

PROPERTY

The Property segment continues to reel in the effects of COVID-19, with national efforts taken to curb the spread of the virus, including Singapore's Circuit Breaker and capacity controls for most of the financial year.

COVID-19 IMPACT TO SINGPOST CENTRE

Business performance of SingPost Centre tenants was greatly impacted, with retail lessees hardest hit by scant footfall to the mall at the height of the pandemic. While visitor numbers saw a marked improvement with the subsequent phased reopening of the economy, recovery of mall footfall was long-drawn, largely due to the safe distancing measures and reduced trading hours.

For most of 2020, visitor numbers to SingPost Centre Mall remained lower compared to pre-pandemic days. Stores operated at limited capacities and mall atrium events were absent due to safe distancing concerns.

Besides retail tenants, office tenants at SingPost Centre also faced challenges brought about by COVID-19, with many seeking rental assistance and rent reductions. Some explored cost-cutting measures that included downsizing or relocating to

spaces with lower rental rates during this period. This resulted in lower rental income.

The turn of 2021 however saw a recovery for the mall as more people returned to the office, fueled by a general boost in public confidence following the successful vaccine roll-out by the Singapore Government.

SingPost had also passed on property tax rebates bestowed by the government during the pandemic and provided rental waivers for eligible tenants. With most companies adopting alternative work arrangements during the reopening phases, and potentially maintaining the same mode of operation for the longer term, a change in the rental demand trend is expected. Furthermore, with COVID-19 accelerating the growth of eCommerce, brick and mortar retail occupancy is also expected to continue facing headwinds as retailers consolidate and move their operations online.

SingPost engaged tenants even more regularly during the pandemic especially on matters relating to COVID-19, its developments, and government efforts taken to manage the economic fallout. This included sanitation schedules, safe distancing measures, and operating requirements as an effort to ensure that tenants are compliant with all regulatory measures.

RENEWAL OF LEASES AMID COVID-19

Property contribution from SingPost Centre Mall and offices remained relatively stable as most leases expiring in FY20/21 had been renewed. As at 31 March 2021, tenant occupancy at SingPost Centre Mall stood at 94.1% and for the office spaces, 96.6%.

SingPost Centre Mall welcomed numerous new tenants this year despite challenging times. They include the popular Yang Guo Fu Malatang, Lau Wang Claypot and Little Caesars Pizza. These new tenants diversified dining offerings at the mall and drove footfall as well.

Capitaland Retail Management Pte Ltd continues to manage SingPost Centre Mall, taking charge of its marketing and promotional activities, leasing, and facilities management.

SUPPORTING COMMUNITY PREPAREDNESS

From March to April 2020, SingPost participated in Temasek Foundation's #BYOBclean initiative, facilitating the distribution of free hand sanitisers to all households nationwide, in support of community relief efforts.

In October 2020, SingPost supported the government's initiative in distributing TraceTogether tokens at SingPost Centre Mall with safe distancing and crowd control measures.



In addition to the distribution of TraceTogether tokens, a TraceTogether Education booth was set up in December 2020 to raise awareness on TraceTogether-only SafeEntry. This was an effort to help prepare the public for the upcoming implementation of the TraceTogether-only SafeEntry requirement that was to be enforced at most establishments in 2021.

INCREASED FOCUS ON SUSTAINABILITY

SingPost set up a new Board Sustainability Committee in 2021 as it renews and strengthens its focus on sustainability to create long-term value for stakeholders. SingPost is committed to rolling out even more green initiatives in the next few years.

As an advocate for environmentally friendly products, SingPost convinced its cleaning vendor to use products certified by the Singapore Green Building Council (SGBC) in FY20/21.

SingPost Centre Mall has also been participating in Earth Hour every year since its opening. This year, on 27 March 2021, the mall's façade



Distribution of Temasek Foundation's #BYOBclean hand sanitisers to the public at SingPost Centre Mall

lights and non-essential lightings were switched off through the night from 8.30pm in support of Earth Hour.

As part of the Group's sustainability efforts, SingPost actively explores energy saving initiatives for its properties. Come 2021, SingPost will be replacing its current chiller with a next-generation refrigerant to minimise energy consumption as well as reduce greenhouse gas emissions at SingPost Centre.

Energy is also currently being conserved by varying the speed drives of SingPost Centre's chilled water distribution pumps, condenser water pumps and cooling towers. The water-cooled chilled water plant system efficiency is expected to be further improved by 3.1%. SingPost Centre's energy efficient water-cooled chilled water plant system will achieve 0.64 kW/RT (equivalent to Green Mark Platinum pre-requisite requirement) weighted plant efficiency.

