SUSTAINABILITY
REPORT 2019

智慧控股

A-SMART HOLDINGS LTD.

CONTENTS

ABOUT US

Established in 1986, A-Smart Holdings Ltd. ("A-Smart" or the "Company", together with its subsidiaries, the "Group" or "we") was listed on the SGX Mainboard since 28 June 1999. Headquartered in Singapore, the Group currently has three key business segments, namely:

- Property Development and Real Estate Investment;
- Print and Media; and
- Other Investments.

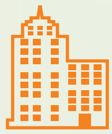
Today, the Group's printing arm continues to operate under the subsidiary Xpress Print Pte Ltd ("Xpress Print"), offering a complete spectrum of integrated print solutions from pre-press processes to production systems as well as global distribution and delivery. Xpress Print also produces on behalf of its commercial clients, corporate brochures, year books, magazines and other commercial publications, collaterals and corporate gifts and premiums. It offers the full range of print management services including time-sensitive financial printing, conceptualisation, design, copywriting, translation, typesetting, colour proofing, printing, post-press packaging, global distribution and delivery.

The Group expanded its core businesses to include property development and real estate investment in 2018 and has since acquired two parcels of land for property development in Timor-Leste, a potential emerging market. Its maiden property development project is currently in progress in Timor-Leste where pre-construction preparations are ongoing.

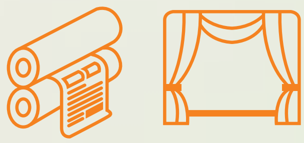
Other business segments include that of Smart Technologies, where the Group is involved with products such as Google Home and Food Waste Management. Under the Smart Technologies business, the Group aims to be a leading developer and provider of smart information technology ("IT") and Artificial Intelligence ("AI") solutions and applications for key sectors such as food and beverage ("F&B"), retail, motoring and hospitality in the region. The Group remains invested as a 10% shareholder in Sheng Siong's joint venture ("JV") to establish a supermarket chain in China. The JV currently operates 2 supermarket stores in Kunming, China, which opened in 2017 and 2019 respectively.

The Group has membership in the following associations:
- Singapore Chinese Chamber of Commerce and Industry;
- Singapore Business Federation;
- Print & Media Association, Singapore; and
- Singapore-China Business Association.

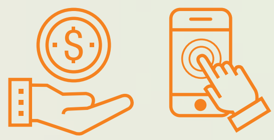
Business Segments



Property Development and Real Estate Investment



Print and Media



Other Investments

Organisation Scale

Number of key operating entities	13
Revenue	S$6.92 million (from 1 August 2018 to 31 July 2019 ("FY2019"))
Total assets	S$14.86 million (as at 31 July 2019)
Total liabilities	S$4.46 million (as at 31 July 2019)
Total equity	S$10.40 million (as at 31 July 2019)

