ASCOTT CARES

THE ASCOTT LIMITED 2022 SUSTAINABILITY HIGHLIGHTS REPORT
We are pleased to present the first sustainability report by The Ascott Limited (Ascott), highlighting our efforts in extending care and hospitality to the people and environments within which we operate. Headquartered in Singapore, Ascott is a wholly owned business unit of CapitaLand Investment 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 more than 920 properties globally. Our presence extends across more than 220 cities in over 40 countries in Asia Pacific, Central Asia, Europe, the Middle East, Africa and the USA. Today, our diversified accommodation offerings spans serviced residences, coliving properties, hotels and independent senior living apartments, as well as student accommodation and rental housing.

With Ascott’s market leadership and global footprint, we aim to amplify the good we can do. Through Ascott CARES, our sustainability programme, we actively uplift lives, safeguard the environment, and drive our environmental, social and governance (ESG) considerations. As a testament to our efforts, Ascott has received Global Sustainable Tourism Council (GSTC)-Recognised Standard status, with some of our properties also embarking on GSTC certification. Alongside the programme that was launched in November 2022, we also announced the supporting targets which will be progressively achieved from 2023, with target completion by 2030.

One of the greatest challenges of this century is climate change. At Ascott, we want to be part of the solution. In mitigating climate change, we are joining the global call to achieve Net Zero emissions by 2050 with clearly defined targets. Over FY 2022, we implemented measures to be more energy efficient and are exploring ways to increase use of renewable energy across our operations. Currently, 100% of the electricity procured by our properties in Belgium, Germany and the United Kingdom is from renewable sources. These efforts have translated into a 12.6% reduction in energy intensity compared to our 2019 baseline year. Growing and operating sustainably with a keen consideration for the environment, we are committed to continue reducing our carbon emissions and enhancing our water and waste management performance in the coming years.

With people at the heart of everything we do, we place utmost importance on the health and safety of our guests and associates. Ascott Clean360 embodies this commitment. The programme seeks to offer our guests with a safe and comfortable sanctuary to call home, while ensuring a conducive work environment for our associates. Reviewed by third-party medical professionals, the programme is continually enhanced to ensure alignment with guidelines from the World Health Organisation and local public health authorities. We were the first hospitality company to offer guests global telehealth, telecounselling and travel security advisory through a partnership with International SOS.

In ensuring the continued effectiveness of Ascott CARES, we engage regularly with key stakeholders, in particular our associates. Through monthly meetings with sustainability champions, we brainstrom ideas, encourage upskilling and discuss sustainability best practices across Ascott to bridge gaps and do better as a company.

Going beyond, we extend this culture of care to our local communities. To this end, we have established targets in 2023 for our properties to conduct at least one community programme seeks to offer our guests with a safe and comfortable sanctuary to call home, while ensuring a conducive work environment for our associates. Reviewed by third-party medical professionals, the programme is continually enhanced to ensure alignment with guidelines from the World Health Organisation and local public health authorities. We were the first hospitality company to offer guests global telehealth, telecounselling and travel security advisory through a partnership with International SOS.

Enlarging the reach of Ascott CARES beyond our organisation, we work with industry partners and like-minded 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. In the coming year, we will conduct detailed assessments of priorities for responsible sourcing and develop a clear roadmap to secure the ethical procurement of products and services.

Our targets and achievements thus far are only the beginning. Moving forward, we are committed to reporting on our sustainability performance annually with clarity and transparency, and look forward to your continued support as we advance our sustainability efforts.

Kevin Goh
Chief Executive Officer

Beh Siew Kim
Chief Financial & Sustainability Officer
About ASCOTT CARES

ASCOTT CARES is our sustainability programme that aligns our growth strategy with environmental, social and governance (ESG) considerations. As a member of GSTC, Ascott is one of the first hospitality groups to be conferred GSTC Recognised Standard status for our adoption of the GSTC Industry Criteria. It is an affirmation of our commitment to the gold standard for sustainable tourism.

