CHASEN™

CHASEN HOLDINGS LIMITED

SUSTAINABILITY REPORT 2018

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Board Statement

Sustainability is the crux of the success of any enterprise, especially enterprises with the conviction to achieve triple bottomline, namely 'People, Profit, Planet', for the benefits of both private enterprise and society.

At Chasen Holdings Limited ("Chasen" or "The Company"), we are committed to uphold the highest standards of Economic, Social and Governance (ESG) practices within our organisation. While we are taking our first steps in the sustainability journey, we have embraced our corporate social responsibility with conviction and enthusiasm.

We believe our sustainable growth and success is only possible with the sustainable development of the communities we operate in, be it social, business or national communities.

Driving long term sustainability is our vision. Centred on our key material issues, we have charted a four-pronged approach to our sustainable development roadmap. We will endeavour to set ourselves on the journey of achieving a good balance between commercial growth and ESG performance.

As a market leader in a niche logistics sector, we demonstrate our commitment through the adoption of responsible business practices. The Group is committed to complying with all applicable laws and regulations in all the markets we operate in. The Board expects all Group employees to be vigilant to maintain the corporate values and high quality of the Group's products and services.

We believe that long term investment in human capital and 'green' equipment is key to the long-term sustainable success of Chasen Group. Therefore, we continue to implement our staff training and development roadmap, as well as enhancing the environmental sustainability of our operations in a low carbon economy in the future.

ERIC J P NG
NON-EXECUTIVE CHAIRMAN

SCOPE OF REPORT

At Chasen Holdings Limited ("Chasen"), we recognise the importance of sustainability to our business. As we embark on our journey of sustainability reporting, the challenges and material issues that are important to our stakeholders, our strategy in managing these challenges and issues, and how we have performed in terms of our key performance indicators are highlighted in this report.

During the year, we adopted a more formalised reporting approach by applying the international reporting framework, Global Reporting Initiative ("GRI") Standards, in preparing our first sustainability report.

For reference to the GRI Content Index, please refer to Page 21-24.

Our Strategic Approach to Sustainability

With our vision and corporate values in mind, we aim to integrate sustainability into the businesses of Chasen so that it is systematic and seamless. Where possible, we incorporate sustainability considerations in our decision-making processes.

Our sustainability efforts are led by our senior management who ensures that the Company's business objectives are in line with our commitments to sustainable development. Senior management is responsible for on-going communication to the Board of Directors.

Chasen's senior management has determined focus areas where Chasen can have the greatest economic, environmental and social impact, as well as the areas that are most important to our stakeholders.

Chasen has taken efforts to seek the views of internal and external stakeholders either formally or informally to understand the needs and expectations of our key stakeholders so as to build mutually beneficial relationships.

Governance Structure



Reporting Boundaries and Standards

The report is also prepared in accordance with GRI Principles for defining report content, including:

- **Materiality:**
  focusing on issues that impact business growth and are of utmost importance to stakeholders;
- **Stakeholder Inclusiveness:**
  responding to stakeholder expectations and interests;
- **Sustainability Context:**
  presenting performance in the wider context of sustainability; and
- **Completeness:**
  including all information that is of significant economic, environmental and social impact to enable stakeholders to assess the Company's performance.

We use a consolidated operating approach to determine organisational boundaries. Our data is an aggregation of our operations in Singapore for this, our first report. Our base year is fiscal year FY2018 (ending 31 March 2018).

Report Period and Scope

This report covers data and information from 1 April 2017 to 31 March 2018 and discusses Chasen's achievements and performance towards Environmental, Social and Governance ("ESG") issues. This report has been prepared in accordance to the GRI Standards: Core Option.

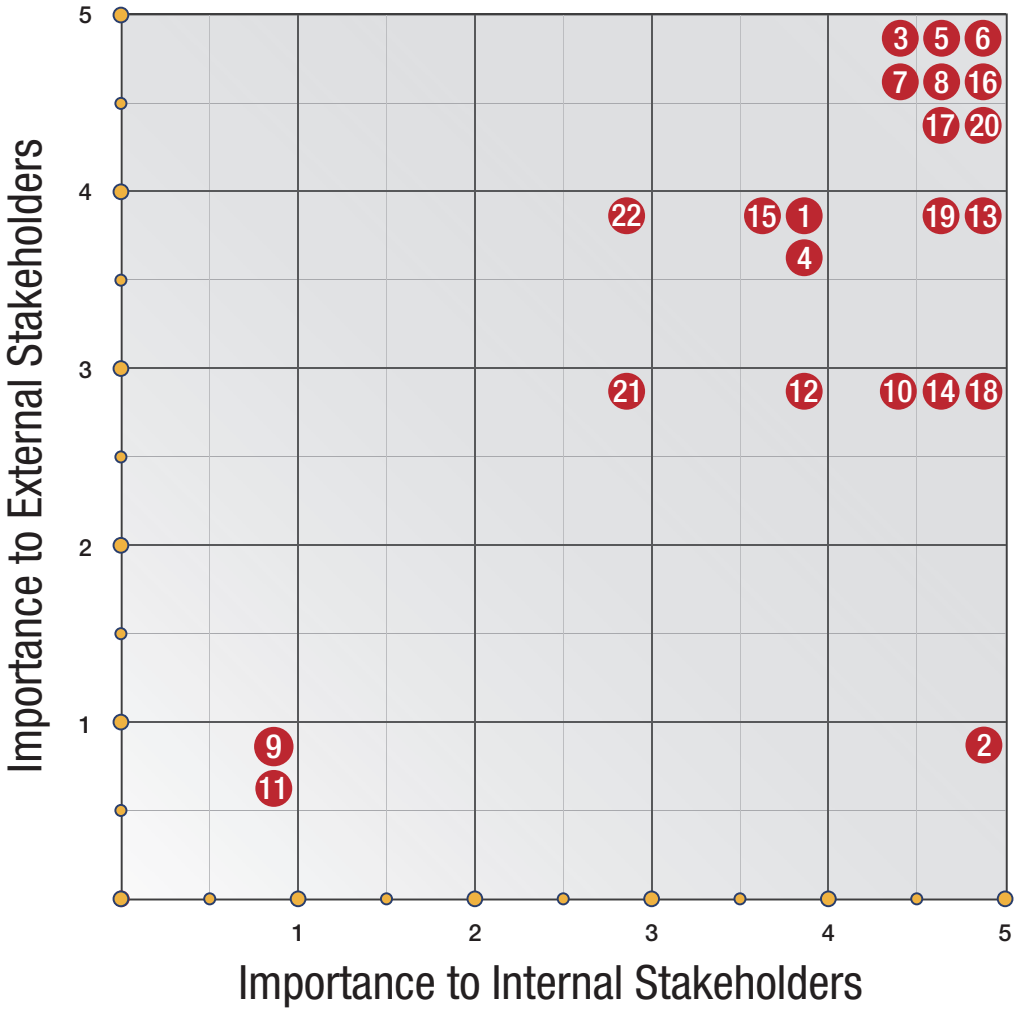
As part of our environmental conservation efforts, current electronic edition of the report is available at:
www.chasen.com.sg

Accountability to Stakeholders

We strive to be a corporate responsible citizen by working closely with our stakeholders to understand their concerns and feedback. The stakeholder engagement provides valuable information for our sustainability reporting, particularly in determining the material environmental and social issues. We will continue to engage our external stakeholders more extensively to identify areas that are material, sustainable and necessary for future development.

