



CREATING WORLD-CLASS SPACES

Sustainability Report 2021



GSH CORPORATION LIMITED

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Contents

1. HIGHLIGHTS		
1.1 Corporate profile	1	
1.2 Scope of sustainability report	1	
1.3 Restatements	1	
1.4 Sustainability contact	1	
1.5 Message to stakeholders	4	
2. OUR APPROACH TO SUSTAINABILITY		
2.1 Sustainability organisational structure	5	
2.2 Sustainability strategy	5	
2.3 Consulting our stakeholders	5	
2.4 Sustainability materiality	8	
3. OUR PERFORMANCE		
3.1 How we measure our performance	9	
3.2 Responsible business	9	
3.3 Environmental sustainability	27	
3.4 Empowering lives	31	
3.5 Green building	33	
Appendix A: Awards and accolades		35
Appendix B: Sustainability scorecard		36
Appendix C: GRI content index		37

1. HIGHLIGHTS

1.1 Corporate profile

GSH Corporation Limited ('GSH' or the 'Company'), together with its subsidiaries (the 'Group'), is a growing property developer in Southeast Asia, with five properties under development in Malaysia and China. It also owns and operates the Sutera Harbour Resort in Kota Kinabalu, comprising two five-star hotels, a 104-berth marina and a 27-hole championship golf course, and the idyllic Sutera@Mantanani Resort on the Mantanani Islands in Sabah.

GSH is listed on the Main Board of the Singapore Exchange.

1.2 Scope of sustainability report

The scope of the report covers information on material sustainability aspects of GSH, covering the Hospitality and Property segment, from 1 January 2021 to 31 December 2021 unless otherwise specified. This should sufficiently address stakeholders' concerns in relation to sustainability issues arising from the major business operations of the Group.

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option as it provides a set of an extensive framework that is widely accepted as a global standard for sustainability reporting. It also considers the Sustainability Reporting Guide in Practice Note 7.6 of the Singapore Exchange Securities Trading Limited (SGX-ST) Listing Manual. In preparing our report, we applied the GRI's principles for defining report content and report quality by considering the Group's activities, impacts and substantive expectations and interests of its stakeholders.

The data and information provided within the report have not been verified by an independent third party. We have relied on internal data monitoring and verification to ensure accuracy.

1.3 Restatements

No restatements were made from the previous report.

1.4 Sustainability contact

We welcome your views and feedback on our sustainability practices and reporting at sr@gshcorporation.com.





Sam Goi Seng Hui
Executive Chairman

Gilbert Ee Guan Hui
Chief Executive Officer

1.5 Message to stakeholders

On behalf of the Board of Directors of GSH Corporation Limited, I am pleased to present the Sustainability Report for the financial year ended 31 December 2021 (FY2021).

GSH is committed to creating world-class spaces for living, business and leisure. We bring this commitment to life by embedding responsible business practices in all aspects of the way we work. We believe that doing the right thing in the right way instils pride among our people, and builds trust with our guests and local communities.

FY2021 Progress

The Covid-19 playbook continued to be fraught with uncertainties brought about by the highly-transmissible variant, Omicron which delayed reopening plans. However, with the variant proving to be less lethal, though more transmissible, many countries including Singapore and Malaysia have indicated that they are moving ahead with their reopening plans albeit cautiously.

Hospitality

Our hospitality business in Kota Kinabalu continued to be affected by the Movement Control Order (MCO) in Malaysia for most parts of FY2021 and saw revenue dipping 23.0% to S\$17.5 million in FY2021. However, things have begun to look up in 4Q2021 with the easing of MCO, when we have seen renewed vigour in bookings where revenue increased 129% to S\$6.4 million in 4Q2021 from Q42020. This is expected to gain further when the Malaysian government fully reopens its international borders in April 2022.

Property Development

Our property development business saw a 7.0% dip in revenue to S\$46.9 million. Notwithstanding, we are pleased that Eaton Residences had received Certificate of Practical Completion (CPC) in October 2021, which contributed substantially to the Group's revenue during the year in review. As for Coral Bay in Kota Kinabalu, the pace of construction is expected to pick up. Coupled with the easing of MCOs, sales should pick up too.

Our first property development project in China, the hotel/residential project in Chongqing,

named Yuhu Singapore international gardens, saw its first launch of commercial villas and luxury residential units. The project is strategically located in Bishan District, some 23 km away from Chongqing's city centre and overlooks one of the largest lakes in the city. The district is in for a boost in travel demand when a new international airport – Chongqing's second – is ready to open in 2026.

Construction of the 300-key luxury hotel is slated for completion by end 2022 while the residential component of the project has commenced construction since the second half of 2021 and is targeted to complete by end 2023.

This should provide us with another layer of optimism as we look forward to the sustained recovery of our hospitality and real estate development businesses in Malaysia and China in the year ahead.

Sustainability Focus

In the FY2021 sustainability report, we continue to report on the Group's sustainability efforts and progress on Responsible Business, Environmental Sustainability, Empowering Lives, and Green Building. The sustainability report highlights our business principles and approach, and how we operate in an economically, environmentally and socially responsible way, by adopting environmental-friendly practices and creating a positive impact within communities that we operate in. GSH continues to stay true to "Exploring, Discovering Value" by being responsible, mindful and ethical, while focusing on delivering results thereby positioning the Company for profitable and sustainable growth.

The Road Ahead

With many countries opting to treat Covid-19 as endemic, we are cautiously optimistic about the business recovery as more international borders reopen which will benefit our hospitality and property development businesses.

Lastly, we wish to confirm that the Board has considered sustainability issues as part of its strategic formulation. The Board has determined the material environmental, social and governance (ESG) factors and overseen the management in monitoring these material ESG factors. On behalf of the Board of Directors

2. OUR APPROACH TO SUSTAINABILITY

2.1 SUSTAINABILITY ORGANISATIONAL STRUCTURE

Sustainability is a vital part of our corporate strategy for achieving long-term growth. The values we create for our people, the environment and society at large very much influence our financial performance. In order to better accommodate our sustainability goals and values, we have developed a sustainability organisational structure to move things forward.

BOARD OF DIRECTORS AND MANAGEMENT

The Board of Directors establishes the sustainability while the Management sees through the implementation of the framework.

KEY MANAGEMENT PERSONNEL

Key management personnel in our subsidiaries are charged with organising and coordinating the Corporate Social Responsibility (CSR) work of all departments within the subsidiaries.

EMPLOYEES

Relevant head of various departments are responsible for the implementation of CSR works.

2.2 SUSTAINABILITY STRATEGY

At the Group, our sustainability strategy aims to create integrated values. Not only do we create economic value by maximising profits and shareholder value, but we also take on a broader responsibility as a global corporate citizen to create societal values. We commit to deliver value to all our stakeholders.

As we look back on our progress over the last year, our efforts to deliver value to all our stakeholders can be summarised as follows:



The sustainable strategy is underpinned by our Sustainable Procurement Practices, and Employee Code of Conduct, which establishes a clear tone at the top with regards to employees' business and ethical conduct.

Our sustainability strategy is guided by a variety of external sources, including the GRI Standards and Sustainability Reporting Guide set out in Practice Note 7.6 of the SGX-ST Listing Manual.

The rest of this report covers our progress and performance against each of these areas, and the impact we have on the economy, environment and society as a result.

2.3 CONSULTING OUR STAKEHOLDERS

We listen to our stakeholders and engage with them on an ongoing and ad hoc basis.

An overview of our approach and rationale is set out below (with stakeholders listed in alphabetical order), together with the feedback we have received.

Stakeholders	How we listen	Why we do it	What you've told us
Builders and Suppliers	<ul style="list-style-type: none"> Daily project meetings and updates Informal meet-ups 	<ul style="list-style-type: none"> Ensure that construction activities are carried out in line with the best practices Ensuring integrity in all purchasing decisions Ensuring green procurement whenever possible Adhering to agreement terms 	<ul style="list-style-type: none"> Fair vendor selection process Ethical conduct Timely payment
Community	<ul style="list-style-type: none"> Informal meet-ups with members from the community Invitation to special events held by the resort 	<ul style="list-style-type: none"> Foster relationship with community through investments in training and development of local employees 	<ul style="list-style-type: none"> Fulfil needs of local community (access roads, schools, hospitals, facilities, etc.) Sustainability matters Environmentally friendly activities
Customers and Hotel Guests	<ul style="list-style-type: none"> Guest satisfaction survey forms Email enquiries 	<ul style="list-style-type: none"> Safeguard investment value of customer Ensure service standard of resort staff Maintain star-rating for resort 	<ul style="list-style-type: none"> Desire for premium real estates with good location and reasonable launch price Improved service standards
Employees	<ul style="list-style-type: none"> Employee's handbook Periodic staff meetings Staff trainings Email feedbacks from employees 	<ul style="list-style-type: none"> Ensure workplace health and safety enables the employees to work comfortably and safely Employment benefits should address basic needs and help to manage stress and improve health Training and career development should be in place to improve effectiveness and productivity 	<ul style="list-style-type: none"> Manage occupational health and safety Maintain work life balance Provide training and education
Government and Regulators	<ul style="list-style-type: none"> Letters from and meetings with government and regulators 	<ul style="list-style-type: none"> Keep up with the latest rules and regulations Engage with regulators 	<ul style="list-style-type: none"> Compliance with relevant rules and regulations
Investors	<ul style="list-style-type: none"> Shareholders' meeting GSH website Regular updates and communication 	<ul style="list-style-type: none"> Committed to delivering economic value to our capital providers through a strong financial performance and our methods of engagement with them 	<ul style="list-style-type: none"> Long-term profitability Company's performance against targets Compliance with all relevant requirements Ensure business continuity

