

SUSTAINABILITY REPORT

Financial Year ended

31 January 2023



**CAMSING
HEALTHCARE**

SGinvestors

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1. Introduction

1.1 Reporting framework

Camsing Healthcare Limited (“Camsing Healthcare” or the “Company”), and together with its subsidiaries, the “Group”) is delighted to present its annual Sustainability Report (“Report”) for the financial year (“FY”) 2023. This Report has been prepared in accordance with 711A and 711B of the Singapore Exchange Securities Trading Limited (“SGX-ST”) listing rules. The Company has reported the information cited in the GRI content index for the period from 1 February 2022 to 31 January 2023 with reference to the Global Reporting Initiative (“GRI”) Standards. We have chosen to report using the GRI framework as it is an internationally recognised reporting framework.

As part of our continual efforts to align our sustainability reporting with relevant market standards, we have mapped our sustainability efforts to the 2030 Agenda for Sustainable Development which is adopted by all United Nations Member States in 2015 (“UN Sustainability Agenda”). The UN Sustainability Agenda provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (“SDGs” or “Global Goals”), which form an urgent call for action by all countries - developed and developing - in a global partnership. We have incorporated the SDGs, where appropriate, as a supporting framework to shape and guide our sustainability strategy.

We are also guided by the recommendations of the Taskforce for Climate-related Financial Disclosures (“TCFD”) in our climate-related disclosures.

While we have not sought external assurance for this Report, we have relied on internal data monitoring and verification to ensure accuracy. We will work towards internal review and/or external assurance for our future sustainability reports.

1.2 Reporting scope

This Report details our environmental, social, governance (“ESG”) and economic performance over the financial year ended 31 January 2023 (“Reporting Period”) and covers all business divisions of our key operating entity, Nature’s Farm Pte Ltd (“Nature’s Farm”).

1.3 Contact

We are fully committed to listening to our stakeholders and welcome any feedback on our sustainability performance or any aspect of our Report. You may write to our email account: enquiry.camsing@naturesfarm.com.

2. Sustainability Board Statement

We firmly believe that sustainability is integral to achieve long-term commercial success. As we continue on our sustainability journey, we are committed to conduct our business in a responsible manner. We acknowledge our role in minimising the environmental and social impact from our operations. In line with our commitment to sustainability, the Board having considered sustainability issues as part of its strategic formulation, determined the material ESG factors and economic performance (collectively as “Sustainability Factors”) and overseen the management and monitoring of our material Sustainability Factors.

A sustainability policy (“SR Policy”) covering our reporting structure, materiality assessment and processes in identifying and monitoring material Sustainability Factors has been put in place and serves as a point of reference in the conduct of our sustainability reporting. Under this SR Policy, we will continue to monitor, review and update our material Sustainability Factors from time to time, taking into account the feedback that we receive from our engagement with our stakeholders, organisational and external developments.

You may refer to Section 5 for details for our policy, practice and performance reporting.

Our sustainability framework communicates our commitment towards supporting the United Nations’ SDGs and is supported by our key stakeholders. We work closely with stakeholders in our value chain and their inputs drive our sustainability focus on our material Sustainability Factors and the SDGs as follows:



A summary of our key sustainability performance in FY2023 is as follows:

Sustainability Factor	Performance Indicator	Sustainability performance	
		FY2023	FY2022
Economic	Loss for the year	S\$2.40 million	S\$1.35 million
Environmental	Greenhouse Gas (“GHG”) emissions (tonnes CO ₂ e)	37.0	49.4
	GHG emissions intensity (tonnes CO ₂ e/square foot)	0.0061	0.0089
	Percentage of carrier bags issued to customers that are non-woven bags	96%	95%
Social	Number of workplace fatalities	-	-
	Number of high-consequence ¹ work-related injuries	-	-
	Number of recordable work-related injuries ²	-	-
	Number of recordable work-related ill-health ³	-	-
	Average training hours per employee	8	8
	Turnover rate	39.4%	51.8%
	Number of reported incidents of unlawful discrimination ⁴ against employees	-	-
	Number of food safety incidents due to the consumption of our products	-	-
Governance	Number of incidents of serious offence ⁵	-	-

3. About Camsing Healthcare

The Company was incorporated in Singapore on 19 December 1979 and is listed on the Mainboard of the Singapore Exchange Securities Trading Limited (stock code: BAC). The current principal activities of the Group are the distribution and retailing of health supplements and foods in Singapore.

Nature’s Farm was incorporated in 1982 and has established itself as a trusted and recognised name in quality imported health supplements, honey, and health foods. Our operations are based in Singapore and we currently operate 12 retail stores in major shopping malls across Singapore. We are also accessible to consumers 24/7 via our e-store and presence in major e-commerce platforms such as Shopee and Lazada.

3.1 Membership of associations and regulatory bodies

- Health Sciences Authority (“HSA”)
- Singapore Business Federation (“SBF”)

3.2 Supply chain

Sustainability is a business strategy to help us conduct business the right way. Therefore, we endeavour to embed sustainability across our value chain where we operate as well as where we sell our products.

