness on safety matters. Throughout the year, we held a myriad of events where employees, tenants, contractors and visitors have participated in. Some of these events are detailed below.

HEALTH AND SAFETY PERFORMANCE

In FY19/20, there were zero reported incidents that resulted in employee permanent disability or fatality among the Manager's employees. However, there was an employee who sustained injuries while on duty. This resulted in a recordable work-related injury rate of 2.5, a 7% decrease from 2.7 in the prior year. Following this incident, the Property Manager has taken prompt actions to minimise the risk of similar incidents in the future.

We are also pleased to report that there were no incidences of significant non-compliance with relevant health and safety regulatory requirements during the year. All eligible staff members have also completed 100% of relevant trainings assigned to them. We aim to upkeep this track record and continue to inculcate a safety-first mindset among our stakeholders.

Keeping Singapore Safe and Secure

VIVOCITY MALL-WIDE EMERGENCY EVACUATION EXERCISE

Our biannual fire drill exercise conducted at VivoCity has seen an average of over 450 participants comprising employees, tenants, contractors and visitors with each run. Through this exercise, we aim to increase the level of preparedness and enhance our stakeholders' familiarity towards evacuation procedures in the event of a fire or emergency.

The event is helmed by CERT who are first-aid certified and equipped with fire-fighting abilities, and is observed by the Singapore Police Force and SCDF. Results and feedback from the exercises are reviewed to enhance our response plans and safety protocols.

SG SECURE AND SHOP THEFT AWARENESS TRAINING

In April 2019, we collaborated with police officers from the Bukit Merah Neighbourhood Police Centre to conduct a training for employees, tenants as well as their staff on anti-shop theft measures. During this session, experienced officers shared real-life situations and best practices. There was also an insightful Q&A session.

CRIME PREVENTION OUTREACH PROGRAM FOR NATIONAL POLICE CADET CORPS ("NPCC") CADETS AT VIVOCITY

This is a regular outreach programme initiated by the Singapore Police Force during the school holidays for NPCC Cadets in creating and promoting crime awareness. Conducted across four weeks in November and December 2019 at VivoCity, participating NPCC Cadets distributed tissue packets with crime prevention taglines to shoppers at VivoCity. By engaging with VivoCity's patrons, this encourages NPCC cadets to develop their social awareness skills.

Educate, Remind and Regulate – VivoCity's response to the COVID-19 outbreak

At the time of this publication, the world is still facing the global COVID-19 pandemic. It is a priority and our duty to safeguard the health and safety of our employees and all stakeholders at our properties and to treat the outbreak with utmost vigilance. We work closely with the authorities and public health agencies in managing our approach towards the outbreak and in taking the necessary precautionary measures to minimise community transmission.

As the largest shopping mall in Singapore, VivoCity receives over 150,000 visitors each day. Since the outbreak, VivoCity has adopted a three-pronged approach to "educate, remind and regulate" shoppers on the importance of safe distancing. Some of the measures include:

Educating Shoppers on Safe Distancing

Informational posters and notices on the importance of safe distancing were displayed across VivoCity. 11 Golden Village employees were also redeployed as Safe Distancing Ambassadors to intensify efforts on the ground. They patrolled the mall daily to advise shoppers on safe social distancing and to disperse groups with more than ten people.



Reminding Shoppers on Best Practices

Use of notices, posters, digital panels and regular safety announcements over the public announcement system to inform and remind shoppers on best practices to combat the spread of COVID-19.

Such visual reminders are placed throughout the mall, such as storefronts, customer service desk, ATM, lift lobbies and on common seating areas.



Regulating Traffic Flow and Crowd

VivoCity was one of the first few shopping malls to deploy a thermal scanner for efficient temperature screening of large volumes of shoppers. Traffic trends and analysis on crowd density have further enabled better crowd management and regulation on weekdays and weekends.



With the government's implementation of "circuit breaker" measures nationwide from 7 April 2020 to stop the further spread of COVID-19, VivoCity has temporarily closed all non-essential retail stores and services in accordance to regulations.

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EMPLOYMENT AND TALENT RETENTION

Consistent growth and long-term success hinge upon a skilled and motivated workforce. Human capital is therefore our most valuable asset and we are committed to fostering an inclusive environment which values diversity, recognises and rewards talent.

To that end, we have in place a robust set of human resource policies and incentives to attract, develop and retain the best within MCT.

