SUSTAINABILITY
REPORT 2024

SERIAL ACHIEVA LIMITED
serialachieva.com

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SUSTAINABLITY STRATEGY

ABOUT THIS REPORT

This is the first Sustainability Report of Serial Achieva Limited ("SAL" or the "Company", together with its subsidiaries, collectively named the "Group"), following its successful listing via a reverse takeover on the Catalist Board of Singapore Exchange in June 2024. The report presents the sustainability performance of the Group for which SAL has management control, unless otherwise stated. It highlights the Group's sustainability strategies, initiatives and performance in relation to Environmental, Social and Governance ("ESG") issues, post listing, for the six months ended 31 December 2024, and includes data from our wholly owned Malaysian subsidiary, Achieva Technology Sdn. Bhd. ("Achieva Technology Malaysia"), and our 49.0%-owned Thailand subsidiary, Achieva Digital (Thailand) Company Limited ("Achieva Digital Thailand").

Through this report, we aim to communicate our sustainability commitments with our various stakeholders, including shareholders, business partners, customers, suppliers, staff, the community, government and regulators.

International Standards and Guidelines

We used the following guidelines in this report: Singapore Exchange Securities Trading Limited's (SGX-ST) Listing Manual Rules 711A and 711B, including Practice Note 7F, involving the timely publication of the sustainability report as well as the inclusion of the six primary components of a sustainability report, and the International Sustainability Standards Board (ISSB) – which comprised the Sustainable Accounting Standards Board (SASB), Global Reporting Initiative (GRI) Universal Standards 2021 and the Task Force on Climate-related Financial Disclosures (TCFD).

Independent Assurance

The ESG performance data presented in this report are mainly extracted from internal information systems and original records to ensure accuracy. The Group has not sought external assurance for this sustainability report but relied on internal review of the sustainability processes.

Feedback

We are fully committed to listening to our stakeholders and welcome feedback on this report, as well as any aspect of our sustainability policies, processes and performance. Please address all feedback to sustain@serialachieva.com. Your feedback will be valuable for us in achieving our goals to build a sustainable and thriving business.

SUSTAINABILITY STRATEGY

MESSAGE FROM THE BOARD

The year 2024 brought significant challenges, including an economic and financial environment marked by high interest rates, inflationary pressures, currency volatilities, ongoing geopolitical conflicts and trade tensions that impacted the retail, wholesale, and service sectors. Despite these hurdles, SAL has strengthened its resilience and adaptability through operational efficiency and productivity enhancement, and the integration of automation within its warehousing and distribution systems.

As we transition through the post-pandemic era, marked by rapid digital transformation and a shift toward cloud-based, service-oriented, and carbon-neutral business models, consumer behaviour has evolved dramatically. There is now a stronger reliance on online platforms, with an increased focus on health, wellness, and sustainability. Businesses, in turn, are placing greater emphasis on building resilient supply chains and operational agility to thrive in this new landscape.

In response to these changes, SAL remains committed to expanding its footprint in key Asian markets. Recognizing its responsibility to a wide range of stakeholders—including customers, vendors, associates, communities, and the environment—SAL has reaffirmed its commitment to Green and Sustainability, supporting the SG Green Plan targets of reducing emissions to between 45 and 50 million tons of carbon dioxide equivalent in 2035 and achieving net zero emissions by 2050. We aim to lead by example, driving positive change and fostering a sustainable, inclusive future for all.

SAL will continue to rigorously review and enhance its ESG practices, embedding sustainability at the core of its day-to-day operations through its comprehensive Sustainability Framework. This ongoing commitment ensures that sustainability remains an integral part of its growth strategy.

The Board extends its heartfelt gratitude to the management team for their unwavering commitment to implementing sustainability initiatives. We also extend our deep appreciation to our shareholders, business partners, customers, suppliers, and staff for their steadfast support throughout our sustainability journey. We look forward to your continued partnership and collaboration as we strive toward a more sustainable and prosperous future together.

SUSTAINABILITY STRATEGY

ABOUT THE GROUP

Corporate Profile

Serial Achieva Limited (formerly known as Axington Inc.) successfully completed its reverse takeover on the Catalist Board of the Singapore Exchange on 14 June 2024 through the acquisition of 100% equity interest in Achieva Technology Malaysia and 49% equity interest in Achieva Digital Thailand.

Achieva Technology Malaysia and Achieva Digital Thailand are leading distributors and resellers of both consumer and enterprise IT products, operating in Malaysia and Thailand, respectively. Serving a diverse range of business partners, the companies offer a comprehensive portfolio of IT products, including desktop CPUs, motherboards, VGA cards, and gaming laptops from top international brands such as AMD, Intel, MSI, ViewSonic, and Gigabyte.

The Group specializes in sourcing and distributing high-quality IT products to retail stores and system integrators, enabling the creation of custom computing systems. With an operational model centered on warehousing and direct distribution, SAL ensures the timely and efficient delivery of products, consistently prioritizing customer satisfaction. The Company's mission is to provide exceptional IT solutions that foster innovation and drive growth in Asia's dynamic IT sector.

As part of its ambitious expansion strategy, SAL plans to acquire synergistic companies through mergers and acquisitions or strategic alliances. The Company aims to further grow its presence in key Asian markets, including Indonesia, Vietnam, and the Philippines, through joint-venture partnerships. Additionally, SAL is focused on enhancing its portfolio of gaming, cloud storage, and AI solutions while upgrading its warehousing and distribution systems with advanced automation technologies.

SUSTAINABILITY STRATEGY

OUR SUSTAINABILITY APPROACH

SUSTAINABILITY FRAMEWORK

At SAL, sustainability is an integral part of our business. We understand that long-term success requires conducting our operations in an environmentally and socially responsible manner while creating value for all stakeholders. To achieve this, we have implemented a sustainability governance structure that includes both the Board and Management, ensuring strong leadership and seamless integration of sustainability into our business practices. Below, we outline our vision, mission statement, and values, which shape the Group's approach to business and sustainability.

OUR VISION

To be the leading consumer and enterprise IT products distribution partner, known for our comprehensive product lines and ranges, extensive network and local expertise.

OUR MISSION

To provide a wealth of growth opportunities for our stakeholders.

TOWARDS OUR PARTNERS

We provide market insight to our business partners to enable faster time-to-market. To our suppliers, we help expand their market reach. To our customers, we provide innovative and competitive solutions.

TOWARDS OUR STAFF

By empowering our staff with the right resources and looking after their well-being, we help them to be their best at work, grooming them to be our leaders of tomorrow.

TOWARDS OUR SHAREHOLDERS

We strive to make steady progress in every aspect of our business, providing our shareholders with consistent and favorable dividend yields.

TOWARDS OUR COMMUNITY

By staying in touch with the community, we are able to contribute in ways that are close to their needs.

OUR VALUES

- Progressiveness
- Empowerment
- Efficiency
- Teamwork

PROGRESSIVENESS

Derived from the drive to achieve our targets and the courage to change for the better.

EMPOWERMENT

Encouraged by giving our staff the power to make decisions.

EFFICIENCY

Arose from working smart, doing our work well, and using our resources effectively to serve our customers and suppliers well.
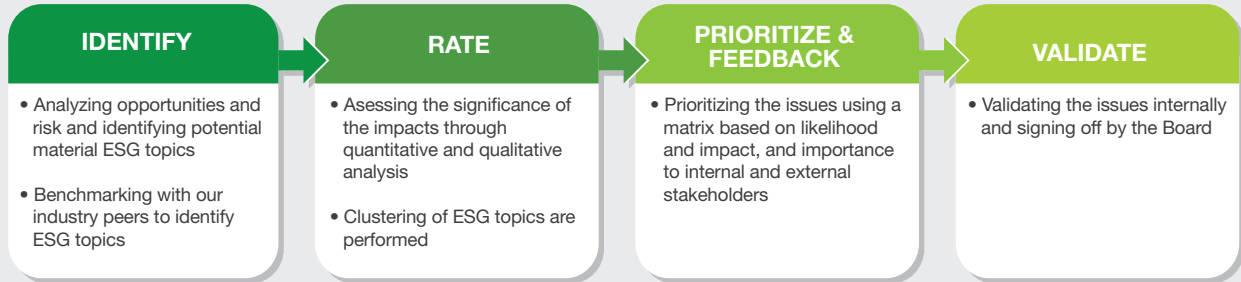
TEAMWORK

Striving towards a common goal in one spirit - despite our cultural or individual differences.

SUSTAINABILITY STRATEGY

Our Materiality Assessment Approach

IDENTIFY	RATE	PRIORITIZE & FEEDBACK	VALIDATE
• Analyzing opportunities and risk and identifying potential material ESG topics • Benchmarking with our industry peers to identify ESG topics	• Asessing the significance of the impacts through quantitative and qualitative analysis • Clustering of ESG topics are performed	• Prioritizing the issues using a matrix based on likelihood and impact, and importance to internal and external stakeholders	• Validating the issues internally and signing off by the Board

STAKEHOLDER ENGAGEMENT

The Group's sustainability journey involves identifying our stakeholders and material topics relevant to our business. Formal and informal channels of communication were adopted with both internal and external stakeholders to understand their needs, interests and priorities. This enables us to strategise our business decisions and operations, ensuring the growth of our operations and stakeholders' satisfaction.

In 2024, we partnered with STACS to leverage their ESGpedia[1] platform as part of our initiative to enhance engagement with key stakeholders. We were also awarded the ESBN Green Badge, recognizing our commitment to sustainability. Presently, we use the platform to collect and consolidate data from our internal stakeholders at the group level. Looking ahead, we plan to expand its application to our external stakeholders as well.

[1] About the ESGpedia System

To show our commitment to enhancing stakeholder engagement, we partnered with STACS in 2024 and adopted their ESGpedia System. This comprehensive digital ESG platform supports various sustainability initiatives, including GHG calculations, supplier engagement, sustainability-linked financing, sustainability reporting, ESG assurance, carbon offsetting and green procurement. In addition, it collaborated with the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) to launch a digital ESG self-assessment on the ESGpedia platform, partnered with the Sustainable Finance Institute Asia to support the Single AccessPoint for ESG Data (SAFE) Platform, and worked with the United Nations Global Compact to drive corporate adoption. It also contributed to the Monetary Authority of Singapore's (MAS) Project Greenprint by developing an ESG Registry. Furthermore, it was accepted into the Infocomm Media Development Authority (IMDA) SPARK Program and ADS program. Beyond these initiatives, it has partnered with financial institutions such as DBS, OCBC, and CIMB to leverage ESG financial products, including Green Loans, Sustainability-Linked Loans (SLLs), Supply Chain Finance, Insurance, and Investments.

