



JOINT MEDIA RELEASE

CAPITALAND TO INVEST S\$5 MILLION TO UPSKILL OVER 2,600 EMPLOYEES IN SINGAPORE

*~ CapitaLand and Singapore Industrial & Services Employees' Union establish
Company Training Committee to enhance digital readiness of CapitaLand employees in
Singapore ~*

1. CapitaLand Limited will invest S\$5 million to enhance the digital skills and competencies of more than 2,600 employees in Singapore over two years through CapitaLand's new Building Capability Framework (BCF), affirming the Group's commitment to promote continual learning and develop a talented workforce. Through the framework, all CapitaLand employees in Singapore will complete at least one digital-related training by 2020.
2. The BCF aims to develop a competent, adaptable and future-ready workforce of knowledge workers in CapitaLand. To encourage employees of all levels to be self-directed learners, employees can chart out their own learning and development path selecting from a mix of over 50 core, functional, adaptive and digital training modules. Learning rewards in the form of additional training allowance of up to S\$500 per staff are also available as employees progress their learning journey. CapitaLand will also offer a one-day training leave to attend digital-related training programmes outside of courses organised by CapitaLand. The framework will be subsequently localised and rolled out to CapitaLand's employees across over 30 countries.

3. CapitaLand's new BCF was announced today where it also signed a Memorandum of Understanding (MOU) with the Singapore Industrial & Services Employees' Union (SISEU) to set up a Company Training Committee (CTC). The CTC aims to design and provide training programmes to upskill CapitaLand's employees in Singapore, enabling them to be digital-ready and prepare them to meet the challenges in today's fast changing business environment. The ceremony was witnessed by Guest-of-Honour Dr Koh Poh Koon, Deputy Secretary-General of the National Trades Union Congress (NTUC), Mr Sazali Zainal, President of SISEU, and Mr Lee Chee Koon, Group Chief Executive Officer of CapitaLand Group.

4. Mr Tan Seng Chai, Chief Corporate & People Officer of CapitaLand Group, said: "CapitaLand's edge as a leading global real estate enterprise is forged by the collective efforts of our talented workforce. To continue developing high-quality real estate products and services, CapitaLand's workforce needs to understand and anticipate the demands of future communities. Through partnerships and rigorous digital curriculums, CapitaLand is committed to equip our employees with the tools and opportunities to take charge of their own learning and development journey to stay ahead of industry transformations, to be adaptable, digitally-savvy and future-ready."

More Training Choices for Employees

5. CapitaLand employees in Singapore can look forward to participating in curated digital learning programmes on topics such as data analytics, cloud computing, artificial intelligence, blockchain and cybersecurity, to deepen their competencies and ensure that they are kept up to date with the latest knowledge and skills needed to excel in the future workplace. Customised training tailored to address employees' specific skills development gaps are also available.

6. Employees can attend these courses in CapitaLand's corporate learning institute, CapitaLand Institute of Management and Business (CLIMB), or through the CTC, access an extensive network of resources from training partners like NTUC LearningHub, NTUC's e2i (Employment and Employability Institute) as well as agencies like SkillsFuture

Singapore and Workforce Singapore, and National University of Singapore's School of Continuing and Lifelong Education (NUS SCALE).

7. Ms Sylvia Choo, Executive Secretary of SISEU, said: “SISEU is happy to support CapitaLand’s efforts to ensure all its employees are not left behind in the future workplace. Importantly, this collaboration will ensure that employees take ownership of their own learning, and have access to more choices when it comes to embarking on their own skills upgrading journeys, with the array of courses available through our training partners. Through the CapitaLand-SISEU CTC, we will continue to work with management to ensure employees receive relevant training that will value-add to both the company and its employees.”

8. In March 2019, The Ascott Limited (Ascott), CapitaLand’s wholly-owned lodging business unit and the Food, Drinks and Allied Workers Union also signed an MOU to form a CTC, to design training programmes to equip Ascott employees with skills needed to keep up with industry transformation in the hospitality sector. In 2018, about 95 per cent of CapitaLand’s workforce attended at least one learning event, and each staff completed an average of 51 training hours that year.

CapitaLand Learning Festival

9. CapitaLand and SISEU’s signing ceremony for the formation of the CTC took place today at CapitaLand’s Learning Festival held at Capital Tower, CapitaLand’s headquarters. At the Festival, CapitaLand employees were given a taste of courses available. CLIMB, NTUC LearningHub and NUS SCALE representatives were present at the Learning Festival to share more about their programmes. Digital-related talks and workshops on big data, and the digital workplace were organised alongside adaptive and functional topics relating to the future of work, holistic health, career development, learning styles and more.

10. NTUC’s Deputy Secretary-General Dr Koh Poh Koon toured some of CapitaLand’s latest real estate technology innovations which, coupled with the right training, have

enabled CapitaLand employees to focus on more value-adding work. These included CapitaStar@Work, a mobile app aimed at fostering a dynamic office community within CapitaLand's commercial buildings, and CapitaLand's Intelligent Building Platform which provides real-time monitoring of building operational data and energy usage at CapitaLand's retail malls. More details can be found in Annex A.

