

# SOCIAL

The Manager and Property Manager recognise that employees and the community form an important part of the business ecosystem. They strive to offer development opportunities while cultivating a diverse, innovative and inclusive culture to support sustainable human capital and improve organisational performance. Their emphasis on health and safety and CSR, further underscores their dedication to societal well-being, which enhances their reputation and strengthens ties with the community. This section highlights four material topics: **Employee Engagement and Talent Management, Diversity and Equal Opportunity, Health and Safety, and Community Impact.**

## Employee Engagement and Talent Management

 **13%**  
annual turnover rate

 **52.5 hours**  
average training hours per employee

## Diversity and Equal Opportunity

 **42%**  
women representation on the Board

 Women held **68.8%** of management positions

## Health and Safety

 **Zero**  
incidents resulting in employee permanent disability or fatality

 **Zero**  
recordable high-consequence work related injuries

## Community Impact

 **\$S\$10,935**  
raised from MIT CSR initiative

 **94**  
employee volunteers in Singapore participated in MIT CSR initiative

# EMPLOYEE ENGAGEMENT AND TALENT MANAGEMENT



## Why is this important? 3-3

The Manager and Property Manager recognise that human capital is key to the long-term success and sustainability of MIT's business. Investments in employee training and development help to enhance long-term career progression and job satisfaction, which supports employees' personal and professional growth.

Focusing on employee satisfaction will enable the Manager and Property Manager to attract and retain top talent, and to empower employees to make meaningful contributions that enhance MIT's competitive advantage. This will also reduce employee turnover rates and promote business continuity, which in turn enhances overall productivity and ensures the stability of MIT's business operations.

## Management approach 3-3 402-1

The Mapletree Group's Employment and Talent Development Strategy employs a comprehensive, multi-faceted approach that details its holistic management of employees' professional growth throughout every stage of their career journey with the organisation. This strategy encompasses all phases of the employment lifecycle, from recruitment to offboarding, thereby facilitating a more engaging, supportive and enriching working experience for all employees.

In the event of significant operational changes, the Mapletree Group endeavours to inform affected employees (and unions, where applicable) in advance to minimise potential disruptions and to maintain an engaged workforce.



## Talent attraction and retention 401-1

### Recruitment and selection

The Manager and Property Manager, as wholly-owned subsidiaries of the Sponsor, adhere to the Sponsor's employment and talent retention strategies, which prioritise fair employment and equal opportunity. The policies and practices are aligned with the Tripartite Guidelines on Fair Employment Practices set by the Ministry of Manpower ("MOM"), the National Trades Union Congress, and the Singapore National Employers Federation, which promote fair and merit-based hiring practices. During the recruitment process, candidates are assessed objectively against a set of established criteria, including skills, experience, and qualifications and regardless of age, race, gender, religion, marital status, family responsibilities, or disability. Employees are also provided training and development opportunities tailored to their strengths and needs, to help them achieve their full potential.

The Manager and Property Manager publicise employment opportunities through various channels such as career fairs, online job portals, and executive search firms. Job advertisements are carefully reviewed to ensure that the selection criteria focus on the relevant qualifications, skills, knowledge, and experience of candidates, in accordance with the Mapletree Group's guidance on fair and non-discriminatory employment practices.

The Manager and Property Manager also attract talent through various platforms provided by the Sponsor, such as the Mapletree Associate Programme, Mapletree Executive Programme, Mapletree Internship Programme and Mapletree Technical Programme. These platforms aim to attract and recruit talent at various career stages, including polytechnic students, undergraduates, graduates, and mid-career professionals who aspire to join the real estate industry.

## Succession planning

The Manager reviews its recruitment and development strategies on an ongoing basis to align with business goals, support corresponding action plans, and ensure long-term stability and sustainability. The Nominating and Remuneration Committee regularly reviews the talent pipeline and succession planning for the CEO and key management personnel of the Manager. Targeted development plans are curated for candidates who are identified to be part of the talent pipeline so as to prepare them for key leadership roles in the future.

The Manager and Property Manager's low turnover rates highlight the effectiveness of their career management and talent development pipelines.



## Training and development 404-1 404-2

The Sponsor promotes a culture of continuous learning through training initiatives designed to equip employees with the skills and knowledge needed to excel in their roles.

The Manager and Property Manager actively identify and develop talent within the organisation and offer them additional training opportunities that support career growth.

Employees are encouraged to tap on the wide range of functional and technical training programmes available throughout the year to develop their skill sets and expertise. They also have access to online learning platforms such as LinkedIn Learning, which offers over 23,000 courses to enhance professional development.

The training programmes cover key areas, including business continuity, sustainability, building safety, digital transformation, finance, diversity and inclusion, information technology, personal effectiveness, and real estate. In FY24/25, employees of the Manager and Property Manager completed a total of 10,175 training hours, averaging 52.5 hours per employee. In addition, 100% of employees received professional training on ESG-related topics, such as ethics, environmental sustainability, and cybersecurity.