We seek to build resilient, prosperous Communities where we operate, anchored in strong community support and cultural heritage.

About Ascott CARES

ASCOTT CARES stands for our five key areas of Community, Alliance, Respect, Environment and Supply Chain, through which we seek to deliver our sustainable impact.

Community

We commit to forging meaningful Alliances that respect one of Ascott's core values. To us, this means engaging our guests and associates, promoting diversity, equity and inclusion (DEI) in the workplace and actively engaging with our customers.

Alliance

As good stewards of the Environment, we will intensify our efforts in low carbon transition, water conservation, resilience, sustainable accommodations, waste management and circular economy solutions.

Environment

We are taking steps to engage our Supply Chain on sustainability. We want to buy better - both for the planet and people - and are embarking on responsible procurement.

Supply Chain

Message from CEO and CFSO

We seek to build resilient, prosperous Communities where we operate, anchored in strong community support and cultural heritage.

We commit to forging meaningful Alliances that respect one of Ascott's core values. To us, this means engaging our guests and associates, promoting diversity, equity and inclusion (DEI) in the workplace and actively engaging with our customers.

To this end, we intently engage with external stakeholders, lead through best practices and implement training programmes.

Respect

As good stewards of the Environment, we will intensify our efforts in low carbon transition, water conservation, resilience, sustainable accommodations, waste management and circular economy solutions.

Environment

We are taking steps to engage our Supply Chain on sustainability. We want to buy better - both for the planet and people - and are embarking on responsible procurement.

Supply Chain
Ascott's Sustainability Governance

In 2022, we formalised our sustainability governance structure complete with dedicated sustainability roles to ensure the effective and consistent implementation of Ascott CARES. Today, it entails close collaboration by our teams across three levels, namely, Corporate, Country/Region and Property.

At the Corporate level, Ascott’s Chief Executive Officer and Chief Financial & Sustainability Officer helm our Sustainability Leadership Council (SLC), with the support of the Ascott Sustainability Department. The SLC oversees sustainability, identifies climate risks to Ascott and determines our sustainability strategies and goals. Meanwhile, the Ascott Sustainability Department monitors our progress and drives the implementation of sustainability strategies through stakeholder engagement.

The strategies devised at the Corporate level are adapted by Country General Managers in the Country/Region level. The respective Country Sustainability Champions then implement these strategies, share best practices and raise any country-specific challenges and opportunities with the Corporate teams.

The Property level comprises Property Sustainability Champions – a role undertaken by Residence Managers. Pivotal to the success of delivering Ascott CARES at our properties, they provide vital feedback and input for the continuous improvement of our strategies.

On the ground, working committees such as Country Sustainability Working Committees and Property Sustainability Working Committees are established when necessary to support specific projects.
2022 SUSTAINABILITY HIGHLIGHTS

ASCOTT CARES

Ascott stands among the first hospitality groups to receive GSTC-Recognised Standard status. **We launched our sustainability programme, Ascott CARES, to drive environmental, social and governance (ESG) considerations.**

34.5%* of owned properties are green-building certified. We are on track to reach our target of 100% by 2030.

100% of our Belgium, Germany and UK properties procured green electricity.

ISO 14001 and ISO 45001 certified in 15 countries.

Offering complimentary global telehealth, telecounselling and travel security advisory to guests since 2021.

---

**2022 Sustainability Highlights**

<table>
<thead>
<tr>
<th>Metric</th>
<th>2019 Baseline</th>
<th>2020 Baseline</th>
<th>2019 Baseline</th>
<th>2020 Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO₂</td>
<td>12.1%</td>
<td>12.6%</td>
<td>7.3%</td>
<td>28%</td>
</tr>
<tr>
<td>Waste Recycled</td>
<td>6.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renewable Energy</td>
<td>4.3%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

^ One driver of intensity reduction against baseline years of 2019 and 2008 was the drop in activity at some properties amid COVID-19.

