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# ASCOTT CARES

THE ASCOTT LIMITED 2023 SUSTAINABILITY REPORT

## Message From CEO and CFSO

We are pleased to present to you our annual sustainability report. Ascott's unwavering commitment to sustainability is at the heart of our business. It is not just a buzzword, but a guiding principle that shapes everything we do.

2024 marks The Ascott Limited's (Ascott) 40 years in hospitality service. As we commemorate this milestone with Ascott *Unlimited*, focusing on offering Unlimited Opportunities, Unlimited Choices and Unlimited Freedom to bring greater value to our guests, owners, partners and associates, we are also committed to doing Unlimited Good and growing responsibly as a sustainable business.

With Ascott's market leadership and global footprint, we aim to amplify the good we can do. Through Ascott CARES, our sustainability programme, we drive our environmental, social and governance (ESG) efforts to safeguard the environment, uplift lives and build trust with our stakeholders. This report reflects our ongoing efforts towards meeting

Ascott CARES commitments across our global portfolio and highlights the progress we have made, as well as the challenges that lie ahead.

As we navigate through the unprecedented global challenges, from climate change to social inequality, the imperative for strategic partnerships and stakeholder collaborations to drive sustainable impact has never been stronger. To that end, Ascott has received the Global Sustainable Tourism Council (GSTC) - Committed status, demonstrating our dedication to global sustainable tourism practices. This further solidifies our commitment for our properties globally to be certified by a GSTC-accredited certification body by 2028 where applicable. Beyond our own operations, we seek to play our part in supporting the broader hospitality industry's capacity building. In 2023, Ascott signed a Memorandum of Understanding (MOU) with GSTC to jointly train and equip industry leaders and professionals in Singapore through our hospitality training centre, the Ascott Centre for Excellence (ACE).

**Kevin Goh**  
Chief Executive Officer,  
Lodging, CapitaLand Investment

**Beh Siew Kim**  
Chief Financial & Sustainability Officer,  
Lodging, CapitaLand Investment

# Message From CEO and CFO

We recognise the need to adapt to shifting consumer behaviours, and the importance of striking a delicate balance between profitability and environmental and social stewardship. Our Somerset brand's focus on sustainability and inclusivity is a testament to our dedication to becoming a foremost sustainable lodging provider, and in 2023, this commitment further solidified with the launch of the Somerset Sustainability Passport Programme which invites guests to partake in eco-friendly activities, wellness programmes, and community initiatives.

Our commitment to the environment remains steadfast. We have taken concrete steps to minimise our environmental footprint across our operations. Through investments in renewable energy, waste reduction initiatives, and the adoption of cutting-edge technologies, we have significantly reduced our carbon emissions and resource consumption. In 2023, we have reduced energy consumption intensity by 13%

compared to our 2019 baseline year. This is higher than the 12.6% reduction in energy consumption intensity achieved in 2022. Making the switch to renewable energy is crucial. Currently, 100% of the electricity procured by our properties in Germany and the United Kingdom is from renewable sources, with our India and Belgium properties purchasing part of their energy from renewable sources. Our Japan properties made their first step with five of them adopting renewable energy in 2023. In the same year, we saw our proportion of green-certified buildings increase to over half of our owned portfolio and 16 properties attained certification for sustainable operations. This includes Somerset Greenways Chennai and Iyf one-north Singapore, our first two properties to achieve GSTC certification, paving the way for more properties to pursue GSTC certification.

Our people are at the core of our sustainability programme. In 2023, we launched the Ascott CARES sustainability basics course to

upskill our workforce. Developed and delivered entirely in-house, the programme is available in six different languages. It aims to introduce core sustainability concepts to over 15,000 associates globally. In the same year, we identified waste management and responsible sourcing as crucial areas to develop and consequently equipped our associates with resources including guidelines and webinars to aid them in implementation. We also launched Ascott Sustainability Series, a bi-monthly sharing platform that celebrates our properties' successes and promotes cross-sharing of best practices. It achieved resounding success with an average of over 600 attendees across the five webinars.

We are committed to implement robust labour practices, ensuring fair wages, safe working conditions, and equal opportunities for all associates. Moreover, we actively engage with local communities to address their needs and empower them through various social initiatives. In Indonesia, through the



**“Ascott has received the Global Sustainable Tourism Council (GSTC) - Committed status, demonstrating our dedication to global sustainable tourism practices. This further solidifies our commitment for our properties globally to be certified by a GSTC-accredited certification body by 2028 where applicable.”**

‘Educare’ programme, we transfer our knowledge of hospitality and skills to local students, while in the Philippines, we support initiatives to build capacity for sustainable livelihoods, including partnering with local non-governmental organisation Gawad Kalinga to teach the locals how to make home cleaning products. Our goal is to create shared values, where growth is not limited to our organisation but extends to society at large.

We recognise the importance of upholding ethical standards and fostering trust among our stakeholders. Transparency, integrity, and accountability are the cornerstones of our corporate governance framework, guiding our decision-making processes and ensuring that we uphold the highest standards of ethical conduct. To that

end, we work with industry partners and likeminded suppliers who share our goal of pursuing sustainable operations. To date, 100% of our properties have committed to abiding by the CapitaLand Supply Chain Code of Conduct. We continue to advance our responsible sourcing programme alongside our supply chain partners.

Looking ahead, we remain fully committed to accelerating our sustainability efforts and driving positive impact. However, we cannot achieve our goals alone. Collaboration is key, and we invite all our stakeholders – from guests and suppliers to owners and investors – to join us on this journey towards a more sustainable future.

Thank you for your ongoing commitment to sustainability.

## Kevin Goh

Chief Executive Officer  
Lodging, CapitaLand Investment

## Beh Siew Kim

Chief Financial & Sustainability Officer  
Lodging, CapitaLand Investment

# About THIS REPORT

Ascott's annual sustainability report aims to provide transparency to our stakeholders about Ascott's sustainable business practices and progress towards our commitments. This report reflects our work for our global portfolio from 1 January to 31 December 2023, unless otherwise stated.

As a GSTC-Committed organisation, we report on material sustainability topics through the lens of our Ascott CARES framework, which is in alignment with the Global Sustainable Tourism Council (GSTC) Criteria. Ascott adopts the GSTC Industry Criteria v3.0, encompassing corporate offices and all properties managed by Ascott under our various brands globally. We also demonstrate our support for the 2030 Agenda for Sustainable Development by reporting our efforts towards the UN Sustainable Development Goals. In line with Ascott's continued commitment to environmental sustainability, no hard copies of this report have been printed.

## About the cover

lyf Ginza Tokyo on this report's cover exemplifies Ascott's ability to grow responsibly as a sustainable business. The property is under the Ascott Serviced Residence Global Fund\*. Leveraging Ascott's investment management capabilities and expertise in operating lodging properties globally, lyf Ginza Tokyo exceeded its average target rent within three months after it opened in November 2023.

The first lyf property in Tokyo, it is an EDGE-certified building that has installed guestroom occupancy detection systems, efficient interior lighting, and water efficient fittings. This is projected to reduce energy consumption intensity (kWh/m<sup>2</sup>/year) by 25.26% and water consumption intensity (m<sup>3</sup>/day) by 21.08%. The property, which was renovated before being rebranded into a lyf property, achieved a 31% reduction in embodied carbon from materials (kgCO<sub>2</sub>e/m<sup>2</sup>). lyf Ginza Tokyo is also slated to achieve certification by a GSTC-accredited body in 2024.

## Feedback welcome

Should you have any suggestions or inquiries concerning this report or the Ascott Sustainability Policy, please send them to us.



Contact: Ascott Sustainability Team



E-mail: [cliascottsustainability@the-ascott.com](mailto:cliascottsustainability@the-ascott.com)



Find out more about our sustainability management:  
<https://www.discoverasr.com/en/ascott-cares>

\* As at 30 April 2024.



lyf one-north Singapore, a GSTC-certified property

## Ascott Global Footprint

Over **164,000**  
Serviced Residence,  
Coliving, Hotel  
and Independent  
Senior Living  
Apartment Units

**952**  
Properties  
spanning  
14 brands

Over **220** Cities  
  
Across more than  
**40** Countries

**1** Listed Trust  
  
**2** Private Equity  
Funds

\* Figures as at 31 December  
2023 and includes units  
under development, units  
under Synergy Global  
Housing, as well as rental  
housing and student  
accommodation units.



## About

# THE ASCOTT LIMITED

Since pioneering Asia Pacific's first international-class serviced residence with the opening of The Ascott Singapore in 1984, Ascott has grown to be a trusted hospitality company with over 950 properties globally. Headquartered in Singapore, Ascott's presence extends across more than 220 cities in over 40 countries in Asia Pacific, Central Asia, Europe, the Middle East, Africa, and the USA.

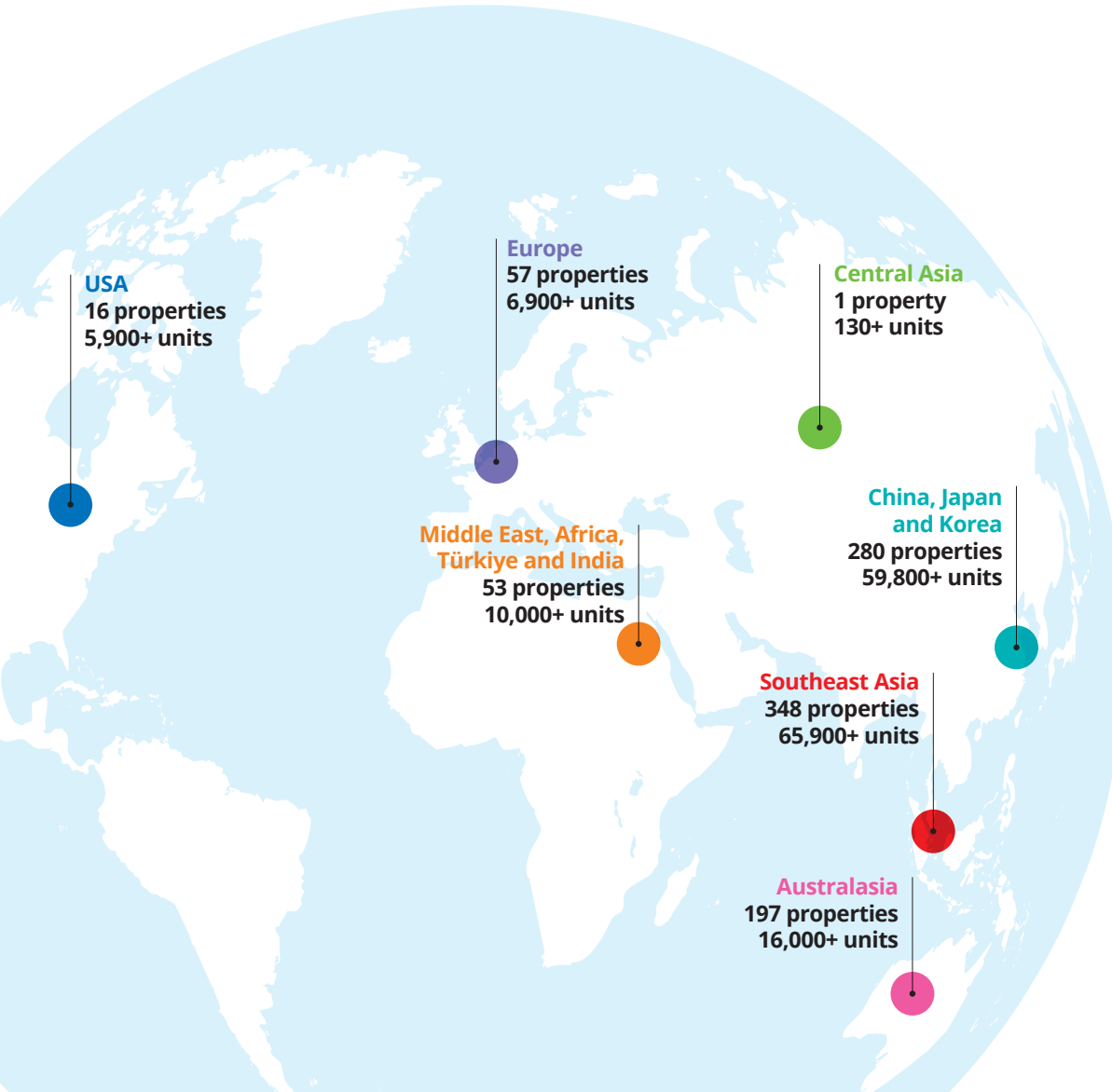
Ascott's diversified accommodation offerings span serviced residences, coliving properties, hotels and independent senior living apartments, as well as student accommodation and rental housing. Its award-winning hospitality brands include Ascott, Citadines, lyf, Oakwood, Quest, Somerset, The Crest Collection, The Unlimited Collection, Preference, Fox, Harris, POPI, Vertu and Yello. Through Ascott Star Rewards (ASR), Ascott's loyalty programme, members enjoy exclusive privileges and offers at participating properties.

A wholly owned business unit of CapitalLand Investment, Ascott is a leading vertically-integrated lodging operator. Harnessing its extensive network of third-party owners and in-market expertise, Ascott grows fee-related earnings through its hospitality management

and investment management capabilities. Ascott also expands its funds under management by growing its sponsored listed REIT and private funds.

This year, Ascott marks 40 years in hospitality service with the launch of Ascott *Unlimited*, a year-long campaign that will offer Unlimited Opportunities, Unlimited Choices, Unlimited Freedom, and Unlimited Good. Navigating a future of unlimited possibilities against a backdrop of global change and evolving perspectives of travel, Ascott *Unlimited* marks Ascott's ambitions to break new ground, and springboard to its next chapter of growth as a global hospitality company. Find out more about Ascott *Unlimited* at [www.discoverasr.com/ascottunlimited](http://www.discoverasr.com/ascottunlimited).

For more information on Ascott, please visit [www.discoverasr.com/en](http://www.discoverasr.com/en).



# About ASCOTT CARES

We believe that delivering high-quality hospitality experiences starts with genuine care. Our sustainability management framework Ascott CARES is our approach to deliver sustainable impact across the following five core pillars:



## COMMUNITY

We create local employment opportunities, promote culture and heritage, and engage in community development proactively.



## ALLIANCE

We forge strong networks with external stakeholders, including partners across the lodging industry, to learn from one another and advance sustainability together.



## RESPECT

Anchored in the core value of respect, we prioritise the health and safety of our associates and guests, champion diversity, equity, and inclusion in the workplace, and actively engage with our customers.



## ENVIRONMENT

We actively pursue a low-carbon transition, and also take actions to conserve water, minimise waste and establish sustainable accommodations.



