

19 March 2019

Joint Media Release

FDAWU SEALS JOBS AND SKILLS TRAINING PARTNERSHIP WITH ASCOTT TO PREPARE ASCOTT WORKFORCE FOR JOBS OF THE FUTURE

Industry's first training partnership echoes NTUC's call to form Company Training Committees to prepare workers for industry transformation

1 The Food, Drinks and Allied Workers Union (FDAWU) and The Ascott Limited (Ascott) today signed a Memorandum of Understanding (MOU) to form a Company Training Committee, comprising union representatives and Ascott management, and design employee training programmes to equip Ascott employees with skills needed to keep up with industry transformation.

Upskilling employees through Company Training Committee

2 The Committee will identify jobs that are likely to be disrupted due to industry transformation and jobs that will be created in new business growth areas; and map out new skills and competencies the employees need to take on new or redesigned jobs. It will also find relevant training to help employees embrace change, leverage technology such as the use of robotics or artificial intelligence and adapt to the new job roles.

3 This jobs and skills training partnership, a first between FDAWU and Ascott, and in the hospitality industry, echoes the Labour Movement's strategy of transforming workers in tandem with industry transformation through the ground up efforts of Company Training Committees.

4 Ms Julie Cheong, President, FDAWU said: "Every employee has a role to play in this transformation journey, to keep learning and constantly reinventing oneself. With the operationalisation of the Employee Training Programme that provides for targeted retraining and upskilling initiatives, employees will be able to apply what they have learned in their existing positions to improve the way work is done or use them

to successfully transit into the jobs of the future. This is the only way our employees can continue to develop their capabilities and remain relevant.”

5 Mr Ervin Yeo, Ascott’s Regional General Manager for Singapore, Malaysia & Indonesia, said: “Ascott’s training partnership with FDAWU is one of the ways we are proactively upskilling our employees to prepare them for the future economy. We will work with the union to ensure our staff are equipped with relevant skills. Our global hospitality training centre, Ascott Centre for Excellence (ACE) will leverage its trainers’ international experience, and NTUC’s research to develop training programmes for our employees. Ascott employees are also getting on-the-job training as we redesign our work processes and pilot various technologies. We will continue to invest in upgrading our staff’s capabilities to ensure that we have a dynamic and digitally savvy workforce to drive Ascott’s growth.”

Breaking transformation down into actionable parts

6 The signing of the MOU on the jobs and skills training partnership between FDAWU and Ascott was witnessed by NTUC’s Deputy Secretary-General Koh Poh Koon, who later took a tour of Ascott Orchard Singapore, one of Ascott’s premier serviced residences. During the tour, Ascott demonstrated the use of self-check in kiosks with facial recognition, which it is piloting at the property. Ascott also showcased its automated workflow management system that automates the scheduling of services such as housekeeping and maintenance, and tracks guests’ requests, resulting in improved operational efficiencies.

7 On the jobs and skills training partnership, DSG Koh said: “The ground up Company Training Committee approach adopted by FDAWU and Ascott is a good example of how management and union can work together and take the first step towards breaking transformation down into smaller, clearer and actionable parts for both the management and employees. The outcome we want to see is for the company to ride upon the transformation waves, succeed and grow; and for the employees to

be better skilled for the future and share in the company's gains. This is making industry transformation real for companies and employees.”

8 In addition to training by ACE, Ascott's Company Training Committee will tap on the extensive network of resources from training partners like NTUC LearningHub, NTUC-initiated Hospitality ABC Network, NTUC's e2i (Employment and Employability) as well as agencies like Singapore Tourism Board (STB), SkillsFuture Singapore (SSG) and Workforce Singapore (WSG), to create an eco-system that supports the learning and development of employees in Ascott.

9 FDAWU's collaboration with Ascott is built on Ascott's commitment to learning, where employees are encouraged and given the support to attend at least 40 hours of classroom and/or online classes per employee yearly.