In keeping with our brand’s commitment of curating the best quality health supplements from international leading health supplements and health foods manufacturers, we continue to maintain a strong focus in the

¹ High-consequence work-related injuries refer to injuries from which the worker cannot recover or cannot recover fully to pre-injury health status within 6 months.

² Recordable work-related injuries refer to all work-related injuries that the Company is required to report to the Ministry of Manpower.

³ Work-related ill health cases refer to negative impacts on health arising from exposure to hazards at work.

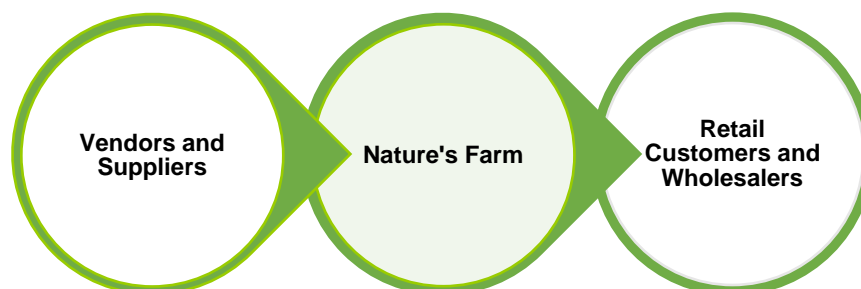
⁴ Unlawful discrimination refers to an incident whereby the relevant authority has commenced investigation and resulted in a penalty to the Company.

⁵ A serious offence is defined as a serious offence that involves fraud or dishonesty and is being or has been committed against the Company by its officers or employees. Such an incident is punishable by imprisonment for a term of not less than 2 years and the value of the property obtained or likely to be obtained from the commission of the offence amounts to not less than S\$100,000.

area of new product development, working with only Good Manufacturing Practice (“GMP”) certified manufacturers, such as Wakunaga Kyolic®, Dr. Ohhira’s®, Norwegian Fish Oil®, Bluebonnet® in ensuring only supplements and health foods manufactured to the highest quality are marketed in our retail platforms.

Our key suppliers are from Singapore, United States of America, New Zealand, Taiwan, Japan, Norway, France and Italy. We strive to continuously embed sustainability measures in our value chain and integrate environmental factors where practicable.

We have a simple supply chain structure consisting of three main parties as shown below:



3.3 People

As at 31 January 2023, the total number of employees are as follows:

Singapore	
Overall	36
Full-time	30
Part-time	6

3.4 Our mission

It is our mission to deliver only the highest quality nutritional and health food supplements at great convenience and affordable prices. We will remain committed in our focus as specialty health supplement and health food retailer, distributor, and wholesaler by building lasting customer relationships with commendable customer service and by providing superiorly safe products.

We make it a point to remain loyal and true to the core values that have built us the foundation of where we stand today. Along our journey, our goal has been to inculcate a set of firm values that will act as guiding principles in the way we operate, communicate and build relationships.

We take pride in what we do, and that is precisely why our customers continue to patronise us.

4. Stakeholder Engagement

Through an internal stakeholder mapping exercise, we have identified key stakeholder groups which we prioritise our engagements with. These include entities or individuals that can reasonably be expected to be significantly affected by our activities, products or services, and whose actions can reasonably affect our ability to implement our strategies to achieve our objectives.

Our efforts are focused on creating sustainable value for our key stakeholders, which comprise communities, customers, employees, management, regulators, shareholders and suppliers. Key stakeholders are determined for each Sustainability Factor identified, based on the extent to which they can affect or are affected by our operations.

The table below showcases our stakeholder engagement mechanisms:

Stakeholder	Mode of engagement	Frequency of engagement	Key concern raised
Communities	Environmental disclosures	Annual sustainability report	Environmental concerns
Customers	<ul style="list-style-type: none"> Front line team members Customer service hotline/emails to improve the customers' shopping experience 	Investigations should be completed within 14 days from the date of receiving the complaints	<ul style="list-style-type: none"> Product quality and reliability Sustainable packaging
Employees	Direct communication between employees and management to provide feedback related to particular issues/situations	<ul style="list-style-type: none"> Weekly Area Managers meetings Monthly meetings of all shop in-charge Regular staff meetings in the shop with designated Area Manager 	<ul style="list-style-type: none"> Career development Remuneration Training and education Occupational health and safety
Management	Open-minded and approachable management	<ul style="list-style-type: none"> Monthly management meetings Ad-hoc meetings requested by particular department heads to address urgent matters/issues 	<ul style="list-style-type: none"> Economic performance Training and education Occupational health and safety
Regulators	<ul style="list-style-type: none"> Enquiry forms (to HSA for product classification before sale) Application forms/ renewal of licenses (wholesaler and importer)/ declaration letters/ other relevant documents required by regulators Email communications Phone conversation via call center/ hotline HSA routine audits (coordinate with HSA on the conduct of the audits and resolve matters arising) 	<ul style="list-style-type: none"> For new applications, as and when the new requirements arise or initiated by the Management For renewals (annual), email notification will be sent out by the relevant authority two months before license expiry For other enquiries/ ad-hoc matters, direct emails/ phone calls will be made whenever necessary 	<ul style="list-style-type: none"> Corporate governance Occupational health and safety Regulatory development towards environmental goals

