



HANWELL
HOLDINGS 恒威



TABLE OF CONTENTS

OVERVIEW	3 About Hanwell Holdings Limited 4 Board Statement 6 About the Report 6 Reporting Standards 6 Contact Us
ORGANISATIONAL PROFILE	7 HQ Location 7 Geography 7 Legal Form 7 Organisation Scale 8 Workforce 8 Significant Changes 8 Precautionary Principle 8 External Initiatives 8 Membership of Associations
SUSTAINABILITY APPROACH	9 Our Sustainability Framework 9 Sustainability Commitment 10 Business Ethics and Compliance 12 Sustainability Governance Structure
STAKEHOLDER ENGAGEMENT	13 Stakeholder Groups 15 Approach to Stakeholder Engagements 16 Materiality Matrix 16 Material Aspects and Boundaries
OUR PEOPLE, OUR ASSET	17 Countries of Operation 17 Learning and Development 17 Average Hours of Training Per Year Per Employee 18 Programmes for Upgrading Employee Skills, Transition Assistance Programmes and Performance Review 19 New Hires 20 Leave and Benefits
OUR ENVIRONMENT, OUR RESPONSIBILITY	22 Reducing Carbon Footprint 22 Solar Panel
BUSINESS SEGMENT KEY SUBSIDIARY – TOPSELLER PTE LTD	24 Activities, Primary Brands, Products, Services 24 Countries of Operation, Markets Served, Supply Chain 24 The Importance of Good Agricultural Practices 25 Responsible Sourcing 26 Product Labeling 26 Care for local communities
BUSINESS SEGMENT KEY SUBSIDIARY – FORTUNE FOOD MANUFACTURING PTE LTD	27 Activities, Primary Brands, Products, Services 27 Countries of Operation, Markets Served, Supply Chain 27 Food Quality and Safety 28 Responsible Sourcing 28 Product Labeling
BUSINESS SEGMENT KEY SUBSIDIARY – TIPEX PTE LTD	29 Activities, Primary Brands, Products, Services 29 Countries of Operation, Markets Served, Supply Chain 29 Responsible Sourcing and Caring for the Environment 30 Product Labeling 30 Care for local communities 32 New Production Facility in Malaysia
GRI CONTENT INDEX	33 GRI Content Index

OVERVIEW



ABOUT HANWELL HOLDINGS LIMITED ⁽¹⁰²⁻¹⁾

Hanwell Holdings Limited (“**Hanwell**” or the “**Company**”) is the leading provider of Fast-Moving Consumer Goods (“**FMCG**”) that are essential food staple. We manufacture, distribute and market a diverse range of consumer products, aspiring to provide our consumers with the best quality products at the best value. Above all, we pride ourselves in placing our customers’ needs and interests at the heart of our business.

We understand that in order to build a successful and holistic business, we must be clear in our mission and core values. We focus on building strong relationships with our partners and growing new markets. Internally, we believe in building a culture that is open, creative and innovative. Hanwell aims to grow from strength to strength through achieving operational excellence and building strong financial capabilities.

Board Statement (102-14, 102-15)



Dear Stakeholders

In 2019, the topic of sustainability has been one of our key priorities, amidst global economic volatility, climate change and consumer inclinations towards sustainable products. At Hanwell, we believe in doing well by doing good. As a socially responsible company, we treat social and environmental sustainability as an integral part of our journey forward. We are confident that our commitment to sustainability as a core management principle will help us to thrive in today's global economy.

We are pleased to share the highlights of how we have progressed in 2019 and will continue to make steady improvements to our practices in the years to come.

Supply Chain Sustainability

In 2019, our major rice supplier, CP Intertrade, continues to make progress in the Sustainable Rice Platform programme ("SRP"). The SRP is co-convened by United Nations Environment Programme and the International Rice Research Institute ("IRRI") to promote resource efficiency and sustainability in trade flows, production and

consumption operations, and supply chains in the global rice sector. There are six goals under SRP, namely food security (traceability), supply chain management, biodiversity and eco-system, human right and labour, health and safety and climate change. This five-year project is targeted to end in 2020 and we are confident this programme has helped improve the sustainability of CP Intertrade's rice.

Our Environment, Our Responsibility

To reduce Hanwell's ecological footprint, we have started replacing our trucks with improved versions that meet the Euro VI Emission Standard. These new trucks reduce the emission of air pollutants, such as fine particulate matter (PM2.5) and nitrogen oxides (NOx) emission, thus safeguarding public health.

We have also made the decision to replace our R22 aircon condenser with a more environmentally-friendly R-410A condenser. Comparatively, R-410A is more efficient and does not harm the ozone layer.

Our People, Our Asset

At Hanwell, our people are our greatest assets. As such, protecting our employees from occupational hazards is of utmost importance to us. Not only do we ensure full compliance of applicable laws and regulations, we also strive to go above and beyond.

To improve productivity and safeguard the safety of Hanwell's audit staff, we made the decision to harness emerging technologies by utilising drones for our stock count audit. Using drone technology, our staff members no longer must climb onto the scissor lift to manually count the stockpile, reducing their risk of falls and injury. Our investment has helped us to transform our audit process, reducing manpower and time by 50% and 75% respectively.

Heartened by this success, we will be deploying more drones and investing in better ones in 2020 to further streamline our processes. Hanwell believes that making the right business decisions constitutes winning together with our people. We trust that when we take care of our employees, the benefits are multi-fold and far reaching.

Commitment to Customers & Community Hanwell places the well-being of our customers at the heart of our business. We are committed to food safety and our customers' health. While keeping a keen eye on our business objectives, we have always strived to make positive contributions in our community.

Our subsidiary, Fortune Food Manufacturing Pte Ltd ("**Fortune Food**"), entered into an agreement with Loong Soon Kemajuan Sdn. Bhd. to set up a

new manufacturing plant through the acquisition of a property in Johor Malaysia. This will allow Fortune Food to better manage the quality and safety of our products and allow us the flexibility to make continuous improvement to our recipe and formulas. When our customers trust that we put their health first and constantly innovate to serve them better, it will help Hanwell to stay at the forefront of our industry.

We are also proud to share that Tipex Pte. Ltd. (“Tipex”) launched its re-branding exercise for Beautex & Mood in July 2019 with much enthusiasm from our customers. In keeping up with market trends, our new and improved tissue boxes are designed to look contemporary whilst keeping the elements that our customers are familiar with.

Corporate Social Responsibility

We have engaged our community in numerous CSR events throughout the year. We sponsored rice for the “Recycling For Good” Campaign organised by Toa Payoh West CC, Tan Tock Seng Physiotherapy Day 2019, and the FaithActs Charity event. We also continued our partnership with The Straits Times School Pocket Money Fund, our Charity Partner of 11 years. As with previous years, we enjoyed organising the annual “Beautex’s Life’s Beautiful” Children Art Competition, where our theme in 2019, “Clean is Beautiful”, was welcomed with much enthusiasm.

Resource Sustainability Act

In the upcoming years, we pledge to keep in close alignment with the Resource Sustainability Act 2019, which partially came into force on 1 January 2020. Conscious that we play an important role in preserving our environment, we will continue

to monitor our environmental externalities and innovate to redesign durable and recyclable packaging that require less materials. We are happy to help Singapore in its dedication to building climate, economic and resource resilience.

COVID-19 Outbreak

The world has been shaken with the recent spread of the COVID-19. We are taking active measures in ensuring business continuity in our human resource management and minimising the risk of factory premises becoming a medium of transmission. We would like to emphasise to our shareholders, employees and society that our company takes the precautionary measures very seriously and will do everything in our power to ensure the safety of the community.

Going Forward

Striving for sustainability in our operations ties us back to our objective of being a purpose-led company. We hope to make a difference through our sustainability practices in the long-term, managing our business through a balance of People, Planet and Profit.

The Board believes that creating socially responsible and environmentally sound policies as critical elements of our growth strategy will create sustainable economic value for both Hanwell and our wider society. We are in this for the long-haul and will put in consistent effort to make progress in the different aspects of our operations and decision making.

We would like to thank all our stakeholders in working with us to fulfil our ambitions and we look forward to your continued support and partnership.

Dr Allan Yap

Executive Chairman
Hanwell Holdings Limited

About the Report (102-1, 102-3, 102-4, 102-50, 102-51, 102-52, 102-48)

This is Hanwell's third Sustainability Report ("**Report**"). We publish such reports on an annual basis, with the previous report in May 2019. This Report covers our sustainability performance and development of our headquarters located in Singapore and our key subsidiaries, Topseller Pte Ltd ("**Topseller**"), Fortune Food Manufacturing Pte Ltd ("**Fortune Food**") and Tipex Pte Ltd ("**Tipex**") for the financial year 1 January to 31 December 2019 (**FY2019**).

No restatements were made from the previous report and there were no significant changes to the organisation and our supply chain during this reporting cycle.

Reporting Standards

GRI Standards (102-54)

This report has been prepared in accordance with the GRI Standards: Core option. It also complies with SGX-ST Listing Rules 711 (A) and (B).

External Assurance (102-56)

The disclosures in this report are not externally assured.

