

# ENVIRONMENT

CICT is committed to environmental sustainability and value creation as a real estate owner. By leveraging technologies and analytics in optimising the usage of energy, water and waste management across our properties, we believe that we can manage our business more sustainably and create long-term value for all stakeholders.

Our Resources	Our Value Drivers	2020 Value Created
<b>Environment</b>	<ul style="list-style-type: none"> <li>› Manage resources efficiently</li> <li>› Upkeep green buildings (climate resilience)</li> <li>› Ensure health &amp; safety of stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>› CapitaLand established new carbon emissions reduction targets approved by the Science Based Targets initiative (SBTi) for a 'well-below 2°C' scenario and CICT to align to new 2030 targets</li> <li>› 52.8% reduction<sup>1</sup> in carbon emission intensity</li> <li>› 35.7% reduction<sup>1</sup> in energy intensity</li> <li>› 42.9% reduction<sup>1</sup> in water intensity</li> <li>› 96% of CICT's portfolio achieved green rating</li> <li>› Refer to OHS Performance on pages 157-159</li> </ul>

## Policy & Objectives

- › Identify and respond to climate change risks
- › Reduce energy consumption
- › Reduce water consumption, encourage use of recycled water and rainwater harvesting
- › Manage waste through construction efficiency and encourage recycling
- › Manage biodiversity to contribute positively to the natural environment
- › Engage stakeholders to make a difference

## Accountability

- › BU CEOs are Environment, Health and Safety (EHS) Champions
- › Use of the ISO 14001-certified Environmental Management System (EMS) ensures accountability of relevant managers and all staff
- › Setting performance targets linked to remuneration for staff, and monitoring energy and water usage, waste generation and carbon emissions performance through the Environmental Tracking System (ETS)

## Approach & Implementation

### Environmental Management System (EMS)

- › Legal compliance
- › Identify environmental aspects and manage impact
- › Sustainable Building Guidelines – including Environmental Impact Assessment and stakeholder consultation to ensure holistic incorporation of environmental considerations throughout our properties' life cycles
- › Appoint ISO 14001-certified main contractors or conduct EMS legal compliance on site
- › Green operations – EMS Standard Operating Procedures

### Key Performance Indicators:

- › Green rating targets set for new buildings and major refurbishments
- › Green existing property portfolio
- › Eco-efficiency targets: improve performance through tracking of energy and water usage, waste generation and carbon emissions
- › Stakeholder engagement

## MANAGING OUR ENVIRONMENTAL FOOTPRINT

CapitaLand's Environmental Management System (EMS) is a key tool in managing CICT's environmental footprint across our portfolio. This EMS, together with CapitaLand's Occupational, Health and Safety Management System (OHSMS) are integrated as CapitaLand's Environmental, Health and Safety

Management System (EHSMS) that complies with ISO 14001 and OHSAS 18001 standards. ISO 14001 and OHSAS 18001 are internationally recognised standards for the environmental management of businesses and occupational health and safety management of businesses respectively.

## ENVIRONMENT

### ENVIRONMENTAL, HEALTH AND SAFETY POLICY

CICT is committed to protecting the environment and upholding the occupational health and safety (OHS) of everyone in the workplace, and will:

- › Carry out exemplary Environmental, Health and Safety practices to minimise pollution and health and safety risks
- › Seek continual improvement on its Environmental, Health and Safety performance
- › Comply with pertinent legislations and other requirements
- › Implement the CapitaLand Sustainable Building Guidelines and Occupational Health and Safety programmes

This policy is readily available to all employees, tenants, suppliers, service providers and partners.

### Risk Management of Environmental Aspects and Impact

Risk management of environmental aspects and impacts involves identifying and managing significant environmental aspects of our business operations that can potentially have a negative impact on the environment. The EMS provides a systematic approach to assess the significance of each environmental aspect and impact based on factors such as the likelihood of the occurrence, severity of the impact and control measures implemented. Climate change risks and opportunities are also identified and mitigated through CICT's ERM framework and the externally certified ISO14001 Environmental Management System.

