



# Sustainability Report 2023





**Your well-being is our ultimate goal and unwavering passion.**

Inspired by a Life Harmony approach, our products focus on transforming your life through three aspects of wellness

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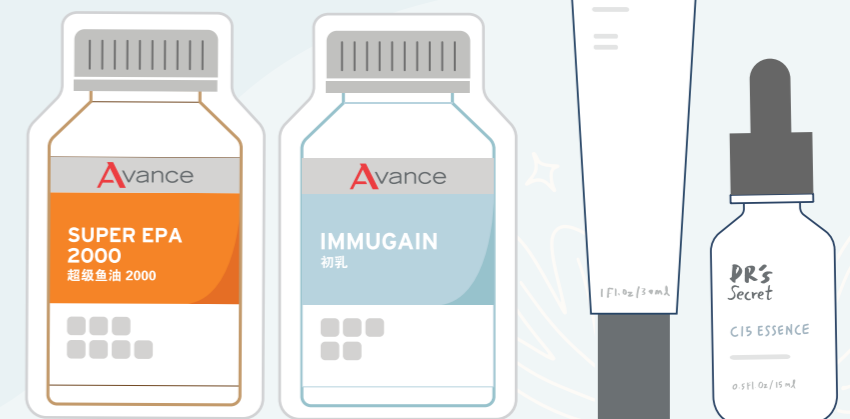
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# BOARD Statement

## AT BEST WORLD INTERNATIONAL LIMITED

(the “Company” or “Best World”), the Board of Directors (the “Board”) believes that to fulfil our commitment to provide our stakeholders with long term value, sustainability needs to be ingrained in our business model. Since inception, Best World has always focused on our products, our customers and our people, while practicing good corporate governance and minimizing our impact on the environment. The Board’s primary focus with respect to Sustainability Reporting are:

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



Our Enterprise Risk Management (ERM) Committee, led by our Chief Operating Officer, Mr. Huang Ban Chin, and chaired by our Audit Committee (AC) Chairman, Mr. Lee Sen Choon, is comprised of the heads of departments.

Majority of the committee are engaged with our day-to-day operations and are exposed to sustainability issues including climate-related risks and opportunities.

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

# About BEST WORLD



## BEST WORLD INTERNATIONAL LIMITED

is a Singapore headquartered company specializing in the development and distribution of premium skin care, personal care, beauty, health and wellness brands.

Best World dedicates itself to the scientific research and development of innovative solutions, manufacture and distribution of quality brands of products, through diversified channels, and constantly enhancing the customer experience with our products and services.

Since inception, Best World has grown in strides to become a key regional player in the industry, having subsidiaries, joint venture and associate companies in 12 markets, with customers from 40 markets in Asia, Oceania, Middle East, North America and Europe.

Best World is a member of the Direct Selling Association of Singapore, the Association of Small and Medium Enterprises, the World Federation of Direct Selling and for our direct selling segment, our BWL subsidiaries are members of the direct selling association in the market they operate in.



## VISION

To be a leading global skin care, nutritional and personal care solutions provider, focused on making a difference to the lives of beauty and health enthusiasts from all over the world.



A World at Its Best!



## OUR MISSION

### The Preferred Choice for Consumers

To meet the everyday beauty and health needs of our customers with quality products and services, achieved through continuous innovations, created under our high quality and safety standards.

### The Rewarding Choice for Distributors

To expand Best World's distribution network globally through a progressive entrepreneurial platform, which offers the positive, harmonious culture and community that support our distributors in achieving their business goals and success.

### The Trusted Choice for Partnership

To be an enterprise that pushes for continuous growth, with a reliable and trustworthy reputation, thereby improving productivity, profitability and maximizing our partners' and shareholders' value.





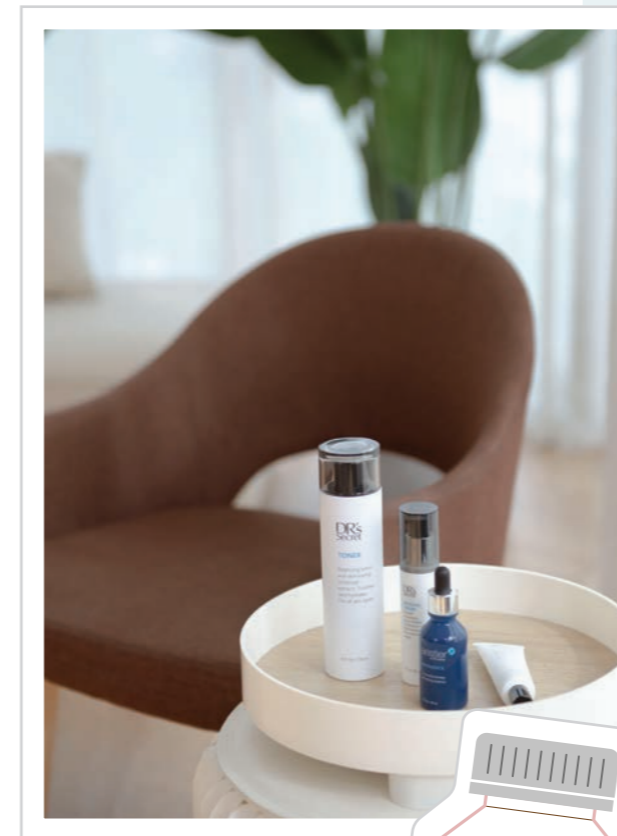
# The REPORT



Best World International Limited is pleased to present our seventh Sustainability Report.

## Reporting Period and Scope

This report covers the Financial Year 2023 (“FY2023”) from 1 January 2023 to 31 December 2023, with Financial Year 2022 (“FY2022”) from 1 January 2022 to 31 December 2022 as the year of comparison. It covers the Group’s strategies, initiatives and performance in relation to the ESG topics of our operations. The scope of our report includes all the regions we operate in.