* By Gross Floor Area (GFA)
2022 SUSTAINABILITY HIGHLIGHTS

Zero fatality and one injury case per million hours worked

671 colleagues across 17 countries participated in 2022 Learning CAREnival

25 training hours on average per associate

61 properties with Everyday Green Heroes recognised during Ascott Moments Week

Ascott Centre for Excellence has offered learning opportunities to more than 150 hotels in the industry since 2007

lyf one-north Singapore – Winner of HICAP Sustainable Hotel Awards (Sustainable Design) and PATA Gold Award (Climate Change)

Ranked #1 in the Real Estate category of The Straits Times’ rating of Singapore’s Best Employers

Somerset Maslak Istanbul – awarded Great Place to Work Certification 2021 and 2022

Workforce Diversity

By Gender

Female 54%
Male 46%

By Age Group

Above 50 32%
Below 30 19%
30-50 49%
We contribute to the building of inclusive and vibrant communities by providing community support and preserving cultural heritage.

Ascott strives to offer the less fortunate in our communities with opportunities for a brighter future. We support initiatives that enable their access to fundamental resources and education, while offering hospitality training to enhance their skillsets and improve their employment opportunities.
Together with the Sony Foundation, the charitable arm of Sony Group of Companies operating in Australia, Quest Apartment Hotels has been running the You Can Stay Programme since 2020 to alleviate the accommodation costs for youths seeking cancer treatment around Australia. In 2022, the property welcomed 110 young patients and their families, providing them with a total of 5,731 nights of complimentary accommodation under the initiative.

**YOU CAN STAY**

For over nine months in 2022, 73 volunteers from Somerset Heping Shenyang rallied behind the Shenyang community during the COVID-19 lockdown. Beyond donating groceries to frontline volunteers, they also gave school supplies to vulnerable children at Shenyang Yucheng School. To further uplift the students, the property held a Children’s Day event and invited them and their parents to join in the celebrations. During the event, their paintings were put up for sale, with all proceeds given to them.

**LIFTING SPIRITS DURING THE PANDEMIC LOCKDOWN**

Ascott Philippines has been collaborating with Gawad Kalinga (GK) since 2017 to advance their goal of alleviating poverty. One initiative under this partnership is the CapitaLand-Ascott GK Eco Village Food Shed Farming Enterprise Project – a joint effort between CapitaLand Hope Foundation, Ascott, Worldwide Fund for Nature (WWF-Philippines) and GK. Under this programme, our associates visited GK villages to touch lives and lift spirits within the community by volunteering to teach, cook meals and organise activities such as exercise classes. In 2022, nine properties in Manilla volunteered for the project and benefitted 20 families through their efforts.

**SUPPORTING FOOD SECURITY**

The CapitaLand-Ascott GK Eco Village Food Shed Farming Enterprise Project enhances food supply and income.

It benefitted 20 families in Batangas, Philippines.

5,731 nights of free accommodation were provided to 110 young cancer patients at Quest Hotels, while they sought treatment.

**5,731**

AUD 73,310 was donated to this initiative.

**YOU CAN STAY**

IDR 2,450,000 was raised for SOS Children’s Village.

73 volunteers supported the Shenyang community through the pandemic lockdown.

They contributed RMB 73,500 and school supplies to vulnerable children at Shenyang Yucheng School.

**EMPOWERING CHILDREN AT SOS CHILDREN’S VILLAGE, INDONESIA**

With a firm belief in empowering children from underprivileged backgrounds, Ascott Indonesia has been an avid supporter of SOS Children’s Village (Indonesia) since 2011. In 2022, Ascott Indonesia contributed IDR 2,450,000 and made in-kind donations to support the non-profit organisation’s operations.

**OUR STORY 1**

Ascott Philippines has been collaborating with Gawad Kalinga (GK) since 2017 to advance their goal of alleviating poverty. One initiative under this partnership is the CapitaLand-Ascott GK Eco Village Food Shed Farming Enterprise Project – a joint effort between CapitaLand Hope Foundation, Ascott, Worldwide Fund for Nature (WWF-Philippines) and GK. Under this programme, our associates visited GK villages to touch lives and lift spirits within the community by volunteering to teach, cook meals and organise activities such as exercise classes. In 2022, nine properties in Manilla volunteered for the project and benefitted 20 families through their efforts.