They also award the ESBN Asia-Pacific Green Deal Badge to businesses that have demonstrated their commitment to sustainability by pledging support and completing the digital assessment, complying with SGX List of Core Metrics and IFRS Standard for Scopes 1, 2, and 3.

SUSTAINABILITY STRATEGY

The following illustrates the approach the Group undertakes to engage with our key stakeholders:

Stakeholders	Stakeholders' Key Concerns and Expectations	Engagement and Communication Channels	Our Response
Customers	• Provide quality customer service and experience • Ensure product quality • Solve product's related technical problems • Competitive pricing and reasonable payment terms • On-time delivery • Quality control in place • Streamlining of business operations in distributing products to the customers	• Regular meetings and customer management • Regular communications via phone, email, website and/or circulars • Contracts and agreements • Business reviews with customers	• Manage key accounts • Build and maintain a good relationship with customers • Expand product lines and ranges • Review regularly to fulfil customers' needs • Seek and provide timely feedback
Business Partners	• Collaborative partnerships and opportunity to nurture and expand the business	• Business meetings • Strategic partnerships	• Engage suitable business partners to pursue business objectives and work towards growth and profitability
Local Communities	• Give back and serve the community • Help the less privileged	• Volunteering initiatives • Donations to charitable organizations	• Organize volunteer activities • Contribute to charitable causes
Government and Regulators	• Regulatory compliance • Promoting workplace health and safety • Address pertinent issues	• Regulatory filing and submissions • Government and regulators websites	• Timely announcements of material information and financial results on SGXNet and corporate website • Ensure compliance with prevailing laws and regulations • Submit annual report or circular
Employees	• Competitive remuneration and benefits • Career growth and personal development • Work-life balance • Job security • Health and safety in the workplace	• Annual performance appraisal system • Training and career development programs • Employee feedback channels • Social and team-building activities • Health and safety trainings	• Establish and communicate human resource policies and practices which promote work-life balance and safe working environment • Reward good performance and long service employees • Provide opportunity for career development • Establish a platform for submission of staff suggestions and feedback to management
Suppliers	• Fulfil contractual obligations and receive payments timely • Promote joint efforts on product development and growth • Supplying good quality products • Develop value-added services	• Contracts and agreements • Regular meetings • Monthly/quarterly reviews with suppliers	• Market the supplier's products • Review regularly whether we are meeting supplier's needs • Feedback on product development and growth efforts • Resolve product quality together with customers • Promote demand creation activities for supplier's products • Meet and exceed targets set

SUSTAINABILITY STRATEGY

Stakeholders	Stakeholders' Key Concerns and Expectations	Engagement and Communication Channels	Our Response
Investors and Shareholders	• Group's strategy and long- term growth • Corporate governance • Risk management and internal controls • Deliver strong economic performance • Shareholders' return • Timely and accurate release of the Group's business progress and financial report.	• Timely announcement of financial results and relevant disclosures through SGXNet and corporate website • Annual / extraordinary general meeting • Annual report or circular • Corporate governance and sustainability reports • Meeting analysts and investors	• Strive for sustained and long-term growth • Adhere to the rules of the Singapore Exchange Securities Trading Limited and other regulatory requirements • Embrace good corporate governance, effective risk management and internal controls • Ensure timely and accurate disclosure of financial and non-financial information • Manage risks and take advantage of opportunities to further business operations

MATERIAL TOPICS

Using our materiality assessment approach, we had identified the following material topics for 2024. SAL will pursue the identification and management of ESG risks into our risk assessment in the following year.

ECONOMIC
• Responsible supply chain management

ENVIRONMENT
• Greenhouse gas (GHG) emissions
• Energy management
• Water management
• Materials and waste management

SOCIAL
• Workforce profile
• Benefits and well-being
• Employee engagement
• Training and development
• Diversity, equality and inclusion
• Occupational health and safety
• Local community involvement

GOVERNANCE
• Board and management profile
• Corporate governance
• Business code of ethics
• Anti-bribery and anti-corruption
• Regulatory compliance
• Cybersecurity
• Data security and privacy
• International trade compliance

OUR
ECONOMIC

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

RESPONSIBLE VALUE CHAIN

Our Value Chain Approach

We are committed to embrace responsible business practices across our operations and supply chain by collaborating with transparent, ethical, environmentally and socially responsible suppliers. To maintain the integrity of our supply chain, we have implemented a rigorous pre-qualification and procurement process. All suppliers and customers must undergo restricted party screening through our automated denied party screening software, which integrates databases from government authorities and international organizations. To ensure sustainable operations, we utilize the AEB International Trade Compliance Management System, allowing us to monitor outgoing shipments and comply with all applicable regulations.

Responsible Supply Chain Practices

As a distributor, we ensure our products are of high quality by purchasing only from franchised suppliers. In turn, we are not involved in the manufacturing processes of consumer products we supply to our customers. Therefore, we are not privy and have no reasonable control over the specific substances contained or used in the products. However, we constantly keep track and verify whether the products we distribute meet environmental and social requirements.

As part of our ongoing commitment to enhancing company processes, we have chosen more sustainable transportation options, prioritizing sea and road transport over air freight whenever feasible. In 2025, we aim to further strengthen our supply chain processes and contribute to building a more sustainable global electronic supply chain.

OUR
ENVIRONMENT

OUR ENVIRONMENTAL GOALS

The Group remains dedicated to minimizing our environmental impact and using resources efficiently. In 2024, our environmental footprint primarily stemmed from electricity, water, and paper consumption in our offices and warehouses, as well as fossil fuel usage for transportation related to shipments and deliveries.

To reduce our carbon footprint, we focus on lowering electricity, water, and paper consumption as part of our efforts to combat climate change. We encourage our employees to adopt eco-friendly practices, such as turning off lights and air conditioners when not in use, minimizing printing, and recycling paper whenever possible.

For the reported figures, we have included only six months ("2H2024") of data following SAL's listing in June 2024. Due to this limitation, we will establish our FY2025 performance as the baseline and set quantitative targets accordingly. Our goal is to reduce greenhouse gas emissions and utility consumption in the coming years.

Additionally, we remain committed to complying with all local environmental laws and regulations in every region where we operate. In 2024, there were no recorded incidents of non-compliance or penalties related to environmental issues.

Material Topics		2H2024 Performance
Greenhouse Gas (GHG) Emissions	Absolute GHG Emissions (Scope 1 and 2 only)	63.90 tons CO_2e
	Absolute GHG Emissions (Scope 3 only)	162.67 tons CO_2e
	Intensity by Revenue (Scope 1 and 2 only)	0.80 tons CO_2e/US \$M
	Intensity by Revenue (Scope 3 only)	2.05 tons CO_2e/US \$M
Energy	Absolute Energy Consumption	90.52 MWh
Water	Absolute Water Consumption	130.20 m^3
Material and Waste	Absolute Paper Consumption	0.42 ton

OUR
ENVIRONMENT

GREENHOUSE GAS (GHG) EMISSIONS

Greenhouse Gas (GHG) Emissions Management and Reduction Strategies

SCOPE 1 AND 2 GHG EMISSIONS & INTENSITY BY REVENUE
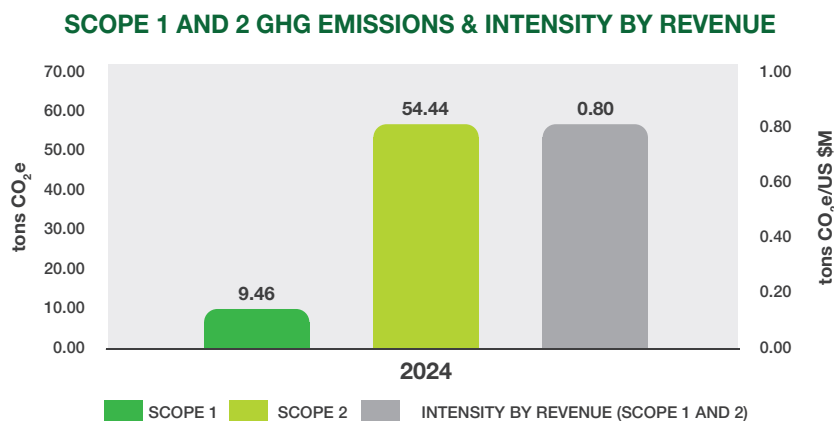
For 2H2024, our total Scope 1 and 2 emissions totalled 63.90 tons CO_2e, broken down into 9.46 tons CO_2e and 54.44 tons CO_2e, respectively. The intensity in tons CO_2e per US dollar million revenue was at 0.80.

To minimize our Scope 1 emissions, we explored reducing the number of owned vehicles where feasible and adopting eco-friendly fuel alternatives, such as biofuels or electric vehicles. To mitigate Scope 2 emissions, Achieva Digital Thailand is considering to install rooftop solar panels and has requested quotations from potential vendors for evaluation. Additionally, we continue to encourage employees to practice energy conservation through simple actions like turning off lights and air conditioning when the office is unoccupied.

SCOPE 3 GHG EMISSIONS & INTENSITY BY REVENUE
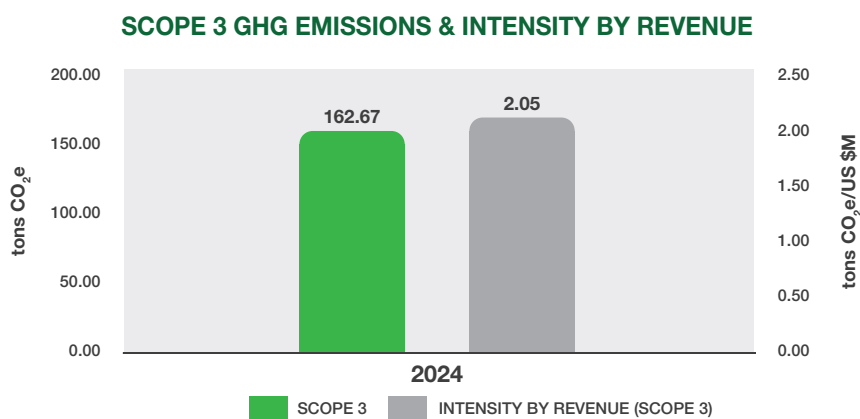
For 2H2024, our total Scope 3 emissions totalled to 162.67 tons CO_2e from two categories, namely Category 4 and Category 9 (inbound and outbound transportation, respectively). The intensity in tons CO_2e per US dollar million revenue was at 2.05.

