



Far East
Orchard

Far East Orchard Limited
(Incorporated in the Republic of Singapore)
Company Registration No. 196700511H

CYBERSECURITY INCIDENT INVOLVING A JOINT VENTURE

Far East Orchard Limited (the “**Company**”) (and together with its subsidiaries, the “**Group**”) has been informed by Toga Far East Hotels (“**TFE Hotels**”), that there has been a cybersecurity incident at TFE Hotels. An extract of TFE Hotels' public statement on this is annexed to this announcement for information.

Based on information provided by TFE Hotels, the said cybersecurity incident affected its networks. TFE Hotels is working to restore access to all their back-end systems. Systems in many hotels managed by TFE Hotels have been restored, and the hotels are able to serve guests. TFE Hotels is currently working with relevant cyber experts towards the restoration of operations as well as for further investigations.

The Group's networks are completely independent from those of TFE Hotels, and the said cybersecurity incident has had no impact on the Group's networks.

The Group has an effective 35% interest in Toga Hotel Holdings Unit Trust, a hospitality joint venture, through the Company's 70%-owned subsidiary, Far East Hospitality Holdings Pte. Ltd. (“**FEHH**”). TFE Hotels is the operating business of Toga Hotel Holdings Unit Trust, the units of which are equally held by each of Australia's Toga Group and FEHH.

The Company understands that TFE Hotels is in the process of ascertaining the impact of the cybersecurity incident and any implications which may arise from the incident, and working towards a complete recovery. The Company will provide an update to shareholders via SGXNET announcement in due course and in accordance with the applicable requirements.

By Order of the Board

Phua Siyu Audrey
Company Secretary
14 March 2025

ANNEX

Statement by TFE Hotels (made on <https://www.tfehotels.com/en/about/media-lounge/#info>)

We are currently investigating a cyber incident affecting our networks. As soon as we became aware of this incident, our IT security team took precautionary measures. We then partnered with cyber experts to investigate what has occurred, and to work towards safely restoring operations.

Our hotel teams are still able to serve guests, and we have restored systems in many of our hotels. As an interim measure, some hotel teams are manually assisting guests, and our phone lines have been diverted to a central customer service team.

We are working to restore access to all our back-end systems. As a result, some of our systems and interactions may be slower as we restore operations. We thank our valued guests, clients, and partners, suppliers, and our team for their patience.

We are doing everything we can to resolve this as quickly as possible and will provide further updates as our investigation progresses. We are committed to timely and transparent communications as we work through this process. As part of our current security practices, we have measures in place to prevent the storage of credit card details on our systems. Our processes are compliant with the Payment Card Industry Data Security Standard (PCI DSS) where credit card information is tokenised – meaning any credit card details provided are converted to a unique code (referred to as token).

Our investigation is ongoing, including with respect to historical data. We are committed to communicating transparently, and in line with our obligations, and will provide any relevant and accurate information as quickly as possible.

If you are a guest with a question regarding a current booking, please contact our Central Reservations Team on 138642 or email reservations@tfehotels.com. If you are a member of the media and have further questions, please send an email to media@tfehotels.com.