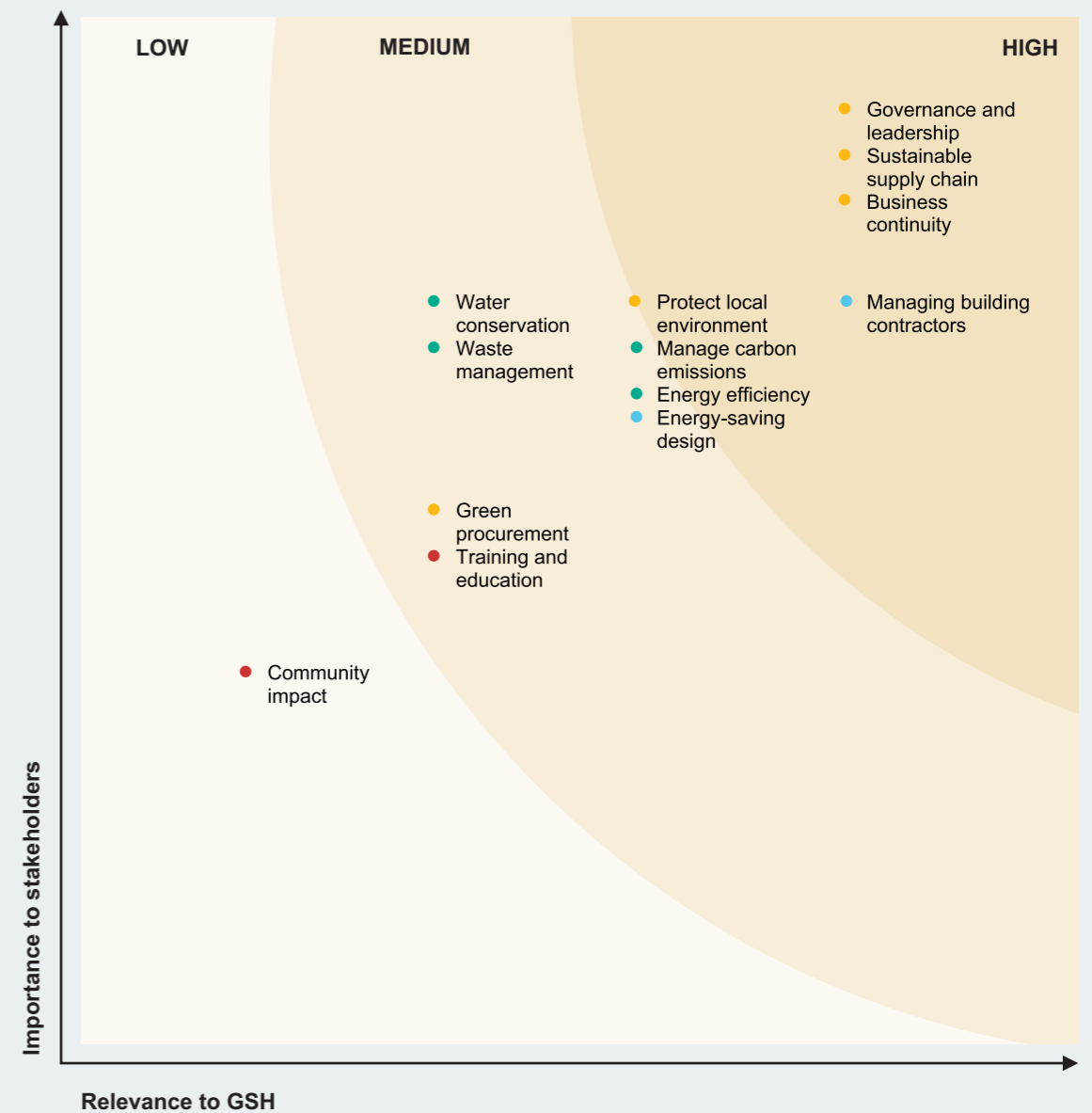


2.4 SUSTAINABILITY MATERIALITY

Based on the stakeholder engagement, we developed our sustainability materiality matrix containing material aspects which are aligned with our principal business and operational risks, and formed our sustainability strategy which has shaped our approach to sustainability reporting, as illustrated in the diagram below.

The aspect boundaries 'within' the organisation are limited to our Hospitality and Property segment, whereas the aspect boundaries 'outside' the organisation include builders and suppliers, community, customers and hotel guests, employees, government and regulators, and investors.

We have also developed metrics to help us measure our progress, as indicated in our sustainability scorecard in **Appendix B**. We will review and adjust the matrix each year as the external and business context changes.



3. OUR PERFORMANCE

3.1 HOW WE MEASURE OUR PERFORMANCE

Our sustainability strategy is embedded into the appropriate parts of our business, with dedicated teams for each focus area, and coordination by our relevant departmental managers.

Progress will be tracked in two key ways: measuring performance against metrics, and evaluating how well the programmes have advanced through a series of 'commitments'.

Metrics and targets

We have established key performance indicators for each of the four focus areas outlined in our sustainability strategy. Periodically, we plan to introduce new metrics and update targets to ensure alignment with our strategy.

Commitments

To ensure we have a robust sustainability programme in place, we have included the key commitments for each area of our sustainability strategy. The progress we have made against each key commitment is indicated using the symbols shown in the table below. We track and review our sustainability programme with the Board of Directors at least once a year.

Symbols used to indicate progress against commitments

Symbol	Meaning
	New Commitment this year
	Not Started
	In progress
	Complete
	Ongoing commitment: no end date

3.2 RESPONSIBLE BUSINESS

Overview

Our culture of responsible business extends to everyone we engage with – guests, colleagues, partners and local communities. This can only be delivered through our people and the programmes and policies we have in place.

Governance and leadership

The process to uphold this culture of responsible business involves the following:

- Strong governance and leadership, which promotes responsible business attitudes and behaviours throughout GSH;
- Ensuring our employees understand key legal and reputational issues;
- Ensuring the safety and security of employees, guests and other visitors to our hotels and properties;
- Operating effective risk management and internal controls;
- Engaging in responsible procurement; and
- Protecting the local environment.

We have comprehensive Group-wide policies and approaches to address key issues and risks. For example, our Employee Code of Conduct includes bribery. We regularly review our policies to ensure we comply with best practice.

We take the safety of guests, colleagues and visitors to our two hotels very seriously. We manage safety and security through a centralised management system that includes safety standards, risk guidance, training and toolkits for both hotels.

We are committed to operating with integrity and to complying with all relevant laws. GSH has a zero-tolerance approach to bribery and corruption and this position is clearly set out in our Employee Code of Conduct.

In addition, data privacy and the way we handle the personal data of guests, colleagues and others' data is extremely important to us. See our Privacy Statement at www.gshcorporation.com/privacy_statement.html.

As part of our strategy, GSH has committed to full regulatory compliance.

In FY2021, the Group was not in violation of any of the relevant laws and regulations in our countries of operation that have a significant impact on the Group.

Sustainable Supply Chain

Effective management of environmental, social and economic performance throughout our supply chains can help us conserve resources, optimise processes, increase productivity and promote positive corporate values. We are dedicated to the consistent implementation of our procurement policies and procedures across our entire operation.

Our suppliers must abide by the general Terms and Conditions of our Purchase Orders. It is for us to develop strong relationships with our suppliers to ensure the proper alignment of our policies that will help us maintain a high level of quality and integrity in the procurement of goods and services for the Group.

We also seek to create long-term economic benefits for our communities through the development of local suppliers, supporting a reliable local supply network to drive economic growth.

As part of our strategy, GSH has committed to purchasing at least S\$50 million of our goods and services from local suppliers. In FY2021, total procurement spending on local suppliers amounted to S\$103 million.

Green procurement

The Group also strives to balance quality, price and environmental impact when procuring materials. We have developed a Sustainable Products List to encourage the use of locally sourced and environmentally responsible materials. The Policy articulates the importance of buying responsibly sourced paper, avoiding non environmentally-friendly packaging materials whenever possible, and recycling metals and plastics.

As part of our strategy, GSH has committed to using environmentally-friendly cleansing products to perform at least 65% of our tasks by FY2025. In FY2021, we used environmentally-friendly cleansing products to perform 59% of our tasks at the Sutera Harbour Resort, representing an decrease of 12% from the previous year. Total spending on green items in FY2021 amounted to S\$64,000.



Protect local environment

Safeguarding the environment is central to the Company's goal of sharing the original beauty of our locations with our guests. We also support specific initiatives to instill environmental awareness among our associates, our guests, and the local communities supporting our resort.

Since FY2018, the Sutera Harbour Resort (SHR) has partnered with the Borneo Marine Research Institute (BMRI) and Universiti Malaysia Sabah (UMS) on the Sustaining Kota Kinabalu's Marine Heritage (SKKMH) Project to protect and save Sabah's coral reefs. The project is aimed at increasing public awareness of the importance of preserving and conserving the coastal and marine ecosystems for future generations. Through this project, we are collecting baseline data on the condition and diversity of coastal ecosystems including shoreline and beaches, plankton and coral reefs in Kota Kinabalu.

Coral Reefs

- Participants will collect representative baseline data on the biodiversity and the condition of the coral reefs in Kota Kinabalu waters, while identifying present impacts or stress to the reefs.
- To participate in the reef surveys, all volunteers must have a SCUBA diving qualification and competent diving skills.
- Volunteers and stakeholders will undergo training and briefing prior to data collection in order to be able to identify key species and/or assess coral reef condition.

Water

- The water body that connects all ecosystems and the plankton that live in the water column are important features of the sea.
- Water samples will be collected and analysed for plankton diversity and key parameters such as temperature, salinity, dissolved oxygen, etc. Participants will have the opportunity to examine and identify plankton from collected water samples under microscope.

Shoreline Ecosystems

- Participants will gather information on the marine flora and fauna of the shoreline/ foreshore ecosystems such as the sandy beaches and rocky shores along the Kota Kinabalu coastline and islands.
- Through the beach combing exercise; trash and marine debris will be collected and sorted into categories, which will highlight the common types of debris that end up in our sea.



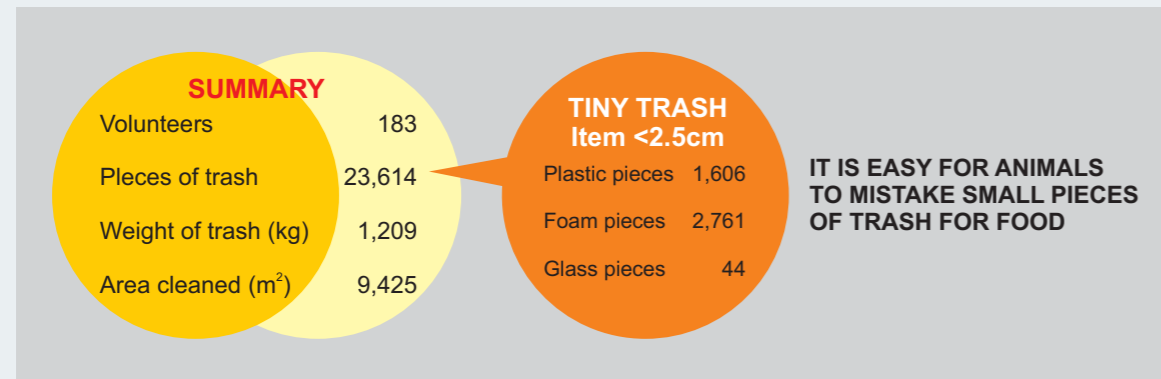
Beach Clean-Up

Surplus human activities have severely affected the marine life in the oceans by releasing harmful substances such as plastic, industrial and agricultural waste, and chemical particles into the ocean.

