

bestworld

SUSTAINABILITY REPORT 2017

Content

Board Statement	3
Statement From Chairmen	4
Introduction	6
About Us	6
About The Report	8
Highlights For The Year	9
Stakeholder Engagement	10
Materiality Assessment	13
Sustainable Governance	15
Business Ethics	15
Our People	16
Profile Of Our Workforce	16
Employees And Distributors	
Training And Advancement	17
Our Products	18
Counterfeit Products	
And Intellectual Property	18
Responsible Labelling/Advertising	18
Our Customers	19
Consumer Health And Safety	19
Consumer Satisfaction	20
Environmental Initiatives	20
Packaging Management	20
Waste Disposal Management	21
GRI Content Index	22

Board Statement

At Best World International Limited (the “Company” or “Best World”), The Board of Directors (the “Board”) believes that to fulfil our commitment to provide our stakeholders with long term value, sustainability needs to be ingrained in our business model. Since inception, Best World has always focused on our products, our customers and our people, while practising good strong corporate governance and minimising our impact on the environment.

In response to the Singapore Exchange Securities Trading Limited (“SGX-ST”) introducing sustainability reporting on a “comply or explain” basis, we have embarked on our formal sustainability reporting journey to publish our inaugural Sustainability Report for FY2017.

The Board’s primary focus with respect to Sustainability Reporting are:

- a. Considering sustainability issues including environmental and social factors in the formulation of the Group’s strategies;
- b. Overseeing the identification, monitoring and management of key Environmental, Social and Governance (“ESG”) topics; and
- c. Determining the Company’s values and standards including ethical standards

The Board will continue to work with the management to implement, monitor and report on our sustainability efforts for the long term success of the Group. As we continue to build on our sustainability efforts, we look forward to establishing stronger ties with our stakeholders and growing along with our community at large.

Statement From Chairmen

Best World was founded in 1990 with a vision to be a global leading health and wellness company dedicated to creating product brands that enhance the lives of our customers. Since then, we hold true to that vision and have progressively developed many innovative beauty, health and wellness products for discerning customers all across Asia.

In FY2016, our business attained new heights when Group revenue exceeded \$200 million for the first time. From FY2017 on, we continue to ride on this growth momentum, ever mindful of the need to introduce sustainable business practices into our corporate principles, in order to achieve growth with a higher degree of reliability and sustainability.

In this regard, our key focus is on our distributors, employees and products, which can be detailed as follows:

OUR DISTRIBUTORS

People have always been the backbone of our business. Our distributors are no exception.

Through consistent engagement and a comprehensive education program which we refined over the years, we ensure that our distributors are adequately trained with updated product knowledge, business skills and current best practices, and also inculcated with a strong ethics.

The 100% satisfaction rates we achieved for our Singapore distributors' surveys underscore the mutually beneficial relationship we have established with them over the years.

In FY2017, the Group also reached multiple training milestones for distributors in our largest direct-selling market of Taiwan, when compared to FY2016:

- 50% increase in total attendance of our training events;
- 27% increase in number of training events held; and
- 41% increase in total number of training days

The need to give back to the society has always been a big part of our corporate culture and we always believe that we have a social responsibility to inspire and improve the lives of the people around us. It is therefore only natural that we are committed to helping the economically-disadvantaged around the world. Our World Learner Student Exchange Scholarship ("WLSES") is in its 8th year and has awarded almost 300 exchange scholarships to over 40 beneficiary schools since its inauguration in 2010.

OUR EMPLOYEES

Since inception, Best World's family of extremely committed and experienced employees have been crucial to our continued success. Their unwavering support and dedication to our mission is evident in our extremely high employee retention rate of 95% and the higher than average length of service for most of our employees in our Taiwan and Singapore subsidiaries.

To ensure spontaneity in our communications, we have always maintained an open-door policy for employees in Singapore and our foreign subsidiaries.

Our remuneration policies not only reward personal performance but also share the fruits of the company's performance so that everyone holds a personal stake in the company's performance and profitability.

About Us

OUR VISION

“To be a global leading health and wellness company dedicated to creating products that enhance the lives of our customers.”

OUR MISSION

The Preferred Choice for Consumers

We strive to provide health and wellness products of the highest quality and maintain our competitive edge through continuous product innovation, embracing advanced Research and Development (“R&D”) technology, safeguarding our customer-focused values.

The Premier Choice for Distributors

We will expand our distribution network globally, and establish an entrepreneurial platform which offers a unique financially rewarding program for any individual to pursue their financial freedom with Best World.

The Best Choice for Partnership

We are committed to developing a positive, harmonious and respectable working community and our continual investment in their development will keep our distributors and staff motivated, improving productivity and efficiency, thereby maximising our shareholders’ value.





Best World International is a Singapore headquartered company which specialises in the development and distribution of premium skincare, personal care, nutritional and wellness products with operations in 11 markets in Asia and the Middle East.