### Training and Awareness Programmes

Employees attend training and awareness programmes to facilitate effective implementation of CapitaLand's EHSMS. In 2020, 18.5% of employees attended EHS-related training, clocking over 1,750 training hours. New employees are introduced to CapitaLand's EHS policy and EHSMS.

Our efforts in addressing environmental issues extend beyond the Trust to our stakeholders. To drive greater awareness on sustainability, we engage with our tenants, service providers and the authorities as partners to foster a strong culture of sustainability aimed at benefiting the environment and the economy.

### Internal and External Audits

CapitaLand has in place an internal audit system to ensure the conformance and effective implementation of its EMS to ISO 14001 international standards. External audits are conducted annually by a third-party accredited certification body.

### SUSTAINABLE DEVELOPMENTS AND ASSETS

#### CapitaLand Sustainable Building Guidelines

CICT refers to CapitaLand's Sustainable Building Guidelines (SBG), an in-house guide developed since 2007, for guidance on incorporating environmental considerations throughout all stages of its properties' life cycles – from feasibility, design, procurement, construction, operation to redevelopment. It also covers developments and refurbishments. The SBG is regularly reviewed to ensure continuous improvement.

Specifically, the SBG emphasise four main goals – reducing carbon footprint and energy consumption, enhancing water management, minimising waste generation and promoting biodiversity – and offer a structured process where the respective persons-in-charge are accountable.

#### Mitigating Climate Change Challenges and Identifying Opportunities through Design

As countries rally for action to mitigate climate change, we expect more stringent regulations and increased expectations from stakeholders. By adopting the SBG, CICT aims to future-proof its developments by addressing the risks of climate change right from the design stage.

Every project is studied in detail and appropriate measures are adopted in consideration of climate change. The SBG also sets guidelines for buildings to be less energy reliant, for example, setting green building certification targets above statutory requirements, as well as encouraging the use of renewable energy, whenever possible.

#### Environmental Impact Assessment

A key component of the SBG is the Environmental Impact Assessment (EIA) which is conducted during the feasibility stage of a development project. Significant findings of the EIA and their cost implications, if any, are incorporated in the investment paper and submitted to the Board of Directors for approval.

The EIA identifies environmental threats and opportunities related to the project site and its surroundings, covering areas such as floods, biodiversity, air quality, noise, connectivity, heritage and resources. There are no properties in the portfolio located within protected areas and no material biodiversity risk has been identified.

### Green Building Rating

Green building ratings help affirm the quality of CICT's properties. They serve as an external validation that key environmental aspects have been considered in CICT's project design, development and operations. With targets set from the early stage of design and development, green buildings, with a lower lifecycle carbon footprint through the adoption of sustainable design and materials, are more resource efficient. The minimum target certification for our new developments in Singapore is BCA Green Mark Gold<sup>PLUS</sup>.

CICT is committed to actively renew and maintain our green certifications and achieve minimum BCA Green Mark certification for all properties in support of the Singapore government's Green Building Master Plan. The Trust has also set a target to green all its existing properties outside Singapore by 2030 with each achieving minimum certification level by a green rating system administered by a national government ministry/agency or a Green Building Council recognised by World Green Building Council (WGBC).

