

# OUR STAKEHOLDERS

At CapitaLand Investment (CLI), our stakeholders play a crucial role in achieving our business objectives and fulfilling our commitment to environmental, social, and governance responsibilities. Our stakeholders are not just partners but also active contributors. We value their inputs and work together to understand their unique concerns, needs, and expectations. Through open dialogues, we establish common objectives that are mutually constructive for all stakeholders.

This collaborative exchange shapes how we engage with stakeholders across different groups - including our

## People, Investors, Customers and Communities.

Whether it is investing in our people, providing timely insights for our investors, delivering improved products to our customers, or contributing to our communities, our engagement aims to cultivate long-term relationships with a holistic approach. As we embark on this journey together, our goal remains clear - to create a lasting and positive impact for all our stakeholders.

► Staff volunteers visited the children supported by the CapitaLand Hope School Programme in Xi'an, China.





▲ CapitaLand Group Sports Day 2023 at 100PLUS Promenade, Singapore Sports Hub.

## Our People

At CLI, we recognise that the backbone of our organisation is rooted in the talent and dedication of our people. We value their pivotal roles in our achievements and remain unwavering in our commitment to take bold steps and prioritise the well-being of our people. Our high-performing and diverse teams embody our core values, which include a winning mindset, an enterprising spirit, mutual respect and unwavering integrity.

Dedicated to uplifting our global employee experience, we formed an Employee Experience Committee to curate programmes and launch initiatives with our people as the central focus. To amplify the voices of our employees and encourage open communication, we organised coffee chats with our Senior Leadership team as well as global and in-country townhalls regularly. Promoting teamwork and fostering ONE CapitaLand Ecosystem, we successfully held the first-ever CapitaLand Sports Day, and the annual Staff Appreciation Night in Singapore with close to 2,000 colleagues in attendance at each event.

We understand that we are at our best when our employees are at theirs and are committed to their holistic well-being and mental health. Through our CapitaLand Well-being programme, we offer a range of in-person and virtual employee engagement and wellness events that focus on six dimensions of wellness – namely emotional (mental), financial, purposeful (community involvement), social, career and physical wellness for our colleagues globally. Our Voice of Employees (VoE) platform provides a confidential



▲ CapitaLand Walking Club unwinding with a scenic walk from Capital Tower to Marina Bay Sands in Singapore.

avenue for anonymous feedback on any work-related matters. In addition to our ongoing Employee Assistance Programme and global Mental Well-being Ambassadors, we have concluded additional well-being workshops with close to 500 participants. In Singapore, we have piloted a psychological health, safety and well-being mobile app, FlourishDx, that provides on-demand education and positive psychology strategies for our employees on the go.

Recognising the dynamic nature of the professional landscape, we prioritise the continuous learning and growth of our employees. With investments of approximately S\$2.7 million, we have delivered over 360,000 hours of meticulously curated learning programmes and initiatives. Our Learning CAREnival, featuring internal and external industry experts, covers a range of topics, including innovation and sustainability. Through our culture of continuous improvement and adaptability, we equip our employees with the necessary skills and knowledge to stay ahead in their respective fields.

These collective initiatives garnered positive feedback, as reflected in the results of our latest global employee pulse survey in October 2023. The survey measured various drivers, including our employees' well-being, and we achieved an 84% employee engagement score, marking a slight improvement compared to 83% in 2022. The top three drivers for the 2023 survey – Core Values, Well-being and Immediate Manager – confirm the high levels of collaboration within our teams and support of work-life balance across the organisation.



▲ CapitaLand Group Staff Appreciation Night 2023 at Marquee, Marina Bay Sands in Singapore.

Our employees are driven by a culture of championing growth, where everyone is empowered to take ownership, build bridges and seek expertise to deliver value and achieve success as ONE CLI.

Together, we create a positive impact by ensuring our business and social outcomes align with our commitment to make a meaningful difference, uphold diversity and inclusion, do right by our stakeholders and contribute to the long-term interests of the communities we operate in.



▲ Well-being Programme - Marble Coaster Making Workshop in Singapore.

## Our Investors

As custodians of our shareholders' capital, earning the trust and support of both our shareholders and the broader listed investor community is essential to propel CLI's long-term success. CLI firmly believes that maintaining transparency, clarity, timeliness, and proactive communication about our business operations are fundamental principles for nurturing crucial alignment of expectations between us and our stakeholders. This belief drives our investor relations approach and efforts.