ABOUT US

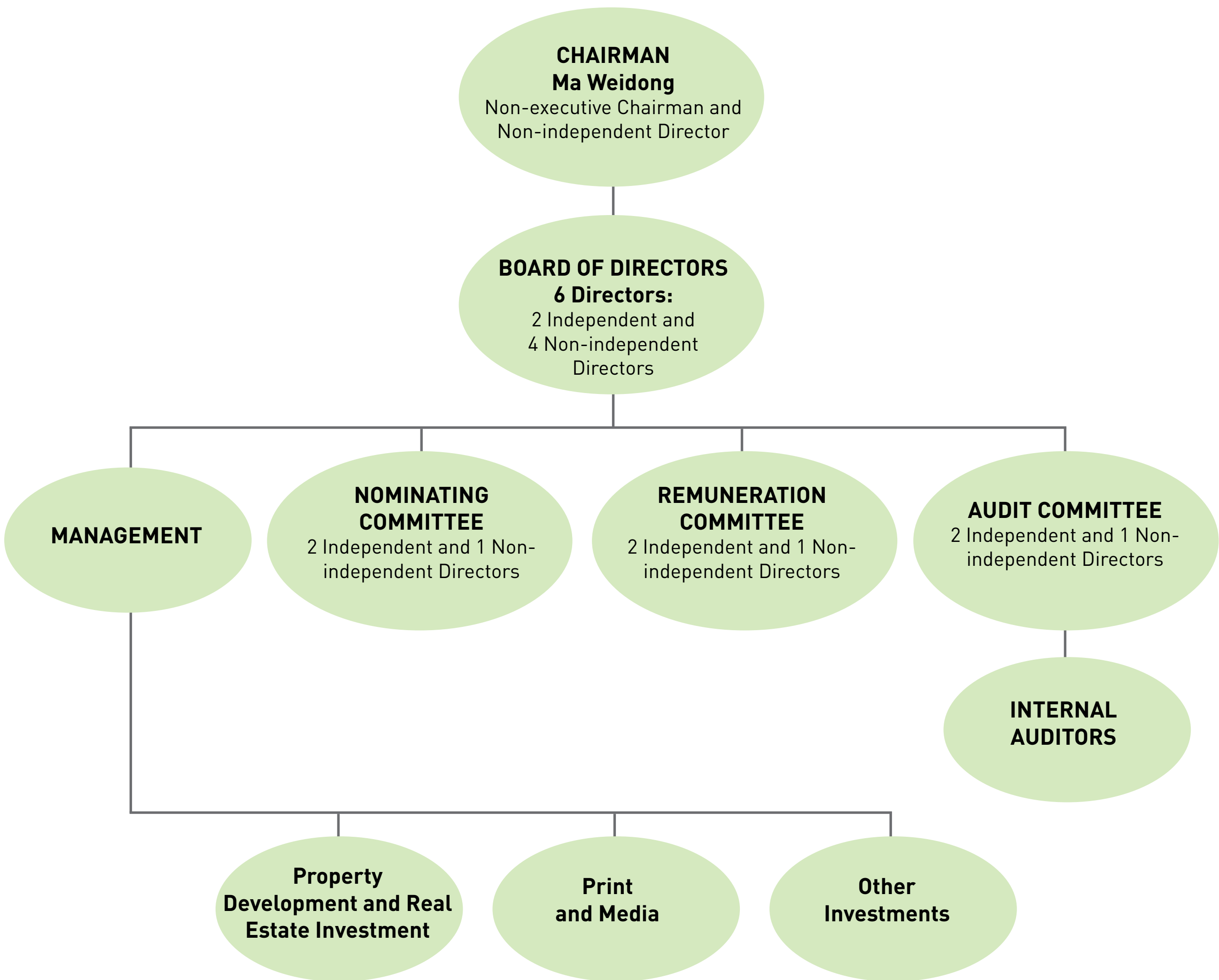
VISION AND MISSION

The Group's values are as follows:

Vision:
To lead the way in building smart solutions – creating smarter businesses, smarter cities.

Mission:
- Exceed customers' expectations through service excellence and product innovation;
- Reach and surpass shareholders' expectations by striving for new growth and cost efficiencies;
- Develop employees' potential by providing a challenging, but safe and happy work environment;
- Be fair and considerate to suppliers' needs; and
- Be socially and environmentally conscious, and where possible, to positively contribute back to society.

Governance Structure



ABOUT US

SIGNIFICANT CHANGES IN OPERATIONS

During FY2019, the Group acquired controlling stakes in two newly incorporated property development companies in Timor-Leste, namely Timor Marina Square S.A. and Timor City Square S.A., and their principal businesses are as follows:

TIMOR MARINA SQUARE

Dili, Timor-Leste

In March 2019, Timor Marina Square S.A., in which the Group owns 60% as at 31 July 2019 and increased to 69% on 4 October 2019, entered into an agreement to develop two blocks of 20-storey mixed development, comprising retail, luxurious residential apartments and offices, in Timor-Leste. Upon completion of the development, it will be an awed landmark primed to target investors from China, Taiwan and Singapore.

TIMOR CITY SQUARE

Dili, Timor-Leste

Timor City Square S.A., in which the Group owns a 60% stake, has acquired a 99-year leasehold Surface Rights over the project site. Under Timor-Leste laws, the Surface Rights allow companies holding such rights to establish a horizontal property regime for the land which in turn, allow for properties built on the land to be sold and owned by third party buyers. Given that there will be an allowance of 9 years till commencement of construction works for Timor City Square, the Group intends to build temporary structures in the interim, such as workers' dormitory and a wholesale centre, with the intention of generating rental income from it.

ABOUT THIS REPORT

This Sustainability Report (the "Report") presents A-Smart's sustainability performance for the period between 1 August 2018 and 31 July 2019. Unless specified otherwise, the scope of the Report covers the Group's most material business in our head office at Singapore. This Report also presents and summarises the Group's policies, practice and performance relating to the environmental, social, and governance ("ESG") aspects. The Group will strengthen its sustainability works in the future, and continue to expand its scope of disclosure subject to materiality assessment and necessity.

REPORTING FRAMEWORK

This Report has been prepared in accordance with the Practice Note 7.6 Sustainability Reporting Guide issued by the Singapore Exchange Securities Trading Limited ("SGX") and with reference to the Global Reporting Initiative ("GRI") Standards, the latest sets of standards issued by the GRI Global Sustainability Standards Board. The GRI Standards setsout generic sustainability factors, general principles and indicators for the Group to report on sustainability policies, practices, performances and targets that are in line with the global best practices for reporting on economic, environmental and social topics.

In specific, this Report references to the following topic-specific disclosures:

GRI 102: General Disclosure 2016
GRI 103: Management Approach 2016
GRI 201: Economic Performance 2016
GRI 204: Procurement Practices 2016
GRI 205: Anti-corruption 2016
GRI 302: Energy 2016
GRI 303: Water 2016
GRI 305: Emissions 2016
GRI 307: Environmental Compliance2016
GRI 401: Employment 2016
GRI 403: Occupational Health and Safety 2016
GRI 404: Training and Education 2016
GRI 405: Diversity and Equal Opportunity 2016
GRI 416: Customer Health and Safety 2016
GRI 418: Customer Privacy 2016
GRI 419: Socioeconomic Compliance 2016

Contact Us

We welcome stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the Report or our performance in sustainable development by emailing hr@a-smart.sg.

BOARD MESSAGE

Dear Stakeholders,

On behalf of the Group, the Board of Directors (the "Board") is pleased to present the second sustainability report of the Group in line with the Singapore Exchange Listing Rules Practice Note 7.6 Sustainability Reporting Guide. This Report reviews the Group's performance on sustainability as well as demonstrates its commitment to sustainability.

The Board has considered sustainability issues as part of its strategic formulation, determined the material ESG factors and overseen the management and monitoring of the material ESG factors. The GRI framework is used selectively to guide the Board in monitoring and reporting our impact on ESG matters. The Group aims to achieve sustainable development and provide quality and premium services to our customers as our primary task. The Board will continue to embrace sustainable growth strategies and incorporate sustainability as a key component of the Group's strategy towards achieving long term success for its stakeholders. Our commitment in taking care of the well-being of employees, the environment and the communities in which we operate is reflected in our sustainable business strategy and material ESG factors shown in the Report.