10 The training partnership follows NTUC and Ascott's earlier efforts towards building a future-ready hospitality workforce. In January 2018, ACE joined the NTUC-initiated Hospitality ABC Network to enhance the skills of hospitality professionals in Singapore. The Network aims to curate accessible and bite-sized training programmes for hospitality professionals to keep pace with the industry's transformation and equip them to take on higher-value added roles.

11 Please refer to Annex A for more information on FDAWU and Ascott's skills and jobs training partnership.

About FDAWU

The Food, Drinks and Allied Workers Union was formed in 1964. With more than 51,000 members, it is the fourth largest union in Singapore representing workers in the hospitality and serviced apartments, food manufacturing, food services and grocery retail industries.

About Worker 4.0

In the future workplace, Worker 4.0 will be one who is adept at navigating change, asking the right questions and finding new solutions to complex problems. Worker 4.0 is also proficient in working with machines, using technology and tapping digital resources to be more productive at work. Worker 4.0 requires a combination of skill sets – **Adaptive Skills** (ability to navigate and influence change and solve complex problems), **Technology Skills** (knowledge and mastery of digital systems and programmes) and **Technical Skills** (job-specific knowledge and skills). These may vary from individual to individual, but they will be central to enabling a worker to be **Ready** for new jobs, Relevant with new skills and Resilient to new ways of working.

About The Ascott Limited

The Ascott Limited is a Singapore company that has grown to be one of the leading international lodging owner-operators. It has more than 58,000 operating units in key cities of the Americas, Asia Pacific, Europe, the Middle East and Africa, as well as close to 42,000 units which are under development, making a total of over 100,000 units in over 660 properties. The company's serviced residence and hotel brands include Ascott, Citadines, Somerset, Quest, The Crest Collection, lyf, HARRIS, FOX HARRIS, YELLO, POP!, Préférence and HARRIS Vertu. Ascott's portfolio spans more than 170 cities across over 30 countries.

Ascott, a wholly owned subsidiary of CapitaLand Limited, pioneered Asia Pacific's first international-class serviced residence with the opening of The Ascott Singapore in 1984. Today, the company boasts over 30 years of industry track record and award-winning brands that enjoy recognition worldwide.

Ascott's achievements have been recognised internationally. Recent awards include DestinAsian Readers' Choice Awards 2019 for 'Best Serviced Residence Brand'; World Travel Awards 2018 for 'Leading Serviced Apartment Brand' in Asia, Europe and the Middle East; TTG China Travel Awards 2018 for 'Best Serviced Residence Operator in China'; Business Traveller Asia-Pacific Awards 2018 for 'Best Serviced Residence Brand'; Business Traveller UK Awards 2018 for 'Best Serviced Apartment Company' and Business Traveller China Awards 2018 for 'Best Luxury Serviced Residence Brand'. For a full list of awards, please visit <https://www.the-ascott.com/en/ascottlimited/awards.html>.

About CapitaLand Limited

CapitaLand is one of Asia's largest real estate companies. Headquartered and listed in Singapore, it is an owner and manager of a global portfolio worth over S\$100 billion as at 31 December 2018, comprising integrated developments, shopping malls, lodging, offices, homes, real estate investment trusts (REITs) and funds. CapitaLand's

market capitalisation is approximately S\$13 billion as at 31 December 2018. Present across more than 180 cities in over 30 countries, the Group focuses on Singapore and China as core markets, while it continues to expand in markets such as Vietnam and Indonesia.

CapitaLand's competitive advantage is its significant asset base and extensive market network. Coupled with extensive design, development and operational capabilities, the Group develops and manages high-quality real estate products and services. It also has one of the largest investment management businesses in Asia and a stable of five REITs listed in Singapore and Malaysia – CapitaLand Mall Trust, CapitaLand Commercial Trust, Ascott Residence Trust, CapitaLand Retail China Trust and CapitaLand Malaysia Mall Trust.

Visit www.capitaland.com for more information.

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ANNEX A

Framework for FDAWU and Ascott's Jobs and Skills Training Partnership