**OUR STORY 2**

For over nine months in 2022, 73 volunteers from Somerset Heping Shenyang rallied behind the Shenyang community during the COVID-19 lockdown. Beyond donating groceries to frontline volunteers, they also gave school supplies to vulnerable children at Shenyang Yucheng School. To further uplift the students, the property held a Children’s Day event and invited them and their parents to join in the celebrations. During the event, their paintings were put up for sale, with all proceeds given to them.

**OUR STORY 3**

The CapitaLand-Ascott GK Eco Village Food Shed Farming Enterprise Project enhances food supply and income.

It benefitted 20 families in Batangas, Philippines.

5,731 nights of free accommodation were provided to 110 young cancer patients at Quest Hotels, while they sought treatment.

**OUR STORY 4**

With a firm belief in empowering children from underprivileged backgrounds, Ascott Indonesia has been an avid supporter of SOS Children’s Village (Indonesia) since 2011. In 2022, Ascott Indonesia contributed IDR 2,450,000 and made in-kind donations to support the non-profit organisation’s operations.
By 2023, 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. At Ascott, we seek to contribute to the protection and promotion of local culture heritage and arts.

---

**Our Story 1**

**ART FOR CHARITABLE CAUSES**

Embracing both art and society, Somerset Westview Nairobi collaborated on an exhibition with three local artists – one of whom was Morris Makundi, a visual artist whose works commonly raise awareness of local social issues and family dynamics. Spotlighting their work, the property provided a prominent space for them to exhibit and sell their art pieces to visiting clients, guests and associates. In turn, the artists pledged 15% of their sales proceeds to the Kibera Joy Initiative which supports climate change mitigation and slum clean ups.

---

**Somerset Westview Nairobi** sponsored the venue for an art exhibition.

---

Works by three local artists were featured.

---

15% of sales were donated to charities.

---

**Our Story 2**

**HOTEL X COMMUNITY**

Beyond providing comfortable accommodation, lyf Tenjin Fukuoka serves as a local cultural hub that allows the community to connect and appreciate culture through curated events. In particular, its collaboration with music studio ACRO.POLIS offers musicians a platform to create and showcase their music. It also partners organisations such as Arty Café, CNO Office, Feel Fukuoka Japan, Fukuoka Now and FlatHub Fukuoka, and supports their endeavours to promote the arts, preserve Japanese culture and provide upskilling opportunities for the local community.

---

**lyf Tenjin Fukuoka** hosts four to eight events a month for the local community, covering art, music and career advice.
We forge strategic alliances with partners within our destinations and across the lodging industry to accelerate sustainable change.

**Partnerships**

**Commitments:**

- **By 2028**
  - 100% of properties* to be certified to a recognised sustainability standard (e.g., GSTC or the equivalent)
- **By 2030**
  - 100% of properties to implement the Green Lease programme
- **To lead the industry in best practices** to ensure sustainable operations across its global portfolio

* Managed and branded with more than two years of operations
In 2022, Ascott became a member of the Global Sustainable Tourism Council (GSTC), which manages the global standards for sustainable travel and tourism. Ascott also received GSTC-Recognised status for adopting the GSTC Industry Criteria in its sustainability framework.

Our Story 4
GREEN LEASE FOR ASCOTT’S TENANTS

In shaping an effective sustainability programme, we regularly engage both internal and external stakeholders. Under our Green Lease programme, we partner our tenants to enhance their sustainability footprint via a green fit-out guide, which encourages the adoption of sustainable fittings and practices. At the same time, we are progressively incorporating green lease clauses into our tenant agreements.