Property	Award Category	Year of Award/Renewal
<b>Retail</b>		
Bedok Mall	BCA Green Mark Platinum	2017 <sup>1</sup>
Bugis+	BCA Green Mark Platinum	2020
Bugis Junction	BCA Green Mark Platinum	2017 <sup>1</sup>
Bukit Panjang Plaza	BCA Green Mark Gold <sup>PLUS</sup>	2020
Clarke Quay	BCA Green Mark Certified	2019
IMM Building	BCA Green Mark Gold <sup>PLUS</sup>	2019
JCube	BCA Green Mark Platinum	2020
Junction 8	BCA Green Mark Platinum	2017 <sup>1</sup>
Lot One Shoppers' Mall	BCA Green Mark Gold	2020
Tampines Mall	BCA Green Mark Gold	2019
Westgate	BCA Green Mark Platinum	2018
<b>Integrated Development</b>		
Funan	BCA Green Mark Gold <sup>PLUS</sup>	2018
Plaza Singapura	BCA Green Mark Gold	2019
The Atrium@Orchard	BCA Green Mark Gold	2019
Raffles City Singapore	BCA Green Mark Gold <sup>PLUS</sup>	2020
CapitaSpring (under development)	BCA Green Mark Platinum	2018
<b>Office</b>		
Asia Square Tower 2	BCA Green Mark Platinum LEED Shell & Core Platinum	2021 2014
CapitaGreen	BCA Green Mark Platinum	2018
Capital Tower	BCA Green Mark Pearl BCA Green Mark Platinum	2018 2020
Six Battery Road	BCA Green Mark Platinum	2017 <sup>1</sup>
21 Collyer Quay	BCA Green Mark Platinum	2020
One George Street	BCA Green Mark Gold <sup>PLUS</sup>	2018
Gallileo, Germany	LEED Building Operations and Maintenance: Existing Buildings Gold	2020
Main Airport Center, Germany	-	-
1 Renewal of certification in progress		

## ENVIRONMENT

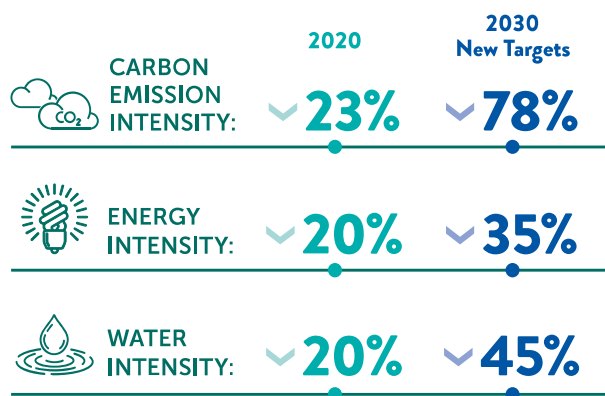
### OPERATIONAL EFFICIENCY

At CICT, the usage of environmental resources is closely monitored as part of our eco-efficiency objectives and long-term sustainability. Energy and water consumption, waste generation and carbon emissions at our properties are monitored via CapitaLand's Environmental Tracking System (ETS). All CICT Property Managers are required to submit monthly reports with supporting documentary evidence through the ETS. The system's control and monitoring tool allows the Property Managers to conduct analysis against set targets and past trends to facilitate a better understanding of consumption patterns and identify potential areas for improvement.

#### TARGETS

CICT is aligned with CapitaLand's science based targets which forms part of the CapitaLand's 2030 Sustainability Master Plan that outlines the targets and pathways for our transition to a low-carbon business. CapitaLand's revised carbon emissions intensity reduction target is computed from the approved science based target, to better track our day-to-day operations efficiency improvements.

Using 2008 as base year:



#### Reporting Scope

The global COVID-19 pandemic resulted in lockdowns across cities and work-from-home as the default mode of operation in 2020. In Singapore, a circuit breaker was imposed from April to June 2020 where only essential services were allowed to operate. Safe management measures were also put in place in view of the pandemic to limit capacity of people at our properties. This impacted the footfall and physical occupancy in the malls and offices, resulting in the lower consumption of energy and water in 2020. A similar trend was observed in Frankfurt, Germany. The 2020 data is an anomaly compared to the normal operational performance.

2018<sup>1</sup> and 2019<sup>2</sup> data has been restated to combine the operating assets of CCT and CMT. In 2020<sup>3</sup>, CICT's Singapore operating properties comprise 22 properties across retail, office and integrated developments and CapitaSpring which is an asset under development. Of the 2020 operating properties, Bugis Village was managed by the Trust from January to March 2020 until the one-year lease with the State ended. 21 Collyer Quay was managed by a third party until April 2020 and commenced upgrading works thereafter. Hence, 21 Collyer Quay only reported consumption data from May to December 2020.

The German assets, Gallileo and Main Airport Center are third-party managed. They reported consumption data from January to November 2020. December 2020 data was not available as at time of reporting and was excluded.