## SUPPLY CHAIN

We seek to make informed purchases that are better for both the planet and people.

## Tracking Progress towards our Commitments



We have commitments for each pillar of Ascott CARES and track our progress via a combination of several monitoring systems. Through CapitalLand Investment's Environmental Tracking System, we track and monitor energy and water usage, waste generation and carbon emissions of our properties. We also make use of Greenview Portal, a GSTC-Recognised sustainability data management platform designed for hospitality companies, to make detailed comparisons against industry benchmarks and prepare for GSTC certification among other uses. In 2023, we established our proprietary Ascott Sustainability Dashboard to view both country- and property-level progress towards specific Ascott CARES commitments. The dashboard currently showcases performance towards commitments under the Community and Environment pillars. In the next phase of development targeted to roll out in 2024, we aim to enhance the dashboard to better identify properties with areas of environmental performance improvement and include progress tracking of targets such as cage-free eggs.



ASCOTT  
CARES

# Ascott's SUSTAINABILITY GOVERNANCE

To facilitate effective and consistent implementation of Ascott CARES, we formalised our sustainability governance structure with dedicated sustainability roles in 2022.

There are three tiers in our sustainability governance structure.

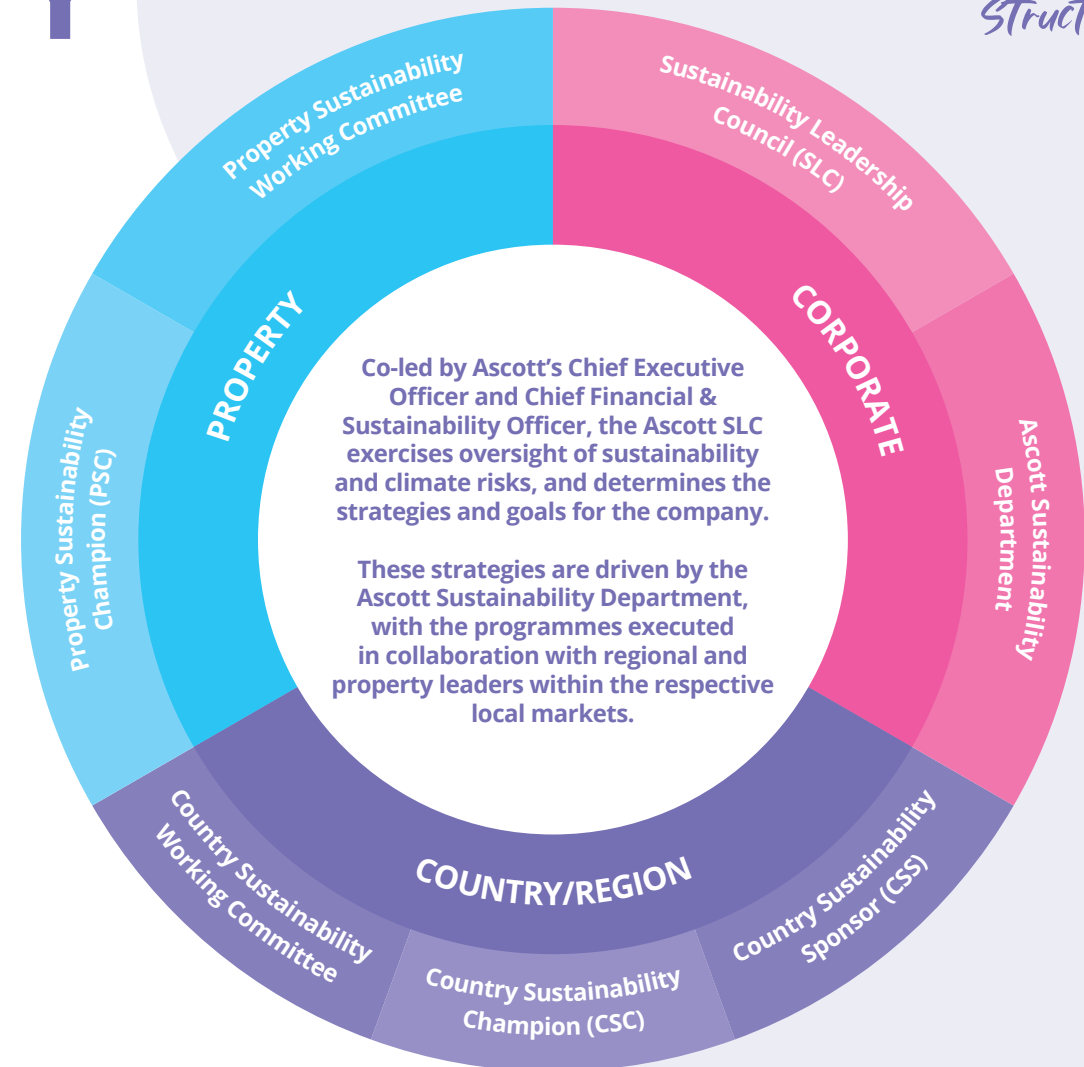
At the **Corporate tier**, our Sustainability Leadership Council (SLC) is co-led by the CEO and CSFO with the support of the Ascott Sustainability Department. The SLC exercises oversight of sustainability and climate risks to Ascott and determines the sustainability strategy and goals for the company. The Ascott Sustainability Department monitors progress and drives implementation of sustainability strategies through stakeholder engagement.

Country Sustainability Sponsors oversee the **Country/Region tier**. They adapt strategies from the corporate tier to their markets. Country Sustainability

Champions implement these strategies, share best practices, and raise any country-specific challenges and opportunities which may be feedback to the Corporate tier.

The **Property Tier** comprises Property Sustainability Champions undertaken by Residence Managers. They are pivotal to the success of delivering Ascott CARES at the properties, while also providing vital feedback and input for us to adapt and finetune our strategies.

Working committees like the Country Sustainability Working Committee and the Property Sustainability Working Committees can be established to support particular projects.



Sustainability  
Governance  
Structure



# Highlights

## January/February

Somerset properties in China launched a 10-month campaign to **recycle plastic bottles into school uniforms**, engaging over 10,000 individuals across 30 properties.

## April

The **second Ascott Sustainability Series** featured CapitalLand Hope Foundation's projects and Ascott Philippines' sustainability journey.

## June

In the **third Ascott Sustainability Series**, lyf one-north Singapore and Somerset Greenways Chennai shared their journey towards GSTC certification.

We launched our first ever **Ascott CARES sustainability basics course**. Developed and delivered entirely in-house, the course is available in six different languages. Over 15,000 associates globally will be introduced to concepts such as Ascott CARES, GSTC and sustainability best practices both in the workplace and at home.



# 2023

### March

We hosted our **first Ascott Sustainability Series** for associates globally, sharing our EDGE (Excellence in Design for Greater Efficiencies) certification efforts and initiatives from Ascott India.

Ascott properties globally celebrated **Earth Hour** with various activities, including switching off façade lights and non-essential lighting.

### May

**The Ascott Limited 2022 Sustainability Highlights Report** was published. This is the first sustainability highlights report by Ascott.

During the **Ascott Moments Week 2023**, with the theme of "You Matter! Bringing the Brand Experience to LIFE", we took the opportunity to recognise and inspire our associates to be more intentional in delivering on-brand experiences to our guests.

**Somerset Greenways Chennai** in India became our first property to achieve GSTC certification. Shortly after, **lyf one-north Singapore** became the second property to achieve GSTC certification.



# Highlights

## July

We signed a **MOU with the Global Sustainable Tourism Council (GSTC) to spearhead industry - wide training programme** in support of Singapore's Hotel Sustainability Roadmap.

## September

Our properties globally celebrated **World Cleanup Day** by organising cleanup volunteer activities around the globe. Over 600 volunteers from our Singapore corporate office and 51 properties globally took part.

## November

Marking the **first-year anniversary of Ascott CARES**, we launched the **Somerset Sustainability Passport Programme** to engage guests in eco-friendly, wellness and community initiatives at Somerset properties globally.

**lyf one-north Singapore** won the Sustainability Award at the Royal Institution of Chartered Surveyors Southeast Asia Awards 2023.

JUL

AUG

SEP

OCT

NOV

DEC

## August

### The fourth Ascott Sustainability Series

featured Ascott Indonesia's sustainability journey and a sharing by Greenview on industry sustainability trends and best practices.

### We launched our first Stars of Ascott - Sustainability awards

to appreciate and recognise the remarkable sustainability efforts and achievements by our teams globally.

## October

We launched our **Ascott Waste Management Programme** followed by the **Ascott Responsible Sourcing Programme**.

The **Ascott Sustainability Calendar Guide** was implemented.

In Ascott's training centre, Ascott Centre for Excellence, the **first GSTC training** was held, with participants from across the tourism and hospitality industry.

In our **fifth Ascott Sustainability Series**, Lever Foundation shared about cage-free eggs and sustainable proteins.

**Somerset Olympic Tower Tianjin** became our first property in China to obtain EDGE certification.

**Citadines Connect Fifth Avenue New York** became the first property in USA to obtain EDGE certification (EDGE Advanced).

## December

The **Ascott Sustainability Dashboard** was launched to track our progress towards achieving our commitments and targets under the Ascott CARES programme.

We hosted our **Ascott Sustainable Christmas Tree contest**. Over 110 properties from 16 countries showcased their skills and creativity in building sustainable Christmas trees with recycled materials.

**The Robertson House by The Crest Collection** became our first property in Singapore to obtain EDGE certification.

2023

# 2023 PERFORMANCE HIGHLIGHTS

## COMMUNITY



Properties<sup>1</sup> from more than

**20 countries**

conducted initiatives to support local community development



More than

**120 properties<sup>1</sup>**

conducted cultural heritage initiatives

## SUPPLY CHAIN



**100%**

of procurement staff received training on responsible sourcing

## ALLIANCE



Ascott attained **GSTC-Committed** status



**GSTC Sustainable Tourism Course**

delivered at the Ascott Centre for Excellence (ACE) to representatives from 17 enterprises



**Somerset Greenways Chennai and lyf one-north Singapore**

obtained GSTC certification, paving the way for Ascott properties to be

**100%<sup>2</sup> certified**

by a GSTC-accredited certification body by 2028 where applicable

## ENVIRONMENT



**10.3%<sup>3</sup>**

reduction in carbon emissions intensity (compared to 2019 baseline)



**8.5%**

waste recycled



**13%<sup>3</sup>**

reduction in energy consumption intensity (compared to 2019 baseline)



**53.6%<sup>4</sup>**

of owned properties<sup>5</sup> are green building certified



**11.9%<sup>3</sup>**

reduction in water consumption intensity (compared to 2019 baseline)



**3.8%**

electricity used from renewable sources

## RESPECT

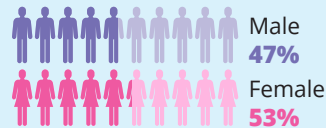


**ISO 14001 and ISO 45001**

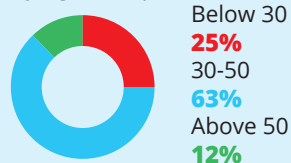
certified in four more countries (UAE (Dubai), Bahrain, Qatar and South Korea), adding up to 19 countries in total

### Workforce Diversity

by Gender



by Age Group



**85%**

of associates received training related to Environmental, Social and Governance (ESG) matters



**22**

training hours on average per associate

Male

**18 hours**

Female

**25 hours**



**40%**

of Ascott's senior management are women

<sup>1</sup> Managed and branded.

<sup>2</sup> Managed and branded properties with more than two years of operations and where applicable.

<sup>3</sup> Intensity figures are computed for Ascott operationally-managed properties with full year data, and exclude new properties which have been in operation for less than 12 months, properties undergoing AEI and corporate offices. Between 2019 and 2023, there was an increase in the number of operational properties from 131 to 221.

<sup>4</sup> By Gross Floor Area.

<sup>5</sup> Refers to all owned properties under our listed REIT, private funds, and balance sheet.



# COMMUNITY

Promoting inclusive and vibrant communities by providing community support and preserving cultural heritage.

## Community Support

COMMITMENTS



**100%**  
of properties\* are involved in at least one community initiative per year



**100%**  
of properties\* are involved in volunteer work that supports Ascott CARES' goals every year



Ascott aims to create better opportunities in life for disadvantaged groups within our communities. We support initiatives that enhance their access to fundamental resources and education, and offer hospitality training to improve their employment opportunities.



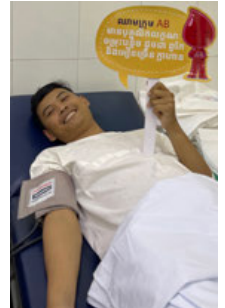
Harris Hotel Batam Center celebrated its 12<sup>th</sup> anniversary through a bleach cleanup activity.

\* Managed and branded.

# Community Support

Communities form the bedrock of the society. When communities thrive, so do businesses. As such, Ascott seeks to foster better opportunities in life for vulnerable groups within our communities.

We encourage our properties to identify the needs of the local community and engage in meaningful initiatives that address these needs. Apart from our associates, we also invite our guests and suppliers to join us in doing good.



01

OUR STORY

## Blood Donation

Associates from Ascott Cambodia during their annual blood donation campaign on World Blood Donor Day, 14 June 2023

Every year, blood donation plays a pivotal role in saving millions of lives globally. This selfless act is vital in sustaining a sufficient blood inventory and guaranteeing prompt and life-saving transfusions for patients in critical need. Numerous properties within our network actively engage in blood donation initiatives annually. In 2023, 32 properties spanning 11 countries across Asia and the Middle East participated in these efforts. As an incentive to encourage participation, our properties in Japan organised a lottery for donors, rewarding six lucky donors with complimentary stays.



11 participating countries

02

OUR STORY

## Sharing the Joy of Christmas

During the Christmas season, our associates at Somerset Westview Nairobi visited the Glory Christian Rescue Home, a home for vulnerable children who had been or are at risk of being abused. Through combined efforts with vendors and guests, the property was able to contribute KES 150,000 worth of personal hygiene items, food and clothes to the 60 children at the Glory Christian Rescue Home. The volunteers spread joy through their gifts and celebrated the Christmas festivities with the children.



60  
children  
beneficiaries



KES 150,000  
worth of in-kind  
donation



03

OUR STORY

## Caring for our Seniors with Dementia

The Double Ninth Festival, celebrated on the 9<sup>th</sup> day of the 9<sup>th</sup> lunar month, carries significant cultural importance in China, serving as a time to honour and respect elders due to the association of the number '9' with longevity. To commemorate this occasion, 20 volunteers from Shenzhen, China, dedicated their time to accompany seniors in engaging brain health activities led by a professional instructor and conducted home visits to elders within the community. As part of this initiative, 50 brain-training toolkits were distributed to seniors. This event garnered attention from local media, contributing to increased awareness about the significance of brain health and offering support to elders, particularly those affected by dementia.



