

Frasers Property Retail reinforces support and safety measures for tenants and shoppers under Phase 2 (Heightened Alert)

SINGAPORE, 17 MAY 2021

As Singapore enters Phase 2 (Heightened Alert), Frasers Property Retail remains fully committed to supporting our tenant community and emerging stronger together from these challenging times. Several new measures and initiatives will be introduced to help tenants overcome the business impact of the necessary tightened restrictions, while offering shoppers a safe and convenient shopping experience. These include leveraging Frasers Property Retail's digital platforms, rolling out incentives such as free delivery services and rewards, rental and operational assistance, and extending the grace period for all vehicles across all malls to support the important work that delivery riders and drivers carry out for our community. This extended grace period will benefit shoppers who are visiting the malls for their daily necessities as well.

Enhanced incentives to support F&B businesses

With the cessation of dine-in at food and beverage ("F&B") establishments from 16 May 2021 to 13 June 2021¹, Frasers Property Retail will be providing rental and operational support in a targeted manner for F&B tenants who are adversely affected.

Free delivery will be extended to both tenants and customers for all orders placed through Frasers Makan Master from now till 30 June 2021. Customers can also opt for contactless takeaway orders, by pre-ordering and paying through Frasers Makan Master on the Frasers Experience ("FRx") App before collecting their meal at the outlet. Further, customers will also receive additional rewards for both delivery and takeaway orders.²

Close to 200 F&B tenants have been onboarded with Frasers Makan Master, tapping on it as a fuss-free and convenient avenue to reach customers who opt for takeaway and delivery.

In addition, a 30-minute grace period has been implemented for all vehicles across all malls of Frasers Property. Besides supporting delivery riders and drivers as they serve our community during this phase, this grace period will benefit shoppers as well when they visit the malls to pick up their orders. In view of the expected increase in demand for delivery services and takeaway orders, the malls will also work closely with F&B tenants to set up designated collection points so that orders can be picked up smoothly while safe distancing measures are maintained.

¹ Ministry of Health, Singapore. (2021, May 14). Updates on local situation and heightened alert to minimise transmission [Press release]. Retrieved from <https://www.moh.gov.sg/news-highlights/details/updates-on-local-situation-and-heightened-alert-to-minimise-transmission-14May>

² With a minimum spend of \$25 per takeaway order or \$30 per delivery order made on Frasers Makan Master on three separate days, customers can receive a \$5, \$8 and \$10 Digital Gift Card respectively.

A safer shopping experience on Frasers eStore

With occupancy limits reduced across all malls during this phase, shoppers can purchase their everyday necessities via Frasers Property Retail's e-commerce marketplace, Frasers eStore, and have them delivered to their homes. Launched on the FRx App in January 2021, the Frasers eStore provides a seamless store-to-door service for both tenants and shoppers and has enabled our tenants to continue serving shoppers amid tightened measures. From 16 May 2021 to 30 June 2021, shoppers can enjoy free delivery for all purchases made via the Frasers eStore, with no minimum spending required. Shoppers can also earn rewards when shopping on the platform.³

As part of extended support measures, new retail tenants signing up on the Frasers eStore during this period will receive complimentary listing. All tenants onboard Frasers eStore will also enjoy waiver of all delivery and service fees from now till 30 June 2021. Tenants who are not currently onboard can take the opportunity to extend their online outreach using our platform. Additional advertising and promotional support will also be provided for affected tenants.

Reinforced health and safety measures across all malls

In line with current regulations, existing safety measures such as temperature screening and checking in and out using TraceTogether only SafeEntry will continue to be in place for all mall visitors. Staff will be present to facilitate and monitor these measures, while providing assistance and guidance to all shoppers when needed.

The health and well-being of all staff, tenants and shoppers remain an utmost priority and it has been a conscientious effort to implement and reinforce safe management measures since the onset of COVID-19. The systems and processes which have been put in place for deep cleaning, disinfection and crowd management have and will continue to be upheld through this period.

³ With a minimum spend of \$50 each day on Frasers eStore on four separate days, shoppers can look forward to receiving a \$5, \$10, \$15 and \$20 Digital Gift Card respectively.

About Frasers Property Retail

Frasers Property Retail is a retail-focused platform under Frasers Property Singapore, a strategic business unit of SGX-listed Frasers Property Limited (“Frasers Property” and together with its subsidiaries, the “Frasers Property Group” or the “Group”).

Frasers Property Retail oversees asset, property and development management of the Group’s retail assets in Singapore, and management of Frasers Centrepoint Trust. This represents an asset under management size of S\$9.0 billion as at 31 March 2021, including assets held across Frasers Property Singapore and Frasers Centrepoint Trust.

Frasers Property Retail's portfolio comprises 14 shopping malls in Singapore, including suburban retail malls in highly-populated areas and integrated mixed-use developments such as Northpoint City, the largest mall in Northern Singapore, and Waterway Point, Punggol's first waterfront development.

About Frasers Property Singapore

Frasers Property Singapore is a strategic business unit of SGX-listed Frasers Property Limited, a multi-national company that owns, develops, and manages a diverse and integrated property portfolio with total assets of approximately S\$38.7 billion as at 30 September 2020.

Frasers Property Singapore owns, develops and/or manages residential, retail, office, business space and business park properties in Singapore. Its business also includes management of office and business space properties in Singapore held by Frasers Logistics & Commercial Trust.

Over the years, it has developed over 21,000 quality homes. It oversees a portfolio of 13 shopping malls and eight office, business space and business park properties. Seven of the retail assets, and two of the office and business space properties are held under Frasers Centrepoint Trust and Frasers Logistics & Commercial Trust respectively.

For more information on Frasers Property Singapore, please visit www.frasersproperty.com/sg

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 developer-owner-operator 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\$39.2 billion as at 31 March 2021.

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 and 20 countries 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

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Limited is the sponsor of Fraser's Property Thailand Industrial Freehold & Leasehold REIT, which is focused on industrial & logistics properties in Thailand, and Golden Ventures Leasehold Real Estate Investment Trust, which is focused on commercial properties.

The Group is committed to inspiring experiences and creating places for good for its stakeholders. By acting progressively, producing and consuming responsibly, and focusing on people, Fraser's Property aspires to raise sustainability ideals across its value chain, and build a more resilient business. It has committed to be a net-zero carbon corporation by 2050. Building on its heritage as well as leveraging its knowledge and capabilities, the Group aims to create lasting shared value for its people, the businesses and communities it serves. Fraser's Property believes in the diversity of its people and are invested in promoting a progressive, collaborative and respectful culture.

For more information on Fraser's Property, please visit frasersproperty.com or follow us on [LinkedIn](#).

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