With a market capitalisation of approximately S\$16 billion as at the end of 2023, CLI is one of the largest companies listed on the Singapore Exchange. Its inclusions in multiple global and regional indices, such as MSCI Singapore, Straits Times Index, and FTSE EPRA Nareit Developed Index, underscore its significance and appeal to the listed equity market. CLI therefore adopts a diverse approach to maximise its investor relations objectives and outreach globally. They include:

### ENSURING TIMELY DISCLOSURE OF INFORMATION THROUGH MULTIPLE PLATFORMS

CLI is committed to providing fair, transparent, and timely disclosure of new material information, whether positive or negative, on SGXNET, in compliance with the requirements of the Listing Manual and applicable listing rules. Additionally, any news and updates are disseminated through various channels, including news releases on CLI's website and its social media platforms. CLI's Investor Relations and Group Communications departments are easily accessible to stakeholders with inquiries, accessible via both phone and email. Contact information can be found on [www.capitalandinvest.com](http://www.capitalandinvest.com).

### REGULAR BRIEFINGS BY CLI MANAGEMENT TEAM

CLI conducts regular briefings by its senior management executives and investor relations team to provide updates on material information and ensure the investor community and general public understand its business strategy, operations, and financial performance.

Financial results briefings occur twice a year, following the announcement of first-half and full-year financial results. These sessions are broadcast live on CLI's website, allowing accessibility to all stakeholders. CLI's senior management will present the results, and invited analysts and media can ask questions in person. Viewers watching online can also pose questions online. Recordings of these briefings are promptly uploaded on CLI's website and YouTube channel for repeated access.



▲ Group CEO Lee Chee Koon speaks to shareholders at CLI's 2023 AGM on its growth roadmap.

Additionally, CLI voluntarily provides updates for the first and third quarters of each year through detailed presentation slides uploaded on SGXNet and the company's website.

CLI maintains close communication with sell-side research houses and various media outlets to ensure that their independent views accurately reflect CLI's business operations, thereby benefiting investors. We also actively engage with proxy advisors such as ISS and Glass Lewis to ensure they understand CLI's perspectives in relation to their voting guidelines, thereby ensuring a comprehensive consideration of their recommendations.

### ACTIVE PARTICIPATION IN INVESTOR CONFERENCES AND NON-DEAL ROADSHOWS

Given CLI's geographically diversified shareholder base, we actively participate in institutional investor conferences across the globe, as well as those focusing on retail investors. In FY 2023, CLI participated in over 20 institutional conferences and non-deal roadshows held across Asia, as well as the UK, and the USA. These events facilitated 160 one-on-one and group sessions with institutional investors.

In November 2023, we also hosted a hybrid Sustainability Non-deal Roadshow following the refresh of CLI's 2030 Sustainability Master Plan (SMP). Chief Sustainability and Sustainable Investments Officer, Vinamra Srivastava,



▲ CLI management addressing to questions from analysts and the media during CLI 1H 2023 financial results briefing.



▲ Sustainability Non-deal Roadshow 2023.

and Group Chief Financial Officer (CFO), Paul Tham shared valuable insights on CLI's sustainability journey and progress towards our SMP. The event attracted 70 participants, and the recording was also shared on our website.

For retail engagements, CLI hosted its flagship "Kopi with CapitaLand Investment" dialogue session in collaboration with the Securities Investors Association (Singapore) (SIAS) in April 2023, providing over 50 retail investors with the opportunity to interact with CLI's Group Chief Operating Officer, Andrew Lim, and Group CFO, and better understand CLI's growth strategy and performance ahead of CLI's 2023 Annual General Meeting. In May 2023, CLI Group of listed REITs and business trusts also participated in the REITs Symposium 2023, which was jointly organised by ShareInvestor, REITAS and InvestingNote. This in-person

event served as a platform for industry experts, REITs, business trusts, and retail investors to share valuable insights. CLI REITs representatives were involved in an array of activities, including panel discussions of pertinent topics relating to the viability of REITs as an investment in a high interest rate environment as well as engaging with participants to showcase our range of REIT products.