## Career management

The Manager and Property Manager encourage employees to plan their personal and learning development journeys. Through the Self Development Scheme, employees can enhance their core competencies or pursue professional qualifications with financial support for course fees, learning materials, and professional memberships on a co-payment basis. In addition, the Mapletree Training Award provides eligible full-time employees with financial assistance to further their education at accredited universities, tertiary institutions, or professional bodies. Employees can also apply for up to seven days of paid study and examinations leave per calendar year.

Employees also have access to a range of training and development opportunities, including industry-related courses, seminars, and conferences. These opportunities include real estate seminars and conferences supported by the Mapletree Group and organised in partnership with local universities. In October 2024, Nanyang Technological University ("NTU") held the inaugural Mapletree Annual Sustainability Lecture (as part of the Mapletree Sustainability Programme). The 4<sup>th</sup> Mapletree Real Estate Forum was organised in November 2024 by Singapore Management University ("SMU") as part of the Mapletree Group's real estate programme with the university.

New employees are given the opportunity to participate in the Mapletree Immersion Programme, which helps them to assimilate better into the organisation's culture.



4<sup>th</sup> Mapletree Real Estate Forum at SMU



Mapletree Annual Sustainability Lecture at NTU

**Spotlight**

**Mapletree Learning Fiesta**

The Mapletree Group successfully hosted its seventh annual Learning Fiesta from 10 to 12 September 2024, which addressed contemporary topics relevant to both the industry and personal development. With a significant expansion to include a global audience, this year's programme was designed to be more inclusive and comprehensive, which featured hybrid and virtual talks as well as sharing sessions by professional speakers and experts in their respective fields.

The event showcased a diverse lineup of both the Mapletree Group's internal speakers as well as international and local experts from various industries. Notable contributors included representatives from LinkedIn Learning, CBRE, and the Singapore Green Building Council. These speakers provided valuable insights on several key focus areas, such as AI and generative AI tools, which covered the latest advancements and offered participants a deep dive into how these technologies can be leveraged in their own work.

CBRE also shared the latest trends and insights on the EU market. The programme also featured a presentation by the Singapore Green Building Council on initiatives to reduce embodied carbon emissions in Singapore. It also focused on promoting sustainable practices and innovations within the built environment sector.

In addition, the programme featured a session on understanding and collaborating with various personality types. It aimed to help employees recognise their unique traits and provided tips to enhance teamwork and foster stronger relationships among diverse personalities. The takeaways from this session were valuable in promoting harmony and productivity both at work and in personal interactions.

To ensure the long-term accessibility of the learning experience, employees can continue to access the learning materials, including session recordings, on their Learning Management System. This feature allows employees to review the content at their convenience, which reinforced the knowledge gained during the event.

**Mapletree Learning Roadmap**

The Manager and Property Manager adopt the Mapletree Group's Learning Roadmap to ensure a structured approach to career planning and skills development. The roadmap offers programmes and modules in four key verticals essential for professional excellence.

	Leadership and People Management Excellence	Personal Excellence	Functional Excellence	New Hire Excellence	
Non-Executives	Supervisory Leadership Programme	Courses, seminars, and workshops on different competencies and skill sets	On-the-job trainings, coaching, and role-specific learning sessions	First Day Orientation	
Executives					
Assistant Managers					
Managers and Senior Managers	Leadership Foundation Programme				Onboarding Buddy Programme
	Human Capital Leadership Institute ("HCLI") Young Leaders' Programme				
Vice Presidents and Directors	Leadership Excellence Programme	Immersion Programme			
	HCLI Leaders' Programme				
Above Director Level	Strategic Leadership Programme	In-Conversation with Senior Management			
	HCLI Global Leaders' Programme				



Leadership Foundation Programme



Leadership Excellence Programme

Programmes are made available to employees across all regions based on their department, role, and rank, which equip all employees with the necessary functional competencies. They serve to impart soft skills and leadership knowledge for employees to effectively perform their job responsibilities and transition smoothly into future roles as they progress along their careers, thereby ensuring smooth operations.

The Leadership Foundation Programme is designed to equip managers with critical people management skills, while the Leadership Excellence Programme is aimed at middle- to senior-level leaders to enhance their understanding of leadership and team dynamics. These programmes are conducted through lectures, discussions, case studies, and role plays.

**Fair remuneration and employee benefits**

201-3 401-2 401-3 404-3

**Compensation and benefits**

The Manager and Property Manager believe that a fair and competitive compensation system is crucial for attracting, motivating, and retaining employees. Employees receive a competitive remuneration and benefits package, which is reviewed annually and benchmarked against market standards by an independent consultant. Pay structures are gender-neutral; they are based on job responsibilities, skills, and qualifications.

Employees of the Manager and Property Manager receive compensation that aligns with or exceeds local minimum wage regulations in their respective countries. The compensation package includes fixed pay, statutory provident fund contributions, performance-based incentives, allowances, and benefits. These also include non-monetary benefits to support employee well-being and promote long-term performance. Variable compensation is tied to employee performance and overall value contribution. This is assessed holistically and determined based on the financial performance of MIT, and achievement of sustainability targets, including the participation rates in training and wellness programmes, renewable energy generation and tree planting initiatives.