Our Story 3
PIONEERING GREEN CERTIFICATIONS FOR SERVICED RESIDENCES AND SUSTAINABLE FINANCING

The World Bank Group’s International Finance Corporation (IFC) and Ascott signed a memorandum of understanding in 2018 to pioneer a green certification for serviced residences as part of IFC’s Excellence in Design for Greater Efficiencies (EDGE), a green building certification programme. In the same year, Ascott Makati became the world’s first EDGE-certified serviced residence and by end 2022, Ascott had 12 properties certified under the programme. In 2022, Ascott’s sponsored lodging trust, CapitaLand Ascott Trust (CLAS) partnered IFC to launch IFC’s first sustainability-linked bond in the hospitality sector globally. IFC is the sole subscriber for the JPY 16.5 billion sustainability-linked bond. The proceeds from the bond will be used to refinance CLAS’ existing borrowings and to further decarbonise three properties operated by Ascott - Ascott Makati and Somerset Millennium Makati in the Philippines, and Ascott Jakarta in Indonesia.

Our Story 2
PROMOTING INDUSTRY BEST PRACTICES

As we participate in industry sustainability initiatives, we seek to fuel best practices and advance industry action. During 2022, our properties took part in the Green Lodging Trends Report (GLTR) for the first time. The leading global benchmarking study on sustainability best practices in the hospitality industry, the GLTR assesses and catalyses sustainability innovation while promoting awareness of the state of sustainability in the industry across the globe.

71
Ascott properties participated in the 2022 Green Lodging Trends Report.

Our Story 1
SUPPORTING GLOBAL SUSTAINABLE TOURISM

In 2022, Ascott became a member of the Global Sustainable Tourism Council (GSTC), which manages the global standards for sustainable travel and tourism. Ascott also received GSTC-Recognised status for adopting the GSTC Industry Criteria in its sustainability framework.
People stand at the heart of our business. Our efforts in fostering a culture that reflects this belief are anchored in 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** for all locations that 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 the well-being of our guests

Ensuring the health and safety of our guests and associates remains a top priority for Ascott. We aim to create a workplace culture that safeguards our associates and ensures our guests enjoy a peace of mind throughout their stay.
Our Story 1

PROVIDING COMFORT AND ASSURANCE FOR GUESTS THROUGH TELEHEALTH SERVICES

Throughout the pandemic, Ascott strived to assure our guests of their comfort and safety, providing them with round-the-clock access to remote healthcare services. Carried out in partnership with health and security firm International SOS, the service was well-received and has since become a mainstay of Ascott’s guest services.

Ascott is the world’s first hospitality company to offer a comprehensive suite of telehealth, telecounselling and travel security advisory services.

Our Story 2

ASCOTT CLEAN360

In developing Ascott Clean360, we sought to accommodate our guests in a safe, comfortable environment, while ensuring a secure and conducive workplace for our associates. The programme’s protocols are in line with the advice of the World Health Organisation (WHO) and local health authorities, and have been critically reviewed by third-party medical professionals of International SOS.

Ascott Clean360 is critically reviewed and recognised for its high standards.
Diversity, Equity and Inclusion

Commitments:

Achieve diverse mix of associates in the organisation
Equip associates with future-ready skills to develop a talented workforce

We champion a diverse, equitable and inclusive workplace that values staff development and brings out the best in our people. In doing so, we amplify our ability to provide exceptional service and delight our guests.

EMBRACING TEAM DIVERSITY

Today, Ascott’s diverse global team comprises 82 nationalities, with a male-to-female ratio of about 46:54. We are dedicated to creating a fair and inclusive workplace, we regularly review our hiring and promotion practices to ensure they do not discriminate against gender, age, ethnic background, religion, family and marital status as well as physical ability.

Our Story 1

In advocating an engaging and enriching work experience, we encourage our people to attend courses, talks and wellness classes organised by CapitaLand, including those organised during Learning CAREnival. This quarterly learning festival promotes continuous learning and career resilience. It presents colleagues with equitable opportunities to upskill and reskill, all while getting to know colleagues across the CapitaLand family. Overall, 671 employees from 17 countries joined in the Learning CAREnival virtually and in-person, with most of the participants hailing from Singapore, Vietnam, India and Malaysia.

