

Issue 01 - July 2010

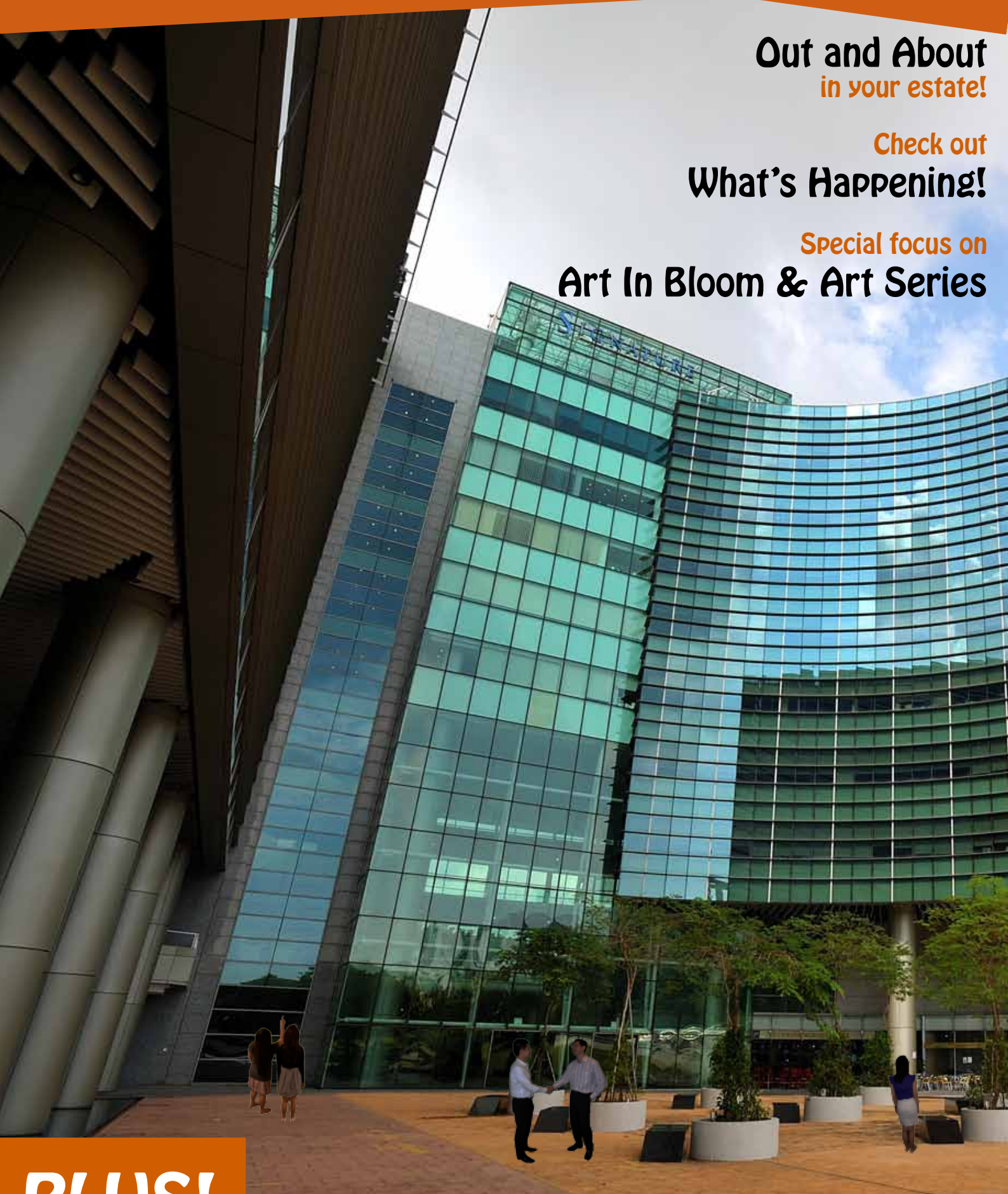
maple^{tree}
industrial

CiTRuS

Out and About
in your estate!

Check out
What's Happening!

Special focus on
Art In Bloom & Art Series



PLUS!

Win attractive prizes on p10

Editor's Note

WELCOME TO THE INAUGURAL ISSUE OF CITRUS!

Greetings!

