



ASCOTT

CHINA

雅诗阁中国

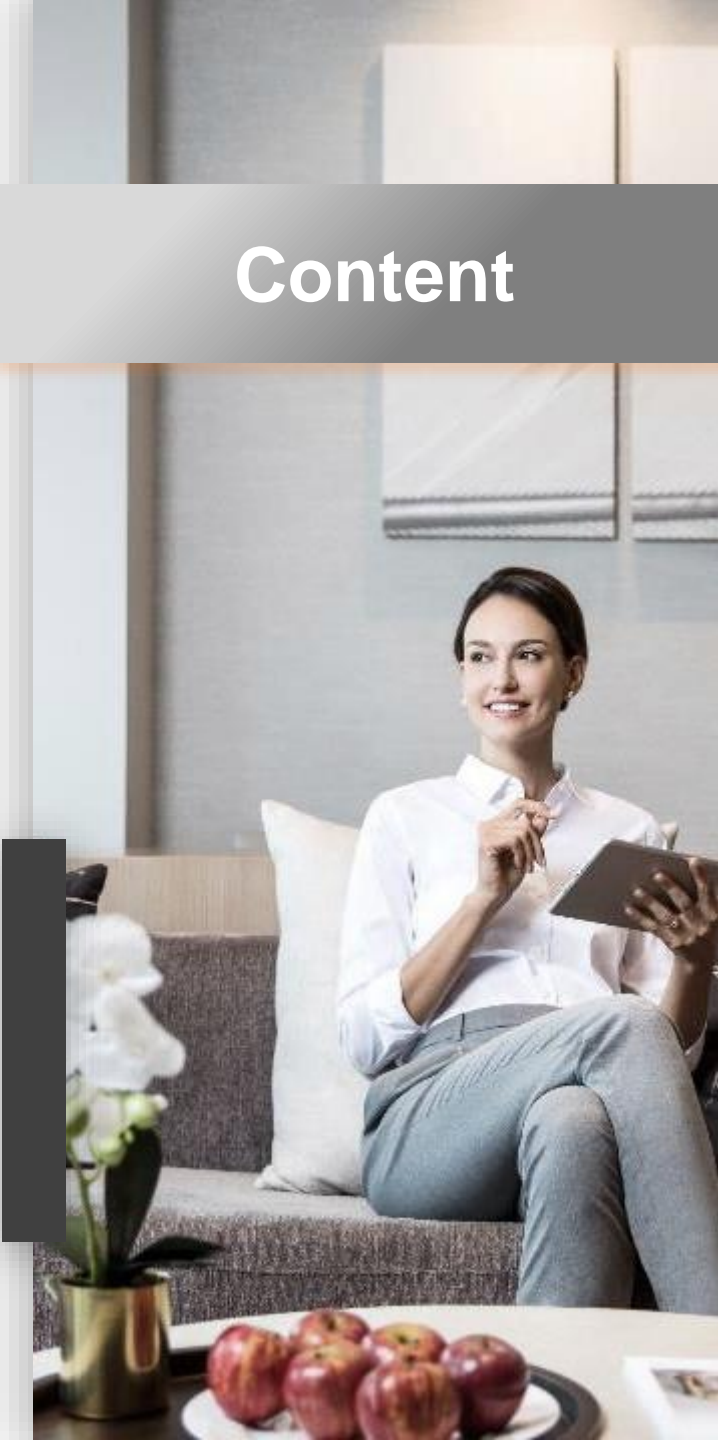
凯德投资成员



# Ascott China Corporate Presentation

March 2023

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Ascott Star  
Rewards

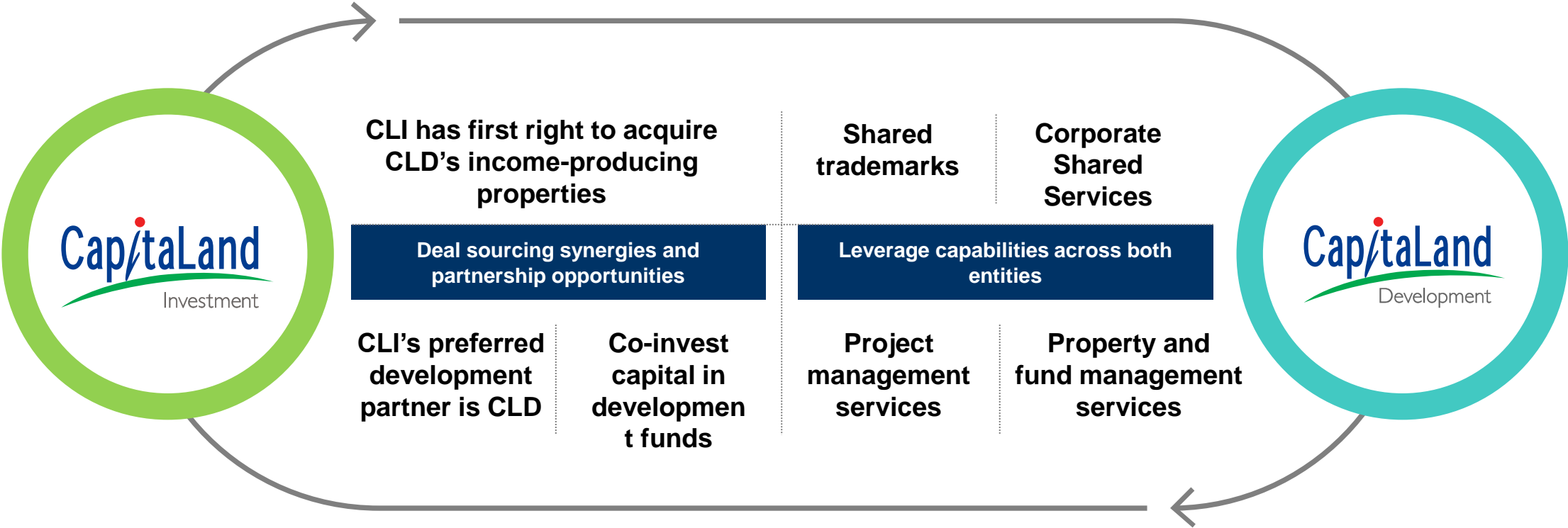
04



Sustainability

# Our 'One CapitaLand' Ecosystem

Our ecosystem creates a mutually beneficial environment for CapitaLand Investment (CLI) and CapitaLand Development (CLD) to partner and grow



# About CapitaLand Investment

A Leading Global Listed Real Estate Investment Manager With Strong Presence In Asia

**S\$132B**

Real estate assets under management

**>S\$18.9B**

Market capitalisation on Singapore Stock Exchange

**S\$88B**

Funds under management

**6**

Listed REITs and business trusts

**>30**

Private vehicles

**>10,000**

staff globally

**>260**

Investment and asset management professionals globally



## Global footprint. Deep roots in Asia

- ~ 91% of real estate assets under management in Asia
- Strong local expertise in core markets such as Singapore, China and India

## Structured for focused growth and sustainable returns

- 3** Synergistic growth drivers
- Fund management
  - Lodging management
  - Capital management

Development partnership and assets pipeline with CapitaLand Development via the One CapitaLand Ecosystem

