



SUSTAINABILITY REPORT 2021

SUSTAINABILITY REPORT

About This Report

GRI 102-1 | 102-46 | 102-50 | 102-51 | 102-52 | 102-53 | 102-54

mDR Limited (“mDR”) is proud to affirm its commitment to sustainability with the publication of its annual Sustainability Report. The report captures mDR’s sustainability efforts, performance and strategies over the financial year 1 January 2021 to 31 December 2021. mDR’s inaugural Sustainability Report was published in 2018 for the financial year 1 January 2017 to 31 December 2017.

This report has been prepared with reference to the GRI Standards. The contents and identified aspect boundaries included have been defined by four reporting principles established in the GRI Standards — stakeholder inclusiveness, sustainability context, materiality, and completeness. These principles are essential in the materiality process and have been fundamental to the development of this report.

For any sustainability related matter of the mDR Group, please contact the Investor Relations Department at:

Email: corporateaffairs@m-dr.com



Sustainability Board Statement

GRI 102-14



mDR Limited is delighted to present its Sustainability Report for FY2021. This FY2021 report displays our commitment to integrate sustainability across our organisation and provide quality service to our valuable stakeholders.

Environment

We aim to conduct our business in an environmentally conscious manner and are aware of our responsibility towards global environmental challenges. We have focused our efforts on reducing energy consumption, use of environmental friendly shopping bags, and reducing environmental waste. In the future, mDR aims to identify more areas of improvement where we can further manage and mitigate our environmental impact.

Social

We value our customers immensely. This is reflected in our continuous efforts to gain great customer satisfaction, confidence and trust. We take compliance to applicable marketing regulations seriously and intend to further enhance our services in the future.

We are proud to say that in FY2021 we have had zero breaches in customer privacy. mDR Group has deployed various technological measures to safeguard the security of its customers' and employees' confidential information and personal data. Since 2017, mDR has set up a "Data Protection Committee", which is responsible for managing all matters related to Personal Data Protection.

Governance

The Board of Directors ("Board") ensures that we comply with good corporate governance standards and operate in an ethical manner. Various Committees have been set up by the Board, to assist the Board in the efficient execution of its responsibilities.

By identifying more opportunities and setting clearer objectives and targets, mDR hopes to embed sustainability deeper into our corporate culture, and further improve our sustainability performance.

We thank our stakeholders for their continued support in every aspect of our business, and look forward to sharing our new initiatives and improvements as part of our sustainability journey.

SUSTAINABILITY REPORT

About mDR

GRI 102-2 | 102-3 | 102-4 | 102-5 | 102-6 | 102-7 | 102-8 | 102-12

EMPLOYEES	
Singapore	195
Malaysia	37

FULL-TIME	SG	MY
Female	65	9
Male	70	28
Total	135	37

PART-TIME	SG	MY
Female	19	0
Male	41	0
Total	60	0

mDR Limited is engaged in the diversified investment business, and is also a well-established after-market service provider for mobile phones and various consumer electronic products. We are headquartered in Singapore and have operations in both Singapore and Malaysia (102-3, 102-4). We are a public company limited by shares and have been listed on the Mainboard of the Singapore Exchange Securities Trading Limited (SGX-ST) since March 2003 (102-5).

The mDR Group is a complete mobile solutions provider. We offer various products and services via our distribution management solutions and after-market service segments in Singapore, and digital inkjet printing solutions segment in Malaysia (102-6).

Distribution Management Solutions (DMS)

The DMS division is responsible for contributing to the core revenue of our Group. It is primarily involved in the distribution and retail of telecommunication products and services. In Singapore, we operate one of the largest network of telecommunications retail stores. We offer a variety of Singtel products and services such as mobile phones, fixed and wireless broadband. We are also the authorized distributor and/or retailer for most major mobile brands including, OnePlus, Oppo, Realme, Samsung and Vivo. We are also the partner of Samsung for operating and managing their major Experience stores in Singapore.

After Market Service (AMS)

The AMS division offers equipment repair, technical and customer support services. The AMS division currently provides after-market services to end consumers of Samsung in Singapore.