If you are working in one of the 27 property clusters highlighted in the Singapore map on page 4 - as well as several other properties in Singapore, Malaysia, Japan and China - you will know us as your landlord Mapletree Industrial, the industrial real estate business unit of Mapletree Investments Pte Ltd.

Besides looking after your requirements in our properties, we believe in building holistic relationships among our tenants, customers, partners and ourselves. We aim to build a vibrant community for everyone working in the Mapletree Industrial portfolio such that you can get to know us and your fellow tenants better, both for networking and business opportunities as well as on a more informal basis.

Thus CITRUS, our online newsletter and one of our platforms to achieve the above objectives.

With articles written in a fresh breezy style, CITRUS seeks to update you on current developments in Mapletree Industrial projects as well as our tenant community.

In our inaugural issue, we talk to two of our tenants in Toa Payoh - veterans in the floral and gift industry - Art in Bloom and The Art Series. They share their secrets and strategies for their success.

Other highlights in this issue include events we have organised for tenants over the past one year. These include blockbuster movie premieres, invitations to watch the golf greats at The Barclays Singapore Open 2009 and bringing mobile health screenings, Christmas and year-end festivities to some of our properties. We have also gotten financial experts to give talks to our tenants and hosted a Mapletree Industrial Business Leadership Talk at Resorts World Sentosa.

Also read about our steps to bring in additional services to several properties and other improvements such as toilet upgrading projects, the dressing up of our lift lobbies and the introduction of media screens and beverage vending machines.

Finally, take part in our quiz at page 10 to win valuable prizes.

The team hopes that you will enjoy reading this issue as much as we have enjoyed bringing it to you. Till the next issue, cheers!

The Editor

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Who are we?

Mapletree Industrial is a business unit of Mapletree Investments Pte Ltd ("Mapletree"). We are responsible for Mapletree's industrial real estate activities, ranging from providing capital management services to the investment, development and management of the Group's industrial assets.

The Mapletree Industrial management team comprises professionals with extensive regional experience in real estate development, investment and management, fund and asset management, and finance. Headquartered in Singapore and with offices in China, Japan and Vietnam, the team looks after more than S\$2.3 billion worth of industrial properties. Two ways in which Mapletree Industrial help businesses to be more efficient in managing their capital:

1. Build-to-Suit (BTS)

A BTS project is an arrangement where Mapletree Industrial can help you take care of the hassle, uncertainties and upfront expense of undertaking construction of your industrial property. Sounds like a great idea? It is! We work with you to build industrial facilities that are designed specifically for your business needs on a long-term lease basis. It works exactly like how you would rent a traditional space, except that the property is built specifically to suit your every need! Plus you get the certainty of a longer term of lease.

Tata Communications Exchange ("TCX") is a good example of a BTS. This is a data centre and headquarter building in Singapore that we carefully built for Tata Communications, a leading global telecom company. TCX has been certified Green Mark Gold by the Building and Construction Authority of Singapore.



Tata Communications Exchange,
Singapore

2. Sale and Lease back (SLB)

SLB allows companies to go real estate asset-light through selling their buildings to Mapletree Industrial in return for a long-term leaseback. Such an arrangement enables businesses to free up valuable capital to be used for business expansion or growth rather than be tied up in real estate. Companies can then focus on their core operating businesses instead of worrying about handling property assets and managing their properties.

Some of our SLB properties include Starhub, Summit, Avaplas in Singapore, LCTH in Malaysia and IXINAL Monzen-Nakacho Building in Japan, just to name a few.



LCTH, Malaysia



Unisys, Japan



Summit, Singapore

For more information, please visit www.mapletreeindustrial.com.

In our next issue:

Read all about our latest development in Vietnam, MBC @ Binh Duong!

Mapletree Industrial has a range of real estate solutions to meet your business requirements. Here are some properties with space in Singapore available for leasing.



Address
Woodlands Sector & Woodlands Avenue 9
Available Units
12,000 - 35,000 sq ft
Contact Person
Mr Louis Ng
(+65 6377 6175)



Address
6 Serangoon North Avenue 5
Available Units
2,200 - 19,600 sq ft
Contact Person
Mr Kelvin Koh
(+65 6377 8627)



Address
Kallang Way, Kallang Sector
Available Units
660 - 31,500 sq ft
Contact Person
Ms Toh Xinyi
(+65 6377 7481)



Address
Blk 26, 28 & 30 Kallang Place
Available Units
970 - 14,700 sq ft
Contact Person
Ms Toh Xinyi
(+65 6377 7481)



For more information,
please visit www.mapletreeindustrial.com or call +65 6377 6000

Brand new toilets - look out for a burst of colours and mod fixtures!