OUR POLICIES

Groupwide

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

OUR TARGETS AND PERFORMANCE

FY19/20 targets	Status	FY20/21 targets
Continue to commit to fair employment practices by ensuring that our hiring process remains stringent and to offer equal opportunity to all potential candidates	✓	Continue to commit to fair employment practices by ensuring that our hiring process remains stringent and to offer equal opportunity to all potential candidates
		Maintain diverse and relevant learning and professional development programmes

HIGHLIGHTS DURING THE YEAR

184
full-time, permanent employees in FY19/20

199¹
employees who attended training courses

Contribution to SDGs



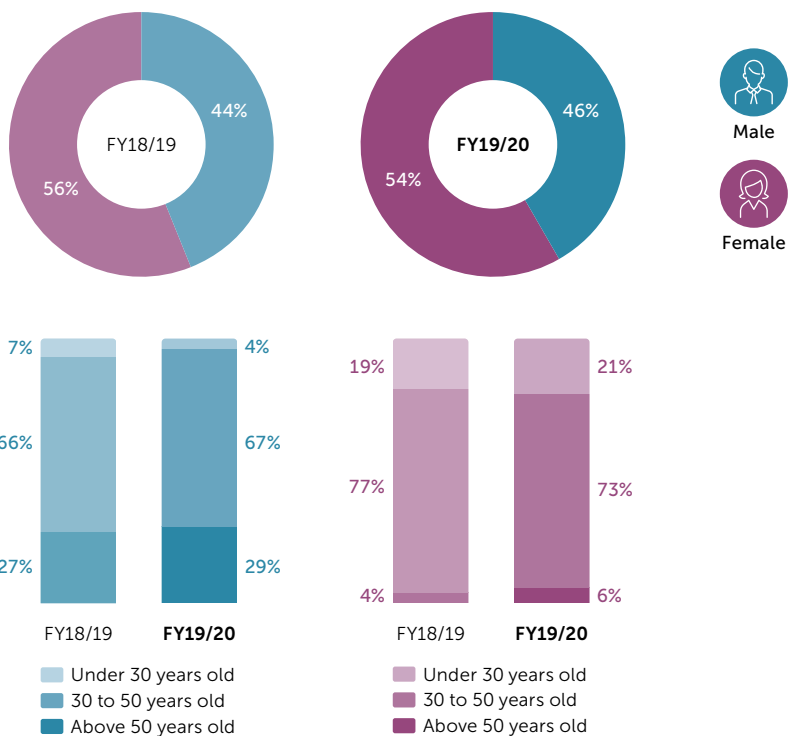
¹ Includes employees who have left MCT as at end of FY19/20.

MCT is guided by the Sponsor's strategy, policies and initiatives on human capital management. This holistic approach allows the Group to work towards a common goal of recruiting suitable employees, developing their skillset, providing equal benefits and opportunities as well as ensuring compliance with labour laws in Singapore. Upon induction, the Employee Handbook will be made available to every employee where information on hiring, equal opportunity, learning and development and remuneration are detailed.

PROFILE OF OUR WORKFORCE

Our people matter to us, and we recognise that our employees' diverse backgrounds, talents and skillsets provide us with that competitive edge within this fast-moving industry. In FY19/20, there were 184 employees at the Manager and Property Manager who were all based in Singapore.

Distribution by Gender and Age Group



Across both genders, 13% of MCT’s employees were under 30 years of age (FY18/19: 15%), 70% were between 30 to 50 years of age (FY18/19: 72%), and 17% were above 50 years of age (FY18/19: 13%). The distribution charts on the previous page show the breakdown of age groups by gender.

Female and male employees composed 54% and 46% of the entire staff population respectively (FY18/19: 56% and 44% respectively). Across both years, the average turnover rate for the year remained at 1.0% which is similar to the average new hire rate.

TALENT DEVELOPMENT AND MANAGEMENT

At MCT, we firmly believe in the value of continuous learning. Leveraging on the Group’s learning and development programmes, we promote a culture of learning and self-improvement by offering a wide range of training programmes suitable across all levels. Functional and technical trainings offered during the year spanned across nine broad areas including building and safety, communication, finance, leadership, information and technology, personal effectiveness, real estate, leasing and marketing, and orientation.

EMPLOYEE ENGAGEMENT

We strive to ensure that every employee’s voice is heard and has access to various platforms to share their valuable feedback and raise concerns confidentially. We conduct employee engagement surveys which aim to obtain feedback from employees on how improvements can be made at the workplace.

In the townhall held on 3 June 2019, the Group’s senior management engaged with employees by sharing with them achievements and goals of the Group.

From these various platforms, the Group Human Resource (“HR”) have collated and prioritised these findings.

Subsequently, MCT’s management and representatives have worked alongside Group HR and made suitable adjustments to ensure that the needs of our employees are met where possible.

Additionally, we also gather feedback and comments from employees through exit interviews. These allows us to identify areas of improvement and continually enhance the overall working experience of the Group.

EMPLOYEE WELL-BEING

A healthy and motivated workforce is the core of every business. Likewise for MCT, the well-being of our employees is key to our long-term growth and success. We strive to create a culture of inclusiveness and improved job satisfaction among employees. Since FY19/20, a mobile application was launched with the Group to build a virtual community for like-minded employees to participate in wellness activities and

to be updated on the latest in health and lifestyle.

Aside from the numerous health and well-being events organised throughout the year, the Group has also engaged with our employees at the Chinese New Year celebration.