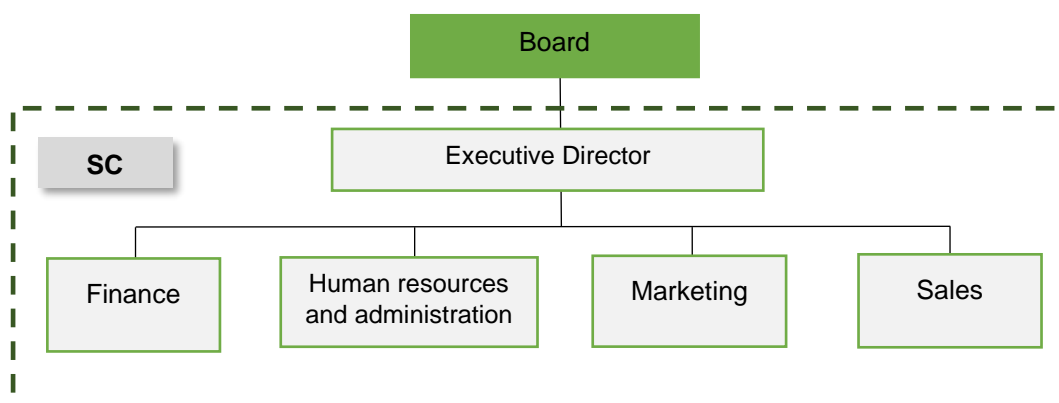
Stakeholder	Mode of engagement	Frequency of engagement	Key concern raised
Shareholders	Direct engagement with investors to update on the Company's performance and developments	<ul style="list-style-type: none"> Annual general meeting Extraordinary general meeting 	Economic performance
Suppliers	Emails/ teleconference calls to follow-up on order-related queries/issues, new products and resolve product quality issues	<ul style="list-style-type: none"> Purchase order submission (as required) Request for quotation (as required) Product enquiry (as required) Product feedback/complaint (as required) Yearly supplier evaluation 	Order volatility

Through the above channels, we seek to understand the views of key stakeholders, communicate effectively with them and respond to their concerns.