Some of our properties have just been given a toilet makeover! We have completed the upgrading of toilets at 6 Serangoon North, The Strategy and The Synergy business park buildings. Toilet upgrading works at our Toa Payoh North 1 cluster are still in progress. The cost of the toilet upgrading at the above 4 clusters is almost S\$5million.

Upgrading works range from new wall and floor finishings, replacement of cubicle partitions, putting in new and improved fixtures & fittings like the lightings, ventilation systems, intelligent sensory systems, taps, basins, sanitary bowls & urinals.

We have also started installing sensory flushing systems into all the toilets in our properties.

Let us all work together to keep the new and improved facilities clean!

Infotainment while you wait for your ride



What do you call a lift lobby that provides entertainment? Lobbo-tainment!

In our efforts to spruce up our lift lobbies, Mapletree Industrial collaborated with Focus Media to install super-thin flat panel television displays that provide high-quality advertisements of major consumer brands at our Business Park buildings.

Focus Media's audience-centric approach is guaranteed to keep you entertained and informed while you wait for your lift. The light-hearted information gives commuting passengers an opportunity to relax their minds while picking up new market information. Waiting for a lift will never be the same again!

Bringing colours into our lift lobbies



As part of Mapletree Industrial's corporate social responsibility, we collaborated with government agency, International Enterprise (IE) Singapore to put up their banners on lift doors at some selected clusters as a pilot project.

The banners have jazzed up the lobbies at Blocks 1001, 1002 and 1003 Bukit Merah Central, Blocks 26, 28 and 30 Kallang Place, Block 10 Kaki Bukit Avenue 1, and Blocks 970 and 998 Toa Payoh North.

IE Singapore is promoting their services to help small-medium enterprises in the expansion of their business and the various funding schemes available. Please visit the IE Singapore website for more details.

For advertising opportunities, please contact us at CITRUS@mapletree.com.sg.

Thirst quenchers at your doorstep!

After hours of hard work, don't you just wish that you could just have an ice cold soft drink during your break? But wait! The canteen isn't open anymore! And the nearest drinks stall is a 10-minute walk away! Find this situation familiar? Fret not, your thirst woes are no more!

Answering the call of our tenants to provide more facilities at our properties, we have worked with Coca Cola Singapore Beverages Pte Ltd to provide vending machines at your premises.

Refresh yourselves through the vending machines located conveniently at our 27 industrial clusters. With a wide selection of drinks to choose from, you will definitely be spoilt for choices!



Blockbuster movies to welcome all

In the months of August and September 09, we invited tenants to private premiere screenings of three blockbuster movies: "G.I. Joe: The Rise of Cobra", "G-Force" and "Where Got Ghost?". The event received an overwhelming response with a turnout of more than 1,500 tenants and their partners. Popcorn and drinks were on the house to complete the movie experience.

Presented with the bragging rights to catch the blockbuster movies on the opening night, meeting up with fellow tenants and meet up with Mapletree Industrial staff – Asset Managers, Marketing and Property Management staff, we certainly left smiles on everyone's faces.

One of our tenants even exclaimed, "It's heartening to know Mapletree is reaching out to your tenants." Other comments from the crowd include "As tenants, we welcome these events wholeheartedly!" and "We are certainly pleased with Mapletree's kind gesture of promoting a series of exciting events for us!"



Delighting Golfers at the Barclays Singapore Open 2009

On 1 Nov 2009, Mapletree Industrial invited several golf enthusiasts amongst our tenants to the most highly anticipated golf event in Asia – the Barclays Singapore Open 2009. Boasting the largest prize money in Asia, the event saw world class players like Phil Mickelson and Ernie Els pit their skills against each other.

And entertained we were! Our tenants not only got to see the masters in action but were also treated to a sumptuous luncheon at the exclusive ONE° 15 Marina Club's Bar Nebula where they bonded and networked with fellow tenants and Mapletree's Industrial's management and staff. Golfing secrets and tips were exchanged over a casual luncheon and many laughs were shared. Our tenants definitely had what golfers would call a "swinging" good time!

