

Frasers Property makes Future of Work experience a reality in Singapore

- ◆ Intelligent building platform brings digitalisation to the tenant and visitor experience
- ◆ Embraces sustainability of our operations as tenants and occupants return to the workplace
- ◆ Supports a frictionless office experience and promotes safe distancing with enhanced contactless capabilities

SINGAPORE, 1 OCTOBER 2020

Fraser's Property Limited ("Fraser's Property", and together with its subsidiaries, the "Group"), today announced it is enhancing the future-readiness of its commercial properties with the recent launch of an intelligent building platform at Fraser's Tower, its premium office development in Singapore's core Central Business District. One of the platform's key features is its ability to function as a Digital Twin or virtual model of the Grade A office building with capabilities to integrate various systems and workflows and enable real-time remote management of the building's operations.

Mr Jack Lam, Chief Operating Officer, Commercial, Fraser's Property Singapore, said: "The COVID-19 pandemic has presented an opportunity and impetus for us to reimagine our spaces and transform the way the community uses our properties. With tenants gradually returning to the workplace, we envisage a Future of Work experience where our property teams, tenants and the community at large can interact effortlessly and frictionlessly within the spaces of our office buildings for greater connectivity and productivity. This would be further facilitated through the Digital Twin's ability to remotely manage the building in real-time. The well-being of our tenants and employees remains our utmost priority, as we continue to step up health and safety measures."

Microsoft Singapore, a tenant of Fraser's Tower, is supportive of the initiative. **Mr Borko Kovacevic, Chief Marketing & Operations, Microsoft Singapore**, said: "COVID-19 has certainly changed the 'work place'. At Microsoft, our priority is the health and well-being of our employees, partners, customers and other guests as we adapt to doing business remotely and plan for our workforce to return to work safely. We know that technology has a role to play in accelerating progress for solutions to the pandemic and are encouraged that Fraser's Property has leveraged technologies such as digital twins and contactless interactions to empower tenants and visitors to return confidently with self-service tools for working safely and productively."

This latest initiative would boost customer experience as follows:

- **One-stop service hub:** Tenants can book amenities and events as well as raise requests for concierge and maintenance services through the centralised platform. They will be notified of the latest updates such as community events, scheduled works, promotions at retailers and tenants' treats. For added convenience, tenants can make direct payments on their service requests, including the application and renewal of their season parking via the platform. In addition, they can enjoy greater visibility over managing season parking lots amongst their employees, real-time public transportation options and arrival timing.
- **Contactless capability:** Occupants can enjoy swift, secure and contactless building and amenity access using their mobile credentials, including contactless elevator access. Tenants can pre-register their visitors via the intelligent building platform, which will issue an email consisting of QR code and directions to their visitors for building entry purposes. Upon arrival at the building, visitors can present the QR code at the turnstiles and proceed to the secured lobby where an elevator would take them directly to their destinations.
- **Fitness and Wellness:** Tenants can gain access to fitness and wellness offerings in and around the building. The platform's monitoring of the indoor air quality also enables greater control and adjustment of temperature in leased spaces and zones.

Fraser's Tower's intelligent building platform is powered by Cohesion, a US-based 'Software as a Service' start-up, which [Fraser's Property Group has recently invested in](#).

Ms Thru Shivakumar, CEO and Co-Founder, Cohesion said: "A true digital transformation of buildings requires a comprehensive combination of integrated systems, connected workflows and human engagement. By connecting all the systems and human interactions in a building, we can unlock actionable insights to make buildings more resilient, flexible, and intelligent, while delivering more efficient and sustainable building operations. Fraser's Property is a collaborative and forward-thinking partner who shares our vision in promoting proptech in the Asia commercial real estate industry."

"We are realising a vision where building systems and workflows can be seamlessly connected in a centralised intelligent building platform and are focused on making the quality of every experience better for the entire workplace community, while adding value to our assets," said **Mr Samuel Tan, Group Chief Digital Officer, Fraser's Property Limited**. "We look forward to providing our tenants with a one-stop service hub and helping to boost the wellness of the community."

The platform is anticipated to incorporate other value-add functions such as the automation of refund process. The roll-out of the full suite of features on the platform at Fraser's Tower is slated for completion around the end of November 2020.

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About Fraser's Property Limited

About Fraser's Property Limited Fraser's Property Limited ("Fraser's Property" and together with its subsidiaries, the "Fraser's 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.

Fraser's 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.

Fraser's Property is also the sponsor of two real estate investment trusts ("REITs") and one stapled trust listed on the SGX-ST. Fraser's Centrepoint Trust and Fraser's Logistics & Commercial Trust are focused on retail, and industrial & commercial properties respectively. Fraser's Hospitality Trust (comprising Fraser's Hospitality Real Estate Investment Trust and Fraser's 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. Fraser's Property (Thailand) Public Company Limited is the sponsor of Fraser's 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 Fraser's Property, please visit frasersproperty.com.

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