Reporting Boundaries (102-46, 103-1)

The Company aims to create public awareness about the sustainable value chains behind our key brands. Metrics applicable to the GRI core disclosures are reported only if they are a good representation of the impact of our value chains. For example, we do not report the percentage of suppliers assessed for social impact because many of them have relatively low impact on cost of goods sold and business revenue. Instead, we focus on discussing the management approach of principal suppliers based on their unique upstream social and environmental impact and downstream business impact through the Group.

Reporting Approach and Framework

We refer to the Global Reporting Initiative (2016) ("**GRI**") as a framework for disclosure inclusion.

Disclosures revolve around the value chains in our key business segments including Topseller, Tipex and Fortune Food. We have prioritized our scope of reporting as follows:

- Brands that have the greatest impact to the Group's revenues.
- Activities that contribute to our product brand equity.
- Industry standards that are considered important by stakeholders such as customers, principals, suppliers and shareholders.

Contact Us (102-53)

We are committed to listening to our stakeholders. For any queries regarding our sustainability reporting, please contact us at:

Hanwell Holdings Ltd
348 Jalan Boon Lay
Singapore 619529
Tel: +65 6268 4822
Fax: +65 6266 2607

ORGANISATIONAL PROFILE

HQ Location (102-3)

348 Jalan Boon Lay, Singapore 619529

Legal Form (102-5)

Hanwell has been publicly listed on the Main Board of the Singapore Exchange since 25 October 1990.

Geography (102-4)

Hanwell Holdings Limited (“Hanwell”) has significant presence in 2 countries. It has offices and manufacturing facilities in Singapore and Malaysia.

Organisation Scale (102-7)



Number of employees



764

Total Equity

\$327,880,525

Revenue

\$461,107,018



8

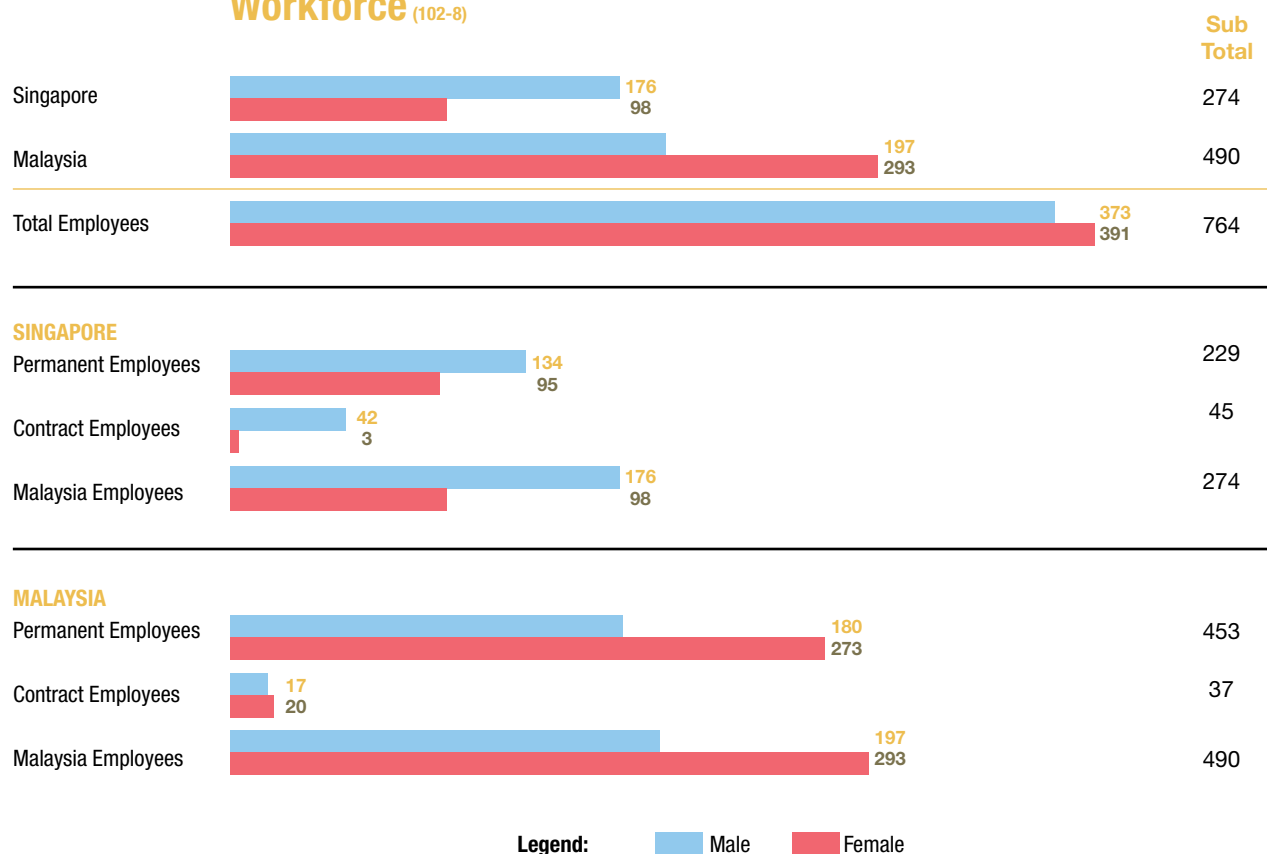


Number of key operating
subsidiaries

Total Debt

\$77,518,437

Workforce ⁽¹⁰²⁻⁸⁾



Significant Changes ¹⁰²⁻¹⁰

Fortune Food Manufacturing Sdn. Bhd., an indirect wholly-owned subsidiary of the Company, entered into an agreement with Loong Soon Kemajuan Sdn Bhd to acquire a freehold property located at H.S.(M) 4188 PTD 193211 in the Mukim of Tebrau, District of Johor Bahru, State of Johor, Malaysia. This property comprises a freehold land with an area measuring approximately 1,752.1 square meters together with one (1) storey and one (1) mezzanine floor office semi-detached factory as a new production line to meet the Group's expansion of its food processing business.

Precautionary Principle ⁽¹⁰²⁻¹¹⁾

The Group's policy is to continually ensure that all our supplies are purchased from sustainable sources. We suspend the procurement of fast-moving consumer goods and raw materials from suppliers which are reported to have engaged in errant practices until there is reasonable assurance that the offending practice has been rectified.

External Initiatives ⁽¹⁰²⁻¹²⁾

- FSC-CoC (Forest Stewardship Council – Chain of Custody)
- ISO9001:2015 (Quality Management System)
- SO14001:2015 (Environmental Management System)
- ISO22000:2005 (Food Safety Management System)
- HACCP (Hazard Analysis and Critical Control Points)
- FSSC 22000, Version 4.1 (Food Safety System Certification)

Membership of Associations ⁽¹⁰²⁻¹³⁾

Singapore Institute of Directors
Singapore Business Federation
Singapore Retailers Association
Singapore National Employers Federation
Singapore Manufacturing Federation
Singapore Food Manufacturers' Association

SUSTAINABILITY APPROACH

Our Sustainability Framework (102-49)

COMMITMENT TO CUSTOMERS & COMMUNITY

- Food quality & safety
- Product labeling
- Corporate citizenship

OUR ENVIRONMENT, OUR RESPONSIBILITY

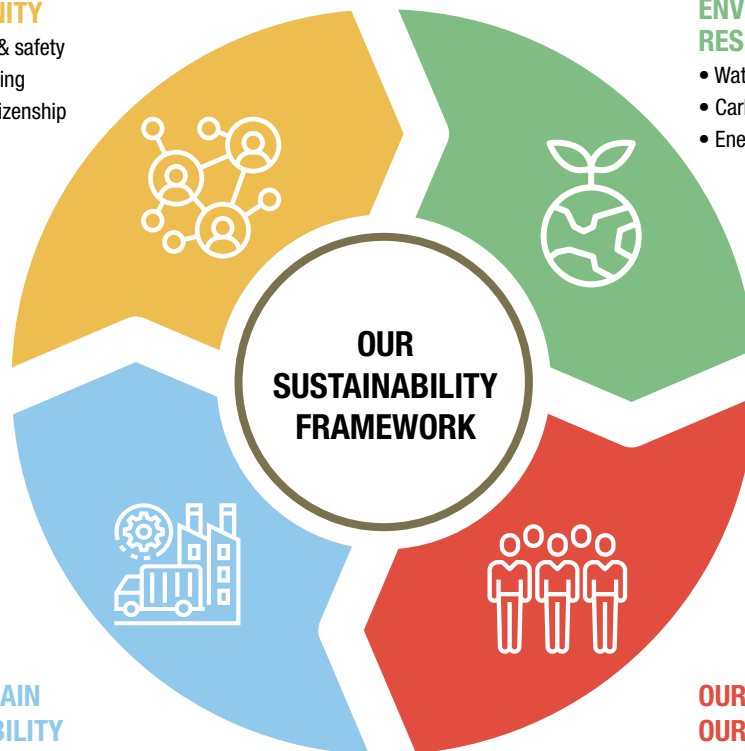
- Water
- Carbon footprint
- Energy

SUPPLY CHAIN SUSTAINABILITY

- Responsible sourcing

OUR PEOPLE, OUR ASSET

- Employee welfare
- Learning & development



Sustainability Commitment

As a leading FMCG company, it is Hanwell's mission to provide the best in daily essential needs to our customers, and we want to do that sustainably. With our sustainability framework, we are guided to focus on these four key pillars: Supply Chain Sustainability, Reducing Footprint, Our People, Our Assets and Commitment to Customers & Community. We constantly review our sustainability strategy, keeping in view the risks and opportunities that lie ahead of us with a sharp lens of identifying and evaluating challenges posed by the macro environment. It is our responsibility to do so with care, caution and prudence. For instance, the on-going trade tension

between the two superpowers – China and the United States of America, spat between Japan and South Korea, and Brexit, have resulted in relatively subdued growth in the region. Notwithstanding these challenges, the Group will continue to look beyond its current market, exercise vigilance on its financial and non-financial exposure, leverage more on automation and digital solutions to be manpower-smart and lean whilst navigating through choppy waters. This ensures that we stay resilient and agile in the face of a myriad of threats, including climate change, protectionism and the recent COVID-19 outbreak.