Spreading Yuletide Cheer and Festive Eats

Intent on spreading some yuletide cheer for the festive season, Mapletree Industrial sent Christmas carolers to serenade our tenants at The Strategy, The Signature and 6 Serangoon North. We had youths from the Salvation Army's Gracehaven Home and NUS Raffles Hall to mesmerise our tenants with a total of six lunchtime performances. Our young carollers brought beautiful music with songs of hope and cheer into the buildings. They received thunderous rounds of applause for their wonderful efforts and some of our tenants requested that we bring them back again next year.

What is Christmas without the popular festive eats? Like the wise old saying that "a man's heart is through his stomach", we went the extra mile to bring in some popular merchants to set up shop and sell delicious Christmas goodies at The Strategy. This event brought life into the building as queues formed to sample the goodies and provide a convenient stop for tenants to pick up some festive goodies like mouth-watering log cakes, delicious Christmas pies, scrumptious gingerbread men, cookies and candies just to name a few. The response to the fair was excellent and we thank our tenants for showing their wonderful support to the vendors. Keep your fingers crossed for the next festive season as you never know what might be coming to your building!



Take charge of your health – Be screened!

Much has been said about having a healthy mind and body being equated with a more fulfilling life.

In our bid to do our little bit to promote healthy lifestyle and living amongst our tenants, Mapletree Industrial collaborated with the Health Promotion Board to bring health screenings to our tenants' doorsteps from Jan 2010. The programme will run till July 2010, covering selected properties in the Mapletree Industrial portfolio.

Mobile screening buses were dispatched, offering common screening services such as screening for blood pressure, cholesterol levels, glucose levels, mammography and pap smears. Nurse educators were also invited to give educational lunchtime talks on chronic disease management.

The health screenings are conducted at subsidised costs than what one would pay at private clinics. The mobile screenings services were very popular and greatly welcomed by tenants.



Mapletree Industrial Business Leadership Talk – In Conversation with Olam

Mapletree Industrial recently launched a Mapletree Industrial Business Leadership Talk series where eminent speakers are invited to share their experiences and successes.

The inaugural talk was held over a closed door private luncheon for selected tenants on 6 April 2010 at Resorts World Sentosa Convention Centre.



The speaker was Mr. Sunny Verghese, MD and CEO of Olam International Limited. Mr. Verghese spoke on "Building an emerging market multinational." It was a very exciting and engaging talk as attendees actively participated in the Question-and-Answer session, and networked with each other and the Mapletree Industrial management and staff.

The talk was a huge success and we received many positive responses such as "It was an insightful talk", "Very interesting" and "One of the best I've heard".

Make your money work for you – talks to manage your finances!

How many of us plan for our retirement? How many of us know how to make our money work harder for us?

To bring answers to our tenants, we collaborated with fin-exis Pte Ltd, an independent financial agency to organize lunchtime seminars on 11 Mar & 15 April 2010 for our tenants at The Strategy and The Synergy.

Participants to the first talk on 11 March 2010 were told "Shocking News about your Insurance Policies." Little known facts about common insurance policies were shared. It was an eye-opener and participants learnt more about their existing policies and how to enhance what they currently have.

"Married to CPF forever" was the topic at the talk on 15 April 2010. Participants learnt how to make better use of what is in their CPF accounts and how to make profits from investing their CPF monies.


We had overwhelming response to both talks and we have plans to organise more such talks and to host them at more properties. Do watch for them!




Interview with Art In Bloom & The Art Series


Many of us are so immersed in our own world that we hardly ever know who our neighbours are. In Special Focus this issue, we speak to veterans in the gift industry – Patricia from The Art Series (TAS) and Susan from Art in Bloom (AIB):


Q: Give us a brief introduction of your company:

 AIB: I started up Art in Bloom with another partner in October 1999. We started off on a web platform selling our products and also marketed our products via catalogues.


 TAS: The Arts Series began their operations in early 2005. We started as a web-based business and marketed our products online and through word of mouth.


Q: What products do you sell? Who are your major customers?

 AIB: Flowers are the selling point in most of our products. We take pride in the arrangement of flowers be it our hampers, gifts and wreaths. Our employees are well-trained in the art of floral arrangements. We have many corporate customers and believe in aggressively marketing our products through cold calls, advertising and distribution of catalogues.