Through our stakeholder engagement, the Board and our management identified many key trends and topics that our internal and external stakeholders are concerned with. We conducted a materiality assessment to prioritise these material topics in view of their significance of economic, environmental and social impacts as well as their influence on our stakeholders' assessment and decisions. A matrix has been built and presented in this Report. Moving ahead, we will continue to improve our sustainability efforts and actively engage our key stakeholders.

MA WEIDONG
Non-executive Chairman

STAKEHOLDER ENGAGEMENT

We realise that our stakeholders' opinion and concerns are effective in determining areas of sustainable development that may be relevant to the Group over the long term. We have the following goals in our stakeholder engagement activities:

- Understand stakeholder priorities and values in sustainable development;
- Align our goals and values with that of the stakeholder group; and
- Improve on ESG matters that our activities have an impact on.

The stakeholders that we study include customers, employees, regulators, industry associations, shareholders, investors, media and suppliers. Priority is given to stakeholders that show extensive best practices track record as well as those that have a significant impact on the Group's business (such as revenue contribution, the availability of published information like supplier code of conduct). In addition to conducting a research on our stakeholders' sustainability objectives, we also engage them in the following ways:

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY OF ENGAGEMENT	SUSTAINABILITY CONCERNS
Customers	• Customer inspection visits • Two-way dialogue • Customer feedback survey • Company's website	Throughout the year Throughout the year Throughout the year Throughout the year	**Optimal usage of paper materials** Adopt design and layout techniques that provide optimal use of paper materials **Customer privacy** Protect customers' personal data and achieve zero leakage
Employees	• Performance appraisal • Staff meetings • Trainings	Annually Throughout the year Throughout the year	**Workplace health and safety** Process safety management procedures for the Group's operations **Training and education** Implement training and development policy which encourage employees to upgrade their skills and enhance their knowledge