Business Ethics and Compliance (102-16, 103-2, 417-2, 417-3, 413-2, 416-2)

The Board and Senior Management are committed to conducting business with integrity, consistent with the high standards of business ethics, and in compliance with all applicable laws and regulatory requirements.

In 2019, we had no incident of non-compliance with socio-economic laws and regulations, including legal requirements of marketing and advertising practices, where the violation of which would result in significant fines or non-monetary sanctions to the Company.

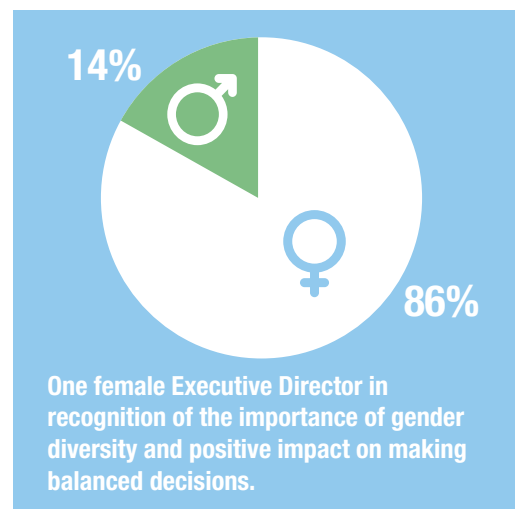
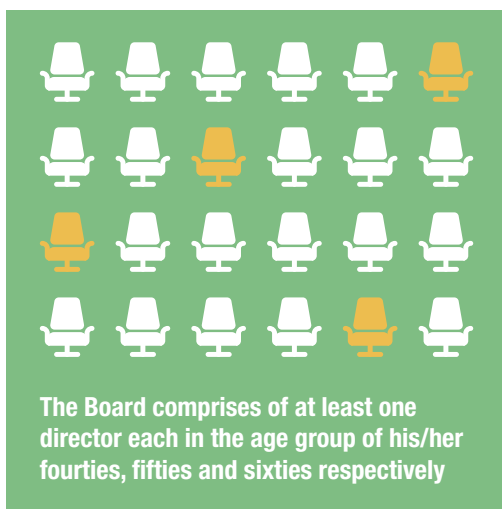
The Board consists of directors with diverse expertise and experience in business management, accounting, banking and financial, IT, engineering, mathematics, economics and industry knowledge. They are capable of exercising objective judgment on the corporate affairs of the Company independent of our Management. In concurrence with the Nominating Committee (“NC”), the Board is of the view that the current seven-member Board has the appropriate structure, size, diversity and composition to provide effective guidance and make decisions in the best interests of the Group. Our Board has one female Executive Director in recognition of the importance of gender diversity and its positive impact on making balanced decisions. In terms of age diversity, the composition of the board comprises at least one director each in the age group of his/her forties,

fifties and sixties respectively. The current Board composition reflects a diversity of gender, age, skills and knowledge. A graphic presentation of Board diversity by gender and age can be found in this Sustainability Report 2019 that will be published in May 2020.

The Board Diversity Policy was adopted on 9 November 2018 to assist the NC and the Board in identifying prospective Directorship candidates who meet the criteria determined by the NC and who support the diversity’s objectives (“**Board Diversity Policy**”).

Hanwell recognises that an effective board requires directors to possess not only integrity, commitment, relevant experience, qualifications and skills in carrying out their duties effectively but also include having a diverse background as an enabler in promoting good corporate governance.

In identifying qualified candidates for nomination to the board, the NC will consider prospective candidates based on matrices like merit, character, competencies, expertise, skills, track record, and background. This is important in fostering and nurturing a diverse and inclusive culture that solicits multiple perspectives and views and is free of conscious or unconscious bias and discrimination. The NC is mindful of related regulatory requirements (including the Listing Rules issued by the Singapore Exchange Securities Trading Limited and the Code of Corporate



Governance 2018), and gives due consideration to characteristics such as gender, age, ethnicity, disability and geographic representation, which contribute to board diversity.

The NC may, in addition to conducting its own search and selection process, engage qualified independent advisors to assist in identifying prospective candidates for directorship that meet the criteria as determined by the NC and that support Hanwell's diversity objectives.

The Board has established that at least 10% of the total number of board seats be reserved for women and that the composition of the board shall comprise at least one director each in the age group of his/her forties, fifties and sixties respectively. The NC will review these objectives when necessary and recommend changes to this policy where appropriate.

In implementing this policy, the NC will take into account the Company's diversity objectives and the diverse nature of the business environment in which the Company operates whilst maintaining flexibility in addressing succession planning. This helps to ensure that the Company continues to attract and retain qualified individuals to serve on the board.

Adherence to the Board Diversity Policy will form part of the annual performance of the board and/or the board committees of the Company. This policy shall be read in conjunction with the prevailing terms of reference of the NC.

Fair Employment Practices

Hanwell is a signatory of the Employers' Pledge of Fair Employment Practices with the Tripartite Alliance for Fair Employment Practices ("TAFEP"). TAFEP works with companies, government and unions to adopt and implement fair employment practices.

PDPA

In compliance with the Singapore Personal Data Protection Act (No. 26 of 2012), Hanwell has a Privacy Policy which outlines how the Company handles personal data. Customers and business partners can get in touch with Hanwell's Data Protection Officer by mail, email and phone on matters concerning their personal data with Hanwell.

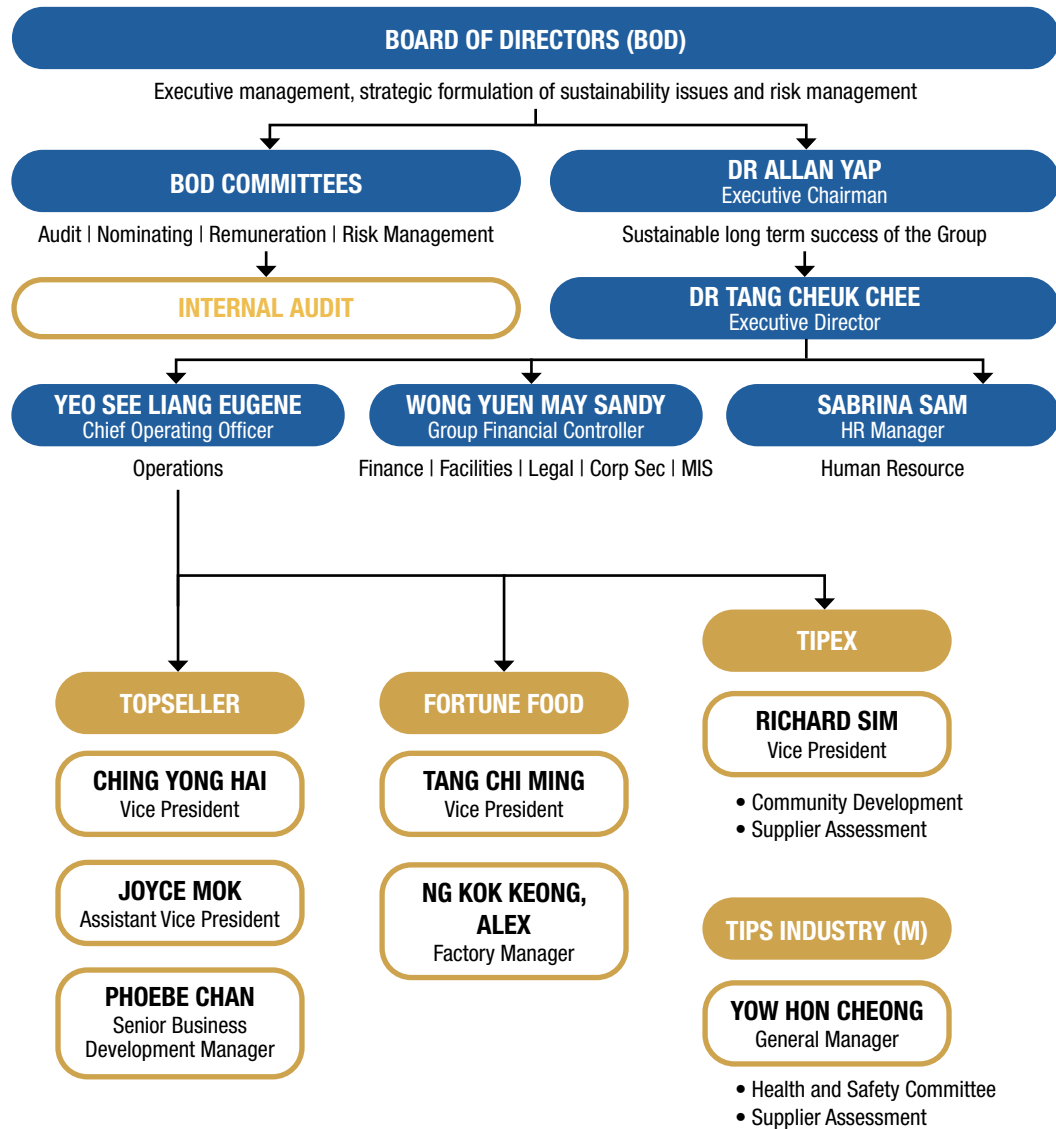
Anti-Corruption

The Group's Code of Conduct for its directors, management and employees strictly prohibit involvement in corruption activities such as the acceptance of or giving bribes.