Our Key Stakeholders	How We Engage Them	Key Topics
Customers	· Informal feedbacks · Public forums · Informal surveys conducted by management staff	· Product features, value proposition of Chasen · Customer feedback
Shareholders and Financial Community	· Quarterly Results briefing · Annual General Meeting · Emails and teleconferences	· Financial results · Key business developments such as new acquisitions, new business developments or new contract wins. · Investor relations
Employees	· Periodic townhall meetings · Performance appraisals · Team bonding and company events · Internal communication through emails and social media	· Information update by management to staff
Suppliers	· Regular meetings · Emails and telephone calls	· Feedback on their products and services · Information of their new product or service
Government and Regulatory Agencies	· Consultations · Discussions	· Regulatory and industry standards and guidelines
Local Community	· Community outreach activities	· Partner with local not-for-profit charitable organisations to identify the target beneficiaries
Media	· Media releases · Regular communication through emails and teleconferences	· Financial results · Key developments such as business updates

MATERIALITY MATRIX
Importance to Stakeholders



ECONOMIC

1. Economic Contribution to Society
2. Wages and Local Hiring
3. Sustainable Growth
4. Innovation & Technology

GOVERNANCE

5. Legal Compliance and Governance
6. Anti-corruption and Anti-fraud
7. Service Quality & Responsibility
8. Employee/Public Health & Safety

ENVIRONMENT

9. Water Conservation
10. Energy Management
11. Environmental Impact Assessment and Mitigation
12. Waste Management
13. Emission & Air Pollution

SOCIAL

14. Diversity and Equal Opportunity
15. Training and Education
16. Business Partners Engagement
17. Stakeholder Engagement
18. Labour-management Relations
19. Supply Chain & Procurement Practices
20. Customer Privacy & Data Protection
21. Socio-economic Compliance
22. Corporate Social Responsibility

ECONOMIC

Corporate Profile

Chasen Holdings Limited ("Chasen") is an investment holding company whose group businesses in specialist relocation, third party logistics and technical & engineering services support the supply chain in the establishment of manufacturing and service operation facilities in Singapore, Malaysia, the People's Republic of China, Vietnam, Timor-Leste, Thailand, and USA.

Incorporated on 2 November 1999, it was first listed on SESDAQ on 8 August 2000 and was transferred from the SGX Catalist to Mainboard on 26 February 2013. The Company changed its name from China Entertainment Sports Ltd to Chasen Holdings Limited ("Chasen") on 17 May 2007 following the completion of the reverse takeover exercise in February 2007 whereby the Company acquired the entire issued and paid up capital of Chasen Logistics Services Limited. As a result of the reverse takeover, the Company acquired a new core business in specialist relocation solutions for the manufacturing industries that utilize sophisticated machineries and equipment.

Presently, the Group has established diversified revenue sources in three core business segments, serving industries such as wafer fabrication, TFT display panel production, semi-conductor, chip testing and assembly, solar panel assembly, consumer electronics, telecommunications, marine, ordnance and construction sectors.

Several of our subsidiaries are members of the Singapore Logistics Association.

The three core business segments are as follows:



SPECIALIST RELOCATION SOLUTIONS

Serves as the strategic partners to our customers in the management of their global relocation needs through projects or maintenance projects.

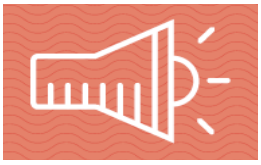
We provide specialist manpower equipped with specialized material handling tools, equipment and vehicles to relocate our customers' machinery and equipment, either within their premises or from one location to another location.



THIRD-PARTY LOGISTICS

Provides packing, packaging, trucking, distribution, freight-forwarding, warehousing and related services.

We pack machinery and equipment to the Original Equipment Manufacturers' (OEM) specifications utilising specialized packaging materials before they are relocated to new destination.