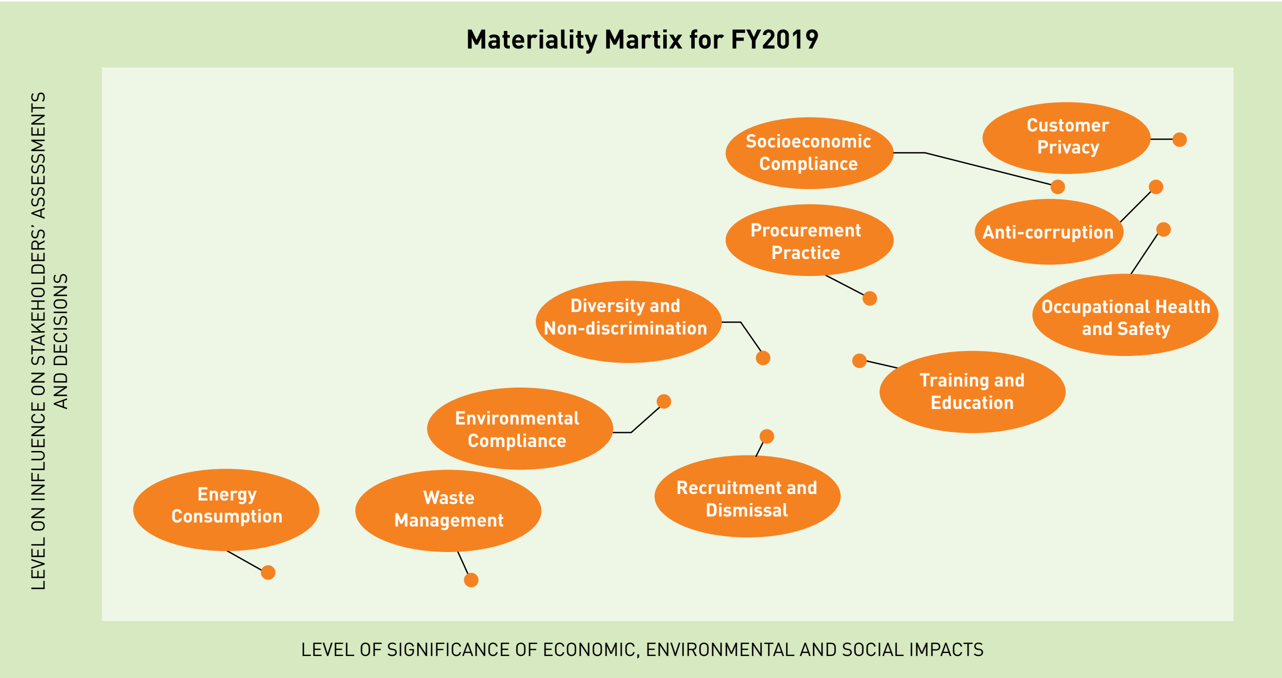
STAKEHOLDER ENGAGEMENT

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY OF ENGAGEMENT	SUSTAINABILITY CONCERNS
Regulators	• Forum and dialogue • Networking events • Seminars • Bilateral communication • Briefing and consultation	Throughout the year Throughout the year Throughout the year Throughout the year Throughout the year	**Proper disposal of effluent** Ensure waste chemicals are disposed by National Environment Agency ("NEA") licensed waste management company Develop guideline for emergency response plan which aims to detail the various measures and operational actions in the event of fire or other emergencies **Compliant operation** Comply with all laws and regulations related to economic, environmental and social aspects
Industry associations	• Forum and dialogue • Networking events • Seminars	Throughout the year Throughout the year Throughout the year	**Responsible management of raw materials** Keep track on paper consumption, supplier certification, and recycle unused materials and disposable packaging
Shareholders, investors and media	• Extraordinary shareholder meetings • Media release • Company's website • Annual general meeting • Annual Reports	As and when required Throughout the year Throughout the year Annually Annually	**Anti-corruption** Implement corporate communication policies
Suppliers	• Trade fair • Site visits and inspections • Supplier performance feedback • Company's website	Throughout the year Throughout the year Throughout the year Throughout the year	**Responsibly-sourced raw materials** Obtain paper sourced using sustainable methods **Fair and open procurement** Select suppliers based on fair requirements and transparent process

STAKEHOLDER ENGAGEMENT

MATERIALITY ASSESSMENT

A materiality assessment in the form of surveys was conducted in FY2019, where we identified sustainability factors that were material to our business operations. The management and employees who are responsible for the key functions of the Group have participated in preparing the Report, assisted the Group in reviewing its operations, identifying key ESG issues and assessing the importance of these issues to our businesses and stakeholders. We have compiled a questionnaire in reference to the identified material ESG aspects to collect the information from relevant departments and business units of the Group. The Group's material sustainability aspects will be covered in this Report and the materiality matrix is as follow:



CATEGORIES	MATERIAL TOPICS
Economic	• Anti-corruption
Environmental	• Environmental Compliance • Energy Consumption • Waste Management
Social	• Socioeconomic Compliance • Recruitment and Dismissal • Diversity and Non-discrimination • Occupational Health and Safety • Training and Education • Procurement Practice • Customer Privacy

In this Report, the Group will further disclose its performance in terms of relevant aspects, and it considers the results as important reference points for the future planning of sustainability management.

ECONOMIC

ANTI-CORRUPTION

The Group strives to achieve high standards of ethics in our business operations and does not tolerate any corruptions, frauds and all other behaviours violating work ethics. Unethical or illegal events such as corruption, bribery, and collusion are strictly prohibited. We stipulate the disciplinary code and code of conduct in the Employee Handbook, and encourage employees to report any suspected misconduct.

We communicate and educate all our employees with the anti-corruption procedures. We also share our anti-corruption policies to our clients, business partners and suppliers. The composition of employees and details of business partners that the Group's anti-corruption policies and procedures have been communicated to are as follow:

EMPLOYEE CATEGORY	FEMALE	MALE
Management	2	3
General staff	23	38

TYPE OF BUSINESS PARTNER	REGION	NUMBER
IT solutions	Singapore	5

We target to have no incidents of corruption for FY2020.

WHISTLE-BLOWING POLICY

In accordance with the Code, the Audit Committee ("AC") has put in place a whistle-blowing policy to provide arrangements whereby concerns on financial improprieties or other matters raised by whistle-blowers will be investigated and appropriate follow up action will be taken. Under such whistle-blowing procedures, employees are free to submit complaints confidentially or anonymously to the Chairman of the AC who is well known to many employees and easily accessible. All complaints are to be treated as confidential and are to be brought to the attention of the AC. Assessment, investigation and evaluation of complaints are conducted by or at the direction of the AC. If it deems appropriate, independent advisors will be engaged at the Group's expense. Following investigation and evaluation of a complaint, the AC will then decide on recommended disciplinary or remedial action, if any. The action so determined by the AC to be appropriate shall then be brought to the Board or to the appropriate senior executive staff for authorisation or implementation respectively.

The AC receives reports relating to serious offences and criminal activities in the Group and reports such matters to the Board at the Board meetings. The AC and the Board have access to the appropriate external advice where necessary. Where appropriate or required, a report shall be made to the relevant government authorities for further investigation or action. The AC is updated annually or from time to time on any changes to the accounting and financial reporting standards by the external auditors. No former partner or director of the Group's existing auditing firm has acted as a member of the AC.

There were no whistle-blowing reports received during FY2019.

ENVIRONMENTAL

ENVIRONMENTAL COMPLIANCE

The Group strives to protect the environment through the implementation of control activities and monitoring measures in its business activities and workplace. We are committed to promoting a green environment by introducing environmentally friendly business practices, educating our employees to enhance their awareness on environmental protection and complying with the relevant environmental laws and regulations. During FY2019, the Group has not identified any material non-compliance with environmental laws and regulations, including but not limited to "Environmental Protection and Management Act" and "Environmental Public Health Act" in Singapore.

ENERGY CONSUMPTION

Electricity consumption accounts for a substantial part of the energy usage of the Group in our operation. The Group continues with initiatives to introduce resource efficiency and eco-friendly measures to the Group's operations, and is committed to optimising the use of resources in all of its business operations. We encourage our staff to implement energy conservation initiatives in the office such as switching off unnecessary lighting and idling equipment or computers when not in use or after working hours, adopting power-saving features for office equipment and computers and procuring energy efficient appliances only upon replacement of old appliances or due to new business needs.

The Group strives to be a role model for incorporating environmental protection into business operations and supports the investment in renewable energy. During FY2019, 20% of total power consumption is clean energy generated from solar systems by Sunseap Energy.