5. Policy, Practice and Performance Reporting

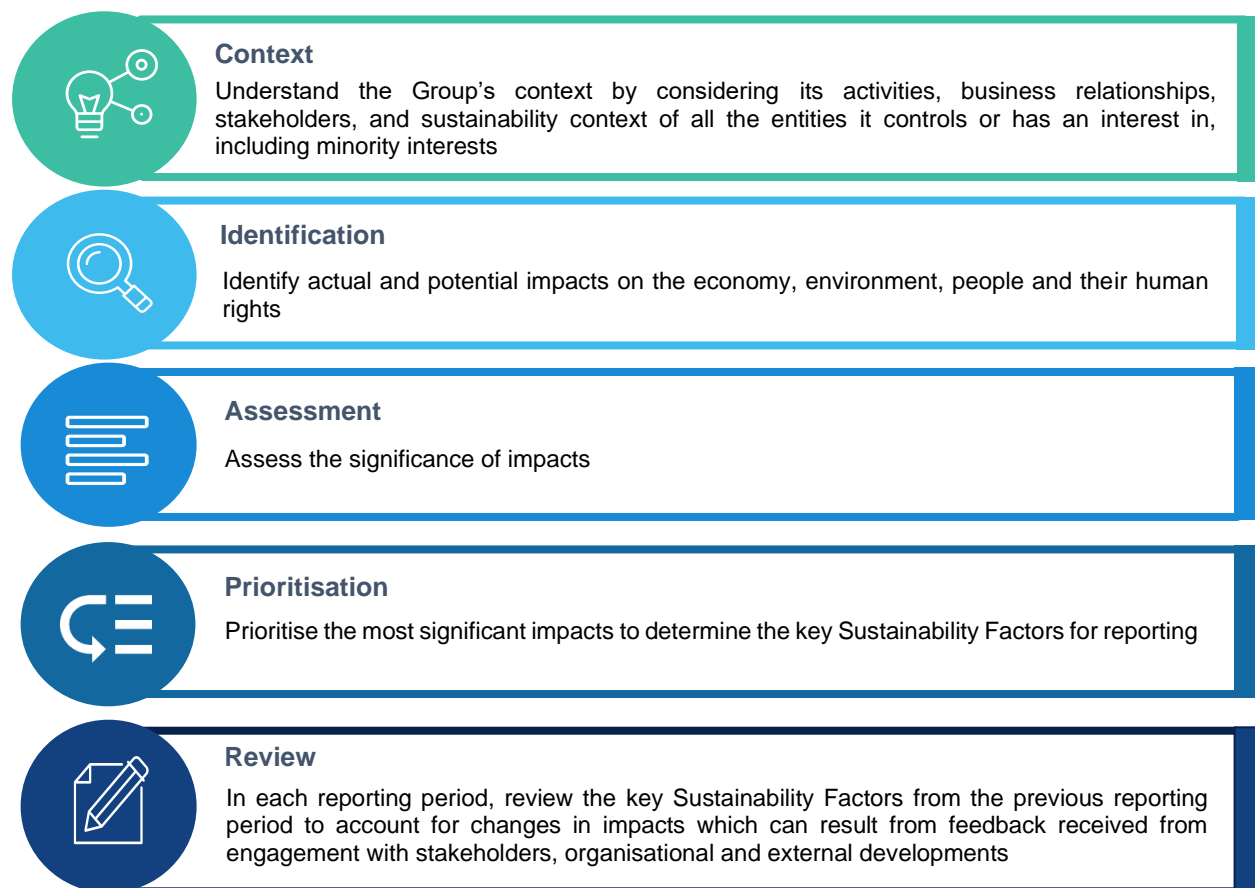
5.1 Reporting structure

Sustainability is ingrained at various levels in our organisation. We have set up a sustainability committee ("SC") responsible for overseeing our sustainability targets. The SC is led by our Executive Director and consists of key management executives. The SC ensures the alignment of our business objectives with our sustainability targets and holds the responsibility to communicate our sustainability progress to the Board.



5.2 Sustainability reporting processes

Under our SR policy, our sustainability process begins with an understanding of the Group's context. This is followed by the ongoing identification and assessment of the Group's impacts. The most significant impacts are prioritised for reporting and the result of this process is a list of material Sustainability Factors disclosed in this Report. Processes involved are as shown in the chart below:



5.3 Materiality assessment

The content of our Report has been shaped by the material Sustainability Factors identified in our materiality assessment process. The materiality assessment considers the likelihood of the occurrence of actual and potential negative and positive impacts ("Likelihood of Impact") and significance of impacts on the economy, environment, people and their human rights, which include our contribution (negative and positive) to sustainable development ("Significance of Impact").

5.4 Performance tracking and reporting

We track the progress of our material Sustainability Factors by identifying the relevant data points, monitoring and measuring them. In addition, we set performance targets that are aligned with our strategy to ensure that we remain focused in our path to sustainability. We shall consistently enhance our performance-monitoring processes and improve our data capturing systems.

6. Material Sustainability Factors

Presented below are material Sustainability Factors applicable to our Group:

S/N	Material Sustainability Factor	SDG	Key stakeholder
Economic			
1	Economic performance	Decent work and economic growth	<ul style="list-style-type: none"> ▪ Management ▪ Regulators ▪ Shareholders
Environmental			
2	Energy conservation and emissions reduction	Affordable and clean energy	<ul style="list-style-type: none"> ▪ Communities ▪ Shareholders
3	Responsible waste management	Responsible consumption and production	<ul style="list-style-type: none"> ▪ Communities ▪ Regulators ▪ Shareholders
Social			
4	Occupational health and safety	Good health and well-being	<ul style="list-style-type: none"> ▪ Employees ▪ Management ▪ Regulators
5	Employee development and retention	Quality education	<ul style="list-style-type: none"> ▪ Employees ▪ Management
6	Equality and diversity in the workplace	Reduced inequalities	<ul style="list-style-type: none"> ▪ Employees ▪ Management
7	Commitment to product quality and customer safety	Peace, justice and strong institutions	<ul style="list-style-type: none"> ▪ Customers ▪ Regulators ▪ Suppliers
Governance			
8	Robust corporate governance framework	Peace, justice and strong institutions	<ul style="list-style-type: none"> ▪ Regulators ▪ Shareholders

We will update the material Sustainability Factors on an annual basis to reflect changes in business operations, environment and stakeholders' feedback. The details on each material Sustainability factors are presented as follows:

6.1 Economic performance

Measuring our economic and financial performance is important to evaluate our business and ensure we are on track to achieve our financial goals. We strive to continuously enhance our financial performance and create long-term value for our key stakeholders.

A sizable portion of Nature's Farm revenue is still generated by walk-in customers to its retail outlets. As COVID-19 has greatly increased the prevalence and acceptance of e-commerce, the Group will continue augmenting its online presence and platforms. We have also undertaken successful business-to-business ("B2B") collaborations and intend to continuously seek out other reputable partners in complementary industries.

More information on our financial performance is disclosed in our Annual Report 2023 available online.