In a bid to reduce the amount of harmful waste at our beaches, we conducted a second round of beach clean-up around our resorts prior to the outbreak of Covid-19. We round up 183 volunteers and conducted a beach clean-up exercise in Kampung

Kibagu in September 2019 and Vista Beach and Pulau Sulug in February 2020.

All volunteers were briefed on safety, method of collection and debris categorization (using Ocean Conservancy Trash Data Form). The volunteers combed a total of 9,425 m² beach area and collected 23,614 pieces of trash weighing 1,209 kg were collected and sorted.



Top-10 Items Collected

-  Plastic beverage bottles
6,546
-  Plastic bottle caps
3,262
-  Glass beverages bottles
1,087
-  Other plastic bags
976
-  Other plastic/foam packaging
896
-  Food weappers
849
-  Cups and plates (foam)
616
-  Other plastic bottles
592
-  Plastic lids
591
-  Plastic grocery bags
480

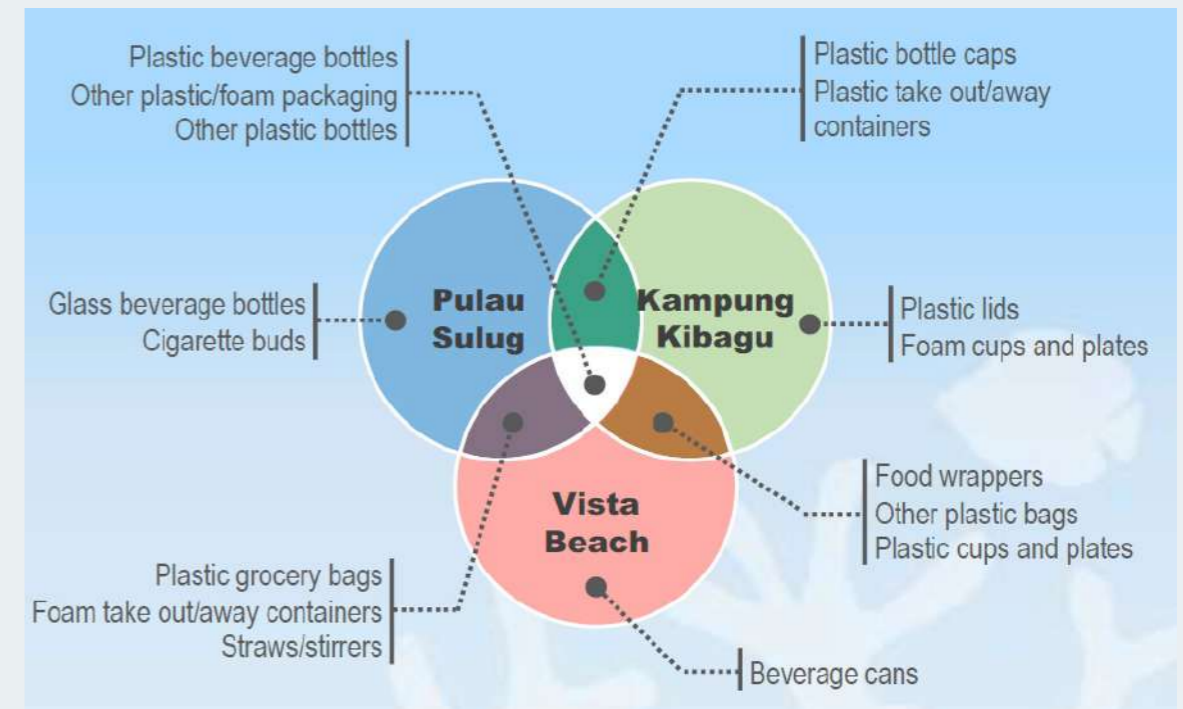
Plastic Problem

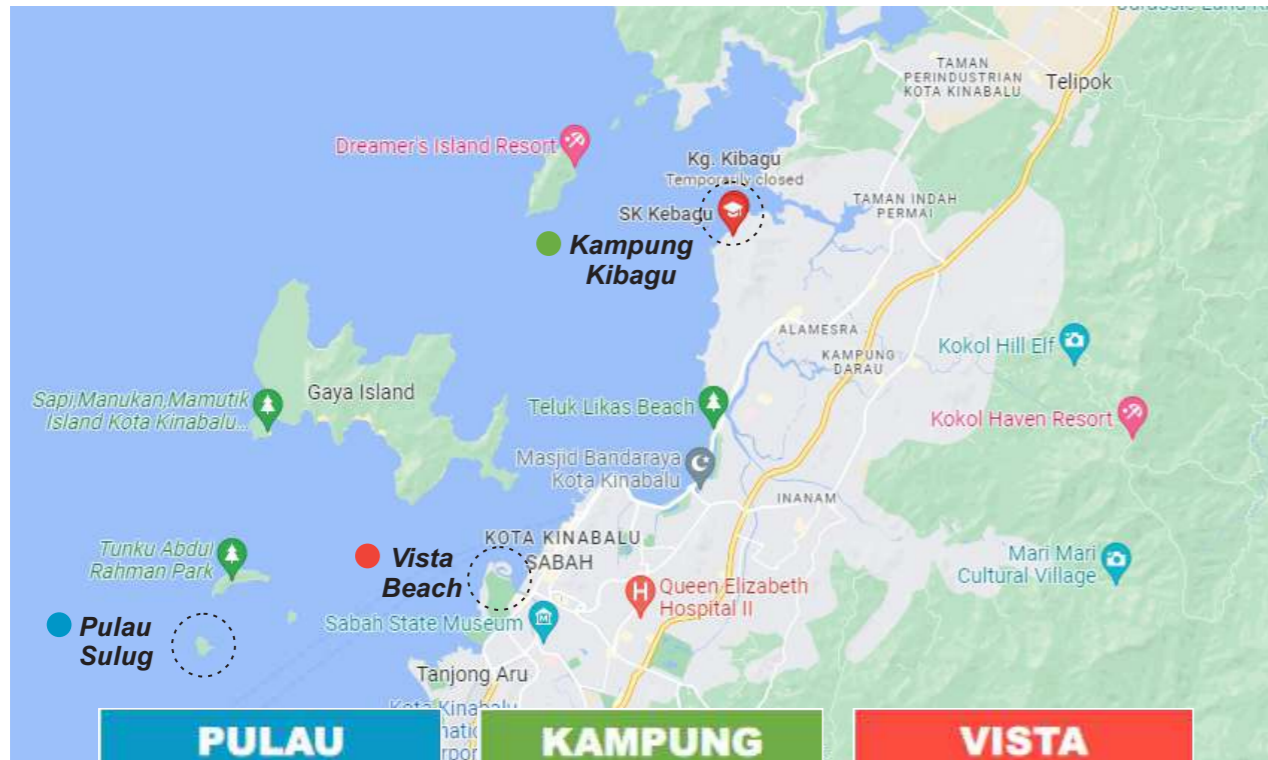
Plastic products topped the list of trash from the beaches, forming nine of the top ten items collected. More than half of the trash categories in the list consists of plastics, either in the form of pure plastic or a mix of plastic with other materials.

Plastic bottles and caps formed 62% of the plastic trash found at all sites.

Tiny Trash (Items < 2.5cm)

The Ocean Trash Data Form has a category for trash items smaller than 2.5 cm in length. Over 2,800 pieces of tiny plastic and foam were collected from the beaches. These tiny trash can act as carriers for harmful chemicals and can enter the food chain easily, bringing adverse impacts for the marine ecosystems and even humans.





PULAU SULUG		KAMPUNG KIBAGU		VISTA BEACH	
Volunteers	64	Volunteers	53	Volunteers	66
Trash weight (kg)	198.8	Trash weight (kg)	858.1	Trash weight (kg)	151.8
Beach area (m ²)	4,765	Beach area (m ²)	2,860	Beach area (m ²)	1,800
Plastic beverage bottles	1,075	Plastic beverage bottles	4,265	Plastic beverage bottles	1,206
Glass beverage bottles	1,042	Plastic bottle caps	3,097	Food wrappers	185
Other plastic/foam packaging	331	Other plastic bags	828	Plastic grocery bags	149
Plastic grocery bags	155	Food wrappers	622	Other plastic/foam packaging	119
Foam take out/away container	124	Plastic lids	563	Foam take out/away containers	92
Plastic bottle caps	120	Foam cups and plates	542	Straws/Stirrers	90
Straws/Stirrers	115	Other plastic/foam packaging	446	Other plastic bags	80
Plastic take out/away containers	108	Other plastic bottles	443	Beverage cans	75
Other plastic bottles	82	Plastic cups and plates	299	Other plastic bottles	67
Cigarette butts	80	Plastic take out/away containers	265	Plastic cups and plates	54



Small Actions X Lots of People = BIG CHANGES

Group photo of volunteers and facilitators with collected trash Kampung Kibagu

Changes Required

Among the three sites, Kampung Kibagu had the highest density of trash on the beach (5.3 pieces/m²). Pulau Sulug and Vista Beach had on average 1 and 2 pieces of trash per m² beach, respectively. The most unusual item found was a washing machine on Kampung Kibagu's beach.

Trash discarded indiscriminately along roadsides and drains as well as improper disposal of household waste (in part due to lack of access to services) eventually end up in the waterways. Better policies and practices have to be implemented to prevent anthropogenic waste from entering our seas. Focused policy direction and concerted effort is

needed towards addressing plastic waste management.

Beach cleanup mobilize volunteers to clean up local beaches and generate data that help us to identify what is trashing our marine environment. It is a small part of the solution to tackle the problem of marine debris.

Individually, we can take proactive measures to reduce the amount of plastic waste by changing our daily practice and behaviour in plastic use, for example, avoid using single-use disposable plastic products. Such small action can have a big impact when done consistently and collectively.



Plankton Workshop

Phytoplankton is microscopic organisms that live in the surface waters of the ocean. They carry out photosynthesis and form the base of the marine food chain, playing an important role as "plants" of the sea. Despite their importance, they usually receive very little attention. However, in recent years, increasing occurrences of phytoplankton blooms, or rapid massive population explosion of unicellular algal cells, are causing problems in fisheries, tourism and even human health.

While nutrients are essential to marine ecosystems, excessive amounts can overstimulate algal growth, and it is widely considered that nutrient enrichment is a key cause of Harmful Algal Blooms (HAB) formation. With the majority of the population concentrated in the west coast of Sabah, it is increasingly difficult to keep Check the level of water pollution from urban wastewater discharge, coastal development, fertiliser run-off from agriculture, industrial chemical discharge, and other anthropogenic sources.