After listing on the Singapore Exchange in July 2004, Best World has grown in strides to become a key regional player with presence in Singapore, Thailand, Taiwan, Indonesia, Malaysia, Vietnam, Hong Kong, China, Korea, Philippines, and United Arab Emirates. Best World also manufactures and distributes the Aurigen line of supplements in China through drugstores across China.

Best World is associated with Direct Selling Association Singapore, Association of Small and Medium Enterprises and World Federation of Direct Selling. Our Brand is involved in the distribution of nutritional supplement products, personal care products and healthcare equipment.

In 2017, our new regional centres commenced business in Taiwan and UAE. The remaining 22.5% of equity interest of our Malaysia subsidiary has also been acquired.



About The Report

Best World International Limited is pleased to present our inaugural Sustainability Report. In line with the phased approach encouraged by the Singapore Exchange ("SGX"), Best World will be focusing only on our operations in Singapore and Taiwan for this first report. We will work towards taking gradual steps to expand the reporting scope to include core entities of the Group in subsequent reports.

This report covers the Financial Year 2017 ("FY2017") from 1 January 2017 to 31 December 2017, with Financial Year 2016 ("FY2016") from 1 January 2016 to 31 December 2016 as the year of comparison. Our report has been drafted in accordance with the internationally recognised framework, Global Reporting Initiatives ('GRI') Standards - Core option, and the Singapore Exchange Securities Trading Limited ('SGX-ST') Mainboard Listing Rule 711(B).

For this report, no external assurance was sought, but we will consider doing so for future reports. Moving forward, Best World hopes to report on our non-financial performance annually and continue to strengthen our sustainability efforts.

For any queries in relation to our report or any feedback on our sustainability practices, please feel free to contact:

Mr. Lin Jiayi
Risk & Compliance Manager
+65 6302 5016
jiayi@bestworld.com.sg



Highlights For The Year

Financial Highlights



60%
Increase in
Profit after Tax



\$10.12
Basic
Earning Per Share



10%
Increase in
Gross Revenue



78%
Increase
in Dividends Paid

Sustainability Highlights



16.8
Hours
Average number of
training hours an
employee received
in FY2017



Gold
Awards
Best Investor Relations
Campaign for PR Awards
2017

Stakeholder Engagement

Our organisation is actively engaged with our stakeholders in a bid to identify and prioritise the matters important to them.

Stakeholder	Objective / Expectations of Stakeholder Group	Mode	Frequency	Stakeholder's Key Concerns	Best World's Responses
Shareholder / Investors	Obtain information needed to make sound decisions.	Analyst Briefings	Semi-annually	Transparency, timely information on company's progress and status and profitability.	We strive to maximise profitability and return on investment, uphold high standards of corporate governance transparency and disclosure as well as sustainable and long-term growth of business.
		Share Investor online portal and forum	Ongoing		
		Have an Investor Relations ("IR") personnel and engage an IR consultant	Ongoing		
		Attend regional Investor Relations Non-Deal Roadshows ("NDRs")	As appropriate		
		Investor Relations segment on our website	Ongoing		
Employees	Positive working environment, fair remunerations and career development and progression.	Annual town hall cum staff appreciation dinner	Annually	A conducive and comfortable working environment where they are motivated to do their best and have opportunities to grow professionally and develop their career.	We adopt and implement Human Resource ("HR") policies that are in line with the aforementioned goal and review them from time to time. We encourage work-life balance and reward employees based on specific and measurable targets.
		Team bonding fund for department/inter-department team bonding activities	Annually		
		Annual staff outing with participation of family members	Annually		
		Monthly birthday lunch to celebrate employees' birthday	Annually		
		Grievance handling guideline	As required		

Stakeholder	Objective / Expectations of Stakeholder Group	Mode	Frequency	Stakeholder's Key Concerns	Best World's Responses
Distributors & Members	Maximise sales and build a positive long-term relationship with Best World.	Trainings	Weekly	Regular and reliable support (to sustain and grow their sales and networks), product effectiveness and efficacy.	Continuous product innovation and development, regular distributor training sessions.
		Meetings and gatherings	Almost daily		
		BWL Mobile smartphone application and online shop	Ongoing		
		BWL Singapore Facebook page on https://www.facebook.com/sg.bwlgroupp/	Ongoing		
		Direct contact with our Marketing staff	Ongoing		
Customers	Receive products that meet their needs at a competitive price and conveniently.	Training courses	Weekly	Regular and reliable support (to sustain and grow their sales and networks), product effectiveness and efficacy.	Continuous product innovation and development, regular distributor training sessions.
		Regular meetings and gatherings	Daily		
		BWL Mobile smartphone application and online shop	Ongoing		
		BWL Singapore Facebook page	Ongoing		
		Direct contact with our Marketing staff	Ongoing		
Governments and Regulators	Implement and enforce standards and regulatory requirements.	Communications with relevant agencies/ departments	As appropriate	Adhere to laws and regulations, and prompt reporting.	Commitment to comply with all applicable laws and regulations, and constant review of our operating procedures to update them when necessary.
Communities	Ensure that organisations have a positive impact on the community at large.	Sponsor of The World Learner Student Exchange Scholarship	Annual	Meaningful support	(See our Annual Report for details)