Whistle Blowing Policy

Hanwell is committed to a high standard of business ethics and compliance. In line with this commitment, we have a Whistle Blowing Policy that provides an avenue for employees and external parties to raise concerns and offer them reassurance that they will be protected from reprisals or victimisation for whistle blowing in good faith. For more information of our policy, please refer to: <http://www.hanwell.com.sg/whistle-blowing-policy.html>

Sustainability Governance Structure (102-18, 102-19, 102-29)



Each one of the Group's key operating subsidiary has its own team that formulates specific programmes related to environmental, social and governance issues. The teams liaise with stakeholders, and support the monitoring and reporting of the Group's sustainability practices.

The teams at the subsidiary level have representatives on Hanwell's sustainability reporting team that report to the Group's Chief Operating Officer, Mr Eugene Yeo, who in turn reports to the Executive Director.

Our project team works with an external consultancy to monitor, document, measure and collect information to ensure that this sustainability reports remains only meaningful and accurate for stakeholders. We wish to express appreciation to all our staff and business partners for being part of our sustainability business development integration.

STAKEHOLDER ENGAGEMENT

(102-40, 102-42)

Stakeholder Groups

Principle 13 of the Code of Corporate Governance 2018

The Board adopts an inclusive approach by considering and balancing the needs and interests of material stakeholders, as part of its overall responsibility to ensure that the best interests of the company are served.

The Company takes a strategic and pragmatic approach in managing stakeholders' expectations to support its long-term strategy. A sustainability governance framework was put in place to identify, engage with, and manage the material environment, social and governance factors important to stakeholders and to the Group.

As a leading FMCG company listed on the Singapore Exchange, the Company prides itself in its ability to create sustainable value through numerous business activities with our stakeholders. Sustainability, in the manner to which the Company conducts its day-to-day dealings with customers, suppliers, employees and society, has consistently been one of the key corporate values motivating and inspiring us to do our best. Accordingly, this Sustainability Report would be announced through SGXNet in May 2020.

The Corporate Governance Report 2019 alongside this Sustainability Report, together with the Annual Report 2019, aims to provide comprehensive and transparent reporting of the Group's overall objectives and performance to the Company's stakeholders. The Company welcomes feedback on this Sustainability Report and its sustainability performance. Please address all feedback to Investor Relations, which can be found at the Company corporate website at the URL <http://www.hanwell.com.sg> that is maintained to communicate and engage with stakeholders.

More information on the Company's material stakeholders, sustainability efforts (including its strategy and key areas of focus), and performance can be found in the Company's Sustainability Report uploaded at the Company's corporate website.

The key stakeholders that we engage are the groups that our business has a significant impact on, and those with a vested interest in our operations. By assessing the significance and impact of their interest on our businesses, we have identified eight key stakeholder groups.





Approach to Stakeholder Engagements (102-44, 102-43)

The table below provides an overview of the mode and frequency of our engagements with our stakeholders as well as the issues and concerns they have raised.

Stakeholders	Mode and Frequency of Engagement	Issues & Concerns
Employees	Regular staff meetings and dialogue sessions	Competitive rewards and recognition
	Orientation programmes for new employees	Occupational health safety & well-being
	Staff engagement events	Opportunities for career progression
	Annual CNY Dinner, 7th Lunar Month Festival	Learning and development opportunities
Customers (eg hotels & supermarkets) & Civil Society (eg retail consumers)	Customer service hotline and online	Enquiry on product safety and quality Customer service Customer experience
Shareholders	Although the Company does not have an investor relations team, the Executive Chairman and Executive Director are responsible for the Company's communication with shareholders. Shareholders access the Company's announcements and annual reports through the Company's website at http://www.hanwell.com.sg .	Including: Annual reports Financial performance Dividend pay-out Sound business strategies Risk management Governance and transparency
Regulators	Regular update meetings	Include: Sustainable sourcing Food safety and security Fair and affordable prices Compliance with industry standards and food quality standards
Suppliers (eg rice mills and manufacturers)	Supplier visits and audits	Stable, long-term business relations
Industry Bodies (eg Forest Stewardship Council)	Active participation in various industry sustainability-related forums	Policies and processes in procurement
Statutory Boards	Relevant project and engagement meetings	Healthy ingredients and products for consumers

Materiality Matrix (102-49)



Data Source: Hanwell Holdings Limited's stakeholder engagement survey conducted from July to August 2019

Material Aspects and Boundaries (102-46, 102-47, 102-49, 103-1)

MATERIAL TOPIC	PILLAR	BOUNDARY		
		TOPSELLER	TIPEX	FORTUNE FOOD
Responsible Sourcing	Supply Chain Sustainability	√	√	√
Employee Welfare	Our People, Our Asset	√	√	√
Learning & Development	Our People, Our Asset	√	√	√
Food Quality & Safety	Commitment to customers & community	√	-	√
Product Labeling	Commitment to customers & community	√	√	-
Corporate Citizenship	Commitment to customers & community	√	√	-

OUR PEOPLE, OUR ASSET

Countries of Operation ⁽¹⁰²⁻⁴⁾

In this section, we look at the material topics on a group basis – Hanwell and its subsidiaries, Topseller, Tipex and Fortune Food in Singapore and Malaysia.

Learning and Development

(404-1, 404-2, 404-3)

Training allows our employees to be equipped with relevant knowledge to work more efficiently and be future-ready. When we invest in our employees and give them an opportunity to

upskill, they are more likely to remain loyal and grow together with us. We offer structured programmes that provide trainings customised to our employees' needs that help to align talent management with our corporate strategies.

Average Hours of Training Per Year Per Employee ⁽⁴⁰⁴⁻¹⁾

In 2019, we achieved an average of 4.25 training hours per employee. Below is the breakdown of employee training by gender and by employee category.

Average Training Hours – Male vs Female vs Total

SINGAPORE	HANWELL	MALE	FEMALE	TOTAL
	Training Hours	652	505	1157
	Headcount	172	100	272
	Average Training Hours	4	5	4

MALAYSIA	TIPS INDUSTRY	MALE	FEMALE	TOTAL
	Training Hours	153	287	440
	Headcount	87	174	261
	Average Training Hours	2	2	2

Average Training Hours – Male vs Female vs Total

SINGAPORE	HANWELL	NON-EXEC	EXEC	MANAGEMENT	TOTAL
	Training Hours	248	486	423	1157
	Headcount	136	79	57	272
	Average Training Hours	2	6	7	4

MALAYSIA	HANWELL	NON-EXEC	EXEC	MANAGEMENT	TOTAL
	Training Hours	386	42	13	440
	Headcount	240	18	3	261
	Average Training Hours	2	2	4	2

Programmes for Upgrading Employee Skills, Transition Assistance Programmes and Performance Review (404-2, 404-3)

To align employees' competencies, job function and the company's strategies, we conduct the Training Needs Analysis ("TNA") to tighten the competency gaps for departments and plan for employee's training programmes to provide them with relevant up-skilling opportunities.

Our trainings are generic with a focus on technical skills-based training. This helps to develop our staff holistically and enable them to adapt to new job demands. Examples of the courses we provide include PDPA as well as the Workplace Safety & Health.

For employees who wish to upgrade themselves by further study, we sponsor their school fees partially or in full, depending on the circumstance and their need.