Within the Mapletree family, we continue to recognise the academic excellence and achievements of our employees’ children through the Mapletree Education Award (“EduAward”). In FY19/20, the Sponsor presented a total of 123 EduAwards worth S\$28,850 to the children of Mapletree employees, including employees of the Manager and the Property Manager.

- 1 Traditional games, “five stones”, at the Learning Fiesta.
- 2 Employees browsing through books at the Learning Fiesta.
- 3 Participating staff showcasing their artworks at the Happiness Campaign.



SUSTAINABILITY REPORT

LOCAL COMMUNITIES

At MCT, we are committed to making meaningful contributions by supporting programmes which address key issues of our local communities. Cognisant that our long-term success hinges on well-being of our communities, we endeavour to play a useful role in the empowerment of our stakeholders. Aligned with the Group’s approach, we pledge to build positive relationships with the local community and work together towards an ecosystem that is more inclusive, responsible and sustainable.

OUR POLICIES

Groupwide

- Mapletree Shaping & Sharing (Corporate Social Responsibility Framework)

OUR TARGETS AND PERFORMANCE

FY19/20 targets

- Provide venue sponsorship of at least S\$150,000 across MCT’s properties to support the community and institutes of learning
- Organise two CSR events with staff participation per year

Status



FY20/21 targets

- Encourage employee participation in Mapletree CSR events

HIGHLIGHTS DURING THE YEAR

S\$186,027

venue sponsorships provided in FY19/20

46

employee volunteers at Hair for Hope and WondeRead Programme with NLB

2

CSR events across MCT properties

100%

of MCT’s operations (across five properties) with local community involvement through CSR activities

Contribution to SDGs



Improving quality of life for beneficiaries of Children’s Cancer Foundation (“CCF”)

Since 2010, VivoCity has been supporting the CCF and their anchor initiative, Hair for Hope charity event. This has evolved into an iconic annual event at VivoCity, attracting large crowds every year.

This year, the event was successfully held on 28-29 July 2019. Over 2,800 participants shaved their heads on-site to support the cause. We also had 22 employees helping the event, clocking altogether 104 volunteer hours.

VivoCity also provided space for CCF’s Donation Roadshows in August 2019 and January 2020. Through showcasing of programmes and services, the roadshows aim to raise public awareness of CCF’s efforts. Display panels and on-site sharing of experiences by employees and volunteers gave insights on what they do at CCF. Members of the public were also encouraged to participate in CCF’s regular-giving donation programme at the roadshows.



“CCF would like to express our heartfelt gratitude to VivoCity for their longstanding support as the Venue Sponsor for our annual signature outreach event, Hair for Hope. We have been running this highly anticipated event smoothly at the mall since 2010 and it has significantly raised public awareness on childhood cancer, and the work we do to help support children with cancer and their families.”

– Peng Hai Ying, Executive Director, Children’s Cancer Foundation

CORPORATE SOCIAL RESPONSIBILITY

Our CSR approach is guided by a groupwide framework, the Mapletree Shaping & Sharing Programme, which aims to achieve greater impact through four pillars – education, the arts, healthcare and the environment. The objectives of the framework are as follow:

- Empowering individuals through various educational and healthcare initiatives
- Enriching communities with the arts and functional design
- Building environmentally sustainable real estate developments

Our CSR commitment is also closely aligned to the Group's business performance. For every S\$500 million of profit after tax and minority interests ("PATMI"), or part thereof, S\$1 million is allocated by the Sponsor annually to fund CSR projects programmes. A dedicated five-member CSR Board Committee provides strategic oversight of the Group's CSR efforts. The CSR Board Committee comprises Mapletree's Chairman, two Board representatives from the REITs (rotated on a two-year basis) and senior management. Selection of programmes starts at the Mall Marketing Communications Team where they receive proposals

on community involvement initiatives from non-profit organisations, educational institutions and various agencies. They evaluate initiatives against the guidelines of the Mapletree CSR framework. Thereafter, the team makes recommendations to the CSR Board Committee for their final decision. Priority will be given to activities with specific social outcomes, long-term engagement as well as opportunities for self-volunteerism.

In FY19/20 MCT provided a total of S\$186,027 in venue sponsorships. Some of the venue-sponsored events held at our properties are shown below.