20  
staff volunteers



50  
brain-training toolkits  
distributed

04

OUR STORY

## Transferring Hospitality Knowledge and Skills

Ascott Indonesia has been actively collaborating with its Corporate Social Responsibility (CSR) partners, SOS Children's Village (since 2016) and Indonesian Street Children Organisation (since 2019), on the 'Educare' initiative. This programme aims to mentor students for successful careers in the hospitality industry. In 2022, it expanded to include local schools and universities, further nurturing future talents, and broadening our educational outreach. One recent initiative involved Ascott Indonesia hosting mock interview sessions for three students from Prasetya Mulya University, enhancing their interviewing skills and boosting their confidence for real-world job interviews in the hospitality sector. Additionally, associates at Ascott Indonesia shared valuable insights on career development, personal branding, and operational expertise within the hospitality industry. Students were also provided with the opportunity to familiarise themselves with Ascott's office environment. This transfer of hospitality-related skills and knowledge underscores our commitment to supporting the local community, and we remain dedicated to expanding such initiatives across our global operations.



**"From the mock interview sessions, I learned the importance of thorough preparation before the actual interview. I learned how to respond to common questions with more confidence and how to articulate my experiences and qualifications more effectively. I also gained skills in reading interviewers' expressions and attitudes to adjust my responses in real-time.**

**New insights I gained from the mock interview sessions include a deeper understanding of recruiters' expectations and how to prepare relevant answers to the questions asked. I also learned about my areas of weakness and where I can further improve in communication and presentation skills."**

**Haryadi Soedibjo**  
beneficiary of Educare programme

05

OUR STORY

## World Cleanup Day

World Cleanup Day, observed annually on the third Saturday of September, mobilises volunteers worldwide to address litter and waste pollution. In 2023, over 600 volunteers from our Singapore corporate office and 51 properties globally took part in World Cleanup Day. Collectively, we helped to remove over 1,200 kg of litter from areas including beaches, parks, streets, and waterways. By participating in these cleanup efforts, we witnessed firsthand the consequences of improper waste disposal, fostering a deeper understanding of the importance of responsible waste management and environmental stewardship.



**51**  
properties  
participated globally



Collectively  
removed over  
**1,200 kg**  
of litter

Associates from Oakwood Hotel & Residence Surabaya cleaned up the coasts and planted mangroves on 2023 World Cleanup Day.



06

OUR STORY

# Building Capacity for Sustainable Livelihoods

Ascott Philippines is a partner of Gawad Kalinga (GK), a Filipino organisation which seeks to alleviate poverty. In 2023, our Filipino associates took part in eight initiatives across eight GK villages. These initiatives centre around child and youth development, and capacity building for sustainable livelihoods. They included seedbed and chicken coup making, feeding programmes for GK children, storytelling and livelihood programmes for GK mothers. At Pateros GK village, volunteers from Somerset Alabang Manila taught GK mothers how to make dishwashing liquid, liquid detergent, and fabric conditioner at home. These handmade cleaning products, as well as excess ingredients and the ingredient list, were shared after the workshop so that the participants could make more for their own use, or even start a small business selling homemade cleaning products.



**8**  
initiatives across  
8 GK villages



**101**  
volunteers



Over  
**500**  
volunteer hours



**Citadines Bay City Manila**  
GK Baseco Port Area



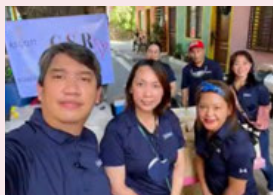
**Citadines Salcedo Makati**  
GK North California Vill.  
Caloocan



**Somerset Central Salcedo Makati**  
GK Laura Drive, Taguig



**Citadines Millennium Ortigas Manila**  
GK North Barangka



**Ascott Makati & Somerset Millennium Makati**  
GK PWD Village, Quezon City



**Scott's Philippines Inc.**  
GK Tatalon Quezon City



**Ascott Bonifacio Global City Manila**  
GK Pinagsama Taguig



**Somerset Alabang Manila**  
Pateros GK Villages

07

OUR STORY



# Restoring Health of Mangrove Ecosystems

Healthy ecosystems are vital to sustaining life on Earth. One example is the mangrove forests which provide multi-faceted benefits including coastal protection, carbon sequestration and serve as nurseries and breeding grounds for numerous fish, shrimp, crabs and other shellfish. Three of our Citadines properties located near Sukhumvit Road in Bangkok learnt about the importance of mangroves and participated in the release of 60 tree-climbing crabs at Baan Raksamae, Rayong. These crabs contribute to nutrient recycling and act as "ecosystem engineers" with their burrowing activity which help benthic and other aquatic animals enter the mangrove ecosystem more quickly, boosting species richness in the ecosystem.

OUR STORY

08

# Supporting Rainforestation Efforts in Kaliwa Forest Reserve

Over the last 10,000 years, the world has lost one-third of its forests, owing to industrial agriculture, logging, mining and other urbanisation activities. In the Philippines, Ascott is supporting Haribon Foundation's Forests for Life Movement to restore forests. Beyond the planting of trees which can serve to sequester carbon, the project seeks to expand habitat for rare and forest-dependent wildlife, bring back natural vegetation and biodiversity, protect ecological goods and services, and increase local options for sustainable livelihoods. In 2023, Ascott Philippines planted a hectare of land with 1,250 native tree seedlings in the Kaliwa Forest Reserve at Mt. Batulusong, Tanay Rizal. A total of 50 associates took part in the tree planting activity and learning sessions conducted by the Haribon Foundation. The local communities were also engaged in the project, and received financial support and incentives for the production of the native seedlings and planting them onsite as well as financial assistance for maintenance over three years.



50  
volunteers



1,250  
native tree  
seedlings



1  
hectare  
of land  
reforested



3-year  
financial  
support  
for site  
maintenance



"The Philippines, with our topography and geographical location, is susceptible to typhoons and various natural disasters. Adding up the effects of climate change further amplifies the risks and susceptibility of our country. The partnership with Haribon Foundation's Forest for Life Movement is one of our sustainability commitments to address the challenges. The activity brought together 50 dedicated volunteers to plant 1,250 seedlings in a hectare of land at Mt. Batulusong, situated within the Kaliwa Forest Reserve in San Andres, Tanay, Rizal. More importantly, this project helped provide livelihood support to the local communities, helping over 600 families and 30 communities across the Philippines."

**Quijano Ma. Faith**  
Assistant Residence Manager, Citadines Bay City  
Manila & Country Sustainability Co-Champion,  
Ascott Philippines

OUR STORY

09

# Caring for Our Furry Friends

When guests bring their furry friends to stay at our pet-friendly rooms in participating properties in Japan, a portion of proceeds goes to 'Animal Donation', Japan's pioneering online donation site dedicated to animal-related causes. A donation box is also placed at the front desks of these properties, so that guests who wish to support animal welfare can do so conveniently. A total of JPY 53,209 was raised in 2023. 'Animal Donation' links up organisations actively engaged in animal welfare activities with individuals and companies that wish to support their activities through donations. Some of these activities include the rescue of homeless dogs and cats from kill shelters and the subsequent care for these animals.



JPY 53,209  
raised for animal  
rescue

Pet-friendly  
rooms at Ascott  
Marunouchi Tokyo





The world is a mosaic of different cultures, encompassing different ways of life that have been passed down from generation to generation. Preserving and celebrating cultural norms, values and practices unique to each destination strengthens the local cultural identity and social fabric. Ascott's passion for fine arts helps to promote local cultural heritage by connecting our guests and associates with traditions, crafts, music, art, and culinary practices.

COMMITMENTS



**100%**  
of properties\* are involved in at least one cultural heritage initiative per year



The unique cultural heritage of each destination reinforces the local social fabric and provides visitors with vibrant experiences. Ascott seeks to contribute to the protection and promotion of local cultural heritage, particularly through its flagship namesake brand, Ascott, that features brand signatures inspired by a passion for fine arts.



\* Managed and branded.

## Lotto Brussels Jazz Weekend 2023



Photo credit: Sebastiaan

01  
OUR STORY

## Celebrating Belgian Jazz

In Belgium, Citadines Sainte-Catherine Brussels contributed to welcoming artists, technical teams, and the public travelling to Brussels for the renowned jazz festival, Lotto Brussels Jazz Weekend. This free city festival, which has a rich history in Belgium, draws around 200,000 music enthusiasts to Belgium's capital annually. We publicised the festival on digital and physical channels, contributing to bringing the arts to the community.

02  
OUR STORY

## A Modern Take on the Centuries-old Lingnan Craft of Guangcai Porcelain

Guangcai porcelain, celebrated for its fusion of Eastern and Western influences over three centuries ago, is renowned for its hand-painted designs. Today, it holds the status of an intangible cultural heritage in China, with a new generation of artists injecting innovative energy into this traditional craft. To mark its 15<sup>th</sup> anniversary celebration, Ascott Guangzhou invited contemporary artist Chen Mu to showcase the beauty of Guangcai porcelain. Through a DIY art workshop, guests were immersed in the craft, painting their own pieces and fostering a deeper appreciation for this centuries-old art form. Chen Mu created four co-branded Guangcai Porcelain artworks inspired by Ascott logo, and two of them are formally collected and displayed by Ascott Guangzhou.



03

OUR STORY

## Batik as a Driver of Inclusive Economic Opportunities

At Ascott Waterplace Surabaya in Indonesia, guests experience local artforms through a series of programmes such as traditional music and dance performances, a batik exhibition and batik painting workshops. Batik is a traditional textile art form that involves using wax-resistant dyeing techniques to create intricate patterns and designs on fabric, and the motifs carry various symbolic meanings that are tied to the Indonesian heritage. Batik is not only important for cultural heritage, but also offers economic opportunities that are inclusive for young people, women and people with disabilities. Our partner for the batik exhibition, Wistara Batik House, is a local batik studio that hires people with disabilities such as hearing and speech impairments.



04

OUR STORY

## Art Anytime, Anywhere, By Anyone



Ascott Marunouchi Tokyo organised a total of 12 events and invited over 30 local artists to showcase a variety of Japanese arts and crafts, ranging from calligraphy to rustic Bizen earthenware and ikebana (Japanese art of flower arrangement). A school of ikebana, Sogetsu, which emphasises the art can be enjoyed “anytime, anywhere, by anyone” was displayed in one of the events. Aligned with this philosophy, a special workshop was held in October where guests were invited to experience art making with 16 local artists.



“Hosting art in our lobby was the perfect way for us to share this vibrant and historical world with our customers. This collaboration with local artists and craftsmen inspired “the Art of Living” into customer hotel stay experience. We sincerely wish every guest can experience being part of this wonderful culture that surrounds them.”

**Shinichi Koshikawa**  
Deputy Country General Manager,  
Ascott Japan



05

OUR STORY

## Breaking Cultural Barriers through Local Delights

In Vietnam, our properties designate the first Friday of every month as Resident's Day, offering our guests, primarily expatriates and business travellers an opportunity to socialize and connect. On Resident's Day, our guests can immerse themselves in a diverse selection of authentic Vietnamese cuisine, including Vietnamese Spring Rolls, Green Sticky Rice, Lotus Seed Sweet Soup, and Salted Coffee. Food acts as a powerful unifier, bridging the gap between individuals from varied backgrounds and experiences. These traditional dishes also convey stories of Vietnam's history and cultural exchanges, enriching our guests' understanding and appreciation of the local culture.



06

OUR STORY

## Specially Designed Uniforms of Associates Incorporating Local Cultural Elements

The uniforms of our associates at Ascott Makati in the Philippines are more than meets the eye. They come from talented local designers that have artfully combined traditional anthill fabrics from local weaving communities with other upcycled textile waste. Anthill fabrics weaving is a traditional practice that uses ant larvae fibres gathered from ant nests, also known as anthills. At Ascott Dadonghai Bay Sanya in China, the uniforms worn by the Ascott Artisans are designed with embroidery techniques inspired by the UNESCO-listed traditional brocade craftsmanship of the local Li-minority. As our associates don their specially designed uniforms, they celebrate their culture with pride and contribute to the preservation of living traditions and the livelihoods of local communities.

 The uniforms of our associates at Ascott Makati are specially designed by Anthill fabric weaving communities.



connoisseurs  
of **ART**, masters of  
**LIVING**

07

OUR STORY

## Ascott Soiree

Ascott Soiree is our latest initiative to bring fine arts to the daily lives of our guests. Launched in August 2023 as part of the Ascott brand's refresh, Ascott Soiree is a brand signature programme that showcases various expressions of art from performing, visual, couture to culinary arts, and is held across Ascott properties globally. In 2023, close to 40 programmes and local collaborations with artists took place across over 20 participating Ascott properties.



# ALLIANCE

We forge strong networks with external stakeholders, including partners across the lodging industry, to learn from one another and advance sustainability together.

