

NEWS RELEASE

ASCOTT CROWNED WORLD'S LEADING SERVICED APARTMENT BRAND AT WORLD TRAVEL AWARDS 2021

- *Biggest winner at the World Travel Awards 2021 with a total of 28 accolades; the greatest number of awards won amongst serviced residence companies*
- *Celebrates win with launch of 'Thank You' campaign to give away 28 million Ascott Star Rewards bonus points to members*

Singapore, 16 December 2021 – CapitaLand Investment Limited's wholly owned lodging business unit, The Ascott Limited (Ascott), has clinched the coveted title of 'World's Leading Serviced Apartment Brand' at the Grand Final of World Travel Awards 2021, a prestigious global event that celebrates the best of the best in hospitality. This follows Ascott being named 'Leading Serviced Apartment Brand' in Asia, Europe, Middle East and Oceania at the regional World Travel Awards 2021 in October 2021. Ascott achieved the top honours in Asia and Middle East for the sixth straight year as well as in Oceania for the second consecutive year.

Sweeping a total of 28 accolades¹ at the Grand Final and regional World Travel Awards this year, Ascott emerged as the biggest winner with the greatest number of awards received amongst serviced apartment players. In addition to the global and regional tier awards, Ascott was also voted 'Leading Serviced Apartment Brand' in China, France, Germany, Hong Kong, Malaysia, Philippines, Saudi Arabia, Singapore, Thailand and Vietnam.

Mr Kevin Goh, Ascott's Chief Executive Officer said: "To be recognised during such extraordinary times is a strong validation of our quality lodging properties, as well as Ascott's efforts to provide a haven for all our guests, a safe home away from home. I am honoured to celebrate this incredible achievement with our staff who selflessly put the needs of others above their own. I am also grateful for the strong support from our owners, partners, and business associates."

"Despite COVID-19, Ascott continues to be the accommodation of choice for guests. This year, Ascott was the first hospitality company in the world to offer guests complimentary health, wellness, and security support during their stay. We have also added seven hotel brands to form a network of 14 brands on our new online platform discoverasr.com. Ascott is also on track to achieve a record number of new units signed this year and the highest ever property openings. These are testaments of a resilient team whom in the harshest of winters never lost sight of spring. We are excited to bring this positive momentum forward into 2022 and continue to deliver more of what Ascott has to offer," added Mr Goh.

Ascott's latest win at the Grand Final of World Travel Awards 2021 adds to its achievement at the Travel Weekly Asia 2021 Readers' Choice Awards. Ascott won 'Best Serviced Residence Group – Asia Pacific' on 8 December 2021 for the sixth consecutive year. Travel Weekly Asia Readers'

¹ For more information on the 28 awards conferred to Ascott and its properties, please see Annex

Choice Awards honour exceptional leaders of the travel and tourism industry endorsed by the travel community.

Ascott also recently won the titles of ‘Best Serviced Residence Brand’ in Asia Pacific and ‘Best Serviced Apartment Company’ in the United Kingdom at the Business Traveller Awards 2021, with Ascott steadfastly retaining the former title for 18 consecutive years since the award category was introduced in 2004. The Business Traveller Awards recognise the best in the travel and hospitality industry voted by readers of the Business Traveller magazine who are frequent business travellers.

Launches ‘Thank You’ campaign with 28 million Ascott Star Rewards bonus points giveaway
In celebration of Ascott receiving the title of ‘World’s Leading Serviced Apartment Brand’ at the World Travel Awards 2021, Ascott is giving away up to 28 million Ascott Star Rewards (ASR) bonus points to members of Ascott’s loyalty programme.

For every direct booking, including those made on discoverasr.com from now to 31 December 2021, members enjoy 3,888 ASR bonus points. The promotion is eligible for stays between 16 December 2021 and 31 March 2022. For more information on the ‘Thank You’ campaign, visit: [here](#).

Ascott continues to reassure guests and deliver operational excellence

As the hospitality industry persevered for the second year amid the global pandemic, Ascott continues to reassure its guests and step up its operational excellence, offering guests with a safe home away from home.

World's first hospitality company to offer a comprehensive suite of global telehealth, telecounselling and travel security advisory to guests

In May 2021, Ascott announced a global partnership with International SOS, where guests can receive on-demand quality care from medical and security experts. The complimentary services are part of Ascott’s enhanced ‘[Ascott Cares](#)’ commitment to provide stringent hygiene and safety standards, wellness support and implement sustainable practices.

Unifies lodging brands on one global online travel booking platform on discoverasr.com

In July 2021, Ascott launched discoverasr.com, a single global online travel booking platform that provides guests with one-stop access to Ascott’s more than 400 serviced apartments, coliving spaces and hotels with a total of about 77,000 units, across more than 130 cities in over 30 countries, of which more than 10,000 units across 62 properties under TAUZIA Hotel Management (TAUZIA) are available for the first time.

Introduces greater value and flexibility for ASR members

ASR members continue to enjoy a slew of perks, from the [ASR points purchase feature and promotions](#) where members can purchase ASR points and be rewarded with bonus points; to the [ASR Elite Status Match and CapitaStar-ASR Points Exchange](#) programmes that allow ASR members to gain more perks or upgrade their membership tier.