## Reporting Standards

### 01

#### Singapore Exchange (SGX) Sustainability Reporting Listing Rules and Guide

This report has been prepared in accordance with the six primary components set out by Singapore Exchange Securities Trading Limited (“SGX-ST”) Mainboard Listing Rule 711(B) as well as Rule 711(A). The report also takes reference from the SGX Sustainability Reporting Guide, which provides guidelines on components requirements and reporting rules.

We have also incorporated SGX’s enhanced disclosures on climate-related information, which was released in 2021, where applicable.

### 02

#### Global Reporting Initiatives (GRI)

This report has been prepared with reference to internationally recognized framework, the GRI Universal Standards 2021, which represents the global best practice for reporting on an organization’s sustainability impacts.

The GRI Content Index, located at the end of the report, summarizes the GRI Standards Disclosures selected for our reporting. It also directs readers to the appropriate references in this report and other publicly available resources published by Best World.

### 03

#### Taskforce for Climate-related Financial Disclosures (TCFD) Recommendations

This is the second year that we have incorporated the recommendations by Task Force on Climate-related Financial Disclosure (TCFD) as mandated by SGX.

## Review

We have engaged BDO Advisory Pte Ltd, our internal auditor, to independently review this report.

## Restatement

There is a minor restatement on page 20 on China’s composition of employees by gender due to a duplicate count of 2 employees.

There is also a restatement in composition of employees by age group. as our data gathering tool was not robust enough to account for the changes in age groups of the existing staff. The issue has since been resolved as we now use HR source data directly instead of the data gathering tool.

## Feedback

Moving forward, we will continue to strengthen our sustainability efforts and report on the material ESG factors annually. For any queries in relation to our report or any feedback on our sustainability practices, please feel free to contact:

Mr. Kean Tan  
Risk & Compliance  
kean.tan@bestworld.com.sg



# Stakeholder Engagement

Best World understands that stakeholder engagement is crucial in its sustainability journey. Through regular engagement with its key stakeholders, Best World is able to align with stakeholder expectations and ensure that the report reflects a comprehensive and accurate picture of our organization's sustainability performance.



Stakeholder Groups	Objectives/ Expectations of Stakeholder	Stakeholders' Key Concerns	Methods of Frequency of Engagement	Best World's Efforts and Responses
Shareholders/ Investors	Obtain information needed to make sound decisions	<ul style="list-style-type: none"> <li>Transparency, timely information on the company's progress, status, and profitability</li> <li>Stable financial performance and prudent capital management</li> <li>Business continuity</li> </ul>	Investor Relations ("IR") personnel Annual General Meeting ("AGM")	<ul style="list-style-type: none"> <li>Strive to maximize profitability and return on investment</li> <li>Uphold high standards of corporate governance transparency and disclosure as well as long-term sustainable growth of business</li> </ul>
Employees	Positive and safe working environment, fair remunerations and career development and progression	<ul style="list-style-type: none"> <li>Conducive and comfortable working environment</li> <li>Competitive rewards and recognition</li> <li>Opportunities for career advancement</li> <li>Adequate training and development</li> </ul>	Town hall meeting & staff appreciation dinner (annual) Team bonding fund for department/inter-department bonding activities (annual) Birthday lunch to celebrate employees' birthday (monthly) Grievance handling/ Whistleblowing mechanism Long service awards Employee engagement survey (annual)	<ul style="list-style-type: none"> <li>We adopt and implement Human Resource ("HR") policies that are in line with our business goals and pro-employee, and review them from time to time</li> <li>We encourage work-life balance and reward employees based on specific and measurable targets</li> <li>Employee engagement survey provides an avenue for employees to give feedback anonymously</li> </ul>
Distributors, Members & Customers	Distributors & Members <ul style="list-style-type: none"> <li>Drive sales and foster a positive long-term relationship with Best World</li> </ul>	Distributors & Members <ul style="list-style-type: none"> <li>Regular and reliable support (to sustain and grow their sales &amp; networks), product effectiveness and efficiency</li> </ul>	Trainings (weekly) Meetings and gatherings (daily) BWL Mobile application & Online Shop	<ul style="list-style-type: none"> <li>We adopt and implement Human Resource ("HR") policies that are in line with our business goals and pro-employee, and review them from time to time</li> <li>We encourage work-life balance and reward employees based on specific and measurable targets</li> <li>Employee engagement survey provides an avenue for employees to give feedback anonymously</li> </ul>
	Customers <ul style="list-style-type: none"> <li>Products that deliver its brand promise and are conveniently available</li> </ul>	Customers <ul style="list-style-type: none"> <li>Reliable, clear and comprehensive product labelling and effectiveness and safety of the products</li> <li>Service and health advisories (if necessary) received especially pertaining to instructions on proper application and use of the products</li> </ul>	Social media Annual Convention Direct contact with our Marketing staff Global Customer Satisfaction Survey	<ul style="list-style-type: none"> <li>Continuous product innovation and development, regular distributor training sessions</li> <li>Maintain ISO9001:2015 Quality Management Certification System requirements for our product development.</li> <li>Sharing of beauty, health and product knowledge with all BWL distributors, members and customers using social media.</li> <li>E-commerce platform (mobile applications)</li> <li>Annual convention held to recognize distributors' efforts and offer an opportunity to connect all distributors and members from all over the world</li> </ul>
Government & Regulator	Implement and enforce standards and regulatory requirement	<ul style="list-style-type: none"> <li>Adhere to laws and regulations, prompt reporting</li> </ul>	Communications and meetings with regulators Statutes and regulations	<ul style="list-style-type: none"> <li>Commitment to comply with all applicable laws and regulations, constant review of our operating procedures &amp; update them when necessary</li> </ul>
Communities	Ensure that organizations have a positive impact on the community at large	<ul style="list-style-type: none"> <li>Meaningful support towards communities</li> </ul>	Participation in various CSR programmes such as World Learner Programme	<ul style="list-style-type: none"> <li>Please refer to our Annual Report for more details on our CSR efforts</li> </ul>
Trade associations	Protect the interests of businesses in the industry	<ul style="list-style-type: none"> <li>Support in addressing any issues faced by industry</li> </ul>	Participation in association meetings, dialogues and forums	<ul style="list-style-type: none"> <li>Being an active member of the World Federation of Direct Selling Association</li> </ul>
Suppliers	Maintain ethical, economically viable and sustainable business relationships with business partners	<ul style="list-style-type: none"> <li>Compliance with terms and conditions of prevailing purchasing policies and procedures, while maintaining ethical standards</li> <li>Stable, long-term business relations</li> </ul>	Supplier review and monitoring Meetings Email correspondences	<ul style="list-style-type: none"> <li>Established an active member of the World Federation of Direct Selling Association</li> <li>Ethical business practices and contractual obligations</li> <li>Encourage main supplier to embark on sustainability journey</li> </ul>