ARTS

- **Boys' Town 70th Anniversary Photo Exhibition:** Provided a venue at VivoCity to the Boys' Town Fostering Services to host a photo exhibition of the boys' early years to raise awareness on the increasing need for foster families.
- **School of the Arts ("SOTA") Visual Arts Primary 6 Arts Competition Exhibition:** VivoCity hosted the exhibition organised by MIPL, featuring works of art from SOTA's annual nation wide drawing and painting competition.
- **Arts in the City and Arts in the Neighbourhood:** Held in partnership with the National Arts Council. This provides local performing groups a platform and brings arts closer to the working community. MBC has been a venue sponsor since FY14/15.
- **Mapletree-Nanyang Technological University Centre for Contemporary Art Singapore Public Art Education Programme:** Features a series of public art installations, as well as develop and establish art education programmes at MBC (since FY17/18). An Art Book Launch was hosted at MBC II's Green Bowl as part of this programme in January 2020.
- **The TENG Ensemble:** Sponsored VivoCity's Level 3 Amphitheatre for its "Once Upon a Full Moon" performance to celebrate Mid-Autumn Festival. The event attracted over 900 attendees. Since FY15/16, The TENG Ensemble has been performing regularly at VivoCity to mark key festivals.
- **Celebration of Drums Performance:** Since FY13/14, VivoCity has been a venue sponsor of the Community Drumming Network's annual key event where various professional groups performed live to nearly 1,000 audience. This event also provides budding drumming enthusiasts a platform to perform and showcase their skills.
- **Singapore Biennale 2019 - Converse Chucks Design Competition:** As part of Singapore Biennale 2019's public outreach and access, VivoCity sponsored Level 1 West Boulevard for the "Every Step in the Right Direction" shoe display event.

ENVIRONMENT

- **35th Singapore Bird Race:** Provided a venue for MIPL to host the event in partnership with the Nature Society (Singapore). This shows our support to the environment and promotes the appreciation of birds and biodiversity to the public. Participants started off at the MBC Plaza which is in close proximity to various parks in the Alexandra Precinct.
- **'Singapore Birds on the Brink' Photo Exhibition:** Sponsored a venue at VivoCity to MIPL, Nature Society (Singapore) and BirdLife International where a specially-curated photo exhibition was held to raise awareness on threatened birdlife.
- **Singapore Institute of Technology Scooter Event:** As part of Mapletree's support for education, the partnership with SIT brought about a competition for students to design innovative products and services with a focus on sustainability. One of the teams, "Scooter Power", designed a pedal-powered scooter where it went for a test run at MBC, and collated recommendations from the public for further improvements. This project is also aligned to the CSR pillar of environment where the human-powered scooter could represent the future of environment-friendly and sustainable personal mobility devices.

HEALTHCARE

- **Health Promotion Board's Healthy Workplace Ecosystem:** Sponsored venue at MBC I for various mass exercise programmes conducted for the office crowds. This aims to enhance vibrancy and the environment for tenants and their employees.

SUSTAINABILITY REPORT

CUSTOMER AND TENANT ENGAGEMENT

We strive to foster strong tenant relations through regular engagement and interactions. Networking sessions are organised regularly to provide a platform for tenants to share feedback and raise any concerns that they may have. We value each and every feedback as it allows us to provide specific solutions to their needs. Some of these include the involvement of

tenants at various events, roll out of promotions to increase footfall as well as to help them with marketing needs.

For new employees of our tenants, a Service Excellence Workshop is conducted monthly to train them on VivoCity's Service Culture. The workshop covers aspects on techniques to build customer loyalty, managing customer feedback as well as the "Dos and Don'ts" of service delivery.

Across our properties, we gather feedback from our shoppers to ensure their concerns and interests are addressed. Dedicated public feedback channels are available for shoppers to share their feedback and concerns on their shopping experience at our properties. These channels include electronic feedback forms, customer service hotlines, social media channels as well as information counters located in our shopping malls.

ENERGY

The Mapletree Group aligns itself to Singapore's commitment on climate change action. At MCT, we are guided by the Sponsor and we strive to integrate environmentally friendly initiatives throughout our operations. This improves our environmental performance and translates into a lower carbon footprint. This can also result in significant cost savings, thereby creating more value for our stakeholders.

OUR TARGETS AND PERFORMANCE

FY19/20 targets	Status	FY20/21 targets
Maintain landlord's energy intensity (of all MCT's properties) to within $\pm 1\%$ of FY18/19's baseline	✓	Maintain or improve landlord's like-for-like energy intensity by up to 1% of FY19/20's baseline
Upgrade FCUs progressively at VivoCity with a target to achieve energy savings of 50,000 kWh in FY19/20 as compared to FY18/19	✓	<ul style="list-style-type: none"> Chiller upgrading at VivoCity with a target to achieve 1,157,000 kWh of energy savings (for the period January 2021 to March 2021) Installation of solar panels at VivoCity and MLHF with a target to achieve additional energy savings of 306,000 kWh (as compared to FY19/20)
At least maintain the respective BCA Green Mark certifications for all MCT properties	✓	At least maintain the respective BCA Green Mark certifications for all MCT properties





HIGHLIGHTS DURING THE YEAR

ALL
properties have achieved BCA Green Mark Certification

BCA GREEN MARK PLATINUM
for VivoCity, a marked improvement from the Gold Certification

50,000 kWh
energy savings achieved in FY19/20 from the upgrade of FCUs at VivoCity

Contribution to SDGs

ENERGY USE

Across our properties, purchased electricity remains our major source of energy consumption which powers the lighting, air-conditioning and various equipment. As such, we are firmly committed to pursuing

new initiatives and reviewing existing ones that focus on improving energy efficiency and conservation. Where applicable, we have also considered the feasibility of incorporating renewable energy into our energy mix.

