

# Modern Slavery Statement.



THE  
ASCOTT  
LIMITED

A Member of CapitalLand



QUEST

APARTMENT HOTELS

A Member of The Ascott Limited

# Modern Slavery Statement.

This Modern Slavery Statement (**Statement**) is made pursuant to the *Modern Slavery Act 2018* (Cth) (**Modern Slavery Act**) by Ascott International Management (Australia) Pty Ltd ACN 078 223 186 (**Ascott**) and its related entities and subsidiaries which includes QSA Group Pty Ltd ACN 134 361 149 (**Quest**).

Throughout this Statement, Ascott, Quest and its subsidiaries and related entities are collectively referred to as “we” or “our” or “us”.

This is our first Statement, which outlines the steps we have taken during the financial reporting year ending 31 December 2022 to understand and address the modern slavery risks in our operations and supply chains.

We are committed to assessing and eliminating the risks of modern slavery in our business operations and supply chains.

## Our Brands.



citadines

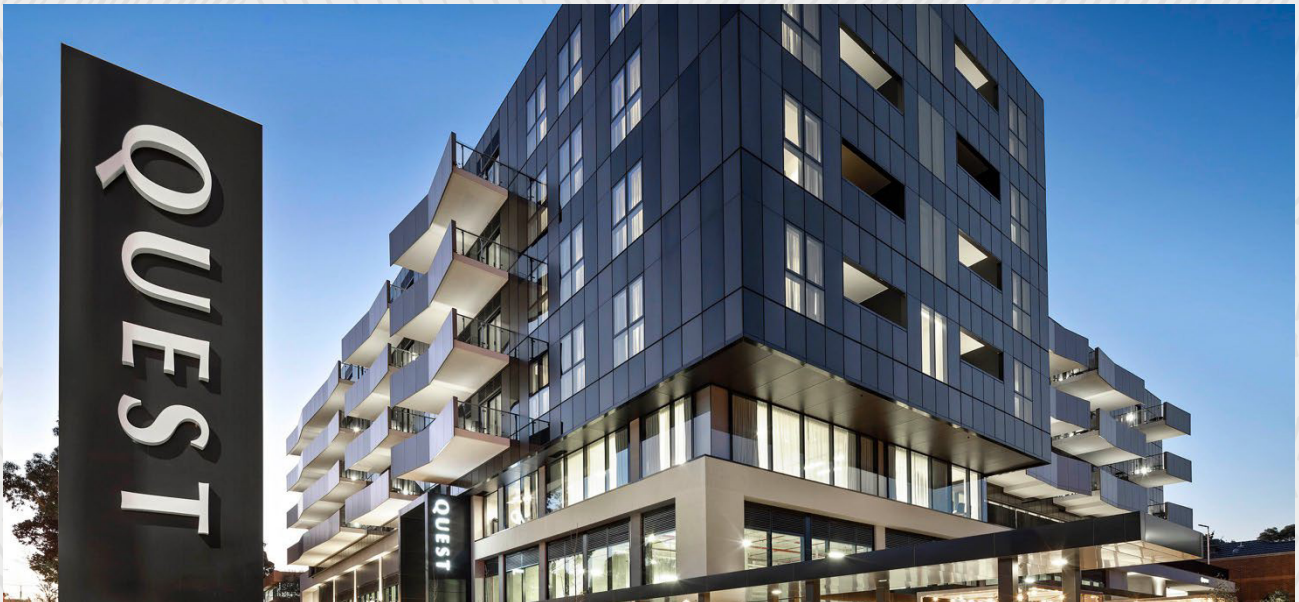


Oakwood.



somerset

citadines  
CONNECT



# Statement by Managing Director.

## Standing against modern slavery.

Ascott, and its related entities and subsidiaries, including Quest, is a business built to better the lives of people, by creating experiences that express our commitment to care.

*"We care about the people that stay with us. We care about the people that work with us and we care about the people that live in the communities we operate in."*

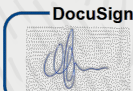
We believe that we cannot authentically deliver on this commitment to care if any person has been exploited along the way.

As a company, we stand against modern slavery. We are focused on investigating and identifying modern slavery risks in our operations and supply chains and know that this focus can never wane.