### ANNUAL GENERAL MEETING (AGM)

CLI's AGM transitioned back to an in-person format in 2023, facilitating direct interaction between our board of directors, management team, and the 200 attending shareholders.

CLI's AGM in 2024 will be held at The Star Vista in Singapore on 25 April 2024. Shareholders are welcome to join the AGM in person or watch the event via webcast at their convenience. Please refer to the Notice of AGM on our website for further details.

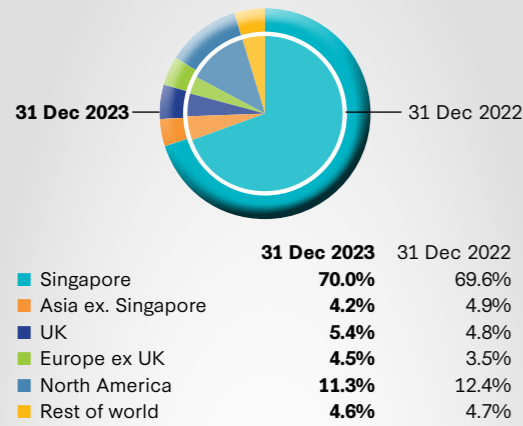
### CLI SHAREHOLDING ANALYSIS

As at 31 December 2023, CLI has more than 5.1 billion issued shares trading on the Singapore Exchange. These shares are held by over 55,000 accounts worldwide, with Temasek Holdings Limited (Temasek) holding approximately 52% of CLI's total issued shares—an amount that has remained largely stable since CLI's listing. CLI's share price opened at S\$3.70 and ended at S\$3.16 for FY 2023, marking a 14.6% decrease for the year.

# OUR STAKEHOLDERS

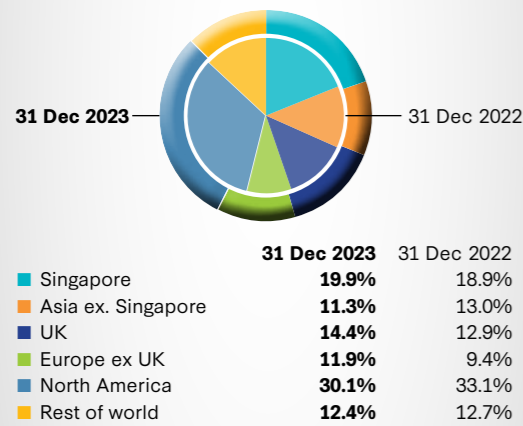
## SHAREHOLDINGS BY GEOGRAPHY

(Including Temasek's and CLI's shareholdings which are based in Singapore)

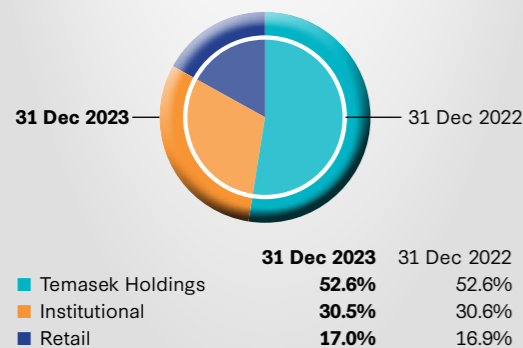


## SHAREHOLDINGS BY GEOGRAPHY

(Excluding Temasek's and CLI's shareholdings which are based in Singapore)



## SHAREHOLDINGS BY INVESTOR TYPE



## ACCOLADES

CLI clinched the award for Best Annual Report – Bronze for companies with market capitalisation of S\$1 billion and above at the 2023 Singapore Corporate Awards, a leading awards event to celebrate corporate governance excellence. The Best Annual Report award recognises excellence and clarity in financial reporting and presentation as well as quality in disclosures.

In addition, CLI was awarded by Institutional Investor, a leading international finance publication, in multiple categories of the Asia (ex-Japan) Executive Team Awards. The awards include Best IR Program, Best CEO, Best CFO, Best ESG, and Best Company Board, Property under the Combined and buy-side categories. The winners are selected through surveys conducted by Institutional Investor with security analysts, fund managers and researchers.