During FY2019, the electricity consumption of the Group was approximately 596,055.00 kWh and its intensity was approximately 86,135.12 kWh per S$ million revenue. We target to maintain or reduce the electricity consumption intensity in FY2020.

The detailed summary of the electricity consumption of the Group is as follow:

INDICATOR	AMOUNT CONSUMED (kWh)	INTENSITY[1] (kWh/ S$ million revenue)
Electricity from power station	476,844.00	68,908.09
Electricity from solar energy	119,211.00	17,227.02
Total electricity consumed	596,055.00	86,135.12

Note:

1. The total revenue of the Group during FY2019 is S$6.92 million. This number would also be used for calculating other intensity data in this Report.

WASTE MANAGEMENT

As an organisation involving printing business, we require large amounts of ink chemicals for our print products. The proper management of waste is important to the communities where we operate and thus, we are committed to disposing waste chemicals responsibly.

We have a dedicated team of experienced handlers that store chemicals in the designated safe areas, so that the risk of any chemical leaks can be minimised. These safe areas are under surveillance and can only be accessed by authorised personnel. The Group has obtained the Petroleum and Flammable Materials Storage Licence from Singapore Civil Defence Force for storing the chemicals in the designated areas. The Group is aware of the negative effects that inappropriate handling and disposal of chemical waste can have on the environment. Therefore, the Group engages a NEA licensed waste management company to handle the disposal of chemical waste.

In addition, the Group also has, as part of the Emergency Response Plan, guidelines on how to respond to accidents or hazardous events resulting from chemical spills or fire.

ENVIRONMENTAL

GREENHOUSE GAS ("GHG") EMISSIONS

The consumption of electricity at the office is the largest sources of indirect GHG emissions (Scope 2) of the Group. Aiming to minimise carbon footprint, the Group has implemented measures to ensure efficient use of electricity, which are stated in the section "Energy Consumption". During FY2019, the total GHG emissions of the Group was approximately 199.70 tCO_2e and its intensity was approximately 28.86 tCO_2e per S$ million revenue. We target to maintain or reduce the GHG emissions intensity in FY2020.

The detailed summary of the GHG emissions of the Group is as follow:

INDICATOR	EMISSION (tCO_2e)	INTENSITY (tCO_2e/ S$ million revenue)
Scope 2 – Indirect GHG emissions[2]	199.70	28.86

Note:

2. GHG emissions data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, the latest released Singapore's Grid Emission Factor, "Global Warming Potential Values" from the IPCC Fifth Assessment Report, 2014 (AR5).

WATER CONSUMPTION

We promote behavioural changes at office and encourage water conservation. We encourage our employees to turn off the tap when not in use and report leaking faucet or pipe to the relevant authority. The only source of water the Group consumed is from municipal water supplier. During FY2019, the water consumption of the Group was approximately 285.30 m^3 and its intensity was approximately 41.23 m^3 per S$ million revenue. The Group did not recycle or reuse any water.

The detailed summary of the water consumption of the Group is as follow:

INDICATOR	AMOUNT CONSUMED (m^3)	INTENSITY (m^3/ S$ million revenue)
Total water consumption	285.30	41.23

RAW MATERIAL

Paper makes up a substantial portion of the Group's inputs and remains the main raw material used throughout the Group's business operations. To promote environmental sustainability and protect trees, the Group believes management of paper use is essential for the business.

To reduce the amount of paper used as well as paper waste generated, our sales team works very closely with our customers to ensure customers' requirements are interpreted correctly. Our production team calibrates the design of print jobs to ensure the optimal use of paper. Upon request by customers, we use paper with recycled content to mitigate resource consumption. Our employees are well-trained in the areas of efficient cutting, binding techniques and printing colour control which further reduce paper waste. Unusable waste papers are treated as non-Forest Stewardship Council ("FSC™") label usage and could be sold to scrap dealers for recycling purpose.

Furthermore, we purchase paper only from responsible certified suppliers, such as those with FSC™ certification as FSC™ certified suppliers obtain paper supplies only through sustainable forest management solutions.

SOCIAL

SOCIOECONOMIC COMPLIANCE

Socioeconomic compliance is one of the key factors for the Group to obtain social license to operate. The management of the Group regularly reviews the business activities, sets up clear policies and procedures in advance to prevent potential infringement of related laws and regulations. Employees are also encouraged to report suspected cases of violation in any laws and regulations. During FY2019, there were zero incidents of non-compliance with relevant material socio-economic laws and regulations. We aim to maintain this trend for the forthcoming year.

RECRUITMENT AND DISMISSAL

Human resources are the foundation to support the development of the Group. We believe that every employee plays a vital role in executing good service experience for our customers. Therefore, we dedicate in offering a pleasant working environment that encourages communication, innovation, continuous learning and fosters employee engagement. Hence, we established relevant policies to fulfil our vision on people-oriented management and to realise the full potential of employees. The human resources management procedures are formally documented in the Employee Handbook, covering employment contract, promotion, performance evaluation, transfer, training, working hours, welfare and remuneration.

During FY2019, there were no instances where a significant portion of the organization's activities were performed by workers who are not employees.

The composition of the Board is as follow:

AGE GROUP	HEADCOUNT
<30 years old	-
30-50 years old	3
>50 years old	3
GENDER	**HEADCOUNT**
Male	5
Female	1

The composition of the Group's employees is as follow:

AGE GROUP	HEADCOUNT
<30 years old	17
30-50 years old	33
>50 years old	16
GENDER	**HEADCOUNT**
Male	41
Female	25

Under 30 years old

30-50 years old

Over 50 years old

SOCIAL

EMPLOYMENT CONTRACT	MALE	FEMALE
Permanent	41	25
Temporary	-	-

EMPLOYMENT TYPE	MALE	FEMALE
Full-time	40	23
Part-time	1	2

During FY2019, we hired a total of 11 new employees and 16 employees had left the Group.