As part of the Mapletree Group, full-time and contract/part-time employees enjoy similar benefits. All full-time and contract/part-time employees have access to a comprehensive welfare and benefits scheme that includes insurance coverage, medical and dental

benefits, employee assistance, various types of leave, work from home arrangements, staff engagement initiatives, and wellness activities. Temporary employees (on contracts of more than 12 months) also receive benefits similar to those of permanent employees. In addition, long-service awards are given to recognise employee commitment and contributions. The Mapletree Group regularly reviews and updates employment, insurance, and medical benefits for employees.

Employees in Singapore are enrolled in the Central Provident Fund, the national pension scheme. For employees in other countries, the Manager and Property Manager make monthly contributions to their employees' social securities in compliance with each locality's legislated social security policies.

**Performance management**

The Manager and Property Manager are guided by the Mapletree Group's performance-based remuneration model. A group-wide e-Performance Appraisal system is used to track key performance indicators and to ensure achievement-based compensation. This system provides employees with regular feedback and allows them to set and discuss their development and career goals. Employees are evaluated across three standardised key performance areas: proficiency and quality of work, collaboration and leadership, and business growth. In FY24/25, all employees of the Manager and Property Manager received at least one performance review.

**Parental leave**

The Manager provides parental leave for both female and male employees. The effectiveness of the Manager's talent retention policies is reflected by the high proportion of parents who choose to return to work at the end of their parental leave, as well as those who continue their employment with the Manager for at least a year after returning to work.



<sup>11</sup> Percentage of employees who returned to work after parental leave and remained employed by the Manager and Property Manager for at least a year after they returned to work.

**Spotlight**

**Acting on Employee Engagement Survey Results**

The Manager conducted an Employee Engagement Survey in FY23/24, which highlighted its strengths in Strategic Alignment, ESG, and Leadership. The survey also identified opportunities for improvement, particularly under employee value proposition (monetary and non-monetary employee benefits), and growth and development. During the financial year, the Manager and Property Manager implemented initiatives to improve the organisation’s performance in these areas.

These initiatives focused on raising awareness of the internal job posting system within the Mapletree Group, explaining the protocols for internal transfers, and prioritising internal recruitment.

It is important to establish a healthy culture that encourages employees to speak up when they are ready for new challenges. Training programmes on effective performance management were curated for supervisors and team leaders from the Manager and Property Manager to enhance their communication and feedback techniques.

The Manager also organised a hybrid sharing session led by the US Asset Management team on 19 July 2024 aimed at encouraging collaboration and interaction within the departments. Ms Sara Wayson, Head of Asset Management, Data Centre, US provided insights into the day-to-day management of MIT’s data centres, covering areas such as property maintenance, leasing, and tenant engagement. Employees had the opportunity to raise questions and deepen their understanding of the North American data centres.



Employees attending the Effective Performance Management Programme

**Employee engagement and transparent communication 2-25 2-26**

Giving employees a meaningful voice is key to cultivating an inclusive and supportive work environment. The Manager and Property Manager provide multiple avenues for employees to share feedback, opinions, and concerns. These include the practice of an open-door policy to encourage employees to be forthright about concerns on any aspect of their employment.

Employees also participated in surveys, town halls, and various communication sessions. More details on the Manager’s stakeholder engagement methods can be found in the table on page 7.

The Mapletree Group has a structured grievance handling process that outlines internal escalation procedures to management and the Human Resources Department. This process ensures the timely investigation of reported incidents and facilitates appropriate follow-up actions. The policy covers harassment and discrimination, including sexual harassment, which are strictly prohibited. The precise mechanisms for grievance handling are confidential. However, the process is broadly outlined in the Mapletree Group’s new Human Rights Policy, which was formalised and rolled out during the reporting year.

**Collective bargaining 2-30**

The Mapletree Group respects its employees’ right to freedom of association and membership in trade unions. For instance, in Singapore, the Mapletree Group is guided by the Industrial Relations Act. The legislation allows trade unions to represent employees in collective bargaining and serves as a channel for the prevention and resolution of workplace disputes.

MIT has collective bargaining agreements which cover employees from the Manager and Property Manager (actual union membership is not disclosed by the union). Currently, 69% of employees are covered by these agreements. The working conditions and terms of employment of employees not covered by collective bargaining agreements are not restricted by these agreements.

**Employee wellness 403-6**

The Manager and Property Manager recognise that employee well-being extends beyond occupational health and safety; it encompasses a healthy diet, an active lifestyle, and mental wellness. To support these areas, the Sponsor has introduced a range of wellness programmes aimed at enhancing overall employee well-being.