Stakeholder	Objective / Expectations of Stakeholder Group	Mode	Frequency	Stakeholder's Key Concerns	Best World's Responses
Trade associations	Protect the interests of businesses in the industry.	Participation in association meetings, dialogues, and forums	As appropriate	Support in addressing any issues face by the industry.	As an active member of the local direct selling association, and participating in industry forums and dialogues.
Suppliers	Maintain ethical, economically viable and sustainable business relationships with business partners.	Quotations	As required	Compliance with terms and conditions of prevailing purchasing policies and procedures, while maintaining ethical standards and bottom line.	Established policies and practices ensuring fair selection and procurement processes, ethical business practices and respect for contractual obligations.
		Meetings	As required		
		Email correspondences	As required		

Materiality Assessment

To identify the Environmental, Social and Governance (“ESG”) matters that greatly affect our business and stakeholders, we engaged an independent sustainability consultant and initiated a formal materiality assessment process. Both internal and external stakeholders were taken into consideration for this assessment. With the contributions from different representatives from relevant departments, we adopted a four-step materiality assessment process summarised in Figure 1 below:

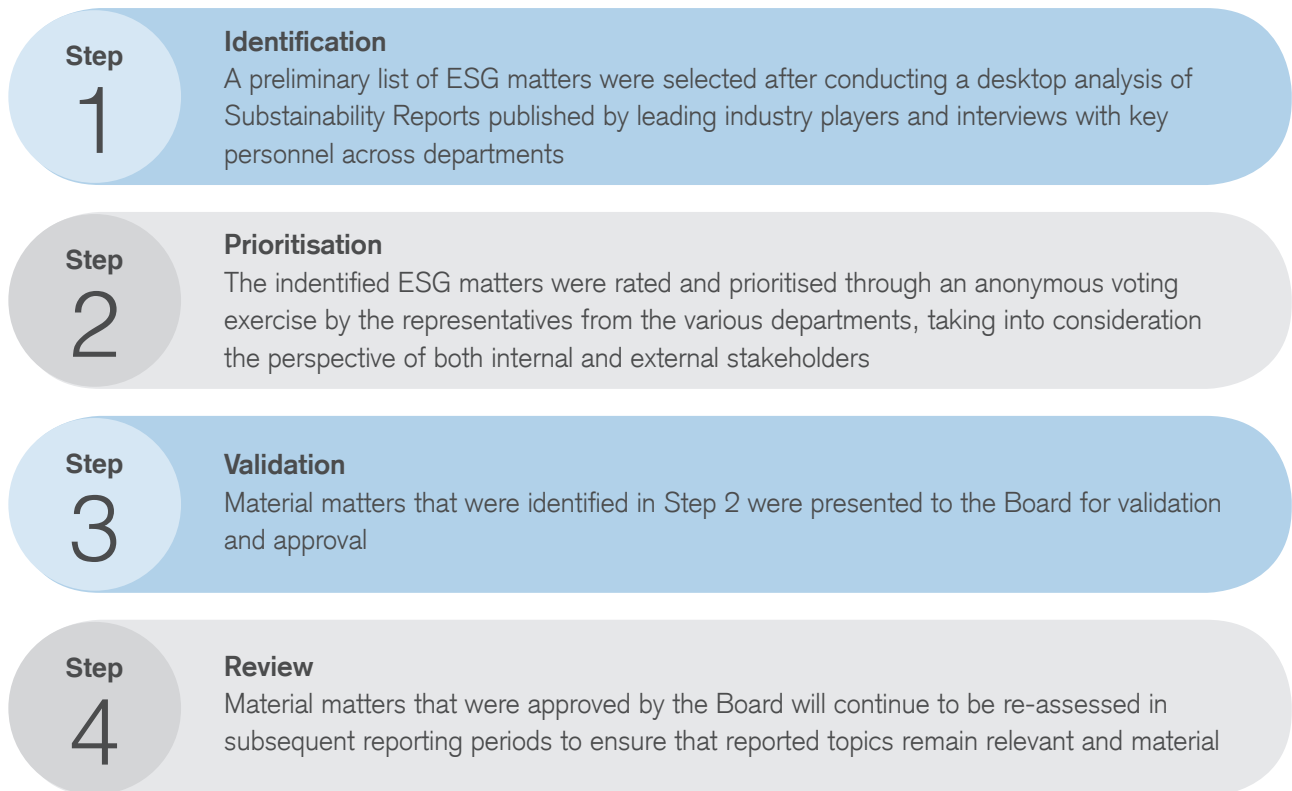


Figure 1: Best World's Materiality Assessment Process

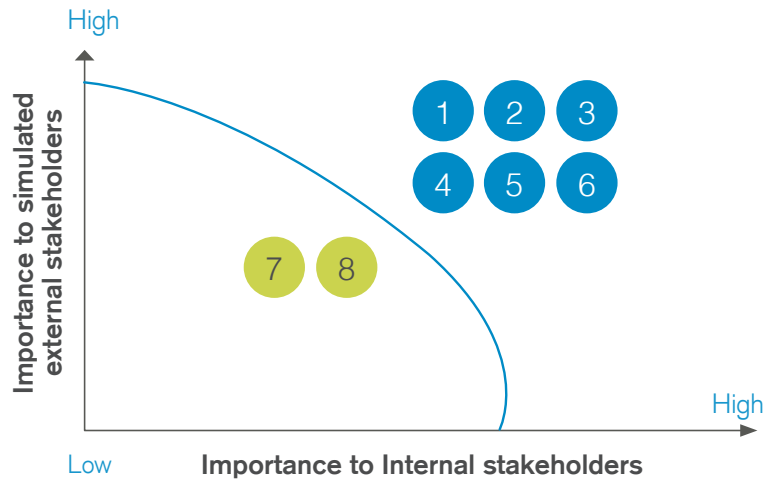


Figure 2:
Best World's Materiality Matrix

Legend: ● Additional Matters ● Material Matters

The results of the materiality assessment are reflected below in Figure 2. Six material ESG matters were identified. For more comprehensive reporting, Best World has also chosen to include two additional ESG matters for reporting.

Material Matters		Corresponding GRI Topic-specific Standard
1	Employees and Distributors Training and Advancement	GRI 404: Training and Education
2	Consumer Satisfaction	Not covered in GRI Topic-specific Standards
3	Consumer Health and Safety	GRI 416: Customer Health and Safety
4	Couterfeit Products and Intellectual Property	Not covered in GRI Topic-specific Standards
5	Responsible Labelling / Advertising	GRI 417: Marketing and Labelling
6	Business Ethics	GRI 205: Anti-corruption
Additional Matters		Corresponding GRI Topic-Specific Standard
7	Packaging Management	Not reporting any GRI Topic-specific disclosures
8	Waste Disposal Management	GRI 306: Effluents and Waste

*Only factors which have been selected for reporting are shown in this Materiality Matrix.

Sustainable Governance

Business Ethics

At Best World, we are dedicated to operate our business in an honest and transparent manner. During the process of expanding into rapid-growth markets, where the operations are dependent on its local businesses and suppliers, there is a greater risk of exposure to corruption. Our group has adopted a zero-tolerance approach towards all corruption practices and have strived to embed a culture of anti-corruption in all aspects of our operations.

We have established a Code of Ethical Conduct, developed by our Human Resource department. This code explicitly states the organisation's responsibility towards employees, consumers, shareholders, suppliers and regulators in both Singapore and Taiwan. The following policies are listed in the Code of Ethical Conduct:



Conflict of Interest Policy

Framework to guide employees on the measures to take to prevent conflicts of interest as well as action steps to take in the event a conflict arises.



Securities Dealing Policy

Provide employees with an understanding of the securities dealing restrictions put in place for officers and insiders by the SGX rules and Securities and Future Act.



Gift and Entertainment Policy

Guidelines for employees on the proper procedures to process the gifts and entertainment from external parties to uphold business integrity.



Non-Trade Procurement Policy

Guidance on how to establish procurement standards that optimise the value received for indirect purchases and services, non-trade (indirect) procurement activities.



Whistle-Blowing Policy

Provides details on the whistle-blowing, a communication for employees to anonymously report suspected wrongful activities within the organisation to ensure a honest and transparent business conduct at Best World.



Interested Persons Transactions Policy

Provides clarifications on interested person transactions and ensures prompt identification and disclosure according to the SGX Rulebook 'Chapter 9 - Interested Person Transactions'.

All employees are trained on our corporate policies and anti-corruption policies and procedures during our mandatory new employee orientation programme. Our suppliers are also required to make an annual declaration that they have no conflicts of interest before they will be engaged by our Logistics and Procurement team.

At Best World, we uphold the highest corporate governance standards. In accordance to the process outlined in our Whistle-Blowing Policy, which is approved by our Chief Operating Officer, initial inquiries will be made on all reported cases via our whistle-blowing channel and investigations will be conducted if deemed necessary. All cases are also recorded and reported to the Board of Directors on a biannual basis. In FY2016 and FY2017, no cases were reported.

Target No.	Perpetual Target	FY2017 Performance
1	Zero instances of corruption.	Achieved
2	100% of employees are to be informed of their responsibility to prevent dishonesty in the course of business and all employees involved in sourcing and procurement for the company have to acknowledge the declaration form annually.	Achieved



Our People

Profile of our Workforce

Employees are our biggest asset and are vital for Best World's sustainable development as an organisation. In-line with our company's mission statement, we are committed to developing a positive, harmonious and respectable working community. We continue to invest in the development of our employees and distributors to keep them updated with the industry and to ensure that they acquire the knowledge and skills needed

to improve productivity, efficiency, and profitability of the Company. We adopt an equitable and competitive compensation system to keep our employees and distributors motivated to ensure the continuity of our business as well as to maximise our shareholders value. Figure 3 shows the composition of employees by gender and age group for Singapore and Taiwan as at year end.