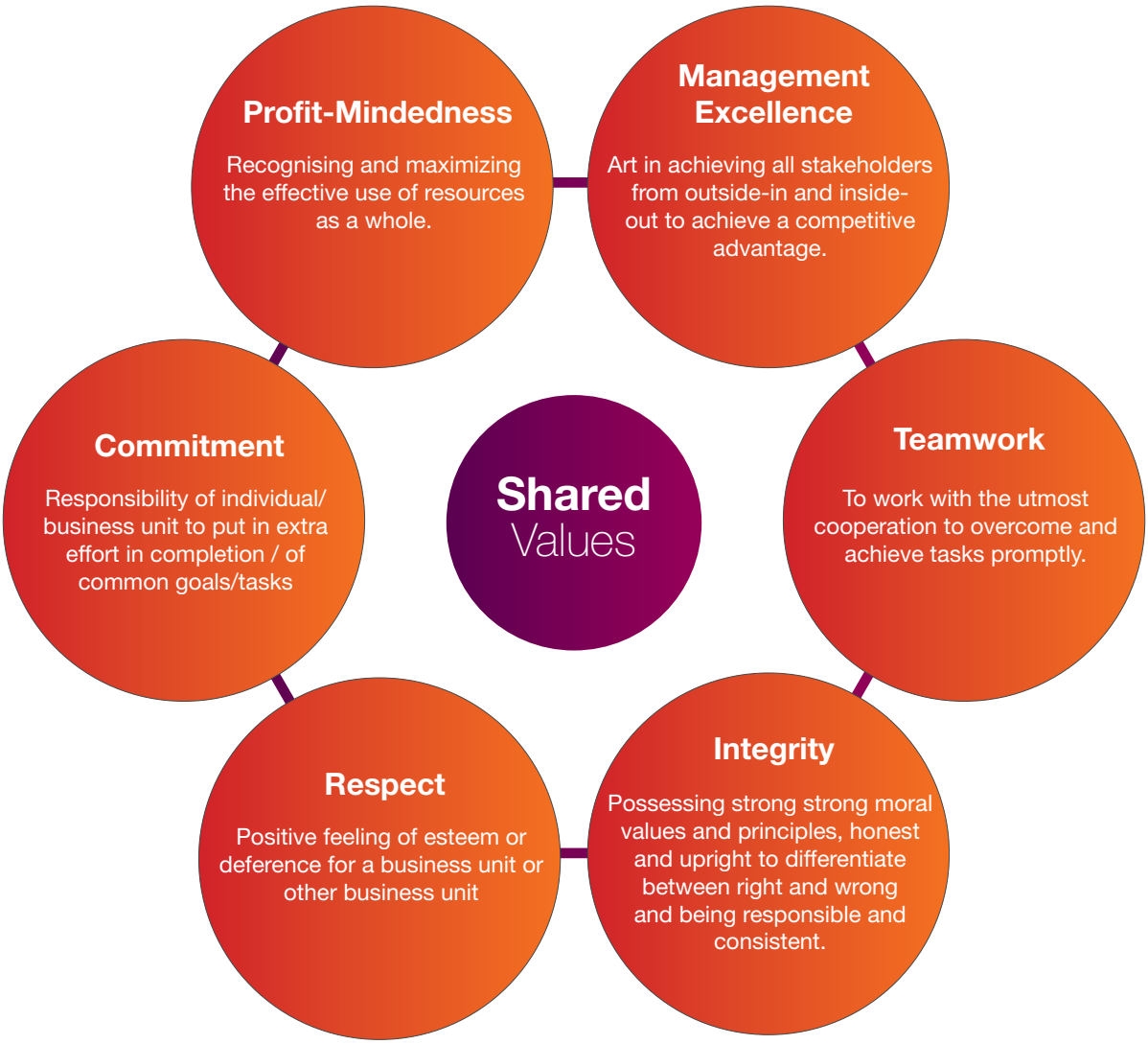


TECHNICAL & ENGINEERING

Provides design, fabrication, and installation of steel structures, as well as mechanical and electrical installation including hook-up for production facilities, parts refurbishment, engineering and spares support, facilities management, scaffolding equipment and services, contract manufacturing, and water treatment and process engineering services.

ECONOMIC


Vision
To be a leading global integrated service provider with turnkey capabilities in the development of manufacturing and service operation facilities.
Mission
To develop each individual business unit capability in achieving the corporate vision


Profit-Mindedness
Recognising and maximizing the effective use of resources as a whole.
Management Excellence
Art in achieving all stakeholders from outside-in and inside-out to achieve a competitive advantage.
Commitment
Responsibility of individual/ business unit to put in extra effort in completion / of common goals/tasks
Shared Values
Teamwork
To work with the utmost cooperation to overcome and achieve tasks promptly.
Respect
Positive feeling of esteem or deference for a business unit or other business unit
Integrity
Possessing strong strong moral values and principles, honest and upright to differentiate between right and wrong and being responsible and consistent.

ECONOMIC

Economic Contribution to Society

At present, we are headquartered in Singapore, with operations extending to Asia and the United States of America. We manage our operations in accordance to our sustainability principles. We work closely with our operation staff to identify and consider any sustainability opportunities and risks that may arise.

Sustainability trends such as climate change, resource scarcity and demographic changes shape the competitive environment in which companies like Chasen operate by introducing long term sustainability opportunities and recognising risks. We therefore view our business performance beyond short term gains and financial bottomline. Our conviction is to achieve a balanced triple bottomline, i.e. People, Profit, Planet for sustained growth for the organisation and the community it operates in.

The success of our business is highly dependent on the commitment of our management and staff. Their knowledge, professional expertise and their job satisfaction are key to our economic sustainability.

More importantly, we strive to contribute positively to society through our economic presence by serving as Singapore's leading specialist relocation company in South East Asia, China and the United States of America, while maintaining good stewardship of the resources we manage and generating good shareholders' value.

Our business model focuses on cost leadership without compromising our service level and highest priority on customer's interest. We seek organic growth from the existing business units as well as through the acquisition of new businesses that reap good returns.

We strive to maintain our market position by ensuring we gain the trust of our customers and their families, and continually build our reputation and brand name in specialist relocation, third party logistics and technical & engineering services industry in Asia Pacific.

The Group's vision is to offer integrated services combining technical and engineering capabilities to complement logistics services. As the vision is being realised the Group would enhance its competitiveness beyond pricing.

As a whole, Chasen continues to make good progress and the current financial year is expected to be another watershed as each subsidiary successfully implement their strategic business plans approved by the Board. As book orders continue to build up and projects executed across our business segments and geographic regions, we hope to exceed previous achievements in annual revenue and bottomline in tune with global economic growth opportunities.

If the revenue targets for this financial year are achieved, and barring unforeseen circumstances, the Group would be expected to be well on its way to achieve its target of $200 million in revenue by 2020 through the following strategies:

I. Scaling up relocation business in China, Malaysia, Vietnam and the US;

II. Growing the 3PL cross-border land freight business; and

III. Streamlining Singapore operations, particularly the Technical & Engineering operations, to improve internal cost efficiencies.

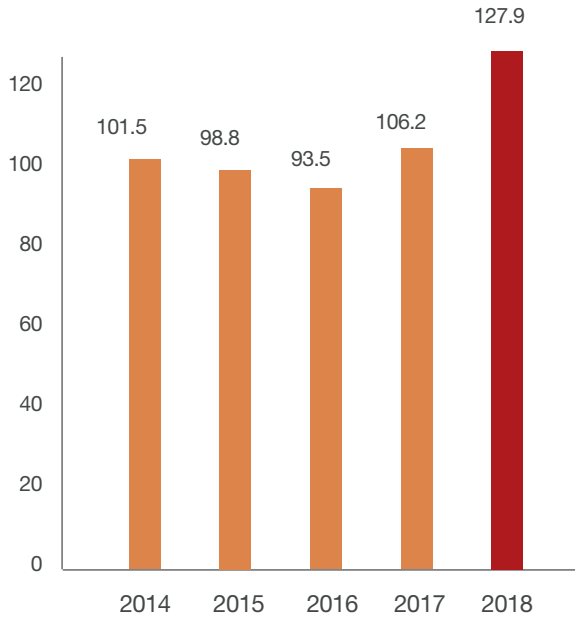
In today's highly volatile business environment, Chasen has, beyond sustained earnings, diligently embraced prudent financial management, capitalised on our assets and investments, and remained focused on growth strategies, to enhance shareholders' value.

For more information on Chasen's financial and business performance, please refer to financial highlights in page 8-9 and the annual report FY 2018.