**Health and wellness programmes**

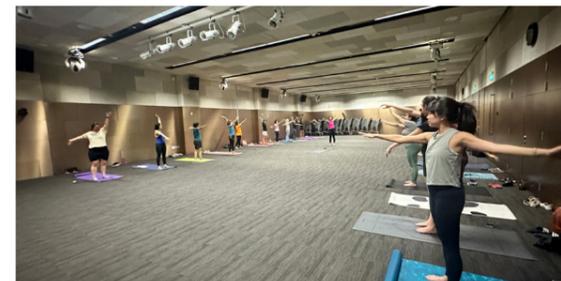
**Wellness@Mapletree**

To improve the physical and emotional well-being of employees

Employees are encouraged to engage in at least four wellness activities per financial year, which is a key performance indicator across the Mapletree Group. The Wellness@Mapletree programme features a variety of both in-person and virtual events, such as futsal sessions, mass walks, health screenings, and talks on nutrition and healthy lifestyles. Employees also receive regular emails that promote mental wellness awareness and practices. Confidential and professional counselling and information services are provided to employees and members of their households through the Employee Assistance Programme.



MIT employees attending team bonding sessions



Yogalates session



Durian Fiesta

**Recreation Club**

To promote a positive and engaging work environment for employees

The Recreation Club frequently arranges events aimed at fostering staff engagement and strengthening family bonds.



Mapletree Group’s Family Day

# DIVERSITY AND EQUAL OPPORTUNITY



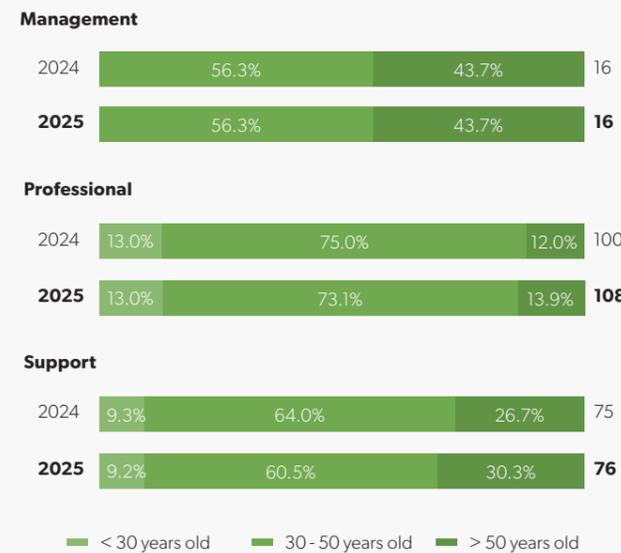
## Why is this important? 3-3

The International Labour Organisation highlights that high levels of equality, diversity, and inclusion contribute to greater innovation, productivity, performance, and employee well-being<sup>12</sup>. The Manager and Property Manager promote diversity by ensuring the equitable treatment of individuals from minority groups during recruitment, career advancement, and growth opportunities within the organisation.

Building an open and inclusive culture brings diverse perspectives and experiences, improves decision-making and drives stronger business outcomes. This approach also enhances MIT's agility in responding to changing business needs.

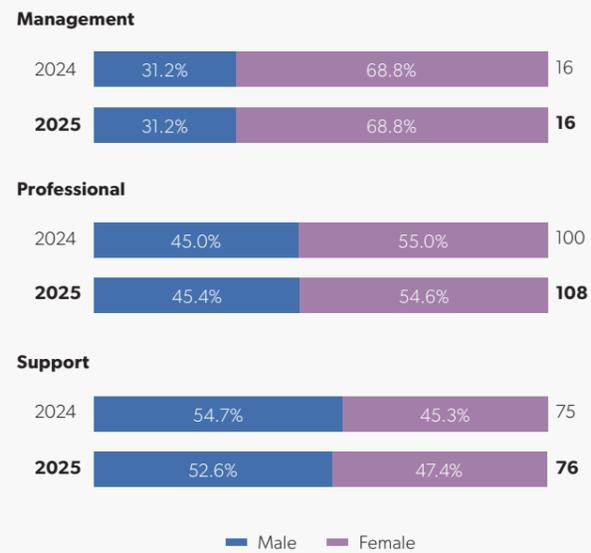
### Employee Profile by Category and Age Group

As at 31 March



### Employee Profile by Category and Gender

As at 31 March

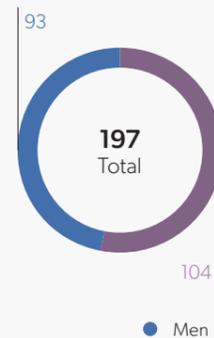


## Management approach 3-3 2-7 405-1

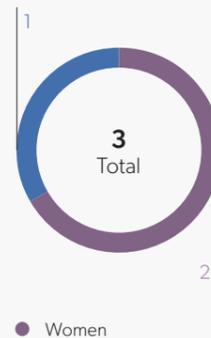
The Manager and Property Manager are committed to attracting and maintaining a diverse workforce by ensuring fair representation across gender and age groups. Their hiring practices align with the Sponsor's policies on Resourcing and Employment, as well as Compensation, Benefits, and Leave, to uphold fairness, merit-based selection, and non-discrimination. They implement controls and procedures to prevent forced labour, child labour, and any form of human trafficking within the workforce. To foster diversity and inclusion, they offer employees training opportunities, including e-learning programmes on cultural awareness and global communication while honouring cultural diversity through various events and communications.