SingPost has adopted a performance-based contracting strategy to ensure that the existing chiller plant continues to deliver optimal performance. SingPost Centre's current estimated energy savings is approximately 200,000 kWh per year, which is equivalent to 82 tons of carbon emissions.

SingPost is also installing a photovoltaic (PV) system at its Regional eCommerce Logistics Hub. The construction of the system is planned for the fourth quarter of 2021 with a projected completion in 2022. When operational, the PV system will provide guaranteed renewable energy of 1,128,524 kWh in the first year, which is equivalent to approximately a reduction of 461 tons in carbon emissions per year.



Distribution of TraceTogether tokens at SingPost Centre Mall with safe distancing and crowd control measures

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LIST OF PROPERTIES

Name	Address	Title	Years	With effect from	Land (sqm)	Building GFA (sqm)
Airmail Transit Centre	21 North Perimeter Road	Leasehold	30	25.09.00	2,890	8,862
Alexandra Post Office	110 Alexandra Road	Leasehold	99	31.03.92	2,305	897
Ang Mo Kio Central Post Office	Blk 727 Ang Mo Kio Ave 6 #01-4246	Leasehold	86	01.10.93	–	218
Bedok Central Post Office	Blk 218 Bedok North St 1 #01-49	Leasehold	86	01.10.92	–	284
Bukit Merah Central Post Office	Blk 165 Bukit Merah Central #01-3689	Leasehold	83	01.03.96	–	232
Bukit Panjang Post Office	10 Choa Chu Kang Road	Leasehold	99	31.03.92	3,264	2,015
Clementi West Post Office	Blk 727 Clementi West Street 2 #01-286	Leasehold	85	01.11.95	–	153
Geylang Post Office	447 Geylang Road	Leasehold	99	31.03.92	449	804
Ghim Moh Estate Post Office	Blk 21 Ghim Moh Road #01-225	Leasehold	82	01.04.94	–	213
Jurong Delivery Base	2 Kian Teck Way	Leasehold	30	16.10.95	4,008	3,574
Jurong West Post Office	Blk 492 Jurong West Street 41 #01-42/44	Leasehold	91	01.01.94	–	120
Kallang Delivery Base	18 Jalan Lembah Kallang	Leasehold	30	16.09.98	2,761	6,872
Katong Post Office	373 Tanjong Katong Road	Leasehold	99	31.03.92	772	616
Killiney Road Post Office	1 Killiney Road	Leasehold	99	31.03.92	1,029	555
Lim Ah Pin Road Post Office	1 Lim Ah Pin Road	Leasehold	99	31.03.92	669	243
Loyang Delivery Base	25 Loyang Lane	Leasehold	30	16.10.95	3,519	3,225
MacPherson Road Post Office	70 MacPherson Road	Leasehold	99	31.03.92	1,918	315
5 Mandai Road	5 Mandai Road	Leasehold	99	31.03.92	2,124	468
Pasir Panjang Post Office	396 Pasir Panjang Road	Leasehold	99	31.03.92	1,726	318
Paya Lebar Delivery Base	755 Upper Serangoon Road	Leasehold	99	31.03.92	1,353	3,012
Serangoon Central Post Office	Blk 261 Serangoon Central Drive #01- 05/07	Leasehold	99	01.07.89	–	120
Serangoon Garden Post Office	54 Serangoon Garden Way	Leasehold	99	31.03.92	1,215	341
Siglap Post Office	10 Palm Ave	Leasehold	99	31.03.92	986	270
Simpang Bedok Post Office	350 Bedok Road	Leasehold	99	31.03.92	1,129	378
Singapore Post Centre	10 Eunos Road 8	Leasehold	99	30.08.82	32,738	137,134
SingPost Regional eCommerce Logistics Hub	37/39 Greenwich Drive	Leasehold	30	16.11.14	32,494	51,358
160 Still Road	160 Still Road	Leasehold	99	31.03.92	506	201
Tampines Delivery Base	29 Tampines Street 92	Leasehold	30	01.01.92	5,000	12,358
Tanglin Post Office	56 Tanglin Road	Leasehold	99	31.03.92	2,643	2,678
Tanjong Pagar Post Office	Blk 1 Tanjong Pagar Plaza #01-25	Leasehold	82	01.01.94	–	151
Teban Garden Post Office	Blk 38 Teban Garden Road #01-316/317	Leasehold	71	01.10.94	–	134
3B Toh Guan Road East	3B Toh Guan Road East	Leasehold	30	01.09.19	10,064	18,126
Towner Post Office	Blk 101 Towner Road #01-204/206	Leasehold	89	01.01.93	–	337
Woodlands Delivery Base	9 Woodlands Walk	Leasehold	30	16.10.95	3,040	2,393