

Fraser's Hospitality reopens properties worldwide with #FraserCares commitment to guests

Heightened health and safety initiatives to prioritise guests' well-being include new cleaning regime and safe distancing protocols



6 July 2020, Singapore – [Fraser's Hospitality](https://www.frasershospitality.com), a member of Fraser's Property Group, is reopening its worldwide property portfolio with [#FraserCares](https://www.frasershospitality.com) driving robust new measures dedicated to ensuring the health, safety and well-being of guests and staff.

Throughout the COVID-19 crisis, most of Fraser's Hospitality's properties around the world have remained open. Of those that closed in accordance with government and local authority guidelines, properties in Germany, France, Switzerland and Spain have recently opened their doors to guests. Following the easing of restrictions in the UK, serviced residences in England reopened on 4th July and those in Scotland will follow on 15th July, with a phased reopening of boutique lifestyle hotels Malmaison and Hotel du Vin.

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New initiatives introduced during this pandemic include a new cleaning regime that uses a water and oxygen-based solution which has been proven to kill 99.999% of germs without the need for harmful chemicals, making it safer for guests and staff, and more sustainable. In addition, several properties have been awarded certifications in their respective regions; SG Clean in Singapore, Amazing Thailand Safety and Health Administration (SHA) and ISAAP Compliance Accreditation. Ongoing adoption of relevant technology will be implemented to offer greater assurance to our guests.

“Our guests and staff can return to our properties with the knowledge that we have taken all necessary precautions to ensure their safety and well-being in accordance with the guidelines set out by the World Health Organisation.

We have also taken this opportunity to redefine and adopt new hospitality standards into our operations, which will carry us through a post-pandemic world. This new and heightened cleaning regime will be implemented across all our properties, including those which remained open during this period,” said Guus Bakker, CEO Europe, Middle East and Africa of Frasers Hospitality UK.

Additional measures introduced globally as part of #FraserCares include deep cleaning of each property, remote guest concierge services and frequent sanitisation in communal areas. Safe distancing protocols including signage installed at each property. In addition, on-site restaurants and bars have implemented measures to minimise contact, providing grab and go food options and ensuring safe distancing for dine-in guests.

Growing from two properties in Singapore to more than 140 properties in over 70 cities, Frasers Hospitality is now one of the world’s largest and fastest-growing providers of serviced residences.

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About Frasers Property Limited

Frasers Property Limited (“Frasers Property” and together with its subsidiaries, the “Frasers Property Group” or the “Group”), is a multi-national owner-operator-developer of real estate products and services across the property value chain. Listed on the Main Board of the Singapore Exchange Securities Trading Limited (“SGX-ST”) and headquartered in Singapore, the Group has total assets of approximately S\$38.7 billion as at 31 March 2020.

Frasers Property’s multi-national businesses operate across five asset classes, namely, residential, retail, commercial & business parks, industrial & logistics as well as hospitality. The Group has businesses in Southeast Asia, Australia, Europe and China, and its well-established hospitality business owns and/or operates serviced apartments and hotels in over 70 cities across Asia, Australia, Europe, the Middle East and Africa.

Frasers Property is also the sponsor of two real estate investment trusts (“REITs”) and one stapled trust listed on the SGX-ST. Frasers Centrepoint Trust and Frasers Logistics & Commercial Trust are focused on retail, and industrial & commercial properties respectively. Frasers Hospitality Trust (comprising Frasers Hospitality Real Estate Investment Trust and Frasers Hospitality Business Trust) is a stapled trust focused on hospitality properties. In addition, the Group has two REITs listed on the Stock Exchange of Thailand. Frasers Property (Thailand) Public Company Limited is the sponsor of Frasers Property Thailand Industrial Freehold & Leasehold REIT, which is focused on industrial & logistics properties in Thailand, and Golden Land Property Development Public Company Limited is the sponsor of Golden Ventures Leasehold Real Estate Investment Trust, which is focused on commercial properties.

The Group is unified by its commitment to deliver enriching and memorable experiences to customers and stakeholders, leveraging its people, knowledge and capabilities from across markets to deliver value in its multiple asset classes.

For more information on Frasers Property, please visit frasersproperty.com.

About Frasers Hospitality

Frasers Hospitality, a member of Frasers Property Group, celebrates 22 years of offering memorable experiences to guests through its Gold-Standard serviced, hotel residences and boutique lifestyle hotels across Asia, Australia, Europe, the Middle East and Africa.

Growing from two properties in Singapore to more than 140 properties in over 70 cities, Frasers Hospitality is now one of the world’s largest and fastest-growing providers of serviced and hotel residences. Conceived with the lifestyle preferences of today’s discerning business and leisure travellers in mind, the global hospitality operator has three Gold-Standard serviced offerings – Fraser Suites, Fraser Place and Fraser Residence, a modern and eco-lifestyle brand, Modena by Fraser, and a design-led hotel residence brand, Capri by Fraser. In addition, it operates two brands of upscale boutique lifestyle hotels in the key cities of UK, Malmaison and Hotel du Vin.

With a remarkable list of accolades and awards as recognition of its success, Frasers Hospitality remains committed to anticipating and exceeding the evolving needs of executive travellers with continuous innovation and intuitive service, creating a second home for guests where staff feel like family and residents feel like community.

For more information on Frasers Hospitality, please visit frasershospitality.com.

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