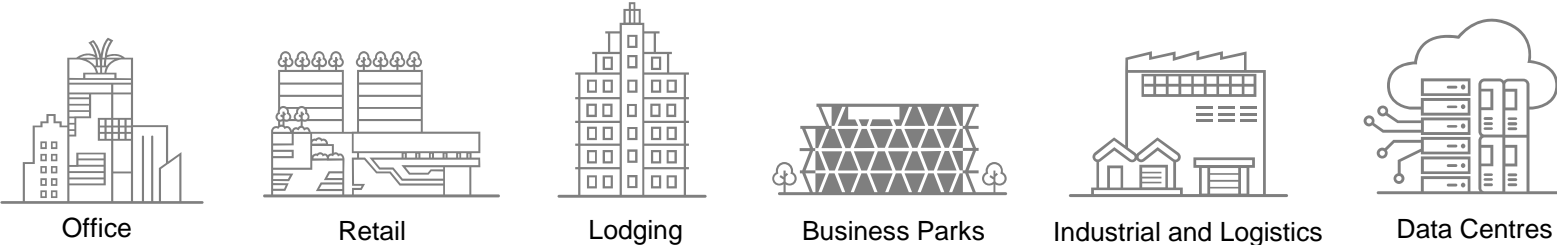
## Long-standing diversified real estate expertise

- Full stack investment and operating capabilities across multiple real estate asset classes:
- Office
  - Retail
  - Lodging
  - Business parks
  - Industrial and logistics
  - Data centres

Figures as at 31 December 2022

# A Well-Diversified Global Portfolio With Strong Presence In Asia

More than 220 cities in over 40 countries, with long-standing real estate experience in core markets of Singapore, China and India



As at 31 December 2022

# Focused Execution Of Our Strategy

Three synergistic growth drivers to increase funds under management (FUM) and fee-related earnings (FRE)

## Fund Management

- Support REITs and business trusts' portfolio reconstitution and growth
- Strong line up of proprietary private fund products under review

 **S\$100B**  
**FUM**  
by 2024

## Lodging Management

- Leverage sector recovery tailwinds to fast-track expansion of lodging platform and scale up lodging management fee income
- Integration of Oakwood platform

 **160K**  
lodging units under  
management  
by 2023

## Capital Management

- Sustain capital recycling momentum
- Ample dry powder ready for deployment at the right opportunity
- Proactively manage balance sheet to ensure optimal capital structure for resiliency and position CLI for growth opportunities

 **S\$3B**  
annual capital recycling  
across the Group

# Our Core Market: China



**23**  
Office  
buildings



**211**  
Serviced  
residences, hotels  
and coliving  
apartments



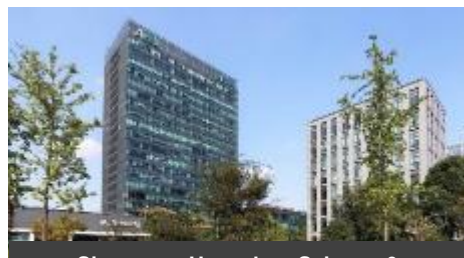
**9** Business parks  
**6** Industrial and logistics  
**2** Data centre



**41**  
Shopping malls



Raffles City The Bund, Shanghai



Singapore-Hangzhou Science &  
Technology Park



Raffles City Chengdu



Ascendas Innovation Towers, Xi'an



Ascendas Plaza, Shanghai



CapitaMall Daxing, Beijing



Raffles City Shenzhen



Raffles City Hangzhou



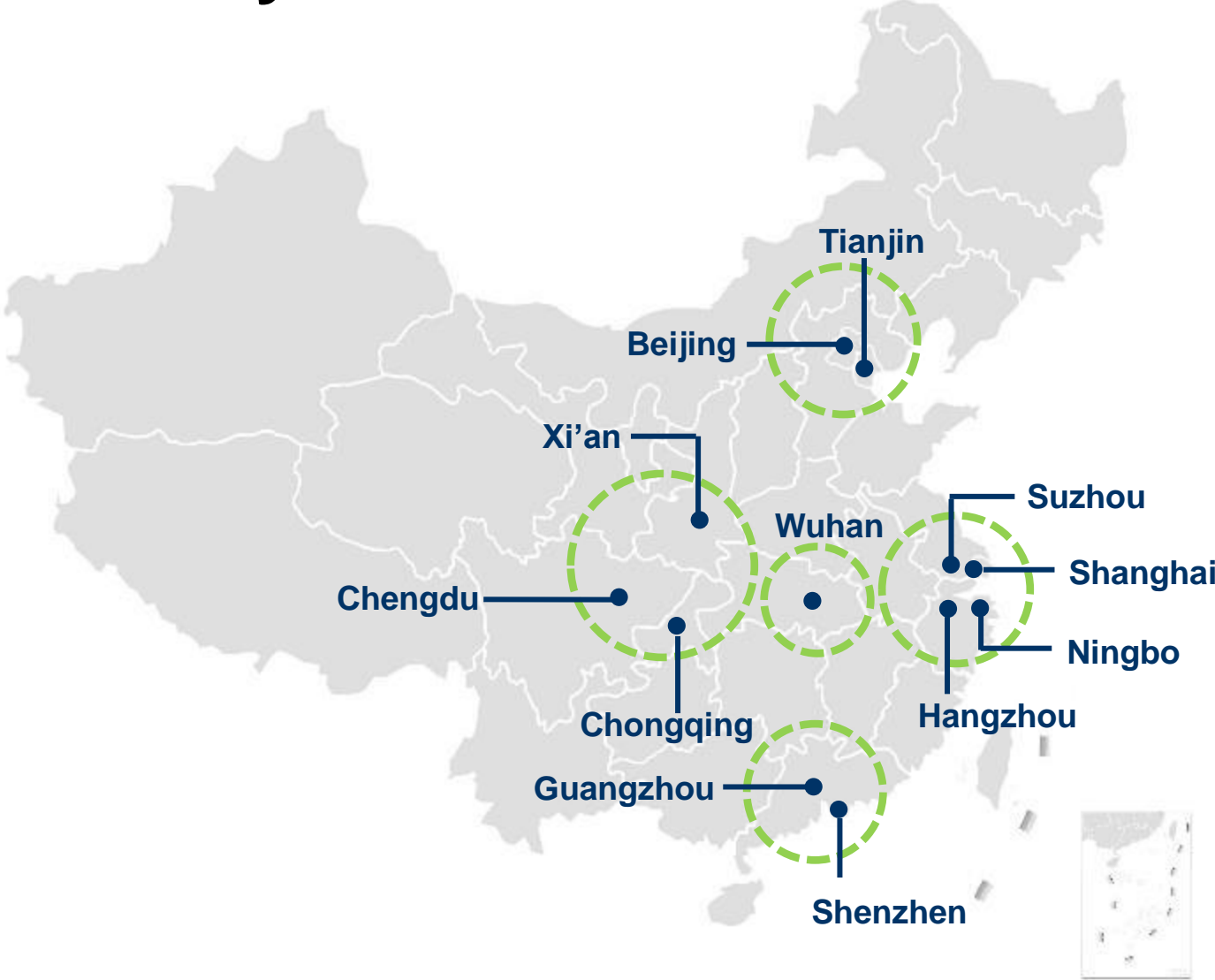
CapitaMall LuOne, Shanghai



Innov Center, Shanghai

Figures as at 31 December 2022

# Focusing on 5 City Clusters





# Unique Full Stack Integrated Capabilities To Drive Growth

Digital platforms to drive sales, engagement and improve customer experience



- A leading mobile-based lifestyle loyalty rewards programme for omnichannel shopper engagement
- Shop and get rewarded with STAR\$® and deals
- Empowerment of merchants through data analytics