To reduce our Scope 3 emissions, we prioritized alternative transportation methods, such as sea or land, over air freight, which has the highest emissions among available options. Additionally, we are exploring ways to improve inventory consolidation for more efficient transportation.

OUR ENVIRONMENT

ENERGY EFFICIENCY

Energy Management and Reduction Strategies

Electricity from the grid is the main and only source of energy consumed at our sites. Based on available data through statements from utility providers in Malaysia and Thailand that the Group operates in, the Group consumed 90.52 MWh in 2H2024.

ELECTRICITY CONSUMPTION
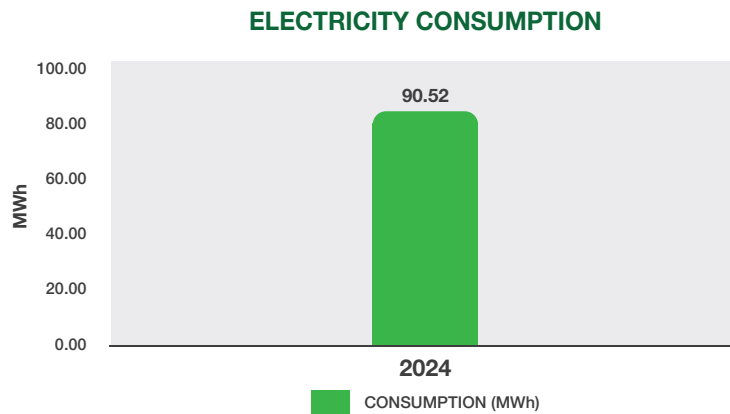
In terms of energy intensities, the intensity per employee for 2H2024 was 1.44 MWh/employee while our building energy consumption was 0.05 MWh/m^2. The equivalent greenhouse gas (GHG) emission intensity in tons CO_2e per US dollar million revenue was at 0.68. This represents our Scope 2 emissions.

ELECTRICITY CONSUMPTION & INTENSITY BY EMPLOYEES

ELECTRICITY CONSUMPTION & INTENSITY BY FLOOR AREA

ELECTRICITY CONSUMPTION & (GHG) INTENSITY BY REVENUE
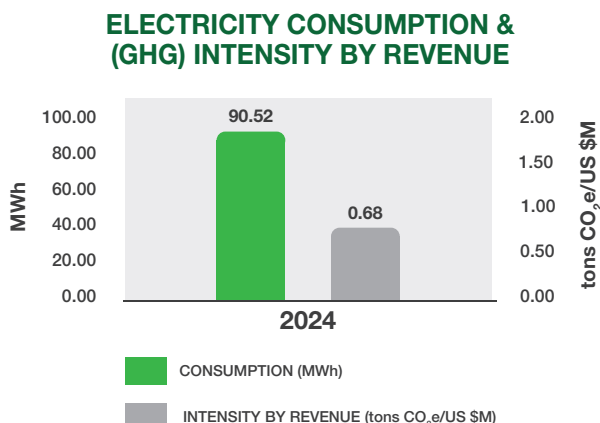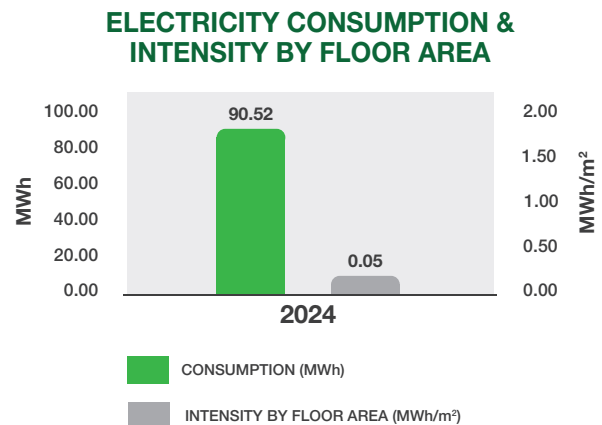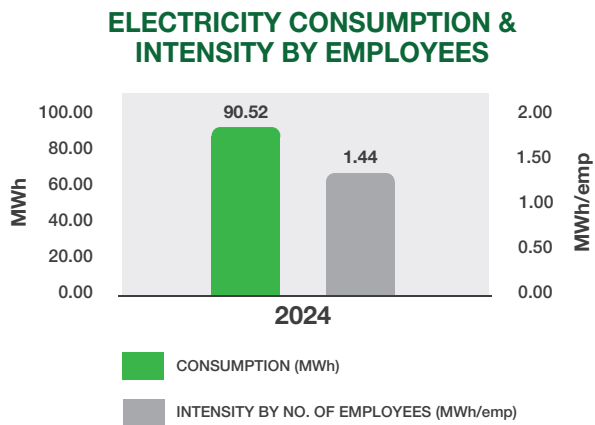
OUR ENVIRONMENT

To conserve and reduce energy, we had placed notices in our offices to switch off office lights and air conditioners when not in use, as well as periodically send out reminders to our employees about it. The Group is also exploring the feasibility of replacing T5 fluorescent lightings with LED Lightings. In addition, our Thailand office had considered installing solar panels on their rooftop and had requested quotations from vendors for evaluation. We aim to continuously reduce our building energy consumption in the following years.

Achieva Digital Thailand Office

Achieva Digital Thailand Rooftop

WATER CONSERVATION

Water Management and Reduction and Conservation Strategies

In our offices, water is primarily used for employee consumption and facility maintenance. In 2H2024, our total water consumption reached 130.20 m³, with an intensity of 2.07 m³ per employee and 0.05 m³ per square meter of floor area.

WATER CONSUMPTION
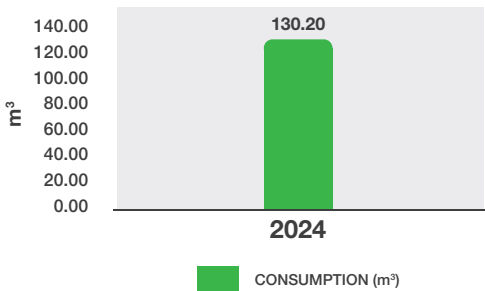
130.20

2024

CONSUMPTION (m³)

WATER CONSUMPTION & INTENSITY BY EMPLOYEES

130.20   2.07

2024

CONSUMPTION (m³)

INTENSITY BY NO. OF EMPLOYEES (m³/emp)

WATER CONSUMPTION & INTENSITY BY FLOOR AREA

130.20

0.05

2024
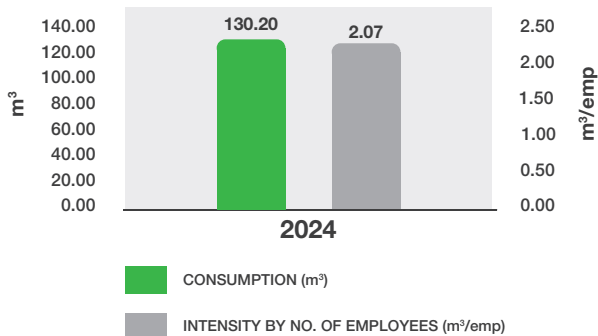
CONSUMPTION (m³)

INTENSITY BY FLOOR AREA (m³/m²)
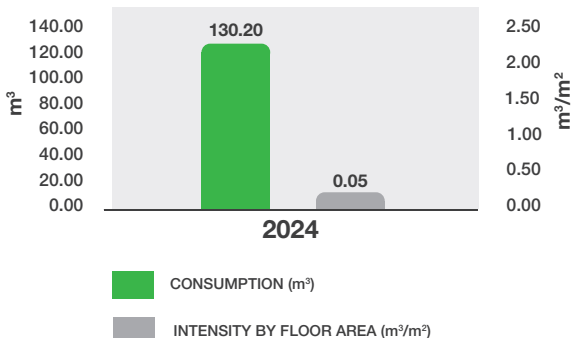
OUR
ENVIRONMENT

We are committed to raising employee awareness about the importance of water conservation by displaying notices in designated areas and sending regular reminders.

Beyond conservation, we also actively contribute to preventing water pollution, recognizing that our operations may be affected in areas with limited access to clean water and sanitation challenges. To address this, we ensure that no harmful substances are disposed of in ways that could contaminate water sources.

MATERIALS AND WASTE

Materials and Waste Management and Reduction Strategies

Packaging and corporate waste, such as paper and wood, are major sources of waste across our Group's operations and value chain. We are committed to minimizing waste through reduction, reuse, and recycling wherever possible. Sustainable packaging plays a crucial role in our carbon footprint, influencing everything from resource utilization to product packaging and waste management.

As a distributor, we do not have direct control over product packaging. However, for the aspects we can influence—such as outer boxes—we prioritize reuse and recycling to the fullest extent possible.

Our focus remains on reducing and recycling our own waste to lessen our environmental impact within the value chain. We also continue to lower our environmental footprint by cutting down paper consumption from printing and photocopying. In 2H2024, our office paper usage totaled 0.42 ton.

OFFICE PAPER CONSUMPTION

Bar chart titled "OFFICE PAPER CONSUMPTION". Y-axis labeled "tons" ranging from 0.00 to 0.50. A single green bar for 2024 reaches 0.42. Legend: CONSUMPTION (tons).
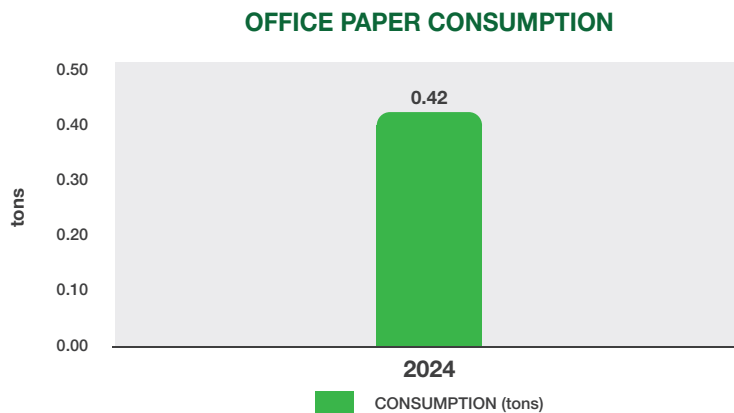
OUR ENVIRONMENT

At our facilities in Thailand and Malaysia, we actively recycle and reuse packaging materials to optimize usage, minimize waste, and promote environmental sustainability.

Reusing Carton Boxes

Carton boxes stored in Malaysia

Recycling Wooden Pallets

Reusing wooden pallets for shelf storage in Thailand

Recycling Plastic Wraps

Reusing plastic wraps for storage in Thailand

Reusing plastic wraps for motorcycle deliveries in Thailand

We repurpose carton boxes received from incoming shipments, setting them aside in the warehouse to be used for repacking return material authorization (RMA) shipments and customer deliveries. These materials are sent back to suppliers for repair and replacement, contributing to efficient resource utilization.