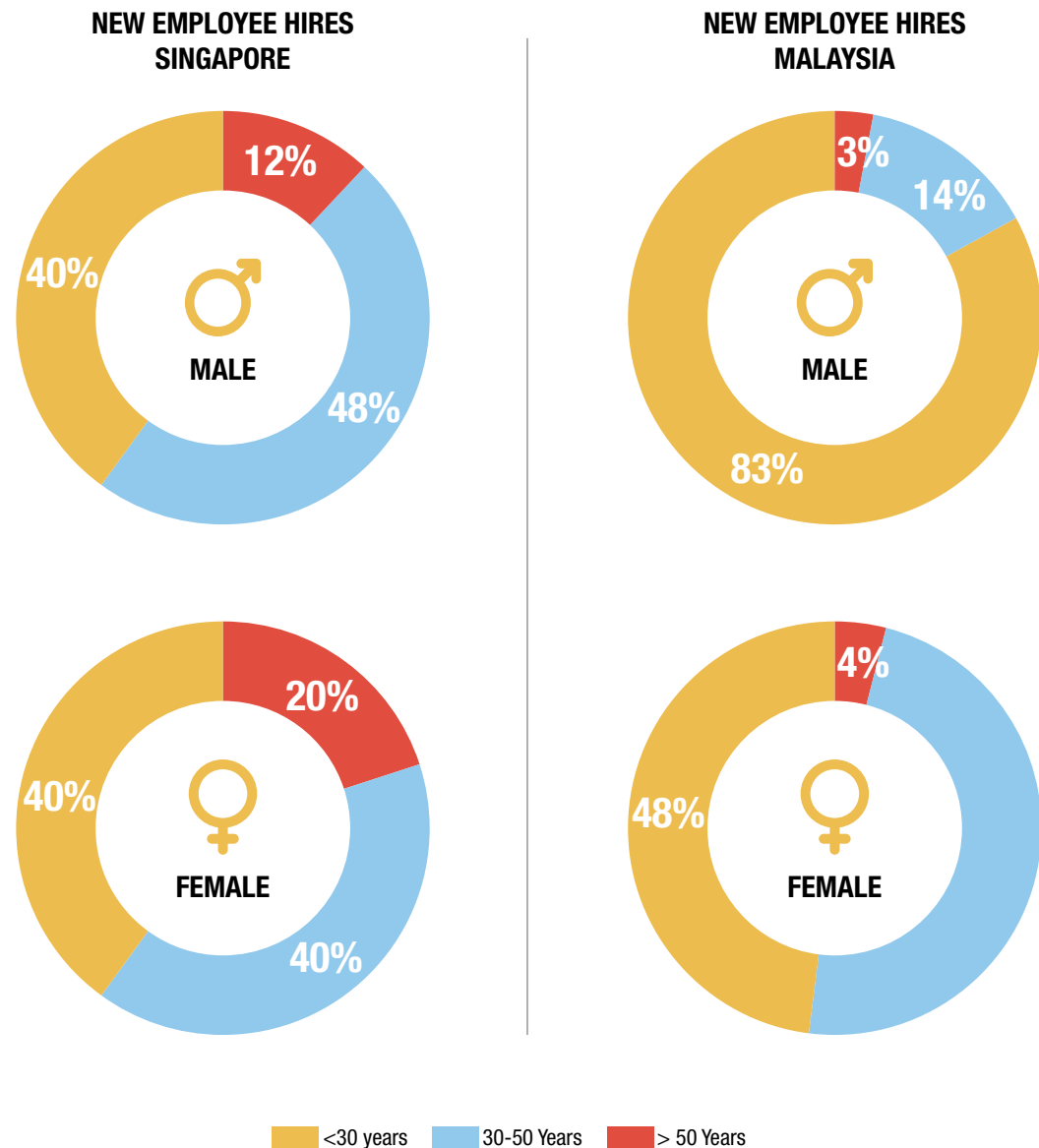
We also provide our employees with transition assistance programmes in the event of a company restructuring. Other than the severance pay package, where we take the affected employee's service length into account, we also engage the assistance of e2i to help our affected Singaporeans and Singapore Permanent Resident workers on employment opportunities and their training needs. e2i shares relevant programmes and initiatives like employment and training advisory which the affected employees can tap into to better understand their career options or take up employability skills courses for skills upgrading.

Our employees receive regular feedback from their supervisors on their work performance and we have a 100% participant rate in our annual performance review for all gender and employee categories.



New Hires (401-1)

In 2019, we hired 40 new employees accounting for 15% of our total workforce in Singapore. 56% of new employees are from Singapore, 30% are from Malaysia, and 14% from China.



Leave and Benefits (401-2, 401-3)

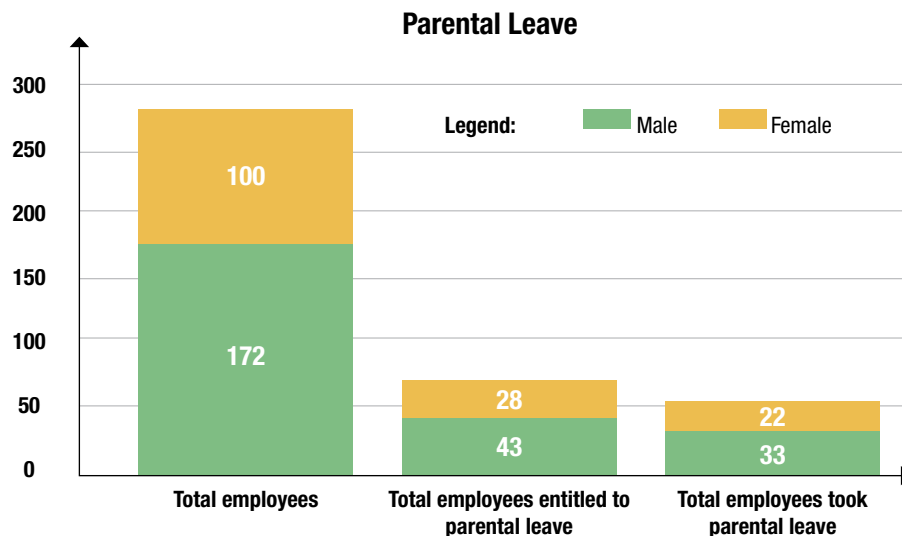
In Singapore, we provide standard benefits to temporary staff and part-timers who have worked with us for at least three consecutive months. The benefits include:

- 1) Insurance: Group Personal Accident Insurance (including death and total permanent disability), Group Hospital & Surgical insurance, Work Injury Insurance.
- 2) Medical
- 3) Statutory leave (e.g. maternity, paternity, shared parental leave)
- 4) Exam leave for employees who are pursuing part time studies
- 5) Flexible benefits. Due to the diverse composition of employees who have various needs at different stages in life, our flexible

benefits plans allow them to choose the benefits that best suits their current needs. An example of our benefits includes the claiming of holiday expenses to spend quality time with their family. In alignment with our workplace health initiative, employees can also make claims for health screening and gym membership under this benefit.

- 6) Workplace Health + Funding Programme. This is a programme initiated by the Health Promotion Board (“HPB”), where employees can participate in workout sessions like yoga, kick boxing and Zumba in the office every Thursday.
- 7) Flexible working hours. We provide flexible working hours to accommodate their studies for staff who are studying part-time.

All eligible employees are entitled to parental leave. Our Return to Work Rate and Retention Rate is 100% and 98% respectively.



a. Total number of employees who were entitled to parental leave, by gender.	Female: 28 staff	Male: 43 staff
b. Total number of employees who took parental leave, by gender.	Female: 22 staff	Male: 33 staff
c. Total number of employees who returned to work in the reporting period after parental leave ended, by gender.	Female: 22 staff	Male: 33 staff
d. Total number of employees who returned to work after parental leave ended and were still employed 12 months after their return to work, by gender.	Female: 22 staff	Male: 32 staff
e. Return to work and retention rates of employees who took parental leave, by gender.	Return to work rate: Female 100%; Male 100% Retention Rate: Female 100% ; Male 97%	

Workplace Safety

In Singapore, we piloted the feasibility of using drones to conduct our bi-annual stock check. This helps to reduce stock taking time, manpower costs and workplace injury compared to previous methods which required employees to climb onto the basket of the forklift scissor lift to manually count inventory. The accuracy rate of using a drone in counting the stockpile is equivalent to that of manual counting. With this encouraging result, we intend to invest in better drones in 2020.

COVID-19

As we focus on sustaining our businesses during this challenging period, our employees' health and safety remains at the top of our priorities as well.

Measures:

- Work-from-home arrangements and empowering employees with the necessary tools
- Social distancing to ensure safety of employees
- Rigorous cleaning for offices, manufacturing and warehousing facilities that are open

Technologies:

Replacement for Fingerprint Door Access Devices
Our human resources team has activated employee cards for our employees to access our office space, instead of utilising the regular Fingerprint Door Access service.

High Volume Low Speed (HVLS) fan

HVLS fans are efficient and cost-effective in ventilating warehouses. They help to maintain good air quality, making it more comfortable for our employees working at our warehouses. We have installed 6 HVLS fans in our Rice Stockpile and 2 fans in our Dry Warehouse in Singapore to help in combating the heat during the dry weather.

Hiring Special Needs (413-1)

As part of our corporate citizenship, we worked with Association for Persons with Special Needs ("ASPEN") to provide employment opportunities for the less fortunate. Two special needs employees have been working with Fortune Food since 2014 and are coping well with their assigned job scope. When they first started, we arranged an onboarding orientation, factory tour and provided an ongoing on-the-job ("OTJ") training for them. ASPEN also conducted a sharing session for relevant Fortune Food Manufacturing staff, from production supervisors to HR personnel and factory managers, to help them understand the working styles of their colleagues from ASPEN and learn to be mindful of their needs.

Both employees have thrived with Fortune Food and are currently part of our permanent staff count.