- Digital wallet and gifting platform in CapitaStar app
- STAR\$® earned can be exchanged for eCapitaVouchers
- Accepted across 18 malls across Singapore



- Tenants to enjoy contactless access to workplace with facial recognition and QR code
- Invite visitors to workplace through QR code
- Book meeting rooms and spaces, sign up for events and receive community and building related news
- Enjoy deals from partners in and around the building



- Members of Ascott's loyalty programme, Ascott Star Rewards (ASR) enjoy the lowest rates, exclusive discounts and perks
- Sign up for ASR membership is complimentary
- Earn points for reservations across multiple channels e.g. discoverasr.com, email, phone, WeChat etc
- No minimum points and no blackout dates for points redemption



Discover ASR mobile app

- One-stop 24/7 digital concierge for ASR members to enjoy greater convenience and flexibility
- Offers a slew of services such as search for deals, manage ASR membership, purchase and redeem ASR points, perform mobile check-in and check-out, and more

Figures as at 31 December 2022

# About The Ascott Limited

- Overview
- Milestones
- Our Brands
- Incomparable Advantages
- Excellence Events

Ascott Orchard Singapore

  
**ASCOTT**  
CHINA  
雅诗阁中国  
凯德投资成员

# World of Ascott

The Ascott Limited

**The Ascott Limited (Ascott)** is one of the listed Asian Real Estate investment management company “CapitaLand Investment” wholly owned lodging business unit, whose headquarters located in Singapore. Ascott is a well-known hospitality brand having many outlets spread globally.

**Year 2007**, launched the \$500 million Ascott China fund, the first private equity fund to invest exclusively in serviced Apartments in China.

**Year 2015**, set up a \$600 million serviced Apartments fund in a joint venture with the Qatar investment authority (QIA).



# Ascott's Unique Business Model

Highly Complementary Nature of Real Estate Business and Operating Platform Drive Sustainable Returns

## 1 Established Real Estate Platform

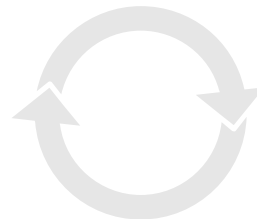
Create value and returns through acquisitions, active asset management and recycling



1 Listed Trust  
**CapitaLand Ascott Trust**



2 Private Funds  
**Ascott Serviced Residence  
Global Fund  
Student Accommodation  
Development Venture**



## 2 Reputable Lodging Operating Platform

Deliver recurring fee income through 3<sup>rd</sup> party management contracts & franchise



# One of the Leading International Lodging Owner-operators

More than 220 cities in over 40 countries with over 900 properties



**>159,000\***

**Serviced Apartment,  
Coliving & Hotel Units**

Includes units under development

**>900\***

**Properties**



**>220**

**Cities**

**>40**

**Countries**



**1** Listed Trust

**2** Private  
Equity funds

\*Figures updated as of 8 Nov 2022

# Ascott China

One of the leading international lodging owner-operators



>45,900

Serviced Apartment,  
Coliving & Hotel Units  
Includes units under development



42  
Cities

>210  
Properties

Entered China in 1998.

Aims to achieve strategic goal of owning/managing 60,000 serviced apartments in China by 2023.

\*Figures updated as of March 2023

# Ascott Core Market: China



## East China

- 72 Serviced Apartments
- 9 Long-term Rental Apartments
- 1 Hotel
- 1 Active Aging Apartment



## South China

- 55 Serviced Apartments
- 1 Long-term Rental Apartments



## Central West

- 35 Serviced Apartments
- 4 Long-term Rental Apartments
- 3 Hotel



## North China

- 32 Serviced Apartments
- 1 Long-term Rental Apartments



Ascott Heng Shan Shanghai



Ascott Raffles City Chongqing



Ascott Raffles City Shenzhen



Somerset Zhuankou Wuhan



Somerset Airport Zone Tianjin



Ascott Songshan Lake Dongguan  
Citadines Songshan Lake Dongguan



Citadines Connect Fengdong Xi'an



Domitys Hangzhou Bay Ningbo  
Active Aging Residence



Adoor Apartment Heda Hangzhou  
(Xiasha)



Adoor Suites Shenzhen (SANY  
Cloud City)

\*refers to tentative name, figures updated as of 31 March 2023.

# East China District Properties

Shanghai & Zhejiang



Hangzhou: 3 Citadines + 1 Somerset + 1 lyf + 1 Adoor Apartment + 2 Okawood  
Shanghai: 6 Ascott + 9 Citadines + 8 Somerset + 1 Citadines Connect + 2 lyf + 4 Adoor Apartment + 1 Okawood  
Shaoxing: 1 Citadines

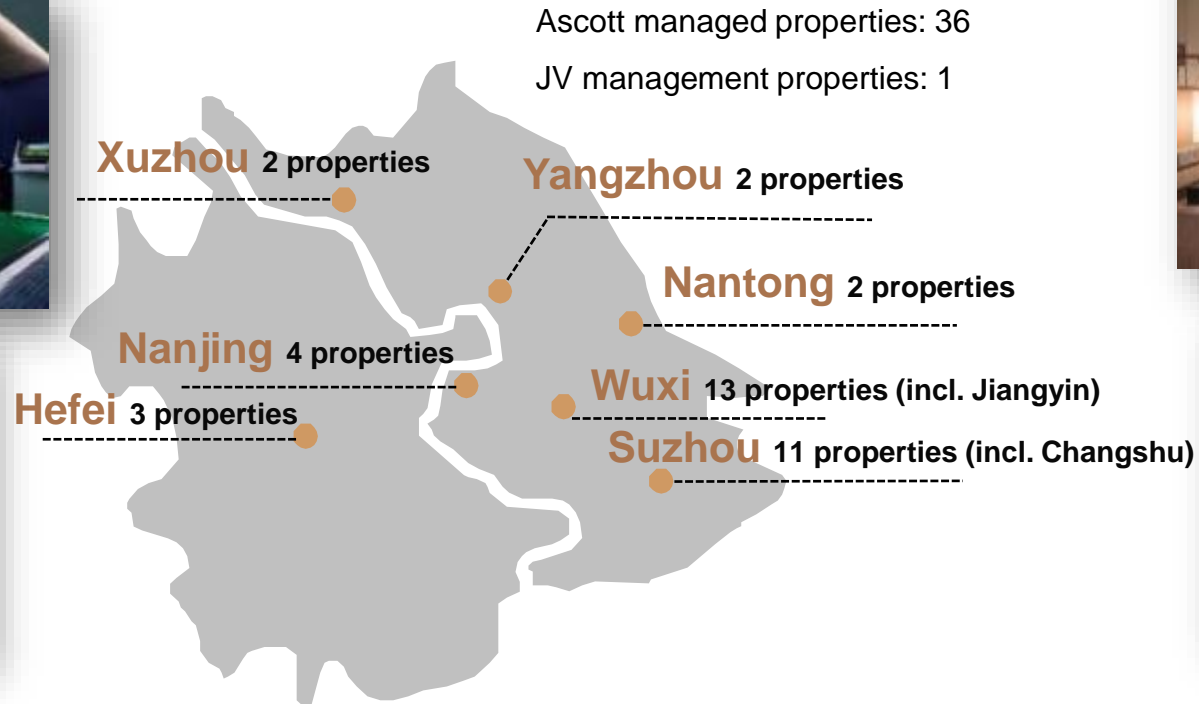
Ningbo: 1 Ascott + 1 Citadines + 1 Somerset + 1 Domitys  
Wenzhou: 1 Adoor Apartment