The employment performance of the Group is as follow:

INDICATOR	HEADCOUNT	ANNUAL RATE
New employee hires	11	16.67%
Employee turnover	16	24.24%

The composition of new-hired employees is as follow:

AGE GROUP	HEADCOUNT
<30 years old	6
30-50 years old	5
>50 years old	-

GENDER	HEADCOUNT
Male	5
Female	6

NATIONALITY	HEADCOUNT
Singapore	5
Malaysia	3
China	3

The composition of employee turnover is as follow:

AGE GROUP	HEADCOUNT
<30 years old	5
30-50 years old	8
>50 years old	3

GENDER	HEADCOUNT
Male	8
Female	8

NATIONALITY	HEADCOUNT
Singapore	10
Malaysia	2
China	4

Any termination of recruitment contract should be based on reasonable, lawful grounds and internal policies, such as the Employee Handbook. The Group strictly prohibits any kind of unfair or illegitimate dismissals. For those who have poor working performance or constantly make mistakes, the Group would warn verbally before issuing a warning letter. For those who remain untamed despite making the same mistakes repeatedly, the Group would dismiss the person according to relevant laws.

REMUNERATION AND BENEFITS

The Group respects the effort put by each of our employees building the success of the Group. Our employees are remunerated at a competitive level and rewarded according to their performance. The remuneration package includes not only diverse types of leaves but also insurance and cares, which is detailedly stated in the Employee Handbook. Such leave types include but not limited to medical and hospitalization leave, marriage leave, national service ("NS") leave, compassionate leave, maternity and paternity leave. With our E-Leave System, our employees are able to apply their leave and check their leave balance before applying for leave through the online portal.

Also, the Group provides medical treatment including outpatient medical and dental care, life insurance, the Group Travel Insurance Policy and an Insurance Scheme covering maternity expenses, hospitalization and surgical expenses. Other benefits and protection for our full-time employees include the Central Provident Fund ("CPF"), allowance for overseas business trips, reimbursement claims, and the Long Service Awards that will be given to employees who have completed at least 5 years of service.

The Group adopted the A-Smart Employee Share Option Scheme 2018 ("A-Smart ESOS") to provide an opportunity for employees and directors of the Group to participate in the equity of the Group so as to motivate them to greater dedication, loyalty and higher standards of performance, and to give recognition to those who have contributed significantly to the growth and performance of the Group.

During FY2019, no employee has taken parental leave, and no share options have been granted under the A-Smart ESOS.

DIVERSITY AND NON-DISCRIMINATION

We practise transparency and equal treatment in recruitment, remuneration, promotion and benefits aspects. Performance targets are mutually set and agreed with employees and desired behaviour aligned to the Group's values are shared with the employees. All employees are given fair opportunities based on objective assessment, regardless of gender, race, marital status, disability, age or family status.

OCCUPATIONAL HEALTH AND SAFETY

The Group highly prioritises workers' safety in the organisational value system as employees are our key assets. Thus, we are committed to maintaining a healthy and safe workplace for employees. To prevent workplace injuries and illnesses, we conducted training and set up safety procedures to improve occupational health and safety awareness of the employees.

SOCIAL

We developed the Occupational Health and Safety and Security Policy, monitored by all managers and supervisors, to prevent all occupational injuries and illness by achieving the following:

- Identifying and reducing the risks of all types of work activities that have the potential to produce personal injury;
- Providing instructions, training and supervision to improve individual's understanding of workplace hazards, including safe work practices and emergency procedures;
- Involving individuals in occupational health and safety matters and consulting with them on ways to recognise, evaluate and control workplace hazards;
- Ensuring that everyone (including visitors and sub-contractors) complies with appropriate standards and workplace directions to protect their own and others health and safety at work; and
- Providing adequate systems and resources to effectively manage rehabilitation and return to work processes.

We also set up Risk Management Team, led by our Office Support Executive and composed of workers from different designation, in order to proceed risk assessment in our operation location, modify Safe Work Procedures and formulate Risk Management Implementation Plan. Suitable employees are designated as safety personnel and sent for Occupational First Aid Courses at government approved centres. Additionally, we review our Emergency Response Plan regularly and we are certified by the Singapore Civil Defence Force for fire safety works in our office completed satisfactorily in accordance with the requirements of the "Fire Safety Act".

During FY2019, we assessed our laser cutting machines involved in our printing business for improvement regarding health and safety impacts. As laser cutting machines release fume which is related to our workers' health concerns, improvement is made on safety procedures to ensure plastic doors must be closed at all times during the laser cutting process to avoid creating any health issues for our employees.

During FY2019, the Group encountered zero workplace fatalities. There was 1 workplace injury involving finger injury and a total of 6 lost man days. The injury rate and lost day rate were 6.62 and 39.73 respectively, based on a million hours worked. The Group has not identified any material non-compliance with laws and regulations relating workplace health and safety. We target to maintain zero incidents of non-compliance resulting in regulatory breaches related to relevant health and safety legislation in FY2020.