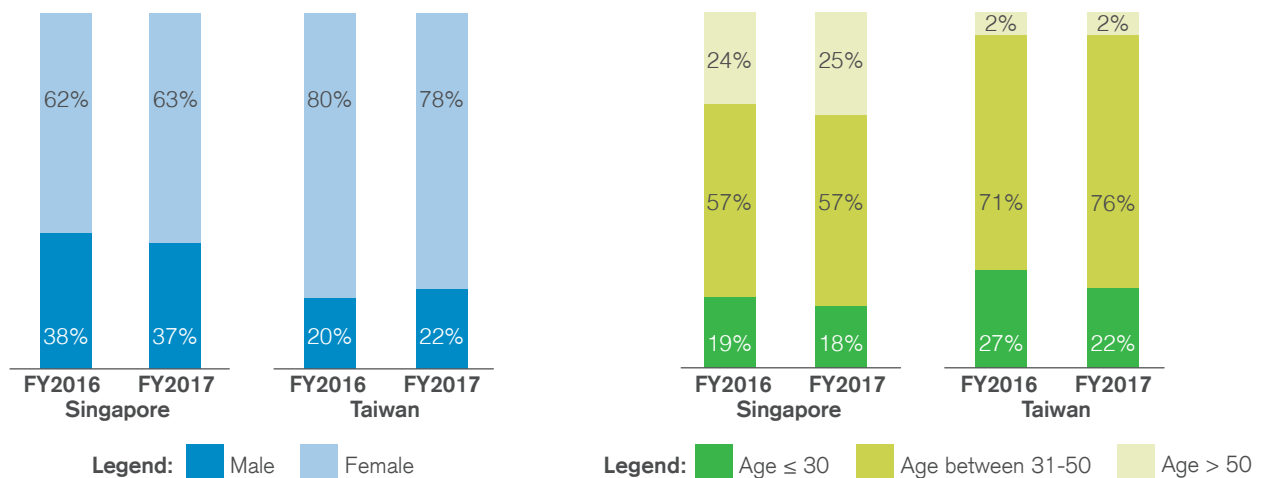


Figure 3: Composition of Employees by Gender and Age Group, by Region

Employees and Distributors Training and Advancement

As a leading health and wellness company with a global presence, continual learning is fundamental to the growth of our company. We recognise that training is an integral part of our business as it equips our employees with the necessary skills and enhances their ability to carry out their roles and responsibilities. In compliance with ISO9001:2015 Quality Management System requirements, we have developed procedures

to ensure quality assurance across our processes; we provide regular trainings related to these procedure to all, including distributors who market our products.

In both Singapore and Taiwan, weekly trainings are conducted. Some of the trainings conducted in FY2017 are listed below.

No.	Programme	Details of Programme	Date Conducted
1	Management Training - Good Strategy and Bad Strategy	Training for key management staff to set medium term strategy for the business operations.	17-19 January 2017
2	Leadership Promotion Trainings	Leadership training for key marketing and management staff and distributors.	17-21 April 2017
3	Cyber Security Awareness Training	Create awareness amongst employees on cyber security threats and learn ways to prevent cyber security attacks on the organisation's system.	27 July 2017

The average training hours are achieved by our employees are illustrated in Figures 4 and 5 below:

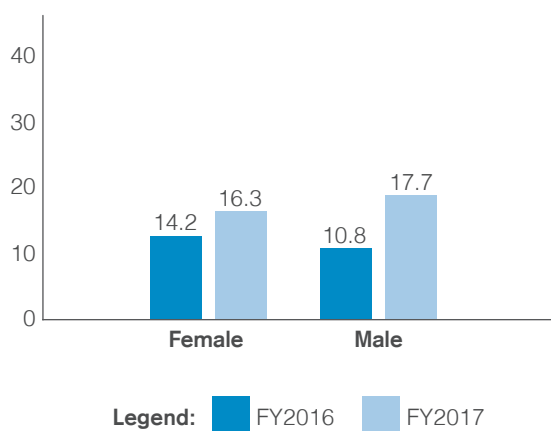


Figure 4:
Average Training Hours of Employees by Gender

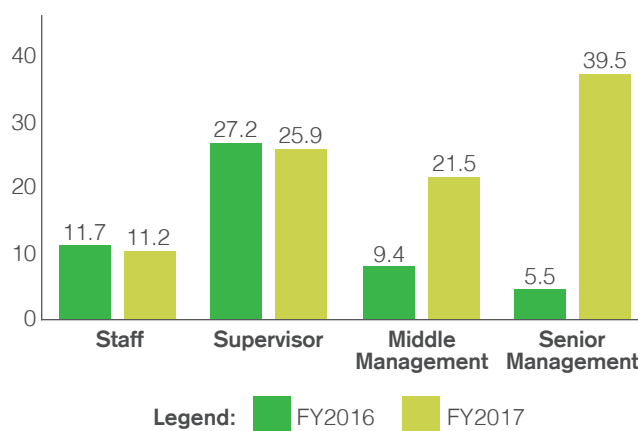


Figure 5:
Average Training Hours by Employees Category

Under the guidance of the respective department heads, Best World aims to achieve a minimum average of 16 hours of training per employee annually. The average training hours per employee improved from 13.1 hours in FY2016 to 16.8 hours in FY2017. Best World will continue to strive towards providing all our employees with ample learning opportunities to develop their capabilities and skillsets.