Target for FY2023	Performance in FY2023	Target for FY2024
Improve our financial performance subject to market conditions.	The Group recorded a higher loss before tax of S\$2.40 million in FY2023 compared to S\$1.35 million in FY2022 mainly attributable to the outsource marketing services incurred, higher professional fees, lower other income, higher finance costs and other operating costs, partly offset by reversal of impairment loss on right-of use assets and property, plant and equipment	Improve our financial performance subject to market conditions.

6.2 Energy conservation and emissions reduction

We are driven by our commitment to responsible usage of energy resources, reduce carbon emissions, preserve the environment we operate in and yet reduce our costs, resulting in enhanced returns to shareholders.

To run our operations, we rely mainly on the following energy sources:

- Electricity mainly for lighting, office equipment and cooling; and
- Diesel fuel to operate a delivery motor vehicle owned by the Group.

Key statistics on energy consumption during the Reporting Period are as follows:

Performance indicator	Units	FY2023	FY2022
Energy consumption			
Diesel consumption	Litres	1,565	1,791
Electricity consumption	kWh	81,465	109,912
Energy consumption intensity			
Diesel consumption intensity	Litres/ revenue \$'000	0.3	0.3
Electricity consumption intensity	kWh/ square foot	7.6	9.0
GHG emissions			
Direct GHG emissions (Scope 1 ⁶)	tonnes CO ₂ e	4.3	4.9
Indirect GHG emissions (Scope 2 ⁷)	tonnes CO ₂ e	32.8	44.5
Total GHG emissions	tonnes CO ₂ e	37.0	49.4
GHG emissions intensity	tonnes CO ₂ e/ revenue \$'000	0.0061	0.0089

We track and review energy consumption regularly to control usage and ensure that corrective actions are taken when there are unusual consumption patterns. We constantly remind our staff on basic and socially responsible habits at their workplaces such as adopting greener work ethics, switching off appliances if not in use and enabling power saving modes.

The reduction in the electricity consumption intensity and GHG emission intensity is mainly due to the proactive management of the electricity consumption in our warehouse, including:

- Only switching on alternate aircon and lights, instead of all air-conditioners and lights; and
- Making sure lights are switched off when not in use.

Target for FY2023	Performance in FY2023	Target for FY2024
<ul style="list-style-type: none"> ▪ Maintain or reduce energy consumption intensity ▪ Maintain or reduce GHG emissions intensity 	<ul style="list-style-type: none"> ▪ No material change in diesel consumption intensity ▪ Electricity consumption intensity decreased ▪ GHG emissions intensity decreased 	<ul style="list-style-type: none"> ▪ Maintain or reduce energy consumption intensity ▪ Maintain or reduce GHG emissions intensity

⁶ GHG emissions from consumption of diesel fuel controlled by the Company (Scope 1) are calculated based on the GHG Emissions Measurement and Reporting Guidelines published by the National Environment Agency ("NEA").

⁷ GHG emissions from electricity purchased by the Company (Scope 2) are calculated based on the average emissions factors published by the Energy Market Authority.

6.3 Responsible waste management

We are committed to manage and minimise the impact of our retail operations on the environment through reducing waste generated from the sale of products.

In an effort to reduce our environmental footprint, we offer customers non-woven reusable carrier bags at our retail stores for greater reusability and sustainability. Our operations do not generate significant waste. During the Reporting Period, approximately 96% of carrier bags issued to customers are non-woven bags (FY2022: 95%).



Target for FY2023	Performance in FY2023	Target for FY2024
Minimise the amount of waste generated in operations	No material changes in the waste generated in operations	Minimise the amount of waste generated in operations

6.4 Occupational health and safety

A work environment that prioritises the well-being of employees and allows them to work safely builds loyalty amongst employees and supports the sustainability of our business. Accordingly, at Camsing Healthcare, the well-being and safety of our employees is one of our top concerns.

All employees are covered with insurance benefits such as Group Hospitalisation, Work Injury Compensation Act, Personal Accident.

During the Reporting Period, we recorded no workplace fatalities, no high-consequence work-related injuries, no recordable work-related injuries and no work-related ill health cases during the Reporting Period (FY2022: no workplace fatalities, no high-consequence work-related injuries, no recordable work-related injuries and no work-related ill health cases). We will continuously work towards maintaining zero workplace accidents.

Target for FY2023	Performance in FY2023	Target for FY2024
To be able to achieve a zero-injury rate	Maintained zero recordable work-related injuries and ill health cases	<u>On-going and long-term target</u> Maintain zero recordable work-related injuries and ill health cases

6.5 Employee development and retention

We recognise that our employees are instrumental in the success and growth of our Group. We, therefore, invest in providing training and development opportunities to enable them to provide the highest quality service to our customers. We will continue to help our employees to be more productive and service oriented.

As one of the leading providers of nutrition and health supplements, it is our responsibility to help our customers or potential customers receive proper as well as accurate information. We, therefore, train our employees on how to advise customers about their supplementary requirements according to their body needs. We aim to transform our sales staff into nutrition advisors. By helping them learn about the product content and origin, we want them to develop a deeper understanding of our products. Our goal is to complement the products we sell with advice from well-trained and experienced retail nutrition advisors.