Wooden pallets from incoming shipments are repurposed within the warehouse, serving as a base for our shelves to support storage operations, reducing the need for new pallet purchases and minimizing wastes.

Plastic wraps from incoming goods are carefully preserved to protect products during storage. Once the goods are shipped to customers, these wraps are collected and reused to secure other packages during transportation and delivery, ensuring their safety in transit. In Thailand, they are also repurposed to secure smaller carton deliveries transported by motorcycle.

As part of our Group's ongoing initiatives to go digital, we are moving towards electronic transactions to reduce paper usage and boost productivity. We successfully streamlined current business processes through digitization of employees' claims submission, as well as the archival of finance and human resources related documents, to further reduce paper usage.

OUR
SOCIAL

WORKFORCE PROFILE

Achieva Digital Thailand's Songkran Festival

	Number
Current Employees	63
New Hires	7
Resigned Employees	1

Our people, our greatest asset, are key to the Group's long term growth and success. In SAL, we only employ permanent, full-time employees. For 2024, our total headcount was at 63, with 7 new employees and 1 resigned employee. Our new hire rate and turnover rate were at 11.1% and 1.6%, respectively.

The following tables show SAL's workforce profile, as well as its new hires and resigned employees by gender, age group and country of employment.

Achieva Technology Malaysia's Christmas Party

OUR
SOCIAL

WORKFORCE BY GENDER

CURRENT WORKFORCE

60%   **40%**

NEW HIRES

43%   **57%**

RESIGNED EMPLOYEES

100%

MALE   FEMALE

WORKFORCE BY AGE GROUP

CURRENT WORKFORCE

11%   **11%**   **78%**

NEW HIRES

14%   **86%**

RESIGNED EMPLOYEES

100%

UNDER 30   30 TO 50   OVER 50
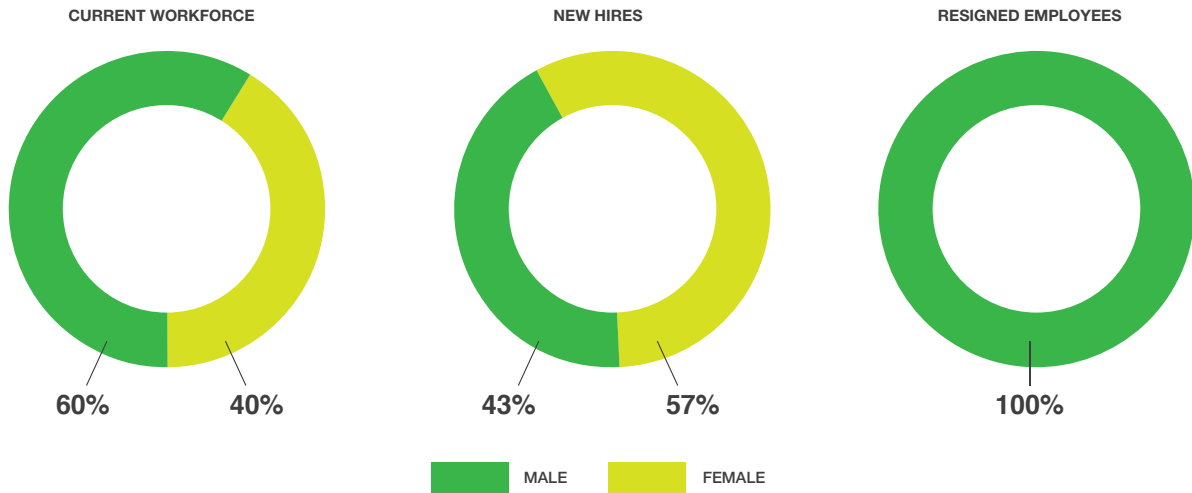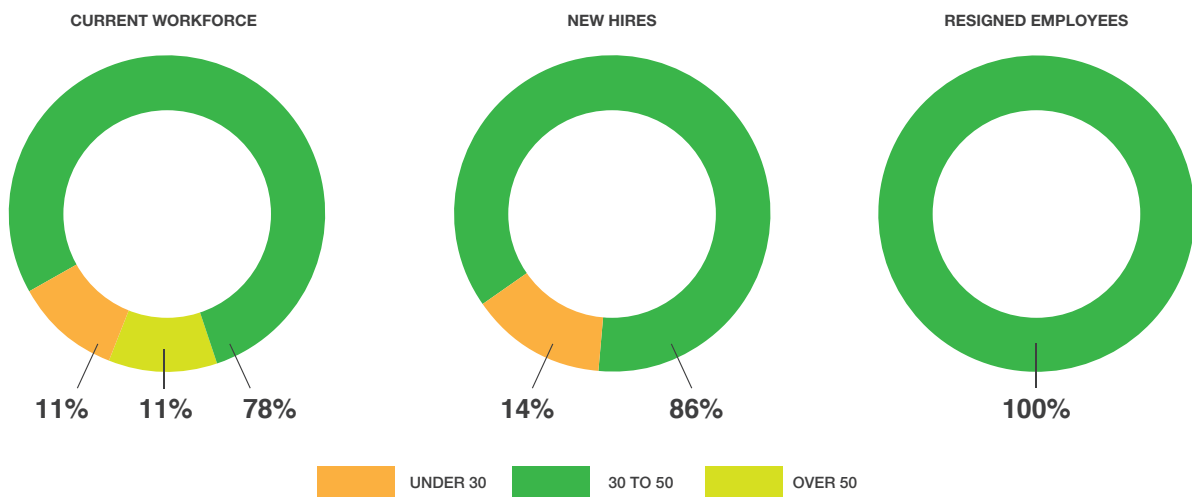
WORKFORCE BY COUNTRY OF EMPLOYMENT

CURRENT WORKFORCE

52%   **48%**

NEW HIRES

43%   **57%**

RESIGNED EMPLOYEES

100%

MALAYSIA   THAILAND
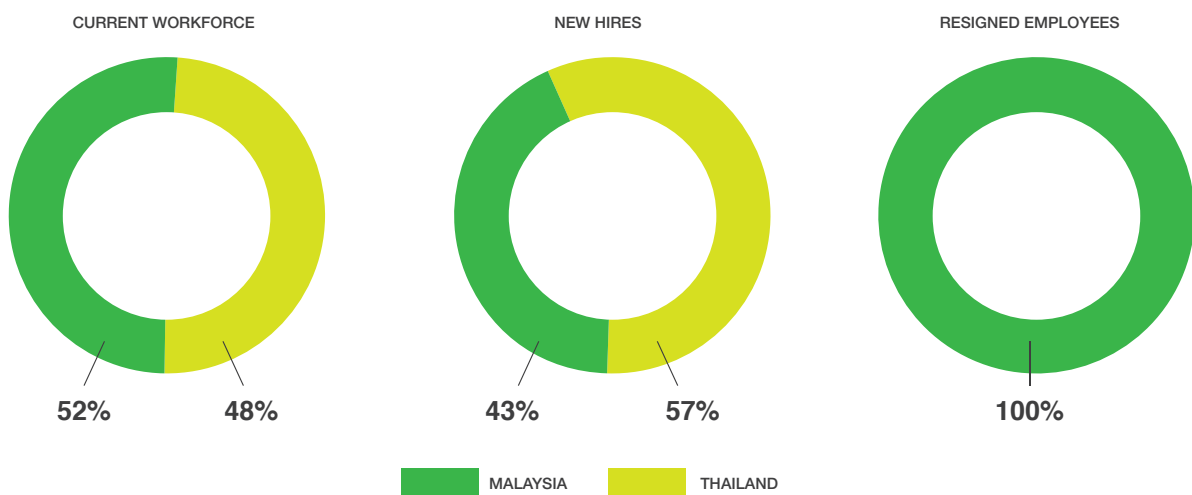
OUR
SOCIAL

BENEFITS AND WELL-BEING

Our HR department regularly reviews benefit offerings and aligns our package to ensure market competitiveness while meeting employees' needs. We provide benefits that support our employees' physical, financial, professional and emotional well-being. They include:

- Insurance coverage (hospital and surgical)
- Medical and dental claims
- Annual and medical leaves
- Parental leaves (maternity and paternity leaves)
- Performance bonus
- Continuous training and development
- Company activities such as annual dinner, team building events, CSR days
- Company benefits such as paid parking and transport claims

EMPLOYEE ENGAGEMENT

SAL is committed to providing employees with the right platform to advance their careers. Annual performance appraisal reviews are conducted to offer constructive feedback based on individual performance, goals set at the beginning of the year, and shared leadership competencies. Employees who demonstrate strong performance are considered for promotions, and we have linked rewards to performance outcomes. Additionally, we have established the Long Service Award to recognize employees' dedication and contributions to the Group. In 2024, a total of seven employees from Achieva Technology Malaysia were recognized for completing five years of service.

Long Service Awardees

We also encourage building rapport among employees, business partners, and the community through various events, including Achieva Technology Malaysia's Partners' Appreciation Night and Christmas Celebration, as well as Achieva Digital Thailand's CSR Days, Songkran Festival, and Kick-off Meeting.

OUR
SOCIAL

Achieva Technology
Malaysia's Partner's
Appreciation Night

Achieva Technology
Malaysia's Christmas
Celebration

Achieva Digital Thailand's
CSR Days

Achieva Digital Thailand's Temple Visit

Achieva Digital Thailand's Songkran Festival

Achieva Digital Thailand's Annual
Kick-off Meeting

TRAINING AND DEVELOPMENT

Learning and development within our Group is a decentralized function, with each country tailoring its approach based on employee needs and available resources. We actively encourage our employees to enhance their skills and knowledge by offering sponsorships for those interested in attending external courses and seminars.

By providing equitable access to the right resources and prioritizing employee well-being, we support their professional growth and cultivate future leaders. In addition to external and formal training programs, employees also benefit from in-house and on-the-job training to develop technical expertise and relevant skill sets. We continuously explore new ways to further enhance their knowledge and skills, fostering a resilient workforce.

ESGpedia Orientation and Training for SAL's Key Users

In 2H2024, our employees collectively received a total of 134 training hours, with an average of 3.12 hours per female employee and 1.47 hours per male employee, resulting in an overall average of 2.13 hours per employee. This includes orientation sessions and training with the ESGpedia team on platform access and usage. We aim to increase these training hours in 2025 by conducting more sessions across both Malaysia and Thailand.