\*Figures updated as of 31 March 2023



# East China District Properties

Jiangsu & Anhui



Hefei: 2 Somerset + 1 Citadines

Nanjing: 1 Ascott + 1 Somerset + 2 other brand

Nantong: 1 Ascott + 1 other brand

Suzhou: 2 Ascott + 4 Citadines + 3 Somerset + 1 Adoor Suites + 1 Okawood

Wuxi: 3 Ascott + 3 Somerset + 1 Citadines + 1 Adoor Apartment + 1 Adoor Suites + 4 other brand

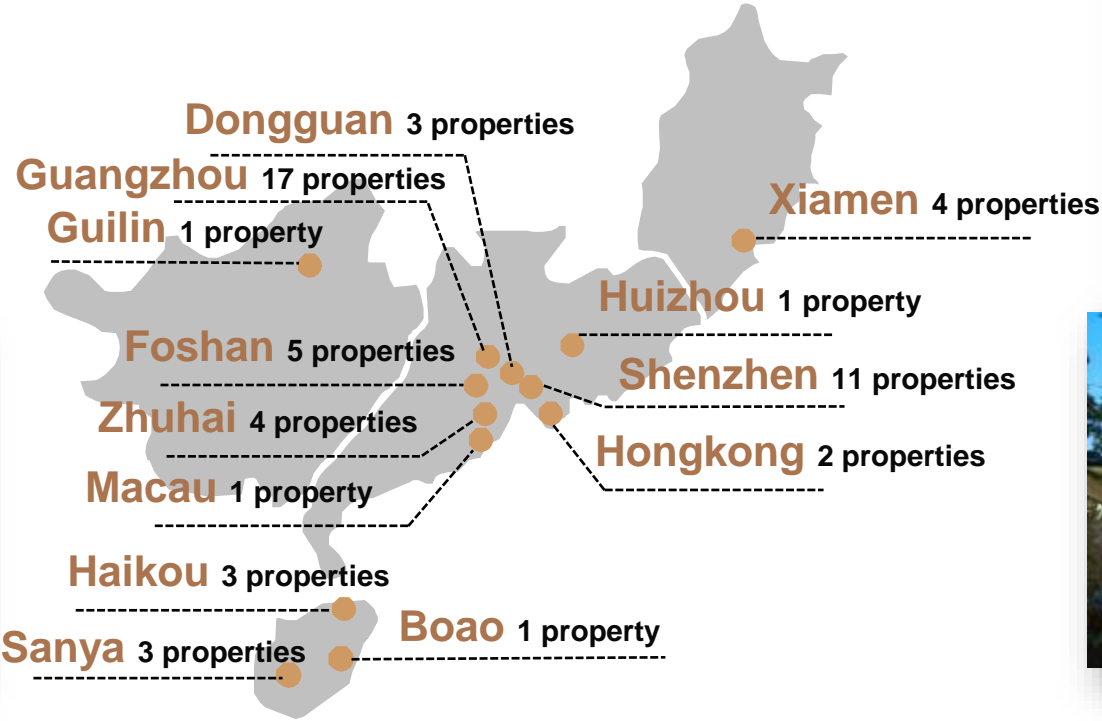
Xuzhou: 1 Citadines + 1 Tujia Somerset

Yangzhou: 1 Citadines + 1 Okawood

\*Figures updated as of 31 March 2023

# South China District Properties

Ascott managed properties: 56



Boao: 1 Citadines

Dongguan: 1 Ascott + 1 Citadines + 1 Somerset

Foshan: 2 Ascott + 1 Somerset + 1 Okawood + 1 other brand

Guangzhou: 6 Ascott + 3 Citadines + 3 Somerset + 1 The Crest Collection + 2 Okawood + 2 other brand

Guilin: 1 Citadines

Haikou: 1 Ascott + 1 Somerset + 1 Tujia Somerset

Huizhou: 1 Tujia Somerset

Sanya: 1 Ascott + 1 Citadines + 1 Okawood

Shenzhen: 3 Ascott + 1 Citadines + 6 Somerset + 1 Adoor Suites

Xiamen: 1 Ascott + 2 Somerset + 1 Tujia Somerset

Zhuhai: 2 Ascott + 1 Citadines + 1 Somerset + 1 lyf

Hongkong: 1 Ascott + 1 Citadines

Macau: 1 Ascott

\*Figures updated as of 31 March 2023

# Central Western District Properties



Ascott managed properties: 42



Changsha: 1 Ascott + 1 Citadines  
 Chengdu: 3 Ascott + 5 Citadines + 3 Somerset + 1 Citadines Connect + 2 Adoor Apartment  
 Chongqing: 2 Ascott + 1 Citadines + 2 Somerset + 1 Citadines Connect + 1 Adoor Suites

Kunming: 1 Somerset  
 Wuhan: 2 Ascott + 1 Citadines + 3 Somerset  
 Xi'an: 1 Ascott + 2 Citadines + 5 Somerset + 1 Iyf + 1 Citadines Connect + 2 Adoor Apartment