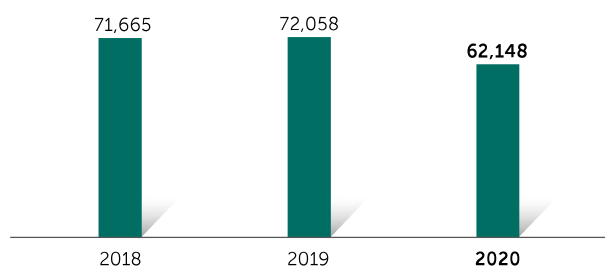
As the targets are relative to base year of 2008, the baseline has also been updated to combine the portfolios of CCT and CMT.

All intensity data<sup>4</sup> excluded assets under stabilisation or assets that do not have the full year consumption data for the reporting year.

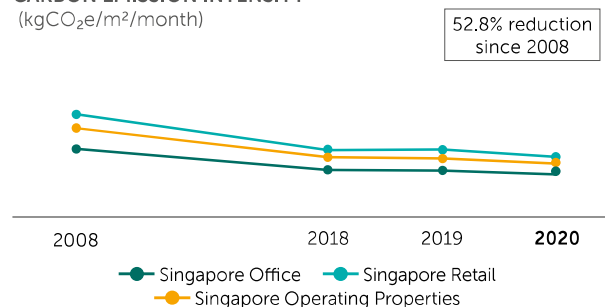
- Operating properties for 2018 include **Retail**: Bedok Mall, Bugis Junction, Bugis+, Bukit Panjang Plaza, Clarke Quay, IMM Building, JCube, Junction 8, Lot 1 Shoppers' Mall, Plaza Singapura, Raffles City Singapore, Sembawang Shopping Centre (up to completion of divestment), Tampines Mall, The Atrium@Orchard and Westgate; and **Office**: Asia Square Tower 2, Capital Tower, CapitaGreen, Six Battery Road, One George Street, Raffles City Tower (office), Twenty Anson (up to completion of divestment) and Bugis Village. CapitaSpring was reported as an asset under development.
- Operating properties for 2019 include **Retail**: Bedok Mall, Bugis Junction, Bugis+, Bukit Panjang Plaza, Clarke Quay, Funan (reopened in June 2019), IMM Building, JCube, Junction 8, Lot 1 Shoppers' Mall, Plaza Singapura, Raffles City Singapore, Tampines Mall, The Atrium@Orchard and Westgate; and **Office**: Asia Square Tower 2, Capital Tower, CapitaGreen, Six Battery Road, One George Street, Raffles City Tower (office) and Bugis Village. CapitaSpring was reported as an asset under development.
- Operating properties for 2020 include **Retail**: Bedok Mall, Bugis Junction, Bugis+, Bukit Panjang Plaza, Clarke Quay, Funan, IMM Building, JCube, Junction 8, Lot 1 Shoppers' Mall, Plaza Singapura, Raffles City Singapore, Tampines Mall, The Atrium@Orchard and Westgate; and **Office**: Asia Square Tower 2, Capital Tower, CapitaGreen, Six Battery Road, One George Street, Raffles City Tower (office), Bugis Village (January to March 2020) and 21 Collyer Quay (May to December 2020). CapitaSpring was reported as an asset under development. German operating properties are reported separately.
- 2018 intensities included all Singapore operating properties except Sembawang Shopping Centre and Twenty Anson which were divested in June 2018 and August 2018 respectively, and Asia Square Tower 2 which was on its first year of stabilisation. 2019 intensities included all Singapore operating properties except Funan which started operations in June 2019 and Asia Square Tower 2's district cooling consumption. 2020 intensities included all Singapore operating properties except Funan which was on its first year of stabilisation, Bugis Village, 21 Collyer Quay and Asia Square Tower 2's district cooling consumption. CapitaSpring, an asset under development, has been excluded in all intensities calculation.

## Carbon Emissions

### CARBON EMISSIONS (tonnes CO<sub>2</sub>e)



### CARBON EMISSION INTENSITY (kgCO<sub>2</sub>e/m<sup>2</sup>/month)



CICT seeks to address the challenges of climate change by reducing our energy usage and carbon footprint across our business operations. Our focus is on minimising greenhouse gas emissions (GHG) from our properties.