The property management team tracks and monitors energy and water usage at each property, oversees the day-to-day operations and ensures that consumption levels remain within a reasonable range. The Energy Monitoring System ("EMS"),

which gathers data from power meters installed at high consumption equipment such as chillers, is deployed to enable more accurate tracking of consumption. Monthly data from the EMS are retrieved for comparison and analysis. Energy consumption data, as well as other building-related information, would then be submitted to the BCA annually through the Building Energy Submission System.

Each year, cross audits are conducted and relevant findings from these audits are consolidated and shared across properties for them to adopt leading practices.

Over the past few years, we have rolled out initiatives focused at reducing energy consumption across MCT's properties. At VivoCity, we have commissioned the upgrading of FCUs on a progressive basis to improve energy efficiency. We are pleased to have achieved our target of 50,000 kWh energy savings from this enhancement. Following which, we will embark on the upgrading of chillers at VivoCity with a target to achieve 1,157,000 kWh of energy savings for the period January 2021 to March 2021.

The progressive installation of photovoltaic ("PV") panels at VivoCity and MLHF have been effective in reducing energy imported from the grid. With this success, we will continue to install additional PV panels at these two properties with a target to achieve a further 306,000 kWh of energy savings (as compared to FY19/20).

Aside from these initiatives, we have also upgraded air-conditioning systems, improved monitoring and control systems. With new technologies being developed and released into the market each day, we will continue to explore new ways to incorporate them within our operations where practical.

ENGAGEMENT WITH STAKEHOLDERS

The Property Manager also encourages tenants and their employees to join them in raising environmental awareness. Throughout the year, energy-saving initiatives introduced to them includes:

- Encouraging tenants to opt for energy-efficient light fittings and adopt recommended practices set out in the Green Building Guide
- Encouraging tenants to adopt

energy-saving habits such as switching off appliances and systems when not in use

- Participating in Earth Hour where lighting within leased spaces were switched off for an hour on 28 March 2020
- Topics on environmental awareness covered during Service Excellence Workshop

PERFORMANCE DATA

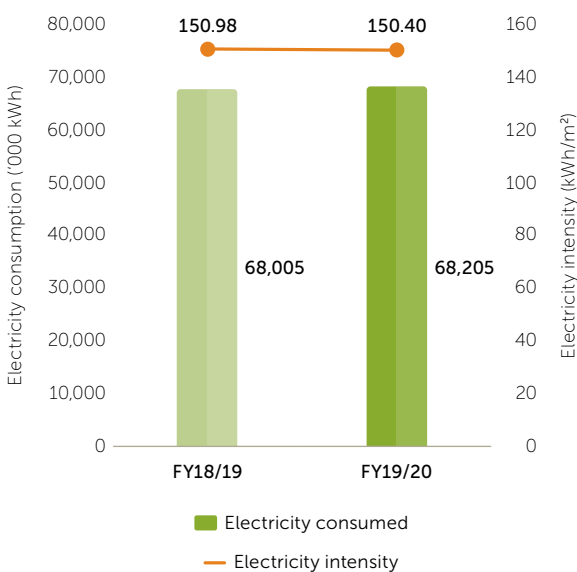
Purchased electricity for our business operations remains the primary source of energy consumption.

In FY19/20, the total energy consumption and Scope 2 GHG emissions of all our properties (including MBC II) were 73,018,168 kWh and 30,580 tonnes of carbon dioxide equivalent ("tCO₂e") respectively.

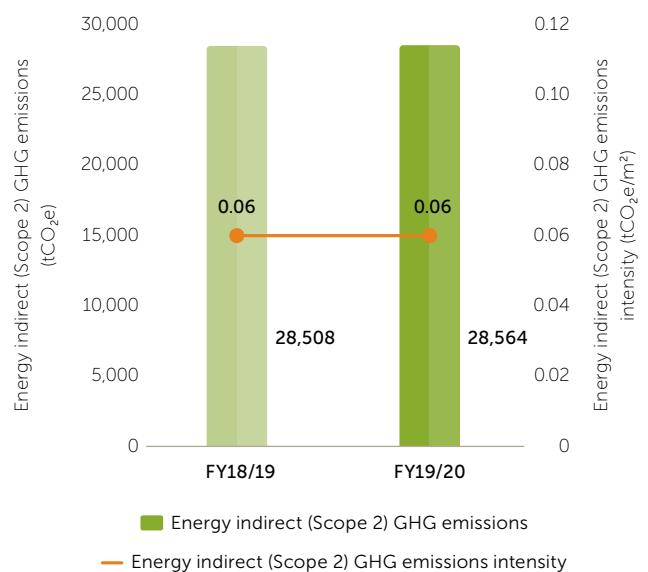
On a like-for-like basis (excluding MBC II), the energy consumption and energy intensity were 68,205,016 kWh and 150.4 kWh/m² respectively. This translated to 28,564 tCO₂e of Scope 2 GHG emissions with a corresponding emissions intensity of 0.06 tCO₂e/m².