\*Figures updated as of 31 March 2023

# North China District Properties



Ascott managed properties: 31  
JV managed properties: 2



Baoding: 1 Citadines

Beijing: 3 Ascott + 1 Citadines + 1 Somerset + 1 lyf + 2 Okawood + 2 other brand

Changchun: 1 Somerset

Dalian: 2 Somerset + 1 Citadines + 1 Okawood

Harbin: 2 Citadines

Zhangjiakou 2 properties

Beijing 10 properties

Baoding 1 properties

Zhengzhou 2 properties

Harbin 2 properties

Changchun 1 property

Shenyang 2 properties

Dalian 4 properties

Tianjin 6 properties

Yantai 2 properties

Qingdao 1 property

Qingdao: 1 Okawood

Shenyang: 2 Somerset

Tianjin: 1 Ascott + 3 Somerset + 2 Tujia Somerset

Yantai: 1 Citadines + 1 Okawood

Zhangjiakou: 2 Okawood

Zhengzhou: 1 Ascott + 1 Citadines

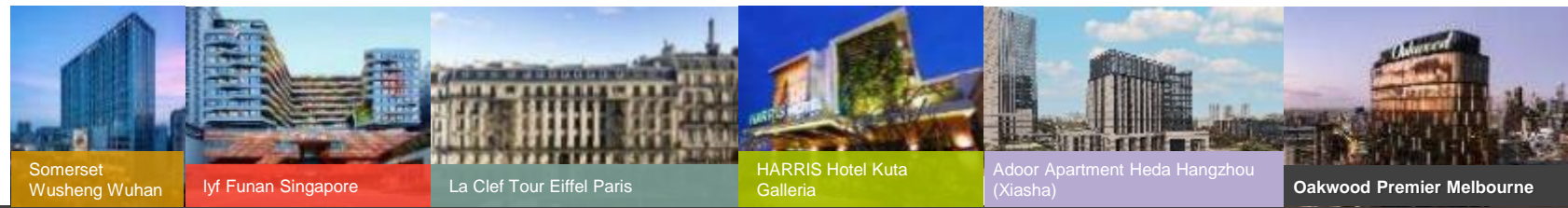
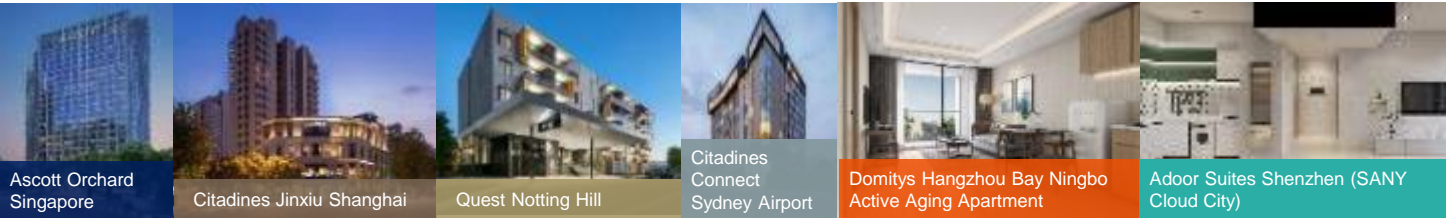


\*Figures updated as of 31 March 2023

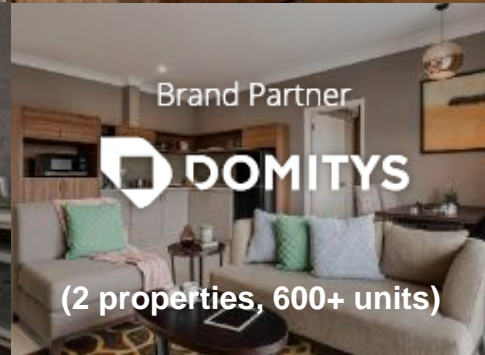
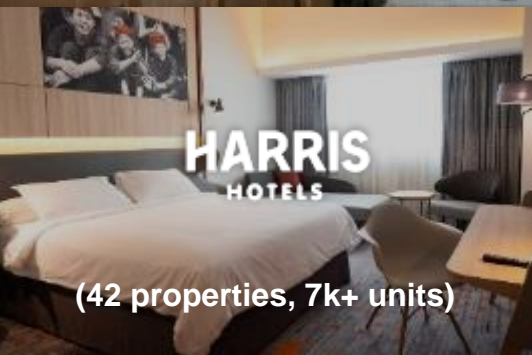
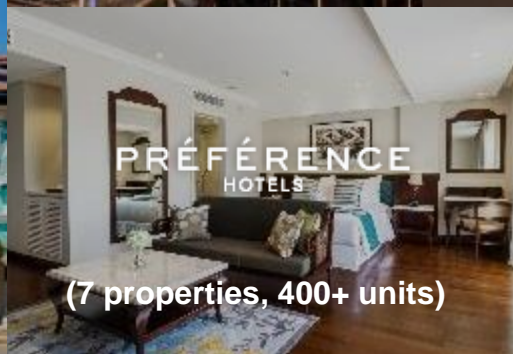
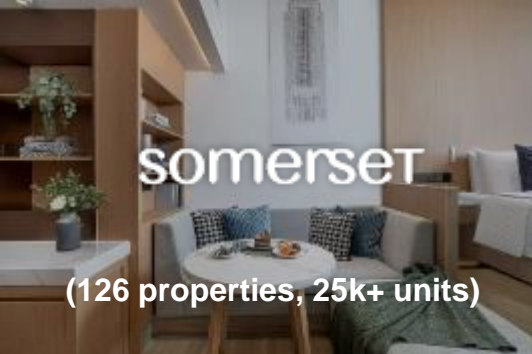
# Ascott Milestones



# Brand Milestones



Oakwood Premier Melbourne



(77 properties, 17k+ units)

(190 properties, 33k+ units)

(22 properties, 4k+ units)

(85 properties, 16k+ units)

(176 properties, 12k+ units)

(126 properties, 25k+ units)

(6 properties, 500+ units)

(3 properties, 100+ units)

(7 properties, 400+ units)

(19 properties, 2k+ units)

(42 properties, 7k+ units)

(25 properties, 3k+ units)

(4 properties, 1k+ units)

(25 properties, 3k+ units)

(2 properties, 600+ units)

\* Above data extracted as of 31 Dec 2022.

# Award-Winning Portfolio of Hospitality Brands

Diversified and award-winning portfolio of serviced apartments, coliving properties, hotels, student accommodation and rental housing properties as well as other hospitality assets. Ascott has won over 100 awards globally in 2021.

# Our Global Brands



Ascott delivers timeless class and exclusivity for the discerning C-suite executives at the heart of key gateway cities across the world.

citadines

Citadines offers the comforts of serviced residences and the flexibility of a hotel in the city, where you can live, work and play at the same time, at the same place.



lyf is a coliving concept that allows digital nomads, technopreneurs, creatives and self-starters to “live your freedom” in a dynamic environment.

Oakwood

Oakwood takes home beyond the ordinary, elevating everyday experiences that will stay with you. From a genuine welcome into the comfort of personal space and place, to the meaningful connections that we bridge with our communities, experiences beat as the heart of our brand.



Over in Australia, New Zealand, Fiji and United Kingdom, Quest Apartment Hotels offers spacious apartment-style rooms in convenient locations.

somerset

Somerset is an inclusive place where you find happiness and harmony within your inner circle and within oneself - inspired by coexistence and balance of the natural environment.





# Our Collection Brands

*The Crest Collection*

Each hotel and residence in The Crest Collection is curated to immerse our guests in a moment in time that best captures the heritage of the property, where it belongs.



THE UNLIMITED  
COLLECTION

There are no limits to the opportunities to stay somewhere unique. Fusing rich character, extraordinary designs and new perspectives of experiencing each destination, dot your travel journeys with unique stories to call your own, with The Unlimited Collection.



Préférence Hotels is a collection of luxury discreet charm and heritage hotels that offer subtle inspiration and unique experiences.



# Our Regional Brands



FOX Hotels offers a personalised approach for guests to experience “A Moment in Life” through its flexible products and refreshing services.



A hotel for better, healthier living, paired with vibrantly fun atmosphere and hospitable players! Feel relaxed as if at your own home.



We are about colour, convenience and great value. We also think about the future with environment-friendly construction techniques.



Vertu Hotels provides elevated comfort in a stylish and refreshing environment for the fashionable and established traveller.



Emphasizes a trendy style and provides guests a sociable and cozy environment where interaction and new experiences come alive.