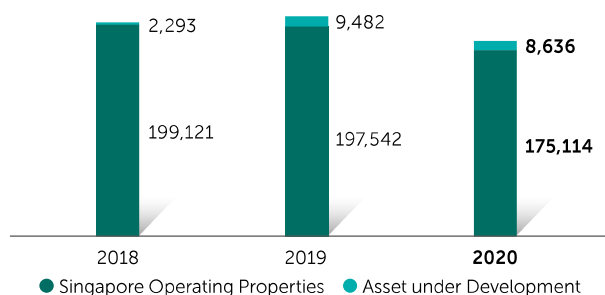
Scope 2 emissions in 2020 from purchased energy consumption was 62,148 tonnes. This is a 13.8% reduction from the 2019 restated data of 72,058 tonnes based on the combined portfolio.

Scope 3 emissions from a project under development and business travel via air by CCT and CMT employees in FY 2020 was 3,376 tonnes, contributing about 5.2% of total overall carbon emissions.

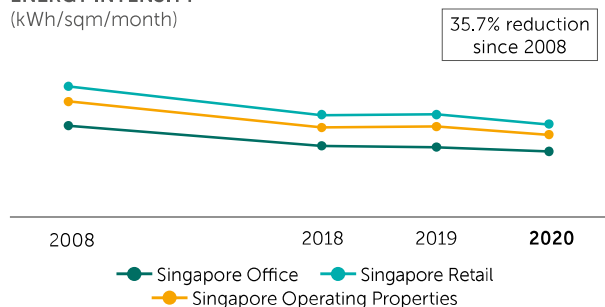
For 2020, carbon emission intensity for the Singapore operating properties declined to 4.29 kgCO<sub>2</sub>e/m<sup>2</sup>, representing a 52.8% reduction compared to base year 2008. This reduction exceeded the FY 2020 target of 23%.

## Energy

### ENERGY CONSUMPTION ('000 kWh)



### ENERGY INTENSITY (kWh/sqm/month)



In 2020, around 175,114,000 kilowatt hours (kWh) was consumed across the Singapore operating properties, and about 8,636,000 kWh for CapitaSpring, a project under development which used diesel and generator sets for its energy requirements. The overall energy usage was 11.2% lower year-on-year largely attributable to the decreased business activities due to the pandemic.

We achieved an energy intensity reduction of 35.7% compared to base year 2008 for Singapore operating properties, higher than the FY 2020 target of 20%.

We recognise that as buildings become more energy efficient, the reduction in energy intensity inevitably becomes less significant. Collaboration with tenants becomes all the more important. A green fit-out guide, along with other materials are included in the handover kit which are given to new tenants. This is to encourage tenants to adopt green fit out and promote green practices and behaviour.

The German assets reported a total energy consumption of about 11,024,000 kWh including renewable energy and district heating from January to November 2020.

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### Renewable Energy

CICT has more than 1,700 m<sup>2</sup> of solar panels at Bedok Mall, Bugis Junction, JCube, and Asia Square Tower 2. These solar panels have helped our properties to tap around 131,500 kWh of renewable energy source.

CICT continues to implement various energy and water conservation measures which focus on regular maintenance and innovation to achieve operational savings. The measures are listed in the tables below.