Please refer to the charts below for more details.

Like-for-like energy consumption and intensity



Like-for-like Scope 2 GHG emissions and intensity



SUSTAINABILITY REPORT



WATER

Due to the increasing demand for water and limited water resources, water scarcity is a prevalent challenge for Singapore. We understand that water supply is essential for us to operate and thus have included it as a new material sustainability matter for the coming financial year. At MCT, we are committed to responsible use and management of water through close monitoring and the implementation of water-efficient technologies.

OUR TARGETS

FY20/21 targets

Maintain landlord's like-for-like water consumption to within $\pm 1\%$ of FY19/20's baseline

Contribution to SDGs



INTERACTIONS WITH WATER

Water across our properties is provided by the Public Utilities Board ("PUB"), whose water supply comprises the 'Four National Taps' – water from local catchment, imported water, highly-purified reclaimed water known as NEWater and desalinated water.

Water is essential to our business operations – primarily for use in common areas, such as restrooms and pantries, and in cooling towers, irrigation systems and some of our water features. These are areas where we will continue to make improvements where possible to minimise our water-related impacts.

From a value chain perspective, we also work closely with our tenants to steward water as a shared resource, and regularly engage them through our water-saving initiatives. For instance, promoting water conservation at the restrooms and pantries and when carrying out fitting-out, and additions and

alterations works. Tenants are also encouraged to use Water Efficiency Labelling Scheme ("WELS") fittings in their premises.

In FY19/20, we have also sent our facility managers to attend PUB's Water Efficiency Manager Course. Through the three-day course, they are equipped with knowledge and skills on various water efficiency measures and to conduct water audits. From here, our facility managers will work to identify potential areas to reduce water consumption.

REDUCING WATER WITHDRAWAL AND IMPROVING WATER EFFICIENCY

While we understand that water consumption may not have significant room for reduction, we have adopted various initiatives to optimise its consumption and improve efficiency. Across all properties, the property management team maintains close monitoring on water usage

and the implementation of water-saving initiatives.

Water-saving measures are also established during the design, development and operation processes, including:

- Use of NEWater for cooling towers and other means where possible and practicable
- Proper water treatment for cooling towers
- Maintaining cooling towers' Cycle of Concentration ("COC") to ≥ 7 to minimise make-up water consumption
- Collection of condensates from air handling units ("AHUs") and rainwater
- Maintaining all building system operations' schedules and settings
- Ensuring that building systems' maintenance are carried out effectively to maintain equipment efficiency
- Daily tracking of water meter readings to detect leakages
- Use of PUB's WELS sanitary fittings and accessories for toilets

GREENING OUR ASSETS

At MCT, we invest in greening existing properties and green buildings. Over the years, MCT has integrated sustainability into architectural design, building details, construction as well as maintenance activities to reduce our carbon footprint and contribute to the development of sustainable cities.

We continue to support the BCA Green Building Masterplan to shape a safe, high quality, sustainable and friendly built environment. Today,

all of MCT's properties have achieved at least the BCA Green Mark Gold^{PLUS} Award. During the year, VivoCity received a Green Mark Platinum certification from BCA, a marked improvement from the Gold certification. With this, three out of five of MCT's properties have been certified Platinum by BCA, the highest accolade in recognition of a building's environmental impact and performance, while the remaining two properties are certified Green Mark Gold^{PLUS}. In addition, MBC II

was also awarded a LEED certification which further demonstrates our best-in-class building strategies and practices.

To ensure that our properties continually meet the Green Building requirements, engineering forums are held monthly to discuss ongoing applications or renewals of these certifications. We remain committed to our goal in ensuring that all MCT's properties maintain their respective BCA Green Mark certifications.

Property	Awards and Accolades
VivoCity	BCA Green Mark Platinum
MBC I	BCA Green Mark Platinum
MBC II	BCA Green Mark Platinum BCA Universal Design Mark Platinum Award LEED®Gold
PSA Building	BCA Green Mark Gold ^{PLUS}
Mapletree Anson	BCA Green Mark Platinum
MLHF	BCA Green Mark Gold ^{PLUS}

SUSTAINABILITY REPORT

SUPPLEMENTARY INFORMATION METHODOLOGY

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

EMPLOYEES DATA

"Employees" refer to all employees of the Manager and the Property Manager. They include permanent and temporary contract staff for FY18/19 and FY19/20. The employee data does not include TPSPs engaged to perform certain property management services.

MCT does not have a significant portion of its activities carried out by workers who are not employees.

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. Injuries as a result of commuting incidents are only included if the transport has been organised by MCT. The rate of work-related injuries is computed based on 1,000,000 man-hours worked.