# MATERIALITY Assessment

Best World identifies and prioritizes the sustainability issues that matter most to the Group and its stakeholders. This ensures that our report reflects the most meaningful aspects of the company's sustainability performance.

In FY2022, we conducted a materiality assessment to refresh our material ESG issues taking into account industry peer review and value chain analysis. These issues remained relevant in FY2023 and were approved by the Board.



## Best World Materiality Assessment Process

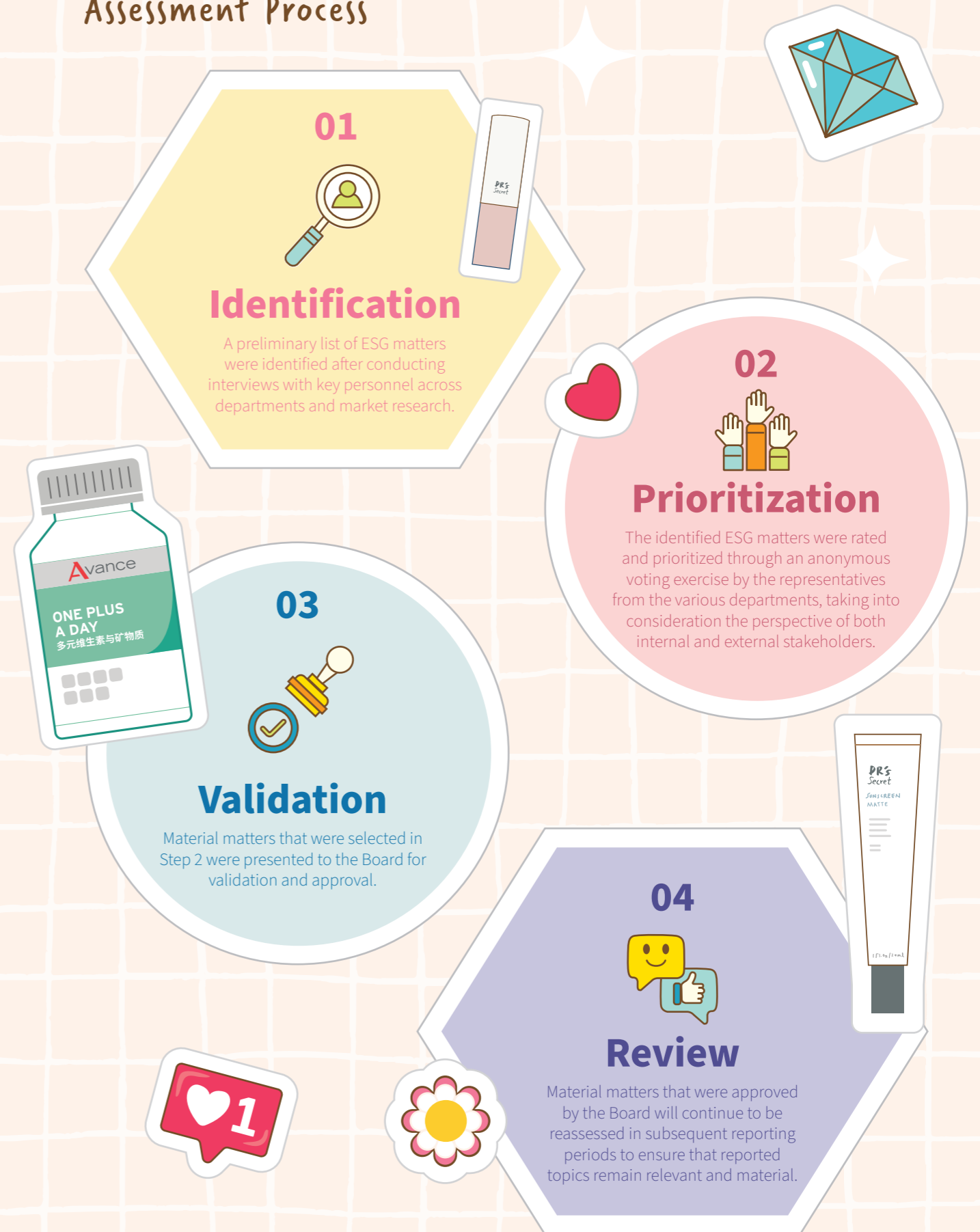


Figure 1: Best World's Materiality Assessment Process

# Best World's Materiality Index

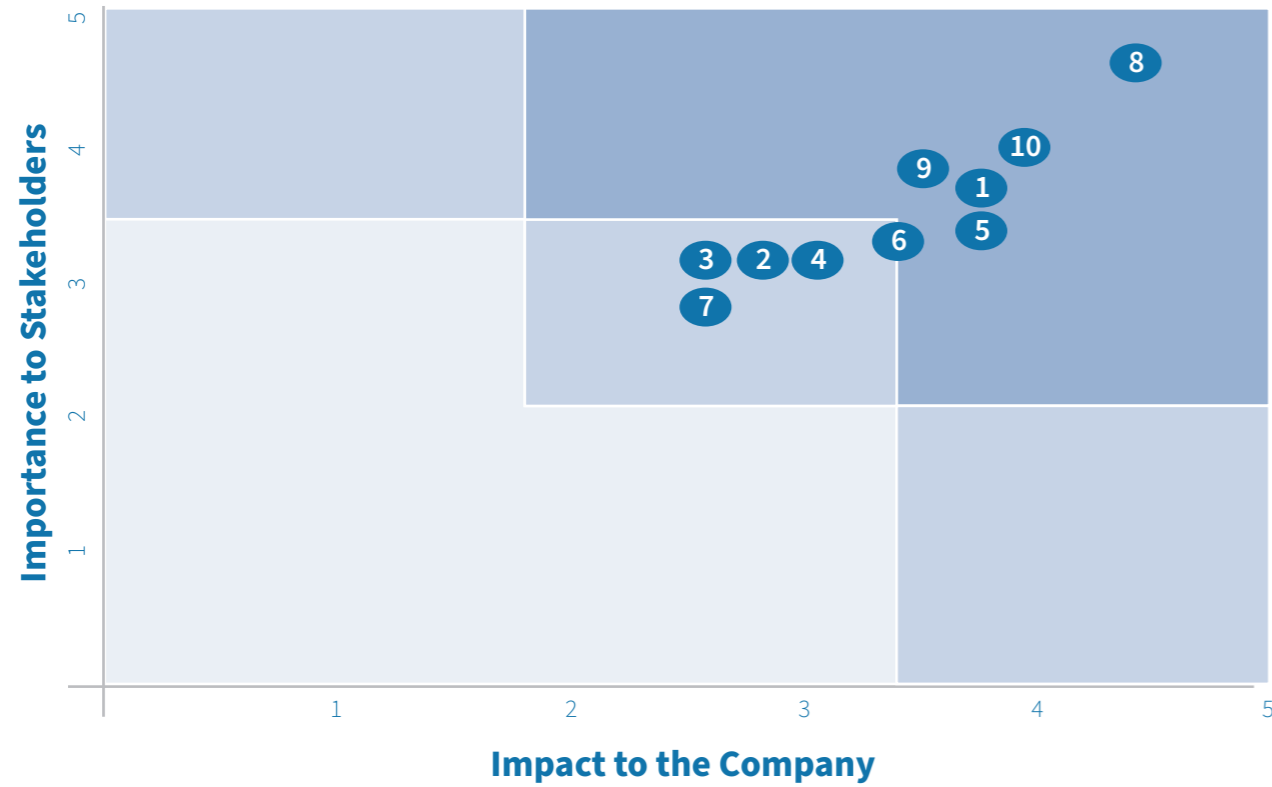


Figure 2: Best World's Materiality Index

The results of our materiality assessment are grouped and plotted on a materiality matrix (Figure 2), with their position relative to the importance to internal stakeholders and external stakeholders.

S/N	Material ESG Factor	Corresponding GRI Topic - Specific Standard
1	Business Ethics	GRI 205: Anti-corruption
2	Energy	GRI 302: Energy
3	Emission	GRI 305: Emission
4	Waste Disposal Management	GRI 306: Effluents and Waste
5	Employee Health and Safety	GRI 403: Occupational Health and Safety
6	Employees and Distributors Training and Advancement	GRI 404: Training and Education
7	Diversity	GRI 405: Diversity and Equal Opportunity
8	Consumer Health and Safety	GRI 416: Customer Health and Safety
9	Responsible Labelling/Advertising	GRI 417: Marketing and Labelling
10	Data Privacy	GRI 418: Customer Privacy
11	Consumer Satisfaction	Not covered in GRI topic-specific standard
12	Counterfeit Products and Intellectual Property	Not covered in GRI topic-specific standard
13	Packaging Management	Not covered in GRI topic-specific standard

Material ESG factors 11 to 13 are not covered in GRI topic-specific standard, but are included in our list of material ESG issue as these issues are significant to Best World and its stakeholders.