In addition to the integration of TAUZIA's hotels onto discoverasr.com, members of the My TAUZIA Privilege (MTP) loyalty programme will also be part of ASR. Existing MTP members can sign up for an ASR membership to receive extra privileges and bonus points. Their membership tier would also be matched accordingly within the ASR.

ASR members also enjoy greater convenience and flexibility with the Discover ASR mobile app. It provides ASR members with contactless services where they can search for deals, manage their membership, purchase and redeem ASR points, perform mobile check-in and check-out, and make contactless payment. Launched in October 2020, the app has received over 220,000 downloads to date.

The mobile app's latest features include allowing guests to customise their stay by sharing their pre-arrival and in-stay requests; earn ASR points if they opt out of housekeeping service as part of Ascott's Go Green initiative; and share feedback on their stay through a pulse survey in the mobile app. Guests staying with Ascott can access the in-app social wall and private messaging features which allow them to interact with fellow guests or communicate privately with the serviced residence's front desk. Guests will soon be able to purchase vouchers via the app for their next stay.

About The Ascott Limited

The Ascott Limited (Ascott) is a Singapore company that has grown to be one of the leading international lodging owner-operators. Ascott's portfolio spans more than 200 cities across over 30 countries in Asia Pacific, Central Asia, Europe, the Middle East, Africa and the USA.

Ascott has more than 75,000 operating units and over 52,000 units under development, making a total of more than 127,000 units in about 790 properties.

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

Ascott's loyalty programme, Ascott Star Rewards, offers exclusive benefits to its members when they book directly with Ascott for their stays at its participating properties.

Ascott, a wholly owned subsidiary of CapitaLand Investment Limited, pioneered Asia Pacific's first international-class serviced apartment 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.

For more information, please visit www.discoverasr.com.

About CapitaLand Investment Limited

Headquartered and listed in Singapore, CapitaLand Investment Limited (CLI) is a leading global real estate investment manager (REIM) with a strong Asia foothold. As at 30 September 2021, CLI had about S\$120.8 billion of real estate assets under management, and about S\$84.3 billion of real estate funds under management (FUM) held via six listed real estate investment trusts and business trusts, and 30 private funds across the Asia-Pacific, Europe and USA. Its diversified real estate asset classes cover integrated developments, retail, office, lodging and new economy sectors such as business parks, industrial, logistics and data centres.

CLI aims to scale its FUM and fee-related earnings through its full stack of investment management and operating capabilities. As the listed investment management business arm of the CapitaLand Group, CLI has access to the development capabilities of and pipeline investment opportunities from CapitaLand's development arm. Being a part of the well-established CapitaLand ecosystem differentiates CLI from other REIMs.

As part of the CapitaLand Group, CLI places sustainability at the core of what it does. As a responsible real estate company, CLI 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 <http://www.capitalandinvest.com/> for more information.

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ANNEX

Ascott and its properties were conferred the following awards for Middle East, Asia and Oceania, Europe as well as the Grand Final at the Winners Day ceremonies held virtually on 17, 19, 22 October and 16 December 2021 respectively:

World Travel Awards Grand Final 2021

- ***World's Leading Serviced Apartment Brand: The Ascott Limited***

World Travel Awards Asia 2021

- ***Asia's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***China's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***China's Leading Serviced Apartments 2021: Ascott Raffles City Chengdu***
- ***Hong Kong's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Malaysia's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Philippines' Leading Serviced Apartment Brand 2021: Ascott The Residence***
- ***Singapore's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Thailand's Leading Serviced Apartment Brand 2021: Ascott The Residence***
- ***Vietnam's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Vietnam's Leading Serviced Apartments 2021: Somerset Grand Hanoi***

World Travel Awards Europe 2021

- ***Europe's Leading Serviced Apartment Brand 2021: Citadines Apart'hotel***
- ***Europe's Leading Serviced Apartments 2021: La Clef Champs-Élysées Paris, France***
- ***France's Leading Serviced Apartment Brand 2021: Citadines Apart'hotel***
- ***France's Leading Serviced Apartments 2021: La Clef Tour Eiffel Paris***
- ***Belgium's Leading Serviced Apartments 2021: Citadines Toison d'Or Brussels***
- ***England's Leading Serviced Apartments 2021: Citadines Islington London***
- ***Germany's Leading Serviced Apartment Brand 2021: Citadines Apart'hotel***
- ***Germany's Leading Serviced Apartments 2021: Citadines Arnulfpark Munich***
- ***Spain's Leading Serviced Apartments 2021: Citadines Ramblas Barcelona***
- ***Turkey's Leading Serviced Apartments 2021: Somerset Maslak Istanbul***

World Travel Awards Middle East 2021

- ***Middle East's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Dubai's Leading Serviced Apartments 2021: Citadines Metro Central Dubai***
- ***Saudi Arabia's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Saudi Arabia's Leading Serviced Apartments 2021: Ascott Rafal Olaya Riyadh***
- ***United Arab Emirates' Leading Serviced Apartments 2021: Ascott Park Place Dubai***

World Travel Awards Oceania 2021

- ***Oceania's Leading Serviced Apartment Brand 2021: Quest Apartment Hotels***
- ***Oceania's Leading Serviced Apartments 2021: Quest NewQuay Docklands***