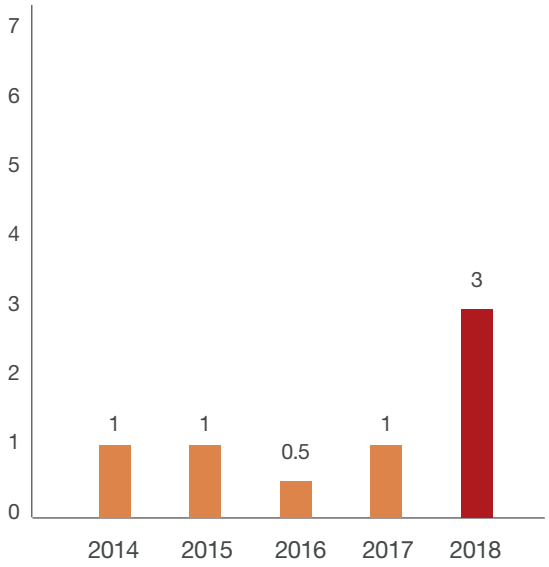
ECONOMIC

Financial Highlights

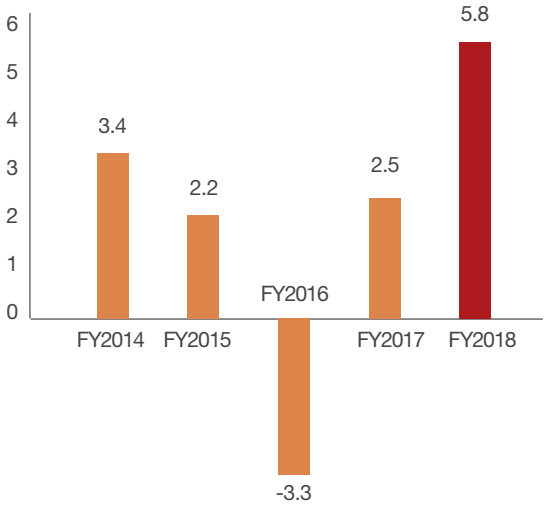
REVENUE (S$'MIL)



DIVIDEND PER SHARE (CENTS)



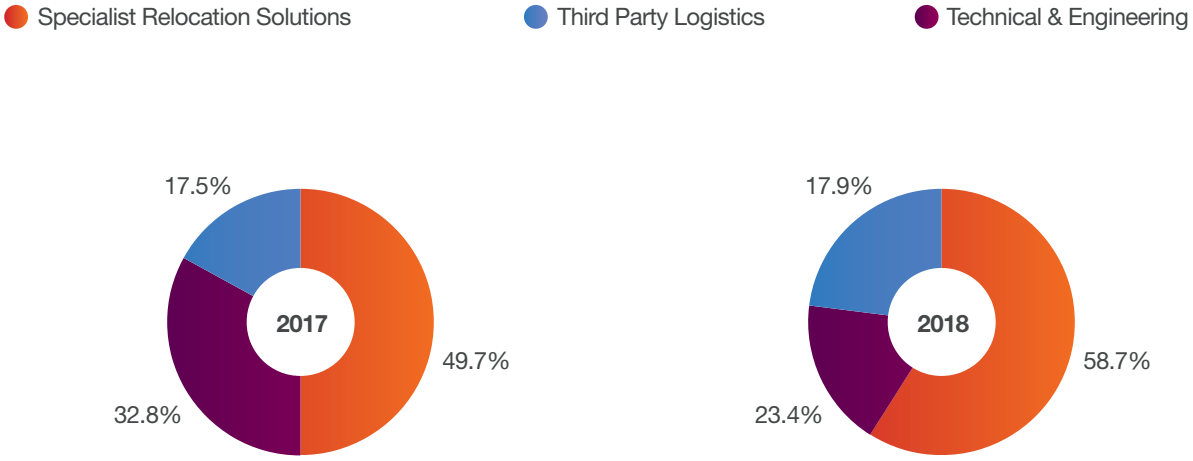
PROFIT/ (LOSS) AFTER TAX (S$'MIL)



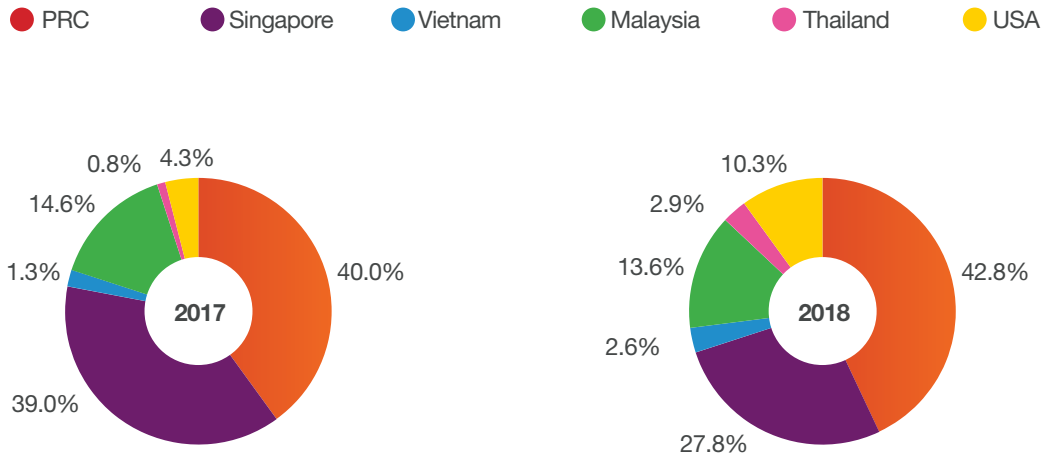
ECONOMIC

Financial Highlights

REVENUE BREAKDOWN BY BUSINESS SEGMENT



REVENUE BREAKDOWN BY GEOGRAPHICAL



ECONOMIC

Global Reach



ECONOMIC

Corporate Milestones

1995

- Chasen Logistics Services began business as a partnership operating from its office in Wallich Street

1999

- Incorporated as Chasen Logistics Services Pte Ltd ("CLSPL")

CHASEN™
Relocation Solutions Specialist

2001

- CLSPL was awarded first turnkey project consolidating several manufacturing facilities of customer to one location in Singapore
- CLSPL was certified ISO 9001 for Quality Management System

2012

- Chasen Group achieved record historical high revenue of S$99 million since listing (in 2007)
- CHL was recognized as one of the World's Top 1000 Fastest Growing Public Companies in 2011 by the International Business Times (announced in January 2012)

2011

- Chasen Hi-Tech was awarded first major Korean project to relocate an OLED (organic light-emitting diode) production line from Busan, South Korea to Shanwei, Guangdong Province, PRC
- CHL was awarded the Certificate of Excellence in "Best Investor Relations by a SGX-Catalist Company" at the IR Magazine South East Asia Awards 2011

2010

- Acquisition of "green" companies, Global Technology Synergy Pte Ltd ("GTS") and Towards Green Sdn Bhd ("TGSB")

2013

- Chasen was transferred from Catalist to the Main Board of the SGX-ST on 26 February 2013
- Ho Chi Minh City-based CTL awarded its first major move-in and installation project worth of US$0.9 million (S$1.1 million) by a Japanese tyre manufacturer in Hai Phong, Vietnam
- Singapore-based CLSG secured its maiden relocation project worth of US$4.25 million (approximately S$5.4 million) from the Middle East.
- CLSG and REI Technologies Pte Ltd ("REI") collaborated in building 100k cleanroom to house a Facilitized Refurbishment and Testing Centre ("FRTC") and supporting logistics services for the refurbishment of wafer fab machine tools for a Japanese OEM (original equipment manufacturer)