## Sustainability Governance

### Business Ethics

At Best World, we are dedicated to operating our business in a transparent manner. During the process of expanding into rapid-growth markets, where the operations are dependent on its local businesses and suppliers, there is a greater risk of exposure to corruption. Our Group has adopted a zero-tolerance approach towards all corruption practices and have strived to embed a culture of anti-corruption in all aspects of our operations. Our anti-corruption policies and reporting channels are available online to enhance communication to our stakeholders and act as a deterrence to corruption.



## Components of Our Anti-corruption Framework

- **Conflict of Interest Policy**

To prevent conflicts of interest as well as action steps to take in the event a conflict arises.

- **Whistle-blowing Policy**

Provides details for whistleblowing, an avenue for employees to anonymously report suspected wrongful activities within the organisation without fear of reprisal.

- **Gift and Entertainment Policy**

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

- **Code of Ethical Conduct**

Our Code of Ethical Conduct provides guidance to all our employees about the company's commitment to its employees, customers, shareholders, suppliers and regulators.

Our Singapore employees are trained on our corporate policies, anti-corruption policies and procedures during our mandatory new employee orientation programme. We ensure that all new joiners are trained in the above-mentioned policies.



In FY2023, there were no cases of corruption reported.

Perpetual Target	FY2023
Zero instances of corruption	Achieved
100% of employees were informed of their responsibility to prevent dishonesty in the course of business and all employees involved in sourcing and procurement for the company have acknowledged the annual declaration form.	Achieved



## Communicating Key Business Ethics Effectively

To promote understanding of key ethical business practices such as consumer rights, distributor's responsibilities and obligations and the Company's intellectual property rights, our Taiwan office rolled out a series of short comics on these topics to educate distributors. Refer to the link below for more information.