DIVERSITY, EQUALITY AND INCLUSION

We are committed to providing an inclusive workplace with equal opportunities throughout employment including remuneration, training, and promotion of staff regardless of age, gender, race, nationality and family status.

Our Group has a diversified workforce across all age groups. In 2024, 44% of our workforce consists of millennials who have helped infuse new perspectives, passion and efficiency. We maintained a male to female ratio of 60:40 in our workforce across all regions.

OUR
SOCIAL

We uphold and support international human rights principles. Our HR policies strictly prohibit child labor, forced or compulsory labor, and discrimination. We have established clear guidelines on workplace abuse, harassment, and disciplinary matters, which are communicated to all employees. Employees are encouraged to report any grievances related to these issues to their immediate supervisor, with further assistance and investigations handled by the HR department. In 2024, there were no recorded violations or grievances related to human rights.

OCCUPATIONAL HEALTH AND SAFETY

Our employees' occupational health and safety is of utmost importance to us. Effective Occupational Health & Safety (OH&S) Management is part of risk management and expected to enhance business efficiency and staff morale. Across our Group, we adopted and complied with Singapore Minister of Manpower (MOM); Malaysia Department of Occupational Safety and Health (DOSH); Thailand Department of Labor Protection and Welfare (DLPW); and ISO 45001:2018 Occupational Health & Safety (OH&S) standards, along with its respective policies, which were put in place to guide the implementation of initiatives that promote OH&S. Proactively tracking and taking accountability of reportable and reported incidents help create awareness on the importance of a safe and healthy workplace.

To ensure compliance, we consistently emphasize the importance of adhering to all relevant laws and regulations in the countries where we operate. This is communicated across our business divisions through training sessions, drills, and regular reminders. Any instances of non-compliance are reported directly to our HR department and management for prompt action. In 2024, our Malaysia office conducted a fire drill as required by their building owner, while our Thailand office carried out fire drills in compliance with Thailand's DLPW regulations.

We recorded zero fatalities, severe injuries, or cases of ill health. We aim to maintain this safety record in 2025 by continuing to conduct safety training and drills, including first aid and fire response.

LOCAL COMMUNITY ENGAGEMENT

Visit to the Home for Women with Mental Disabilities

Visit to the Royal Thai Navy Sea Turtle Conservation Center

OUR
SOCIAL

As a responsible corporate citizen, the Group is committed to addressing the concerns of our community and actively contributing to its improvement by giving back to enrich people's lives. We do this through various Corporate Social Responsibility (CSR) initiatives and efforts.

In 2024, our employees in Thailand participated in several CSR activities. They visited the Halfway Home for the Protection and Development of Women with Mental Disabilities, a facility providing social welfare and essential services to female psychiatric patients, where they made donations and delivered gifts to support the well-being of the residents. They also spearheaded an initiative at the Sea Turtle Conservation Center, where they actively participated in cleaning turtle ponds and donated essential cleaning equipment to maintain a safe and hygienic nursery for young turtles, helping them to grow or recover before being released back into the sea.

As part of our Thailand office's annual tradition, they also made donations to temples and invited the monks to the office for blessings as well as offering food and other contributions.

In 2024, our total donations and contributions in Thailand amounted to THB 208,000 (US$6,000). For more details on the Company's CSR efforts, please refer to the "Corporate Social Responsibility" section on page 12 of the Serial Achieva Limited Annual Report 2024.
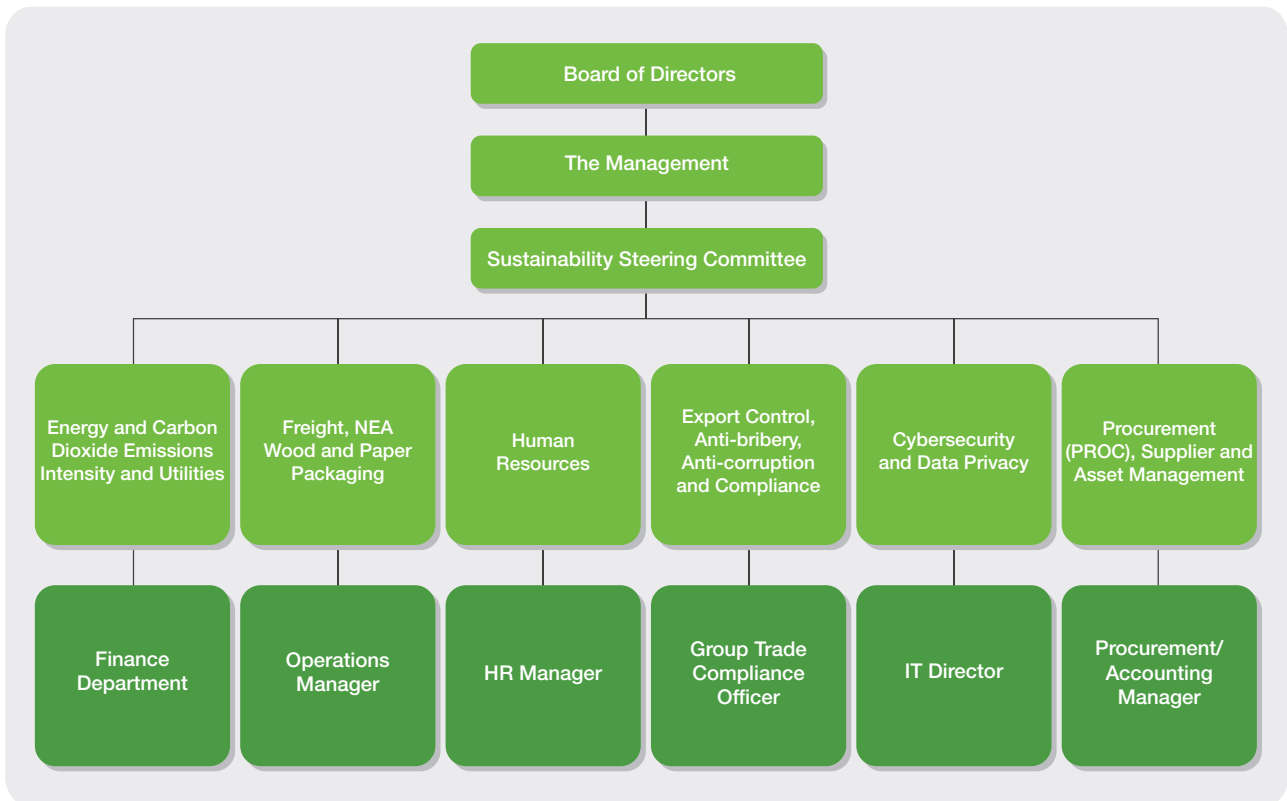

Food offerings to the monks by Achieva Digital Thailand's management team and employees

OUR
GOVERNANCE

BOARD STRUCTURE

SAL is committed to achieving high standards of corporate governance, to promote corporate transparency, to protect the interests of its stakeholders and to enhance shareholder value. The Board of Directors (the "Board") and Management believe that sound corporate governance supports long-term value creation. To this end, the Group has in place a set of well-defined policies and processes to enhance corporate performance and accountability. The Group remains focused in complying with the principles of the Code of Corporate Governance 2018 (the "Code") while achieving operational excellence and delivering long-term strategic objectives.

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                          ┌──────────────────────┐
                          │  Board of Directors  │
                          └──────────────────────┘
                          ┌──────────────────────┐
                          │    The Management    │
                          └──────────────────────┘
                    ┌─────────────────────────────────┐
                    │ Sustainability Steering Committee│
                    └─────────────────────────────────┘
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Energy and Carbon Dioxide Emissions Intensity and Utilities	Freight, NEA Wood and Paper Packaging	Human Resources	Export Control, Anti-bribery, Anti-corruption and Compliance	Cybersecurity and Data Privacy	Procurement (PROC), Supplier and Asset Management
Finance Department	Operations Manager	HR Manager	Group Trade Compliance Officer	IT Director	Procurement/ Accounting Manager

The Board has overall responsibility for the Group's sustainability and ensures that its growth is sustainable in the long term. They had established a Sustainability Steering Committee ("SSC") comprising management team members and other department heads from Malaysia and Thailand in 2024. The SSC under the Management is in charge of implementing sustainability policies and practices in the Group. They are tasked to consistently look for ways or options to make sure that our operations are sustainable in the long-term. The SSC supports the Board to provide oversight on SAL's overall sustainability performance and drive its sustainability programs across the organization. To ensure the Board has effective oversight over the Group's sustainability matters, the Management keeps the Board updated on the Group's sustainability performance by reporting to them on such matters at least once a year. At the same time, Management also ensures timely communications with both internal and external stakeholders on sustainability issues, as and when these are required.

These updates help guide the Board towards making informed decisions in business strategies and financial planning. To ensure that the Board is up-to-date on these matters, members of the SSC attended mandatory trainings conducted by the SGX-ST. Important topics for discussion were then relayed to the rest of the SSC.
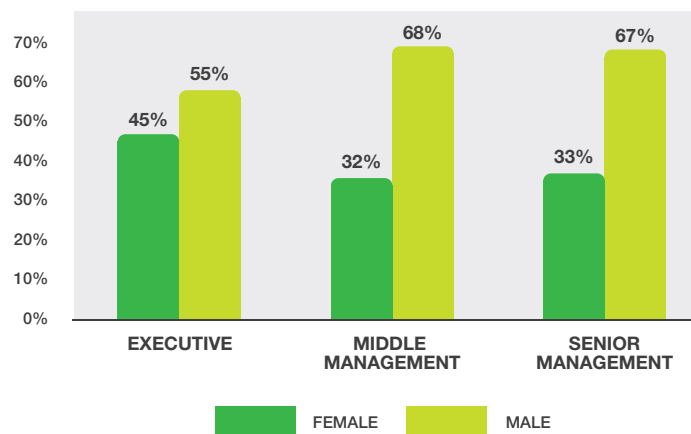
OUR GOVERNANCE

BOARD AND MANAGEMENT PROFILE

In 2024, the Board consists of seven members whose skills, experience and background contribute to the development of the Group's long-term strategy and business performance. There are four independent directors representing majority board independence (57.1%) and one woman on the Board (14.3%). Across the Group, our employees are divided into three categories: senior management, middle management and executive.