On 10 February 2020, twelve students from the National Taiwan Ocean University participated in a mini workshop held in Universiti Malaysia Sabah (UMS) to learn about methods of phytoplankton sampling in the field.

During the workshop, the participants were introduced to the various methods in phytoplankton studies. They were given the opportunity to experience hands-on two common methods of sampling:

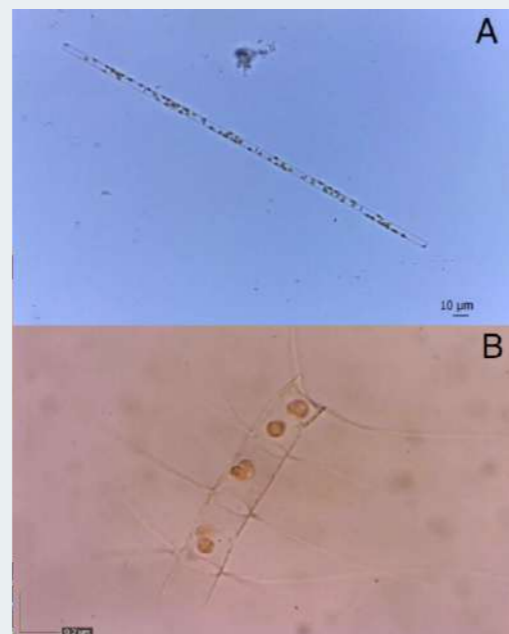
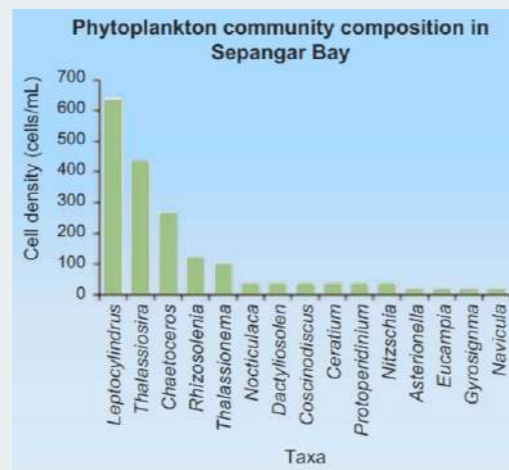
- (i) sampling via plankton net tows, and
- (ii) sampling via bottle samplers.

Monitoring the changes in environmental parameters and indicator species enable us to predict potential phytoplankton bloom events and allow the relevant authorities and the public at large to take mitigation measures before the bloom fully develops.

The samples collected by the participants at Sepangar Bay were brought back to the lab to be analysed under the microscope. During the lab session the participants were taught the step-by-step method for identification and enumeration of phytoplankton samples. The participants learned to identify and carry out cell counts, to eventually obtain an accurate estimation of the cell densities of the phytoplankton community, followed by community composition analysis and determination of the

dominant taxa in the sample. Further information was given regarding other common methods of phytoplankton sample analysis, concurrent with various objectives of study.

A total of 16 phytoplankton genera were identified in the workshop. *Leptocylindrus*, *Thalassiosira*, *Chaetoceros*, *Rhizosolenia*, and *Thalassionema* are commonly found in the coastal waters of Kota Kinabalu, although the relative occurrences were reported to vary with the monsoon seasons. The presence of *Noctiluca*, a potential HAB species, warrants continued monitoring effort in this area, as Kota Kinabalu is historically prone to HAB occurrences.



Leptocylindrus sp. (A) and *Chaetoceros* sp. (B) are two of the dominant phytoplankton taxa found in the sample. (Photo credit: Asilah Al-Has)

Reef Surveys

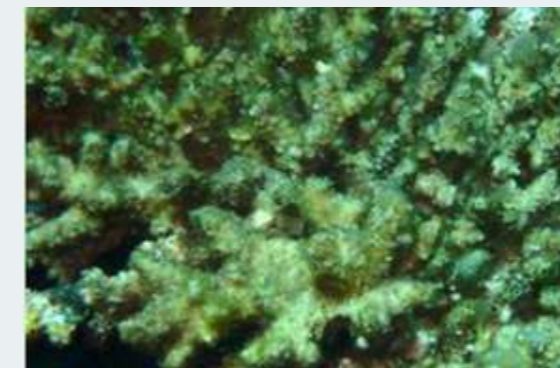
Coral reefs are an important component of the coastal ecosystem in Kota Kinabalu. The rich marine biodiversity on these reefs and their proximity to the city make them popular destinations among local and foreign tourists.

In 2018, reef surveys were conducted in April and July at six reef sites in the Tunku Abdul Rahman Park (TARP) and one site near Tanjung Aru. The results



Corals

are the main builders of coral reefs. Based on the percentage of live coral cover, seven sites were considered in "Poor" condition (0-25% coral cover) and six sites were in "Fair" condition (25-50% coral cover). Mamutik Site 1 had the highest coral cover (49%) among the surveyed sites, followed by Police Bay (35%). The lowest coral cover (14%) was recorded in Mamutik Site 2.



Algae

are indicators for pollution or excessive nutrients in the water. Absence of herbivores could also lead to uncontrolled growth of algae on the reefs. Algae cover were higher than coral cover at all sites except for Mid Reef and Mamutik Site 1. Turf algae covered much of the available substrate that were not occupied by corals, ranging from unconsolidated coral rubble to newly dead corals.

from two of the surveyed sites in TARP at Pulau Gaya have been reported in our 2019 report. Five sites were surveyed by six volunteers in April 2018 and eight sites were surveyed by 10 volunteers in July 2019. All sites except Tanjung Aru and Tanjung Logong are located within the TARP. Seven of our surveyed sites within TARP are permanent monitoring sites of Sabah Park and Reef Check Malaysia.

Coral, algae, rubble, and sponge were the four most prominent substrate types at the surveyed sites:



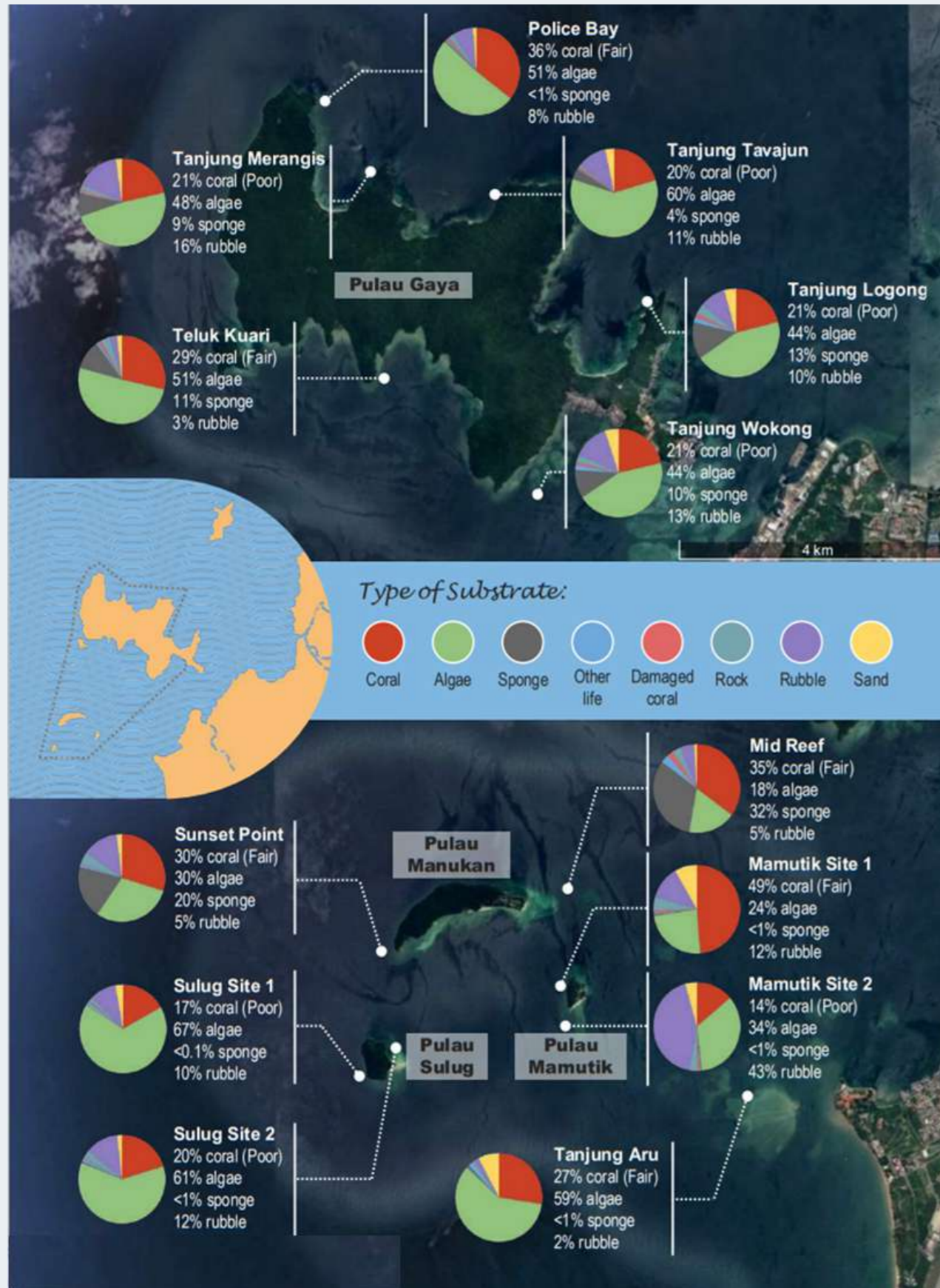
Coral rubble

are unconsolidated fragments of dead corals and indicate disturbance on the reefs. Mamutik Site 2 had the highest coral rubble cover (43%). Coral rubble covered between 2% and 16% at the rest of the sites. Most of the coral rubble were covered by turf algae. Recruitment and subsequent survival of new corals might be limited on reefs with high cover of coral rubble.



Sponges

compete with corals for space but few are recognized as real threats to the survival of corals, such as encrusting sponge species, *Terpios hoshinota* and *Chalimula milnei*. These sponges grow fast and can encrust on both dead and living corals, killing the corals as they spread. *Terpios hoshinota* was observed during the survey on sites around Manukan and Gaya. It is known to thrive on polluted and stressed reefs.



Fish Diversity

A total of 110 fish species were identified from the images, 79 of which were not recorded in the previous report. The current analysis updated the total number of fish species identified in the SKKMH project to 138. Most of the fish reported are common species that had been reported from Kota Kinabalu and Sabah. Sulug Site 2 had the highest number of fish species, with 36 species recorded. Only four species were captured from the images at Tanjung Wokong, Pulau Gaya.