## Partnerships

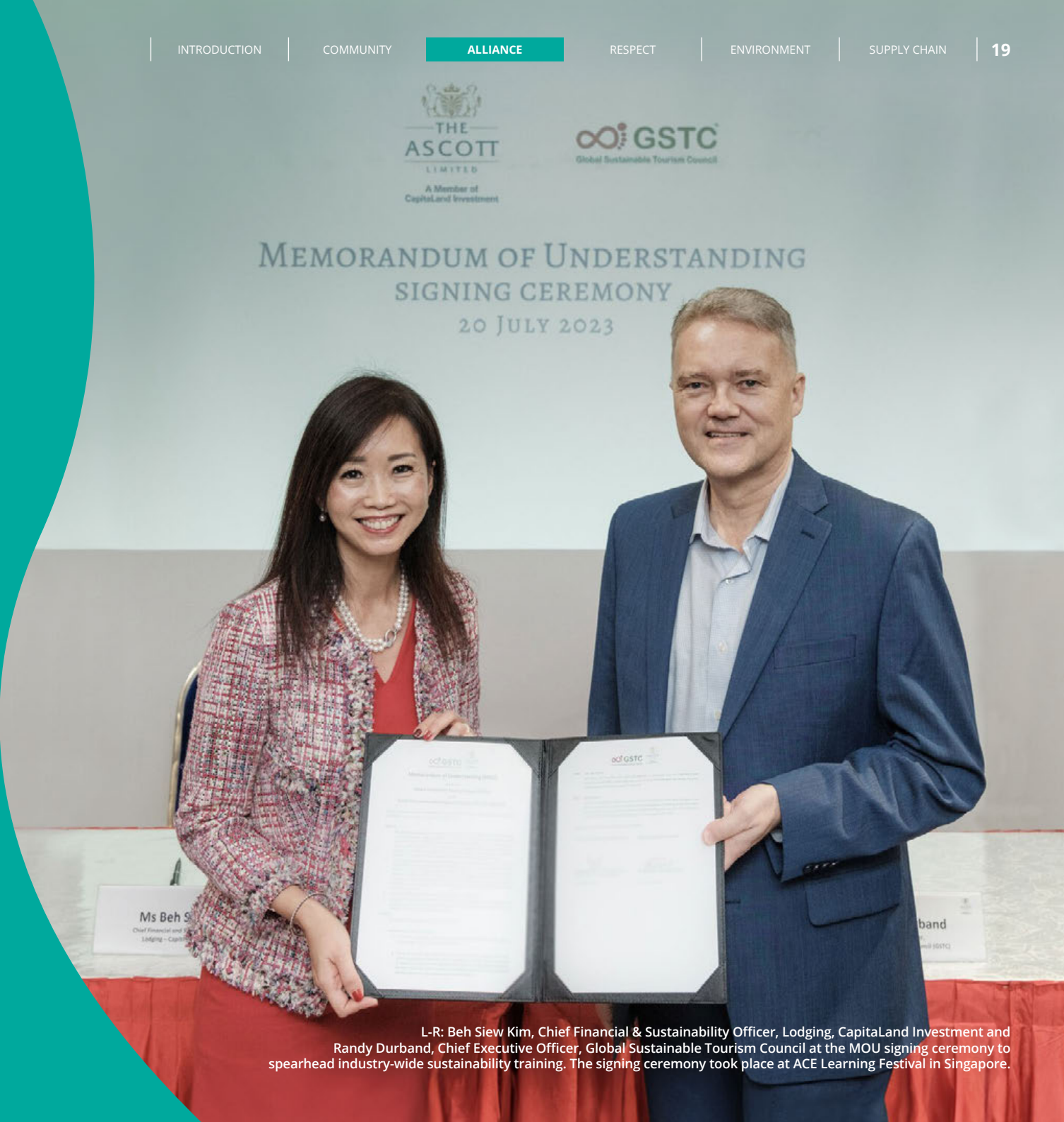
COMMITMENTS



By 2030 - **100%** of properties to implement green lease programme



Lead the industry in best practices to ensure sustainable operations across its global portfolio



L-R: Beh Siew Kim, Chief Financial & Sustainability Officer, Lodging, CapitalLand Investment and Randy Durband, Chief Executive Officer, Global Sustainable Tourism Council at the MOU signing ceremony to spearhead industry-wide sustainability training. The signing ceremony took place at ACE Learning Festival in Singapore.

At the heart of our approach lies the commitment to fostering robust connections with external stakeholders, which include valuable partnerships within the lodging industry. Through these collaborative efforts, we cultivate an environment of shared learning and mutual support, enabling us to glean insights, best practices, and innovative solutions from one another. By leveraging the collective expertise and resources of our network, we propel forward on our journey towards sustainability, working hand in hand to implement impactful initiatives and drive positive change within our industry and beyond.

01

OUR STORY

## Advancing Sustainable Tourism with GSTC Partnership

Ascott is a strong supporter and partner of the Global Sustainable Tourism Council (GSTC). We are the first hospitality company in Singapore to achieve GSTC-Committed status. Attaining this status indicates that our organisation has adopted the GSTC Criteria with a clearly outlined plan and implementation, reviewed by the GSTC. This demonstrates our commitment to sustainable tourism practices as we seek to have our properties globally certified by a GSTC-accredited certification body by 2028 where applicable.

Beyond our own operations, we seek to contribute to industry-wide advancements in sustainability. In 2023, Ascott signed a Memorandum of Understanding (MOU) with GSTC to jointly train and equip industry leaders and professionals in Singapore on principles and best practices in sustainability. Our global hospitality training centre, the Ascott Centre for Excellence (ACE), is the first onsite GSTC training partner in Singapore. This collaboration contributes to Singapore's hotel sustainability roadmap, which has a target of at least 60% of all hotel room stock achieving internationally-recognised sustainability certifications by 2025.



In 2023, the Ascott Centre for Excellence has facilitated **672** hours of sustainability training.



Participants of the inaugural GSTC Sustainable Tourism Course at Ascott Centre for Excellence with Beh Siew Kim, Chief Financial and Sustainability Officer, Lodging, CapitalLand Investment. (Third from right)



**"Ascott has strongly engaged with GSTC since they joined as members in 2022. With their recently achieved "GSTC-Committed status", Ascott is demonstrating how serious they are regarding sustainability, establishing solid engagements and commitments. Ascott publicly stated its goal of having all of its properties certified by an accredited GSTC certification body by 2028 where applicable. GSTC wishes Ascott great success in continuing its journey to highly sustainable practices across all its brands! I am confident that their efforts will set a benchmark for others in the sector to follow."**

**Randy Durband**  
Chief Executive Officer,  
Global Sustainable Tourism Council



OUR STORY

## Green Lease for Ascott's Tenants

We involve external stakeholders, such as tenants, who play a crucial role in contributing to the success of our sustainability programme and helping us fulfil our sustainability commitments. Under our green lease programme, we provide a green fit-out guide to our tenants to encourage the adoption of sustainable fittings and practices. Our shared responsibilities to sustainable operation and occupation are also documented in our agreements with tenants, known as green leases. By the end of 2023, our tenants have committed to green leases across 74%\* of the countries that we operate in and we are on track to expand to all countries by 2030.



Ascott has green leases with tenants across **74%\*** of countries we operate in.



\* For new and renewal agreements in 2023.

LIVE FROM SINGAPORE

CAPITALAND SUSTAINABILITY X CHALLENGE

Am sure you know....  
Aircon energy consumption usually take up more than half of total building / office energy consumption

AND...  
Save 50-80% of that aircon energy consumption with our solar hybrid aircon

Energy Saving | Low CO2 Footprint \$10

enovatek

L-Qube Pte Ltd  
Solar Hybrid Aircon

Ask your questions!



In Partnership with  
CapitaLand | Enterprise Singapore


CapitaLand Sustainability X Challenge 2023 Demo Day

OUR STORY

## Cultivating Sustainability Innovations

As a subsidiary of CapitaLand Investment, Ascott supports the CapitaLand Sustainability X Challenge (CSXC), the first global sustainability innovation challenge by a Singapore-based real estate company. In 2023, this global search for sustainability innovations saw 10 outstanding winners emerge from a pool of over 680 entries from 79 countries. These innovators won an opportunity to pilot their innovations at selected CapitaLand properties with up to S\$1 million in total to cover the cost of test bedding. Ascott supported the CSXC mentorship programme by sharing industry insights and providing guidance on real-life challenges to its assigned mentee. Its mentee's air conditioner solution is able to reduce grid energy consumption by running directly on solar power on a sunny day and integrating both solar and grid energy when there is insufficient solar energy. It will be piloted at Ascott Makati, Philippines in 2024 and is targeted to achieve energy savings of 30%.



 Philip Barnes and Quijano Ma. Faith from Ascott Philippines speaking at the Manila Bulletin's Sustainability Forum 2023 at UP Diliman, Philippines.

04

OUR STORY

## Championing Sustainability at Conferences and Events

Over the year, Ascott took part in various conferences and events to share about our sustainability programme and journey thus far. By openly sharing our sustainability efforts taken, challenges faced and learnings, we seek to promote shared learning and mutual support so that we may further advance sustainability collectively.



05

OUR STORY

## Growing Collective Sustainability Resources for the Industry

Over 200 Ascott properties took part in the latest Cornell Hotel Sustainability Benchmarking (CHSB) initiative, an industry-led data initiative which enables participating properties to calculate carbon footprint and benchmark energy, water, and carbon emissions. This exercise provided our properties with valuable data-driven insights that help prioritise sustainability efforts in a strategic manner. We are proud to contribute to this growing global dataset that benefits not just the hospitality industry, but also has broader applications – such as for the calculation of Scope 3 emissions for hotel stays by governments, corporate customers and travel management companies.

From top to bottom:

-  Prasanna Raghavan, Head of Finance, Ascott India, speaking at the Net-Zero Energy Leadership Summit at Chennai Tamil Nadu, India.
-  Beh Siew Kim, Chief Financial & Sustainability Officer, Lodging, CapitaLand Investment, speaking at the GSTC 2023 Global Conference in Antalya, Türkiye.





# RESPECT

People are the core of our business, and we want to foster a culture that reflects this belief. To achieve this, we have identified four focus areas: promoting health and safety; fostering diversity, equity and inclusion; upholding human rights; and enhancing customer engagement.

## Health and Safety

COMMITMENTS



**By 2030**  
- Attain ISO 14001 and 45001 certifications in all locations where Ascott operates in



Cultivate a **safety-first** culture with zero fatality, permanent disability, or major Injuries across Ascott's portfolio and our main contractors



Adopt new solutions/ technologies to **improve well-being** of guests



Ensuring the health and safety of our guests and associates is a top priority for Ascott. We aim to create a workplace culture that prioritises the health and safety of our associates and provide peace of mind to our guests.



Associates from Somerset Pattaya enjoying painting flowerpots and planting activities during Ascott Moments Week 2023.



## OUR APPROACH

We take a proactive approach to managing health and safety, that includes:

### 01

#### Certified Environmental, Health and Safety Management System (EHSMS)

Our system is externally certified to the world-class standards of ISO 14001 (environmental management system) and ISO 45001 (occupational health and safety management system). Aligned with ISO 45001, we engage both our leadership and associates in our efforts to proactively identify and address health and safety risks.

### 02

#### Training

All associates in Ascott-managed properties attend training and awareness programmes to facilitate the effective implementation of EHSMS.

### 03

#### Associates' Health and Wellness

We encourage our associates to be actively mindful of their health, family and work-life balance. Associates are offered flexible work arrangements, comprehensive medical and insurance coverage benefits, health and wellness activities, relevant talks and workshops and discounted rates at selected Ascott properties around the world.

### 04

#### Guests' Health and Wellness

We offer a comprehensive array of wellness amenities, including complimentary telehealth services, fitness facilities and wellness activities to promote guests' physical and mental well-being during their stay.

✔ Somerset Medini Iskandar Puteri team at the Malaysian Association of Hotels (MAH) Johor Run 2023, which promoted health and fitness while also showcasing the beauty of Johor.



01 OUR STORY

# Complimentary 24/7 On-Call Wellness and Security

During our guests' stay at Ascott, assistance to any health or security concern is just a call away. In 2021, Ascott was the first hospitality company in the world to offer its guests 24-hour access to complimentary telehealth, telecounselling and travel security advisory services in collaboration with International SOS. In 2023, the programme helped over 100 guests across 15 cities in areas such as medical assistance, travel advisory and emotional support.



### Medical Advice & Assistance:

Get guidance from International SOS' health experts on matters including medication, non-life-threatening ailments, acute and chronic illnesses.



### Travel Security Advice:

Receive advice on security matters like safe transportation options and assistance during in-country incidents such as protests or natural disasters.



### Mental Health & Emotional Support:

Access accredited counsellors for help with various mental and emotional health issues including depression, anxiety, and trauma.



### Evacuation Coordination and Support:

Receive assistance for medical or security incidents requiring evacuation to a medical centre or repatriation to a safe location.



In Partnership with:



02 OUR STORY

# Rejuvenating Health

In Thailand, Ascott Sathorn Bangkok introduced their Health & Wellness Themed Suite which indulges guests in a fully equipped space designed with their fitness goals in mind. The unique setup offers comfort, fitness, and rejuvenation, all in one space.



In China, Somerset Youth Olympic Nanjing organised complimentary medical consultations for residents. A medical group was invited to provide these consultations for interested residents, to help diagnose health issues and improve overall well-being. In addition, the medical group conducted talks to promote residents' awareness and understanding of health matters.





03  
OUR STORY

## Holistic Wellness for Our Associates

In 2023, we organised 20 global and local associate activities to promote healthy and active lifestyles. Our associates stayed active through exercises such as brisk walking and running, dancing to the beat of K-pop tunes and hip-hop grooves and built mindfulness and flexibility through yoga. Not forgetting mental health and other aspects of well-being, we also conducted global webinars on stress management and financial health amongst others. In addition, craft workshops such as flower arrangement and coaster making were held. Such activities aim to foster creativity, promote mindfulness, offer stress relief, and provide a sense of accomplishment.

From top to bottom:

CapitaLand Investment Sports Day 2023

Mocktail creation workshop for Ascott associates

04

OUR STORY

## Leadership Safety Inspection Walk

Occupational Health and Safety (OHS) of our stakeholders is of utmost importance to us. As a group, OHS is championed by CapitaLand Investment's (CLI) Group Safety Council, which was established in 2020 and comprises members of the CLI Leadership Council. The Group Safety Council reviews major OHS incidents and helps to reinforce a culture of safety. Ascott's Lodging Safety Council is chaired by the CEO of Ascott.

In Singapore, Ascott practises Singapore's Code of Practice (CoP) on Chief Executives' and Board of Directors' Workplace Safety and Health (WSH) Duties at its managed properties. The CoP, which came into effect in October 2022, embodies four principles comprising 17 actionable measures that company directors can demonstrate leadership in improving WSH performance and management. Ascott's senior management conducts monthly safety inspections at our Singapore properties to pre-emptively identify and address safety hazards.



Kevin Goh, Chief Executive Officer, Lodging, CapitaLand Investment (fifth from right), conducting a safety inspection at lyf Farrer Park Singapore.

We believe a diverse, equitable and inclusive workplace that values staff development will bring the best out of our associates. This in turn enhances our ability to provide exceptional service to our guests.



COMMITMENTS



**Achieve**  
diverse mix of  
associates in the  
organisation



Equip associates with future-ready skills under the CapitaLand Building Capability Framework, a programme that promotes continual learning so as to develop a talented workforce.

01

OUR STORY

## Embracing Team Diversity and Inclusivity

Our diverse global team encompasses individuals across 94 different nationalities, reflecting a rich tapestry of cultural backgrounds and experiences. Within our team, there is a balanced distribution of genders, with approximately 47% male and 53% female.

At the core of our organisational ethos lies an unwavering dedication to cultivating a workplace environment characterised by fairness and inclusivity. To uphold these principles, we assess our hiring and promotion procedures to safeguard against discrimination based on gender, age, ethnicity, religion, familial or marital status, and physical abilities. Our aim is to ensure that every individual is offered equal opportunities for professional growth and recognition within our organisation.