### ENERGY CONSERVATION MEASURES

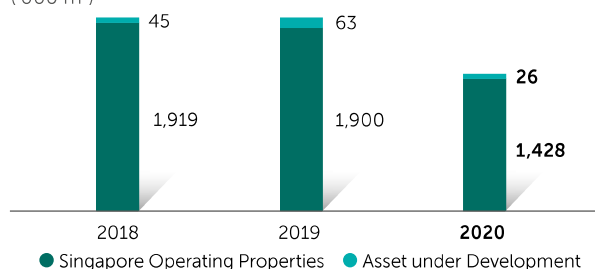
Focus	Measures
Central Air Conditioning System	<ul style="list-style-type: none"> <li>➢ Installed with Measurement &amp; Verification (M&amp;V) System to monitor system performance daily</li> <li>➢ Perform preventive and periodic servicing and maintenance</li> <li>➢ Auto tube-cleaning system</li> <li>➢ Conduct energy audit periodically</li> </ul>
Lighting	<ul style="list-style-type: none"> <li>➢ Replacing existing non-LED type with LED type</li> <li>➢ Lighting power budget of not more than 22 Watts per m<sup>2</sup> for tenanted areas</li> </ul>
Control, Metering and Monitoring	<ul style="list-style-type: none"> <li>➢ Building Management System</li> <li>➢ Sub-metering</li> </ul>
Renewable Energy	<ul style="list-style-type: none"> <li>➢ Photovoltaic (PV) system</li> </ul>
Equipment	<ul style="list-style-type: none"> <li>➢ Replace equipment with higher efficiencies</li> </ul>

### WATER CONSERVATION EFFORTS

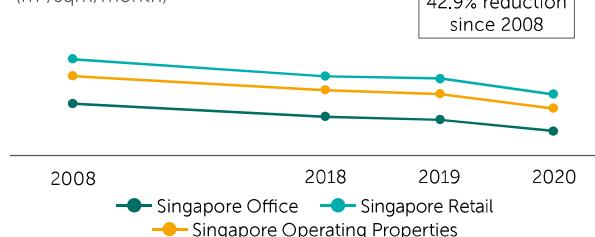
Focus	Measures
Control, Metering and Monitoring	<ul style="list-style-type: none"> <li>➢ Install digital water meters for leakage detection and automatic meter readings in malls</li> <li>➢ To monitor water usage system</li> <li>➢ Conduct technical assessment periodically</li> </ul>
Equipment	<ul style="list-style-type: none"> <li>➢ Replace equipment with higher efficiencies</li> </ul>
Rainwater Harvesting	<ul style="list-style-type: none"> <li>➢ Reuse of storm water in some properties</li> </ul>

### Water

**WATER CONSUMPTION**  
(‘000 m<sup>3</sup>)



**WATER INTENSITY**  
(m<sup>3</sup>/sqm/month)



The main water source for CICT's portfolio is from Public Utilities Board (PUB), Singapore's national water agency.

In 2020, CICT's total water consumption (including recycled water) amounted to around 1,428,000 m<sup>3</sup> from the Singapore operating properties and CapitaSpring, a project under construction. The 26.0% drop year-on-year was largely attributable to decreased business activities due to the pandemic.

As a result, CICT's operating properties reported lower water intensity. A 42.9% savings in water intensity was achieved compared to the base year 2008 and the savings was above the FY 2020 target of 20%.

To reduce water consumption, we also utilised NEWater in the cooling towers and sprinkler systems at selected properties in Singapore. Five office properties, including Raffles City Tower, used about 141,000 m<sup>3</sup> of NEWater or 9.9% of the total water consumption in 2020.

For properties with storage tanks, rainwater is harvested for plant irrigation and hi-jetting of car park decks and ramps, amongst other uses. The malls (Bedok Mall, Clarke Quay, IMM Building, JCube, Plaza Singapura, Tampines Mall, Westgate, Raffles City Singapore) utilised recycled water of about 424,000 m<sup>3</sup> or 29.7% of the total amount of water used in 2020. We adopt stringent monitoring of the consumption and water intensity to ensure that fluctuations are duly accounted for and issues are promptly addressed.

For our German assets, Galileo reported around 22,000 m<sup>3</sup> of water consumption from January to November 2020.



### Waste Management

CICT is committed to the proper disposal of waste generated at our properties. We consolidated waste data for 20 Singapore operating properties in 2020 comprising all Singapore operating retail malls and office buildings. The collection and disposal of waste at these properties are being carried out by licensed contractors for recyclable waste.

About 18,660 tonnes of non-recyclable waste and 1,780 tonnes of recyclable waste were collected in 2020. Recyclable waste comprised approximately 1,700 tonnes of paper, 33 tonnes of plastic, 40 tonnes of metal, 8 tonnes of glass and 0.4 tonnes of other materials.