11. Dr Koh said: "Digitalisation is no longer a thing of the future. As companies digitalise and transform, it is equally important for employees to be well equipped with the necessary competencies to leverage technology to be even more productive. Our union leaders can leverage the CTCs as a ground-up approach to ensure that employees are aligned with a company's transformation efforts, help address any skills gaps, and encourage both parties to grow and succeed together."

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About Company Training Committees

Company Training Committees (CTCs) is an initiative by the Labour Movement to help both workers and companies transform for the future. First announced in February 2019, it involves our union leaders working closely with management to (1) understand the company's strategic objectives and transformation plans, (2) identify and address skills gaps and training needs, and (3) seize opportunities for companies to adopt new technologies for enhanced productivity. The objectives of CTCs are therefore two-pronged – first, to help workers become Worker 4.0, which is defined by the Labour Movement as workers who are proficient in working with machines, using technology and tapping digital resources to be more productive at work; and second, to partner companies in their transformation towards Industry 4.0. Combined, these will help our workers have better Wages, Welfare and Work Prospects.

About Singapore Industrial and Services Employees' Union (www.siseu.org.sg)

The Singapore Industrial and Services Employees' Union was formed in 1981. With more than 85,000 members, it is the second largest union in Singapore representing employees in diverse sectors, including aerospace, infocomm, real estate, consultancy services, facilities management, retail, property, and printing and publishing.

About National Trades Union Congress (www.ntuc.org.sg)

The National Trades Union Congress (NTUC), formed in 1961, is a national confederation of trade unions as well as a network of professional associations and partners across all sectors in Singapore. NTUC's objectives are to help Singapore stay competitive and working people remain employable for life; to enhance the social status and well-being of our members and working people; and to build a strong, responsible and caring labour movement. NTUC's vision is to be an inclusive labour movement for all collars, ages and nationalities. NTUC is at the heart of the Labour Movement, which comprises 59 affiliated unions, five affiliated associations, 12 social enterprises, six related organisations as well as a growing ecosystem of U Associates and enterprise partners.

About CapitaLand Limited (www.capitaland.com)

CapitaLand Limited (CapitaLand) is one of Asia's largest diversified real estate groups. Headquartered and listed in Singapore, it owns and manages a global portfolio worth over S\$129.1 billion as at 30 June 2019. CapitaLand's portfolio spans across diversified real estate classes which includes commercial, retail; business park, industrial and logistics; integrated development, urban development; as well as lodging and residential. With a presence across more than 200 cities in over 30 countries, the Group focuses on Singapore and China as its core markets, while it continues to expand in markets such as India, Vietnam, Australia, Europe and the USA.

CapitaLand has one of the largest real estate investment management businesses globally. It manages eight listed real estate investment trusts (REITs) and business trusts as well as over 20 private funds. Since it pioneered REITs in Singapore with the listing of CapitaLand Mall Trust in 2002, CapitaLand's REITs and business trusts have expanded to include Ascendas Reit, CapitaLand Commercial Trust, Ascott Residence Trust, CapitaLand Retail China Trust, Ascendas India Trust, CapitaLand Malaysia Mall Trust and Ascendas Hospitality Trust.

Chinese Names and Terms	中文名称与词汇
National Trades Union Congress	全国职工总会（职总）
Dr Koh Poh Koon Deputy Secretary-General of NTUC	许宝琨 职总 副秘书长
Singapore Industrial and Services Employees' Union (SISEU)	新加坡工业与服务业雇员联合会
Sylvia Choo Sor Chew Executive Secretary, SISEU	朱素秋 新加坡工业与服务业雇员联合会 执行秘书
CapitaLand Group	凯德集团
Mr Lee Chee Koon Group Chief Executive Officer, CapitaLand Group	李志勤 集团首席执行官 凯德集团
Mr Tan Seng Chai, Chief Corporate & People Officer CapitaLand Group	陈成才 首席企业及人力官 凯德集团
Company Training Committee	企业培训委员会
NTUC LearningHub Private Limited	职总恒习私人有限公司
NTUC's e2i (Employment and Employability Institute)	职总就业与职能培训中心

Annex A: About CapitaStar@Work and Intelligent Building Platform (IBP)

CapitaStar@Work is a mobile app that enhances work efficiencies to provide self-service capabilities to tenants and broadens CapitaLand's outreach to its tenants. Its Intelligent Building Platform (IBP) provides real-time monitoring of building operational data and energy usage at CapitaLand's retail malls.

Such innovations coupled with the right training has enabled CapitaLand employees to focus on more value-adding work. With CapitaStar@Work, workflows are automated and digitised, reducing the need for manual work such as visitor registration, managing room bookings and payments, freeing frontline staff to focus on higher value add activities. By learning skills to leverage the functionalities of CapitaStar@Work, staff can curate digital content, perform digital marketing and improve community relations.

With CapitaLand's IBP, any faults are automatically detected, eliminating the need for repetitive and manual monitoring of the property's building management system or CCTVs or routine spot checks. Operations employees were trained in using the IBP to have deeper understanding of building equipment performance levels and energy usage. Employees can focus on data analysis, trouble-shooting, and improving processes to optimise system efficiency. Faults and rectification recorded in the IBP database are also used for review and training of the operations team.