Digital Inkjet Printing for Out-of-Home Advertising Solutions (DPAS)

The DPAS division offers digital inkjet printing for Point-Of-Sale (POS) and Out-Of-Home (OOH) advertising solutions in Malaysia. The Group's wholly owned subsidiary Pixio Sdn. Bhd. is a key player in the digital inkjet printing for POS and OOH advertising solutions market in Malaysia.

Investment

Investment segment primarily comprises investment in marketable securities.

External charters and principles

GRI 102-12

mDR's policies and operations adheres to international standards and are supported by key external charters and principles, some of which are mentioned below:

- Infocomm Media Development Authority's (IMDA) guidelines
- Enterprise Singapore's guidelines
- Personal Data Protection Commission's guidelines

Sustainability at mDR

GRI 102-11 | 102-16 | 102-18

mDR strongly believes in inculcating good sustainability practices in our staff, and across all our operations. We acknowledge the importance of reducing environmental harm and impact, by supporting the precautionary principles.

The Board provides guidance on social, ethical and environmental impact of the Group's activities and monitors compliance with sustainability issues and practices. This is reflected in our vision and mission.

Corporate Vision and Mission

GRI 102-16

Our corporate Vision and Mission is to improve shareholders' returns from diverse and sustainable revenue streams, and to be the leading complete service provider of telecommunication products and services in Singapore.

Governance Structure

GRI 102-18

The Board has set up three committees, namely the Audit and Risk Committee, Nominating Committee, and Remuneration Committee, to assist the Board in the efficient execution of its responsibilities.

The Board provides guidance on the social, ethical and environmental impact of the Group's activities and monitors compliance with sustainability issues and practices. Management under the guidance of Board is committed to integrating best sustainability practices into the Group's working environment and business operations.



SUSTAINABILITY REPORT

Stakeholder Engagement

GRI 102-40 | 102-42 | 102-43 | 102-44



At mDR, we develop our sustainability strategy by gathering stakeholders’ feedback on issues that are material to them and our business. We select our stakeholders based on importance, representation, responsibility, dependency, and proximity.

Our key stakeholders were engaged through carefully formulated and formalised surveys. We then benchmarked against our competitors and peers to identify the top materiality trends, issues, and concerns.

We continuously seek to improve communication with our stakeholders, and consider their inputs and feedback in our business strategy. This helps us to develop better trust and understanding with our stakeholders and strengthen our partnerships and relationship as well.

Stakeholder	Key Topics and Concerns	Mode of Engagement	Frequency of Engagement
Shareholders	<ul style="list-style-type: none"> Economic Performance Indirect Economic Impacts Anti-corruption 	• Annual General Meeting (AGM)	• Annually
		• Extraordinary General Meeting	• As Needed
		• Financial Performance announcements	• Half-yearly
		• Electronic Communication	• As Needed
Supplier	<ul style="list-style-type: none"> Economic Performance Customer Privacy Market Presence 	• Quotations, Request for proposals	• As Needed
		• Evaluation application	• As Needed
		• Regular meetings	• As Needed
		• Electronic Communication	• As Needed
Customers	<ul style="list-style-type: none"> Economic Performance Marketing and Labelling Anti-corruption 	• Customer Service Hotlines	• As Needed
		• Media events	• As Needed
		• Advertising agents	• As Needed
		• Electronic Communication	• As Needed
Regulator	<ul style="list-style-type: none"> Customer Health and Safety Marketing and Labelling Customer Privacy 	• Income tax filing	• Annually
		• Annual Return	• Annually
		• GST reporting	• Quarterly
		• Electronic Communication	• As Needed
Employee	<ul style="list-style-type: none"> Employment Training and Education Occupational Health and Safety 	• Monthly payroll	• Monthly
		• Department meetings	• As Needed
		• Staff appraisals	• Annually
		• Training & product knowledge	• Periodically
Top Management	<ul style="list-style-type: none"> Economic Performance Customer Privacy Marketing and Labelling 	• Board meetings	• Quarterly
		• Email updates and regular informal communication through phone	• As Needed
		• New Directors’ orientation and training	• As Needed
		• Performance review	• Annually

Materiality Assessment

GRI 102-46 | 102-47

This materiality assessment was carried out in accordance with the Global Reporting Initiative ("GRI") Standards to identify important issues that affect our stakeholders, as well as to diagnose areas where we are impacting the environment, economy, and society.

