

## NEWS RELEASE

### ASCOTT IS WORLD'S FIRST HOSPITALITY COMPANY TO OFFER GLOBAL TELEHEALTH, TELECOUNSELLING AND TRAVEL SECURITY ADVISORY TO GUESTS

*Collaborates with International SOS as part of the enhanced 'Ascott Cares' commitment to improve guests' overall wellness and safety*

**Singapore, 31 May 2021** – CapitaLand's wholly owned lodging business unit, The Ascott Limited (Ascott), is the first hospitality company in the world to offer its guests global access to a comprehensive suite of telehealth, telecounselling and travel security advisory services. In a global partnership with leading health and security services company International SOS, Ascott will provide these complimentary services as part of its enhanced 'Ascott Cares' commitment to improve the overall wellness and safety of its guests. Starting 1 June 2021, the services will be available to Ascott's guests across nearly 200 properties in 86 cities and 27 countries.

Ascott's guests who require telehealth assistance or telecounselling can call the property's front desk from their apartments, to be connected to International SOS' Assistance Centres. Ascott's guests will be able to speak directly with International SOS' health experts at any of its 27 Assistance Centres across the world. The Assistance Centres operate 24 hours, seven days a week and provide assistance in 99 languages and dialects. Depending on the guest's medical condition, International SOS' health experts will provide medical advice or may refer the guest for teleconsultation, in-person consultation or telecounselling with their global network of over 90,000 accredited medical service providers, including clinics and hospitals.

International SOS will also provide travel security advisory and assistance to Ascott's guests to better prepare them for new environments. This includes advice on security matters including the choice of safe ground transportation, as well as verification and updates on in-country incidents, such as street protests, natural disasters, travel restrictions and security threats. With International SOS' assistance, Ascott can advise its guests on the latest developments, implement in-property security protocols and safeguards, or work with International SOS to arrange travel security solutions to further assist its guests. For more information on the telehealth, telecounselling and travel security advisory services, please see **Annex A**.

Mr Kevin Goh, CapitaLand's Chief Executive Officer for Lodging and Ascott's Chief Executive Officer, said: "Ascott's global partnership with International SOS further elevates our standard of care and hospitality. As the world's first hospitality company to provide global access to telehealth, telecounselling and travel security advisory services for our guests, our guests can have greater peace of mind that they are able to receive on-demand quality care from medical and security experts, and feel safe when they stay with us. These value-added services as part of our enhanced 'Ascott Cares' commitment are particularly crucial amid the global COVID-19 pandemic. With the need for social distancing and uncertainties from travel restrictions, our guests are able to have immediate access to these services from the comfort of their apartment."

*"we define global living"*

Mr Goh added: “In addition to stringent hygiene and cleanliness practices, Ascott has also adopted innovations such as contactless services, facial recognition technologies and autonomous robotics to improve our guests’ experience and safety. Our enhanced ‘Ascott Cares’ commitment, which goes beyond caring for our guests, is our distinct competitive advantage. It shows the greater value Ascott can deliver to our property owners and the assurance we give our corporate clients who want to know that their employees are well taken care of when they stay with Ascott.”

Dr Pascal Rey-Herme, Co-Founder, Group Medical Director of International SOS said: “This collaboration is a world-first in the hospitality industry, and also marks an important step towards recovery for the sector. Working closely with the Ascott team, we want to reassure guests that their safety and well-being is a top priority, with robust, 24/7 global assistance for all travellers – whenever and wherever they are in the world. As the global environment continues to evolve, we will work with Ascott to adjust and adapt to best practices in managing their guests’ health and safety concerns.”

#### Enhances ‘Ascott Cares’ with commitment to wellness, cleanliness and sustainability

As the COVID-19 situation evolves and travel gradually resumes in various countries, Ascott has enhanced its ‘Ascott Cares’ commitment to provide stringent hygiene and safety standards, wellness support and implement sustainable practices. The enhanced ‘Ascott Cares’ encompasses Ascott’s overall commitment towards caring for its guests, its staff and the environment. It covers seven areas:

1. Our Staff
2. Wellness & Security
3. Social Distancing
4. Hygiene & Cleanliness
5. Contactless & Paperless
6. Our Vendors
7. Go Green

In response to the global fight against COVID-19, Ascott unveiled ‘Ascott Cares’ in May 2020, assuring guests and staff of its stringent cleanliness and hygiene standards as well as safe distancing measures to ensure their health and safety. In July 2020, Ascott reinforced its measures with a partnership with Bureau Veritas<sup>1</sup> to provide independent audits and certification for the hygiene and safety standards of Ascott properties worldwide. The comprehensive protocols of ‘Ascott Cares’ are in compliance with the World Health Organization’s standards and local regulations and have been rolled out to Ascott properties globally.

For more information on ‘Ascott Cares’, please see **Annex B** or visit: [www.the-ascott.com/ascottcares](http://www.the-ascott.com/ascottcares)

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<sup>1</sup> Bureau Veritas is a recognised world leader in testing, inspection and certification services.

## **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 190 cities across over 30 countries in Asia Pacific, Central Asia, Europe, the Middle East, Africa and the USA.

Ascott has more than 70,000 operating units and over 50,000 units under development, making a total of more than 120,000 units in about 770 properties.