# Our Local Brands and Brand Partner



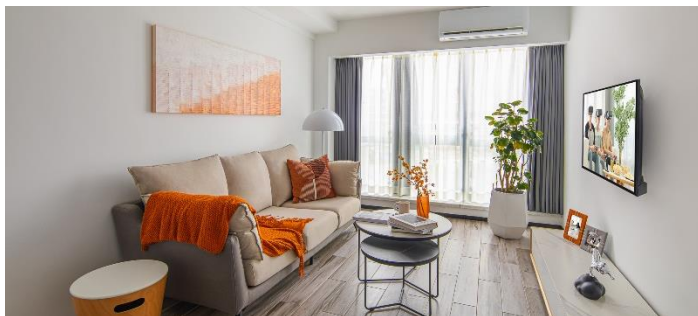
Adoor Apartment is designed specially for guests who are staying for a long period, to settle down with ease and comfort.



Adoor Suites is one of the brands with integrated design and function providing residents with a comfortable and cost-effective service apartment.



Dedicated to independent and active seniors, DOMITYS offers spacious, high-quality, secured residences with apartments, carefully designed to make life easier and more comfortable.



# Key Competitive Advantage

Build your success on our know-how



## Global Presence

Today, Ascott's portfolio spans over 900 properties in global, and includes several award-winning serviced apartments and hotel brands. Through partnering with us, you can tap into a robust global business network, enabling you to optimise real estate value and yield.



## Operational Excellence



Ascott is leveraging our experience in the serviced apartment sector to benefit our entire portfolio of brands. We adhere to a high standard of service philosophy, to provide guests with a quality stay experience. Strict and standardized management system ensures the continuous and steady operation and development of Ascott's properties in different market environments.



## Dual Presence in Hotel and Serviced Apartment Sectors

Owners may have a vast selection of brand options for hotel-serviced apartment developments. With our revenue management expertise, global sales network and distribution channels, our properties constantly attract effective length of stay mix from various market segments. Ascott's strong base of corporate accounts ensures a significant proportion of corporate travellers to our properties.



## Award-winning Interior Design Services



Our team of talented creatives offer diverse global perspectives and innovative design solutions across our brands, creating inspirational bespoke interiors for your property to set design trends in the ever-evolving hospitality industry. We maximize operating and leasable space through flexible space handling to increase your revenue.

# Key Competitive Advantage

Build your success on our know-how

## We Operate Sustainably



Ascott cherishes talents, and its global team brings together many industry elites. The perfect and standardized training system has trained a large number of enterprising and service-oriented talents.

## Operator's and Owner's Mindset



As an owner of a significant portfolio of lodging assets ourselves, we provide expertise on how to optimise the operations, cost structures and financials for your property. Our owner-centric perspective emphasises optimisation of real estate yields and values for the properties we own, operate or franchise.



## The Product Advantage of Serviced Apartments



- Compared with an apartment
- Fully-serviced including housekeeping services
  - Business support services
  - 24-hour security surveillance
  - 24-hour reception
  - Living environment of international standards
  - City living conveniences at your doorstep
  - Comprehensive leisure facilities and amenities

- Compared with hotels
- A home away from home
  - More space
  - Fully-equipped kitchen
  - More privacy, more individuality
  - Local knowledge, sense of community lifestyle activities



# Award-winning Lodging Management Business



World's Leading  
Serviced Apartment  
Brand

Biggest winner with the  
greatest number of  
awards won amongst  
serviced residence  
companies

28 awards including  
**World's Leading  
Serviced Apartment  
Brand 2021**

**TRAVEL WEEKLY ASIA**  
READERS' CHOICE AWARDS

**Best Serviced Residence Group – Asia Pacific**  
Won for the 6<sup>th</sup> consecutive year



**Best Serviced Residence Operator  
in China**  
Won for the 14<sup>th</sup> consecutive year  
2008-2022



**Best Serviced Apartment Operator  
in China**  
Won for the 17<sup>th</sup> consecutive year  
2007-2023



**Best Serviced Apartment Company**  
Business Traveller UK Awards  
Won for the 7<sup>th</sup> time

**Best Serviced Residence Brand  
in Asia-Pacific**  
Business Traveller Asia-Pacific Awards  
Won for the 18<sup>th</sup> consecutive year

**Best Serviced Apartment Brand  
in the Middle East**  
Business Traveller Middle East Awards  
Won for the 5<sup>th</sup> consecutive year

**Best Serviced Residence Brand in China**  
Won for the 12<sup>nd</sup> consecutive year  
2008-2019

# Award-winning Lodging Management Business



**China's Most Popular Serviced Residence Brand**  
Won for the 15<sup>th</sup> consecutive year  
2008-2022



**TOP 10 the Most Influential Serviced Residence Brand**  
- **Ascott & Somerset**  
Won for the 6<sup>th</sup> consecutive year  
2016-2021



**Best Serviced Residence Operator in China**  
2021

**Fashion Travel** 风尚旅行

2022  
8 properties in China got

**Best Serviced Apartment**  
**Best Serviced Residence For Family**  
**Annual Selection Serviced Residence**  
**Best Business Serviced Residence**  
**Best Family Love Serviced Residence**



**Best Hotel Group**  
Won for the 5<sup>th</sup> consecutive year  
2017-2021



**Special Recommendation Serviced Residence**  
Won for the 8<sup>th</sup> consecutive year  
2012-2019



**Best Hotel Group**  
Won for the 2<sup>nd</sup> consecutive year  
2020-2021  
**Outstanding Loyalty Program of the Year - Ascott Star Rewards (ASR)**  
Won for 2022

# Strategic Partnerships

## East China

- Star River Group
- Qianwan Holding Group
- Gonghu Hotel Management Wuxi
- Olympic Sports Group, Nanjing
- China State Construction - Dongfu
- China Metallurgical Group
- Shanghai Electric Group



## South China

China Green Development Investment Group



## Central West

Chengdu Rail Transit Group



## North China

BBMG Corporation





# Excellence Events

## CO-OP ID Video

- ASR Official Announce  
吴镇宇
- ASR Triple-rewards Promotion  
赵霁



## Core Media Cooperation

lyf x The paper

- The Paper x lyf Top 10 Influencers of Our Time achieved 34,365,000+ exposure
- #lyf正青春 请热爱# VLOG achieved 37,654,000+ exposure



# Excellence Events

## Offline Events

- ASR Recruitment Event
- Citadines International Coffee Week
- Group/Property Anniversary
- TLC Event
- Corporate Event
- And More...



## Residents' Events

- Local cultural experience activities
- Spring and Autumn Outing
- Earth Hour
- Festival Celebration
- And More...



# Excellence Events



# Ascott Star Rewards

share an idea  
share a meal  
share the day  
let's rejoice



lyf Funan Singapore

  
**ASCOTT**

CHINA  
雅诗阁中国  
凯德投资成员



# asr 雅星会 ascott star rewards

ASR is a global loyalty program launched by Ascott Limited targeted at the global customers in year 2019.



Short Stay



Long Stay\*



Business travel by booking corporate contract rates\*\*

ASR is one of the three loyalty programs in the industry that offers rewards that have no date retractions for members. Members can use ASR membership points to redeem part of the room rate or even the full room rate.

\*\*Applicable to properties who participated in multichannel LS part. Pls contact the sales team, or via website for more information  
\*\*Applicable to properties who participated in above channels. Pls contact the sales team for the unique corporate access code.