Eradicating modern slavery is an ongoing and unrelenting commitment, and one that I am proud to lead this company through.

I also recognise that this is our first reporting period under the Modern Slavery Act. In this report, we have outlined our initial steps, but I know that as we walk this path, our approach will evolve and, ultimately, strengthen while we learn more and work towards eliminating this devastating risk.

DocuSigned by:



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**DAVID MANSFIELD**  
MANAGING DIRECTOR  
ASCOTT & QUEST – AUSTRALIA

# Structure, operations and supply chain.

## Structure.

### ASCOTT

Ascott is a subsidiary of The Ascott Limited which is headquartered in Singapore and has grown to be one of the leading international lodging owner-operators. It has a presence in more than 30 countries across Asia Pacific, Europe, the Middle East, Africa and the USA.

The Ascott Limited is a member of CapitalLand, one of Asia's largest diversified real estate groups.

Ascott's serviced residence & hotel brands in Australia include Quest, Somerset, Citadines, Citadines Connect, lyf and Oakwood.

### QUEST

Quest is incorporated in Australia and has approximately 170 metropolitan, regional and suburban locations throughout Australia, New Zealand, United Kingdom and Fiji.

Quest operates under a franchise model with approximately 111 hotels in Australia run by passionate local owners. In addition, Quest has 8 pre-franchised properties that are company-owned hotels.

## Operations.

### ASCOTT & QUEST

Our corporate office has approximately 110 employees.

Ascott employs approximately 120 employees, either as full-time, part-time or casual employees, across its managed properties which includes Somerset, Citadines, Citadines Connect, lyf and Oakwood brands.

Quest employs approximately 180 people within its company-owned hotels (i.e. non-franchised hotels).

Quest employs full-time, part-time and casual employees who are engaged on written employment agreements and subject to modern awards depending on their position. There are no enterprise agreements.

There is currently no one under the age of 18 years employed by our corporate office or our managed and non-franchise properties.



## MODERN SLAVERY STATEMENT

### *Quest franchise network*

Quest's franchisees in Australia (approximately 111 hotels) are estimated to directly employ approximately 1,900 employees, either on a full-time, part-time or casual basis.

Quest generally receives franchise fees and marketing fees from franchisees for the right to use the Quest brand and systems. Franchisee owners make independent decisions regarding their hotel operations, including employment, procurement, and other systems and services.

## Supply chain.

### **ASCOTT**

Ascott maintains a large global supply chain comprised of numerous procurement categories including corporate services, food and beverage, furniture, fixtures and equipment, operating supplies, equipment and hotel amenities.

Ascott's suppliers are predominantly located in Australia.

### **QUEST**

Quest engages suppliers throughout its business, specifically to support Quest's company-owned hotels (of which there are only a few) and franchise network in various procurement categories, including:

- property and facilities (e.g. furniture and fixtures);
- operating supplies and equipment;
- hotel amenities;
- food and beverage services;
- information technology; and
- corporate services.

Franchised hotels are responsible for their own independent supply chain.

While procurement generally occurs at local hotel level, Quest provides details of its preferred suppliers to franchisees through its Core and Preferred Supplier Policy. This Policy contains a list of preferred contractors across various geographic regions for procurement of goods and services from predominantly Australian-based suppliers.

Other procurement is managed by Quest's head office such as arranging furniture, fixtures and equipment prior to a new Quest hotel opening.

# Our modern slavery risks.

While this is our first Statement, we are committed to undertaking an assessment of modern slavery risks in our operations and supply chains to better understand the risks of causing, contributing, or directly linked to, modern slavery.

We will use a number of factors to assess the potential risk of modern slavery in our supply chains including geographic risks from where we source products, the products and services we source, the sectors we operate in, and the supply chain model involved.

We recognise that the hospitality industry generally has the following vulnerabilities:

- migrant workers in high risk or vulnerable populations;
- use of contractors or service providers including labour hire and outsourcing or third-party contracting arrangements;
- use of overseas suppliers / vendors or suppliers which may operate in high-risk geographic areas; and
- increased global operations which create a risk relating to forced labour and modern slavery.