## KEY INVESTOR RELATIONS EVENTS IN FY 2023

### 1Q 2023

- CLI FY 2022 Financial Results Briefing
- Non-deal roadshow in Hong Kong
- 26th Credit Suisse Asian Investment Conference
- 2023 Citi's Global Property CEO Conference

### 2Q 2023

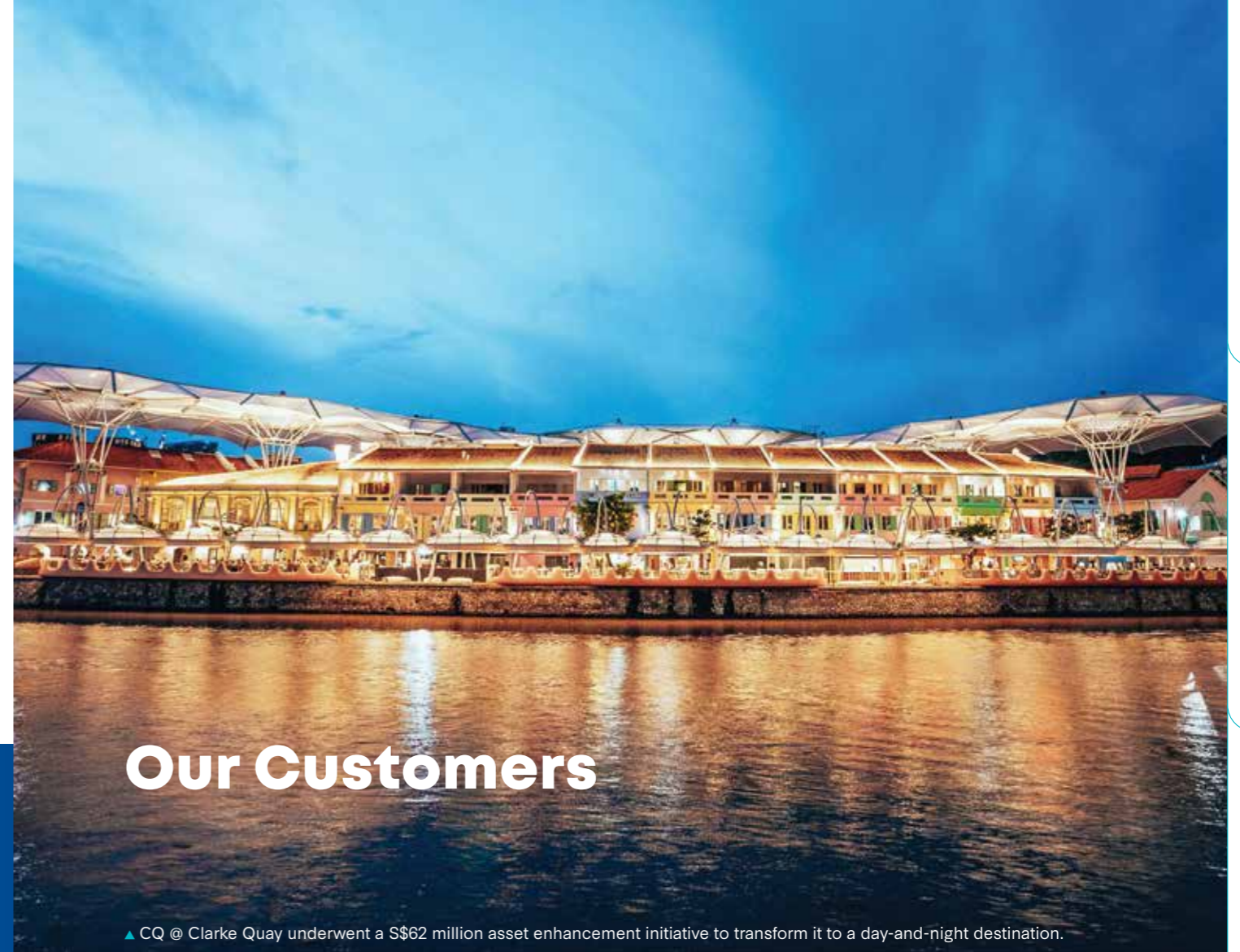
- Kopi with CapitaLand Investment (Dialogue session in collaboration with SIAS)
- CLI 2023 Annual General Meeting
- CLI 1Q 2023 Business Updates
- Non-deal roadshow in Shanghai and Beijing hosted by HSBC
- Citi Pan-Asia Regional Investor Conference 2023
- UBS OneASEAN Conference 2023