As at 31 March 2025, the Manager and Property Manager employed 200 full-time staff across Singapore, North America, and Japan. The workforce comprised 197 permanent employees and three contract employees, with no non-guaranteed hours employees hired during FY24/25. Women made up 53% of the total workforce, and notably, held 68.8% of management positions. MIT takes pride in being recognised among the Top 10 Companies in Singapore for Gender Equality in 2024 by Equileap.

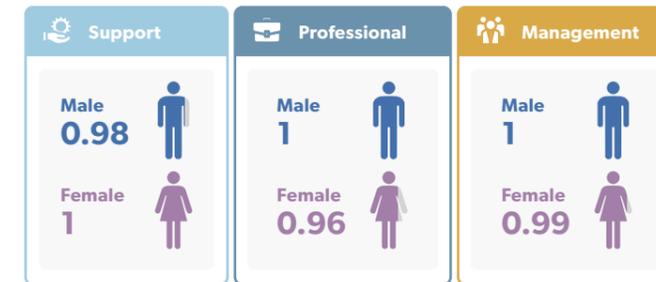
### Permanent Employee Profile by Gender



### Temporary Employee Profile by Gender



## Ratio of Basic Salary of Women to Men by Category and Gender in FY24/25



## Pay equality 405-2

Ensuring equitable treatment within the workforce is essential for maintaining employee satisfaction and organisational stability. The Manager and Property Manager are dedicated to providing fair remuneration for all employees, regardless of gender. The basic salary ratio between women and men remains nearly equal across all employee categories in the organisation.

To proactively address the gender pay gap, the Manager and Property Manager have implemented merit-based hiring practices, a performance-driven remuneration model, and work from home arrangements. These efforts promote fairness and equal opportunities within the organisation.

For more details on the Manager's Employment and Talent Development Strategy, please refer to pages 24 to 26.

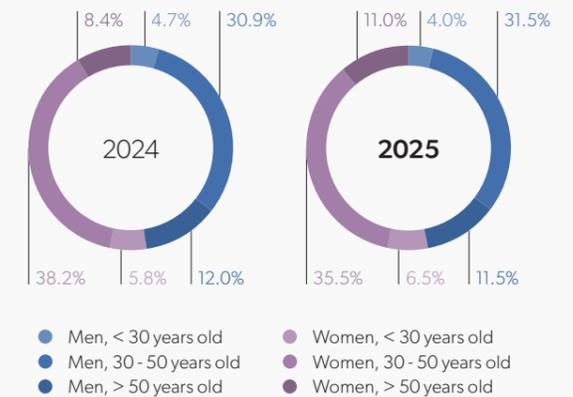
## Board diversity 405-1

The Manager values diversity in leadership. Factors such as business and industry experience, and other aspects of diversity including age, gender, and cultural background of nominees are taken into consideration during the Board selection process.

As at 31 March 2025, women constituted 42% of the Board. This reaffirmed MIT's commitment to achieving a minimum of 25% women representation by 2025 and 30% by 2030.

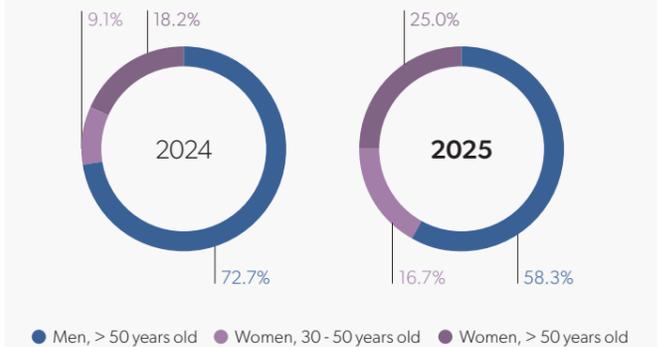
### Employee Profile by Gender and Age Group

As at 31 March



### Board Profile by Gender and Age Group

As at 31 March



## Spotlight

### International Women's Day

In celebration of International Women's Day ("IWD") on 8 March 2025, the Mapletree Group launched the inaugural IWD edition of Mapping (an internal newsletter on key developments within the Mapletree Group) and organised a wellness talk, and a purple-themed mass walk for employees.

The inaugural IWD issue of Mapping showcased the Mapletree Group's efforts in fostering diversity and inclusion within the organisation. It featured four female representatives from the Mapletree Group's senior management team, which included Ms Ler Lily, Executive Director and Chief Executive Officer, Mapletree Industrial Trust Management Ltd..

It also highlighted Singapore's most decorated Paralympian Yip Pin Xiu and Malaysia's trailblazing Chief Investment Officer at the Employees Provident Fund, Ms Rohaya Mohammad Yusof.

The wellness talk, which was attended by 238 online and physical attendees, covered topics on perimenopause and midlife wellness from an Asian perspective. The discussion focused on navigating challenges

faced by working professionals and organisations in supporting women during perimenopause, and highlighted opportunities to promote greater awareness of this significant life phase.