In order to ensure an accurate determination of material issues, we undertook the process of identification, prioritisation and validation with our senior management.



Material Aspects and Indicators Identified

Categories	Material Aspect	List of Indicators	Aspect Boundary
Economic	Economic Performance	201-1 Direct economic value generated and distributed	Within Organisation
Environment	Energy	302-1 Energy consumption within the organization	Within Organisation
Social	Marketing and Labelling	417-2 Incidents of non-compliance concerning product and service information and labelling 417-3 Incidents of non-compliance concerning marketing communications	Within Organisation
	Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Within Organisation

SUSTAINABILITY REPORT

Economic

Economic Performance

GRI 103-1 | 103-2 | 103-3 | 201-1

mDR Group aims to generate economic value from diverse and sustainable revenue streams and contribute to the development of our stakeholders.

Details of the Group's economic and financial performance can be found in the Group's Financial Statements which are published on the Group's corporate website and SGXNet. The Financial Statements of the Group are audited annually.

FY2021 Performance

FY2021 Financial Highlights	FY2021 (S\$'000)	FY2020 (S\$'000)	Change (%)
Revenue	189,644	192,797	-2
Profit/(loss) attributable to shareholders	5,058	(14,308)	nm ⁽¹⁾
Shareholders' funds	159,194	127,335	25

	cents	cents	
Earnings per share	0.574	(1.603)	nm ⁽¹⁾
Dividend per share ⁽²⁾	0.457	-	nm ⁽¹⁾
Net asset value per share	18.18	14.35	27

⁽¹⁾ nm: not meaningful

⁽²⁾ Subject to shareholders' approval at the AGM in respect of FY2021

FY2022 Targets

The Group will continue to work towards its efforts to accelerate growth and value-creation for all stakeholders over the long term via its diversification and transformation initiatives.



Environment

Energy

GRI 103-1 | 103-2 | 103-3 | 302-1

mDR aims to operate in a sustainable manner to help protect the environment and provide a healthy working atmosphere for its employees and customers.

In our daily operations, electricity which is used to power our office buildings, retail outlets, and machineries contributes to the majority of our energy consumption. Other notable consumption includes petroleum/diesel that is used by logistics department for transportation and distribution.

In 2017, mDR carried out a renovation exercise for its office building, by installing several energy saving ceiling lights to reduce overall electricity usage. This has resulted in both, energy and cost savings.

The Group's internal policy requires that lights, air conditioners, water dispensers and other electrical appliances are switched off when not in use. For environmental conservation, we also encourage our staff to practice double-sided printing and print documents only when needed.

FY2021 Performance

In FY2021, mDR Group's total energy consumption recorded about 3,232 thousand MJ of which, electricity consumption amounted 2,980 thousand MJ. As depicted in Figures 1 and 2, overseas operations reported the largest energy consumption out of all other areas of operations, accounting for almost 49% of our energy consumption. Also documented is the estimated petrol and diesel consumption of 257 thousand MJ from our delivery vehicles and other usage.

FY2022 Targets

With more efforts to identify, manage, and minimise the environmental impact of our business operations, mDR hopes that we can reduce overall energy consumption especially the electricity consumption by our overseas operations. We look forward to rolling out more energy efficient initiatives and improvements that will help to cultivate good practices across our organization to save energy. We will also seek improvements in energy efficiency by investing in innovative and practical solutions to mitigate and prevent adverse environmental impacts.