BREAKDOWN OF EMPLOYMENT CATEGORY

- 30%
- 10%
- 60%

EXECUTIVE MIDDLE MANAGEMENT SENIOR MANAGEMENT
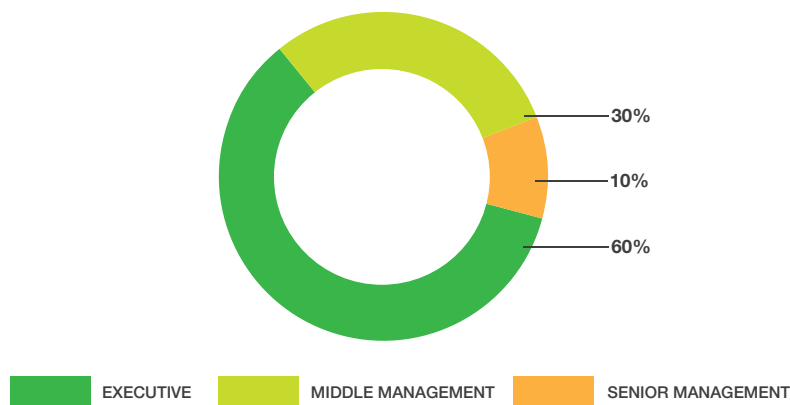
BREAKDOWN OF EMPLOYMENT CATEGORY BY GENDER

Category	Female	Male
EXECUTIVE	45%	55%
MIDDLE MANAGEMENT	32%	68%
SENIOR MANAGEMENT	33%	67%

FEMALE MALE

Based on the graph above, the Gender Diversity spread for each employment category is almost equal for Executive and more male than female for those in the Middle Management and Senior Management. SAL will look for opportunities prioritizing employee capabilities and qualifications to achieve an overall equal spread of employees across the spectrum in the coming years.

CORPORATE GOVERNANCE

We believe that good corporate governance nurtures sound business decisions and organizational performance resulting in strengthened resilience and competitive advantage. The Group remains focused in complying with the principles of the Code while achieving operational excellence and delivering long-term strategic objectives. The Board of Directors is responsible for the Company's corporate governance standards and policies, emphasizing their importance to the Group.

OUR
GOVERNANCE

The Board had considered the diversity of each member's skills, experience and background, maintaining the view that the Board's current size and structure are adequate for the existing business operations of the Group. Each director had been appointed on the strength of their calibre, experience and stature and is expected to bring their valuable range of experience and expertise to contribute to the development of the Group's long-term strategy and business performance.

For detailed disclosure on the application of our corporate governance practices with reference to the Code, please refer to the "Corporate Governance Report" section on page 20 to 47 of the Serial Achieva Limited Annual Report 2024. Where there are deviations from any of the principles and/or provisions of the Code, appropriate reasons have been provided within the "Corporate Governance Report" section in the Serial Achieva Limited Annual Report 2024.

BUSINESS CODE OF ETHICS

Our business principles and practices regarding subjects that may face ethical implications are outlined in our internal code of business and ethical conduct. The Code of Conduct provides clear guidance for employees to observe principles such as integrity, honesty, responsibility and accountability across all levels of our organization in the course of carrying out their duties. It is published on our corporate website and is easily accessible by all employees and stakeholders. The Code of Conduct provides guidance on matters such as:

- Conflict of interest and their appropriate disclosures
- Maintaining fair dealings in the conduct of our business and in our relationship with customers, suppliers and employees
- Our stance against bribery and corruption
- Safeguarding personal data and proper handling of confidential information
- Compliance with applicable laws and regulations including those relating to insider trading and personal data protection
- Commitment against workplace harassment

New hires, as part of their induction program, are oriented with information about our Code of Conduct as well as other related corporate policies, including anti-bribery and anti-corruption and whistleblowing. In 2024, there were no incidents of major disputes. We aim to keep this track record in subsequent reporting periods.

ANTI-BRIBERY AND ANTI-CORRUPTION

Corruption can result in significant damage to the organization, such as loss of financial and social capital. We adopt a zero-tolerance approach towards corruption and continue to manage the exposure to these risks by applying and emphasizing good corporate governance, business ethics, and transparency while applying robust internal controls.

At SAL, we prohibit corruption in any form, including but not limited to extortion and bribery. We require all employees, to conduct business with integrity, transparency, and in compliance with all applicable legal requirements relating to anti-bribery, anti-corruption, anti-money laundering and anti-terrorism financing. This has been made clear to all employees, customers, suppliers and business partners.

OUR GOVERNANCE

We have a whistleblowing policy in place which enables an employee to report or raise concerns over any wrongdoings across the Group related to unlawful conduct, financial malpractice or dangers to the public or environment directly to the Chairman of the Audit and Risk Committee. The whistleblower who had acted in good faith is provided confidentiality, as well as victimization and harassment protection. The whistleblowing channels for our employees are accessible through our whistleblowing policy. External stakeholders can also directly raise their concerns by sending an email to: enquiry@serialachieva.com. Wrongdoings include fraud, corruption, theft, abuse of authority, breach of regulations or non-compliance with the Group's internal controls and procedures. This policy is covered during employee trainings and is periodically communicated via e-mail to all employees as part of the Group's efforts to promote awareness on anti-corruption and fraud prevention.

We regularly review our policies on anti-bribery and anti-corruption, as well as on whistleblowing to ensure that they are updated, taking into account any related changes in legal and regulatory requirements. Besides this, we also conduct internal audits to ensure the efficiency and effectiveness of our internal controls, risk management and governance processes. To ensure all of our employees are knowledgeable and comply with our anti-bribery and anti-corruption policies, refresher trainings are planned to be conducted in 2025.

In 2024, there were no incidents of corruption within the Group. We aim to keep this track record in subsequent reporting periods.

REGULATORY COMPLIANCE

In 2024, the Group has not been subjected to any fines or sanctions for contravention of any laws or regulations globally, including those relating to infringements of environment, health and safety, anti-money laundering, anti-terrorism financing and international trade compliance. We strive to maintain this track record and ensure all queries/allegations received are promptly investigated and addressed, failure of which may result in either public allegations of non-compliance or significant fines being levied on the Group.

Through our materiality assessment, we recognize that our business faces increased risks related to export control laws, anti-bribery and anti-corruption, and data governance due to its nature and workforce presence across various countries. We are committed to complying with all existing laws and regulations wherever the Group operates in. Regular training and communication are provided to keep employees updated on compliance issues that may affect their functions.

The Group had introduced various policies to guide its business conduct, including Export Control Compliance Policy ("ECCP"), Anti-Bribery and Anti-Corruption Policy ("ABAC" Policy) and Personal Data Protection Policy ("PDP" Policy).

OUR
GOVERNANCE

CYBERSECURITY

The rapid pace of digital transformation continues to outpace the evolution of regulations governing data privacy and protection, leaving organizations increasingly vulnerable to cyber threats. Data breaches and compromises not only disrupt operations but can also lead to significant financial losses and reputational damage. Recognizing these risks, we remain committed to strengthening our cybersecurity framework and adopting proactive measures to address emerging threats in an ever-evolving digital environment.

Our approach encompasses robust investments in cybersecurity infrastructure and the implementation of comprehensive safeguards to protect the confidentiality, integrity, and availability of data. Through ongoing efforts, we align with industry standards and best practices.

Key measures we have undertaken include:

- Strengthened Access Controls and Monitoring Tools: implemented advanced access controls, data security measures, and real-time system monitoring to detect and respond to unusual activities.
- Employee Cybersecurity Awareness Initiatives: regularly educate employees about the latest cybersecurity trends, phishing tactics, and prevention strategies, including targeted communication campaigns such as alerts and training materials.
- Social Engineering Awareness Training: In addition to phishing training, employees are educated on broader social engineering tactics, including impersonation scams, ensuring they are better equipped to recognize and resist human-targeted attacks.
- Disaster Recovery Testing: An annual disaster recovery exercise is conducted to ensure readiness and alignment with business recovery objectives in the event of a cyber incident or system disruption.
- Periodic Vulnerability Assessments and Penetration Testing (VAPT): Collaborate with certified external cybersecurity experts to perform vulnerability assessments and penetration tests on our systems, enabling us to identify and mitigate potential weaknesses.
- Continuous System Upgrades and Patching: System hardware and software are regularly upgraded and patched to address vulnerabilities and ensure resilience against emerging attack vectors.
- Mandatory Multi-Factor Authentication (MFA): Implemented MFA across all critical systems, introducing additional layers of protection beyond passwords to help prevent unauthorized access.

OUR
GOVERNANCE

DATA SECURITY AND PRIVACY

Safeguarding our stakeholders' personal data is of utmost importance to us. We conduct our business in compliance with the Personal Data Protection Act (PDPA) in Singapore, Malaysia and Thailand. During our RTO exercise, we had established policies & procedures which was audited by Cheang & Ariff Advocates & Solicitors of Malaysia to be in compliance with PDPA Malaysia.

In compliance with Singapore, Malaysia and Thailand PDPA Laws, we have put in place a PDP Policy which governs the collection, use, disclosure and care of personal data. This policy is available to the public on our corporate website. In accordance with the PDPA, we had appointed a Data Protection Officer (DPO) in the ACRA website. All new employees are required to go through our PDP Policy and acknowledge their understanding on the prevailing risks, handling and protection of sensitive corporate data. We regularly educate our employees by conducting training programs, especially when there are changes in the legislation in the countries we operate.

In 2024, apart from no major cybersecurity incidents, there was zero substantiated complaint from outside parties and from the Personal Data Protection Commission in Singapore. We will continue to improve our existing processes to safeguard personal data and confidential information through periodic review of our PDP Policy.

INTERNATIONAL TRADE COMPLIANCE

We contribute to maintaining international peace and security by implementing country-specific Internal Compliance Programs (ICP). These programs establish the operational controls and protocols required for business transactions to comply with applicable export control laws and regulations. To streamline our screening reviews, we utilize the services and systems of an ISO-certified third-party vendor which ensure that any changes to existing laws and regulations are promptly updated. Our International Trade Compliance (ITC) team regularly reviews and communicates significant or urgent updates to key personnel, regional ITC gatekeepers, and management.

To further strengthen our commitments and minimize the risk of non-compliance, the Group requires all new employees to undergo an export control awareness training. All existing employees are required to attend a refresher training every eighteen months to keep them up-to-date on the compliance issues that may affect their functions.

In 2024, we had complied with all relevant export control laws and worked with suppliers, customers, third-party logistics providers, local and international authorities to minimize disruption to our Group's business operations. We have put in place an ECCP policy duly endorsed by the Management that is available on our corporate website to demonstrate our strong commitment for international trade compliance.

APPENDIX A
CALCULATION METHODS USED

This section explains the definitions, calculation boundaries, methodologies, and assumptions used in the computation of SAL's greenhouse gas (GHG) emissions, energy, water, materials and waste, and employee-related information.