### 3Q 2023

- Boardroom Bites investor engagement luncheon with CLI board members
- CLI 1H 2023 Financial Results Briefing
- Non-deal roadshow in Hong Kong hosted by BofA
- Citi ASEAN Financials and Real Estate Investment Forum 2023

### 4Q 2023

- Non-deal roadshow in KL hosted by CGS-CIMB
- CLI 3Q 2023 Business Updates
- CLI Sustainability Non-deal Roadshow 2023
- CLI and CLI REITs Corporate Day 2023 in Bangkok
- Morgan Stanley Twenty-Second Annual Asia Pacific Summit
- UBS Global Real Estate CEO/CFO Conference 2023



# Our Customers

▲ CQ @ Clarke Quay underwent a S\$62 million asset enhancement initiative to transform it to a day-and-night destination.

CLI is dedicated to serving a wide customer base across its multi-geography and multi-asset class portfolio. Our customers are integral to the performance of our assets, bringing activity and occupancy. They include the tenants of our portfolio assets spanning all asset classes, the shoppers who visit our retail malls and generate sales, and the guests staying at our lodging assets that we manage or own. Beyond our assets, as CLI ramps up the growth of our fund management business, our capital partners who place trust in CLI as stewards of capital, are also increasingly an important part of our customer base.

With the further easing of the COVID-19 pandemic, 2023 saw the continued return of business activity, as well as shoppers, event-goers, workers and tourists across our assets. Along with these trends, our touchpoints with customers increased, allowing us to bring greater value and establish deeper brand loyalty with them.

## CREATING A DIFFERENTIATED EXPERIENCE FOR SHOPPERS AND GUESTS

Amidst keen competition among retail spaces in markets such as Singapore and China, we constantly seek to differentiate the value we bring to our tenants and shoppers. We look to elevate our assets beyond mere shop spaces, by creating meeting points for families, friends, residents and even tourists.

In 2023, we committed resources into creating new experiences from rejuvenating spaces at Bugis Street and CQ @ Clarke Quay. We unveiled a refreshed Bugis Street for shoppers, featuring a new tenant mix, as well as new and improved spaces. Following the completion of major works for CQ @ Clarke Quay's asset enhancement initiative in December 2023, visitors can look forward to new brands and exciting day-to-night offerings following full completion by early 2024.

## OUR STAKEHOLDERS

In our core markets, we are well-positioned to leverage the CapitaLand brand to initiate various public and private partnerships to create new experiences for our customers. For instance, in September 2023, we partnered with the Singapore Retailers Association for its inaugural 'Wunderground Festival', a showcase of innovative retail, F&B and lifestyle brands and ideas. Through our ongoing partnership with the Singapore Tourism Board, our shoppers were treated to two unique experiential retail-tainment events, namely the 'Stranger Things - The Encounter: Singapore' immersive experience at Bugis+ and the 'Game On' Global Tour Exhibition, in collaboration with contemporary artist Edgar Plans at Funan.

Similarly in China, we sought partnerships to create a unique and differentiated experience for our tenants and shoppers. For example, we joined forces with Sony Pictures for the screening of 'Spider-Man: Across the Spider-Verse' at our shopping malls. In partnership with Disney China, we organised the 'Pixar Puffy Happiness' exhibition which brought popular Pixar characters to life at six integrated properties in major cities such as Shanghai, Ningbo, Hangzhou and Chongqing.

Riding on the recovery of international travel, our lodging business under The Ascott Limited (Ascott) continued to create new options for travellers by debuting The Crest Collection in Asia, as well as signing more units under Oakwood and Iyf. We also unveiled the Somerset Sustainability Passport Programme in November 2023 to encourage guest participation in eco-friendly activities and community initiatives in Somerset properties globally.



▲ Situated along the iconic Singapore River, The Robertson House by The Crest Collection, the brand's flagship in Singapore was unveiled in October 2023.

▶ As part of CLI's ongoing partnership with the Singapore Tourism Board, we hosted the 'Stranger Things - The Encounter: Singapore' immersive experience at Bugis+ and the 'Game On' Global Tour Exhibition, in collaboration with contemporary artist Edgar Plans at Funan.