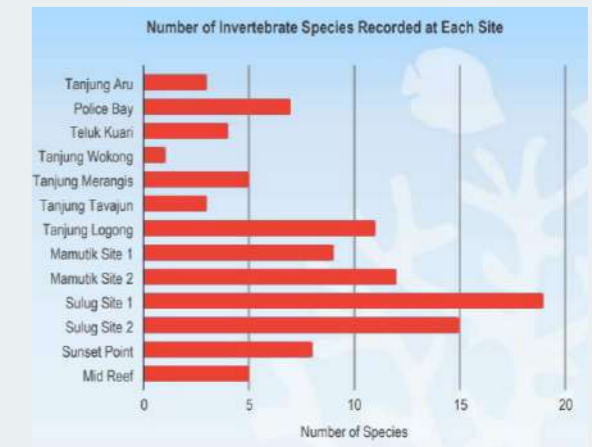
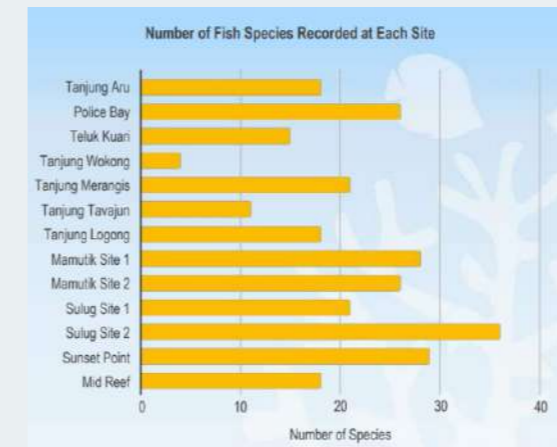
Damselfish and wrasse were the most common fish groups found in Kota Kinabalu coral reefs. Other commonly observed fish were butterflyfish, parrotfish, grouper, monocle bream and cardinalfish. One blacktip reef shark was observed at Mamutik Site 2, bluespotted fantail rays were observed at Mamutik Site 1 and two sites in Pulau Sulug.

Invertebrate Diversity

A total of 35 species of invertebrates were identified from the images, 27 of which were not captured in the previous report. The current analysis updated the total number of invertebrate species identified in the SKKMH project to 40.

Similar to fish diversity, Sulug Site 1 had the highest number of invertebrate species, with 19 species recorded. Tanjung Wokong, Pulau Gaya had the lowest number of species, with only one pillow cushion star captured in the images.

Fluted giant clam, sea star, sea urchin and feather stars were commonly observed at most of the reef sites. Other commonly found invertebrate species are sea cucumber, coral-boring scallop and conch. One painted spiny lobster was observed at Sulug Site 1. One Crown-of-Thorns sea star was observed at Tanjung Logong, Pulau Gaya.



Potential Damage / Threats



Trash

The proximity of Kota Kinabalu's coral reefs to the city put them at high risk of anthropogenic threats. Trash was among the main direct human-caused threats to the reefs.

Frequently observed trash include, aluminum cans, plastic bottles and plastic food wrappers. Volunteer divers found trash on reef sites at two islands, namely Pulau Sulug and Pulau Mamutik.



Fishing Impacts

Abandoned fishing gears (i.e. fishing lines and nets) was another main direct human threat observed on the reefs.

No fishing activity is allowed within the waters of the marine park. Nevertheless, there has been encroachment by local fishermen especially during the monsoon and poor weather as they are not able to travel to their regular fishing grounds further away from the mainland. Although fishing is not permitted within the park, fishing pressure outside of the marine park may impact the diversity.



Potential Pollution

The high cover of algae and sponges on the coral reefs in Kota Kinabalu could be an indication of pollution and stress on the reefs.

In addition to overgrown algae and sponges, substrate components on Teluk Kuari and Tanjung Wokong were also blanketed by a layer of fine sediment, which may affect the recruitment success of new corals.



Coral Bleaching

Coral bleaching occurs when corals expel the symbiotic algae living in their tissues in response to the stressful conditions caused by the changes in the environment such as temperature, light or nutrients.

Bleaching of coral colonies was observed in both April 2018 and July 2019 dive surveys. Bleached colonies were more frequently encountered in July than in April. This could be related to the seasonal increase in seawater temperature around that time of year (May– July).



Physical Damage

Physical damages can be caused by natural events (for example, storms, foraging or excavating behavior of reef animals) or human disturbance (for example, fishing and diving activities).

Volunteer divers captured images of dislodged or fragmented coral colonies on the reefs. Most of the damaged colonies captured on camera were branching corals.

Artificial Reefs

Sea walls another hard structures deployed in the sea provide substrate for benthic community to settle and establish themselves. Such communities will attract other fauna such as fish and invertebrates, thus creating a reef system.

One of the objectives of the SKKMH project is to explore the use of artificial reefs to enhance reef growth near the seawall of SHR. Artificial reef units were built in UMS and 10 units were transported to SHR on 22 January 2020.



Transporting artificial reef units from UMS to SHR



Artificial reef units

Reconnaissance dives were carried out on 31 January 2020 to select a potential site to install the artificial reef units. A site was selected near The Pacific Sutera Hotel beachfront adjacent to the golf course.



Reconnaissance dives near the beach front of The Pacific Sutera Hotel

The deployment of the artificial reef units were planned for March 2020 but had to be postponed due to the nationwide lockdown due to Covid-19.





Impact of the Project

The project has provided an insight into the status of the marine biodiversity and ecosystems in Kota Kinabalu. As the project progressed, the understanding of the consequences of human actions have become a basis of mass awareness has triggered the element of newsworthiness for the media across all platforms.

The beach cleanup has created an impactful social awareness that emphasised on the issue of littering and marine conservation. A total of 1,209 kg of trash was removed by volunteers and concerned members of the public during the second series of the beach cleanup. Plastic products are the main components of the trash, and this includes micro plastics of less than 2.5 cm in size.

This finding is worrying, and it is our responsibility to stop this issue at the root of the problem by creating awareness to the public to reduce the use of single use plastic.

Plankton sampling was carried out in February 2020 at the UMS jetty, and Nocticulata, a dinoflagellate species that can potentially cause HABs was present in the water samples. Such findings could provide early warning for us to continue monitoring along the coast of Kota Kinabalu to detect HAB events.

We have also conducted rounds of reef and biodiversity surveys around our resorts with our volunteers.

The project has involved nine scientists, 25 personnel from you UMS and SHR and gathered more than 200 volunteers for all the surveys from July 2019 to February 2020.

Future Plan

Another one session each of shoreline diversity, plankton survey and beach cleanup is planned for the SKKMH project in Fy2022.

Coral reef surveys are planned for 10 reef sites around the Sepangar area, including Sepangar Island. A revisit of Manukan at sites with high cover of encrusting sponges is also planned.

Deployment of artificial reefs near The Pacific Sutera Hotel is planned for January 2022. A baseline survey will be conducted upon deployment and monitoring will be conducted one month after deployment, followed by once every two months surveys until the end of the project.

Please scan the QR code for more information on our Sustaining Kota Kinabalu's Marine Heritage Program.



Business continuity

During the year, the Covid-19 situation continued to be fraught with uncertainties brought about by the highly-transmissible variant, Omicron, which delayed reopening plans. However, with the variant proving to be less lethal, though more transmissible, many countries including Singapore and Malaysia have indicated that they are moving ahead with their reopening plans albeit cautiously.

With the cautious borders opening by various countries, we believe that this will rejuvenate Malaysia's overall economy, particularly its tourism and hospitality industries, and we are hopeful that this will foster a positive effect on our property business as well.

Covid-19 response

We are closely monitoring developments of the Covid-19 situation around the world and are in contact with relevant government authorities for local requirements, to ensure that our hotels continually adhere to comprehensive health and safety procedures and laws.

We provide our hotels with best practices and guidelines and have supplemented these resources with additional Covid-19 cleanliness specific guidance, training and information, consistent with our own high standards.

- Activation of response teams to provide around-the clock assistance to our hotels.
- Hotels have increased the frequency of cleaning public areas (including lobbies, elevators, door handles, public bathrooms) and high-touch points in guest rooms.
- All hotels have been advised on cleaning products and protocols which are effective against viruses.
- We continuously review food and beverage (F&B) service in accordance with official recommendations. New standards and service approaches to buffets, banquets, room service and catering have been implemented. While F&B options may vary at this time, we are committed to protecting the well-being of our guests.

Safe reopening

On 1 April 2022, Malaysia officially reopened its borders to allow quarantine-free travel and tourism after two years, as the country transitions to treating Covid-19 as endemic. International travellers can now visit Malaysia upon fulfilling vaccination and other entry requirements. We remain optimistic that this reopening will have a positive effect on our hospitality business in FY2022.

Awards and accolades

As a testament to our responsible way of doing business and commitment to excellence, we have won a string of awards and accolades as shown in **Appendix A**.

Commitments: Responsible business

Achieve full regulatory compliance

Achievements

- Achieved full regulatory compliance in respect of corporate governance, health and safety, bribery and corruption, and data privacy protection

FY2021 progress

- The Group was not in violation of any of the relevant laws and regulations in our countries of operation that have a significant impact on the Group.

Purchasing at least S\$50 million of our goods and services from local suppliers

Purchases from local suppliers (S\$m)

2021	103
2020	68
2019	97
2018	55
2017	57
Target	50

FY2021 progress

- We purchased S\$103 million of our goods and services from local suppliers.
- We seek to create long-term economic benefits for our communities through the development of local suppliers, supporting a reliable local supply network to drive economic growth.

Using environmentally-friendly cleansing products to perform at least 65% of our tasks by FY2025

% Tasks performed using environmentally-friendly cleansing products

2021	59
2020	71
2019	63
2018	58
2017	52
Target	65

FY2021 progress

- 59% of our tasks at SHR were performed using environmentally-friendly cleansing products, representing a decrease of 12% from the previous year.
- Total spending on green items in FY2021 amounted to S\$64,000.



3.3 ENVIRONMENTAL SUSTAINABILITY

Overview

We are committed to constructing and managing world-class sustainable buildings that add tangible value to the communities we serve and to operate and maintain those buildings with a strong emphasis on the triple bottom line of economy, environment and society.

Our Environmental Policy provides guidance on undertaking activities in an environmentally responsible manner, with consideration of general environmental management, sustainable use of resources, climate change and the conservation of biodiversity and natural habitats.