ENVIRONMENT

SAL adopts the Operational Control Approach, as outlined in the GHG Protocol Corporate Standard, which was used to determine organizational boundaries. This means that SAL accounts for 100% of the emissions from operations over which it and its subsidiaries have control. As at 31 December 2024, the Group accounted for our offices in Malaysia and Thailand, following our listing on the Catalist Board of the Singapore Exchange in June 2024, based on six months of data from July 2024 to December 2024.

Greenhouse Gas (GHG) Emissions (Scopes 1, 2 and 3)

Scope 1 emission was calculated from the consumption of diesel fuel, expressed in tons CO_2e. Data came from our offices in Malaysia and Thailand.

Scope 2 emission was calculated based on the Group's energy consumption, expressed in tons CO_2e. The electricity factors used were based on the database in the ESGpedia platform.

Scope 3 emission was calculated based on the shipment data from our offices in Malaysia and Thailand, expressed in tons CO_2e.

Greenhouse Gas (GHG) Emission Factors

For Scope 1 and 3: We had used the emission factors from the UK Government GHG Conversion Factors for Company Reporting.

Type of Transportation	Activity	Value*	Unit
Land	Diesel (100% mineral diesel)	2.66155	$kgCO_2e/L$
	HGV (diesel), Rigid (>3.5 to 7.0 tons), Average-laden	0.50546	$kg\ CO_2e/tonne\text{-}km$
Sea	Cargo Ship (average of general cargo and container ship)	0.01467	$kg\ CO_2e/tonne\text{-}km$
Air	Air Freight	1.09904	$kg\ CO_2e/tonne\text{-}km$

*The values reported already accounts for CO_2, CH_4 and N_2O emissions.

For Scope 2 (latest factors from ESGpedia):

Country	Electricity Factor (gCO_2e/kWh)	Source (based from ESGpedia)
Malaysia	758.0	Malaysia Energy Information Hub (Grid Emission Factor (GEF) in Malaysia, 2017-2021)
Thailand	408.0	Energy Policy and Planning Office (CO_2 Statistics) by the Ministry of Energy (Thailand)

Energy Consumption

The Group consumes energy from purchased electricity and it is expressed in megawatt-hour (MWh).

APPENDIX A
CALCULATION METHODS USED

Water Consumption

The Group consumes municipal water and is expressed in cubic meters (m^3).

Materials and Waste – Conversion of sheets of paper to tons

To be specific, this only accounts for office paper use (printing and photocopying). For the calculations, the following assumptions were made:
- A4-sized papers are used which weigh 5g per sheet.
- For offices that have the actual number of printed sheets, it was assumed that 20% of the time they had used back to-back printing. This means that for every 10 prints, 9 papers were used (8 were used one-sided and 1 was used back-to-back).
- For offices that only have the number of reams bought, it was assumed that 75% of the total papers were used.

SOCIAL

Hire Rate and Turnover Rate

These are calculated as follows:

$$\text{Hire rate} = \frac{\text{Number of new hires}}{\text{Number of current employees}} \times 100\%$$

$$\text{Turnover rate} = \frac{\text{Number of resigned employees}}{\text{Number of current employees} + \text{Number of resigned employees}} \times 100\%$$

Training Hours (per Employee and per Gender)

These are calculated as follows:

$$\text{Number of training hours per employee} = \frac{\text{Total conducted hours of training}}{\text{Number of current employees}}$$

$$\text{Number of training hours per male employee} = \frac{\text{Total conducted hours of training to male employees}}{\text{Number of current male employees}}$$

$$\text{Number of training hours per female employee} = \frac{\text{Total conducted hours of training to female employees}}{\text{Number of current female employees}}$$

APPENDIX B
ESG PERFORMANCE SUMMARIES

Description	Unit	Target	2H2024 Performance
Absolute GHG Emissions (Scope 1 and 2 only)	tons CO_2e	Reduction of GHG emissions	63.90 tons CO_2e
Absolute GHG Emissions (Scope 3 only)	tons CO_2e	Reduction of GHG emissions	162.67 tons CO_2e
Intensity by Revenue (Scope 1 and 2 only)	tons CO_2e/US $M	Reduction of GHG emissions	0.80 ton CO_2e/revenue US $M
Intensity by Revenue (Scope 3 only)	tons CO_2e/US $M	Reduction of GHG emissions	2.05 ton CO_2e/revenue US $M
Absolute Energy Consumption	MWh	Reduction of electricity consumption	90.52 MWh
Absolute Water Consumption	m^3	Reduction of water consumption	130.20 m^3
Absolute Paper Consumption	tons	Reduction of (office) paper consumption	0.42 ton
Total turnover (%)	%	Maintain low turnover rate	1.6%
Total Number of Training Hours	Hours	Provide and increase trainings for employees	134 hours
Non-discrimination and Equal Opportunity	-	Zero incidents	Zero incidents
Occupational Health and Safety	-	Zero fatalities, severe injuries or cases of ill health	Zero fatalities, severe injuries or cases of ill health
Local Community Involvement	-	Continue to engage with local communities	Total contributions and donations of THB 208,000 (US$6,000)
Board Independence	%	Maintain majority board independence	57.1%
Women on the Board	%	Not Set	14.3%
Women in the Management Team - Senior Management	%	Not Set	33.3%
Business Code of Ethics	-	Uphold high standards of responsible business practices and had no major disputes	Upheld high standards of responsible business practices and had no major disputes
Anti-bribery and Anti-corruption	-	No incidents of corruption	No incidents of corruption
Regulatory Compliance	-	No incidents of non-compliance	No incidents of non-compliance
Cybersecurity and Data Privacy	-	Adhere to data protection laws in countries we operate and had no incidents of major cybersecurity and personal data breach	Adhered to data protection laws in countries we operate and had no incidents of major cybersecurity and personal data breach

APPENDIX C
SGX LIST OF CORE METRICS

Topic	Metric	Unit	Page number(s) and/or URL(s)
Environmental			
Greenhouse Gas (GHG) Emissions	Absolute emissions by: (a) Total; (b) Scope 1, Scope 2; and (c) Scope 3, if appropriate	tons CO_2e	SR, page 9-10
	Emission intensities by: (a) Total; (b) Scope 1, Scope 2; and (c) Scope 3, if appropriate	tons CO_2e /revenue US $M	SR, page 9-10
Energy Consumption	Total energy consumption	MWh	SR, page 11
	Energy consumption intensity	MWh/m^2 MWh/employee	SR, page 11
Water Consumption	Total water consumption	m^3	SR, page 12
	Water consumption intensity	m^3/m^2 m^3/employee	SR, page 12
Waste	Total waste generated	tons	SR, page 13
Social			
Gender Diversity	Current employees by gender	Percentage (%)	SR, page 16, 22
	New hires and turnover by gender	Percentage (%)	SR, page 16
Age-Based Diversity	Current employees by age groups	Percentage (%)	SR, page 16
	New hires and turnover by age groups	Percentage (%)	SR, page 16
Employment	Total turnover	Number and Percentage (%)	SR, page 15
	Total number of employees	Number	SR, page 15
Development & Training	Average training hours per employee	Hours/employee	SR, page 18
	Average training hours per employee by gender	Hours/employee	SR, page 18
Occupational Health & Safety	Fatalities	Number of cases	SR, page 19
	High-consequence injuries	Number of cases	SR, page 19
	Recordable injuries	Number of cases	SR, page 19
	Recordable work-related ill health cases	Number of cases	SR, page 19
Governance			
Board Composition	Board independence	Percentage (%)	SR, page 22
	Women on the board	Percentage (%)	SR, page 22
Management Diversity	Women in the management team	Percentage (%)	SR, page 22
Ethical Behavior	Anti-corruption disclosures	Discussion and number of standards	SR, page 23
	Anti-corruption training for employees	Number and Percentage (%)	SR, page 23
Certifications	List of relevant certifications	List	SR, page 19
Alignment with Frameworks	Alignment with frameworks and disclosure practices	GRI/ TCFD/ SASB/ SDGs/ others	SR, page 1
Assurance	Assurance of sustainability report	Internal/External/None	The Company did not seek external assurance on this report but had relied on internal review of the sustainability processes.

APPENDIX D
SUSTAINABLE ACCOUNTING STANDARDS BOARD (SASB)

Topic	SASB Code	Metrics	Page number(s) and/or URL(s)
Energy Management in Retail & Distribution	CG-MR-130a.1	(1) Total energy consumed, (2) percentage grid electricity	SR, page 11
Data Security	CG-MR-230a.1	Description of approach to identifying and addressing data security risks	SR, page 26
	CG-MR-230a.2	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of customers affected	SR, page 26
Labor Practices	CG-MR-310a.1	(1) Average hourly wage and (2) percentage of in-store and distribution center employees earning minimum wage, by region	No labor law violations for 2024
	CG-MR-310a.2	Voluntary and turnover rate for in-store and distribution center employees	SR, page 16
	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	SR, page 19 No labor law violations for 2024
Workforce Diversity & Inclusion	CG-MR-330a.1	Percentage of gender representation for (a) executive management, (b) non-executive management and (c) all other employees	SR, page 22
	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	SR, page 19 No employee discrimination for 2024
Product Sourcing, Packaging & Marketing	CG-MR-410a.2	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	SR, page 8
	CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	SR, page 8, 13-14
Number of: (1) retail locations and (2) distribution centers	CG-MR-000.A	Number	SR, page 3
Total area of: distribution centers	CG-MR-000.B	Square meters (m²)	3,952.13

APPENDIX E
TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD)

Key Area	SAL's Approach
Governance • Describe the board's oversight of climate-related risks and opportunities • Describe the management's role in assessing and managing climate-related risks and opportunities	The Board has overall responsibility for the Group's sustainability and ensures that its growth is sustainable in the long term. The Board oversees and monitors the management of SAL's material ESG factors for the implementation of sustainability strategies, policies, key performance indicators, targets and initiatives. The Board has established a SSC comprising management team members and other department heads from Singapore, Malaysia and Thailand in 2024. The SSC supports the Board and Management Team to provide oversight on SAL's overall sustainability performance and drive its sustainability programs across the organization. For 2024, quarterly meetings were conducted to discuss updates on the following: • Material ESG Factors • Transition Risks and Opportunities • SAL's ESG Performance These updates help guide the Board towards making informed decisions in business strategies and financial planning. To ensure that the Board is up-to-date on these matters, members of the SSC attended trainings conducted by the Singapore Exchange and other ESG service providers. Important topics for discussion were then relayed to the rest of the SSC.