 TAS: The Arts Series is a one-stop service provider to cater to all your needs! With our wide network, we are easily able to coordinate our customer's needs. Artistic gifts still remain as one of our core competencies as we are very much in touch with local artists. Most of our customers are major clubs and associations and we strongly market our products through networking and referrals.


Q: What are your company strategies? What motivates you?

 AIB: We incorporate flowers in almost all our products. We see the need to constantly improve ourselves and be up-to-date with the gifts and floral industry. My passion into flowers got me started in the gift industry and has motivated me to weather the strong challenges in the industry.

 TAS: We need to differentiate ourselves from the others. We have progressed from being just a normal gift company to a one-stop service centre. Being a member of Junior Chamber International, I constantly motivate and equip myself with leadership skills to bring the company forward.

Q: Anything else you would like to comment or add?

 AIB: We are thankful to Mapletree Industrial for engaging our services during CNY. As a landlord, they support tenants such as us by giving us an opportunity to work with them.

 TAS: We are happy that Mapletree Industrial has given us an opportunity to increase our network. Mapletree has also made significant improvements to the estate. We have a safer and cleaner environment to work in.

To find out more about:

Art in Bloom: www.artinbloom.com.sg

The Art Series: www.theartseries.com.sg

Limited Period Only*

(Please quote promotional code "MITPJUL2010")

All tenants of Mapletree Industrial are entitled to:

- 15% discount for all catalogue purchases at Art In Bloom
- 10% discount at The Art Series

*Terms and Conditions:

- Promotion for Art In Bloom will end on 31 August 2010, and is only applicable to all catalog items.
- Promotion for The Art Series will end on 31 December 2010, and is applicable to all items from The Art Series.



Special Focus serves as a platform for you to know your neighbours better. In each issue, we feature tenants from different clusters to find out more about what they do. If you wish to be featured, please contact us at CITRUS@mapletree.com.sg. We seek your understanding that we reserve the sole discretion to decide which tenant to feature.



World No Tobacco Day 2010

Contributed by the Health Promotion Board

The National Health Surveillance Survey (NHSS) 2007 showed that 16% of Singapore residents in the workforce smokes. This translates to 16 out of every 100 employees adding on a \$2,200 bill per smoker to your organization each year - \$2,200 of avoidable costs.






Do you know how smoking increases costs for employers?

Productivity: A smoker who smokes 10 cigarettes during office hours wastes one working hour per day, or 10% of his work day. Smoking leads to eye irritation lower attentiveness and inefficiency. Research is documenting lower productivity in smoking employees and increases in productivity when smoking is limited or banned.

Absenteeism: On average, smokers are absent more often than non-smokers. Costs for these absences include temporary replacements and lowered productivity and morale among fellow employees who had to cover for absent workers.

* E Quah, K C Tan, S L C Saw, J S Yong, The Social Cost of Smoking in Singapore, Singapore Med J, 2002. Vol 43 (7): 340-344

Quit Tips for Smokers

-  **Write down why you want to quit (eg. live longer, for family, save money). Read the list daily.**
-  **Ask family and friends to support your decision to quit. Ask them to be completely supportive and non-judgmental.**
-  **Find another smoker who is trying to quit. Encourage each other and offer a listening ear.**
-  **Learn what triggers your desire for a cigarette (eg. stress, end of a meal, arrival at work). Avoid these triggers or plan alternative ways to deal with them.**
-  **Believe that you have the guts and determination to quit smoking.**

A World No Tobacco Day Special

What's in store for workplaces?

- Resource materials to guide smokers in your company towards a smoke-free journey
- Complimentary on-site 1-hour smoking awareness talk on smoking cessation and 2-hour counselling session
- Quit packs for smokers

For more information, visit www.hpb.gov.sg/smokefree or email us at HPB_SCP_WORKPLACE@hpb.gov.sg. You may also contact Jess/Salbiah at 6435-3010/3832. Companies who wish to take up any of the above will need to participate in a complimentary half-day workshop on "Conducting a Workplace Smoking Control Program - The PIE Approach".