Target No.	Perpetual Target	FY2017 Performance
1	To achieve a minimum average of 16 hours of training per employee annually.	Achieved



Our Products

Counterfeit Products and Intellectual Property

In the recent years, the issue of counterfeit products has posed several challenges for companies. These unsafe products can influence the consumers' perception of legitimate products and even put consumers' health and safety at risk. Without proper management and measures, it may lead to a loss of consumer confidence and in turn, negativity affect product sales. At Best World, we are aware of the adverse effects that counterfeit products can bring about. Therefore, to safeguard the interests of our business and our consumers, we have in place strict measures to manage the risks associated with counterfeit products.

Under the stewardship of our Regulatory Department and Legal Department who oversees the product and trademark registrations processes respectively in different regions, counterfeit products and intellectual properties are properly managed. By the end of each year, we target to have all our brands' trademarks registered in the various classes for all the markets we are involved in.

In 2017, we have registered our trademarks in more new regions, reaching a total of 26 regions. Moving forward, we will also be using QR codes, which will allow users to scan the product and determine whether the product is authentic on DR's Secret product packaging for Taiwan in FY2018.

Target No.	Perpetual Target	FY2017 Performance
1	Register trademarks for our brands in the new regions Best World operates in	Achieved

Responsible Labelling/Advertising

Lapses in labelling and advertising can affect not just our brands and reputation as an organisation but potentially cause harm to our consumers as well. We care deeply about the people we serve. We recognise the consequences of mislabelling and biased advertising of our products. The lack of transparency in reporting all product ingredients used or the effects it may cause prevents consumers from making an informed decision about the product they purchased, which can lead to serious aftermaths. By upholding our business integrity in marketing our products, we aim to achieve zero cases of non-compliance with the Singapore Health Science Authority and the Taiwan Food and Drug Administration's labelling and product claim requirements. As such, strict practices are implemented to fortify our labelling and advertising process. Labels are checked against the regional labeling requirements, product claim guidelines and code of advertising practices to ensure compliance by product development and management executives, content writers and regional product registration officers.

Our brand incorporates regional labelling requirements into our products, complying with the guidelines of the local regulatory bodies. Information on the country of origin, product ingredients and directions for use are required to be printed on all products. Only products approved by these regulatory bodies can be marketed. Claim substantiation is also performed to prevent mislabelling or false advertising.

Target No.	Perpetual Target	FY2017 Performance
1	Zero cases of non-compliance	Achieved

In 2017, we had zero cases of non-compliance and we hope to maintain this track record.



“We are proud to announce that in the year 2017, two of our products assessed, namely PentaLab balancing Oil and Avance GLO Caps, fulfil all regulatory requirements.”



Our Customers

Consumer Health and Safety

At Best World, we do not compromise on the quality of our products. We remain committed to product excellence and strive to ensure regulatory compliance for all of our products. Throughout the development of our products, from product concept design to formulation review and safety assessment to product stability and compatibility study to consumer product trial and finally to the product lab testing stage, we enforce stringent quality standards that abide by regulations by local regulatory boards. We collaborate with external accredited labs regularly for quality assurance of our own cosmetics and health supplements. To further monitor the performance of our merchandises, we instituted a coherent and systematic process for customers to provide feedback on our products. Regional centres will receive feedback via online customer service email or physically and will compile the feedbacks received into a monthly report for submission to HQ. The quality control department at HQ will keep track of incidence rate and conduct necessary investigation and corrective actions where required.

Under the care of our Product Development team and Quality Control team, we recorded zero cases pertaining to consumer health and safety in 2017. We aim to continue to assess the health and safety impact of all our products.

Case Study

Collaboration with SGS Taiwan

In partnership with SGS Taiwan, Taiwan's largest and most diverse independent quality testing facilities. Best World was able to establish our very own quality assurance zone on the SGS Taiwan Safety Information Platform. Contaminant test reports for microbial, heavy metals, pesticide, western drug and cosmetic steroid etc., related to our products are uploaded on their website for customers' reference.



Target No.	Perpetual Target	FY2017 Performance
1	Zero reported cases pertaining to consumer health and safety	Achieved

Consumer Satisfaction

Sustaining a viable business cannot be done independently. At Best World, we understand the importance of customer engagement and channel much resources to it. We begin by engaging our distributors, who directly interacts with our consumers. By conducting monthly surveys with distributors, we are able to garner their responses, have a better understanding of their feedback and concern, and make improvements based on the feedback received. Furthermore, regular trainings and events are also arranged by the local team to engage with distributors.



In FY2017, we managed to obtain 100% satisfaction rate (defined as a score of 4 or 5 out of a scale of 1 to 5) on distributor satisfaction surveys and member satisfaction surveys.