2014

- Chasen Group surpassed S$100 million revenue mark for the first time in its corporate history
- Chasen Group introduced Shared Values as the basis to develop our corporate culture and growth strategy

2015

- Established a global marketing office, Chasen (USA), Inc. ("C-USA") in San Jose,California, USA

ECONOMIC

2004

- Set-up overseas operations in People's Republic of China ("PRC") through Chasen (Shanghai) Hi-Tech Machinery Services Pte Ltd ("Chasen Hi-Tech")
- CLSPL was certified ISO 14001 for Environmental Management and OHSAS 18001 for Occupational Health and Safety Management System

2005

- Established second overseas subsidiary, Chasen Logistics Sdn Bhd ("CLSB") in (mainland) Penang
- CLSB secured its first contract to service a Singapore-based semi-conductor MNC (multinational company) that transferred its operations to the Kulim IT Park in Kedah

2007

- Chasen Holdings Limited ("CHL") listed on SGX SESDAQ (now known as Catalist) via a reverse takeover of China Entertainment Sports Ltd

2009

- Chasen Group established footprint in Vietnam with the setting-up of Chasen Transport Logistics Co., Ltd ("CTL") in Ho Chi Minh City
- Chasen Logistics Services Limited ("CLSG") was awarded bizSAFE STAR by Workplace Safety and Health Council



2008

- Extended Third Party Logistics ("3PL") operations in Malaysia through acquisition of City Zone Express Sdn Bhd ("CZE-M") and incorporation of DNKH Logistics Pte Ltd ("DNKH") in Singapore

2016

- Established a joint venture 3PL company in Thailand, City Zone Express Company Limited ("CZE-T") with operating offices in Bangkok and Songkhla
- C-USA clinched US$12 million (S$17 million) project for handling of inbound cargo and move-in of equipment and materials for an automobile product manufacturing plant
- Incorporated Strategic Business Plan for each business unit that would support the Group strategy in achieving our Corporate Vision

2017

- Chasen Group exceeded S$100 million revenue benchmark for second time amassing S$106.2 million
- Chasen Hi-Tech achieved highest contracts secured totalling S$50 million (RMB245 million)
- 3PL established air and sea freight business in Thailand to complement its cross-border trucking operations

2018

- Chasen Group achieved its highest revenue to date @ S$127.9 million
- Chasen Hi-Tech secured relocation contract for pilot phase of the world's first 11th Generation TFT LCD plant in Shenzhen, PRC
- 3PL established bonded warehouse in Penang and office in Vietnam to manage cross-border land freight business
- C-USA secured the third phase of automobile product manufacturing plant project valued at US$9.3 million

ECONOMIC

Our Sustainability Vision



ECONOMIC

- Generate good return to shareholders Cost & Skills Leadership
- Maintain market leadership position
- Drive Consistent Business prospects through organic growth & acquisition



ENVIRONMENTAL

- Promote a strong environmental friendly culture
- Environmental conservation through adopting Reduce. Reuse and energy efficient practices



SOCIAL

- Build a resilient organisation and caring society
- Provide the financial mechanism to promote greater support for the short-term micro-financing in society
- Build partnership and bonds with stakeholders
- Personal development focuses on KPIs, training and employee engagement programme



GOVERNANCE

- Focus on risk management by having good corporate governance and well-developed policies and procedures which are periodically checked for compliance
- Compliance management with all applicable laws and regulations.

GOVERNANCE

Legal Compliance and Corporate Governance

Corporate governance and compliance have always been one of the top priorities for the Company. The decision-making process in the Company is strictly in line with legal and regulatory requirements and in compliance with the Code of Corporate Governance issued by Monetary Authority of Singapore and the Company Act of Singapore.

The Company has not received any correspondences or notifications in relation to any non-compliance of legal and regulatory requirements or the Code of Corporate Governance from any government and regulatory agencies in FY2018. The Audit Committee received no whistle-blowing letters during the year.

Ethics & Integrity

We promote 'an ethical and act with integrity' culture throughout the Company. We seek to conduct our business in an ethical manner and in compliance with the best practices in the different industries we operate in. All Directors, operations and management staff are required to fully comply with our principles set in our Employee Handbook and employment contract.

The Employee Handbook details our expected standards of employee's professional behaviour towards our business partners whom we have business dealings with, to the community whom we serve and towards each other as employees of the Company. Above all, we are inculcated with strong corporate values to act with integrity.

Anti-Corruption and Anti-Fraud

With zero-tolerance policy to bribery and corruption, we have put in place effective monitoring and management control systems to detect bribery, fraud or other malpractice activities directly at the source. We have established a whistle-blowing mechanism for employees and any other concerned stakeholders such as customers and their families, suppliers, competitors and contractors.

Serious concerns relating to financial reports, unethical or illegal conduct can be reported in writing and despatch via fax, electronic mail or snail-mail to the Company Secretary. The matter will be brought to the attention of the Chairman of the Audit Committee. Our stakeholders can be assured that all reports or suspicions of potential breaches of our Employee guidelines are taken seriously by the Group.

Compliance with Laws and Regulations

The Group is proactive in ensuring its compliance with all relevant laws and regulations. Our management team is responsible to review and monitor the Group's policies and practices in respect to legal and regulatory requirements across all operations. Any non-compliance of the relevant laws and regulations and the proposed resolutions will be reported to the Board of Directors on a quarterly basis.

The Group has put in place policies and procedures to ensure compliance with the relevant laws and regulations to all the national jurisdictions we operate in. At corporate level, we also ensure that we are in compliance, both in substance and in spirit, with the Listing rules of SGX Securities Trading (SGX-ST), Securities and Futures Act and Singapore Companies Act.

GOVERNANCE

Any new enactment of or changes to the relevant laws and regulations will be communicated to all operations and management staff via emails and small group meetings. Such communication is necessary to ensure that all staff are aware of the changes and can carry out the necessary steps and actions to ensure compliance.

While we seek to leverage our data to serve our customers responsibly, we adhere and uphold the Personal Data Protection Act ("PDPA"). We have put in place policies to ensure we are in compliance with PDPA and we respect our customers' choices in respect of their personal data and the protection of our customers' privacy.

There is no incidence of product and service misinformation and labelling or marketing communications.

Risk Management

The Group recognises the importance of risk management and how business risks may adversely affect Chasen's business performance.

While it is the responsibility of the Audit Committee, as delegated by the Board of Directors, to oversee the effectiveness of our risk management and internal controls. The core function of internal audit is the responsibility of the Board. For the financial year ended 31 March 2018, the Board has received assurance from the Managing Director and CEO as well as the Chief Financial Officer that the financial records have been properly maintained and the financial statements give a true and fair view of the Group's operations and finances; and the Group's risk management and internal control systems are sufficiently effective.

Supply Chain & Procurement Practices

We have maintained a strong partnership with the local and regional suppliers for our specialist relocation, third party logistics and technical & engineering services.

