

NEWS RELEASE

ASCOTT IS RECOGNISED AS LEADING SERVICED APARTMENT BRAND IN ASIA AND EUROPE AT WORLD TRAVEL AWARDS 2020

Wins 'Best Serviced Residence Brand' for seventeen and three consecutive years at Business Traveller Asia-Pacific and Middle East Awards 2020 respectively

Singapore, 3 November 2020 – CapitaLand's wholly-owned lodging business unit, The Ascott Limited (Ascott), has been recognised as the 'Leading Serviced Apartment Brand' at this year's World Travel Awards for Asia and Europe. Ascott has received these top honours for both Asia and Europe for the fifth consecutive year.

Ascott emerged the biggest winner among the serviced residence players at the prestigious World Travel Awards for Asia and Europe with 18 accolades in total. Ascott also bagged the 'Leading Serviced Apartment Brand' award in Singapore, Hong Kong, Malaysia, Philippines and Vietnam. Voted by tourism professionals and business and leisure travellers worldwide, winners of the annual World Travel Awards are globally recognised as hallmarks of industry excellence.

Mr Alfred Ong, Ascott's Head for Global Operations, said: "Being recognised again as the top serviced apartment brand in Asia and Europe is an affirmation of the quality and excellence that Ascott offers to our guests and partners. Throughout the COVID-19 situation, our guests remained as our top priority, thanks to our dedicated employees who selflessly ensure that Ascott provides a safe home away from home for our guests. To give our guests a peace of mind, we launched our 'Ascott Cares' commitment to deliver stringent hygiene and cleanliness measures. We have also partnered with Bureau Veritas to provide independent audits of the hygiene and safety standards of our properties worldwide."

Despite the uncertainties of the COVID-19 pandemic, Ascott's staff displayed unwavering passion to care for the guests' safety and wellbeing, earning heartfelt appreciation from guests from around the world. Ascott's staff looked into every detail of the guest experience, including putting in extra effort to step up cleaning and disinfection at the properties, particularly the high touch areas; taking precautions to ensure safe distancing; and enhancing food safety protocols for meals to guests.

"To reward our guests for their support, we launched several initiatives including an Elite Status match for members of Ascott Star Rewards (ASR), Ascott's loyalty programme. Guests can also download the new 'Discover ASR' mobile app to unlock a world of conveniences, gaining access to greater value, flexibility and enhance their experience with Ascott. We will continue to raise our standards of excellence to set new benchmarks in the hospitality industry," added Mr Ong.

"we define global living"

Ascott and its properties were conferred the following awards for Europe and Asia at the Winners Day held virtually on 2 and 3 November 2020 respectively:

World Travel Awards Asia 2020:

- ***Asia's Leading Serviced Apartment Brand: The Ascott Limited***
- ***Singapore's Leading Serviced Apartment Brand: The Ascott Limited***
- ***Hong Kong's Leading Serviced Apartment Brand: The Ascott Limited***
- ***Malaysia's Leading Serviced Apartment Brand: The Ascott Limited***
- ***Philippines' Leading Serviced Apartment Brand: Ascott The Residence***
- ***Vietnam's Leading Serviced Apartment Brand: The Ascott Limited***
- ***Asia's Leading Serviced Apartments: Ascott Bonifacio Global City Manila***
- ***China's Leading Serviced Apartments: Ascott Raffles City Chengdu***
- ***Japan's Leading Serviced Apartments: Citadines Shinjuku Tokyo***
- ***Philippines' Leading Serviced Apartments: Ascott Makati***
- ***Vietnam's Leading Serviced Apartments: Somerset Grand Hanoi***

World Travel Awards Europe 2020:

- ***Europe's Leading Serviced Apartment Brand: The Crest Collection***
- ***France's Leading Serviced Apartment Brand: Citadines Apart' hotel***
- ***Germany's Leading Serviced Apartment Brand: Citadines Apart' hotel***
- ***Europe's Leading Serviced Apartments: La Clef Champs-Élysées Paris***
- ***Belgium's Leading Serviced Apartments: Citadines Sainte-Catherine Brussels***
- ***Spain's Leading Serviced Apartments: Citadines Ramblas Barcelona***
- ***Turkey's Leading Serviced Apartments: Somerset Maslak Istanbul***

Travel industry professionals and consumers worldwide continued to vote for Ascott and its properties as the best in the world for multiple years. In Asia, Ascott continued to hold the title of 'Asia's Leading Serviced Apartment', with Ascott Bonifacio Global City Manila receiving the award this year in place of Ascott Jakarta. In China, Ascott Raffles City Chengdu was recognised as the 'Leading Serviced Apartment' for the second year running. In Japan, Citadines Shinjuku Tokyo won the 'Leading Serviced Apartment' award for the fourth consecutive year.