Employees participated in a purple-themed mass walk in celebration of IWD. 80 participants who were decked in purple started their walk from the Mapletree Business City and followed a scenic route through Berlayer Creek and Bukit Chermin Boardwalks, before ending at Reflections at Keppel Bay Promenade. They enjoyed the scenery along the way while honouring IWD's official colour and its significance.



Employees attending a wellness talk on topics such as perimenopause and midlife wellness from an Asian perspective



Employees participating in a purple-themed mass walk in celebration of IWD

<sup>12</sup> Source: International Labour Organisation, Transforming Enterprises through Diversity and Inclusion, 2022.

# HEALTH AND SAFETY

## Why is this important? 3-3



Effective health and safety management is crucial for protecting the well-being of employees, tenants, third-party service providers, and visitors across MIT's properties. Any safety lapses can pose risks to stakeholders and expose the Manager and Property Manager to reputational and regulatory risks. These could potentially undermine stakeholder trust in MIT.

The Manager and Property Manager ensure compliance with local safety laws and regulations while proactively identifying and mitigating potential hazards. They enforce stringent safety measures to maintain a secure environment. Beyond occupational safety, they adopt a holistic approach to employee health by promoting both physical and mental well-being, and fostering a healthier and more productive workplace.

## Management approach 3-3 403-1 403-4 403-8

The Manager and Property Manager are committed to safeguarding the safety and well-being of all stakeholders by implementing robust protocols and guidelines to identify, address, and mitigate health and safety risks. All employees and third-party service providers are required to comply with these policies.

In Singapore, MIT attained the ISO 45001:2018 for its Occupational Health and Safety management system during this reporting year, which reinforces its commitment to workplace health and safety. The system strengthens employee participation in health and safety matters by formalising channels for consultation processes and embedding structured engagement practices. Regular meetings between workers and the Property Manager are conducted to solicit ground-level feedback, raise safety concerns, and track the implementation of corrective actions. These efforts ensure that workers are kept informed of relevant safety updates. The certified system also provides a structured approach to risk identification and mitigation, aligned with industry best practices and regulatory requirements.

## Prevention and mitigation of occupational health and safety impact 403-4 403-7

The Manager and Property Manager have established comprehensive procedures and guidelines to address occupational health and safety risks relating to MIT's operations and to communicate health and safety information to key stakeholders. These risks include poor ergonomics, accidental falls, fire hazards, and falling objects, which are in accordance with the MOM's classification of Dangerous Occurrences.

## Internal and external audits 403-8

The Manager conducts annual operational health and safety ("OHS") audits, aligned with ISO 45001:2018 requirements, to reinforce overall compliance and governance. Auditors are deployed to various sites to evaluate adherence to established operating procedures, processes, and safe work practices. The OHS audits involve examining relevant documentation, assessing the thoroughness of safety risk assessments, reviewing the processes for identifying and managing potential health and safety hazards, and performing observational analysis.

This comprehensive approach ensures that property-level teams are prepared to mitigate safety risks and minimise the likelihood of injuries. The Sponsor's Internal Audit function will also incorporate the assessment of health and safety compliance within its audits, where applicable, in accordance with its audit plan.

## Processes to prevent and mitigate occupational health and safety impact

### Employees

- Health and safety policies for employees are outlined in the Employee Handbook, which can be accessed through the Sponsor's intranet.

### Tenants

- Tenants are required to comply with health and safety regulations specified in the relevant tenant instruction manuals. These manuals include a Fit-out Manual, which details minimum fit-out standards and safety rules for additions and alterations, a Fire Safety Manual and Evacuation Plan, and a Tenant Handbook. In addition, standard operating procedures for hot works are established to manage cutting and welding operations.
- Circulars are issued to tenants whenever heightened security and health risks arise. Fire safety advisories are sent to tenants to minimise potential hazards during the Hungry Ghost Festival.

### Third-party service providers

- Health and safety standards are integrated into the screening and selection criteria for appointing third-party service providers. These criteria encompass safety track records, attainment of NEA's Enhanced Clean Mark Accreditation Scheme, and relevant certifications from the International Organisation for Standardization and the Occupational Safety and Health Administration.
- Appointed third-party service providers must adhere to the health and safety policies outlined in their service contracts. This includes compliance with national regulations issued by the Ministry of Sustainability and the Environment, which cover mosquito and pest breeding, water stagnation, littering, pollution, and waste management.
- Regular spot checks are conducted to monitor the health and safety performance of third-party service providers and ensure their adherence to occupational health and safety laws and regulations.

## Visitors

- All properties are equipped with directional signage, emergency lighting, and clearly marked exit routes.
- Annual inspections of lifts and fire alarm systems are conducted to ensure compliance with building codes and standards.
- Employees of the Property Manager conduct site walkabouts at MIT's properties in Singapore every working day to proactively identify and mitigate any potential health and safety risks for tenants and visitors.

## Training on health and safety 403-5

Courses on occupational first aid, fire safety management, and height safety are offered to employees of the Property Manager to update them on the latest safety measures and best practices. These courses equip employees with the necessary skills to conduct risk assessments and verify that appropriate safety measures are in place before the commencement of work activities by third-party service providers.