At CICT, we encourage and support our stakeholders' waste recycling efforts, by placing recycling bins in our operational properties.

In our continuing partnership with StarHub for retail malls and Cimelia Resource Recovery for office properties for the collection and management of electronic waste, a

total of 4.9 tonnes was collected in 2020 (FY 2019: 25.4 tonnes) from our Singapore operating properties.

For the period of January to November 2020, Gallileo and Main Airport Center recorded around 170 tonnes of waste, of which around 150 tonnes of waste were recycled.

### Occupational Health and Safety

Occupational health and safety (OHS) of our stakeholders are of utmost importance. An effective OHS management system is part of risk management and is deemed to enhance productivity, morale and well-being.

CICT adopts CapitaLand's Occupational Health and Safety Management System (OHSMS) which is accredited to the international OHSAS 18001 OHS Management System. The framework involves identifying and reviewing OHS hazards, assessing their risks, establishing policies, ensuring accountability, developing action plans and engaging stakeholders.

## OCCUPATIONAL HEALTH AND SAFETY

### Policy & Objectives

- › Reduce occupational injury rates with the aim to achieve zero harm
- › Provide a robust OHS Management System
- › Meet or exceed OHS legal requirements
- › Promote a culture of individual ownership and responsibility for OHS management
- › Seek proactive support and participation from stakeholders including top management, employees, contractors, suppliers and tenants
- › Drive continuous improvement in OHS performance

### Accountability

- › BU CEOs are accountable for their OHS performance
- › The OHSAS 18001 OHS Management System secures the accountability of relevant managers and staff KPIs linked to remuneration of all staff:
  - OHS performance of staff
  - Stakeholder engagement

### Approach & Implementation

#### Environmental Management System (EMS)

- › Legal compliance
- › Identify hazards & risk assessment through regular Hazards, Identification and Risk Assessments (HIRA)
- › Sustainable Building Guidelines – Design for Safety (DfS) to manage health and safety risks throughout the buildings' life cycles
- › Safe operations – OHS Standard Operating Procedures (SOPs) to minimise the incidence of hazards such as poor ergonomics or falling from height
- › Training and awareness to facilitate effective implementation and partnerships with stakeholders to create a safe work environment
- › Appoint OHSAS 18001/ International Organization for Standardization (ISO) 45001 certified main contractors or carry out OHS legal compliance audit on-site
- › Give preference to OHSAS 18001/ ISO 45001 certified supply chain (vendors/ suppliers); in Singapore, non-OHSAS 18001/ ISO 45001 certified supply chain (vendors/ suppliers) are encouraged to achieve bizSAFE Level 3 and above.