SOCIAL

The performance of the Group regarding health and safety is as follow:

INDICATOR	UNIT	FY2019	FY2018
Total man hours worked	Hours	151,008	139,568
Injury	Times	1	1
Injury rate	Rate	6.62	7.16
Occupational disease	Times	-	N/A
Occupational disease rate	Rate	-	N/A
Lost day	Days	6	2
Lost day rate	Rate	39.73	14.33
Absentee	Days	-	N/A
Absentee rate	Rate	-	N/A
Work-related fatalities	Number	-	-

TRAINING AND EDUCATION

The Group regards its staff as the most important asset and resource as they help to sustain its core values and culture.

Our Training and Development Policy encourages employees to upgrade their skills and enhance their knowledge. The Human Resource ("HR") Department is responsible to facilitate any staff development activities and processes. The Group supports employees to participate in personal and professional training including formal training sessions (individual or corporate), employee coaching and mentoring, on-the-job training, job shadowing, job rotation and participate in conferences. As part of our learning and development provisions, we will also arrange for job-related subscriptions or educational material, so employees will have access to news, articles and other materials that can help them become better at their job.

As a company providing a full range of print management services, we are certified according to the FSC™ standards and conducted FSC™ trainings to equip our workers with knowledge on FSC™ overview, job folder and cutting ticket. Externally, we occasionally engage experts to organise trainings such as equal employment opportunity training, diversity training, leadership training for managers and conflict resolution training for employees. Internally, our managers and experts conduct training programs to train new employees, to train teams in company-related issues (e.g. new systems or policy changes) or to train employees to prepare them for promotions, transfers or new responsibilities.

During FY2019, the Group invested a total of 54.5 training hours on employees who were sent for training. The detailed summary is as follow:

INDICATOR	MALE	FEMALE	TOTAL IN FY2019	TOTAL IN FY2018
Total number of training hours	10.9	43.6	54.5	56
Total employees sent for training	1	4	5	12
Average hours of training	10.9	10.9	10.9	4.7

A total of 57 employees of the Group received regular performance and career development review, with the respective gender composition as follow:

EMPLOYEE CATEGORY	MALE	FEMALE
Management	1	2
General staff	35	19

SOCIAL

PROCUREMENT PRACTICE

The Group highly values its relationship with its suppliers and consultants, and regards them as important business partners. As a company providing a full range of print management services, our major suppliers include paper suppliers for our printing business.

To ensure our suppliers have met our requirements in regards to quality as well as environmental and social standards, we have formulated an approved list of paper suppliers who are FSC™ Chain of Custody ("COC") certified and the types of FSC™ paper they carried. The material categories such as labels on packing and claim in invoice are also included for easy reference. The Purchasing Executive is responsible for compiling the record of suppliers and searching from the FSC™ Database for the information of FSC™ certified suppliers. If possible, FSC™ paper samples would be collected from the certified paper merchant for reference purpose.

LOCAL PROCUREMENT

To give back to society, the Group strives to select local suppliers for our business operation so as to support local companies, create job opportunities for local community, promote local economic development and fulfill our social responsibilities. We define suppliers in Singapore as local suppliers and the local procurement performance of the Group is as follow:

INDICATOR	PERCENTAGE
Proportion of spending on local suppliers	94%

CUSTOMER HEALTH AND SAFETY

The Group values customers' health and safety impact brought by its services and products. We have established appropriate policies and measures to maintain product and service quality in order to protect customer health and safety. The relevant policies and measures instruct the appropriate and standardised steps taken by employees when providing services to its customers.

During FY2019, the Group has not identified any incidents of non-compliance with regulations or voluntary codes concerning the health and safety impacts of products and services.

CUSTOMER PRIVACY

At all times, the Group is committed to protecting customers' privacy during our operation and paying attention to data security. To comply with privacy-related laws and regulations, including but not limited to the "Personal Data Protection Act", an outsourced professional company was engaged to handle the destruction of personal information of our customers. We strictly follow the off-site and on-site shredding processes provided by professions and are accredited with the Certification of Destruction, in order to mitigate the risk of non-compliance and leakage of personal data.

The Group has developed its own Information Labelling Procedure to ensure that all staff are aware of their individual responsibilities in relation to the appropriate labelling and classification of information. The procedure gives clear instructions on how to manage restricted documents and lists out each level of confidentiality for each individual department. Any employee that is found to have violated the procedure may be subject to disciplinary action, up to and including termination.

During FY2019, the Group did not receive any substantiated complaint concerning breaches of customer privacy, or any leaks, thefts, and loss of customer data.

SGX CONTENT INDEX

PRIMARY COMPONENT	SECTION REFERENCE
Material Topics	• Materiality Assessment
Policies, Practices and Performance	• Economic • Environmental • Social
Board Statement	• Board Message
Targets	• Economic • Environmental • Social
Framework	• Reporting Framework