We conduct in-house training of our products to all retail employees from frontlines to Area Managers. This training is conducted by our qualified Nutritionist. It aims to help new employees fully understand the purpose, usage and health benefits of our products.

All our new employees are required to attend product skill and knowledge sessions.

We also provide training to existing employees in the form of refresher courses. This provides a good opportunity for discussion between our Nutritionist and Area Managers. When a new product is introduced, suppliers and our Nutritionist join forces to conduct new product skills training to all retail employees.

Our Nutritionist also conduct shop visits to check on the performance of our new employees. Performance feedback and review from Shop Manager or Area Manager are also key to monitoring our employee performance.

The distribution of the average training hours per full-time employee by gender and employee category are as follows:

Training hour ⁸	FY2023	FY2022
Average training hours per full-time employee	8	8
Average training hours by gender		
Male	8	8
Female	8	8
Average training hours by employee category		
Area Manager	8	8
Shop In-charge	8	8
Salesperson	8	8

We also believe that attracting and retaining our employees is of great significance to the Group. Key statistics on new hires and turnover of our full-time employees are as follows:

New hires

Disclosure	FY2023	FY2022
Gender		
Male	25.0%	21.4%
Female	75.0%	78.6%
Age		
Above 50	-	28.6%
30 to 50	66.7%	35.7%
Below 30	33.3%	35.7%

Turnover

Disclosure	FY2023	FY2022
Overall	39.4%	51.8%
Gender		
Male	23.1%	13.6%
Female	76.9%	86.4%
Age		
Above 50	15.4%	27.3%
30 to 50	61.5%	59.1%
Below 30	23.1%	13.6%

Due to the nature of the industry, we experience a high turnover rate. We will continue to work towards improving our turnover rate.

As part of our continual efforts to upgrade the knowledge of our directors on sustainability reporting and to meet the requirement of listing rule 720 (7) of SGX-ST, we confirm that two Directors or 67% of our Directors have attended one of the approved sustainability training courses. We will continuously work towards improving the percentage of Directors attended approved sustainability training courses.

⁸ Data excludes that of office employees.

Target for FY2023	Performance in FY2023	Target for FY2024
<ul style="list-style-type: none"> Maintain or improve training hours for employees Maintain or improve employee retention rate subject to market condition 	<ul style="list-style-type: none"> Maintained an average of 8 hours of training per employees Turnover rate decreased 	<ul style="list-style-type: none"> Maintain or improve training hours for employees Maintain or improve employee retention rate subject to market condition

6.6 Equality and diversity in the workplace

We value the diversity within our operations and are committed to provide a work environment for all employees that fosters fairness, equality and respect, irrespective of their gender, age or education background.

Gender diversity (%)

We view diversity at the Board level as an essential element in supporting sustainable development, and in relation to gender diversity, we have one (as at 31 January 2022: one) female Board members or 33% (as at 31 January 2022: 33%) female representation on the Board. Due to the nature of our industry, the workforce is predominantly female. Key statistics on gender diversity of our full-time employees are as follows:

Disclosure	FY2023		FY2022	
	Male	Female	Male	Female
Overall	23.3%	76.7%	25.0%	75.0%
Management Level				
Management	25.0%	75.0%	18.2%	81.8%
Non-management	23.1%	76.9%	28.0%	72.0%

Age diversity (%)

We maintain a fair and open employment policy through providing fair employment opportunities to both young and mature workers. Key statistics on age diversity of our full-time employees are as follows:

Disclosure	FY2023			FY2022		
	Below 30	30 – 50	Over 50	Below 30	30 – 50	Over 50
Overall	23.3%	50.0%	26.7%	13.9%	41.7%	44.4%

During the Reporting Period, we have no reported (FY2022: zero) incident of unlawful discrimination against employees.

Target for FY2023	Performance in FY2023	Target for FY2024
Maintain zero reported incident of unlawful discrimination against employees	Maintained zero reported incident of unlawful discrimination against employees	<u>On-going and long-term target</u> Maintain zero reported incident of unlawful discrimination against employees

6.7 Commitment to product quality and customer safety

As a local healthcare product retailer, which specialises in dietary supplements, we place our utmost priority on customer safety. Accordingly, we ensure that the products we sell are sourced from GMP certified manufacturing plants and comply with the local regulatory requirements.

We review all our new suppliers and work closely with them to establish or bring in the products that can meet our quality requirements. Currently, most of our products are free of preservatives and artificial components to safeguard our consumers' health and safety.

As the health products come with a recommended shelf life, we adopt First-In and First-Out ("FIFO") practice to minimise product write-off and wastage.

While working with suppliers, we conduct regular supplier evaluation. We also follow-up with them for necessary changes to ensure better product management and workflow in the future.