[https://tw.bwlgrou.com/tchinese/whatson\\_code\\_conduct.jsp](https://tw.bwlgrou.com/tchinese/whatson_code_conduct.jsp)



## Keep Guidance Handy

In 2020, we developed a corporate governance handbook for the company. The handbook incorporated key tenets of good corporate governance to guide management and key personnel and at the same time, highlight the Board's perspective and areas of emphasis. Subjects covered include duties owed by Directors, Directors' disclosure of interests, and the identification of conflicts of interests and guidelines on how to handle them. The handbook also considered and incorporated the company's existing policies, such as the Anti-Corruption policy, Code of Ethical Conduct, Whistle Blowing, diversity, dividend, and investor relations policies.

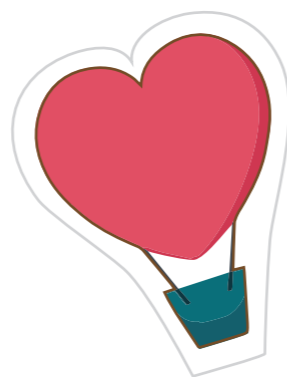
## Responsible Business Practices

Consumers are at the heart of our business. Best World's continued success depends on the trust and confidence that consumers place in our distributors and conforming to respective markets' consumer protection legislation. We are also committed to the Code of Ethics and Conduct set out by the Direct Selling Association of Singapore (DSAS).

DSAS Code of Ethics and Conduct sets forth the basic fair and ethical principles and practices to which Members shall be required to adhere in the conduct of their business, which includes the following amongst others:

- Obligations of the member
- Prohibited practices that no direct seller should engage in
- Accurate explanation of products or services
- Honoring customer order cancellation rights, the 7-Day "Cooling-off period"
- Respecting customer privacy
- Proper handling of customer complaints

In all other regions, our subsidiaries in the direct selling segment are members of the Direct Selling Association in their respective markets.



# our People



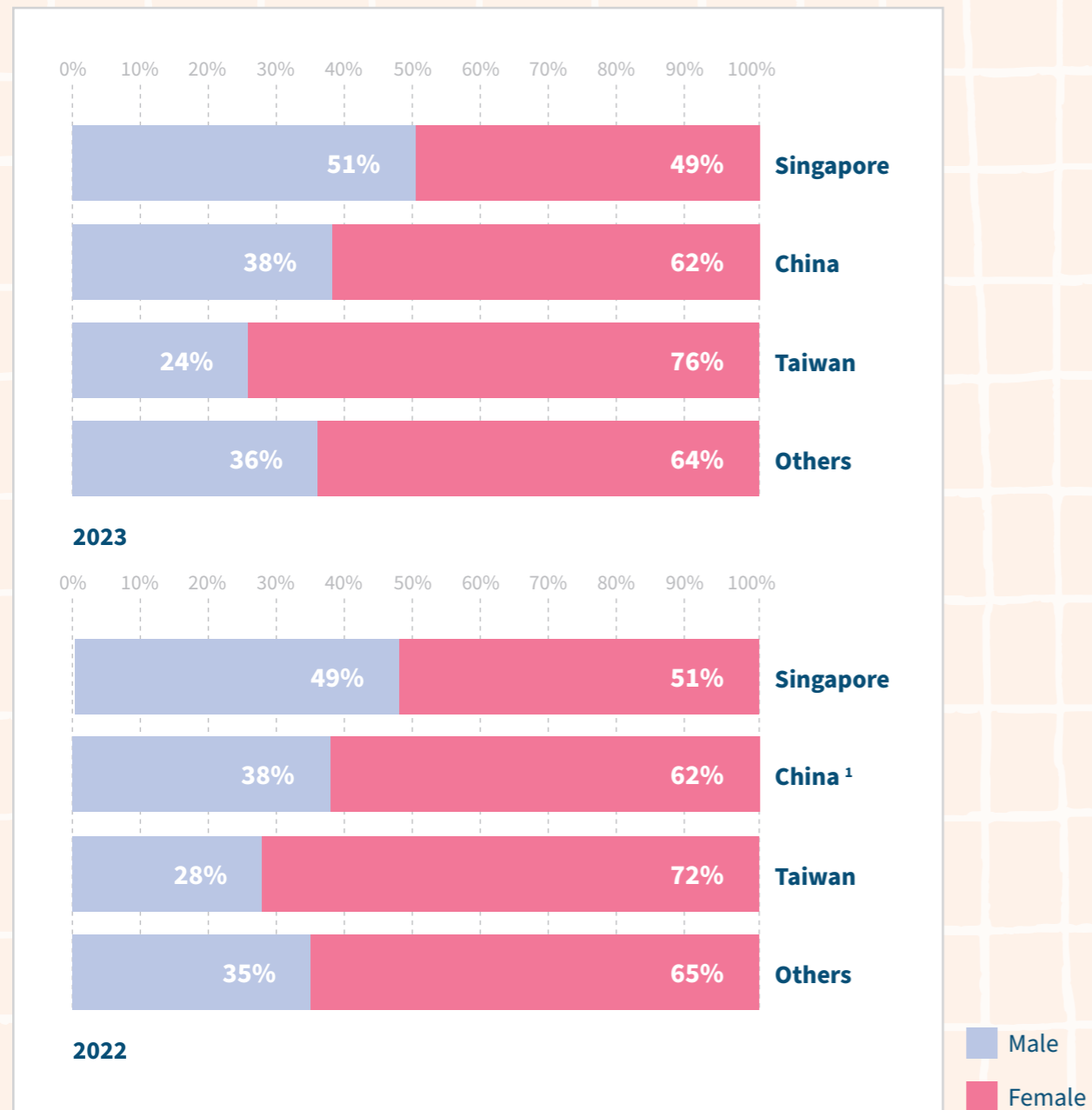
## Profile of Our Workforce

Employees are our biggest asset and are vital for Best World's sustainable development as an organization. In line with our company's mission statement, we are committed to developing a positive, harmonious and respectable working community. We continue to invest in the development of our employees and distributors to keep them updated with the industry and to ensure that they acquire the knowledge and skills needed to improve productivity, efficiency and profitability of the Company. We adopt an equitable and competitive compensation system to keep our employees and distributors motivated to ensure the continuity of our business as well as to maximize our shareholders value. All our employees go through formal appraisal with goal setting, fixing measurable key performance indicators and identification of strength and weaknesses to develop their potential. These goals and performance indicators are revisited in the middle of the year to ensure good follow up. Performance is reviewed after year end and form the basis of employee promotion and salary increments.