Our Story 2

PROMOTING A CULTURE OF LEARNING

Our Story 3

CELEBRATING EVERYDAY GREEN HEROES AMONG OUR ASSOCIATES

Every year, we acknowledge our associates who provide service-from-the-heart through an annual week-long event called Ascott Moments Week. With the theme “Sustainability, a Way of LIFE”, the 2022 edition of the event celebrated our Everyday Green Heroes who inspire us in our sustainability journey. In particular, the team from Ascott Sathorn Bangkok was recognised for introducing the use of natural food containers made from banana leaves in their daily operations, thus reducing the amount of plastic waste from disposables.

Achieve diverse mix of associates in the organisation
Equip associates with future-ready skills to develop a talented workforce

We have a male-to-female ratio of

82 nationalities are represented across Ascott’s global team.

This quarterly learning festival has been organised since 2017 to promote continuous learning among all employees across four streams, namely, digital, well-being, career powerskills and sustainability.

CapitaLand Investment’s Chief Sustainability Officer, Vinamra Srivastava, conducting a course.

2022 Ascott Moments Week celebrated the Everyday Green Heroes who promote sustainability best practices at their properties.
Human Rights

Commitment:

By 2024, 100% of associates* to 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, we touch countless lives every day around the world. As such, we recognise our responsibility in valuing the rights of all people and holding ourselves to the highest standards.

* Executive grade and above.

Customer Engagement

Commitments:

- Strengthen customer relationships and attain consistently high levels of customer satisfaction
- Elevate guest experience through technology and innovation

Our Story

SUPPORTING FAIR LABOUR PRACTICES

Throughout our operations, we adhere strictly to the principles and commitments set out in the Universal Declaration of Human Rights and International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work. We adopt a zero-tolerance policy towards child and forced labour, including human trafficking, and will roll out relevant training for all associates* by 2024 as part of due diligence.

GO GREEN WITH ASCOTT

As part of our ongoing efforts to engage our guests and encourage them to adopt sustainable practices, we implemented GoGreen on our Discover ASR mobile app, which rewards them with Ascott Star Rewards (ASR) points when they opt for a lower room-cleaning frequency. To date, the GoGreen programme has resulted in greater energy and water efficiency from over 600 instances where housekeeping services were not needed, with our guests earning over 850,000 ASR points from the programme.

Our Story

Throughout our operations, we adhere strictly to the principles and commitments set out in the Universal Declaration of Human Rights and International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work. We adopt a zero-tolerance policy towards child and forced labour, including human trafficking, and will roll out relevant training for all associates* by 2024 as part of due diligence.

We are always exploring new ways to involve our guests in sustainability initiatives and garner their feedback.

Over 600 instances of room servicing were skipped since GoGreen’s implementation in October 2021.

As a global hospitality company, we touch countless lives every day around the world. As such, we recognise our responsibility in valuing the rights of all people and holding ourselves to the highest standards.

* Executive grade and above.
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**

**Commitments:**

- **By 2050 – Commit to Net Zero (Scope 1 and 2)**
- **By 2030 - Align with Science-based target of "1.5°C" scenario;**
  - 46%* reduction of GHG emissions (Scope 1 and 2).
- **By 2030 - Reduce energy intensity by 15%**
- **By 2030 – Increase proportion of electricity consumption from renewable sources to 45%**

---

Accelerating low carbon transition is critical in tackling climate change. In our race towards Net Zero by 2050, we are constantly exploring new ways to reduce the energy and carbon 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 CapitaLand Investment's targets.
Our Story 1

PURSUING RENEWABLE ENERGY

Switching to renewable energy before 2030 is one of our priorities. Already, 100% of our properties in Belgium, Germany and the United Kingdom procure green electricity. In India, Somerset Greenway Chennai and Citadines OMR Chennai harness wind power for 85% of their electricity needs, while Ascott Kuningan Jakarta has installed solar panels to supplement their energy requirements. Currently, plans are in place for the rest of our portfolio to make similar transitions.