ENVIRONMENTAL DATA

Actual data relates to the five properties under MCT's portfolio – (i) VivoCity, (ii) MBC, (iii) PSA Building, (iv) Mapletree Anson, and (v) MLHF, whereas like-for-like data excludes MBC II.

ENERGY CONSUMPTION AND INTENSITY

Only purchased electricity has been included in this report. Diesel is only used for gensets during schedule shutdowns and maintenance. The usage is very minimal and has been excluded from the reporting scope. Energy consumption includes all tenants' energy consumption for air-conditioning within the leased premises, less the renewable energy generated at the properties.

Like-for-like energy consumption and intensity includes only properties with full-year data for FY18/19 and FY19/20, and excludes MBC II where full-year data is unavailable.

Energy intensity is derived by taking electricity consumption divided by the GFA, including common and tenants' areas, less unoccupied NLA.

GHG EMISSIONS AND INTENSITY

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 MCT accounts for GHG emissions from operations over which it has operational control.

Like-for-like energy indirect (Scope 2) GHG and intensity includes only properties with full-year data for FY18/19 and FY19/20, and excludes MBC II where full-year data is unavailable.

Scope 2 GHG intensity is derived by taking total energy indirect (Scope 2) GHG emissions divided by the GFA, including common and tenants' areas, less unoccupied NLA.

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. We adopt the latest available Grid Emission Factor ("GEF") calculated using the average operating margin ("OM") method for the reporting period.

GRI CONTENT INDEX

GRI Standards Disclosures	Reference(s) and/or Explanation	Identified Omission(s)
GRI 102 (2016): GENERAL DISCLOSURES		
ORGANISATIONAL PROFILE		
102-1 Name of the organisation	Mapletree Commercial Trust Corporate Overview, Page 2	
102-2 Activities, brands, products, and services	Corporate Overview, Page 2	
102-3 Location of headquarters	Corporate Directory, Page 183	
102-4 Location of operations	Corporate Overview, Page 2	
102-5 Ownership and legal form	Trust Structure, Page 16	
102-6 Markets served	Corporate Overview, Page 2	
102-7 Scale of the organisation	Corporate Overview, Page 2; Financial Highlights, Page 4-5; Employment and Talent Retention, Page 100	
102-8 Information on employees and other workers	Employment and Talent Retention, Page 100	
102-9 Supply chain	Supply chain activities are minimal and not significant to MCT's operations.	
102-10 Significant changes to the organisation and its supply chain	MBC II was acquired in October 2019. There were no significant changes to MCT's supply chain.	
102-11 Precautionary principle or approach	Risk Management, Page 86-88	
102-12 External initiatives	Sustainability Matters, Targets and Performance, Page 92-93	
102-13 Membership of associations	REIT Association of Singapore	
STRATEGY		
102-14 Statement from senior decision-maker	Board Statement, Page 89	
ETHIC AND INTEGRITY		
102-16 Values, principles, standards, and norms of behaviour	Our Approach to Sustainability, Page 90; Anti-corruption Compliance with Laws and Regulations, Page 95	
GOVERNANCE		
102-18 Governance structure	Our Approach to Sustainability, Page 90	
STAKEHOLDER ENGAGEMENT		
102-40 List of stakeholder groups	Stakeholder Engagement and Materiality, Page 91	
102-41 Collective bargaining agreements	Not applicable. No collective bargaining agreements are in place.	
102-42 Identifying and selecting stakeholders	Stakeholder Engagement and Materiality, Page 91	
102-43 Approach to stakeholder engagement	Stakeholder Engagement and Materiality, Page 91	
102-44 Key topics and concerns raised	Stakeholder Engagement and Materiality, Page 91	
REPORTING PRACTICE		
102-45 Entities included in the consolidated financial	Notes to the Financial Statements, Page 151	
102-46 Defining report content and topic Boundaries	About the Report, Page 90; Sustainability Matters, Targets and Performance, Page 92-93	
102-47 List of material topics	Sustainability Matters, Targets and Performance, Page 92-93	

SUSTAINABILITY REPORT

GRI CONTENT INDEX

GRI Standards Disclosures	Reference(s) and/or Explanation	Identified Omission(s)
102-48 Restatement of information	There has been no restatement of figures or information disclosed in our previous report.	
102-49 Changes in reporting	Energy, Page 104-105	
102-50 Reporting period	1 April 2019 – 31 March 2020	
102-51 Date of most recent report	The Annual Report/Sustainability Report for FY18/19 was published on 28 June 2019.	
102-52 Reporting cycle	Annual	
102-53 Contact point for questions regarding the report	About the Report, Page 90	
102-54 Claims of reporting in accordance with the GRI Standards	About the Report, Page 90	
102-55 GRI content index	GRI Content Index, Page 109-112	
102-56 External assurance	MCT has not sought external assurance on this report but may do so in the future.	