Perpetual Target	FY2023
Zero reported cases of discrimination	Achieved

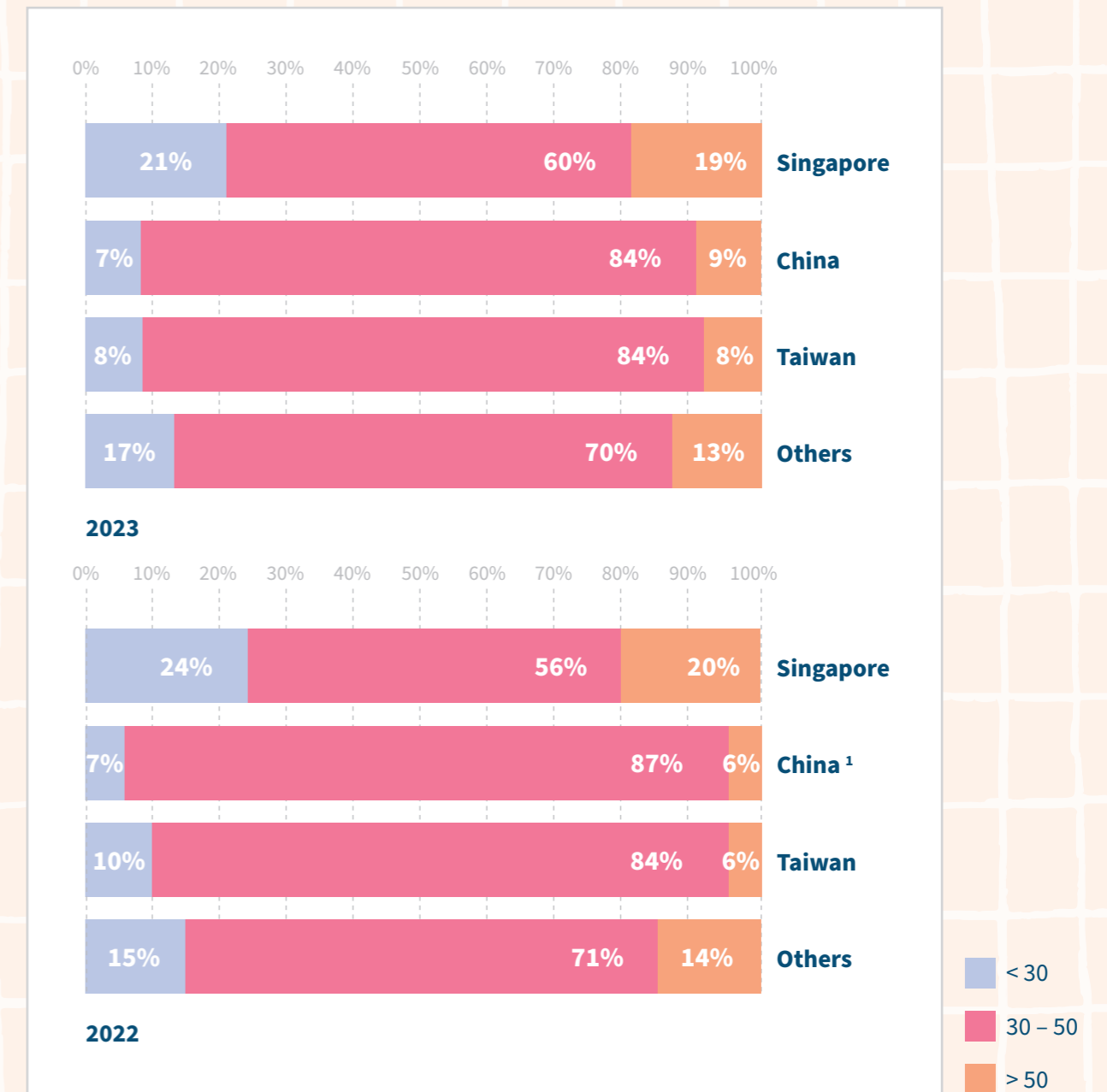
## Composition of Employees by Gender



<sup>1</sup> There is a minor restatement on China's composition of employees by gender due to a duplicate count of 2 employees.

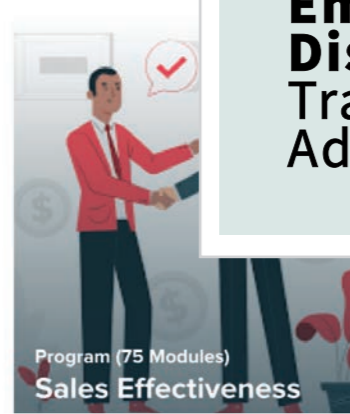
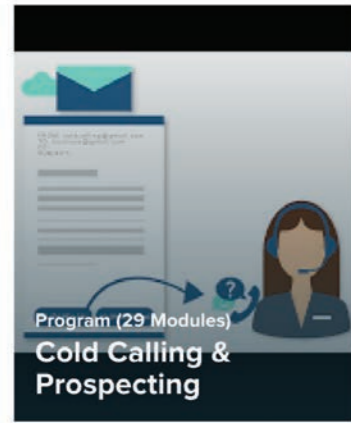


## Composition of Employees by Age Group<sup>2</sup>



<sup>2</sup> There is also a restatement in composition of employees by age group. as our data gathering tool was not robust enough to account for the changes in age groups of the existing staff. The issue has since been resolved as we now use HR source data directly instead of the gathering tool.