In addition, bi-annual fire and evacuation drills are conducted across all MIT properties in Singapore. These drills help ensure that both tenants and employees are well-prepared and familiar with evacuation procedures in the event of an emergency.



## Hazard identification, risk assessment, and incident investigation 403-2 403-3 403-4 403-8 403-9

In line with the ISO 45001:2018 certification, the Manager adopts a risk-based approach to managing health and safety concerns affecting tenants, employees, and the public, which focuses on identifying and addressing work-related hazards to minimise risks.

Key processes in place to ensure a safe environment include:

- Performing annual risk assessments and routine inspections and maintenance of safety equipment, lifts, escalators, and stairways at all MIT's properties;
- Gathering tenant feedback through annual engagement surveys on health and safety issues;
- Requiring third-party service providers to submit risk assessments before the commencement of works at MIT's properties;
- Conducting site walkabouts by the employees of the Property Manager;
- Performing annual inspections of lifts and fire alarm systems to ensure compliance with building regulations; and
- Conducting spot checks to evaluate the health and safety performance of third-party service providers.

Employees and tenants are provided a guide on the standard operating procedures for incident escalation and reporting, applicable to all properties managed by the Mapletree Group. These guidelines outline a structured approach to handling incidents based on their severity and provide clear response protocols for emergencies. They also include procedures for workers to safely disengage from hazardous situations, followed by monitoring, investigation, and the implementation of corrective actions.

All the aforementioned measures comply with the MOM's reporting requirements for workplace incidents.

## Safety performance 403-9

In FY24/25, MIT had no reported cases of employee fatalities or high-consequence work-related injuries. Further details are available in the 'Key ESG Data Summary' section on pages 34 to 36.

## Healthy workplace ecosystem

During the reporting year, the Property Manager introduced initiatives to promote holistic health and well-being in the workplace, which benefited employees, tenants, and visitors alike.

Please refer to page 26 in the 'Employee Engagement and Talent Management' section for more information on MIT's employee wellness initiatives.

## Spotlight

### Physical Activity Sessions

The Property Manager partnered the Health Promotion Board ("HPB") to offer the Healthy Workplace Ecosystem at five of MIT's property clusters in FY24/25. HPB's Healthy Workplace Ecosystem programme provides tenants and employees with physical activity sessions to encourage healthy lifestyle behaviour. MIT and HPB co-curated a wide range of activities ranging from bollyrobics, zumba to K-pop fitness, and cardio dance to meet the needs and interests of the tenants and employees. The Property Manager actively engaged them and strongly encouraged their participation, leading to over 80 participants per week on average.

### Bite-sized Health and Wellness Insights - Health Digest

As part of the efforts to promote a healthy lifestyle, the Property Manager collaborated with HPB and its appointed vendor, Team Axis Pte. Ltd., to produce and launch a quarterly digital newsletter, 'Health Digest', for MIT's tenants. The first issue was released in August 2024. Each issue will feature bite-sized health information on topics such as nutrition, mental well-being, physical activity, along with a quiz to assess readers' knowledge.

### Wellness Hunt at 18 Tai Seng and The Signature

In August 2024, the Property Manager collaborated with HPB to host a wellness hunt at 18 Tai Seng and The Signature. Through digital mailers, participants were encouraged to search for three health characters hidden at different locations over a two-week period. The characters were represented by standees, each highlighting different health topics such as 'My Healthy Plate', 'Physical Activity' and 'Mental Health'. Participants were required to scan the QR code on the standees to take part in a quiz, with 50 lucky participants standing a chance to win S\$10 Grab vouchers. During the two-week period, more than 1,200 submissions were received from participants at 18 Tai Seng, while 500 submissions came from The Signature.