### ENRICHING WORKSPACES FOR TENANTS AND THEIR EMPLOYEES

Workspace tenants are an important cohort in the CapitaLand ecosystem. We look to create positive workspace experiences and build long-lasting relationships with them, engaging with both decision makers in the respective companies and their employees.

Across Singapore, China and India, we engage our workspace tenants through a variety of flagship events, festival celebrations, sports and enrichment programmes. In Singapore, we organised more than 970 activities and campaigns in 2023 including a Futsal 5v5 challenge, Oktoberfest celebrations at Changi Business Park and CapitaSpring, as well as lunchtime workshops.

In China, we engaged tenants through a combination of more than 440 office community and recreation events in 2023, as well as providing exclusive benefits such as medical care, and discounts on Ascott accommodation. Bridge+, CapitaLand's core and flex workspace solutions platform, continued to facilitate prompt and effective responses to our tenants' needs.

In India, our tenants and their employees attended more than 60 events during the year, including several flagship events such as 'Livewire', in which our clients' employees competed in cultural activities such as

dancing, singing, fashion shows, culinary expertise etc, and the annual 'CEO Connect' and 'FM Connect' networking event in which our city teams hosted the facility and administrative teams of our clients.

Souvenirs and treats are also often distributed at various events and festival celebrations across our markets, such as Chinese New Year, Valentine's Day, International Women's Day, Diwali and Christmas.

Our consistent efforts in enriching the user experience of our tenants have translated into positive results in the most recent Voice-Of-Customer survey conducted with workspace tenants. Across all three core markets, customer satisfaction among workspace tenants increased by five percentage points and above, a testament to our comprehensive approach to building connections with our customers.

### BUILDING CUSTOMER LOYALTY THROUGH EXPANDING TOUCHPOINTS

The customer experience at CapitaLand is complemented by a strong digital ecosystem through which we extend our engagement with customers and forge stronger connections with our brands.

Our CapitaStar digital ecosystem in Singapore, which currently supports over 3,380 stores across 30 committed properties, helped drive an 8% year-on-

year increase in tenant sales. Revenue generated by CapitaStar For Business also more than doubled. Additionally, we made similar progress with our eCapitaVoucher (eCV) programme, expanding the number of acceptance points by four shopping malls in Singapore.

In China, CLI continued to ramp up the CapitaStar platform, achieving a 33% year-on-year increase in sales contributed by CapitaStar members. Notably, the CapitaStar Super Membership Programme, which provides exclusive benefits and privileges for high spenders, accounted for half of the overall sales among all members and we continued to engage this group of members through tie-ups with popular brands such as Meitu, KEEP, Marumi and CHALI. We also launched CapitaStar Buy, a cross-border e-commerce platform, that gives local consumers access to popular brands and products from around the world.

Our workspace tenants in China remained well-served during the year by our Bridge+ WeChat mini programme which provides a comprehensive list of customer-oriented solutions in meeting room bookings, visitor reservations and access management, and the addition of the use of CapitaStar points and CapitaStar Card for payment. This programme is currently available to more than 410,000 users across 35 workspace assets in China.



▲ CLI partnered Sony Pictures for the screening of 'Spider-Man: Across the Spider-Verse', engaging visitors with experiential marketing and promotional activities in its malls across China.

## OUR STAKEHOLDERS

Ascott's loyalty programme, Ascott Star Rewards (ASR) maintained strong engagement with our guests and travellers in 2023, with the signing of a record one million members, amassing a total of 3.8 million members as at end of the year. In fact, since its launch in 2019, ASR's membership has grown 40% annually. Today, members can earn reward points at over 400 properties, across more than 220 cities and over 40 countries.

### LEVERAGING TECHNOLOGY TO LEVEL UP ENGAGEMENT

We see technology creating new frontiers in our interactions with our customers. Artificial Intelligence (AI) has tremendous potential in value-adding to the customer engagement journey and delivering a differentiated experience. With Ascott, we invested resources into developing AI capabilities in service delivery and launched Cubby, a generative AI-powered web chatbot to enable guests to personalise their travel. Fuelled by ChatGPT, Cubby provides travel insights to all guests including destination highlights, accommodation recommendations, must-visit attractions, suggestions for shopping and adventure activities, as well as the best "Instagram-worthy" spots and more.