**94**  
nationalities are  
represented



**53%**  
of all associates  
are women



**40%**  
of senior  
management  
are women



**Diverse**  
age groups  
and cultural  
backgrounds



**“Ascott’s unwavering commitment to equal opportunity is woven into our DNA, driving our strategic initiatives to foster a diverse and inclusive workplace.”**

**James Tan**  
Vice President,  
Human Resources Business  
Partner, CapitaLand Investment



02

OUR STORY

## Promoting a Culture of Learning

Ascott prioritises recruiting a robust and diverse talent pool from around the world, while also fostering their continuous growth and skill development through continual learning and development at all career stages. The Ascott Centre for Excellence (ACE) is the group’s regional training centre, set up to develop our human capital. ACE emphasises building technical and service quality, grooming leaders, fostering a vibrant organisational culture, and offering training resources for industry professionals and new entrants. Overall, more than 10,400 associates from 21 countries have been trained.

In addition, our associates are encouraged to sign up for courses, talks and classes organised by CapitaLand Investment, including those held during the group’s Learning CAREnival. CAREnival is a learning festival that promotes continuous learning and career resilience. In 2023, industry experts conducted inspiring sessions across topics including digital transformation and career building, and showcased innovative ideas for sustainable buildings, smart city developments, generative Artificial Intelligence (AI) and more. The learning festival presents associates opportunities to upskill, learn about wellness through classes and connect with colleagues across the CapitaLand family, all while enjoying delicious treats and early bird gifts.

03

OUR STORY

# Growing our Sustainability Champions

Our Ascott CARES sustainability strategy and programme place our people at the forefront. In 2023, we introduced our inaugural Ascott CARES sustainability basics course, crafted and delivered entirely in-house and available in six languages. This course aims to familiarise over 15,000 associates worldwide with concepts like Ascott CARES, GSTC, and sustainable practices within the hospitality sector, offering practical guidance for integrating sustainability into their daily routines.

Additionally, we launched the Ascott Sustainability Series, a range of webinars accessible to all associates globally. In 2023, five webinars were hosted, each drawing an enthusiastic audience of over 600 attendees. The series commenced with our India team, who shared insights into their sustainability endeavours and pursuit of the EDGE green building certification. Subsequent sessions featured presentations from our Philippines and Indonesia teams, detailing their sustainability journeys. Thematic discussions encompassed topics such as GSTC certification and the shift

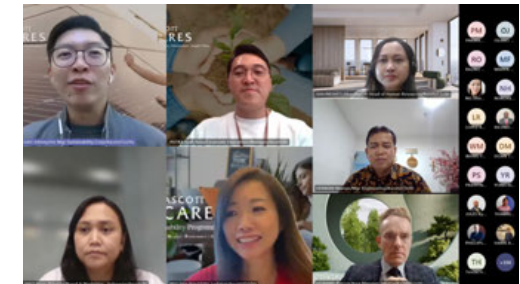
to cage-free eggs, with contributions from front-runners in sustainable operations certification like Iyf one-north Singapore and Somerset Greenways Chennai, as well as industry experts.

In order to inspire the application of sustainability principles, we launched the Stars of Ascott - Sustainability awards. These accolades honour our country and property teams who exhibit outstanding dedication and enthusiasm in embodying the values and exemplary standards of Ascott CARES. The awards are divided into two primary categories: 'Environmental' and 'Social'. They commend inventive strategies for environmental conservation and meaningful community engagement initiatives, respectively. In 2023, Ascott Japan was honoured in the Environmental category, while Ascott Indonesia received recognition in the Social category. Alongside trophies for the winning countries, the top three properties in each category were presented with cash prizes and trophies or certificates in acknowledgment of their achievements.

From top to bottom:

▶ The Ascott Sustainability Series in April 2023 featured Ascott Philippines' sustainability journey.

▶ Our Ascott Sustainability Series in August 2023, featuring Ascott Indonesia's sustainability journey.



04

OUR STORY

# Creating Welcoming Spaces for Everyone

In Australia, our associates at Quest Apartment Hotels partnered with Accessible Accommodation to take a significant step towards a more inclusive future. Over 90% of our associates were trained in the Tourism Accommodation Inclusion Programme to better understand and implement measures to meet the requirements of people living with disabilities. We also worked with Accessible Accommodation to craft more inclusive designs for new-built hotels and rolled out the Accessible Playbook. This comprehensive guide is designed to facilitate the implementation of accessible initiatives across all Quest properties to create welcoming and accessible spaces for everyone.



**"As the country's premier serviced apartment provider and hotelier, it is essential that the service we provide is accessible to all our guests, because everyone deserves a holiday and the ability to stay in a hotel room, regardless of their circumstances. By upskilling our teams today, as well as planning spaces that are designed with accessibility in mind, we're ensuring that our partnership with Accessible Accommodation is about meaningful change now and change for the future."**

**Anthea Dimitrakopoulos**  
General Manager of Brand and ESG,  
Ascott Australia



# Ascott Moments Week

Service from the Heart, underscored by a spirit of excellence, starts with our people. Our people always play a fundamental role in showcasing the hospitality that Ascott stands for. During Ascott Moments Week 2023, with the theme of “You Matter! Bringing the Brand Experience to **LIFE**”, we turned the spotlight on the key role our associates play in creating on-brand experiences for our guests. During the annual week-long celebration, in keeping with the key objective, various fun and engaging activities took place to celebrate our associates and to inspire them to bring the Brand Experience to **LIFE**, infusing our Service Promise - Local Touch, Individuality, Feeling at Home and Exceeding Expectations - at every opportunity.

## Service from the Heart, like integrity, is done even when no one is watching.

Such is the kind of service that Somerset Grandview Shenzhen’s Engineering Manager, Le Ren Ping, or Tony to most, delivers to both his colleagues and guests. Joining the Ascott family in 2009, Tony’s humility, sincerity, and selflessness remain steadfast through the years, extending round-the-clock technical assistance even on his day offs.

Encapsulating Somerset Brand Behaviours – Relaxed, Attentive, and Warm – in a heart-warming incident that won him Stars of Ascott: Outstanding Service from the Heart 2023; Tony was Manager-on-duty (MOD) when a guest who was suffering from jetlag had a fall and sustained spinal injury. He not only accompanied the guest to the hospital, but also requested to be MOD for the week to be able to monitor the guest, and, true to **LIFE** Service Promise of ‘Exceeding Expectations’, helped the guest with his basic activities of daily living including bathing and toileting, as well as ensuring his mental well-being by keeping the guest company during his lunchtime and after his shift. Tony’s Somerset brand behaviours, and his demonstration of The ASCOTT Way Service Value of being ‘Team-oriented’ also helped save 50% of the property’s air-conditioning maintenance cost. He sourced for better vendors, personally trained them and his team, and led them on a room-by-room inspection and repair of the air-conditioners, resulting in a more energy-efficient air-conditioning.



**“Whole-hearted service is my passion. I believe it brings the world closer and empowers me to create a comfortable experience free of borders to everyone, every chance I get.”**

**Le Ren Ping Tony**  
Engineering Manager,  
Somerset Grandview Shenzhen



# Empowering Associates with Disabilities to Shine

Ascott is committed to fostering an inclusive workplace where individuals with disabilities can excel. We recognise their valuable contributions and believe that by embracing diversity, we can unlock the full potential of our workforce, leading to both personal and organisational growth.

In Ascott Malaysia, our graphic designer Anne, who is deaf, exemplifies this commitment. To support Anne and create an environment where she can thrive, the team implemented various visual aids and communication tools, such as sign language posters and digital messaging systems. These enhancements facilitate seamless communication between Anne and her colleagues. Furthermore, the team provided training to associates on basic sign language, promoting a culture of empathy and support within

the workplace. Investments in technology and assistive devices were also made to enhance Anne’s productivity and efficiency. Through these initiatives, Ascott Malaysia strives to ensure equal opportunities for all associates, regardless of their abilities.



**“In a bustling corporate environment, Anne’s silent world speaks volumes. Her creativity knows no bounds, and her ability to communicate through her designs transcends language barriers. Every project she touches is infused with passion, precision, and a unique perspective that inspires us all.”**

**Ascott Malaysia team**



**“Beyond workplace design and accessibility, I value the supportive and inclusive culture within the organisation. Ascott Malaysia organised awareness sessions to educate associates on disability inclusion and promote empathy and understanding. I feel loved by my colleagues, who value my efforts and recognise my talents.”**

**Anne Azman**  
Graphic Designer, Ascott Malaysia



COMMITMENTS



**By 2024**  
- 100% of associates\* will have completed sustainability-related training, including but not limited to, human rights, human trafficking awareness, and recruitment policies and practices



As a global hospitality company whose operations touch so many lives, we recognise our responsibility in holding human rights in high regard.



\* Executive grade and above.

OUR STORY

## Supporting Fair Labour Practices

Ascott upholds the principles and commitments established in the Universal Declaration of Human Rights and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. We maintain a firm stance against child and forced labour and do not tolerate commercial, sexual or any other form of exploitation or harassment, particularly of children, women, minorities, and other vulnerable groups.

We are also a signatory to the Employers Pledge for Fair Employment Practices by the Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP) in Singapore which aims to encourage employers to adopt fair hiring, advancement, and management practices.

Outside of our direct operations, we are aware that the hospitality sector can be vulnerable to modern slavery risks, including forced labour, debt bondage, and trafficking. These risks may manifest indirectly through third-party contracted workers, the misuse of hotels as locations for human trafficking and exist within supply chains. As part of our due diligence efforts to address these potential risks, we are committed to implementing comprehensive modern slavery awareness training for all associates by end 2024.

OUR STORY

## Implementing Practices for Workplace Equity

We are committed to fostering an equitable workplace and continually assess progressive HR practices for implementation. Throughout our recruitment process, we consistently evaluate our procedures to guarantee they uphold non-discriminatory standards. At Ascott Indonesia, our system automatically rejects any recruitment advertisements that contain requests for information from candidates related to age, nationality, religion, race, marital status, and similar details. As part of our new hires' onboarding process, we provide non-bias and Diversity, Equity and Inclusion (DEI) training programmes. We have also commenced analysis of gender pay equity.

Among the benefits we provide our associates are flexible work arrangements and parental leave. Paid parental leave allows all parents to bond with

their newborns, share caregiving responsibilities and promotes gender equality in parenting roles. Ascott Australia has also embraced forward-thinking measures, including the introduction of menstrual and menopause leave. This acknowledges and supports the health needs of female employees, enhancing workplace inclusivity and productivity.

These initiatives align with our broader efforts to create a workplace where all associates feel valued and supported in their professional and personal lives. Our dedicated efforts have not gone unnoticed and in 2023, Ascott Australia was one of the winners of Best Place to Work award in Australia, while Somerset Maslak Istanbul was named Türkiye's Best Workplaces by Great Place To Work for the third consecutive year.

Ascott Australia - Best Place to Work award in Australia



From top to bottom:

Shiran Olagama, Financial Planning and Analysis Manager at Ascott Australia, with his children during paid parental leave

Somerset Maslak Istanbul - Türkiye's Best Workplaces by Great Place To Work



COMMITMENTS



Strengthen customer relationships and attain consistently high levels of customer satisfaction



Elevate guest experience through technology and innovation



We continually seek opportunities for our guests to participate in sustainability initiatives and share their feedback with us.



01

OUR STORY

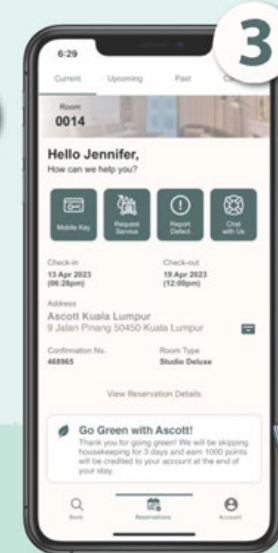
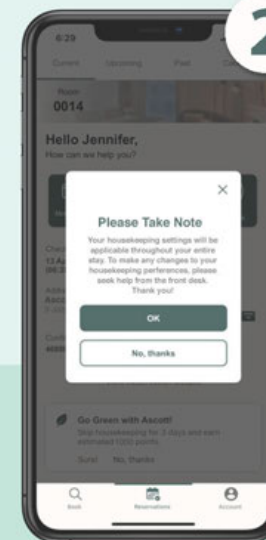
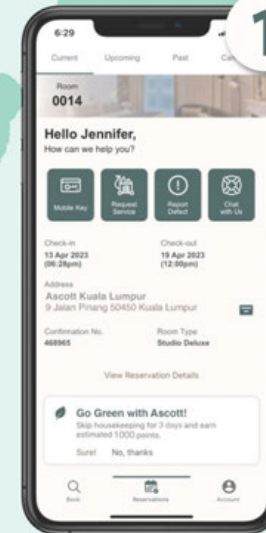
## GoGreen

We express our gratitude to guests who accompany us on our sustainability journey by rewarding them for their participation. Through our GoGreen initiative on our loyalty app, DiscoverASR, guests who select a reduced room-cleaning frequency during their stays earn additional loyalty points. In 2023, this programme facilitated energy and water efficiency savings by avoiding 1,315 instances of housekeeping services. To acknowledge their contribution, we awarded over 1,400,000 Ascott Star Rewards (ASR) points to participating guests.

Furthermore, we empower guests during their stay through our Towel and Linen Reuse programme. Guests have the option to decline daily towel and linen changes throughout their stay or request replacements only when needed. This initiative reduces the frequency of laundry loads, conserving water and energy, while also prolonging the lifespan of towels and linens.



**1,315** instances of housekeeping services skipped through GoGreen in 2023



## Join ASCOTT Go Green Stay Green Plan

Support Ascott Go Green Stay Green sustainability efforts by skipping housekeeping for 3 days and earn 1000 ASR Green points.

EMBRACE SUSTAINABLE LIVING FOR A BRIGHTER TOMORROW

02

OUR STORY

## Somerset – Where Harmony is Second Nature

Our Somerset brand seeks to encourage guests to stay sustainably. Guided by the principles of sustainability and inclusivity, Somerset celebrates harmony within individuals, with loved ones, and in the environment. With sustainability as a brand passion, Somerset is guided by Ascott CARES across different aspects of the brand’s operations through integrating innovative sustainability features and practices ranging from energy-generating gym equipment to micro farming experiences. Beyond

environmental measures, sustainability at its core is also about fostering inclusivity and building a community that embraces diversity and promotes equality.

With over 70 properties across 60 cities globally, Somerset extends guests a chance to participate in the green travel movement. Staying at Somerset properties allow for families across generations to have fun together while learning to care for the environment and their community.

From top to bottom:

⚡ Treadmill machine which generates energy to power the attached display tablet at Somerset Al Fateh Bahrain.

🌱 Both adults and children can cultivate green fingers by planting organic veggies and herbs at the rooftop garden of Somerset Rama 9 Bangkok.