We believe in transparency in our supply chain and our approach is to positively engage with suppliers if we identify any issues. Any non-compliance with the guidelines of local and international regulatory bodies will result in us not embarking on or discontinuing the procurement and business relationship with them.

Service Quality and Responsibility

For an integrated logistics services provider like Chasen, our service quality and responsibility to our customers ranks high for the sustainable success of the Company. We are committed to providing reliable and high quality logistics solutions to our customers. We emphasise on service excellence to every customer.

Our operations and professional staff serve our customers professionally and ethically.

Target:
We plan to introduce customer satisfaction survey to measure and monitor the customer satisfaction among our clients.

ENVIRONMENT

We strive to embrace environmental sustainability by managing environmental conservation through adopting 'Reduce', 'Re-use', 'Recycle' and energy effcient practices.

As part of our initial efforts, we will align our environmental performance in our Singapore operations to key evaluation criterion for water consumption and energy conservation for the both electricity and diesel consumption.

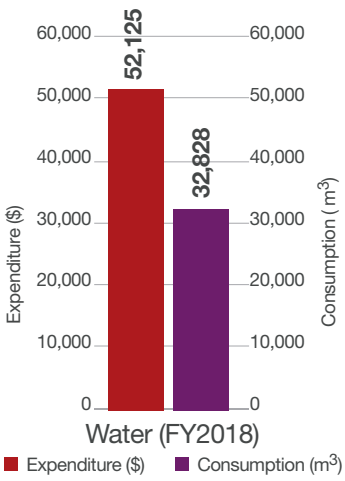
There has been no incident of non-compliance with environmental laws and regulations reported.

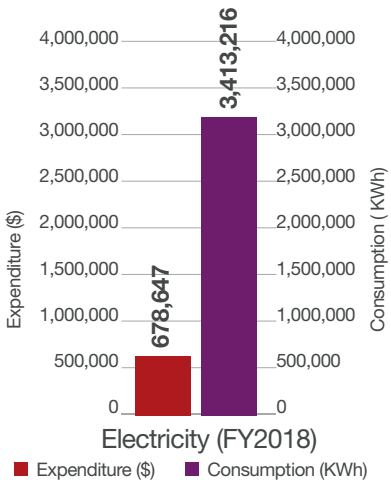
Water and Energy Conservation

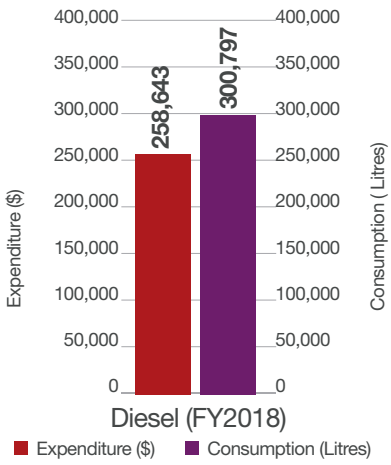
We tap on the water supply provided by Public Utilities Board and disposed used water into the public sewage system.

For FY2018, our water consumption and expenditure increased by 8.12% and 47.89% respectively. In terms of electricity, our consumption and expenditure increased by 53.5% and 60.59% respectively. For diesel, our consumption and expenditure increased by 13.88% and 5.59% respectively.

While we take conscientious efforts to conserve water and electricity, we are currently reviewing our utilisation rates and will implement measures to reduce the utilisation rates.







Waste Management

The Group also takes a concerted approach to ensure we adopt a responsible waste management process within our business operations. In FY 2018 alone, we have recycled 421,613.56 metric tons of steel.

We will be reviewing and fine tuning our waste management system to ensure optimal recycling for the all the raw materials, mainly wood and steel, are properly disposed and recycled.

Paper Usage

We have launched our Go-Green initiatives across all our operations and Corporate Offce. The implemented initiatives aim to encourage the 'Re-use', 'Recycle' and 'Reduce' of papers through the following ways:

- 'Reduce' the use of papers through double-sided printing and print only when necessary.
- 'Re-use' the blank side of printed papers for non-confidential and draft documents. We plan to roll out the daily operations reports to be electronic and paperless form, going forward.

We have successfully recycled 65kg of paper in FY2018, an increase of 41.30% from the past year.

Target:
We have plans to measure the carbon footprint and the Greenhouse Gases Emission of our business operations progressively over the next three years.

SOCIAL

People

Pivotal to our success is our people performing at their best. We value the vital contributions by all employees towards sustaining Chasen's long term success. To underscore our care and commitment towards our employees, Chasen drives a holistic human resource ("HR") strategy focused on fair remuneration and equal opportunities, training and development, employee wellness and engagement, and work-life harmony. We are taking progressive steps to go beyond compliance with labour laws in Singapore to develop and implement policies and staff engagement programmes that aim to help employees build long-term, fulfilling careers with Chasen.

Diversity & Equal Opportunity

Identifying, recognising and rewarding quality employees is essential in our hiring and retention strategy. We advocate fair employment practices by ensuring equal opportunities for recruitment, fair compensation, career progression and training opportunities. We provide fair employment opportunities to all, regardless of age, gender, race, or nationality. Chasen advocates a policy of harnessing diversity in human resource as evidenced by a fair distribution of employees from different nationalities and age groups to support our key markets in Singapore.

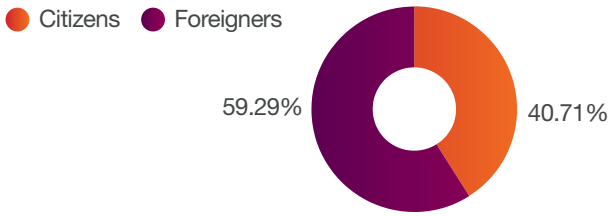
The Group has a stable labour force of 1425 with continued expansion in all four major regions, with the latest expansion move to the USA in 2015. In FY2018, the local hiring of Chasen's employees are mainly Singaporeans comprising 40.71%. Overall, there is a well-balanced diversity of 10 nationalities within Chasen's workforce.

There is a male dominance in the staff strength largely due to the nature of logistics and engineering industries. We ensure that fair work practices and remuneration are ascertained based on individual work performance and not on any gender consideration. No form of discrimination is tolerated within our organisation. There has been no incident of gender discrimination.

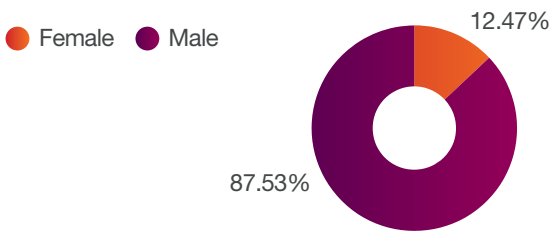
Fair & Open Employment Policy

Chasen maintains a policy of fair and open employment policy through providing fair employment opportunities to both young and older workers above aged 65 years old. Its workforce has a good balance of age distribution, with 23.5% under the 30-year old group and 2.36% above the 65 years old age group. As at 31 March 2018, the youngest staff is 22 years old while the oldest employee is 72 years old.