OUR ENVIRONMENT, OUR RESPONSIBILITY

Reducing Carbon Footprint

(302-1, 302-2, 302-3, 303-4, 305-2, 305-5)

At Hanwell, we are conscious of our environmental footprint and have been actively working to reduce them. The Group has been diligently tracking our energy and water consumptions over the years:

Environmentally Friendly Vehicles

In 2019, we started to replace our old trucks with new trucks that meet Euro VI Emission Standard. These new trucks reduce the emission of air pollutants such as fine particulate matter (PM2.5) and nitrogen oxides (NOx) emission, thus safeguard public health.

10 new trucks were purchased in 2019 - seven chilled 12-footer trucks under Topseller, two 24-footer trucks and one 14-footer truck under Tipex.

For the year 2020, we plan to replace nine of our existing trucks with new Euro VI Emission Standard trucks – six chilled 12-footer trucks under Topseller and two 14-footer trucks and one 10-footer truck under Tipex.

Ozone Friendly Aircon Condenser

To do our part in protecting the ozone layer, we also replaced our existing R22 aircon condenser to a more environmentally friendly R-410A condenser.

In comparison to R22, the R-410A condenser is more energy-efficient. Moreover, with many companies phasing out production of the R22, replacing broken parts might pose a challenge in future. Hence, the switch over to the R-410A will be more cost-effective in the long run.

Solar Panel (305-5)

In our efforts to reduce dependency on fossil fuels consumption, we installed Photovoltaic ("PV") panels on the top of our roof of our Singapore office as an alternative energy source. Our grid connection was completed in May 2018 and it is currently supplying electricity to three blocks on our premise. The installation of solar panels helps us offset an equivalent of 606'410 kg CO₂ in one year* or an equivalent of 27,564 trees**.

* $0.4313 \text{ kg CO}_2/\text{kWh} \times 1'406'000 \text{ kWh} = 606'410 \text{ kg CO}_2$

** assuming 22kg of CO₂ per tree annually

 ENERGY CONSUMPTION	2019	2018	2017	2016
Natural Gas Heating (kWh)*	2,537,351	2,376,785	2,636,581	3,363,106
Electricity (kWh)	2,666,798	2,081,397	2,566,379	2,678,415
Solar Power (kWh)	1,056,407	838,423**	–	–
Total Energy Consumption (kWh)	6,260,556	5,296,604	5,202,960	6,041,521
Energy Intensity (kWh/ S\$'000)	15.9	10.6	11.2	15.1

* Method of calculation: Google Currency Converter at 1MMBtu = 293.07 kWh.

** Based on figures as obtained between 7 May 2018 and 31 December 2018. Figures indicated are gross and include a portion exported to SP Group.

 CARBON FOOTPRINT#	2019	2018	2017	2016
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Energy Indirect (Scope 2)

GHG Emissions (metric tons)	2,666,798	2,081,397	2,566,379	2,678,415
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Method of calculation: US Environmental Protection Agency.

 WATER MANAGEMENT	2019	2018	2017	2016
Water Withdrawal (cubic meters)	30,658	44,252	51,519	65,389
Water Discharged (cubic meters)	20,764	31,011	45,319	31,790

Method of calculation: US Environmental Protection Agency.

BUSINESS SEGMENT

KEY SUBSIDIARY - TOPSELLER PTE LTD (102-1)



Activities, Primary Brands, Products, Services (102-2)

Topseller is a distributor and brand developer of consumer essentials for the following brands:

Food:

Royal Umbrella rice, Golden Peony rice, Gitangkim rice, Okome rice, Taj Ponni rice, Taj Basmati Rice, Harmuni rice and oil, Golden Circle oil and Soyalite oil.

Non-food:

Promax detergent, Singpo detergent and TP706 dishwashing liquid.

Countries of Operation (102-4), Markets Served (102-6), Supply Chain (102-9)

Topseller's distribution network covers supermarkets, grocery stores, caterers, institutions, ship chandlers, hotels, restaurants, food courts, hawk-er centres and online retailers in Singapore.

Our main rice supplier is Charoen Pokphand Intertrade ("CP Intertrade"), from Thailand.

The Importance of Good Agricultural Practices (103-1)

Rice is the Group's top selling FMCG product category and Royal Umbrella is our best-selling brand of rice.

As the global food supply chain evolves, it has become increasingly complicated to track the source of food through different layers of the supply chain. However, food traceability has also become increasingly important, depicted by three main reasons. Firstly, regarding food safety issues, companies should be able to quickly trace through the supply chain to ascertain the source of a food product. It is critical that we can do so effectively, with public health and lives at stake, in addition to the livelihoods of industries, companies and employees. Secondly, more responsible consumers are demanding to understand the sources of their food and whether they are grown and manufactured sustainably - from sourcing, to production, to transportation, as well as the nutrition content present in the everyday food consumables. Thirdly, by understand our own supply chain, our business can understand and mitigate our risks.

Our main rice supplier, CP Intertrade, has invested significantly in the improvement of its supply chain performance, through switching up its suppliers and processes, training employees, and setting up monitoring and reporting mechanisms. It has started many initiatives to ensure that their rice is grown sustainably. CP Intertrade works closely with rice-growing communities to ensure sustainable development. Their production process is fully compliant with GAP+ (Good Agricultural Practices Plus). GAP+ helps farmers upgrade their knowledge and skills in rice production and raise their standards of living, ultimately improving the quality of rice.

STANDARD	DIMENSIONS COMPARISON																																										
	SITE SELECTION	PLANTING MATERIAL / METHOD		CROP MANAGEMENT		NUTRIENT MANAGEMENT		PEST MANAGEMENT		MACHINERY MAINTENANCE / CALIBRATION		HARVEST AND POSTHARVEST		FOOD SAFETY		PROFITABILITY / GRAIN YIELD		GOOD GOVERNANCE / TRACEABILITY		LEGAL COMPLIANCE		LABOUR RIGHT		HEALTH AND SAFETY		STAKEHOLDER ENGAGEMENT		CAPACITY BUILDING / TRAINING		SUGGESTION / COMPLAINT		WATER MANAGEMENT		SOIL CONSERVATION		ENERGY / GHG EMISSION		BIODIVERSITY / ECOSYSTEM		WASTE MANAGEMENT		BY-PRODUCT MANAGEMENT	
	SUSTAINABLE FARMING SYSTEM						ECONOMIC SUSTAINABILITY				SOCIAL SUSTAINABILITY								ENVIRONMENTAL SUSTAINABILITY																								
G.A.P. (THAI)	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢		
Global G.A.P.	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
UNILEVER: SAC	🟢	🟡	🟢	🟢	🟢	🟢	🟢	🟡	🟢	🟢	🟢	🟡	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	
Farm Sustainability Assessment SAI PLATFORM	🟢	🟢	🟢	🟢	🟢	🟡	🟢	🟢	🟢	🟢	🟡	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢

- Fully met with rigorous detail (100%)
- Partial met and/or lacking in information (60-99%)
- Not met (0 - 30%)

Responsible Sourcing (103-2)

We have 12 rice suppliers located across the world, including Thailand, Vietnam, India, USA and Japan. Thailand supplies the bulk of our rice stock and we work with our Thai suppliers closely. We often update them about consumer and governmental requirements so that they are prepared for the changing needs. For example, our Thai rice suppliers are looking into using biodegradable plastics for their packaging.

We screen new suppliers, making sure they abide by the necessary food safety requirements (HACCP, ISO14001, ISO9000). Our procurement officers also do on-site visits to ensure that the factories are safe and clean, understand how they maintain hygiene standards in the premises and do thorough checks about staff welfare. We also conduct yearly audits for existing suppliers to ensure their production environment are kept up to the required standards.

Hanwell has been working closely with our long-term main rice supplier CP Intertrade in Thailand in

the topics of food traceability and good agriculture practices. Under the Sustainable Rice Platform programme, 30 CP employees have undergone governance training under the programme and CP Intertrade has fully met 15 of 23 sustainable agriculture standards.

Another programme that CP Intertrade embarked on was the Royal Umbrella Sustainability Rice Cultivation Campaign. Since 2016, it has helped to improve the livelihood of Thai Hom Mali rice farmers and their community sustainability by ensuring that all agricultural products from the rice farmers are quality controlled, environment-friendly and sold at a fair market price. The project aims to promote Agriculture Practice under GAP PLUS (Good Agriculture Practice Plus). The system is certified by the Rice Department, the Ministry of Agriculture and Cooperative. It has also been recognized for Quality Control, Food Safety, and Greenhouse gas emission reduction. So far, we have worked with 6,021 agriculturists in the project covering a total land area of 153,527 Rai.

Product Labeling (417-1)

As a responsible company, it is our duty to educate our consumers on various aspects of the value chain so that they can make informed decisions before purchasing.

Our Thai Hom Mali rice is traceable. The rice's DNA Tested is verified and consumers can be assured that our rice does not contain adulterants. Our customers may scan the QR code on our packaging to get more information about our rice and its traceability.

Other than the QR code, we also printed the logo of the Best Rice Award from the World Rice Conference, a prestigious award that we received from the Department of Foreign Trade (Thailand), and product information on our packaging. It is our hope that this will provide our customers with an assurance on our product quality and standards.



Care for Local Communities (413-1)

Participation of "Recycling For Good" Campaign

As part of our climate action plan, one area of contribution was to encourage recycling to reduce pollution caused by waste.