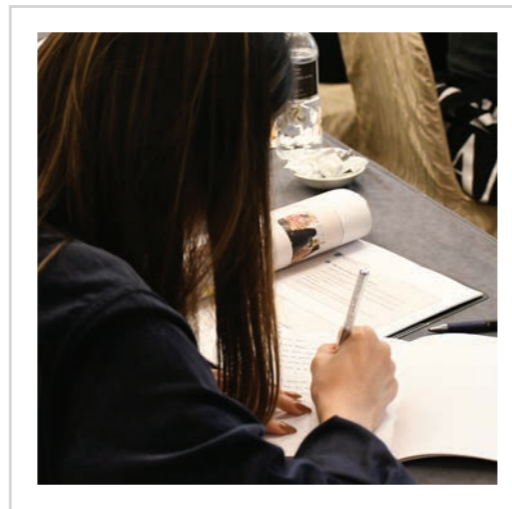


## Employees and Distributors Training and Advancement

As a leading health and wellness company with a global presence, continuous learning is fundamental to the growth of our company. We recognize that training is an integral part of our business as it equips our employees with the necessary skills and enhances their ability to carry out their roles and responsibilities. In compliance with ISO9001: 2015 Quality Management System requirements, we have developed procedures to ensure quality assurance across our processes; we provide regular trainings related to these procedures to all, including distributors who market our products.

Online training programmes are now readily deployed over Zoom. These training programmes covered a variety of topics, from product introduction, usage and its efficacy for the regular user to topics that hand hold distributors on selling techniques to build up a source of passive income. We have started putting up these programmes in multiple languages on our bwl application in some countries so that they are available on demand and in the viewer's native language.

In 2021, Learning Management System was launched in Singapore to administer all matters relating to staff learning and provide online learning contents to employees. This platform provides specific online learning contents for employees across all department and automate learning administrative processes.



Training Courses	Details of Training	Date Conducted
Quarterly Management Staff Reading Program	<ul style="list-style-type: none"> <li>Reverse Thinking 逆思維</li> <li>Life is Limited, You Have to Play to the Limitless 人生有限,你要玩出無限</li> <li>Inspiration from Life that Cannot be Pawned 張當票:典當不到的人生啟發</li> <li>Just the Right Treat 剛剛好的款待</li> </ul>	24 Mar 2023  27 Jun 2023  25 Sep 2023  22 Dec 2023
Innovating Through Design Thinking: The Fundamentals Workshop	<ul style="list-style-type: none"> <li>Understand how Human-Centered Design (HCD) can provide a foundation for innovation</li> <li>Acquire user-centric mindset and basic creative skills to uncover innovation opportunities</li> <li>Practise HCD methods such as consumer research, prototyping, journey mapping, co-creation</li> <li>Develop managerial action plans in embedding HCD in your organization</li> <li>Gain confidence in dealing with uncertainty and developing innovation capabilities in your organization</li> </ul>	5-7 July 2023
Apply Critical Thinking @ Work Workshop	<ul style="list-style-type: none"> <li>Define and recognize the value of Critical Thinking</li> <li>Explore Intellectual traits, Elements and Standards of Thoughts</li> <li>Recognize and relate to Errors in Reasoning</li> <li>Apply Critical Thinking for problem solving and idea generations at work</li> </ul>	28-29 Sep 2023