Managing greenhouse gas emissions

Climate change is a global challenge that affects us all. We support the Paris Agreement as adopted at the 21st Conference of Parties to the United Nations Framework Convention on Climate Change (COP21). To help manage our impact on climate change, we monitor and review our carbon footprint on a regular basis.

We are committed to positive action on climate change and dedicated to reducing the risk in the most efficient way for society by reducing GHG emissions in our operations.

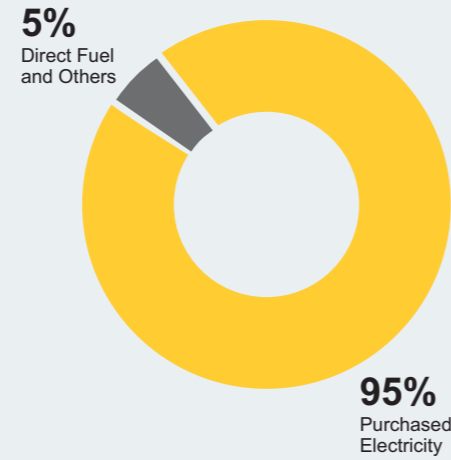
To determine the carbon footprint, we collect energy usage data from our Hospitality and Property Segment and then calculate our total annual GHG emissions.

In FY2021, we recorded a carbon footprint intensity of 6.6 tonnes carbon dioxide emission (tCO₂e) per thousand square feet. The emission mainly arises from electricity consumption which accounted for close to 95% of the total carbon emission of GSH.

We follow the Greenhouse Gas Protocol established by the World Resources Institute and the World Business Council for Sustainable Development, the standard manual for measuring corporate greenhouse gas emissions

Using the “control method”, we include 100% of the emissions associated with businesses which we directly control. Our carbon footprint includes:

- All fuels used directly by our companies (Scope 1 emissions)
- All purchased electricity used in our facilities (Scope 2 emissions)
- Impact of business air travel (optional Scope 3 emissions)



Our carbon footprint intensity largely maintained the same as the previous year as our business was negatively impacted by Covid-19 and its associated travel restrictions for the most part of FY2021, with the MCO only easing in 4Q2021. Electricity usage increased by 9% compared to the previous year due to an uptick in domestic travel in 4Q2021.

As per previous years, we commit to ensure that our carbon footprint intensity does not exceed 16.0 tCO₂e/ 1,000 sq ft. We will continue in our efforts to optimise eco-efficiency in our building operations without compromising our level of service to our guests.

Energy efficiency

Buildings are energy-intensive structures and electricity often constitutes a significant proportion of operating expenses. By investing in energy efficiency, we not only help protect the environment but can also lower our financial costs.

To enhance our existing assets, we have allocated considerable resources to the refurbishment of the SHR since 2014. We have optimised eco-efficiency in our building operations to cut our energy consumption with the primary goal of reducing our carbon footprint.

Water conservation

Water scarcity is a growing concern around the world and a serious global challenge that we must work together to address.

We have adopted a wide range of measures to reduce water consumption at our properties, including installing water-efficient fittings and raising awareness of water scarcity issues among our employees, tenants, customers, and communities.

In FY2021, we recorded water consumption intensity of 231 m³/ 1,000 sq ft, representing a slight increase from the previous year. The increase is due to an uptick in domestic travel in 4Q2021 following the easing of the MCO. We will continue to monitor water usage at our properties and continue to promote awareness on water issues amongst our stakeholders.

Water recycling at Sutera Harbour Resort

SHR has long taken an active role in supporting projects that protect the environment and the eco-system. Various efforts related to these concerns have been put in place and practiced over the years, some of which are either continuously improved or new ones introduced.

Waste water from both hotels and the Marina & Golf Club are collected into the sewerage treatment plant for treatment using the Actybio system. The water is then pumped into the 13 ponds in our grounds and used to irrigate the 27-holes golf course.

As part of our strategy, GSH has committed to recycling at least 1,400 m³ of water per day to irrigate our golf courses on an ongoing basis.

Waste management

Disposing of waste is a significant environmental challenge, particularly for resorts located close to environmentally-protected areas. Besides regularly maintaining the cleanliness of our properties, we are also taking steps to manage our waste production and encourage our guests, customers and suppliers to do the same. This includes reducing waste production at source and disposing of waste in a responsible way.

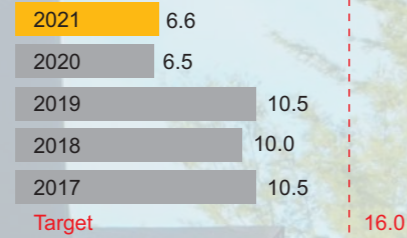
In FY2021, we recorded recycled waste intensity of 92 kg/ 1,000 sq ft. Though this increased compared to the previous year, it was nowhere near pre-pandemic levels. The increase is due to an uptick in domestic travel in 4Q2021 following the easing of the MCO. The recycled waste mainly relates to used oil and scrap metals sold to waste recyclers. We will continue to monitor waste management at our properties and continue to promote awareness on waste management and recycling issues amongst our stakeholders.



Commitments: Environmental sustainability

Ensure carbon footprint intensity does not exceed 16.0 tCO₂e/ 1,000 sq ft

Carbon footprint intensity (tCO₂e/ 1,000 sq ft)

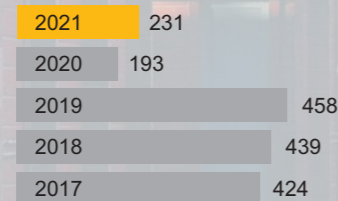


FY2021 progress

- We recorded a carbon footprint intensity of 6.6 tCO₂e/ 1,000 sq ft. The emission mainly arises from electricity consumption which accounted for close to 95% of the total carbon emission of GSH.
- Our carbon emission intensity largely maintained the same as the previous year as our business was negatively impacted by Covid-19 and its associated travel restrictions for the most part of FY2021, with the MCO only easing in 4Q2021. Electricity usage increased by 9% compared to the previous year due to an uptick in domestic travel in 4Q2021.
- As per previous years, we commit to ensure that our carbon footprint intensity does not exceed 16.0 tCO₂e/ 1,000 sq ft.

Monitor water consumption intensity

Water consumption intensity (m³/ 1,000 sq ft)



FY2021 progress

- We recorded water consumption intensity of 231 m³/ 1,000 sq ft, representing a slight increase from the previous year.
- The increase is due to an uptick in domestic travel in 4Q2021 following the easing of the MCO.
- We will continue to monitor water usage at our properties and continue to promote awareness on water issues amongst our stakeholders.

Recycle at least 1,400 m³ of water daily to irrigate our golf courses.

Achievements

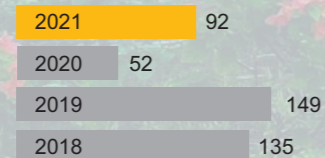
Recycle at least 1,400 m³ of water daily to irrigate our golf courses.

FY2021 progress

- We have recycled at least 1,400m³ of water daily, which is pumped into the 13 ponds in our grounds and used to irrigate the 27-hole golf course.

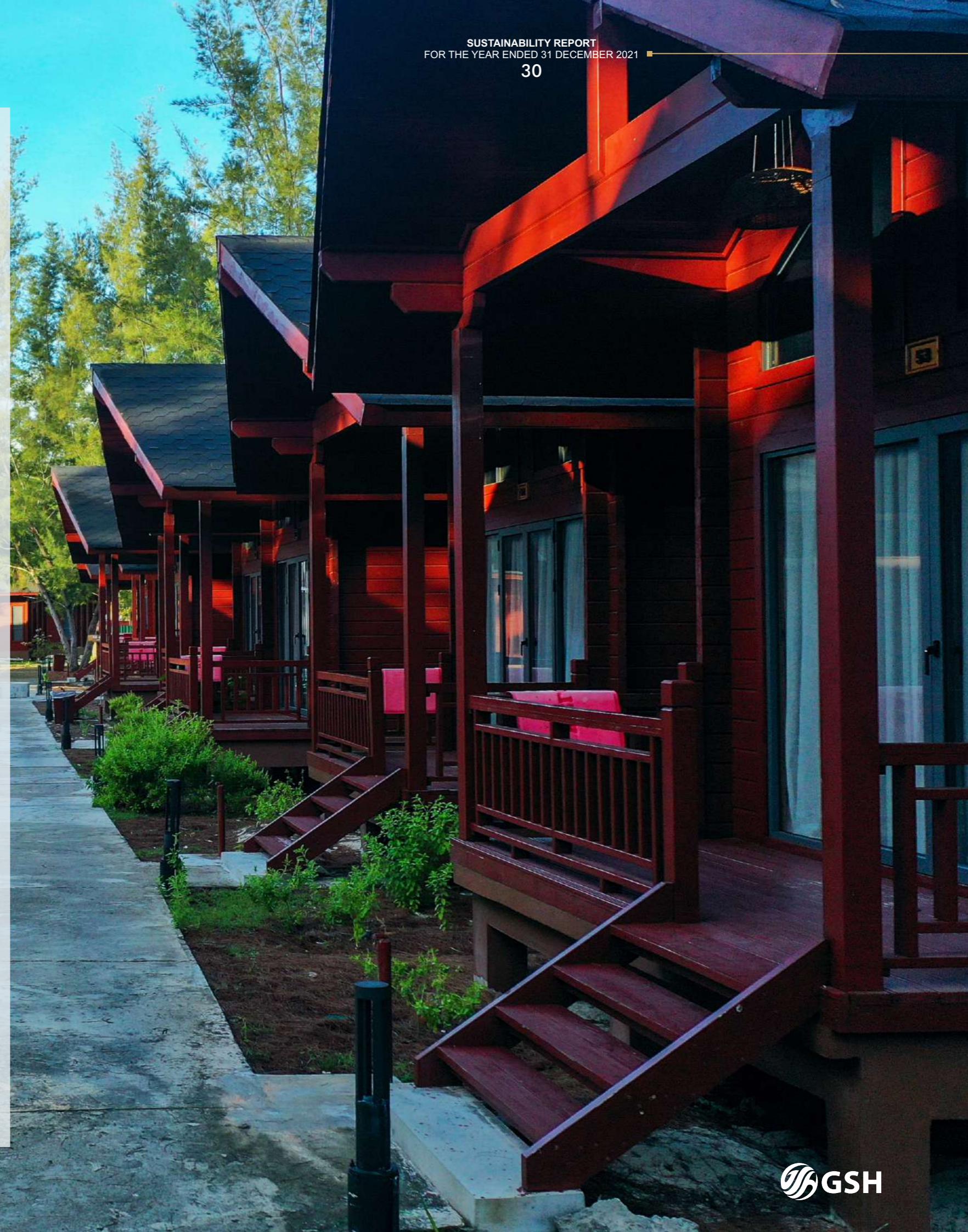
Monitor recycled waste intensity

Recycled waste intensity (kg/ 1,000 sq ft)



FY2021 progress

- We recorded recycled waste intensity of 92 kg/ 1,000 sq ft. Though this increased compared to the previous year, it was nowhere near pre-pandemic levels.
- The increase is due to an uptick in domestic travel in 4Q2021 following the easing of the MCO.
- We will continue to monitor recycled waste management at our properties and continue to promote awareness on waste management and recycling issues amongst our stakeholders.