In Europe, Ascott's prized label, The Crest Collection, has been conferred 'Europe's Leading Serviced Apartment Brand', a title held by its Citadines Apart'hotel brand for the past four consecutive years. Citadines Apart'hotel reigned as the 'Leading Serviced Apartment Brand' in France and, for the eighth year running in Germany. The unique and luxurious La Clef Champs-Élysées Paris, under The Crest Collection, was recognised as 'Europe's Leading Serviced Apartment' for the second consecutive year. Citadines Sainte-Catherine Brussels received 'Belgium's Leading Serviced Apartment' award for the eighth year running. Citadines Ramblas Barcelona in Spain and Somerset Maslak Istanbul in Turkey won 'Leading Serviced Apartment' in their respective countries for the third and second year running.

In October 2020, Ascott won the ‘Best Serviced Residence Brand’ at the Business Traveller Asia-Pacific Awards 2020 for 17 consecutive years since the award category was introduced in 2004. Ascott also received the ‘Best Serviced Residence Brand’ for three consecutive years at the Business Traveller Middle East Awards 2020. The Business Traveller Awards recognise the best in the travel and hospitality industry as voted by readers of the Business Traveller magazine who are frequent business travellers.

Ascott also recently won the silver award in the ‘Customer Experience Mystery Shopper Web Chat’ category and the bronze award in the ‘Customer Experience Mystery Shopper Email’ category at the 20th International Contact Centre Awards 2020 organised by the Contact Centre Association of Singapore. The awards recognise the best contact centres, contact centre programmes and professionals in Singapore and across the region.

About The Ascott Limited

The Ascott Limited is a Singapore company that has grown to be one of the leading international lodging owner-operators. Ascott’s portfolio spans more than 190 cities across over 30 countries in Asia Pacific, Central Asia, Europe, the Middle East, Africa and the USA.

Ascott has more than 69,000 operating units and over 49,000 units under development, making a total of more than 118,000 units in over 760 properties.

The company’s serviced residence and hotel brands include Ascott The Residence, The Crest Collection, Somerset, Quest, Citadines, lyf, Préférence, Vertu, Harris, Citadines Connect, Fox, Yello and POP!.

Ascott, a wholly owned subsidiary of CapitaLand Limited, pioneered Asia Pacific’s first international-class serviced residence with the opening of The Ascott Singapore in 1984. Today, the company boasts over 30 years of industry track record and award-winning brands that enjoy recognition worldwide.

Ascott’s achievements have been recognised internationally. Recent awards include World Travel Awards 2020 for ‘Leading Serviced Apartment Brand’ in Asia and Europe; Business Traveller Award 2020 for ‘Best Serviced Residence Brand’ in Asia-Pacific and the Middle East; DestinAsian Readers’ Choice Awards 2020 for ‘Best Serviced Residence Brand’; World Travel Awards 2019 for ‘Leading Serviced Apartment Brand’ in Asia, Europe and the Middle East; Business Traveller China Awards 2019 for ‘Best Luxury Serviced Residence Brand’; and TTG China Travel Awards 2019 for ‘Best Serviced Residence Operator in China’.

For a full list of awards, please visit <https://www.the-ascott.com/ascottlimited/awards.html>.

About CapitaLand Limited

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 about S\$134.7 billion as at 30 June 2020. 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 220 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 six listed real estate investment trusts (REITs) and business trusts as well as over 20 private funds. CapitaLand launched Singapore's first REIT in 2002 and today, its stable of REITs and business trusts comprises CapitaLand Integrated Commercial Trust, Ascendas Real Estate Investment Trust, Ascott Residence Trust, CapitaLand Retail China Trust, Ascendas India Trust and CapitaLand Malaysia Mall Trust.

CapitaLand places sustainability at the core of what it does. As a responsible real estate company, CapitaLand contributes to the environmental and social well-being of the communities where it operates, as it delivers long-term economic value to its stakeholders.

Visit www.capitaland.com for more information.

Issued by: The Ascott Limited Website: www.the-ascott.com
168 Robinson Road, #30-01 Capital Tower, Singapore 068912

For more information, please contact:

Joan Tan, Vice President, Group Communications

Tel: (65) 6713 2864 Mobile: (65) 9743 9503 Email: joan.tanzm@capitaland.com

Ngeow Shang Lin, Manager, Group Communications

Tel: (65) 6713 2860 Mobile: (65) 9877 6305 Email: ngeow.shanglin@capitaland.com

Kim Quek, Manager, Group Communications

Tel: (65) 6713 3097 Mobile: (65) 9339 4231 Email: kim.quek@capitaland.com