Target No.	Perpetual Target	FY2017 Performance
1	Achieve a satisfaction rate of 100% on the monthly distributor satisfaction surveys	Achieved



Environmental Initiatives

Packaging Management

At Best World, our commitment to environmental sustainability also extends to our packaging materials. On top of ensuring that the packaging materials we use can provide enough protection and are compatible with our products and brand image, we also strive to minimise its environmental impacts.

Best World has taken steps to promote the use of reusable carriers. From 2012 to 2015, our Taiwan office procured and gave out reusable carriers in the hopes that these carriers can be used in place of paper bags. In 2015, our Singapore office launched a woven felt bag with the same purpose in mind. From time to time, we also evaluate the designs of our product carriers to enhance its reusability by considering factors such as the ease of storage and innovative ways in which the bag can be carried.

Moving forward, Best World hopes to look into other possibilities of making its packaging and packaging practices more environmentally friendly.



Waste Disposal Management

Proper waste management is essential for the well-being of the environment. As a distributor of consumer products, waste in the forms of containers and plastics are inevitable in the packaging process. We seek to ensure that our waste is properly managed and disposed to ensure the safety of our community.

Singapore

Our Singapore operations are served by National Environment Agency registered waste collectors.

In FY2016, there were no hazardous waste disposal as the hazardous waste generated was only disposed in FY2017. In FY2017, 40kg of hazardous waste was disposed. The 40kg was generated in the two to three years leading up to FY2017 but only disposed in FY2017. The hazardous waste were generated from chemicals used in labelling our products. Before its disposal, the waste is collected in a capped bottle and stored in a designated isolated area for safety reasons.

Figure 6 summarises the amount of non-hazardous waste produced in the Singapore operation for FY2016 and FY2017. The decrease is mainly due to a drop in sales volume in Taiwan in FY2017.

Taiwan

No hazardous waste was generated by our Taiwan operations in FY2016 and FY2017.

Figure 7 summaries the amount of non-hazardous waste disposed in Taiwan. The non-hazardous waste generated mainly pertains to expired products as well as products that were returned or exchanged by consumers. Due to the quantity of such products in FY2017, we outsource the disposal to a third-party contractor.

In FY2017, there were no cases of improper waste disposal and we will continue to make efforts to maintain these standards.

Target No.	Perpetual Target	FY2017 Performance
1	To ensure that all waste in the production line is disposed of properly	Achieved

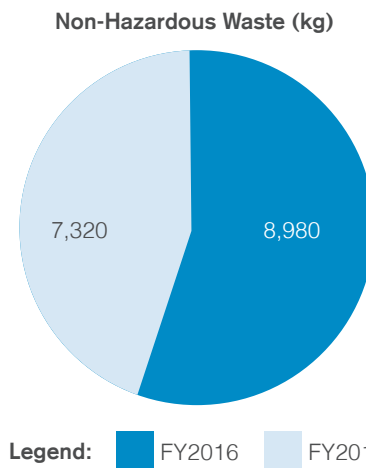


Figure 6: Non-hazardous Waste Produced in FY2016 and FY2017 in Singapore

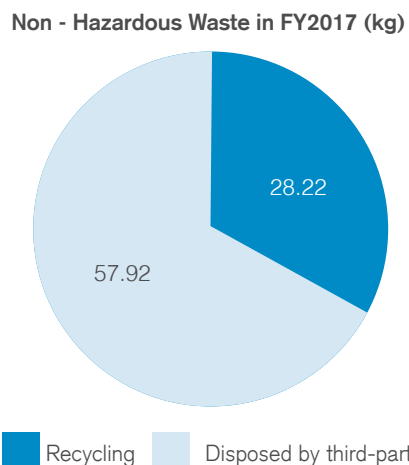
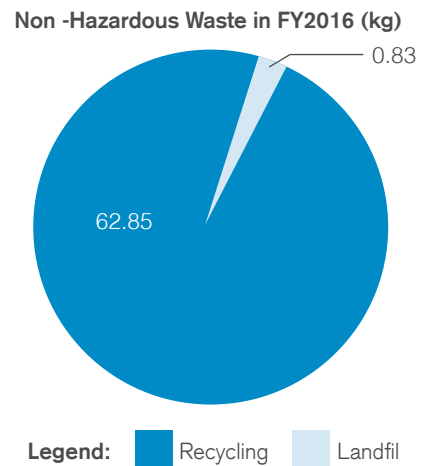