Standees for the wellness hunt at The Signature and 18 Tai Seng in Singapore

# COMMUNITY IMPACT



### Why is this important? 3-3

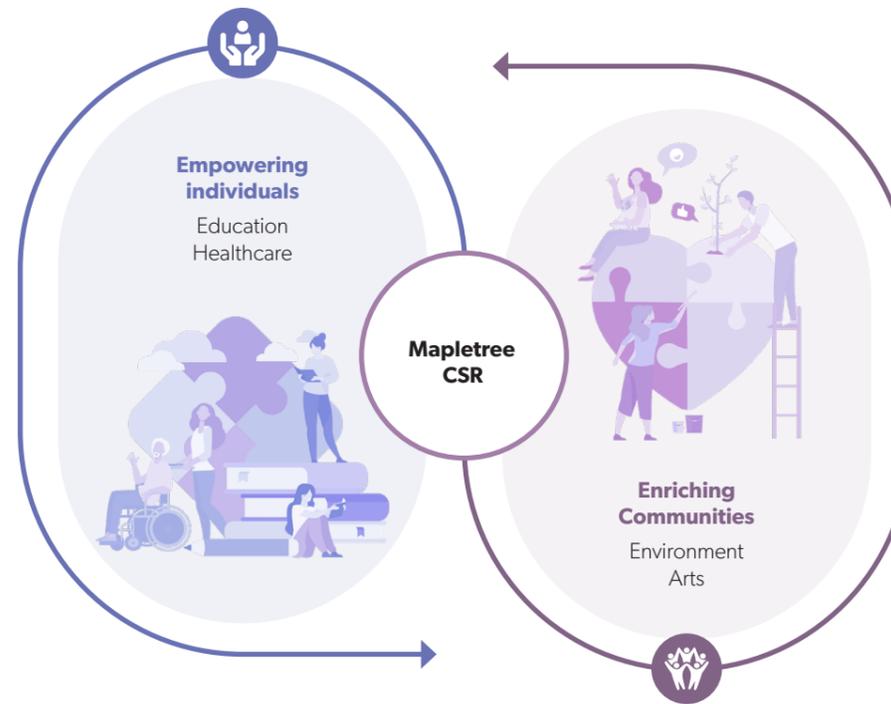
CSR empowers the Manager to contribute to society, particularly by serving underprivileged and disadvantaged individuals and communities. Through meaningful and strategic initiatives, it fosters goodwill within the local community, strengthens MIT's brand equity, and raises awareness of important social and environmental issues.

### Management approach 3-3 413-1

The Manager actively supports community development programmes that deliver meaningful socio-economic benefits. These initiatives are guided by the Mapletree CSR Framework, which emphasises activities with measurable social impact, long-term engagement, and opportunities for employee volunteerism. In FY24/25, 94 employees from Singapore participated in MIT's FY24/25 CSR Initiative - Project Joy. They dedicated approximately 210 volunteer hours for this initiative.

The CSR Board Committee offers strategic oversight of the Mapletree CSR Framework. The committee comprises the Sponsor's chairman, senior management, and two Board representatives from Mapletree REITs or private funds. To promote good governance and diverse perspectives, the representatives from the Mapletree REITs or private funds are rotated every three years.

The Sponsor aligns its business performance with its CSR efforts. For every S\$500 million of profit after tax and minority interests, or part thereof, S\$1 million is set aside to support various philanthropic initiatives.



### Serving the wider community and managing business impact on stakeholders 2-25 413-1

The Manager actively engages with local communities to understand their needs and expectations by providing various channels for feedback on MIT's properties and operations. Tenants can reach out directly to on-site representatives of the Property Manager, while members of the public can share their concerns via the corporate email listed on MIT's website. For properties undergoing development or enhancement works, tenants are kept informed through circulars detailing project updates and construction schedules displayed at the common areas.

The Manager also proactively gathers feedback on environmental and social concerns from communities near MIT's properties. It aims to minimise any negative impacts arising from its business operations.

Before approving any fit-out works, the Property Manager will remind contractors to exercise a higher degree of sensitivity towards the well-being of the community. Where applicable, contractors are expected to plan work schedules carefully to minimise disruptions to residents in nearby areas. In addition, noise meters are installed at selected properties and development sites to ensure compliance with the NEA's boundary noise limits for industrial activities.

## Empowering Individuals



### Project Joy

MIT's 'Project Joy' CSR initiative for FY24/25 raised S\$10,935 for the elderly residents at St. Andrew's Nursing Home (Henderson) in December 2024. The proceeds were used to purchase daily necessities, Christmas decorations, and snacks. Employee volunteers decorated the lobbies and wards of the nursing home with Christmas trees and ornaments to create a festive atmosphere.

In addition, the volunteers provided companionship by engaging the elderly residents in a Christmas-themed Bingo game and a Polaroid photo-taking session. The tea treat allowed the residents to bond and enjoy the holiday spirit together. Volunteers also packed and distributed gift packs filled with nutritious snacks and daily necessities to all elderly residents.

The initiative received strong support from 94 employee volunteers and seed funding of S\$6,000 from the Mapletree Group.



## Enriching Communities



### Tree Planting Initiatives

As part of the group-wide tree planting initiative, 122 employees from MIT's Singapore office came together to plant 40 trees at MIT's Kaki Bukit Cluster on 20 September 2024 and 26 trees at the Clementi West Cluster on 18 October 2024.

In addition, 55 employees from the Singapore office participated in community tree planting events alongside staff from the Mapletree Group and REITs. These events were held at the Singapore University of Technology and Design ("SUTD") on 3 April 2024 and at Kent Ridge Secondary School ("KRSS") on 11 November 2024. With the support from staff and students from SUTD and KRSS, a total of 550 trees were successfully planted across the two events.

This initiative aligns with the Mapletree Group's commitment to plant at least 100,000 trees by 2030 across its assets and within the communities in which it operates.



## Spotlight



### "Purple Lights Up" at The Signature

The Manager supported its tenant, Tata Consultancy Services Asia Pacific Pte. Ltd. in its "Purple Lights Up" campaign by contributing lighting fixtures at Business Park Building, The Signature. The building was illuminated in purple to mark World Disability Day on 3 December 2024. This initiative highlighted the Manager's commitment to disability inclusion and recognised the economic contributions of employees with disabilities.