Energy Consumption thousand (MJ)

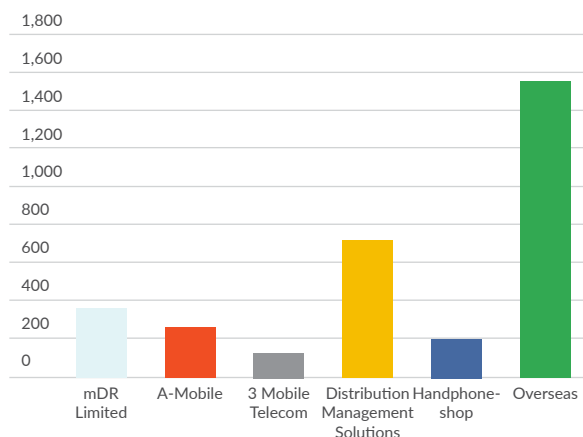


Figure 1: Electricity Consumption

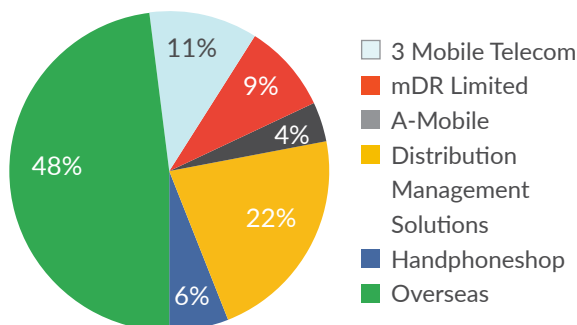


Figure 2: Breakdown of electricity consumption (in %)

SUSTAINABILITY REPORT

Social

Marketing and Labelling

GRI 103-1 | 103-2 | 103-3 | 417-2 | 417-3

mDR prides itself for its partnerships with global mobile device manufacturers, consumer electronics companies and leading telecommunications service providers to provide its customers with a wide range of latest innovative consumer devices and services, which are also offered in accordance with the laws and regulations related to marketing, advertising and product labelling. In addition, mDR also offers aftermarket services at easily accessible locations. Our goal is to consistently meet our customers' expectations by providing them with value-added services.

Customer Privacy

GRI 103-1 | 103-2 | 103-3 | 418-1

mDR places utmost emphasis on ensuring the security and confidentiality of its database and customer information. We are committed to protecting the privacy and personal data of our customers and employees. We use a variety of security measures to assure the safety of customer transactions and personal data. Access to such transactions and data is restricted on a need to know basis.

Specific details of our commitment can be found in the mDR Group's Personal Data Protection Policy available at our corporate website (www.m-dr.com). All employees are required to familiarise, understand and comply with the policies, standards and guidelines concerning data privacy and protection. Third party service providers who process personal data on our behalf are also required to comply with the terms of our Personal Data Protection Policy.

In 2017, we set-up a Data Protection Committee (DPCo). The DPCo is led by the Group Data Protection Officer to oversee all matters pertaining to the personal data protection and comprises members from the Operations, IT, Legal and Internal Audit team. The core responsibilities of the DPCo include reviewing existing procedures and practices, and providing advice to various business divisions on data protection policies and guidelines.

FY2021 Performance

We have not identified any non-compliance with regulations and/or voluntary codes concerning information and labelling, marketing communication, including advertising, promotion and sponsorship, in relation to products and services that we offer.

FY2022 Targets

We will strive to maintain the quality of our products and services, as well as our retail and distribution channels by maintaining high standards that we expect from our partners and suppliers. Quality checks will also be continuously deployed by our staff to ensure compliance with applicable regulations relating to marketing and labelling in the markets in which we operate.

Quarterly circulars are sent to employees in relation to compliance with the Personal Data Protection Act ("PDPA"). The Group also makes available a wide range of educational resources on its intranet portal which is accessible by employees. The DPCo updates the contents on the portal from time to time with the latest information and developments on matters in relation to data protection and PDPA.

FY2021 Performance

We have not identified any substantiated complaints regarding breaches of customer privacy or loss of personal data in 2021.

FY2022 Targets

We will continue to foster and enhance data protection culture in our employees to strengthen the trust between us, our business partners and customers.