Strategy

• Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term
• Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning
• Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2 C or lower scenario

Transition Risks:

Risk	Use of renewable energy (specifically regulation solar energy)	Use of sustainable alternatives in transportation	Carbon tax
Time Frame	Short-term	Medium-term	Medium-term
Description	With the implementation of carbon emissions, integrating the use of solar from energy can aid in lowering electricity costs in our offices and warehouses.	Fossil fuels are still widely-used in day-to-day business activities, especially in shipment of goods.	The Singapore government introduced the Carbon Pricing Act (CPA) last 2019 which had increased the tax rates $5/ton in 2019 to $25/ton in 2024/25, $45/$tCO_2e$ in 2026/27, and aiming for $50-80/$tCO_2e$ by 2030. The Malaysian government also plans to implement a carbon tax on the iron, steel, and energy industries by 2026 while Thailand is set to place the carbon price at 200 Thai Baht (THB200) per metric ton of carbon dioxide (CO_2) equivalent for each oil and petroleum product.

APPENDIX E
TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD)

Key Area	SAL's Approach		
Strategy (continued)			

Possible Impacts	Carbon emissions from purchased daily electricity could lead to more costs due to carbon tax.	High carbon emissions could increase costs of operation due to carbon tax.	Increased costs of operation due to carbon tax.
Company's Response	In 2024, our Thailand office had considered the installation of rooftop solar panels in their office and had requested quotations from vendors for evaluation	In 2024, the SAL group had used sea and land transportation instead of air freight whenever possible. We are also considering the use of either electric vehicles or biofuels in our processes and are constantly looking for more sustainable business partners in the supply chain.	In 2024, we had considered installing rooftop solar panels in our Thailand office and used sustainable alternatives such as land shipments when transporting goods.

Physical Risks – Acute Impact:		
Time Frame	Short to medium-term	Short to medium-term
Description	Unprecedented storms had been recorded in recent years and may cause widespread flooding, especially in low-lying areas.	Risks that weather events like extreme heat will affect the business (i.e. heat stress on workers which would cause the use of more energy for cooling systems, possible damaged goods due to hot temperatures, etc.)
Possible Impacts	• Flooding may damage goods, as the SAL group stores inventories in its rented warehouses which will result in financial loss to the Group • Strong winds and flooding may lead to delayed arrival and shipment of goods.	• Heat stress on employees • Use of more electricity for air conditioning
Company's Response	• For rented warehouses, we ensure that they are in good condition with minimal chances of flooding in the area before continuing with the partnership. • In anticipation of heavy rains, planned shipments are made so that delays are taken into account. If there would be any delays, customers are notified of it.	• In 2024, our Thailand office had considered installing rooftop solar panels in their office and had requested quotations from vendors for evaluation. • Employees are encouraged to wear light-colored shirts and reminded to drink lots of water, especially during warm season.

APPENDIX E
TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD)

Key Area	SAL's Approach	
Strategy (continued)	**Physical Risks – Chronic Impact:**	
	Time Frame Medium to long-term	Medium to long-term
	Description Malaysia and Thailand are low-lying countries and have low-lying coastal areas which make them vulnerable to rising sea levels and extreme weather events.	Risks associated with prolonged and more severe droughts can affect the business (i.e. increased costs due to water scarcity).
	Possible Impacts Affected locations may be submerged over time, resulting in loss of offices or warehouses.	Water scarcity could lead to higher water costs.
	Company's Response The Company widened its footprint by expanding its office and warehouse locations. In the event that submerging occurs, the operations will be moved to a safer area and transfer of inventories will follow.	Implement water conservation practices.

Risk Management

a. Describe the organization's processes for identifying and assessing climate-related risks
b. Describe the organization's processes for managing climate-related risks
c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management

The SSC through the ESG Chair and ESG Engineer identify and assess climate-related risks. These are then presented to the rest of the SSC during its quarterly meetings so that they may place their insights and departmental perspectives, resulting to a more holistic view of these risks.

Part of SAL's efforts to mitigate climate-related risks is to reduce its energy, water and waste (paper and wood) consumptions. We plan to set quantitative targets after consolidating the FY2025 data.

In 2024, SAL had explored the feasibility of installing rooftop solar panels in our Thailand office to lower its purchased electricity consumption and has begun gathering quotations for evaluation. We had also partnered with ESGpedia to engage with our internal stakeholders in reporting their consumption data. We plan to expand the platform's use to our external stakeholders moving forward in order to capture relevant data for Scope 3 emissions. These are done to show what we currently emit and what processes we can rectify.

Key Area	SAL's Approach
Metrics and Targets a. Describe the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process b. Describe Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks c. Describe the targets used by the organization to manage climate-related risks and opportunities, and performance against targets	SAL reports its consumption in absolute and/or intensity values, specifically for greenhouse gas emissions, energy consumption, water consumption and waste generation (i.e., paper), in accordance to the Singapore Exchange Securities Trading Limited's Listing Manual Rules 711A and 711B and the International Sustainability Standards Board (ISSB) – which includes the Sustainable Accounting Standards Board (SASB), Global Reporting Initiative (GRI) Universal Standards 2021 and the Task Force on Climate-related Financial Disclosures (TCFD). As our data is only for six months, we have decided to set our base year to be FY2025 and place quantitative targets after consolidating the data. Please refer to "Our Environmental Goals" section.

APPENDIX F
GRI CONTENT INDEX

GRI Standard	Disclosure	Title	Page number(s) and/or URL(s)
Organizational Profile			
GRI 2: General Disclosures 2021	2-1	Organizational details	SR, page 1,3
	2-2	Entities included in the organization's sustainability reporting	SR, page 1,3
	2-3	Reporting period, frequency and contact point	SR, page 1
	2-4	Restatements of information	Not applicable as this is the Company's first sustainability report
	2-5	External assurance	The Company did not seek external assurance on this report but plans to do so in the future.
	Activities and Workers		
	2-6	Activities, value chain and other business relationships	SR, page 2,3
	2-7	Employees	SR, page 15-16
	2-8	Workers who are not employees	There are no workers who are not employees.
	Governance		
	2-9	Governance structure and composition	SR, page 21-22 AR, page 26-28
	2-10	Nomination and selection of the highest governance body	SR, page 21-22 AR, page 29-32
	2-11	Chair of the highest governance body	SR, page 21 AR, page 23
	2-12	Role of the highest governance body in overseeing the management of impacts	SR, page 2, 21-23 AR, page 20-22
	2-13	Delegation of responsibility for managing impacts	SR, page 21 AR, page 20-22
	2-14	Role of the highest governance body in sustainability reporting	SR, page 4-5,21-23 AR, page 20-22
	2-15	Conflicts of interest	SR, page 21 AR, page 28-29, 123-141
	2-16	Communication of critical concerns	SR, page 1, 6-7 AR, page 25-26, 40
	2-17	Collective knowledge of the highest governance body	AR, page 14-17
	2-18	Evaluation of the performance of the highest governance body	AR, page 31-32
	2-19	Remuneration policies	AR, page 32-36
	2-20	Process to determine remuneration	AR, page 32-36
	2-21	Annual total compensation ratio	Unable to disclose due to confidentiality reasons. However, the Company has disclosed the remunerations of Directors and CEO, and the aggregate remuneration of the top three key management personnel (excluding the Directors or the CEO) in page 36 of the Annual Report 2024.

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GRI Standard	Disclosure	Title	Page number(s) and/or URL(s)
	Strategies, Policies and Practices		
	2-22	Statement on sustainable development strategy	SR, page 2, 4-5
	2-23	Policy commitments	SR, page 4
	2-24	Embedding policy commitments	SR, page 4
	2-25	Processes to remediate negative impacts	SR, page 4-5
	2-26	Mechanisms for seeking advice and raising concerns	SR, page 4-5
	2-27	Compliance with laws and regulations	SR, page 24-26
	2-28	Membership associations	SR, page 19
	Stakeholder Engagement		
	2-29	Approach to stakeholder engagement	SR, page 5-7
	2-30	Collective bargaining agreements	There were no collective bargaining agreements
Identification of Material Topics			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	SR, page 5, 7
	3-2	List of material topics	SR, page 7
	3-3	Management of material topics	SR, page 7
Material Topics			
Economic Performance			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	SR, page 8 AR, page 59-111
	201-2	Financial implications and other risks and opportunities due to climate change	SR, page 29, 32-34
GRI 203: Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	SR, page 8
Energy			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	SR, page 9, 11-12
	302-3	Energy intensity	SR, page 11
	302-4	Reduction of energy consumption	SR, page 11-12
Greenhouse Gas Emissions			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	SR, page 9-10
	305-2	Energy indirect (Scope 2) GHG emissions	SR, page 9-10
	305-3	Other indirect (Scope 3) GHG emissions	SR, page 9-10
	305-4	GHG emissions intensity	SR, page 9-10
	305-5	Reduction of GHG emissions	SR, page 9-10
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	There were no significant air emissions other than GHG.
Water			
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	SR, page 12-13
	303-5	Water consumption	SR, page 12
Materials and Waste			
GRI 301: Materials 2016	301-1	Materials used by weight or volume	SR, page 13

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GRI Standard	Disclosure	Title	Page number(s) and/or URL(s)
Human Capital			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	SR, page 16
Occupational Health and Safety			
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	SR, page 19
	403-2	Hazard identification, risk assessment, and incident investigation	SR, page 19
	403-4	Worker participation, consultation, and communication on occupational health and safety	SR, page 19
	403-5	Worker training on occupational health and safety	SR, page 19
	403-6	Promotion of worker health	SR, page 19
	403-8	Workers covered by an occupational health and safety management system	SR, page 19
	403-9	Work-related injuries	SR, page 19
	403-10	Work-related ill health	SR, page 19
Training and Development			
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	SR, page 18
	404-2	Programs for upgrading employee skills and transition assistance programs	SR, page 18
	404-3	Percentage of employees receiving regular performance and career development reviews	SR, page 18
Diversity			
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	SR, page 16, 22
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	SR, page 18-19
Human Rights			
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	SR, page 19 No incidents of child labor by suppliers for 2024.
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	SR, page 19 No incidents of force or compulsory labor by suppliers for 2024.

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GRI Standard	Disclosure	Title	Page number(s) and/or URL(s)
Local Community Involvement			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	SR, page 19-20
Business Ethics			
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	SR, page 23-24
	205-2	Communication and training about anti-corruption policies and procedures	SR, page 23-24
	205-3	Confirmed incidents of corruption and actions taken	SR, page 23-24
Compliance			
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	SR, page 23
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR, page 25-26
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	SR, page 24-26

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SR - Sustainability Report 2024