Finally, as part of our ongoing digitalisation efforts to provide value-adding services for our customers and retail partners, we held the second edition of

CapitaVerse, CapitalLand's 24-hour experiential metaverse event, that allowed participants to watch live performances, view art and fashion showcases, and win prizes. The event was a resounding success, allowing us to reach new customer segments and engage a global audience. As a second edition, it achieved a 150% growth in the overall reach with 2,000 participants and an average dwell time exceeding 36 minutes.



▲ CapitaVerse, a 24-hour experiential metaverse event returned for a second edition, drawing 2,000 participants.



## Our Communities

▲ Staff volunteers packed 1,000 sets of back-to-school essentials for graduating Kindergarten 2 students under the CapitalLand Bright Horizons Fund Ready-For-School Programme.

CLI actively supports and contributes to initiatives by CapitalLand Group's philanthropic arm, CapitalLand Hope Foundation (CHF). Our community development efforts align with the Foundation's key focus areas towards building resilience in communities where CapitalLand operates, through supporting education, health and well-being initiatives, targeting at children, youth and seniors. Through these efforts, we are committed to creating a better future for those in need in collaboration with our communities.



▲ Staff volunteers in Vietnam engaged with students under the CapitalLand Hope School Programme through a mosaic workshop.

Volunteerism plays a pivotal role in our corporate giving strategy. We continue to leverage our resources and networks to galvanise our employees, business partners and tenants to join our activities and do good together. We also collaborate with our community partners to curate sustainable volunteer opportunities and measure the impact of the programmes that we are supporting through CHF, ensuring that we maximise the benefits for the communities we serve.

In 2023, CHF and CHF India donated more than S\$3.5 million globally, benefitting over 14,000 beneficiaries. More than 1,500 dedicated CLI employees devoted over 13,500 volunteer hours to support community activities such as distributing school essentials, enhancing learning spaces to provide a safe and conducive environment for the children as well as befriending seniors through outings and delivering essential care packs and meals to them.

The third edition of 'CapitalLand #GivingAsOne' global campaign took place from September to October 2023. This initiative brought together CLI employees, business partners and customers to create a collective social impact, by uplifting the lives of vulnerable groups in communities where CapitalLand operates. Through various volunteering initiatives, more than 1,400 volunteers contributed over 9,800 volunteer hours, benefitting over 7,300 beneficiaries.

CHF aims to improve access to education and basic healthcare and enhance the overall well-being of children and youths. Through the CapitalLand Hope School Programme, we have contributed INR19 million towards the refurbishment of the third school in India, which will provide more than 500 children from underserved families with access to education.



▲ CapitaStar Buy, a cross-border e-commerce platform was launched on the CapitaStar platform. The platform offers popular brands and products from around the world.

▲ Cubby is designed to play the role of a "travel buddy" that provides travel insights such as destination highlights, accommodation recommendations and more.

## OUR STAKEHOLDERS



**> S\$3.5 million** donated globally through CHF and CHF India to support communities where we operate, such as providing children with access to education, and helping seniors to age in place.



**> 1,500 CLI employees and 13,500 volunteer hours** contributed to various community activities globally.



**> 14,000 beneficiaries** including children and seniors in need who benefitted from CHF's initiatives.



▲ Staff volunteers visiting a school under the CapitaLand Hope School Programme in Bangalore, India.

Since 2005, the programme has supported a total of 32 schools. In addition, CHF has partnered with Pratham Education Foundation, a non-governmental organisation, to expand the latter's holistic learning programme to benefit more than 3,000 children in 62 underserved communities in Karnataka state. About 70 CLI staff volunteers from six countries participated in an International Volunteer Expedition to Bangalore, and visited a school supported by the CapitaLand Hope School Programme at KR Puram.

Through CHF's #LoveOurSeniors initiative, we collaborated with various charity and community partners and rallied employees as well as tenants and community volunteers to improve the quality of life for over 3,100 seniors in need. Our efforts focused on



▲ Staff volunteers delivered the #LoveOurSeniors essential care packs to a senior in need.

providing them with better nutrition, enhanced well-being and improved living conditions. One of our key activities was rallying our employees and tenants to bring good cheer to seniors from FaithActs, Fei Yue Community Services, Thye Hua Kwan Moral Charities and TOUCH Community Services through outings to IMM and Bedok Mall. Accompanied by the volunteers, the seniors enjoyed a hearty meal and bought daily necessities from the supermarkets.