IMPROVING ENERGY EFFICIENCY

Achieving efficiency gains is a key lever in transiting to a low carbon economy. Citadines Mount Sophia Singapore has reduced nearly 100,000 kWh of energy by leveraging SensorFlow’s Smart Room Energy Management (SmartREM) system as part of its sustainability efforts. This smart HVAC automation technology uses occupancy sensors to adjust air conditioning settings based on live room occupancy.

Our Story 2

HARVESTING RAINWATER AT ASCOTT KUALA LUMPUR

Through a simple rainwater harvesting system, Ascott Kuala Lumpur collects rainwater from its tennis courts for cleaning and to water plants. Besides saving 3,000 litres of water at the property each month, the system does not require pumps or electricity to operate, making it a sustainable and cost-effective solution.
Waste and Circular Economy

Commitments:

- By 2030 - Reduce waste intensity in our day-to-day operations by 20%*
- By 2024 – 100% elimination of single-use plastic bathroom amenities
- By 2024 – 100% elimination of single-use plastic bottled water
- By 2030 – Achieve 25% recycling rate

Our Story

ENGAGING IN PLASTICS CIRCULARITY

Through a collaboration with The Plastic Flamingo (PLAF), a social enterprise that collects and transforms plastic waste into sustainable construction materials, our Manila properties set up dedicated collection points within their premises for guests and the wider community to deposit their plastic waste. To date, around 1,000 kg of plastic material have been collected under the initiative.

DESIGNING SUSTAINABLE AND LIVEABLE PROPERTIES

Seven of our properties attained green building certifications during the year in review, adding to 34.5%* of our owned portfolio being green certified. One such certification is the prestigious Green Mark Gold** award, which was awarded to lyf one-north Singapore for its efficient design and operations. The property maximises natural ventilation throughout the building to reduce the need for energy-intensive cooling. At the same time, in a partnership with Anywheel, it operates a shared-bicycle scheme that is available to the community, thus improving the liveability of our communities and promoting sustainable accommodations.

Our Story

Seven of our properties attained green building certifications during the year in review, adding to 34.5%* of our owned portfolio being green certified. One such certification is the prestigious Green Mark Gold** award, which was awarded to lyf one-north Singapore for its efficient design and operations. The property maximises natural ventilation throughout the building to reduce the need for energy-intensive cooling. At the same time, in a partnership with Anywheel, it operates a shared-bicycle scheme that is available to the community, thus improving the liveability of our communities and promoting sustainable accommodations.

* From a 2019 baseline
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*
- **By 2023 – 100%** of procurement associates to be trained in the topic of responsible sourcing
- **By 2028 – To source responsibly for 100%** of the following:
  - Guest supplies – bathroom amenities, towels, linens, laundry bags, laundry hangers
  - Housekeeping – cleaning supplies
  - Food and beverage – sugar, tea (all types), coffee (all types)

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

In 2023, we will centre our attention on establishing a global responsible sourcing programme. Beyond identifying high-risk product categories to address with priority, we will also develop a responsible sourcing strategy and roadmap to guide our procurement activities.

* For new and renewal contracts in fully owned and managed properties/projects. (With necessary exclusions.)
Our Story

PURSUING ENVIRONMENTALLY SUSTAINABLE AND LOCALLY SOURCED PRODUCTS

Across our properties, we place a premium on environmentally sustainable, locally sourced and fair trade products. In Malaysia and Philippines, Ascott has pledged to use 100% cage-free eggs by 2025 and have made headway in this regard via a partnership with LEVER foundation, a charity working to improve the sustainability of Asia’s protein supply chain. In addition, we have made the sourcing of local seafood in Philippines a priority. As we roll out our group-wide responsible procurement programme, we will foster the exchange of such best practices across our portfolio.

We favour environmentally sustainable, local and fair trade products.