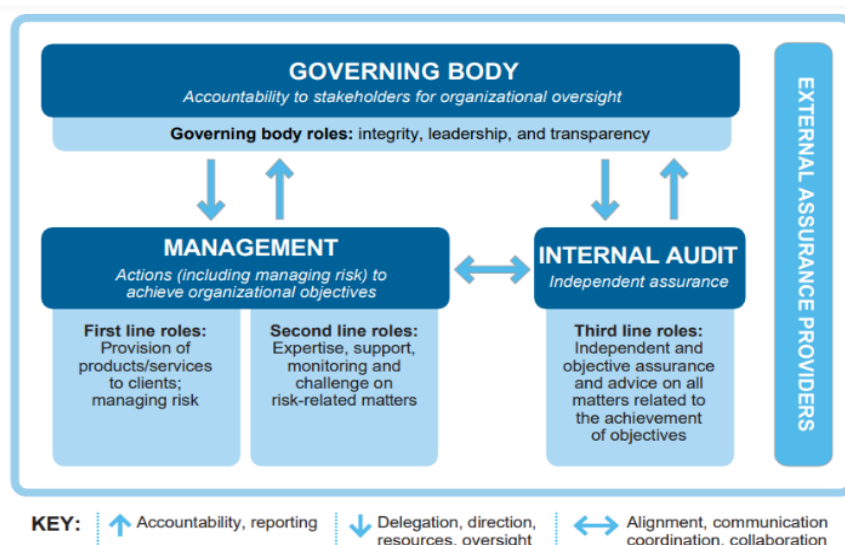
During the Reporting Period, there is no reported food safety incident due to the consumption of our products (FY2022: zero).

Target for FY2023	Performance in FY2023	Target for FY2024
Maintain zero food safety incident due to the consumption of our products	Maintained zero food safety incident due to the consumption of our products	<u>On-going and long-term target</u> Maintain zero food safety incident due to the consumption of our products

6.8 Robust corporate governance framework

We are committed to high standards of corporate governance and believe that a high standard of corporate governance is integral in ensuring sustainability of our business as well as safeguarding shareholders’ interests and maximising long-term shareholder’s value.

We aligned our corporate governance and risk management approach with the Three Lines Model issued by the Institute of Internal Auditors (“IIA”). The Three Lines Model serves to identify structures and processes that best assist the achievement of organisational objectives and facilitate strong governance and risk management. Under the Three Lines Model, the roles and responsibilities of governing body, management (first and second line roles), internal audit (third line roles) and the relationship among them are defined as follows:



Source: Three Lines Model issued by the IIA

We have a whistle blowing policy to provide a mechanism for employees to raise concerns through accessible and confidential disclosure channels about possible improprieties in matters of financial reporting and others. In FY2023, there was no incident of serious offence reported (FY2022: zero).

You may refer to the Corporate Governance Report of the Annual Report for details on our corporate governance practices.

Target for FY2023	Performance in FY2023	Target for FY2024
Maintain zero incident of serious offence	Maintained zero incident of serious offence	<u>On-going and long-term target</u> Maintain zero incident of serious offence

7. Supporting the UN Sustainable Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 SDGs, which form an urgent call for action by all countries – developed and developing – in a global partnership. We believe that everyone plays an important part in advancing sustainable development and to align our business objectives with the SDGs, we have identified the relevant SDGs which we can contribute to through our business practices, products and services. The SDGs that we focus on and the related Sustainability Factors are as follows:

SDG	Our effort
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>Ensure healthy lives and promote well-being for all at all ages</p> <p><u>Occupational health and safety</u> We are committed to providing our employees with a safe and healthy working environment through proper education on workplace safety.</p>
 <p>4 QUALITY EDUCATION</p>	<p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> <p><u>Employee development and retention</u> We invest in providing training and development opportunities to improve employee retention and enable our employees to provide the highest quality service to our customers.</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Ensure access to affordable, reliable, sustainable and modern energy for all</p> <p><u>Energy conservation and emissions reduction</u> We implement measures to reduce our energy consumption as not only does it help to improve energy efficiency and reduce GHG emissions, it also helps us to reduce costs incurred to support our business operations.</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p><u>Economic performance</u> We contribute to economic growth through creating long-term economic value for our shareholders.</p>
 <p>10 REDUCED INEQUALITIES</p>	<p>Reduce inequality within and among countries</p> <p><u>Equality and diversity in the workplace</u> We value the diversity within our operations and are committed to provide a work environment that fosters fairness, equality and respect among employees.</p>
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>Ensure sustainable consumption and production patterns</p> <p><u>Responsible waste management</u> We contribute to the reduction of waste generation through offering customers non-woven bags at our retail stores.</p>
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.</p> <p><u>Commitment to product quality and customer safety</u> We review and work closely with our suppliers to ensure that they can meet our quality requirements.</p> <p><u>Robust corporate governance framework</u> We maintain a high standard of corporate governance to safeguard our shareholder's interest and maximise long-term shareholder value and carry out business with integrity by avoiding corruption in any form.</p>