At the Group level, CapitaLand received the Volunteer Partner Award at the Community Chest Awards 2023, which recognises our continuous efforts to support the community in need. CapitaLand was also presented the Company of the Year Award for community care under the shopping mall category at the Sustainability and CSR Malaysia Awards 2023 for its #GivingBersama 2.0 initiative.



▲ Tenant volunteers were rallied to befriend seniors through an outing to IMM.

### NURTURING RESILIENT, THRIVING AND FUTURE-READY CHILDREN AND YOUTHS

- ♥ Through the CapitaLand Kids Programme @ Education Bursary, CHF supports academically gifted and underserved students in China under the CapitaLand Hope School Programme in their academic pursuits from Grade 4 to university. In 2023, over 440 students benefitted from the programme.
- ♥ CHF provided 1,600 students from 39 schools across 17 provinces and cities in China with schooling essentials under the 'My Schoolbag' initiative, with the involvement of 200 staff volunteers.
- ♥ About 70 CLI staff volunteers from six countries completed a 3-day International Volunteer Expedition to Bangalore, India, where they visited a school and decorated the classrooms and common areas, enhanced the play area with a sandpit and added more shelves and books in the reading room.
- ♥ As part of the CapitaLand Hope School Programme in Vietnam, 22 scholarships were awarded to high-performing graduating fifth-grade students in the academic year 2022-2023 and school essentials were distributed to about 1,400 students.
- ♥ On International Volunteer Day, staff volunteers befriended 40 children under the CapitaLand Hope School Programme in Vietnam through a zoo outing, office visit and mosaic art workshop.
- ♥ Through #GivingBersama 3.0 initiative, RM200,000 worth of daily necessities and educational supplies were distributed to more than 800 underserved children from 22 homes and schools, as well as over 1,500 beneficiaries from 520 low-income families in Malaysia.
- ♥ Over 40 employees from Ascott Indonesia took part in cleaning the common areas of SOS Children's Village, Jakarta on World Cleanup Day and engaged the children in interactive activities. CHF also donated over S\$2,000 to SOS Children's Village, in support of tuition fees for the children and youths.
- ♥ From September 2022 to June 2023, over S\$6,000 was raised for ISCO Foundation through Ascott's street children education sponsorship programme in Indonesia, and CHF matched the donation dollar-for-dollar, to support children and youth's education fees and youth employment workshops.

- ♥ As part of CHF's CapitaLand Empowerment and Resilience Programme, staff volunteers facilitated and befriended over 70 children from social service agencies supported by Yellow Ribbon Singapore across several afternoon camps to build their social-emotional resilience under Camp Cacti in Singapore.
- ♥ CHF partnered Fei Yue Community Services to pilot the Youth-REKA initiative which aims to engage, build resilience and support the character development of youths from complex backgrounds. Through vocational education in areas such as baking and animal care, the programme reached out to over 170 vulnerable youths in Singapore.
- ♥ Staff volunteers packed 1,000 schoolbags with school essentials for graduating preschool children from My First Skool in Singapore under CapitaLand-Bright Horizons Fund Ready-For-School Programme.

### SUPPORTING SENIORS IN THE COMMUNITY

- ♥ In Singapore, over 1,200 CapitaLand staff, tenant and community volunteers, as well as our charity partners, came together in 2023 to distribute 3,000 essential care packs, and over 15,500 specially curated meals and wholemeal bread loaves to vulnerable seniors under the #LoveOurSeniors initiative. Staff volunteers also helped with decluttering and assembling of furniture at 11 seniors' homes to create a safer and more conducive living conditions. CHF and two other tenant companies sponsored new bedsheets and curtains.
- ♥ Staff and tenant volunteers accompanied seniors who had an enjoyable time during four outings to IMM and Bedok Mall in Singapore.
- ♥ Championed by CapitaLand's retail marketing team, the STAR\$® for GOOD campaign held from October 2023 to February 2024 to treat seniors to a dining experience at participating F&B stores across CapitaLand malls. This is in partnership with six SG Cares Volunteer Centres and two participating F&B partners. CHF matched the amount raised dollar-for-dollar.