Figure 7: Non-hazardous Waste Produced in FY2016 and FY2017 in Taiwan

GRI

Content Index

GRI Standard Disclosure	Description	Section of Report	Page Reference
1 GRI 102: General Disclosures 2016			
Organisational Profile			
102-1	Name of the organisation	Introduction: About Us	6
102-2	Activities, brands, products, and services	Introduction: About Us	6
102-3	Location of headquarters	Introduction: About Us	6
102-4	Location of operations	Introduction: About Us	6
102-5	Ownership and legal form	Introduction: About Us	6
102-6	Markets served	Introduction: About Us	6
102-7	Scale of the organisation	Introduction: About Us	6
102-8	Information on employees and other workers	Our People: Profile of Our Workforce	16
102-9	Supply chain	Introduction: About Us	6
102-10	Significant changes to the organisation and its supply chain	Introduction: About Us	6
102-11	Precautionary Principle or approach	Corporate Governance Statement	FY2017 Annual Report Page 43 - 65
102-12	External initiatives	Not applicable to Best World	N.A.
102-13	Membership of associations	Introduction: About Us	6
Strategy			
102-14	Statement from senior decision-maker	Board Statement	3
Ethics and Integrity			
102-16	Values, principles, standards, and norms of behavior	Introduction: About Us	6
102-17	Mechanisms for advice and concerns about ethics	Sustainability Governance: Business Ethics	15

GRI Standard Disclosure	Description	Section of Report	Page Reference
Governance			
102-18	Governance structure	Corporate Governance Statement	FY2017 Annual Report Page 43 - 65
102-22	Composition of the highest governance body and its committees	Corporate Governance Statement	
102-23	Chair of the highest governance body	Corporate Governance Statement	
102-24	Nominating and selecting the highest governance body	Corporate Governance Statement	
102-25	Conflicts of interest	Corporate Governance Statement	
Stakeholder Engagement			
102-40	List of stakeholder groups	Stakeholder Engagement	10
102-41	Collective bargaining agreements	None of Best World's employees are covered by collective bargaining agreements	N.A.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	10
102-43	Approach to stakeholder engagement	Stakeholder Engagement	10
102-44	Key topics and concerns raised	Stakeholder Engagement	10
Reporting Practice			
102-45	Entities included in the consolidated financial statements	Introduction: About the Report	8
102-46	Defining report content and topic Boundaries	Introduction: About the Report	8
102-47	List of material topics	Materiality Assessment	13
102-48	Restatements of information	No changes as it is the first year of reporting	N.A.
102-49	Changes in reporting	No changes as it is the first year of reporting	N.A.
102-50	Reporting period	Introduction: About the Report	8
102-51	Date of most recent report	This is Best World's inaugural sustainability report	N.A.
102-52	Reporting cycle	Introduction: About the Report	8
102-53	Contact point for questions regarding the report	Introduction: About the Report	8
102-54	Claims of reporting in accordance with the GRI Standards	Introduction: About the Report	8
102-55	GRI content index	GRI Content Index	22
102-56	External assurance	Introduction: About the Report	8

GRI Standard Disclosure	Description	Section of Report	Page Reference
Topic-specific GRI Standard Disclosures			
Category: Economic			
GRI 205: Anti-Corruption 2016			
103-1	Explanation of the material topic and its Boundary	Materiality Assessment	13
103-2	The management approach and its components	Sustainability Governance: Business Ethics	15
103-3	Evaluation of the management approach	Sustainability Governance: Business Ethics	15
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Governance: Business Ethics	15
205-3	Confirmed incidents of corruption and actions taken	Sustainability Governance: Business Ethics	15
GRI 306: Effluents and Waste 2016			
103-1	Explanation of the material topic and its Boundary	Materiality Assessment	13
103-2	The management approach and its components	Environmental Initiatives: Waste Disposal Management	21
103-3	Evaluation of the management approach	Environmental Initiatives: Waste Disposal Management	21
306-2	Waste by type and disposal method	Environmental Initiatives: Waste Disposal Management	21
GRI 404: Training and Education 2016			
103-1	Explanation of the material topic and its Boundary	Materiality Assessment	13
103-2	The management approach and its components	Our People: Employees and Distributors Training and Advancement	17
103-3	Evaluation of the management approach	Our People: Employees and Distributors Training and Advancement	17
404-1	Average hours of training per year per employee	Our People: Employees and Distributors Training and Advancement	17
GRI 416: Customer Health and Safety 2016			
103-1	Explanation of the material topic and its Boundary	Materiality Assessment	13
103-2	The management approach and its components	Our Customers: Consumer Health and Safety	19
103-3	Evaluation of the management approach	Our Customers: Consumer Health and Safety	19
416-1	Assessment of the Health and safety impacts of product and service categories	Our Customers: Consumer Health and Safety	19

GRI Standard Disclosure	Description	Section of Report	Page Reference
Topic-specific GRI Standard Disclosures			
Category: Economic			
GRI 417: Marketing and Labeling 2016			
103-1	Explanation of the material topic and its Boundary	Materiality Assessment	13
103-2	The management approach and its components	Our Products: Responsible Labelling/Advertising	18
103-3	Evaluation of the management approach	Our Products: Responsible Labelling/Advertising	18
417-2	Incidents of non-compliance concerning product and service information and labelling	Our Products: Responsible Labelling/Advertising	18

BEST WORLD INTERNATIONAL LIMITED

26 Taiseng Street #05-01 Singapore 534057 Tel +65 6899 0088 Fax +65 6636 1531
www.bestworld.com.sg ir@bestworld.com.sg