Nationalities FY2018



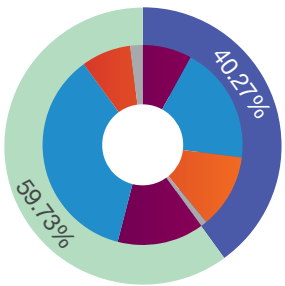
Gender Ratio FY2018



Age Profile of Employees

Management/ Professional Staff

Executive	
Below 30 Years	8.46%
31 to 50 Years	18.67%
51 to 65 Years	11.95%
Above 65 Years	1.19%
Workers	
Below 30 Years	14.29%
31 to 50 Years	36.24%
51 to 65 Years	7.63%
Above 65 Years	1.58%



SOCIAL

Our strategy for recruitment and retention of talents include cooperation with professional institutions, talent pool development and retention, and staff grievance mechanism.

In terms of employee skills profile, we have maintained a fair proportion of professional and management team to lead and drive the business growth in our three business segments.

Our business is highly dependent on senior experienced staff with over 10-20 years of experience between them. Through the organic growth of complementary businesses over the years, we have also strengthened the retention of our pool of senior staff whose professional expertise and strong customer relationship have been critical in the sustainable success in the three business segments.

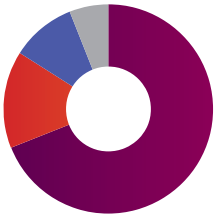
PMET Classification for Staff FY2018

Management	14.52%
Professional	9.06%
Executive	16.77%
Technical	12.86%
Others	46.78%
Total	100%



Years of Service FY2018

Below 5 years	68.91%
6 to 10 years	15.37%
11 to 20 years	10.08%
Above 20 years	5.65%
Total	100%



We are continuously recruiting talents, particularly younger talents and grooming them through mentorship and on-the-job training programme.

Our recruitment policy is based on meritocracy and the pre-requisite skills and academic qualifications required to perform the required job scope. During recruitment, we have implemented stringent shortlisting process to ensure we recruit people with the same values as we do.

We focus on retention of talents by providing fair and sustainable financial and non-financial incentives, and learning and development opportunities. Our compensation and benefits policies are determined by guidelines proposed by our Group HR and approved by the Board. All our staff undergo annual performance review and receive periodic performance feedbacks from their superiors.

We practise equal opportunities for skills training and career development for all staff and this has contributed to our high retention rate of 89.95% in FY2018.

Training & Development FY2018

Total Training Hours	1683.00
Average training Hours per employee	3.42

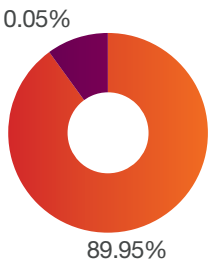
Employee Wellness & Benefits

The Company also contributes to the Central Provident Fund and provides medical benefits such as Personal Accident and Hospitalisation & Surgical Plan for all our staff. We provide maternity as well as paternity leave in accordance to the recommendations of the Ministry of Manpower of Singapore.

In FY2018, the overall turnover rate of 10.05%. We have no temporary or part- time employees.

Staff Turnover FY2018

Staff Retention Rate	89.95%
Staff Turnover	10.05%



Target:
We plan to increase our commitment to staff training and development by up to 30% progressively over the next three years.

SOCIAL

Health and Safety

The Chasen Group is committed to embracing the highest standards of workplace safety and health ("WSH") and environmental practices inculcating the best practices in the Chasen Group. We are guided by the steadfast commitment to our employees for a safe working environment in which one can work and excel with full confidence.

The management team sets a strong foundation by providing clear direction within the organisation of the value of an effective occupational health and safety management approach to foster risk-free and environmentally-friendly premises. We are building the environmental awareness and green practices to lead the group in adhering to all WSH regulations as stipulated by the Ministry of Manpower ("MOM") and all the relevant authorities of the national jurisdictions we operate in.

Our operations are closely monitored and reviewed by our appointed safety officers, who ensure all employees comply to the codes of practice and safety procedures they have set out. Our emphasis on promoting workers' health and improving occupational safety has resulted in low numbers of accidents in our workplace and we will continue to uphold our mandate to target zero injuries and fatalities amongst our workforce.

Two of our business units have been bizSAFE STAR certified since 2012.

Labour-Management Relations

It is important to have effective communication between management and employees, so that employees are more engaged with the organisation, and have a more positive attitude towards their work and loyalty to the CHASEN Group. They are provided with frequent management updates and adequate notice period regarding operational changes.

We often engage our employees in the following ways:

- Weekly Meetings
  Team managers have weekly meetings with the management team to review the operations.
- Monthly Meetings
  The Audit Committee meets the business units' accountants to review the monthly financials and listen to their work-related concerns.
- Quarterly Meetings
  The Board of Directors meets to discuss on business development and finance and reviews the Group's quarterly performance.
- Informal Small Group Meetings
  Meetings are often held by management to listen and understand our employees' concerns and grievances.

Business Partner & Stakeholder Engagement

We actively engage our business partners and stakeholders regularly to keep them abreast of the developments of our businesses.

Please see the section on Accountability to Stakeholders on page 4 for more information.

Customer Privacy & Data Protection

The nature of our business warrants high level of security and confidentiality of our clients' personal data as well as the business transactions they have undertaken.

We adhere strictly to the guidelines set by the Personal Data Protection Act (PDPA). We have invested to ensure our proprietary IT system meets the highest standards for IT security.

There is no incident of non-compliance with laws and regulations in the social and economic area reported.

Corporate Social Responsibility

Being a corporate responsible citizen, we believe in giving back to the society. While we strive to achieve our business goals, we also believe in playing our part in serving our local community. We have contributed to the Lions Club in their social outreach programme in the past.

TARGETS:
We plan to support more charitable organisations in the next 1-3 years.

GRI Content Index

Topic Specific Standard Disclosure		Page Reference
Organisational Profile		
102-1	Name of the organization.	1,6
102-2	Activities, brands, products, and services	6
102-3	Location of headquarters	6
102-4	Location of operations	6
102-5	Ownership and legal form	6
102-6	Markets served	6
102-7	Scale of the organization	6
102-8	Information on employees and other workers	18-19
102-9	Supply chain	16
102-10	Significant changes to the organization and its supply chain	16
102-11	Precautionary Principle or approach	3
102-12	External initiatives	N.A.
102-13	Membership of associations	6
Strategy		
102-14	Statement from senior decision-maker	1
102-15	Key impacts, risks, and opportunities	1
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	15
102-17	Mechanisms for advice and concerns about ethics	15
Governance		
102-18	Governance structure	3
102-19	Delegating authority	3
102-20	Executive-level responsibility for economic, environmental, and social topics	3
102-21	Consulting stakeholders on economic, environmental, and social topics	3
102-22	Composition of the highest governance body and its committees	3
102-23	Chair of the highest governance body	3
102-24	Nominating and selecting the highest governance body	3
102-25	Conflicts of interest	N.A.
102-26	Role of highest governance body in setting purpose, values, and strategy	3
102-27	Collective knowledge of highest governance body	3
102-28	Evaluating the highest governance body's performance	3
102-29	Identifying and managing economic, environmental, and social impacts	3
102-30	Effectiveness of risk management processes	16
102-31	Review of economic, environmental, and social topics	3, 6-16
102-32	Highest governance body's role in sustainability reporting	3
102-33	Communicating critical concerns	4
102-34	Nature and total number of critical concerns	5
102-35	Remuneration policies	19
102-36	Process for determining remuneration	19
102-37	Stakeholders' involvement in remuneration	19
102-38	Annual total compensation ratio	N.A.
102-39	Percentage increase in annual total compensation ratio	N.A.