# Actions taken to address modern slavery.

## Operations and Governance.

We are committed to maintaining the highest level of integrity and honesty throughout all aspects of our business, and we expect our business partners including suppliers and vendors to respect and adhere to such practices in the operation and management of their business.

It is our aim that the Compliance Officer, a newly dedicated role, will have responsibility for guiding and monitoring risks of modern slavery. They will also have oversight of sustainability and social impact practices, including corporate governance in carrying out risk assessments and due diligence procedures which flow through our organisation and supply chains. This includes coordinating an annual risk control self-assessment which identifies regulatory and compliance risks, climate change and environmental risks (amongst others) and will include modern slavery risks moving forward.

Additionally, we have implemented various policies and procedures, including:

- **MODERN SLAVERY POLICY**

This policy outlines our approach to mitigating modern slavery practices including by requiring that all persons (such as employees, contractors, directors or those seeking to have business relationships including suppliers), identify risks within our operations and supply chains and take steps to address and/or remediate these.

- **WHISTLEBLOWER POLICY**

This policy is designed to promote and support a culture of honesty, integrity and ethical behaviour including by encouraging reporting of actual or suspected misconduct by eligible whistleblowers.

- **CODES OF CONDUCT**

Our codes of conduct sets out our expectations of behaviour and conduct by our employees, officers, contractors, franchisees and suppliers.

- **WORKPLACE BULLYING, DISCRIMINATION AND HARASSMENT POLICY**

This policy and procedure includes our obligations in respect of bullying, harassment, discrimination, victimisation and vilification. It establishes procedures and processes for making complaints and applies to all employees, directors, officers, contractors, suppliers and visitors.

- **WORKPLACE HEALTH AND SAFETY POLICY**

This policy promotes the creation and maintenance of the highest standards of health and safety in the workplace and to promote a productive and enjoyable environment for all.

## MODERN SLAVERY STATEMENT

- **DIVERSITY AND INCLUSIVE POLICY**

This policy reflects our commitment to create a workplace that is fair and inclusive and to build a workforce that reflects the diversity of our communities.

- **CORPORATE OFFICE GENDER EQUALITY, FLEXIBILITY AND DIVERSITY POLICY**

Our aim is to be recognised as an Employer of Choice for Gender Equality (as developed by the Australian Government's Workplace Gender Equality Agency). This includes providing corporate Ascott and Quest employees with additional leave entitlements and other benefits which are aimed at supporting and encouraging workplace participation by persons of different genders. It also aims to reduce the effect of systemic causes of gender inequality that commonly arise in workplace and promote and encourage the achievement of gender equality in the workplace.

We are also subject to CapitaLand's policies and procedures including Environmental Health and Safety Policy and Grievance Handling Procedure.

## Supply chains.

We have implemented a Supplier Code of Conduct which suppliers of non-franchised and managed properties are required to sign up to.

Suppliers in Quest's Core and Preferred Supplier list for franchised properties are also bound by the Supplier Code of Conduct.

We have also incorporated specific prohibitions against modern slavery practices in our supplier contracts for non-franchised and managed properties, including the ability to terminate contractual arrangements where suppliers engage in such practices.

More recently, we have commenced conducting due diligence on suppliers for non-franchised and managed properties, including by providing a supplier questionnaire for existing suppliers and a pre-qualification questionnaire to obtain necessary procurement information. This includes requesting copies of modern slavery statements and confirming modern slavery practices and compliance. This will assist us to determine which parts of the business and which supply chains are at risk of perpetrating modern slavery so that our efforts can be focused on at risk areas.

As informed by the supplier questionnaire, we aim to engage directly with suppliers in order to gain an understanding of the measures in place to ensure modern slavery is not occurring.



# Assessing the effectiveness of our actions.

## Ascott & Quest.

As this is our first Statement, moving forward we will monitor the effectiveness of our governance structure including by adopting further relevant policies and procedures to address modern slavery risks in our operations and supply chains.

We will assess the effectiveness of our actions by tracking our actions and outcomes, partnering with suppliers, providing training and support to our employees and franchisees and undertaking internal governance processes. Based on the results of these processes we will adapt and strengthen our actions to improve our response to modern slavery.

The below sections chart a roadmap of actions moving forward.