GRI Content Index

GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Description	Details/Notes/Page Reference
------------------------------	-------------	------------------------------

STRATEGY & ANALYSIS

GRI 102-14	Statement from the most senior decision maker of the organisation	2, Sustainability Board Statement
------------	---	-----------------------------------

ORGANISATIONAL PROFILE

GRI 102-1	Name of the organisation	1, About This Report
GRI 102-2	Activities, brands, products and services	3, About mDR
GRI 102-3	Location of headquarters	3, About mDR
GRI 102-4	Location of operations	3, About mDR
GRI 102-5	Ownership and legal form	3, About mDR
GRI 102-6	Markets served	3, About mDR
GRI 102-7	Scale of the organisation	3, About mDR
GRI 102-8	Information on employees and other workers	3, About mDR
GRI 102-9	Supply Chain	(a) Distribution of mobile devices and accessories (i.e. local distribution and retail sales) (b) Provider of after market services to end customers of Samsung for equipment repairs and technical services
GRI 102-10	Significant changes to organisation and its supply chain	Not Applicable
GRI 102-11	Precautionary principle or approach	4, Sustainability at mDR
GRI 102-12	External Initiatives	3, External Charters and Principles
GRI 102-13	Membership of associations	Member of Singapore Business Federation (SBF)
GRI 102-41	Collective bargaining agreements	Not Applicable

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

GRI 102-45	Entities included in the consolidated financial statements	Corporate Website > Group Structure
GRI 102-46	Defining Report content and Topic Boundaries	6, Materiality Assessment
GRI 102-47	List all Material Topics	6, Materiality Assessment
GRI 102-48	Restatements of information	Not Applicable
GRI 102-49	Changes in reporting	Not Applicable

STAKEHOLDER ENGAGEMENT

GRI 102-40	List of stakeholder groups	5, Stakeholder Engagement
GRI 102-42	Identifying and selecting stakeholders	5, Stakeholder Engagement
GRI 102-43	Approach to stakeholder engagement	5, Stakeholder Engagement
GRI 102-44	Key topics and concerns raised	5, Stakeholder Engagement

SUSTAINABILITY REPORT

GRI Content Index

GENERAL STANDARD DISCLOSURES

General Standard Disclosures

General Standard Disclosures	Description	Details/Notes/Page Reference
REPORT PROFILE		
GRI 102-50	Reporting period	1, About This Report
GRI 102-51	Date of the most recent report	1, About This Report
GRI 102-52	Reporting cycle	1, About This Report
GRI 102-53	Contact point of questions regarding the report	1, About This Report
GRI 102-54	Claims of reporting in accordance with GRI Standards	1, About This Report
GRI 102-55	GRI Content Index	10-11
GRI 102-56	External assurance	We are not seeking external assurance for this reporting period.
GOVERNANCE		
GRI 102-18	Governance structure	4, Sustainability at mDR
ETHICS AND INTEGRITY		
GRI 102-16	Values, principles and norms of behaviour	4, Corporate Vision and Mission
SPECIFIC STANDARD DISCLOSURES		
CATEGORY: ECONOMIC		
GRI 103	Management Approach	7, Economic > Economic Performance
GRI 201-1	Direct economic value generated and distributed	7, Economic > Economic Performance
CATEGORY: ENVIRONMENT		
SUB-CATEGORY: ENERGY		
GRI 103	Management Approach	8, Environment > Energy
GRI 302-1	Energy consumption within the organization	8, Environment > Energy
CATEGORY: SOCIAL		
SUB-CATEGORY: MARKETING AND LABELLING		
GRI 103	Management Approach	9, Social > Marketing and Labelling
GRI 417-2	Incidents of non-compliance concerning product and service information and labelling	9, Social > Marketing and Labelling
GRI 417-3	Incidents of non-compliance concerning marketing communications	9, Social > Marketing and Labelling
SUB-CATEGORY: CUSTOMER PRIVACY		
GRI 103	Management Approach	9, Social > Customer Privacy
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	9, Social > Customer Privacy



MDR Limited

UEN: 200009059G

53 Ubi Crescent

Singapore 408594

Telephone : +65 6347 8911

Fax : +65 6347 8903

Email: corporateaffairs@m-dr.com

www.m-dr.com