GRI CONTENT INDEX

GRI INDICATOR	DESCRIPTION	SESSION / EXPLANATION
GRI 102: General Disclosures		
102-1	Name of the organization	A-Smart Holdings Limited
102-2	Activities, brands, products, and services	Sustainability Report 2019 – About Us, P.1
102-3	Location of headquarters	Sustainability Report 2019 – About Us, P.1
102-4	Location of operations	Sustainability Report 2019 – About Us, P.1
102-5	Ownership and legal form	Sustainability Report 2019 – About Us, P.1
102-6	Markets served	Sustainability Report 2019 – About Us, P.1
102-7	Scale of the organization	Sustainability Report 2019 – About Us, P.1
102-8	Information on employees and other workers	Sustainability Report 2019 – Recruitment and Dismissal, P. 12-14
102-9	Supply chain	Sustainability Report 2019 – Procurement Practice, P.17
102-10	Significant changes to the organization and its supply chain	Sustainability Report 2019 – Significant Changes in Operation, P.3
102-11	Precautionary principle or approach	Sustainability Report 2019 – Procurement Practice, P.17 Sustainability Report 2019 – Customer Health and Safety, P.17 Sustainability Report 2019 – Anti-corruption, P.9
102-12	External initiatives	No participation in externally-developed economic, environmental and social initiatives
102-13	Membership of associations	Sustainability Report 2019 – About Us, P.1
102-14	Statement from senior decision-maker	Sustainability Report 2019 – Board Message, P.5
102-16	Values, principles, standards, and norms of behavior	Sustainability Report 2019 – Vision and Mission, P.2 Sustainability Report 2019 – Board Message, P.5
102-18	Governance structure	Sustainability Report 2019 – About Us, P.2
102-40	List of stakeholder groups	Sustainability Report 2019 – Stakeholder Engagement, P.6-7
102-41	Collective bargaining agreements	No collective bargaining agreements are in place during FY2019.
102-42	Identifying and selecting stakeholder	Sustainability Report 2019 – Stakeholder Engagement, P.6-7
102-43	Approach to stakeholder engagement	Sustainability Report 2019 – Stakeholder Engagement, P.6-7
102-44	Key topics and concerns raised	Sustainability Report 2019 – Stakeholder Engagement, P.6-7
102-45	Entities included in the consolidated financial statements	Annual Report 2019 – Notes to the Financial Statement, P.F-36 to F-37
102-46	Defining report content and topic boundaries	Sustainability Report 2019 – About This Report, P.4 Sustainability Report 2019 – Materiality Assessment, P.8
102-47	List of material topics	Sustainability Report 2019 – Materiality Assessment, P.8
102-48	Restatements of information	No information restatements
102-49	Changes in reporting	Sustainability Report 2019 – Board Message, P.5 Sustainability Report 2019 - Materiality Assessment, P.8
102-50	Reporting period	Sustainability Report 2019 – About This Report, P.4

GRI CONTENT INDEX

102-51	Date of most recent report	23 July 2019
102-52	Reporting cycle	Sustainability Report 2019 – About This Report, P.4
102-53	Contact point for questions regarding the report	Sustainability Report 2019 – About This Report, P.4
102-55	GRI content index	Sustainability Report 2019 – GRI Content Index, P.19-21
102-56	External assurance	This Report has undergone the internal review process of the Group, and was reviewed by the Board. The Group has not sought external assurance for FY2019, and may consider it for future periods.
GRI 103: Management Approach		
103-1	Explanation of the material topic and its Boundary	Sustainability Report 2019 – About This Report, P.4 Sustainability Report 2019 – Materiality Assessment, P.8
103-2	The management approach and its components	Sustainability Report 2019 – Environmental, P.10-11 Sustainability Report 2019 – Social, P.12-17
103-3	Evaluation of the management approach	Sustainability Report 2019 – Environmental, P.10-11 Sustainability Report 2019 – Social, P.12-17
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	Annual Report 2019 – Consolidated Income Statements, P.F-12
GRI 204: Procurement Practices		
204-1	Proportion of spending on local suppliers	Sustainability Report 2019 – Procurement Practice, P.17
GRI 205: Anti-corruption		
205-1	Operations assessed for risks related to corruption	Sustainability Report 2019 – Anti-corruption, P.9
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report 2019 – Anti-corruption, P.9
205-3	Confirmed incidents of corruption and actions taken	Sustainability Report 2019 – Anti-corruption, P.9
GRI 302: Energy		
302-1	Energy consumption within the organization	Sustainability Report 2019 – Energy Consumption, P.10
302-3	Energy Intensity	Sustainability Report 2019 – Energy Consumption, P.10
GRI 303: Water		
303-1	Water withdrawal by source	Sustainability Report 2019 – Water Consumption, P.11
303-3	Water recycled and reused	Sustainability Report 2019 – Water Consumption, P.11
GRI 305: Emissions		
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Report 2019 – GHG Emissions, P.11
305-4	GHG emissions intensity	Sustainability Report 2019 – GHG Emissions, P.11
GRI 307: Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	Sustainability Report 2019 – Environmental Compliance, P.10

GRI CONTENT INDEX

GRI 401: Employment		
401-1	New employee hires and employee turnover	Sustainability Report 2019 – Recruitment and Dismissal, P.13
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report 2019 – Recruitment and Dismissal, P.14
401-3	Parental leave	Sustainability Report 2019 – Remuneration and Benefits, P.14
GRI 403: Occupational Health and Safety		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Sustainability Report 2019 – Occupational Health and Safety, P.16
GRI 404: Training and Education		
404-1	Average hours of training per year per employee	Sustainability Report 2019 – Training and Education, P.16
404-2	Programs for upgrading employee skills and transition assistance programs	Sustainability Report 2019 – Training and Education, P.16
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report 2019 – Training and Education, P.16
GRI 405: Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	Sustainability Report 2019 – Recruitment and Dismissal, P.12
GRI 416: Customer Health and Safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Sustainability Report 2019 – Customer Health and Safety, P.17
GRI 418: Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Report 2019 – Customer Privacy, P.17
GRI 419: Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	Sustainability Report 2019 – Socioeconomic Compliance, P.12

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