3.4 EMPOWERING LIVES

Overview

At our properties, we work to have a positive impact by creating jobs and learning opportunities, and contributing our efforts towards issues facing the community. We are creating more sustainable communities through skills-building opportunities.

Supporting our staff

The Covid-19 pandemic has created unimaginable circumstances for the hospitality industry globally. Travel around the world has been paused for most people. This means that unfortunately our hotels are temporarily suspending operations and for the most part of FY2021, some of our staff are placed on unpaid leave, while others are retrenched.

On 1 April 2022, Malaysia officially reopened its borders to allow quarantine-free travel and tourism after two years, as the country transitions to treating Covid-19 as endemic. International travellers can now visit Malaysia upon fulfilling vaccination and other entry requirements. We remain optimistic that this reopening will have a positive effect on our hospitality business in FY2022, as we welcome back some former employees to prepare for surge in expected tourist arrivals to Sabah and Kota Kinabalu.

Training and education

Personal and professional development is an ongoing journey. The Group considers an effective learning and development program to critical for keeping our employees motivated and building a strong sense of loyalty and pride towards our business.

Through our training and education programme, we are developing people, improving their employability and growing their careers in the hospitality industry. Our hotels and corporate offices partner with local community organisations and education providers, to offer them on the job work experience. We're creating a pool of skilled, motivated and engaged people who are committed to providing a consistently great experience for our guests.

We are working to expand the number and range of our internal and external training programs. Our programs fall into one or more of the following broad categories:

- Staff orientation
- Customer service
- Professional development
- Leadership and team building
- Health and safety
- Security

Although our hotels have temporarily suspended operations for some part of FY2021, there was an uptick of domestic tourist arrivals in 4Q2021 due to easing of the MCO. To prepare for the expected arrivals, we have invested in training courses, tutorials and workshops to equip our people with the necessary skills and knowledge to help them revise and get up to speed on their required skillsets. Our operations staff received an average of 65.6 hours of training each in FY2021, exceeding pre-pandemic levels of 59.6 hours in FY2019.

In line with enhanced precautionary measures due to Covid-19, we have continued with the following training programs for relevant housekeeping and F&B staff:

- Enhanced cleaning protocols, with extra attention being paid to all high-touch areas.
- Enhanced sanitation, safe food preparation techniques, and physical distancing.

As part of our strategy, we will continue to focus on training and has committed to achieve a minimum of 40 hours of training per employee per year on an ongoing basis for operations staff.

Rural Youth Hospitality Program

In FY2018, we embarked on a Rural Youth Hospitality Program targeting the rural youths. Under this program, the youths will undergo a 6-months skills, knowledge and hospitality culture course. Our external training providers also joint-ventured into this program and provides cost-free training in the various sections of Hotel Skills Training to the youths. The objective was to provide hospitality training and eventually hire these youths as skilled hospitality professionals.

Since 2018, a cumulative total of 72 youths have benefitted from the program. However, due to Covid-19, the Rural Youth Hospitality Program is currently on hold. We are hopeful that the program will be revived in FY2022 when Malaysia reopens her international borders.

Please scan the QR code for more information on our Rural Youth Hospitality Program.



Community impact

To enable long term prosperity for the communities in which we operate, we do our part to through our business conduct and operations as well as by harnessing our competencies to address issues facing the community.

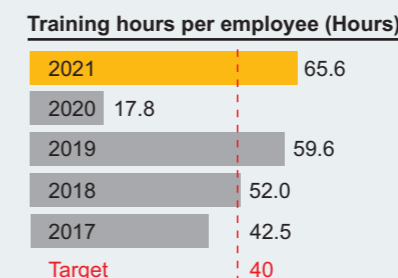
Our giving and community engagement is guided by our main areas of focus, which include:

- Education and sports;
- Healthcare;
- Basic infrastructure building and maintenance; and
- Indigenous capacity and community building.

Due to Covid-19, the annual Sutera Harbour 7k Sunset Charity Run (7k Run), which has become an iconic annual event in Kota Kinabalu, continue to be cancelled in FY2021. We are hopeful that this event will be revived in FY2022 when the situation improves.

Commitments: Empowering lives

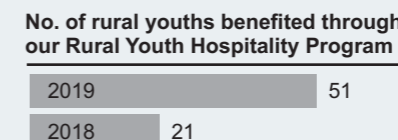
Achieve minimum of 40 hours of training per employee



FY2021 progress

- Although our hotels have temporarily suspended operations for some part of FY2021, there was an uptick of domestic tourist arrivals in 4Q2021 due to easing of the MCO.
- To prepare for the expected arrivals, we have invested in training courses, tutorials and workshops to equip our people with the necessary skills and knowledge to help them revise and get up to speed on their required skillsets.
- Our operations staff received an average of 65.6 hours of training each in FY2021, exceeding pre-pandemic levels of 59.6 hours in FY2019.

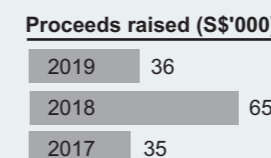
Providing career opportunities through our Rural Youth Hospitality Program



FY2021 progress

- Since FY2018, we embarked on a Rural Youth Hospitality Program targeting rural youths to provide hospitality training and eventually hire them as skilled hospitality professionals.
- To date, a cumulative total of 72 youths have benefitted from the program.
- However, due to Covid-19, the Rural Youth Hospitality Program is currently on hold. We are hopeful that the program will be revived in FY2022 when Malaysia reopens her international borders.

Raising money for our beneficiaries through our annual Sutera Harbour 7K Sunset Charity Run



FY2021 progress

- Proceeds of close to S\$150,000 has been raised from the Sutera Harbour 7K Sunset Charity Run since FY2017, providing much needed funds to our beneficiaries, the Sabah Thalassemia Society and Special Olympics Sabah.
- However, due to Covid-19, the annual Sutera Harbour 7k Sunset Charity Run continue to be cancelled in FY2021. We are hopeful that this event will be revived in FY2022 when the situation improves.

3.5 GREEN BUILDING

Overview

On the property development front, we have adopted energy saving designs in our new builds from the onset and continue to emphasise on construction safety.

Energy saving design

Project conceptualisation is carried out in the initial phase for property development. This may be carried out in-house by the Group, or outsourced to professional consultants, such as architects, interior designers, surveyors or engineers (mechanical, electrical, civil and structure). In our recent projects, we have incorporated energy saving designs into our building plans.

To improve electricity efficiency, various energy saving practices have been implemented in the Group's offices, hotels and residential, properties managed by the Group.

For example, all air-conditioning units in Eaton Residences comply to the energy efficiency equivalent to 3 ticks of the BCA Greenmark. Hence, these units consume less energy and are more environmental-friendly.

Managing building contractors

Construction site safety is a top priority for the Group. Currently, our major construction projects are located in Malaysia. We have institutionalised our Construction Safety Management with the following objectives and commitments:

Objectives of Construction Safety Management	Commitments
<ul style="list-style-type: none"> Minimise site injuries and to achieve zero fatalities 	<ul style="list-style-type: none"> Achieve zero site injuries and zero fatalities
<ul style="list-style-type: none"> Ensure contractor compliance with the relevant safety regulations 	<ul style="list-style-type: none"> Ensure appointed main contractors to be ISO9001:2015, ISO14001 or OHSAS18001 certified
<ul style="list-style-type: none"> Enhance the overall awareness of our staff and contractors of how to deal with safety concerns 	
<ul style="list-style-type: none"> Build up the knowledge and capacity of site workers on how to carry out their work safely 	

The Group has also developed a comprehensive set of guidelines and operating procedures to enhance overall safety performance at our project sites.

While the Real Estate Division acts as a coordinator for all matters related to construction safety, the Group has delegated specific responsibilities to different parties, to facilitate the incorporation of safety considerations and manage the potential safety hazards from multiple perspectives at different stages of a construction project.

Commitments: Green building

Achieve zero site injuries and zero fatalities

Achievements

- Achieve zero site injuries and zero fatalities.

FY2021 progress



- We commit to ensure the safety of our employees, those who work with us and anyone affected by our works as our number one priority.

Ensure appointed main contractors to be ISO14001 and OHSAS18001 certified

Achievements

- All appointed main contractors are ISO14001 and OHSAS18001 certified.

FY2021 progress



- All our appointed main contractors are ISO14001 and OHSAS18001 certified.



APPENDIX A: Awards and accolades

Date	Description of award	Recipient(s)
March 2021	• Innovative Developer Award 2019/2020 (Skypool for Eaton Residences)	• GSH Corporation Limited
January 2020	• Asean Mice Venue Standard (Category: Meeting Room) 2020/2021	• Sutera Harbour Resort
December 2019	• Most Recommended Award (2019 C-Trip Hotel Guide/Trip.Com)	• The Magellan Sutera Resort • The Pacific Sutera Hotel
November 2019	• Excellence in Hotel Service 5-Star (Sabah Tourism Awards 2019)	• The Magellan Sutera Resort
November 2019	• Best Dining Experience (Hotel/Resort) Sabah Tourism Awards 2019	• Ferdinand s Restaurant • The Magellan Sutera Resort
October 2019	• Top Service Quality Award (Trip.com Awards Night)	• The Magellan Sutera Resort
August 2019	• Asia Pacific Tourism & Travel Federation Annual Awards 2019 • The Best Luxury Family Retreat Resort Award • The Best Family Retreat Destination Award • The Best Golf Resort in Malaysia	• The Magellan Sutera Resort • The Pacific Sutera Hotel • Sutera Harbour Marina, Golf & Country Club
November 2017	• CTRIP Best Supporting Hotel Award 2017	• The Pacific Sutera Hotel • The Magellan Sutera Resort
September 2019	• Outstanding Contributor in Sabah for Sabah Best Residential Property 2019: Coral Bay	• GSH Corporation Limited
April 2019	• Malaysia Best Employer Brand Award 2018	• Sutera Harbour Resort
March 2019	• Industry Excellence in Hospitality (Sabah Top Achievers Award 2019)	• Sutera Harbour Resort

Appendix B: Sustainability scorecard

Financial results (Group)