03

OUR STORY

## Somerset Sustainability Passport Programme



In November 2023, we introduced the Somerset Sustainability Passport Programme, an initiative empowering guests to embrace sustainability during their stay. Designed to educate and inspire care for the environment and society, guests can take part in the Somerset Sustainability Passport Programme by taking sustainable actions and be rewarded for it. Catering to all ages, guests can play a part by choosing to opt out of housekeeping services, or engaging in a range of community initiatives geared towards fostering environmental sustainability and social good. Within a span of just two months, more than 140 activations and events were held across 54 Somerset properties in 19 countries. Somerset properties globally rolled out initiatives that were engaging and educational. In Vietnam, Somerset properties collaborated with local coffee bean supplier – Dimension Coffee, to repurpose unused coffee powder rejects. Guests can collect free coffee powder and discover various ways to recycle coffee powder. In South Korea, Somerset Central Bundang and Somerset Palace Seoul organised Green Bazaar donation drive events where associates and guests could donate and purchase pre-loved items. All proceeds were donated to Seongnam-si Hanmaum Welfare Center to support vocational training for adults with developmental disabilities, as well as K-Green Foundation. For younger guests, the Somerset Sustainability Passport Programme is also available in physical copies with interactive games and activities that they can complete in exchange for prizes.



**“The Somerset Sustainability Passport Programme is a global initiative championed by our Somerset brand to actively involve our guests in staying sustainably. We are heartened that small individual actions, multiplied across our portfolio of Somerset properties globally, have inspired our guests of all ages and associates to amplify impact by taking practical action today.”**

**Tan Bee Leng**  
Chief Commercial Officer,  
The Ascott Limited



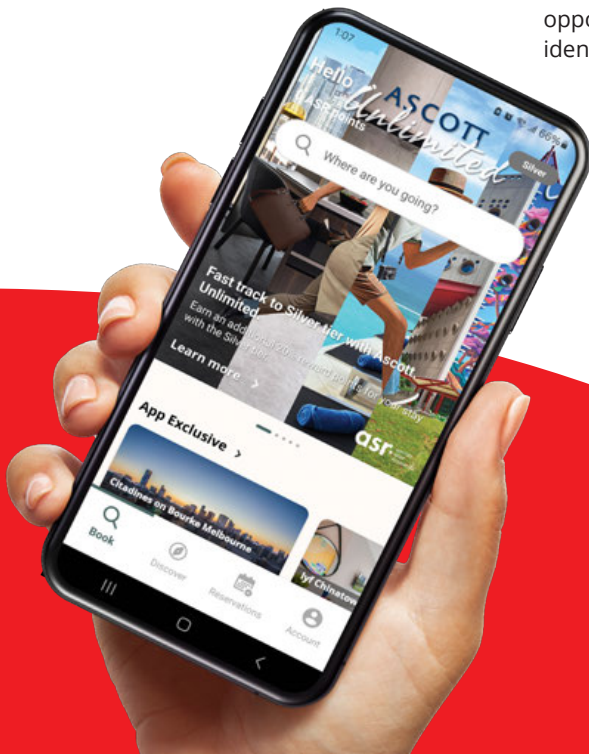
04 OUR STORY

# Continuous Improvement Through Guest Feedback

Ensuring an exceptional guest experience is a fundamental priority across all our properties. It brings us immense satisfaction to consistently deliver outstanding stays. We actively seek feedback from our guests regarding sustainability practices, as this allows us to continually enhance our offerings and engage guests in sustainability initiatives. Feedback channels include our Guest Satisfaction Survey, which is emailed to guests upon check-out, and notifications within the DiscoverASR app for users.

Guest feedback data is carefully analysed to drive improvements in product, processes, and services, conducted at property, regional, and global levels.

Since October 2023, Ascott has incorporated two sustainability-focused questions into our Guest Satisfaction Survey. Guests have provided valuable feedback on initiatives such as reducing single-use plastics, encouraging towel reuse, and implementing recycling programmes. We are heartened by the positive responses received and are committed to exploring further opportunities for sustainability as identified by our guests.



Guest Satisfaction with Ascott's Sustainability Efforts\*

# 77.1%

of guests rated 4 stars or higher out of 5



\* (Oct - Dec 2023)



"Helps minimise waste production such as reducing single-use plastics, e.g. instead of providing individual water bottles/toiletries, they provided big/refillable bottles for the entire stay."

Guest from Somerset Millennium Makati



"Room daily cleaning is not a must. It is happy to see your hotel has an effort to help on sustainability and should educate guests to play a part in it."

Guest from Citadines Opéra Paris





# ENVIRONMENT

As a responsible company, we drive sustainable growth and environmental protection throughout our operations with an emphasis on low carbon transition, water conservation and resilience, sustainable accommodations, waste management and circular economy solutions.

## Low Carbon Transition

<b>COMMITMENTS</b>					
	By 2050 - Commit to <b>Net Zero</b> (Scope 1 and 2)	By 2030 - Align with Science-based target of "1.5°C" scenario; <b>46%*</b> reduction of greenhouse gas emissions (Scope 1 and 2)	By 2030 - Reduce carbon emissions intensity by <b>72%*</b>	By 2030 - Reduce energy consumption intensity by <b>15%*</b>	By 2030 - Increase proportion of electricity consumption from renewable sources to <b>45%</b>

Accelerating low carbon transition is critical in tackling climate change. In our race towards Net Zero for Scope 1 and 2 by 2050, we are constantly exploring new ways to reduce the energy consumption and carbon emissions intensity of our operations.



\* From a 2019 baseline.  
 Note: Energy and Carbon reduction are based on GHG Protocol (operational approach), commitments in this pillar are aligned with CLI's targets.



Somerset Westview Nairobi collaborated with Ocean Sole and made a sustainable Cubby, Ascott's mascot, entirely from 140 recycled flip flops.

## OUR MANAGEMENT SYSTEM

Ascott adopts CapitaLand's Environmental, Health and Safety Management System (EHSMS) as a key tool in monitoring and managing its environmental footprint across its global and diverse portfolio. It is audited by a third-party accredited certification body to ISO 14001 and ISO 45001 standards. The ISO 14001 and ISO 45001 standards are recognised internationally for environmental management of businesses and occupational health and safety management of businesses respectively.

CapitaLand Investment's (CLI) EHS Committee maintains the EHSMS. Each strategic business unit, including Ascott, also has its own EHS Committee to drive initiatives in countries where they operate, with support from various departments. Ascott's EHS Committee is led by the CEO of Ascott.

## OUR APPROACH

**There is unequivocal evidence that Earth is warming at an unprecedented rate, primarily due to increased carbon emissions from human activities. Global warming has been intensifying and 2023 was confirmed as the warmest year on record.<sup>1</sup>**

Climate change and emissions reduction have been identified as key sustainability issues for Ascott. Our management approach includes:

<sup>1</sup> <https://wmo.int/media/news/wmo-confirms-2023-smashes-global-temperature-record>

<sup>2</sup> Task Force on Climate-related Financial Disclosures

<sup>3</sup> [https://www.capitaland.com/content/dam/capitaland-sites/international/about-capitaland/sustainability/sustainability-reports/CLI\\_Climate\\_Resilience\\_Report\\_2023.pdf](https://www.capitaland.com/content/dam/capitaland-sites/international/about-capitaland/sustainability/sustainability-reports/CLI_Climate_Resilience_Report_2023.pdf)



**"Institutional investors are increasingly concerned about climate change risk and impact. CapitaLand Investment (CLI) and Ascott's due diligence process utilises tools such as Environment, Health & Safety Impact Assessment (EHSIA) to consider environment, health, safety risks and opportunities upfront. EHSIA adheres to stringent commitments set out in CLI's 2030 Sustainability Master Plan, this ensures our private funds' investments are future-proofed, potentially stranded assets flagged and asset values preserved. Two great examples are Ascott Serviced Residence Global Fund's Citadines Islington London and lyf Ginza Tokyo, which are EDGE Advanced-certified and EDGE-certified properties, respectively. Citadines Islington London which runs on 100% renewable energy, features heat pumps for efficient water heating, smart meters for enhanced energy tracking, and water-efficient fittings. lyf Ginza Tokyo has installed guestroom occupancy detection systems, efficient interior lighting, and water efficient fittings."**

**Mak Hoe Kit**

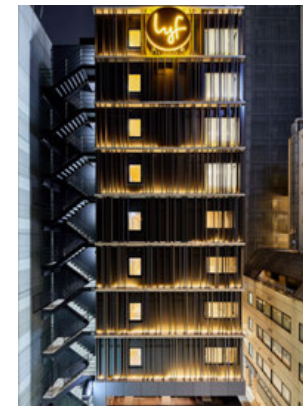
Managing Director, Lodging Private Equity Funds, CapitaLand Investment



# 01

## Climate Risk Management

As a wholly-owned subsidiary of CapitaLand Investment, we operate in accordance to the broader climate strategy of the group, which is encapsulated under the TCFD<sup>2</sup>-aligned CapitaLand Investment Climate Resilience Report 2023<sup>3</sup>. We adopt a proactive stance towards evaluating climate-related risks and opportunities across investment, operations and (re)development, addressing them via our broader Enterprise Risk Management Framework. One important component of our approach is to conduct Environment, Health & Safety Impact Assessment (EHSIA) during due diligence to identify any environmental (including climate change) risks and opportunities related to the asset/project site and its surroundings.



From left to right:

lyf Ginza Tokyo

Citadines Islington London

OUR APPROACH

02

**Sustainable Building Design and Development**

During the property design and development phase, we study the local context of each project in detail, and consider appropriate climate change adaptation measures. This process is guided by CLI's Sustainable Building Guidelines. Please refer to the Sustainable Accommodations section of this report on page 43 for more information.

03

**Targets Aligned with Climate Science**

Our targets to achieve 46% carbon emissions reduction by 2030 and Net Zero for Scope 1 and 2 by 2050 are grounded in climate science. To achieve these targets at the portfolio level, we set energy use and carbon emissions reduction targets for every property and include energy performance in each country's balanced scorecard.



**“Sustainable buildings are not a trend, it’s the future. At Ascott, our design adopts a whole life cycle approach and embraces a broader perspective, considering a building’s entire lifespan. Creating a truly sustainable building requires a holistic approach that considers not just its environmental impact, but also the well-being of its occupants and its ease of maintenance over time. We are guided by our parent company, CapitaLand Investment’s Sustainable Building Guidelines. This includes placing extra emphasis on efforts for our buildings to be more energy efficient, for instance, setting green rating targets, specifying minimum equipment efficiency, and requiring the use of onsite renewable energy whenever possible.”**

**Leong Teng Wui**  
Chief Design & Technical Officer,  
The Ascott Limited



04

2023 PERFORMANCE

**Low-Carbon, Climate Resilient Operations**

Our ambitious targets are supported by our robust ISO 14001 and ISO 45001-certified EHSMS. It serves to monitor transition risks for operational assets relating to climate regulations via EHS legal register updates and regular stakeholder engagements. Operational issues pertaining to climate change, energy and water are also identified and managed through the EHSMS to strengthen climate resilience. Our primary focus areas involve improving energy efficiency and increasing renewable energy use.



**10.3%\***  
carbon emissions  
intensity reduction



**13%\***  
energy consumption  
intensity reduction



**3.8%**  
of electricity from  
renewable sources

\* Intensity figures are computed for Ascott operationally-managed properties with full year data, and exclude new properties which have been in operation for less than 12 months, properties undergoing AEI and corporate offices. Between 2019 and 2023, there was an increase in the number of operational properties from 131 to 221. The reduction is compared to 2019 baseline.



01

OUR STORY

## Energy Efficiency

Heating, Ventilation, and Air Conditioning (HVAC) can make up 40-60% of energy usage in buildings. In partnership with SensorFlow, Ascott is implementing the Smart Room Energy Management (SmartREM) system to reduce HVAC energy consumption across its properties.

Using wireless sensors, the SmartREM system detects occupancy status in guest rooms. When unoccupied, the system promptly adjusts HVAC settings to conserve energy, reverting to original settings upon the guest's return.

In 2023, 11 properties have utilised the SmartREM system and achieved significant energy savings of over 1,365,000 kWh, resulting in a reduction of environmental impact equivalent to 732 tonnes of carbon emissions.

Collectively, this HVAC optimisation has not only marked a substantial environmental milestone but also translated into considerable economic savings, totalling USD 179,000 across all properties.



Across Ascott,  
**1,365,000 kWh**  
energy savings  
in 2023



Equivalent to  
**732**  
tonnes of carbon  
emissions avoided

02

OUR STORY

## Innovations in Harnessing Geothermal and Waste Heat Energy

As part of the new urban district project Vienna TwentyTwo in Austria, Citadines Danube Vienna uses 100% carbon neutral heating and cooling arising from a pioneering sustainable energy system. This system is powered by geothermal energy, groundwater and exhaust air. In winter, the system extracts thermal energy from exhaust air to heat buildings, while in summer, it reverses to cool incoming fresh air. Surplus hot and cold air are stored in buffer tanks, including a sprinkler reservoir. This flagship project demonstrates the efficiency and potential of geothermal energy in urban settings and marks a significant milestone towards sustainable energy provision.

In China, a similar innovation harnessing waste heat energy was funded by the CapitaLand Innovation Fund and will be trialled at Ascott Raffles City Beijing. The innovation makes use of waste heat energy from air-conditioning systems to heat up the hot water supply. It is projected to generate an annual cost saving of CNY 131,000, and an annual reduction in carbon emissions of around 292 tonnes. The trial of this solution paves the way for potential adoption by other properties.

Carbon neutral heating and cooling system at Citadines Danube Vienna



03

OUR STORY

## Sustainable Transport

We also strive to promote the use of sustainable transportation to guests. In Qatar, due to lower fuel prices, it is common for guests to prefer the use of private cars over public transport. To promote a mindset shift, Somerset West Bay Doha has partnered with the Qatar rail authorities to increase awareness on the benefits of e-bikes and e-scooters and to provide these alternative transportation options for guests to reduce their carbon footprint, particularly for short-distance travels. In China, Ascott has embarked on a collaboration with Nio Power, Nio's energy business unit, to work on building charging and battery swap infrastructure and enhancing user experience for both companies. This initiative aims to improve the success of electric vehicle charging stations and encourage the use of electric vehicles.



04

OUR STORY

## Renewable Energy

Making the switch to renewable energy before 2030 is a top priority for us. We have achieved 100% renewable electricity use in Germany and the United Kingdom, with Belgium and India purchasing part of their energy from clean sources. We continue to identify and implement opportunities to increase renewable energy use across our portfolio as countries increase their renewable energy capacity. In 2023, one of the locations where we began purchasing renewable electricity is Japan. Citadines Shinjuku Tokyo, Citadines Central Shinjuku Tokyo and Citadines Karasuma-Gojo Kyoto now utilise 100% renewable electricity across their operations, while Somerset Ginza East Tokyo and Somerset Shinagawa Tokyo are powered by renewable electricity in all common areas.