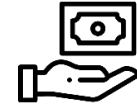
# ASR Facts At a Glance



**2.73M**  
Members



**+40%**  
Average yearly  
membership growth



**30%**  
More spending by  
members than non-  
members

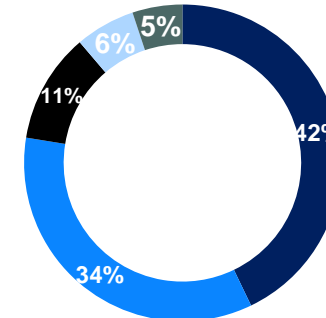
**+255%**  
2021 to YTD2022 in  
ASR Revenue

**2.7**  
Average  
length of stay

**6 in 10**  
ASR Bookings are  
repeats

**85%**  
Of all Brand.com  
online bookings

## Global reach Members Demography



- North Asia
- South East Asia
- Europe
- Americas
- Middle East, Africa, Turkey, India

# Membership Benefits

The membership benefits is on <https://www.discoverasr.com/en/member/benefits>

Annual Membership	Classic Free To Join	Silver Spend S\$1,000 <sup>#</sup>	Gold Spend S\$3,000 <sup>#</sup>	Platinum Spend S\$10,000 <sup>#</sup>
Year-long discount of 10% off Best Flexible Rates	•	•	•	•
Seasonal offers of up to 50% off Best Flexible Rates	•	•	•	•
Property opening offers of up to 40% off Best Flexible Rates	•	•	•	•
Birthday discount e-voucher <sup>@</sup>	25% off BFR	25% off BFR	30% off BFR	40% off BFR
Welcome local gift or free drink	•	•	•	•
Complimentary in-room Internet access	•	•	•	•
Early Check-in*	•	•	Priority	Priority
Late Check-out*	•	•	Priority	Priority
Complimentary airport transfer at serviced residences in the Middle East**			•	•
Complimentary breakfast at serviced residences in Europe <sup>^</sup>				•
Complimentary room upgrades*			In Europe only	•

<sup>#</sup> Based on annual qualifying spends.

<sup>@</sup> 6 months validity, issued 1 month before member's birth of date.

\* Subject to availability. \*\* One-way or roundtrip transfers are property dependent.

<sup>^</sup> Number of breakfasts offered are property dependent and may differ from property to property.

# Booking Channels

More booking channels, free to enjoy best flexible rates and earn ASR points

## Official Global Website

discoverASR.com  
Multiple Entry Points to our integrated booking platform



Website in 7 languages



7 million unique visitors annually from over 100 countries



Integrated payment gateway accepts major credit cards



Powerful fusion of marketing and technology facilitates cross-selling



Integrated booking engine with ASR enables guests to book directly and earn or redeem points

## ASR Wechat Mini Program

More adapted to the consumption habits of Chinese guests



Sign up as ASR members



Manage their membership details and profile



Make & Manage reservations



## ASR APP - Discover ASR

Free to download and use it easily



## More Channels

\*Dependent and may differ from property to property.



Phone



Email



Fax



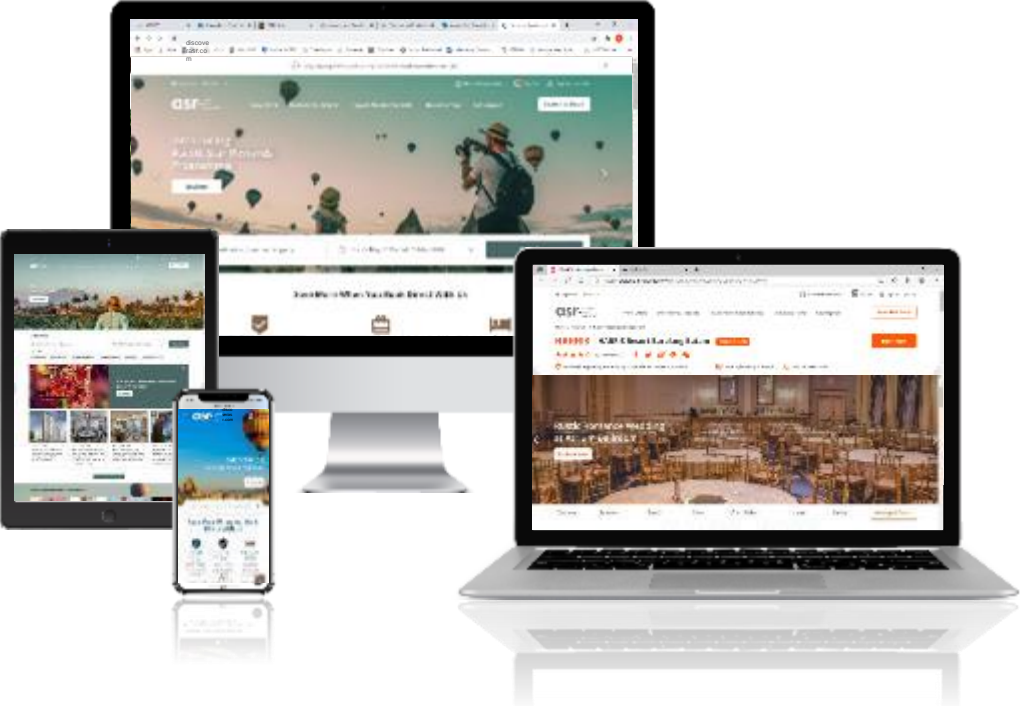
Walk-in



# discoverASR.com

Multiple Entry Points to our integrated booking platform

ASR is a holistic ASR lifestyle loyalty experience which encompasses an integrated approach combining marketing efforts, foster loyalty and push online direct bookings. Hosted under [www.discoverasr.com](http://www.discoverasr.com), all our brands and properties can be found under the roof and together with our DiscoverASR app drives direct booking.



Ascott official website registered channel



Website in 7 languages



7 million unique visitors annually from over 100 countries



integrated payment gateway accepts major credit cards



Powerful fusion of marketing and technology facilitates cross-selling



Integrated booking engine with ASR enables guests to book directly and earn or redeem points