MATERIAL TOPIC: ECONOMIC PERFORMANCE

GRI 103 (2016): MANAGEMENT APPROACH

103-1 Explanation of the material topic and its boundary	Sustainability Matters, Targets and Performance, Page 92-93
103-2 The management approach and its components	Sustainability Matters, Targets and Performance, Page 92-93;
103-3 Evaluation of the management approach	Economic Performance, Page 94

GRI 201 (2016): ECONOMIC PERFORMANCE

201-1 Direct economic value generated and distributed	Financial Statements Page 116-180
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MATERIAL TOPIC: ANTI-CORRUPTION

GRI 103 (2016): MANAGEMENT APPROACH

103-1 Explanation of the material topic and its boundary	Sustainability Matters, Targets and Performance, Page 92-93
103-2 The management approach and its components	Sustainability Matters, Targets and Performance, Page 92-93; Anti-corruption Compliance with Laws and Regulations, Page 95
103-3 Evaluation of the management approach	Anti-corruption Compliance with Laws and Regulations, Page 95

GRI 205 (2016): ANTI-CORRUPTION

205-3 Confirmed incidents of corruption and actions taken	Anti-corruption Compliance with Laws and Regulations, Page 95
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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	Sustainability Matters, Targets and Performance, Page 92-93
103-2 The management approach and its components	Sustainability Matters, Targets and Performance, Page 92-93; Anti-corruption Compliance with Laws and Regulations, Page 95-96
103-3 Evaluation of the management approach	Anti-corruption Compliance with Laws and Regulations, Page 95-96

GRI Standards Disclosures	Reference(s) and/or Explanation	Identified Omission(s)
GRI 417 (2016): MARKETING AND LABELLING		
417-3 Incidents of non-compliance concerning marketing communications	Anti-corruption Compliance with Laws and Regulations, Page 95-96	
GRI 419 (2016): SOCIOECONOMIC COMPLIANCE		
419-1 Non-compliance with laws and regulations in the social and economic area	Anti-corruption Compliance with Laws and Regulations, Page 95-96	
MATERIAL TOPIC: HEALTH AND SAFETY		
GRI 103 (2016): MANAGEMENT APPROACH		
103-1 Explanation of the material topic and its boundary	Sustainability Matters, Targets and Performance, Page 92-93	
103-2 The management approach and its components	Sustainability Matters, Targets and Performance, Page 92-93; Health and Safety, Page 96-99	
103-3 Evaluation of the management approach	Health and Safety, Page 96-99	
GRI 403 (2018): OCCUPATIONAL HEALTH AND SAFETY		
403-2 Hazard identification, risk assessment, and incident investigation	Health and Safety, Page 96-99	
403-5 Worker training on occupational health and safety	Health and Safety, Page 96-99	
403-6 Promotion of worker health	Health and Safety, Page 96-99	
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and Safety, Page 96-99	
403-9 Work-related injuries	Health and Safety, Page 96-99	(b) – Information unavailable for workers who are not employees but whose work and/or workplace is controlled by the organisation
GRI 416 (2016): CUSTOMER HEALTH AND SAFETY		
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Health and Safety, Page 98	
MATERIAL TOPIC: EMPLOYMENT AND TALENT RETENTION		
GRI 103 (2016): MANAGEMENT APPROACH		
103-1 Explanation of the material topic and its boundary	Sustainability Matters, Targets and Performance, Page 92-93	
103-2 The management approach and its components	Sustainability Matters, Targets and Performance, Page 92-93; Employment and Talent Retention, Page 100-101	
103-3 Evaluation of the management approach	Employment and Talent Retention, Page 100-101	
GRI 401 (2016): EMPLOYMENT		
401-1 New employee hires and employee turnover	Employment and Talent Retention, Page 101	(a), (b) - Breakdown by age group, gender and region is not applicable

SUSTAINABILITY REPORT

GRI CONTENT INDEX

GRI Standards Disclosures	Reference(s) and/or Explanation	Identified Omission(s)
MATERIAL TOPIC: LOCAL COMMUNITIES		
GRI 103 (2016): MANAGEMENT APPROACH		
103-1	Explanation of the material topic and its boundary	Sustainability Matters, Targets and Performance, Page 92-93
103-2	The management approach and its components	Sustainability Matters, Targets and Performance, Page 92-93; Local Communities, Page 102-104
103-3	Evaluation of the management approach	Local Communities, Page 102-104
GRI 413 (2016): LOCAL COMMUNITIES		
413-1	Operations with local community engagement, impact assessments, and development programmes	Local Communities, Page 102-104
MATERIAL TOPIC: ENERGY		
GRI 103 (2016): MANAGEMENT APPROACH		
103-1	Explanation of the material topic and its boundary	Sustainability Matters, Targets and Performance, Page 92-93
103-2	The management approach and its components	Sustainability Matters, Targets and Performance, Page 92-93; Energy, Page 104-105
103-3	Evaluation of the management approach	Energy, Page 104-105
GRI 302 (2016): ENERGY		
302-1	Energy consumption within the organisation	Energy, Page 105
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