#### Key Performance Indicators

- › OHS performance of staff
- › Stakeholder engagement

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Stakeholders	Approach	As at 31 December 2020
<b>Employees</b>	<ul style="list-style-type: none"> <li>› OHS key performance indicators are linked to the remuneration of all employees and top management.</li> <li>› All employees take ownership of OHS issues and are proactive in reporting all OHS-related incidences alongside non-compliance and non-conformities.</li> <li>› The Manager and Property Managers have instituted a series of SOPs to respond to epidemic/pandemic outbreaks, including a 24 hours emergency response team.</li> <li>› The HR department regularly updates employees about medical advice and travel alerts where necessary.</li> </ul>	<ul style="list-style-type: none"> <li>› Absentee rate of 6.0 days.</li> <li>› Seven reported work-related injuries. Remedial actions were taken to ensure precautionary measures are in place to prevent future incidents. All affected employees have recovered and returned to work.</li> <li>› No work-related fatalities were reported.</li> <li>› 27.2% of employees attended ESG related training courses including 18.5% of employees who attended EHS-related training</li> <li>› No breach of local OHS laws and regulations.</li> </ul>
<b>Suppliers – vendors and service providers</b>	<ul style="list-style-type: none"> <li>› CapitaLand's contractor management guidelines require the supply chain vendors to comply with local government and other legal requirements.</li> <li>› Risk assessments are submitted if activities contain OHS hazards that may affect employees, tenants or visitors to the buildings.</li> <li>› CapitaLand EHS Policy and House Rules on safety requirements are shared with the supply chain vendors.</li> <li>› CapitaLand Supply Chain Code of Conduct initiative sets out the requirements for its supply chain vendors in the areas of legal compliance, anti-corruption, human rights, health and safety, as well as environmental management.</li> </ul>	<ul style="list-style-type: none"> <li>› Preference is given to OHSAS 18001-certified vendors, suppliers and service providers.</li> <li>› Non-OHSAS 18001-certified vendors, suppliers and service providers are encouraged to achieve bizSAFE Level 3 certification and above.</li> <li>› All cleaning contractors at our properties are OHSAS 18001-certified.</li> <li>› 96.3% of CICT's term contractors was minimally bizSAFE Level 3 and above.</li> <li>› Worked with term contractors to use green-labelled cleaning and servicing products across CICT properties.</li> </ul>
<b>Customers – shoppers, tenants and visitors</b>	<ul style="list-style-type: none"> <li>› Emergency response procedures are in place to manage OHS risks.</li> <li>› Periodic briefings such as safety talks and biannual emergency evacuation drills are conducted to familiarise tenants with the emergency response plan.</li> <li>› Timely circulars &amp; advisories on safe management measures serve as an effective communication tool to disseminate vital information.</li> </ul>	<ul style="list-style-type: none"> <li>› Biannual evacuation drills were exempted and only virtual briefings were held for fire wardens in 2020 due to the pandemic.</li> <li>› Deployment of thermal cameras for temperature screening at our properties</li> <li>› Implementation of technologies such as anti-microbial coating, UV disinfection robots at Tampines Mall and Funan, automatic escalator handrail disinfection, and air disinfection system using PhotoPlasma.</li> </ul>



## SAFEGUARDING OUR STAKEHOLDERS

Following the DORSCON Orange announcement in February 2020, our malls and offices swiftly complied with the government's regulations for safe distancing and contact tracing. Ensuring the safety of our shoppers and tenants remains a key priority. With the gradual reopening of business activities, our operations team continues to enhance the safety measures across our properties, including:

- 1. Anti-Microbial Coating Technology** applied on all high-touch surfaces for all malls and offices. Treated surfaces can guard against bacteria and virus for up to six months, compared with general cleaning and disinfection which is effective only at the point of application. Complementing the anti-microbial coating, the frequency of cleaning and disinfection at our properties will also be increased. Hand sanitisers are provided in all public areas. Manual water taps at some property common areas have also been replaced with sensor operated taps.
- 2. Protective acrylic screens** installed at concierges and tenant service centres to safeguard visitors and staff during face-to-face interactions.
- 3. Autonomous UV Disinfection Robots** are deployed daily at Tampines Mall and Funan to conduct disinfection of high shopper traffic floors.
- 4. Disinfection Floor Mats** installed at 43 mall entrances where disinfection solution will be poured over the floormats, allowing shoppers' soles to be cleaned and dried when they step on runner mats as they enter the malls.
- 5. PhotoPlasma Air Disinfection System** fitted into passenger lifts at all malls. This technology will energise atmospheric air into a plasma state, in turn eliminating air-borne and surface microorganisms such as virus and bacteria. In addition, building facilities such as air-conditioning systems, cooling towers, water tanks and pipes will also undergo regular purging and flushing to ensure good air and water quality.
- 6. Temperature screening, contact tracing and safe distancing** in line with guidance from authorities were implemented. Thermal scanners are deployed to expedite access into our office buildings and shopping malls. To facilitate the one-metre social distancing regulations, directional floor markings were placed at shop entrances, lift lobbies and walkways to prevent crowding and bottlenecks.
- 7. Emergency response plans** are in place where isolation rooms with pre-determined access routes in our properties identified, to minimise contact in the event of suspected COVID-19 cases.



Deployment of thermal scanners for temperature screening and disinfection floor mats at mall entrances.



Fitting PhotoPlasma Air Disinfection System into passenger lifts

Scan QR codes below to view the retail and office experience amidst safe management measures.



Capital Tower



CapitaGreen



Plaza Singapura & The Atrium@Orchard



Bedok Mall