8. Supporting the TCFD

We are committed to support the recommendations by the TCFD and have disclosed some of our climate-related financial disclosures in the following key areas as recommended by the TCFD:

Key area	Our approach
Governance	<p>The Board oversees the management and monitoring of the Sustainability Factors and consider climate-related issues in determining the Group's strategic direction and policies.</p> <p>Our sustainability strategy is developed and directed by the SC in consultation with the Board. The SC, which includes key management executives, is led by our Executive Director. The responsibilities of the SC include considering climate-related issues in the development of sustainability strategy, target setting, as well as collection, monitoring and reporting of performance data.</p>
Strategy	<p>The climate-related risks and opportunities identified by the Group during the climate-related risk assessment exercise include the following:</p> <ul style="list-style-type: none"> ▪ The reputational and financial risks for not meeting the demands of regulators and shareholders amidst the enhanced emissions reporting requirements. On the other hand, such obligations raise climate awareness amongst our employees and with more defined job responsibilities and training, the Group will be in a better position to meet the rising needs and expectation of our customers on the environment. ▪ With rising concerns over the effects of climate change, shifting consumer preferences for sustainable products that are less carbon intensive may arise especially amongst younger consumers. A failure to adapt to shifting consumer preferences may adversely affect customer satisfaction, demand of our existing product offerings and the Group's financial performance. Nevertheless, this encourages us to constantly source for sustainable and eco-friendly health foods and supplements to renew and invigorate interests of new and younger customers. <p>We are currently looking into conducting climate-related scenario analysis consistent with the TCFD's recommendation, wherever possible, using commonly agreed sector/ subsector scenarios and time horizons, to anticipate and manage climate change impacts.</p>
Risk management	<p>The Group's climate related risks and opportunities are identified and assessed during the climate-related risk assessment exercise. We also manage our climate-related risks by monitoring the trend of climate-related performance indicators.</p>
Metrics and targets	<p>We track, measure and report on our environmental performance, including energy, water and waste management and disclose related metrics in our Report. Monitoring and reporting these metrics help us in identifying areas with material climate-related risks and enabling us to be more targeted in our efforts.</p> <p>To support the climate change agenda, we disclose our Scope 1 and Scope 2 GHG emissions in the sustainability report and set climate-related targets such as those related to water, energy, GHG emissions and waste management. We will continue to monitor our emissions and disclose Scope 3 GHG emissions wherever applicable and practicable.</p>

9. GRI content index

Statement of use	Camsing Healthcare Limited has reported the information cited in the GRI content index for the period from 1 February 2022 to 31 January 2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI standard	Disclosure	Location
GRI 2: General Disclosures 2021	2-1 Organisational details	1
	2-2 Entities included in the organisation's sustainability reporting	1
	2-3 Reporting period, frequency and contact point	1
	2-4 Restatements of information	None
	2-5 External assurance	1
	2-6 Activities, value chain and other business relationships	3 – 4
	2-7 Employees	4, 12
	2-8 Workers who are not employees	We have approximately 2 workers who are not employees during the Reporting Period. They include workers who provide e-commerce and retail services.
	2-9 Governance structure and composition	6
	2-10 Nomination and selection of the highest governance body	Annual Report 2023 ("AR 23") > 14 – 15
	2-11 Chair of the highest governance body	6
	2-12 Role of the highest governance body in overseeing the management of impacts	6
	2-13 Delegation of responsibility for managing impacts	6
	2-14 Role of the highest governance body in sustainability reporting	6
	2-15 Conflicts of interest	AR 23 > 7
	2-16 Communication of critical concerns	13
	2-17 Collective knowledge of the highest governance body	11
	2-18 Evaluation of the performance of the highest governance body	AR 23 > 16
	2-19 Remuneration policies	AR 23 > 16 – 18
	2-20 Process to determine remuneration	AR 23 > 16 – 18
	2-21 Annual total compensation ratio	Information is not provided due to confidentiality constraints.
	2-22 Statement on sustainable development strategy	2 – 3
	2-23 Policy commitments	13 - 15
	2-24 Embedding policy commitments	13
	2-25 Processes to remediate negative impacts	13
	2-26 Mechanisms for seeking advice and raising concerns	13
	2-27 Compliance with laws and regulations	12, 13
	2-28 Membership associations	3
	2-29 Approach to stakeholder engagement	4 – 6
	2-30 Collective bargaining agreements	None of our employees are covered by collective bargaining agreements.
GRI 3: Material Topics 2021	3-1 Process to determine material topics	7
	3-2 List of material topics	8
	3-3 Management of material topics	8 – 13
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	AR 23 > 38 - 41
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	13

GRI standard	Disclosure	Location
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	9
	302-3 Energy intensity	9
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	9
	305-2 Energy indirect (Scope 2) GHG emissions	9
	305-4 GHG emissions intensity	9
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	10
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	11
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	10
	403-10 Work-related ill health	10
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	11
	404-2 Programs for upgrading employee skills and transition assistance programs	10
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	12
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	12
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	13