Performance indicators	Units	FY2017	FY2018	FY2019	FY2020	FY2021
Revenue	S\$ m	110	100	154	120	96

Responsible business

Performance indicators	Units	FY2017	FY2018	FY2019	FY2020	FY2021
Regulatory and compliance incidents	Number	-	-	-	-	-
Purchases from local suppliers	S\$ 000	57,059	54,804	97,073	68,398	102,625
Purchases from green suppliers	S\$ 000	156	142	184	85	64

Environmental sustainability

Performance indicators	Units	FY2017	FY2018	FY2019	FY2020	FY2021
Carbon emission intensity	tCO ₂ e/ 1,000 sq ft	10.5	10.0	10.5	6.5	6.6
Water consumption intensity	m ³ / 1,000 sq ft	424	439	458	193	231
Recycled waste intensity	kg/ 1,000 sq ft	n.a.	135	149	52	92

Empowering lives

Performance indicators	Units	FY2017	FY2018	FY2019	FY2020	FY2021
Training hours per employee	Hours	42.5	52.0	59.6	17.8	65.6
Rural youths benefited through the Rural Youth Hospitality Program	Number	n.a.	21	51	- ¹	- ¹
Amount raised for charities	\$ 000	35	65	36	- ²	- ²

Green building

Performance indicators	Units	FY2017	FY2018	FY2019	FY2020	FY2021
Number of accidents per 100,000 man-hours	Number	-	0.2	-	-	-
% of appointed main contractors who are ISO14001 and OHSAS18001 certified	%	100	100	100	100	100

¹ Rural Youth Hospitality Program is temporarily suspended due to Covid-19.

² The annual Sutera Harbour 7k Sunset Charity Run has been cancelled due to Covid-19.

Appendix C: GRI content index

GRI Standards Content Index

The GRI Content Index references the GSH Corporation Limited Sustainability Report 2021 (SR), the Annual Report 2021 (AR) and the GSH Corporate Website (Web).

Disclosure number	Disclosure title	Page reference and remarks
GRI 102: General disclosures		
Organisational profile		
102-1	Name of organisation	• AR: Corporate Profile (Page 1)
102-2	Activities, brands, products, and services	• AR: Corporate Profile (Page 1)
102-3	Location of headquarters	• AR: Domicile and Activities Note 1 to the Financial Statements (Page 68)
102-4	Location of operations	• AR: Our Footprint (Page 26) • AR: Our Property Portfolio (Pages 6-14) • AR: Subsidiaries Note 6 to the Financial Statements (Pages 94-96) • Web: Our Business Property Development • Web: Our Business Hospitality
102-5	Ownership and legal form	• AR: Domicile and Activities Note 1 to the Financial Statements (Page 68)
102-6	Markets served	• AR: Operating Segments Note 27 to the Financial Statements (Pages 114-116)
102-7	Scale of organisation	• AR: Corporate Profile (Page 1) • AR: Operating Segments Note 27 to the Financial Statements (Pages 114-116)
102-8	Information on employees and other workers	• SR: Empowering Lives (Pages 31-32)
102-9	Supply chain	• SR: Responsible Business (Pages 9-25)
102-10	Significant changes to the organisation and its supply chain	• Web: Our Company
102-11	Precautionary Principle or approach	• AR: Corporate Governance Report (Pages 27-52)
102-12	External initiatives	• Not applicable
102-13	Membership of associations	• Not applicable
Strategy		
102-14	Statement from senior decision-maker	• AR: Message to Shareholders (Pages 4-5) • SR: Message to Stakeholders (Page 4) • Web: Message to Shareholders
102-15	Key impacts, risks, and opportunities	• AR: At A Glance (Pages 2-3) • AR: Independent Auditors Report (Pages 56-60)
Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior	• SR: Sustainability Strategy (Page 5) • Web: Our Company Mission & Vision
102-17	Mechanisms for advice and concerns about ethics	• AR: Corporate Governance Report (Pages 27-52)
Governance		
102-18	Governance structure	• AR: Corporate Governance Report (Pages 27-52)
102-19	Delegating authority	• AR: Corporate Governance Report (Pages 27-52)

Disclosure number	Disclosure title	Page reference and remarks
GRI 102: General disclosures		
102-20	Executive-level responsibility for economic, environmental, and social topics	• SR: Sustainability Organisational Structure (Page 5)
102-21	Consulting stakeholders on economic, environmental, and social topics	• SR: Consulting Our Stakeholders (Page 5)
102-22	Composition of the highest governance body and its committees	• AR: Corporate Governance Report (Pages 27-52)
102-23	Chair of the highest governance body	• AR: Corporate Governance Report (Pages 27-52)
102-24	Nominating and selecting the highest governance body	• AR: Corporate Governance Report (Pages 27-52)
102-25	Conflicts of interest	• AR: Corporate Governance Report (Pages 27-52) • AR: Statistics of Shareholdings (Page 134) • AR: Directors' Statement (Pages 53-55) • SR: Sustainability Strategy (Page 5)
102-26	Role of highest governance body in setting purpose, values, and strategy	• AR: Corporate Governance Report (Pages 27-52)
102-27	Collective knowledge of highest governance body	• AR: Corporate Governance Report (Pages 27-52)
102-28	Evaluating the highest governance body's performance	• AR: Corporate Governance Report (Pages 27-52)
102-29	Identifying and managing economic, environmental, and social impacts	• SR: Sustainability Materiality (Page 8)
102-30	Effectiveness of risk management processes	• AR: Corporate Governance Report (Pages 27-52)
102-31	Review of economic, environmental, and social topics	• SR: Sustainability Report (Pages 1-34)
102-32	Highest governance body's role in sustainability reporting	• SR: Sustainability Organisational Structure (Page 5)
102-33	Communicating critical concerns	• SR: Sustainability Materiality (Page 8)
102-34	Nature and total number of critical concerns	• SR: Sustainability Materiality (Page 8)
102-35	Remuneration policies	• AR: Corporate Governance Report (Pages 27-52)
102-36	Process for determining remuneration	• AR: Corporate Governance Report (Pages 27-52)
102-37	Stakeholders involvement in remuneration	• AR: Corporate Governance Report (Pages 27-52)
102-38	Annual total compensation ratio	• AR: Corporate Governance Report (Pages 27-52)
102-39	Percentage increase in annual total compensation ratio	• AR: Corporate Governance Report (Pages 27-52)

Disclosure number	Disclosure title	Page reference and remarks
GRI 102: General disclosures		
Stakeholder engagement	102-40	List of stakeholder groups • SR: Consulting Our Stakeholders (Page 6)
	102-41	Collective bargaining agreements • Not applicable
	102-42	Identifying and selecting stakeholders • SR: Consulting Our Stakeholders (Page 6)
	102-43	Approach to stakeholder engagement • SR: Sustainability Strategy (Page 5)
	102-44	Key topics and concerns raised • SR: Consulting Our Stakeholders (Page 6)
Reporting practice	102-45	Entities included in the consolidated financial statements • AR: Subsidiaries Note 6 to the Financial Statements (Pages 94-96)
	102-46	Defining report content and topic Boundaries • SR: Sustainability Materiality (Page 8)
	102-47	List of material topics • SR: Sustainability Materiality (Page 8)
	102-48	Restatements of information • SR: Restatements (Page 1)
	102-49	Changes in reporting • Not applicable
	102-50	Reporting period • SR: Scope of Sustainability Report (Page 1)
	102-51	Date of most recent report • 31 December 2020
	102-52	Reporting cycle • Annual
	102-53	Contact point for questions regarding the report • SR: Sustainability Contact (Page 1)
	102-54	Claims of reporting in accordance with the GRI Standards • SR: Scope of Sustainability Report (Page 1)
	102-55	GRI content index • SR: GRI Content Index (Pages 37-40)
	102-56	External assurance • No external assurance
GRI 200: Economic disclosures (applicable sections only)		
Economic performance	201-1	Direct economic value generated and distributed • SR: Sustainability Scorecard (Page 36)
Procurement practices	204-1	Proportion of spending on local suppliers • SR: Responsible Business (Pages 9-25)
Anti-corruption	205-3	Confirmed incidents of corruption and actions taken • There is no incidences of corruption.
Anti-competitive behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices • There is no legal actions for anti-competition.
GRI 300: Environment disclosures (applicable sections only)		
Energy	302-1	Energy consumption within the organisation • SR: Environmental Sustainability (Pages 27-29)
	302-4	Reduction of energy consumption • SR: Environmental Sustainability (Pages 27-29)
Water	303-3	Water recycled and reused • SR: Environmental Sustainability (Pages 27-29)
Emissions	305-1	Direct (Scope 1) GHG emissions • SR: Environmental Sustainability (Pages 27-29)
	305-2	Energy indirect (Scope 2) GHG emissions • SR: Environmental Sustainability (Pages 27-29)

Disclosure number	Disclosure title	Page reference and remarks
GRI 300: Environment disclosures (applicable sections only)		
	305-3	Other indirect (Scope 3) GHG emissions • SR: Environmental Sustainability (Pages 27-29)
	305-4	GHG emissions intensity • SR: Environmental Sustainability (Pages 27-29) • SR: Sustainability Scorecard (Page 36)
	305-5	Reduction of GHG emissions • SR: Environmental Sustainability (Pages 27-29)
Effluents and waste	306-1	Water discharge by quality and destination • SR: Environmental Sustainability (Pages 27-29)
	306-2	Waste by type and disposal method • SR: Environmental Sustainability (Pages 27-29) • SR: Sustainability Scorecard (Page 36)
Laws and regulations	307-1	Non-compliance with environmental laws and regulations • There is no non-compliance with environmental laws and regulations.
GRI 400: Social disclosures (applicable sections only)		
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 • SR: Green Building (Page 33)
Training and education	404-1	Average hours of training per year per employee • SR: Empowering Lives (Pages 31-32) • SR: Sustainability Scorecard (Page 36)
	404-2	Programs for upgrading employee skills and transition assistance programs • SR: Empowering Lives (Pages 31-32)
Child labor	408-1	Operations and suppliers at significant risk for incidents of child labor • Child labour is strictly prohibited.
Forced or compulsory labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor • Forced and compulsory labour is strictly prohibited.
Local communities	413-1	Operations with local community engagement, impact assessments, and development programs • SR: Empowering Lives (Pages 31-32)
Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data • SR: Responsible Business (Pages 9-25) • SR: Sustainability Scorecard (Page 36)
Socioeconomic compliance	419-1	Non-compliance with laws and regulations in the social and economic area • SR: Responsible Business (Pages 9-25) • SR: Sustainability Scorecard (Page 36)