**“Utilising clean energy is an important initiative towards achieving a decarbonised society. By switching to renewable energy at five properties in Japan we can expect to reduce carbon emissions by approximately 2,200 tonnes per year. We will continue to consciously work towards further energy conservation and decarbonisation.”**

**Daisuke Shimamura**  
Manager, Procurement, Ascott Japan



COMMITMENTS



By 2030 -  
Reduce water  
consumption  
intensity by  
**15%\***

Increasing water scarcity is one of the greatest challenges the world faces. At Ascott, we encourage our guests and associates to minimise water consumption and play an active role in tackling the issue together.



\* From a 2019 baseline.

01

OUR STORY

## Shower Pleasure Meets Sustainability

Water and energy savings need not come at the cost of guest comfort. At Citadines Barbican London, we introduced the installation of shower heads which cuts down associated energy and water usage by nearly 40%. The shower technologies provide a high-water pressure, invigorating shower experience despite a reduced water flow rate from conventional shower heads. Throughout our portfolio, we actively implement and share water-saving solutions such as this, enhancing both guest experience and contributing to water conservation efforts.



Reduction of water  
flow rate from 9  
litres/minute to  
**6**  
litres/minute



**40%**  
savings in associated  
energy and water  
usage

### OUR APPROACH

Water conservation is crucial due to the growing threat of water scarcity driven by factors like climate change. We monitor water usage closely, implement water-saving projects, train associates on best practices for water management and encourage guests to participate in water conservation efforts including our Towel and Linen Reuse programme. Our reusable Ascott CARES wooden cube informs guests how they can opt out of daily towel and linen change, thereby contributing to water savings. The multi-faceted cube also serves as a reminder to conserve electricity and resources, encouraging guests to adopt sustainable practices during their stay.



02

OUR STORY

## Reusing Reverse Osmosis Reject Water

In India, Oakwood Residence Kapil Hyderabad has implemented a Reverse Osmosis (RO) plant to purify water for drinking purposes. During this purification process, the RO plant produces reject water containing elevated levels of dissolved salts and impurities, rendering it unsuitable for direct consumption. To avoid wastage of this water, the property has installed pipes and valves to channel it to a separate storage tank. From there, the water is redirected to overhead flush tanks for non-potable purposes such as toilet flushing. Regular monitoring and maintenance of the system ensure that the reject water is efficiently utilised without causing any adverse effects on the flush tanks or plumbing systems.



Each year,  
**1,800**  
kilolitres of RO reject  
water is reused for  
toilet flushing



Translates to annual  
savings of nearly  
**INR 300,000**



COMMITMENTS



By 2030  
Reduce waste  
intensity in our  
day-to-day  
operations by  
20%\*



By 2030  
Achieve 25%\*  
recycling rate



We understand that resources are finite and are committed to using them responsibly by actively reducing waste and seizing opportunities to enable circular economy.



\* From a 2019 baseline.



## OUR APPROACH

Effective waste management requires accurate waste measurement. However, this presents a common challenge in the hospitality industry due to the complexity of waste streams and inconsistencies in measurement methods. Moreover, our operations extend across diverse geographical regions with varying waste management systems, leading to limited availability of waste data in certain areas.

Therefore, in 2023, we took steps to enhance the tracking of waste data at our properties while implementing strategies to reduce waste in alignment with our 2030 targets. This involved the introduction of guidelines and webinars aimed at training our associates in waste data collection, monitoring, and the adoption of best practices to minimise and divert waste, including food waste.

Ascott hosted its waste management training sessions in 2023.



01

OUR STORY

## Waste Segregation and Recycling

We recognise the importance of implementing effective waste segregation systems to ensure different types of waste are properly sorted for recycling, composting, or other appropriate disposal methods. At lyf Farrer Park Singapore, the property educates associates about the importance of segregating waste and provides clearly labelled bins to residents to facilitate recycling efforts. These efforts contribute towards achieving our target of 25% recycling rate by 2030.

02

OUR STORY

## Food Waste Diversion

In France, Citadines Kléber Strasbourg partnered with Too Good To Go to give a second life to surplus breakfast items like pastries, bread and yoghurt. Too Good To Go is a global movement that reduces food waste by providing a platform for users to purchase surplus edible food at a discounted rate. The property also sends its remaining food waste and organic waste from garden maintenance to its compost bin, where they are transformed into nutrient-rich compost that can then be used to improve soil health and fertility in the garden.

At Citadines Wilson Toulouse, another property in France, food waste is sent to a waste service provider Hector le Collector for the generation of biogas. This reduces carbon emissions and air pollution which would have otherwise resulted from incineration, and the biogas serves as renewable energy supplied to the gas network in France. The property also collaborates with Bocalenvers, a non-profit organisation that employs marginalised persons, such as persons with disabilities and the long-term unemployed, to transform unsold fruits and vegetables into sweet or savoury jams.



**“The Too Good To Go initiative is a continuation of the actions already taken to diversify sorting solutions and to stop using plastic products and individual packaging, particularly for breakfast. In one year, we have saved over 400 meals for a saving of around €500, and above all we have reduced our waste and redistributed our products at a lower cost, enabling us to promote our commitment to sustainable development under the Ascott CARES programme.”**

**Nicolas Fournet**

Residence Manager, Citadines Kléber Strasbourg



Citadines Kléber Strasbourg team: Residence Manager Nicolas Fournet, Assistant Residence Manager Gregory Betsch, Breakfast Attendants Sarespadee Abboyi and Leena Goopee

OUR STORY

# 2023 Sustainable Christmas Trees Showcase and Competition

In 2023, Ascott celebrated the magic of Christmas by infusing a sustainable touch into one of the season's most beloved symbols - the Christmas tree. Across our properties globally, we creatively crafted stunning interpretations of the traditional Christmas tree using an array of recycled materials, including yoga mats, denim jeans, bottle caps, chopsticks, and even oyster shells. These unique trees not only bring the festive spirit to our lobbies but also symbolise our steadfast dedication to sustainability. Each tree represents our unwavering commitment to sustainability and serves as a reminder to be mindful of how our actions, big or small, affect the environments around us.



## SOMERSET ALABANG MANILA, PHILIPPINES

Christmas decoration inspired by the flora and fauna of the Philippine seas

**Materials used:**

- 7-year old Christmas Tree and reusable LED lights
- Boat made from scrap wood and abaca ropes
- Handmade rattan corals made from paper cups, wires, used bubble wraps and old yoga mat
- Sea creatures made of scrapped plywood, spray painted bottles and containers
- Collection of painted twigs and branches

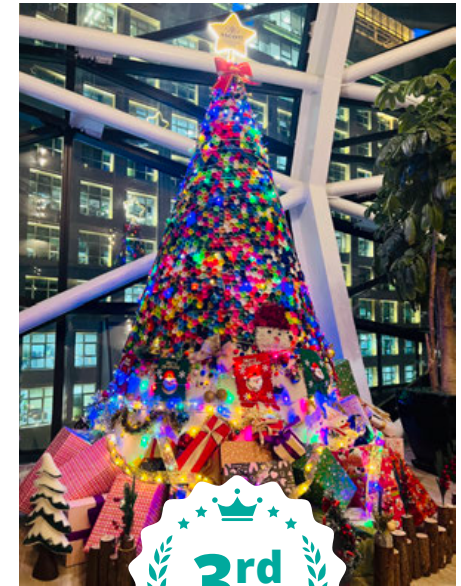


## OAKWOOD HOTEL & RESIDENCE SRI RACHA, THAILAND

Transformation of leftover oyster shells into a symbol of opulence and enduring elegance during the Christmas season

**Materials used:**

- Used fisherman string for hanging the oyster
- Used oyster shells as a main decoration of the Christmas tree
- Eco-friendly pure acrylic resin gold paint with zero VOC content



## ASCOTT RAFFLES CITY BEIJING, CHINA

Christmas tree delivering the message that environmental protection begins from small actions, as simple as recycling plastic bottle caps

**Materials used:**

- 4,500 bottle caps
- Recycled wallpaper
- Reused parcel boxes

# Sustainable Accommodations

## COMMITMENTS



By 2028 -  
**100%**  
of properties<sup>1</sup> to  
be certified by a  
GSTC-accredited  
certification body  
(where applicable)



By 2030 - Achieve  
green building  
certification for  
**100%**  
of owned properties<sup>2</sup>



Our teams are committed to creating sustainable accommodations around the globe – executing thoughtful designs and developments, while infusing sustainable practices across our operations.



<sup>1</sup> Managed and branded properties with more than two years of operations.

<sup>2</sup> Refers to all owned properties under our listed REIT, private funds, and balance sheet.

## OUR APPROACH

From the thoughtful design of each building to its daily operations and conscientious consideration about the end of the building's life cycle, we pay careful attention to providing sustainable accommodations around the world. We adhere to our parent company CapitaLand Investment's Sustainable Building Guidelines. The four key objectives of the guidelines are to minimise carbon footprint and energy consumption, manage water resources, reduce waste generation, and promote biodiversity during the building design and development stage.

During our day-to-day operations, we commit to our Ascott CARES strategic framework which is aligned to

the GSTC Criteria that span across the main themes of sustainable management, socioeconomic impacts, cultural impacts and environmental impacts. We are also externally certified to the world-class standards of ISO 14001 (environmental management system) and ISO 45001 (occupational health and safety management system).

Ascott encourages our properties to pursue excellence in both green building design and sustainable operational practices. In particular, lyf one-north Singapore has been a trailblazer within Ascott and has since garnered more than 12 prestigious awards on both the international and national stage. Some of its notable accolades include:

**GSTC  
Certification  
- Achieved  
in 2023**

**Building and  
Construction  
Authority (BCA)  
Singapore -  
Green Mark  
Gold<sup>Plus</sup> Award and  
Universal Design  
Gold Award**

**The Royal  
Institution  
of Chartered  
Surveyors (RICS)  
Southeast Asia  
Awards 2023 -  
Sustainability  
Award**

**Hotel  
Investment  
Conference Asia  
Pacific (HICAP)  
- Sustainable  
Design Award  
2022**

**Pacific  
Asia Travel  
Association  
- Gold Award  
2022: Climate  
Change  
Initiative**



lyf one-north Singapore

01

OUR STORY

# Pioneering Green Building Certification for Serviced Residences

Ascott collaborates with the International Finance Corporation (IFC) in its EDGE (“Excellence in Design for Greater Efficiencies”) programme, which has a keen focus on empowering emerging markets to scale up resource-efficient buildings in a fast, easy, and affordable way. In 2018, Ascott and IFC’s collaboration gave rise to a new green certification for serviced residences. This paves the way for more serviced residences to achieve an accredited and well-recognised green certification. IFC and Ascott also exchange knowledge and research on sustainable design of serviced residences in developing regions such as Asia Pacific, Indochina, and Africa.

In addition, CapitaLand Ascott Trust (CLAS) partnered with IFC to launch its first sustainability-linked bond

in the hospitality sector globally, including the decarbonisation of three of CLAS’ serviced residences in Southeast Asia, namely Ascott Jakarta in Indonesia as well as Ascott Makati and Somerset Millennium Makati in the Philippines. The three serviced residences are expected to achieve a 40.5% reduction in electricity consumption by 31 December 2028.<sup>1</sup> The projects must also obtain IFC’s EDGE certification within the same timeframe.

In 2023, Ascott obtained EDGE certification for 27 more properties across our global portfolio, three of which obtained the EDGE Advanced certification. These additions further increase our proportion of green-certified buildings to 53.6% of our owned portfolio<sup>2</sup>.

## 2023 ACHIEVEMENTS

### EDGE:

- Alpha Square Kita 15 jo
- Ascott Kuningan Jakarta
- Ascott Sudirman Jakarta
- Citadines Antigone Montpellier
- Citadines Austerlitz Paris
- Citadines Barbican London
- Citadines City Centre Frankfurt
- Citadines Holborn-Covent Garden London
- Citadines Montmartre Paris
- Citadines OMR Chennai
- Citadines Place d’Italie Paris
- Citadines Presqu’île Lyon
- Citadines République Paris
- Citadines Sainte-Catherine Brussels
- Citadines Tour Eiffel Paris
- Citadines Trocadéro Paris
- La Clef Champs-Élysées Paris
- La Clef Tour Eiffel Paris
- lyf Ginza Tokyo
- Somerset Ho Chi Minh City
- Somerset Olympic Tower Tianjin
- Somerset Riverview Chengdu
- Temple Bar Hotel Dublin
- The Robertson House by The Crest Collection

### EDGE Advanced:

- Citadines Connect Fifth Avenue New York
- Citadines Islington London
- Citadines Montparnasse Paris

### BCA Green Mark/Existing Buildings | Certified:

- Somerset Central Salcedo Makati

### NGBS Silver:

- Atmosphere Lincoln
- Standard at Columbia



**“It is with great pleasure that I extend my congratulations to the Ascott team on their remarkable dedication to sustainability and the fight against the ongoing climate crisis. The strides made by Ascott, which has achieved EDGE certification for 27 properties in 2023 alone, are truly commendable. Among these achievements are the EDGE Advanced certification of three of its properties, highlighting Ascott’s commitment to environmental stewardship within the hospitality sector, which now includes the first EDGE-certified hotel in the United States.”**

**Prashant Kapoor**

Chief Industry Specialist, Green Buildings and Cities, International Finance Corporation (IFC)- World Bank

<sup>1</sup> Based on EDGE Version 2.1.5 base case.

<sup>2</sup> Refers to all owned properties under our listed REIT, private funds, and balance sheet.



02

OUR STORY

## Verifying our Sustainable Operations by Leading Certifications

In 2023, 16 properties obtained certifications for their sustainable operations. A roadmap is in place for other properties to be certified by a GSTC-accredited certification body where applicable, by 2028. We are investing resources in sustainability certification as the certification process empowers our properties to identify and implement strategies for enhancing their sustainability impact. Having our sustainability efforts assessed and verified not only gives us a competitive edge but also instils confidence in guests, especially amid the proliferation of green claims.

### 2023 ACHIEVEMENTS

#### GSTC:

- lyf one-north Singapore
- Somerset Greenways Chennai

#### Green Key:

- Ascott Park Place Dubai
- Ascott Rafal Olaya Riyadh
- Citadines Culture Village Dubai
- Citadines Metro Central Dubai
- Somerset Westview Nairobi

#### Türkiye Sustainable Tourism Standard - Tier 1:

- Somerset Maslak Istanbul

#### Sustainable Tourism Acceleration Rating (STAR) - 5 STAR:

- Citadines Grand Central Sri Racha
- lyf Sukhumvit 8 Bangkok
- Oakwood Hotel & Residence Bangkok
- Oakwood Hotel & Residence Sri Racha
- Oakwood Suites Bangkok
- Somerset Harbourview Sri Racha
- Somerset Pattaya
- Somerset Rama 9 Bangkok

2 Ascott properties achieved GSTC certificate in 2023: lyf one-north Singapore and Somerset Greenways Chennai.



# SUPPLY CHAIN

At Ascott, we understand that our impact on the environment and society extends beyond our properties and guests to include our supply chain. We are committed to working with suppliers who share our values and dedication to upholding sustainable and ethical practices.