### NON-FRANCHISED & MANAGED

#### *Governance processes*

As part of our roadmap for effective prevention of modern slavery in our non-franchised and managed operations, we anticipate establishing internal processes to regularly review and audit actions taken to address modern slavery risks including regular engagement and feedback within and between entities such as the legal, human resources and operations departments.

These internal processes include:

- establishing a compliance officer role with the purpose of assessing modern slavery risks and implementing practices to address any identified risks;
- setting reporting timeframes and deadlines to monitor the implementation of such measures including key targets or performance indicators; and
- assessing the measures taken to mitigate, remediate or eliminate the risk or exposure to modern slavery practices and adapting such processes as applicable.

#### *Suppliers*

In respect of suppliers, we will:

- evaluate relationships with suppliers on an ongoing basis including through a newly developed supplier questionnaire and pre-qualification supplier questionnaire;
- require suppliers through contractual clauses to be compliant with modern slavery practices and laws of the country in which they are operating to prevent risks;
- centralise procurement for managed and non-franchised properties and endeavour to centralise some procurement for franchisees through the Core and Preferred Supplier Policy.

## MODERN SLAVERY STATEMENT

### *Employees*

Employees, contractors and other staff working on our behalf will be provided with training and encouraged to report any suspected misconduct or breach of our Modern Slavery Policy or any other policies and procedures.

### **FRANCHISED**

By providing modern slavery training to our franchisees and information regarding the Core and Preferred Supplier Policy this will go towards mitigating risks in circumstances where we have little visibility or oversight over their operations and supply chains.

We will provide surveys to our franchisees to encourage compliance in their own regions which will assist franchisees to comply with local and global requirements for modern slavery.

# Further information.

## Environmental, Social and Governance.

Ascott's Sustainability Program known as 'Ascott Cares' is an initiative launched by our parent company in Singapore, the goals of which we aim to align ourselves with. A copy of Ascott Cares is available on request.

Quest's Environmental, Social and Governance (ESG) strategy recognises the brand's core values, as well as our responsibility in today's world. We understand, embrace and commit to making a positive impact through three key pillars: Environmental Action, Diversity and Inclusion and Community Involvement. A copy of our ESG strategy is available on request.

## Values.

Broader Ascott values underpin this Statement:



Quest values also underpin this Statement:

## Our Values



**MUTUAL RESPECT**  
We may disagree but we act in accordance with our values.



**ONGOING RELATIONSHIPS**  
We build trusting, mutually beneficial long-term relationships.



**UNDERSTANDING**  
We seek to confirm another person's perspective.



**ALIGNMENT**  
We work together to achieve common goals.



**PERSONAL BEST**  
Everything we do, we do to the best of our ability.

# Awards.

We have won a number of awards in recent times, the following are the achievements and accolades received in 2022 calendar year alone:

- 🏆 National Travel Industry Awards – Most Outstanding Industry Support
- 🏆 HM Awards – Australian Hotelier of the year – David Mansfield
- 🏆 HM Awards – Marketing and Campaign Award – As Local As You Like It
- 🏆 Victorian Accommodation Awards for Excellence – Apartment Accommodation of the Year – Dave Walton – Quest Southbank
- 🏆 btTB – Supplier 'agile travel partner of the year'
- 🏆 Franchise Council of Australia National Excellence in Franchising Awards – Franchisor Social Responsibility Award
- 🏆 Franchise Council of Australia National Excellence in Franchising Awards – Excellence in Marketing Award
- 🏆 Hume City Council Business Awards – Customer Service Category Winner – Quest Melbourne Airport
- 🏆 Toowoomba Chamber of Commerce Focus HR 2022 Business Excellence Awards – Tourism Category Winner – Quest Toowoomba

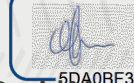
# Consultation.

Ascott and Quest consulted with other related entities and subsidiaries within the group of companies to prepare this Statement.

Whilst it does not own or control franchisees, given they are separate legal entities, we endeavour to consult with franchisees through written updates and by way of conference updates.

This Statement was approved by the Board of Directors of the Ascott International Management (Australia) Pty Ltd on 29 June 2023

DocuSigned by:



David Mansfield

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Managing Director

Ascott International Management (Australia) Pty Ltd





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