In June 2019, we partnered up with Toa Payoh West CC Youth Executive Committee to organise a recycling campaign targeted at the Toa Payoh residents. This event was to create awareness in practicing and making recycling a good daily living habit for a better, healthier and more sustainable environment. The residents were encouraged to bring their recycling paper (e.g. newspaper, cardboard) to the recycling booth. As an incentive, each participant was rewarded with a packet of Golden Peony.

As part of this campaign, Topseller contributed 300 packets of 500gram Golden Peony Brown rice and offered special discounts on 250 packets of 1kg Golden Peony Brown Rice. We were proud of our employees for volunteering at the redemption booth to assist the committee during the event.

Sponsorship of FaithActs Charity

In August and September, Topseller sponsored 370 packets of 1kg Royal Umbrella rice for the FaithActs Charity event. FaithActs is a non-profit community service agency serving the needs of children, youths, families and seniors in Singapore. The rice was distributed to the senior participants after the workout event at the Dover & Commonwealth estates.

Sponsorship for the Tan Tock Seng Physiotherapy Day 2019

Topseller sponsored 600 packets of 500gm Golden Peony brown rice to the Tan Tock Seng Physiotherapy Day 2019, where we gave out good quality and nutritious brown rice to participants, of whom included patients and nurses. More than 600 residents turned up at the Ang Mo Kio Central Stage and the Tan Tock Seng hospital's atrium to lend their support.

Our participants learnt about the benefits of eating and working out in moderation through a progressive exercise regime. This keeps the body fit and helps manage and prevent chronic conditions. Participants were given tips of modifying and tailoring their physical activities and eating habits to alleviate chronic health issues.

The event served as a beacon for all participants to identify the signs and symptoms of a declining state of health and cultivate healthy eating and exercising habits.

BUSINESS SEGMENT

KEY SUBSIDIARY - FORTUNE FOOD MANUFACTURING PTE LTD (102-1)



Activities, Primary Brands, Products, Services (102-2)

Fortune Food Manufacturing Pte Ltd (**"Fortune Food"**) specializes in the production of an extensive range of tofu, ranging from Traditional Chinese Tofu, Japanese Silken Tofu, Egg Tofu to Tau Kwa. These tofu varieties are marketed under the brand name of Fortune.

Countries of Operation (102-4), Markets Served (102-6), Supply Chain (102-9)

Fortune Food uses the finest beans from North America and eggs from local farms to produce our soya bean-based products. Our Singapore manufacturing facility is FSSC22000 certified and our products are sold in local supermarkets, F&B retail outlets and general trade outlets like provision shops and minimarts.

Food Quality and Safety (416-1)

Food safety is one of our customers' primary concerns. Due to ever-changing food habits, complex supply chain and globalization of our food supply, the need to strengthen food safety systems between suppliers and manufacturers are becoming more important. The Group views any incident of food contamination very seriously. We are aware that if there is a product recall, our reputation and customer's confidence and loyalty to our brands will take a hit, ultimately also translating into financial losses.

Fortune Food adheres to stringent food safety standards and complies with relevant food safety regulations. From raw material management, to production and process control, and finished goods assurance, we apply our quality standards based on a set of best practices and industry standards. Our factory in Singapore has attained the certification for Hazard Analysis and Critical Control Points (**"HACCP"**) and Food Safety System Certification (**"FSSC"**) 22000.

To ensure food quality and safety, as well as the flexibility to improve our product recipes and formula, we decided to set up an alternative manufacturing plant in Johor Bahru (Malaysia). By having full control of our manufacturing facility, we can also quickly cater to the evolving demand and needs of our customers more effectively.

The quality of our food ingredients is key to food safety. Foods and the ingredients in food products are increasingly grown, processed and consumed in different locations around the globe. We place stringent requirements in selecting our ingredients and pick only the best. Our beans are non-GMO certified from farms in North America and our eggs are locally farmed in Singapore. Our procurement officers visit the chicken farms regularly to inspect the health of the chicken and quality of chicken feeds.

With the ageing population and the fight against diabetes, our government has been actively encouraging healthy living. Over the years, the Health Promotion Board (“HPB”) has created numerous initiatives and schemes to encourage Singaporeans to eat healthily. One such initiative is the ‘Healthier Choice’ symbol on packaged food products. This symbol indicates that the products are healthier options and makes it easy for consumers to make informed purchasing decisions that are better for their diet. Many of our tofu products have been marked as healthier choice products and all our products are preservative-free. In view of rising consumer awareness of the importance of good health, improved standards of living, as well as our government’s increasing emphasis on the healthy eating, Fortune Food introduced several healthier choice products. One such product is our cholesterol free tofu product with DHA from vegetarian sources.

Responsible Sourcing ⁽²⁰⁴⁻¹⁾

Local production is an important secondary strategy in ensuring food supply resilience for Singapore. Today, our local farms produce 10% of the fish, 13% of the vegetables and 27% of the eggs we consume in Singapore. The Singapore Food Agency (“SFA”) has set the target for local foods to meet 30% of Singapore’s nutritional needs by 2030. We at Fortune Food are supporting local farmers to help achieve the “30 by 30” vision.

The eggs for our egg tofu are 100% local. One of our suppliers received the Certified Humane label by the American non-profit organisation Humane Farm Animal Care (“HFAC”). The eggs are responsibly produced and ethically farmed. All eggs produced from Singapore farms are antibiotics-free as egg farmers in Singapore are not allowed to use antibiotics on their hens.



By purchasing eggs from local farmers, we help to sustain the local farming community and reduce our carbon footprint. Furthermore, food traceability helps to improve customers’ confidence and allows us to manage our supply chain.

Product Labeling ⁽⁴¹⁷⁻¹⁾

It is important that consumers understand the nutritional benefits of the food products they buy as it empowers them to make informed food choices. In response to regulatory requirements and consumer expectations, our product packaging provides transparent and easy-to-understand product information.

The Healthier Choice Symbol (“HCS”) on packaged food products indicates that they are healthier options. Food products awarded the HCS are generally lower in fat, sodium and sugar, and are higher in calcium and in dietary fibre. We work closely with Health Promotion Board as an industry partner in the Healthier Choice Symbol Programme. 22 of our tofu products attained the Healthier Choice Symbol¹

¹ [https://www.hpb.gov.sg/docs/default-source/default-document-library/hcs-product-list---by-brand-name-\(until-june-2019\)_v2f21270baa8b641638c9b84f25c5fb70b.pdf?sfvrsn=a42bd409_0](https://www.hpb.gov.sg/docs/default-source/default-document-library/hcs-product-list---by-brand-name-(until-june-2019)_v2f21270baa8b641638c9b84f25c5fb70b.pdf?sfvrsn=a42bd409_0)

BUSINESS SEGMENT

KEY SUBSIDIARY - TIPEX PTE LTD (102-1)



Activities, Primary Brands, Products, Services (102-2)

Tipex is one of the major distributors of consumer tissue paper products in Singapore. We own the local leading tissue paper brand Beautex, manufactured by its subsidiary Tips Industry (M) Sdn Bhd in Malaysia. Besides Beautex, Tipex also owns tissue paper brands Ichiryu, Mood, Hibis, Comfy and Parity.

Countries of Operation (102-4), Markets Served (102-6), Supply Chain (102-9)

Tipex's distribution network covers supermarkets and hypermarkets, general retail trade, pharmacies, medical halls and institutions in both Singapore and Malaysia. In addition, Tipex's products are exported to New Zealand, Brunei, Australia, Vietnam, Maldives, India and Philippines.

We have a factory in Malaysia under Tips Industry (M) Sdn Bhd, a wholly owned subsidiary of Tipex. The factory procures paper rolls and converts them into packaged tissue paper products.

Responsible Sourcing and Caring for the Environment (103-2)

Over the years, recurring haze has cast the spotlight on sustainable sourcing for paper companies. We are fully aware that the pulp and paper industry plays a critical role in shaping forests worldwide, as pulpwood is grown in a vast range of landscapes and societies. As an environmentally sensitive company, we try to create a vision of care and continually ensure that all our supplies are purchased from sustainable sources. We buy paper that comes either from well-managed forests or from

recycled material. All our Pulp paper is from qualified suppliers that are ISO 9001, ISO 14001 and FSC certified.

Forest Stewardship Council ("FSC") is an independent, non-profit organization that promotes the responsible management of the world's forests. It provides an assurance that products such as wood and paper have been harvested in a socially and environmentally responsible manner. FSC Chain-of-Custody certification traces the path of products from the initial source, through the supply chain and up to the end user.

Sourcing our paper sustainably supports our commitment to environmental sustainability, strengthens our supply chain and helps build trust among consumers. We hope to demonstrate our commitment to help prevent the loss of biodiversity and climate change caused by deforestation and will not harm the forests in our sourcing process.

Tips Industry Malaysia currently works with eight FSC pulp paper suppliers, of which three are from Indonesia, two from Vietnam, and one each from China, Taiwan and Malaysia. Three of these suppliers are new.