Topic Specific Standard Disclosure		Page Reference
Stakeholder Engagement		
102-40	List of stakeholder groups	4
102-41	Collective bargaining agreements	N.A.
102-42	Identifying and selecting stakeholders	4
102-43	Approach to stakeholder engagement	4
102-44	Key topics and concerns raised	4
Reporting Practice		
102-45	Entities included in the consolidated financial statements	
102-46	Defining report content and topic Boundaries	3
102-47	List of material topics	5
102-48	Restatements of information	N.A. This is our first report.
102-49	Changes in reporting	N.A. This is our first report.
102-50	Reporting period	3
102-51	Date of most recent report	3
102-52	Reporting cycle	3
102-53	Contact point for questions regarding the report	3
102-54	Claims of reporting in accordance with the GRI Standards	3
102-55	GRI content index	21-24
102-56	External assurance	N.A.
Management Approach		
103-1	Explanation of the material topic and its Boundary	5
103-2	The management approach and its components	3
103-3	Evaluation of the management approach	3
Specific Standard Disclosures		
Category: Economic		
Topic: Economic Performance		
201-1	Direct economic value generated and distributed	6-10
201-2	Financial implications and other risks and opportunities due to climate change	N.A.
201-3	Defined benefit plan obligations and other retirement plans	19
201-4	Financial assistance received from government	N.A.
Topic: Market Presence		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	N.A. There is no minimum wage in Singapore
202-2	Proportion of senior management hired from the local community	18
Topic: Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	N.A.
203-2	Significant indirect economic impacts	N.A.
Topic: Procurement Practices		
204-1	Proportion of spending on local suppliers	16
Topic: Anti-corruption		
205-1	Operations assessed for risks related to corruption	15
205-2	Communication and training about anti-corruption policies and procedures	15
205-3	Confirmed incidents of corruption and actions taken	15

Topic Specific Standard Disclosure		Page Reference
Topic: Anti-competitive Behavior		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	N.A.
Category: Environmental		
Topic: Materials		
301-1	Materials used by weight or volume	N.A.
301-2	Recycled input materials used	17
301-3	Reclaimed products and their packaging materials	N.A.
Topic: Energy		
302-1	Energy consumption within the organization	17
302-2	Energy consumption outside of the organization	N.A.
302-3	Energy intensity	N.A.
302-4	Reduction of energy consumption	This will be undertaken in the next 1-2 years
302-5	Reductions in energy requirements of products and services	N.A.
Topic: Water		
303-1	Water withdrawal by source	17
303-2	Water sources significantly affected by withdrawal of water	N.A.
303-3	Water recycled and reused	N.A.
Topic: Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N.A.
304-2	Significant impacts of activities, products, and services on biodiversity	N.A.
304-3	Habitats protected or restored	N.A.
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	N.A.
Topic: Emissions		
305-1	Direct (Scope 1) GHG emissions	This will be undertaken in the next 1-2 years
305-2	Energy indirect (Scope 2) GHG emissions	This will be undertaken in the next 1-2 years
305-3	Other indirect (Scope 3) GHG emissions	This will be undertaken in the next 1-2 years
305-4	GHG emissions intensity	N.A.
304-5	Reduction of GHG emissions	N.A.
305-6	Emissions of ozone-depleting substances (ODS)	N.A.
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	N.A.
Topic: Effluents and Waste		
306-1	Water discharge by quality and destination	This will be undertaken in the next year
306-2	Waste by type and disposal method	This will be undertaken in the next year
306-3	Significant spills	N.A.
306-4	Transport of hazardous waste	N.A.
306-5	Water bodies affected by water discharges and/or runoff	N.A.
Topic: Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	17
Topic: Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	N.A.
308-2	Negative environmental impacts in the supply chain and actions taken	N.A.

Topic Specific Standard Disclosure		Page Reference
Category: Social		
Aspect: Employment		
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	19
401-3	Parental leave	19
Topic: Labor/Management Relations		
402-1	Minimum notice periods regarding operational changes	20
Topic: Occupational Health and Safety		
403-1	Workers representation in formal joint management–worker health and safety committees	20
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	20
403-3	Workers with high incidence or high risk of diseases related to their occupation	20
404-4	Health and safety topics covered in formal agreements with trade unions	20
Topic: Training and Education		
404-1	Average hours of training per year per employee	19
404-2	Programs for upgrading employee skills and transition assistance programs	19
404-3	Percentage of employees receiving regular performance and career development reviews	19
Topic: Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	18
405-2	Ratio of basic salary and remuneration of women to men	N.A.
Topic: Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	18
Topic: Freedom of Association and Collective Bargaining		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	N.A.
Topic: Child Labor		
408-1	Operations and suppliers at significant risk for incidents of child labor	N.A.
Topic: Indirect Economic Impacts		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	N.A.
Topic: Security Practices		
410-1	Security personnel trained in human rights policies or procedures	N.A.
Topic: Rights of Indigenous Peoples		
411-1	Incidents of violations involving rights of indigenous peoples	N.A.
Topic: Human Rights Assessment		
412-1	Operations that have been subject to human rights reviews or impact assessments	N.A.
412-2	Employee training on human rights policies or procedures	N.A.
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	N.A.
Topic: Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	N.A.
413-2	Operations with significant actual and potential negative impacts on local communities	N.A.

Topic Specific Standard Disclosure		Page Reference
Topic: Supplier Social Assessment		
414-1	New suppliers that were screened using social criteria	N.A.
414-2	Negative social impacts in the supply chain and actions taken	N.A.
Topic: Public Policy		
415-1	Political contributions	N.A.
Topic: Customer Health and Safety		
416-1	Assessment of the health and safety impacts of product and service categories	N.A.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	N.A.
Aspect: Marketing and Labeling		
417-1	Requirements for product and service information and labeling	N.A.
417-2	Incidents of non-compliance concerning product and service information and labeling	N.A.
417-3	Incidents of non-compliance concerning marketing communications	N.A.
Aspect: Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	20
Aspect: Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	20

Note:

Chasen takes a phased approach to the adoption of GRI indicators and will review the relevance of indicators marked as N.A. to its operations annually.