



**CITY
DEVELOPMENTS
LIMITED**

News Release

18 May 2021

CDL STANDS TOGETHER WITH ITS TENANTS DURING PHASE 2 (HEIGHTENED ALERT) PERIOD

- **Rental, operational and marketing support to be offered to tenants adversely impacted by stricter measures during Phase 2 (Heightened Alert) period**
- **CDL eMall continues to provide tenants the opportunity to extend their customer reach and enhance online presence**

With the Singapore Government's latest announcement on [Phase 2 \(Heightened Alert\) in the fight against COVID-19](#) from 16 May through 13 June 2021, City Developments Limited (CDL) will be rolling out support initiatives for tenants and will continue to work directly with them to navigate the operational challenges during this period. This includes providing rental, operational and marketing support to tenants adversely impacted by stricter measures during this period of heightened alert.

[CDL eMall](#), an online retail and F&B sales and delivery platform for City Square Mall, Palais Renaissance and Republic Plaza, was launched end-2020 to provide tenants with an alternative sales channel, enhance their online presence and allow them to extend their customer reach. CDL eMall features more than 1,000 offerings from over 30 retailers and F&B outlets. CDL will provide marketing support through this platform, with absorption of onboarding cost, zero commission and free delivery. In addition, from 19 May 2021, CDL will extend the grace period for delivery drivers to 30 minutes at City Square Mall.

Ms Yvonne Ong, Chief Executive Officer, Commercial of CDL, said, "As the fight against COVID-19 pushes on with the latest tightening of measures under Phase 2's heightened alert, CDL has begun reaching out to affected tenants, starting with those most adversely impacted. We are better positioned to manage the situation as compared to a year ago and will work closely with our tenants to navigate the challenges together, through adjusting our operations and rendering necessary assistance and support during this time."

Since the beginning of the pandemic last year, CDL has committed over S\$40 million in property tax and rental rebates to tenants in Singapore and overseas, to help their businesses which have been significantly impacted by COVID-19. Tenants facing severe cash flow issues have also been offered more flexibility in rental payments.

Safe Distancing at CDL Malls

In compliance with the Government's latest guidelines on reduced capacity at malls, traffic flow has been redirected to a few designated entrances. These designated entry points are manned to facilitate adherence to the restricted capacity within the mall. TraceTogether-only SafeEntry has also been implemented at these entry points on 17 May 2021. City Square Mall – CDL's largest retail mall – which is directly connected to Farrer Park MRT station, will continue to keep the entrance connected to the station open. All other entry points remain temporarily closed.

CDL has deployed security personnel who will keep a lookout for large groups or crowds and disperse them where necessary, and will continue to closely monitor and adjust operational requirements as required. The health, safety and well-being of tenants and customers remain CDL's utmost priority.

CDL's Singapore retail segment accounts for 34% of its commercial portfolio net lettable area. CDL has five core retail properties¹, eight retail properties where the Group owns strata-titled units² and an additional four commercial properties³ with a retail component, totalling close to 400 tenants. In terms of the trade mix, 35.2% are in F&B.

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¹ Comprises City Square Mall, Palais Renaissance, Quayside Isle, Central Mall and Waterfront Plaza

² Comprises City Plaza, Delfi Orchard, Tanglin Shopping Centre, The Venue Shoppes, Fortune Centre, The Arcade, Golden Mile Complex and Katong Shopping Centre

³ Comprises Republic Plaza, King's Centre, City House and Tampines Concourse