Keeping Your Workplace Safe

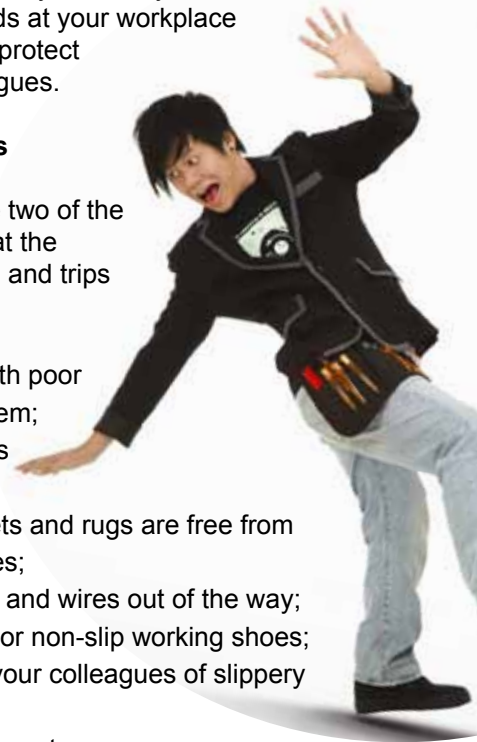
Contributed by the Workplace Safety & Health Council

Injuries at the workplace often occur because of unsafe acts and work conditions. You can prevent injuries by taking charge of your safety. Look out for common work hazards at your workplace and take precautions to protect yourself and your colleagues.

Prevent Slips and Trips






Slipping and tripping are two of the most common hazards at the workplace. Prevent slips and trips with these tips:

-  Look out for areas with poor lighting and report them;
-  Keep floors and stairs dry and clean;
-  Make sure that carpets and rugs are free from holes and loose edges;
-  Keep electrical cords and wires out of the way;
-  Use anti-slip flooring or non-slip working shoes;
-  Place signs to warn your colleagues of slippery surfaces;
-  Keep your work area neat.



Prevent Against "Struck by objects" Injuries

To prevent such injuries, you should watch out for unsafe situations such as over-stacked shelves, open doors and drawers and fixtures like ceiling boards that are not secured. Take steps to protect yourself from these hazards by:

-  Storing heavy or frequently used objects on lower shelves;
-  Stacking material in a stable manner so that it will not fall over;
-  Installing strong shelving to withstand the weight of loads;
-  Ensuring that all fixtures such as ceiling fans, ceiling boards and pictures are well-secured; and
-  Placing office equipment such as files away from the edges of desks or filing cabinets.

The Workplace Safety and Health Act

To highlight the importance of ensuring safe and healthy workplaces for all, the Workplace Safety and Health Act will cover all workplaces from September 2011.

Under the Act, employers and employees have a duty to ensure that workplaces and work environments are safe.

For more information on the Act and the guide on common workplace safety and health hazards, visit www.wshc.sg.

Here are some important numbers that you should know. These are:

Name	Issues Regarding	Telephone
Essential Services Hotline (24-hour basis)	Property management matters <ul style="list-style-type: none">Lift breakdownToilet cleanlinessCar park matters	1800-377-6688
Customer Service Hotline (Mon to Fri 8:30 am - 6:30 pm)	All other queries <ul style="list-style-type: none">Lease management mattersBilling enquiriesMarketing opportunities	6377-6000

Quizzes & Prizes!

We have 1 limited edition Coca-Cola mini-cooler and 20 pewter-wooden namecard holders to give away! The first all-correct entry will win the limited edition fridge and the next 20 all-correct entries will win the pewter-wooden name-card holders.



To win, please answer the following questions:

- 1. Name three property clusters that have upgraded toilets.
- 2. What is the first Mapletree Industrial event that was organised?

Quiz starts:
12 July 2010

Quiz ends:
30 July 2010

Please send your answers, together with your name, NRIC, company name & email address to CITRUS@mapletree.com.sg.

Terms and Conditions:
Only Singapore citizens and permanent residents in Singapore except for employees of Mapletree Investments Pte Ltd, its subsidiaries and their immediate families are eligible. Winners will be chosen from among contestants with correct entries on a first-com-first-serve basis. Participants may only send in one entry per quiz. Multiple entries will not be accepted. Winners will be contacted via email. Mapletree Industrial reserves the right to amend these terms and conditions. Our decision shall be final, binding and conclusive and no correspondence will be entertained.

Look out for the next issue of **CiTRuS** for more interesting news and to win exciting prizes.
Subscribe to **CiTRuS** at www.mapletreeindustrial.com.