The company's serviced apartment, coliving and hotel brands include Ascott The Residence, The Crest Collection, Somerset, Quest, Citadines, Iyf, 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 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.the-ascott.com](http://www.the-ascott.com).

## **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\$137.7 billion as at 31 March 2021. 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 240 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 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](http://www.capitaland.com) for more information.

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## **Annex A – Telehealth assistance, telecounselling and travel security advisory services**

### *Telehealth assistance and telecounselling*

Ascott's guests have unlimited round-the-clock telephone access to International SOS' Assistance Centres via the property's front desk from the comfort and privacy of their own apartments. Guests can tap the International SOS' panel of accredited doctors for medical advice and assistance<sup>2</sup> on matters including but not limited to medication, non-life-threatening ailments, acute and chronic illnesses. Guests can also seek advice on other health-related matters such as pandemic-related information, arrangement for medical evacuation<sup>2</sup> and repatriation<sup>2</sup>, as well as outpatient case management<sup>2</sup>.

Guests can also access International SOS' panel of accredited counsellors to help with a wide range of mental and emotional health issues, including depression, anxiety, relationship management, trauma, anger and grief. International SOS will also provide tips and exercises to Ascott, to help guests build mental resilience, promote mindfulness, manage stress and improve their overall well-being.

### *Travel security advisory*

International SOS will provide Ascott and its guests with timely information on incidents such as street protests, natural disasters, travel restrictions and security threats - gathered from International SOS' various technical and on-the-ground sources. The travel security information will help Ascott and its guests to avoid, mitigate and navigate any potential or on-going security risks and threats encountered. It also includes advice on but not limited to the choice of safe ground transportation and emergency evacuations. Guests can also contact International SOS via the property's front desk to obtain more specific global travel security advice.

### *About the International SOS Group of Companies*

The International SOS Group of Companies is in the business of saving lives, protecting global workforce from health and security threats. It delivers customised health, security risk management and well-being solutions to fuel growth and productivity. In the event of extreme weather, an epidemic or a security incident, the International SOS Group provides an immediate response providing peace of mind. Its innovative technology and medical and security expertise focus on prevention, offering real-time, actionable insights and on-the-ground quality delivery. Founded in 1985, the International SOS Group, headquartered in London and Singapore, is trusted by 12,000 organisations, including the majority of the Fortune 500, as well as mid-size enterprises, governments, educational institutions and non-governmental organisations. It has 12,000 multicultural medical, security and logistics experts to provide support and assistance from over 1,000 locations in 90 countries, 24/7, 365 days.

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<sup>2</sup> Additional charges apply.



## **Annex B - Enhanced 'Ascott Cares' commitment**

The enhanced 'Ascott Cares' commitment to provide stringent hygiene and safety standards, wellness support and implement sustainable practices cover seven areas:

### **1. Our Staff**

Personal protective equipment such as masks, protective screen, gloves and hand sanitisers will be provided to staff. Workspaces and staff accommodation will be regularly sanitised, and staff have to undergo regular temperature screening. Ascott will leverage technology to create virtual communities for social activities and events, and use social media platforms and digital tools to meet training commitments where necessary. Staff are to also adopt contactless greetings.

### **2. Wellness & Security**

A comprehensive suite of health and security teleservices will be provided to all guests round-the-clock. Guests have ready access to masks and hand sanitisers at the property upon request or in high traffic areas. Guests are to also provide health and travel declarations and undergo temperature checks where applicable and required by local authorities.

### **3. Social Distancing**

The number of guests will be limited in high-touch zones. Floor markings will be used as a visual guide, while furniture at the lobby and other interaction points will be reconfigured where necessary to allow social distancing, comfort and facilitate a smoother flow of traffic. The number of visitors in guests' apartments will also be restricted.

### **4. Hygiene & Cleanliness**

Enhanced processes to raise the standard of hygiene and cleanliness in accordance with the World Health Organization's standards and local regulations have been rolled out across Ascott's properties. This includes increased disinfection and cleaning frequencies with stricter audits by in-house and independent agencies, as well as the adaptation of food & beverage services. Antimicrobial coatings and effective disinfection technology have been applied in the lifts where possible to enhance safety.

### **5. Contactless & Paperless**

Leverage digital technologies to minimise contact such as the use of the 'Discover ASR' mobile app to access apartments, make contactless payments and self check-in and check-out. To introduce Aria, (acronym for Ascott Robotic Intelligent Assistant) Ascott's service delivery robot at properties, where applicable. There is a further reduction of paper products such as providing digital manuals to operate kitchen appliances as well as offering digital newspapers and magazines.

### **6. Our Vendors**

Enhanced protocols and collaboration with Ascott's vendors and partners to ensure stringent health requirements are met. Improved supply chain visibility, tighter measures during

deliveries, enhanced Hazard Analysis and Critical Control Points training and procedures are being rolled out to all deliveries and laundry vendors also have to comply with local health and hygiene regulations.

## 7. Go Green

As part of Ascott's commitment to sustainability, it will continue to transform its practices to protect the environment in the communities that it operates in. Properties to incorporate green elements to create sustainable residences that are comfortable and energy-efficient. Staff to embrace Environment, Health & Safety practices to minimise pollution, health and safety risks. Staff to also reduce energy and water consumption, paper usage and waste. To ensure operating equipment and supplies adhere to green specifications and implement green operating practices.