We also purchase recycled paper from suppliers in the region – three from Malaysia, two from Indonesia and Vietnam and one from Taiwan. Of these, two are new suppliers. To ensure the authenticity of their claims, we request that suppliers produce official documents (e.g. Product certificate of analysis)

We treat the disposal of waste seriously as improper disposable methods can harm the environment and health of the community. At our Malaysian factory, we identify and classify waste into different categories. For waste containing hazardous elements or compounds, we will dispose them as per Malaysia's DOE – Environmental Quality (Scheduled Wastes) Regulation 2005.

At Tips Industry Malaysia, we believe the best method for the environment is in controlling and minimizing paper waste. We adhere strictly to the ISO14001 Environmental Management System & local environmental rules and regulations.



Product Labeling (417-1)

In response to packaging trends, Tipex conducted a rebranding exercise for our Beautex products this year and launched the new packaging in July 2019. To garner more awareness, we decided to align our new tagline “Clean is Beautiful” with the theme of our annual art competition. It is our hope that it will allow both parents and their children to appreciate the true meaning behind “Clean is Beautiful”. The modern and dynamic new packaging helps the brand to capture the attention of the younger market. The tulip, integral to Beautex’s brand identity, has been retained after gleaned marketing insights from the focus groups that we held.

Our logos on our packaging inform consumers about our forest management certification schemes. According to a survey done by YouGov in November 2017, 56% of Singaporeans believe businesses have a responsibility to prevent environmental damage². This research shows that a considerable proportion of consumers give weight to a brand’s ethics when making purchasing decisions. To ensure that paper, our main raw material, is from a sustainable source, we only buy FSC certified pulp paper. Other than product descriptions and usage of products, we display the FSC certification logo on our packaging to give our consumers peace of mind when they purchase Beautex products.

² <https://sg.yougov.com/en-sg/news/2018/01/04/businesses-and-environmental-damage/>

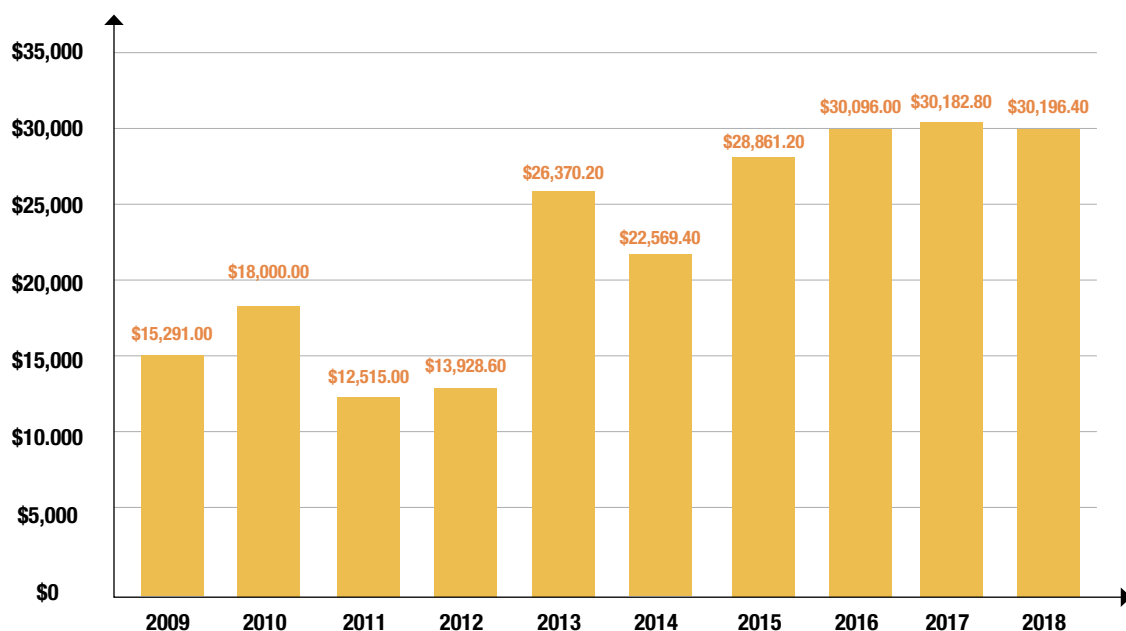
Care for Local Communities (413-1)

Art Competition and Philanthropy (201-1)

This year, Tipex held its 11th “Beautex’s Life’s Beautiful” Children Art Competition with school children at the Singapore Flyer in June, in partnership with The Straits Times School Pocket Money Fund. This annual competition is open to all primary school students. Our objective was to encourage and embrace a participative and cohesive community spirit and deepen Tipex’s engagement with its stakeholders.

In coordination with the launch of our new packaging, the theme for this year’s competition is “Clean is Beautiful”. A total of 124 students participated and the winning art works were featured on Beautex tissue boxes. 20cents per pack of 5 boxes sold was donated to The Straits Times School Pocket Money Fund. We managed to raise \$27,635.60 from this campaign and the proceeds was donated to The Straits Times School Pocket Money Fund. We hope that through this competition, we can advocate the importance of family togetherness and move towards a progressive, healthier and more inclusive society.

Since 2009, this campaign has been growing in contribution and to date, we have donated more than \$250,000 to various charities.





Life is Beautiful

Tipex continued its partnership with The Straits Times School Pocket Money Fund as Charity Partner and Topseller, which is the sole distributor of the Royal Umbrella Rice locally, as Supporting Partner, to encourage and embrace a participative and cohesive community spirit. Through this initiative, we hope to deepen and broaden Tipex's Corporate Social Responsibility initiatives in engaging its stakeholders, particularly children, who will be the future pillars of society. This was done through fostering family bonding amongst the young participants and their parents through an annual "Beautex's Life's Beautiful" Children Art Competition, with the 2019 theme of "Clean is Beautiful".

The objective is to advocate the importance of family togetherness and healthy living through the hosting of an art competition towards caring and sharing so as to move towards a progressive, healthier and more inclusive society.





New Production Facility in Malaysia

Our new factory in Malaysia complies with the following requirements/ standards:

- ISO9001:2015 (Quality Management System)
- ISO14001:2015 (Environmental Management System)
- ISO22000:2005 (Food Safety Management System)
- HACCP (Hazard Analysis and Critical Control Points)

Tipex will be able to increase our production output with this new facility in Malaysia to meet the increasing demands of the consumers. It will also provide better and safer working environment to our workers. At the same time, the new environment will help to improve product safety.

We also helped to improve the road conditions for the community by extending road tarmac on roads leading to our new factory. This helps to make the road conditions safer for road users, especially at night.

GRI CONTENT INDEX (102-55)

General Standards Disclosure		
Strategy and Analysis		
102-14	Statement from the most senior decision-maker	4
102-15	Key Impacts, Risks and Opportunities	4
Organisation Profile		
102-1	Organisation Name	3
102-2	Activities, primary brands, products, services	24, 27, 29
102-3	HQ location	7
102-4	Geography	7, 17
102-5	Legal Structure	9
102-6	Markets Served	24, 27, 29
102-7	Organisation Scale	7
102-8	Workforce	8
102-9	Supply Chain	24, 27, 29
102-10	Significant changes to the organization and its supply chain	8
102-11	Precautionary Principle or Approach	8
102-12	External initiatives	8
102-13	Membership of Associations	8
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behaviour	10
Governance		
102-18	Sustainability governance structure	12
102-19	Delegating authority	12
102-29	Identifying and managing economic, environmental, and social impacts	12
Stakeholder Engagement		
102-40	List of stakeholder groups	13
102-42	Identifying and selecting stakeholders	13
102-43	Approach to stakeholder engagement	15
102-44	Key topics and concerns raised	15
General Standards Disclosures		
Reporting Practice		
102-46	Defining report content and topic boundaries	6, 16
102-47	List of material topics	16
102-48	Restatements of information	6
102-49	Changes in reporting	9, 16
102-50	Reporting period	6
102-51	Date of most recent report	6
102-52	Reporting cycle	6
Management Approach		
103-1	Explanation of the material topic and its boundaries	6, 16, 24
103-2	The management approach and its components	10, 25, 29

Specific Standards Disclosures		
Employment – staff remuneration & benefits		
401-1	New employee hires and employee turnover	19
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	20
401-3	Parental leave	20
Training & Education		
404-1	Average hours of training per year per employee	17
404-2	Programmes for upgrading employee skills and transition assistance programmes	17, 18
404-3	Percentage of employees receiving regular performance and career development reviews	17, 18
Customer Health Safety – Food Hygiene		
416-1	Assessment of the health and safety impacts of product and service categories	27
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	10
Energy		
302-1	Energy consumption within the organization	22
302-2	Energy consumption outside of the organization	22
302-3	Energy intensity	22
Water and effluents		
303-4	Water discharge	22
Emissions		
305-2	Energy indirect - GHG emissions	22
305-5	Reduction of GHG emissions	22
Procurement Practices		
204-1	Proportion of spending on local suppliers	28
Economic Performance		
201-1	Direct economic value generated and distributed	30
Marketing and Labeling		
417-1	Requirements for product and service information and labeling	26, 28, 30
417-2	Incidents of non-compliance concerning product and service information and labeling	10
417-3	Incidents of non-compliance concerning marketing communications	10
Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programmes	21, 26, 30
413-2	Operations with significant actual and potential negative impacts on local communities	10