# ASCOTT CHINA WECHAT MINI-PROGRAM

## Wechat Mini-Program Function Summary



Register to become ASR Member



Manager Personal Profile



Book & Manage your bookings











# Discover ASR APP

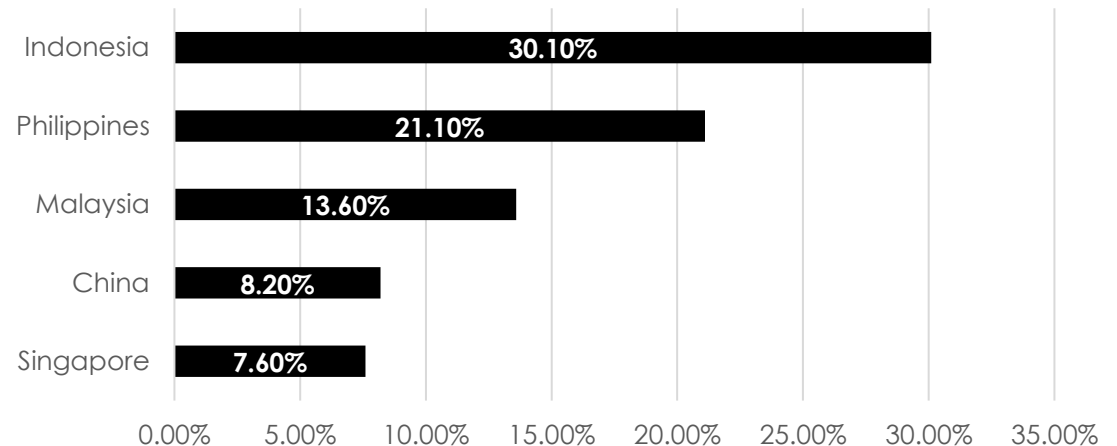
Integrated Lifestyle Loyalty APP



Scan the QR to download the ASR APP

## APP at a Glance

-  Sign up as ASR members
-  App check-in to skip queues and mobile key made available
-  Manage their membership details and profile
-  In-stay Service-enables service requests with ease
-  Make & Manage reservations
-  Instant App check-out without queuing
-  Pre-arrival preferences or stay requests
-  Feedback forms



■ Top 5 Countries Using The APP

\*Figures updated as of 9 March 2022

# Strategic Partnerships

Growing global, regional and local partnerships to gain out reach and access to wider customer base globally through travel offers, points exchange, member tier match initiatives and more.



Points Exchange



Special Promotions



Co-branded Activities



## Global / Regional Partners



## Local Partners

e.g., China, Indonesia, UAE, India, Singapore





# Sustainability

- Environmental, Social and Governance (ESG)
- CapitaLand Hope Foundation

# CapitaLand's 2030 Sustainability Master Plan Framework

Our strategic blueprint to guide our ESG efforts

## ENVIRONMENT



### Low Carbon Transition



Science-based targets validated by SBTi

- Carbon emissions intensity<sup>1</sup> by 78%
- Energy consumption intensity<sup>1</sup> by 35%
- Renewable energy consumption by 35%

### Water Conservation & Resilience



- Water consumption intensity<sup>1</sup> by 45%

### Waste Management & Circular Economy



- 25% recycling rate in daily operations
- Divert 75% construction waste from landfill

### 100% Green Certification<sup>2</sup>



## SOCIAL



### Healthy & Safe Buildings



Target 0 fatality, permanent disability / major injury

### Robust Supply Chain Management



### Proactive Customer Relationship Management



- Implement green lease
- Customer satisfaction

### Dynamic Human Capital



- Equip employees with future-ready skills
- Diverse mix of employees

## MARKET LEADERSHIP



### Sustainable Operational Excellence



### Sustainability Innovation & Technology



- S\$50 million CapitaLand Innovation Fund
- CapitaLand Sustainability X Challenge

### Sustainable Finance



- Tripling the amount of sustainable finance to S\$6 billion<sup>3</sup>

<sup>1</sup> Reduction targets are relative to 2008 baseline  
<sup>2</sup> Refers to CLI's owned and operationally managed properties  
<sup>3</sup> Includes sustainability-linked loans/bonds, derivative products and green financing

# Global Accolades

## International Standards & Guidelines



Annual CLI Global Sustainability Report adopts Global Reporting Initiative reporting framework and prepared in accordance with Standards: Core option



Applies guiding principles of International Integrated Reporting Framework, ISO 26000:2010 Guidance on Social Responsibility, and references UN Sustainable Development Goals (**UN SDGs**)



References real estate sector-specific standards



Signatory to **UN Global Compact** and committed to 10 principles



Participates in annual **CDP** (Carbon Disclosure Project) Climate Change Programme and carbon footprint calculated in accordance with Greenhouse Gas (**GHG**) Protocol<sup>1</sup> (operational control approach)



Aligned climate disclosures with Task Force on Climate-related Financial Disclosures (**TCFD**) in four key areas of governance, strategy, risk management, and metric and targets

Member of  
**Dow Jones Sustainability Indices**  
Powered by the S&P Global CSA

- Dow Jones Sustainability World Index for 11<sup>th</sup> consecutive year
- Dow Jones Sustainability APAC Index for 14<sup>th</sup> consecutive year
- 1<sup>st</sup> and longest standing company in Singapore to be listed



- MSCI World ESG Leaders Index for 9<sup>th</sup> consecutive year
- MSCI World Socially Responsible Investment Index for 8<sup>th</sup> consecutive year

**Sustainability Yearbook**  
Member 2022  
**S&P Global**

- Constituent for 14<sup>th</sup> year
- 1<sup>st</sup> and longest standing company in Singapore to be listed

**GLOBAL 100**  
by Corporate Knights

- Constituent for 11<sup>th</sup> year



**GRESB**  
★★★★★ 2022

- 5-star rating for 7 years and achieved A for Public Disclosure



**FTSE4Good**

- Constituent for 10<sup>th</sup> consecutive year

**Carbon Clean 200™**  
by Corporate Knights & As You Sow

- Constituent for 5<sup>th</sup> year

<sup>1</sup> Developed by World Resources Institute & World Business Council for Sustainable Development, which sets global standard on how to measure, manage & report greenhouse gas emissions

# CapitaLand Hope Foundation (The philanthropic arm of CapitaLand Group since 2005)

Making a positive impact by enriching lives and uplifting communities where we operate

## KEY FOCUS AREAS



### Nurture and inspire the young

*Underserved children and youth aged 21 years and below in the area of education, healthcare and shelter*

Each child has within them the potential, which if nurtured and built upon, can bring significant value to future societies.



### Improve seniors' quality of life

*Vulnerable elderly aged 60 years and above in the area of healthcare, social integration and well-being*

Each senior deserves to live life to the fullest with dignity and respect as they age in place and in the community.



### Protect the environment for future generations

Earth is our home and everyone can make it a better place for future generations to live by adopting environmentally friendly practices and behaviours.



## KEY GEOGRAPHICAL FOCUS

Globally where CapitaLand operates with key focus on core markets



## OUR IMPACT



donated  
**>S\$58m**



funded  
**>100**  
initiatives with partners across geographies



contributed  
**>220,000**  
volunteer hours



supported  
**>510,000**  
beneficiaries including children and seniors in need

Figures as at 31 December 2022



# CapitaLand Hope Foundation

Main Programmes in China



## My Schoolbag

My Schoolbag focuses on providing schoolbags containing school and daily necessities to underprivileged schoolchildren.



## CapitaLand Care for Community Grant

CapitaLand staff volunteers go into communities and schools to interact with recipients.

## CapitaLand Kids Programme

It provides long term financial support for promising underprivileged children beyond their primary school education.



## Healthcare Fund

The fund goes towards supporting nationwide medical and healthcare related efforts in China's fight against COVID-19 during relief and recovery stages.



## CapitaLand Young Architect Programme

It aims to inspire the younger generation to play a role in shaping real estate of the future and sets out to empower the community in rethinking the design and infrastructure of public spaces around their neighborhood through participatory design.



## Building a Sustainable Future

Strengthening the connection between people and cities, linking the public welfare forces from all walks of life to build a sustainable cities.

# Contact us

@AscottChina



WeChat Subscription



WeChat Service Account



**ASCOTT**  
CHINA  
雅诗阁中国  
凯德投资成员