## Responsible Sourcing

### COMMITMENTS



Achieved **100%** properties commit to abide by CapitaLand Supply Chain Code of Conduct\*



Achieved **100%** of procurement staff trained in the topic of responsible sourcing in 2023



**Single-use plastic:** To eliminate single-use plastic across straws, stirrers, bottled water, mini toiletry bottles and takeaway cups by end 2024; and expand to cover all guest-facing items by 2028



Paper products: To minimise use of paper and switch to **100%** certified recycled or sustainable forestry sources by 2028



Cage-free eggs: To use only cage-free eggs for 50% of properties by 2027; and expand to **100%** of properties by 2030



Agricultural products: To use **100%** responsibly sourced coffee, tea and sugar by 2028



Cleaning products: To use **100%** green cleaning products by 2028



**Build collaborative relationships** and work closely with our supply chain to make a positive impact on their sustainability performance



Ascott is committed to the responsible sourcing of sustainable, locally sourced and ethical products while maintaining high standards of safety, quality and compliance with laws and regulations in the markets we operate. Our suppliers understand our commitment towards environmental and social good. We share the same values and work together towards making a conscious effort to ensure the well-being of the people and environments our supply chains reach.



Oakwood Hotel & Residence Bangkok created their own organic garden to supply fresh ingredients to its restaurant as part of Ascott's responsible sourcing efforts.

\* For new and renewed contracts of properties/projects fully owned and managed by Ascott, with some exclusions.



## OUR APPROACH

Sustainability extends beyond our own operations and can impact the environment and the communities where our suppliers operate. This is especially so since our large and geographically dispersed portfolio requires the support of a global supply chain. 100%\* of Ascott's suppliers acknowledged to abide by the CapitaLand Supply Chain Code of Conduct, which encompasses compliance with fair labour practices, environmental protection, business integrity and ethics, and health and safety.

In 2023, we focused on developing a global strategy and roadmap for responsible sourcing. We undertook an industry benchmarking assessment to better understand the prevalent industry best practices and the associated sustainability risks with common procurement categories. Through this exercise, we identified the priority categories and specific focus items

deemed as lower hanging fruits to be addressed with priority. This has allowed us to refine and refresh our Ascott CARES responsible sourcing commitments to align with these findings, providing our stakeholders greater clarity on how they will be achieved.

Following the benchmarking assessment, a comprehensive three-year roadmap was developed. To help properties with implementation, responsible sourcing guidelines for priority categories and focus items were rolled out, and webinars were made available to brief associates on the sustainability requirements and common pitfalls to avoid. Progress toward responsible sourcing commitments is tracked through platforms including Greenview Portal, to monitor advancements and keep records of relevant supporting documents such as sustainability certifications from suppliers.

Responsible sourcing is important to us for several reasons:

# 01

## Environmental considerations

We seek to support products and suppliers that care about reducing their environmental impact, from energy use and carbon footprint, to water use, waste reduction and proper management to avoid pollution.

# 02

## Social and ethical considerations

We seek to support fair labour practices and human rights and encourage a more diverse and inclusive society through our sourcing decisions.

## Reputation and brand image

Guests are increasingly conscious of the environmental and social impact of their purchasing decisions, and we aim to build trust with our guests and enhance our reputation as a responsible business.

# 03

## Risk management

By paying attention to the social and environmental impact of the products and services we purchase and the suppliers we work with, we also improve the resilience of our supply chain.

\* For new and renewed contracts of properties/projects fully owned and managed by Ascott, with some exclusions.



01

OUR STORY

## Cage-free Eggs

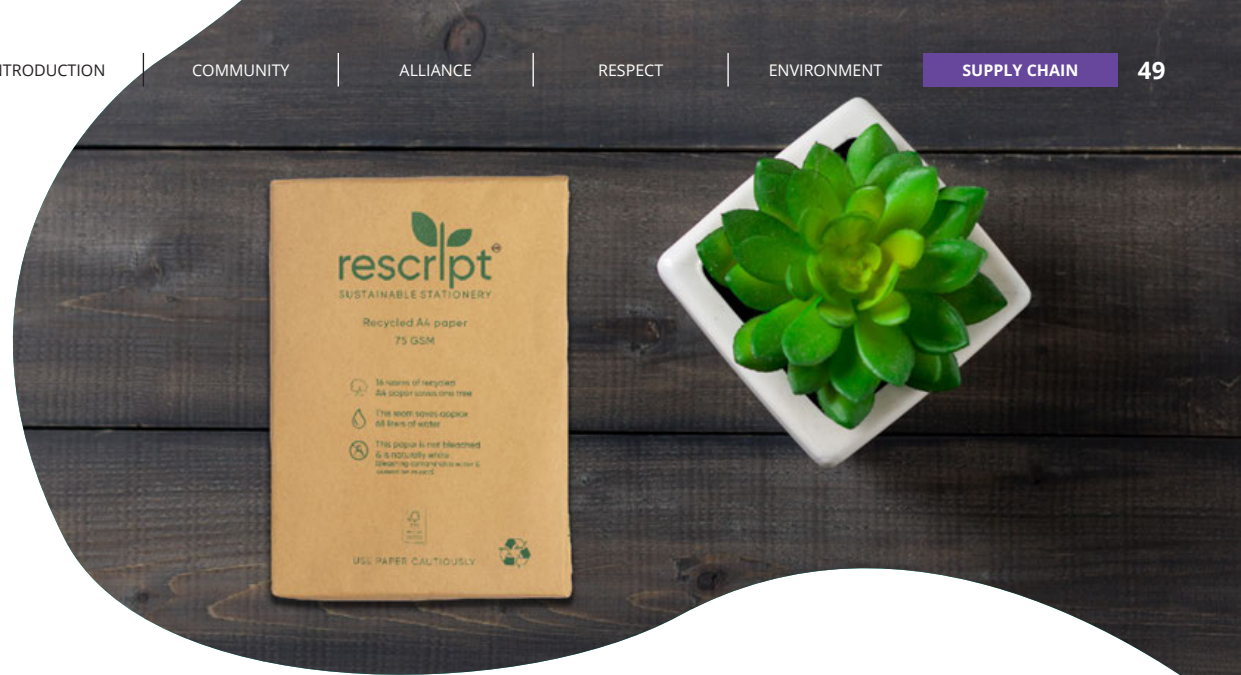
Chicken eggs rank among the most widely consumed foods worldwide, sourced predominantly from industrial egg production facilities where hens endure confinement in cages. Ascott advocates for the transition to cage-free eggs as part of our commitment to humane treatment of animals, a concern increasingly shared by our guests who prioritise ethical sourcing.

We have taken significant steps towards fulfilling our cage-free pledge, with our properties in Europe and India already achieving 100% cage-free egg procurement. By 2025, we aim to exclusively serve cage-free eggs in all properties in Malaysia and the Philippines. Through a phased strategy, we plan to reach 50% cage-free egg procurement across our properties by 2027, ultimately achieving 100% by 2030.

The journey towards adopting cage-free eggs presents challenges such as limited market availability and elevated costs. In 2023, as part of our Sustainability Series, we invited industry experts to share insights on cage-free egg procurement, fostering greater awareness among our associates and equipping them with knowledge of available market solutions.



We aim to use only cage-free eggs for **50% of our properties by 2027**, and expand to **100% of our properties by 2030**.



02

OUR STORY


## Paper Products

According to the UN Food and Agricultural Organisation, we lose nearly 10 million hectares of forests each year\*, a size equivalent to that of Portugal. Drivers of deforestation include illegal logging and agricultural expansion and other land use needs. The loss of forests exacerbates climate change and impacts local biodiversity and ecosystems. This in turn affects the livelihoods and well-being of surrounding communities.

Ascott is introducing digitalisation across its processes to cut unnecessary paper usage, to bring greater convenience and flexibility to guests. They include our digital compendium, an all-in-one property digital guide in guest rooms which is projected to deliver potential savings of nearly 37 million pieces of paper per year when fully rolled out across our portfolio. Some of our properties

have also introduced paperless pre-arrival check-ins and mobile keys, which allow guests to do their check-in beforehand and access their rooms via their mobile phones.

Where paper is still required, we seek to procure from certified sustainable sources. These paper products include hygiene paper (e.g. facial tissue and toilet paper), copier paper and printed collaterals, among others. We encourage our properties to procure recycled or sustainable paper certified by reputable labels such as Forest Stewardship Council (FSC) and Programme for the Endorsement of Forest Certification. Through our guidelines, we also educate our associates on other good sustainability traits they could look out for during the purchase of paper-related products, such as being chlorine-free and using sustainable inks that are vegetable-based.

 In India, our properties use FSC certified recycled paper from Rescript, a brand that aims to address the problems of used virgin paper ending up in landfills.



We **minimise** paper usage by adopting digital processes and encouraging responsible printing.



We seek to procure **100%** of our paper from certified recycled or sustainable forestry sources by 2028.



\* <https://www.fao.org/state-of-forests/en/>

03

OUR STORY

## Single-use Plastic

Single-use plastics are wasteful and contribute to environmental pollution if not disposed properly. According to research, 8 million tonnes of plastic enter our oceans each year<sup>1</sup> and by 2050, plastic could outweigh all fish in the sea<sup>2</sup>. Plastic pollution is a huge problem not just for our environment, but also may have potential impacts on human health as they enter our food chains.

Single-use plastics are prevalent in our daily lives and there are countless single-use plastic items across hospitality operations. To address single-use plastics strategically, Ascott has identified the most highly used single-use plastic products - **straws, stirrers, bottled water, mini toiletry bottles and takeaway cups** - with readily available alternatives to address with priority in 2024. These items are also in line with World Travel and Tourism Council Hotel Sustainability Basics and the Category I items in Global Tourism Plastics Initiative's Plastics Measurement Methodology for Accommodation Providers. We are taking a phased approach and aim to eliminate all guest-facing single-use plastic items across our global operations by 2028.

Plastic bottled water is one of, if not the most, highly used and disposed items across hospitality operations. Our properties are exploring a diversity of sustainable alternatives and practices to plastic bottled water, and they range from water refill stations and in-room water filtration taps to reusable glass bottles and fully recyclable aluminium bottles.

At Citadines Connect Rochester Singapore, the water refill stations include a 'bottle saved' counter that informs users of the number of plastic bottles that have been avoided thus far, encouraging them to make use of these stations. As our properties start implementing more sustainable alternatives, we also look into ways to divert and upcycle plastic bottle waste. From January to October 2023, Somerset properties in China launched a campaign to recycle plastic bottle for school uniform. This initiative engaged over 10,000 individuals across 30 properties, resulting in the collection of close to 40,000 plastic bottles. These bottles were thoughtfully repurposed into school uniforms which were donated to 13 students.



We are working to eliminate single-use plastic across straws, stirrers, bottled water, mini toiletry bottles and takeaway cups by end 2024, and will expand to cover all guest-facing items by 2028.

From left to right:

- Large format amenity dispensers, glass bottles, paper takeaway cups and cardboard cup lids at Citadines Barbican London
- Somerset Grand Central Dalian team participated in the Plastic Bottle Recycling for School Uniforms campaign.
- ELKAY water refill station at Citadines Connect Rochester Singapore
- Recyclable aluminium water bottle used at Oakwood Suites Yokohama



04

OUR STORY

## Agricultural Products

The majority of farmers worldwide are smallholders, often grappling with economic challenges exacerbated by factors such as unfair pricing for their produce. Ascott is dedicated to fostering sustainable livelihoods within agricultural supply chains, advocating for fair wages, safe working conditions, and sustainable farming practices for farmers and workers. Additionally, we endeavour to support local producers whenever feasible.

To initiate our efforts, we are prioritising some of the most widely consumed agricultural commodities. In 2024, we will take strides to increase our procurement of responsibly sourced coffee and tea. Subsequently, we plan to broaden our scope to include sugar from verified responsible sources. Our ultimate goal is to achieve 100% responsibly sourced coffee, tea, and sugar across all our properties by 2028.



We commit to using **100%** responsibly sourced coffee, tea and sugar by 2028.

<sup>1</sup> Jambeck, J. R., Geyer, R., Wilcox, C., Siegler, T. R., Perryman, M., Andrady, A., ... & Law, K. L. (2015). Plastic waste inputs from land into the ocean. Science, 347(6223), 768-771. Available at: <http://science.sciencemag.org/content/347/6223/768>  
<sup>2</sup> <https://oceanliteracy.unesco.org/plastic-pollution-ocean/>



05

OUR STORY

## Championing Local Delights at The Robertson House by The Crest Collection

At The Robertson House by The Crest Collection in Singapore, guests can enjoy local gems, from culinary delights to captivating literature. In alignment with the commitment of Ascott CARES, the property endeavours to support fellow local partners. This involves advocating for the use of regional specialties like barramundi and mushrooms in its menus, as well as partnering with local suppliers to offer exclusive in-room treats:

- The Robertson House partnered with Tanglin Gin, Singapore's pioneering gin distillery, to craft an exclusive gin for our guests.
- Additionally, The Robertson House offers spiced black pepper chips developed exclusively by The Golden Duck, a local brand headquartered in Singapore, renowned for its globally acclaimed salted egg snacks.

- Their 'Our Coffee Programme' is supported by local roaster PYROAST, which preserves the deep-rooted coffee heritage and traditions of the Nanyang roasting methods, exclusively for The Robertson House.
- Guests can also enjoy tea blends by local tea specialist Taverns Tea, including the exclusive Dr Robertson's Chai.
- Not forgetting food for the mind, The Robertson House collaborates with Thryft, a sustainable thrift store based in Singapore, to curate seasonal book collections for the 1823 Reading Room (club lounge), promoting a culture of reading among guests.

 Local barramundi served at The Robertson House



**"Keeping sight of a sustainable business that progresses with the future of travel, The Robertson House is committed to Ascott CARES, a framework that puts sustainability at the core of its business. Through partnerships with local purveyors in support of a local supply chain network, not only are we supporting like-minded and local partners, we offer our guests an opportunity to join us on our quest for sustainable travel."**

**Nixon Low**

Director of Culinary & Beverage Operations, F&B, Guest Service, The Robertson House by The Crest Collection





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