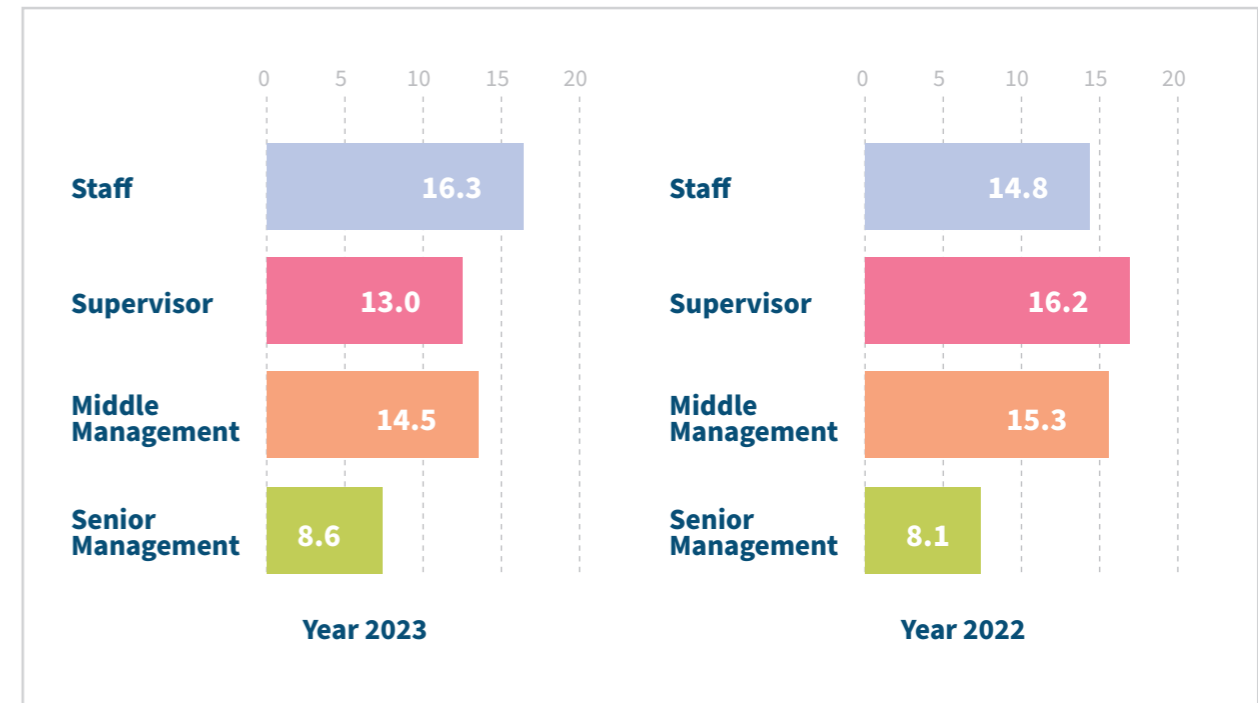
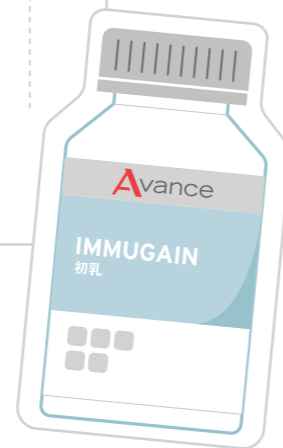
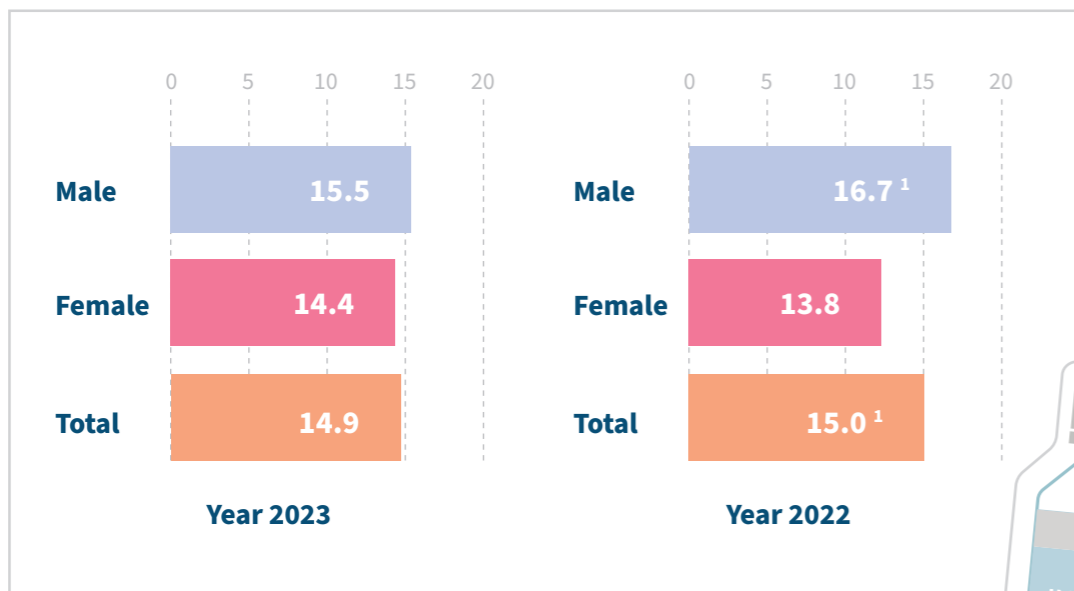
Under the guidance of the respective department heads, Best World aims to achieve a minimum average of 16 hours of training per employee annually.

The average training hours per employee in FY2023 maintained at approximately 15 hours. A team building programme which as scheduled in late 2023 was postponed to 2024. Otherwise, our target of 16 hours per employee would have been met.



### Average Training Hours of Employees by Employee Category<sup>2</sup>

### Average Training Hours of Employees by Gender



Perpetual Target	FY2023
To achieve minimum average of 16 hours	Not Achieved

<sup>1</sup> There is a minor restatement on China's composition of employees by gender due to a duplicate count of 2 employees.

<sup>2</sup> There is also a restatement in composition of employees by age group, as our data gathering tool was not robust enough to account for the changes in age groups of the existing staff. The issue has since been resolved as we now use HR source data directly instead of the gathering tool.

# Occupational Health and Safety

At Best World, we strive to build a healthy workforce and safe workplace for our employees by prioritizing workplace safety and health (“WSH”). We inculcate good safety practices among employees and take appropriate measures to prevent workplace accidents from happening. Best World is committed to providing a safe working environment for its employees. We have various programmes to safeguard all our employees’ physical health and safety.

## Hazard Identification and Risk Assessment

Best World conducts hazard identification and risk assessments across our corporate office and our manufacturing facility. At our manufacturing facility, we have an active Environment, Health and Safety (“EHS”) Committee that meets every month to discuss inspection results and safety issues. The Committee is chaired by the Deputy General Manager and has representatives from all the major departments. Staff can highlight their concerns, including WSH issues, directly in the EHS meeting. Initiatives and activities planned by this committee are part of a continual process to ensure and promote the health, safety and well-being of all employees. In addition, we also employ an EHS officer who actively manages and monitors all safety-related matters.

Safety Gemba is conducted monthly to observe processes and identify any safety lapses in a timely manner. This exercise allows all parties to address safety related issues proactively and collaboratively. The goal is to have zero reportable incidents from production. Achievement of safety targets are regularly updated during the facility’s quarterly townhall meetings. Staff receive incentives when safety targets are achieved. On top of our regular internal inspections, authorities such as MOM conducts random inspections at the company’s worksites from time to time.

In restricted zones, it is mandatory for staff to don personal protective equipment. Employees’ KPIs are aligned with the safety practices in our manufacturing facility. This ensures that employees are properly motivated in complying to safe practices and rewards employees’ effort toward achieving good WSH performance. Employees can report unsafe practices and safety hazards via a Safety Observation Form, or to the relevant personnel for rectification. There is also a safety reporting hierarchy to ensure that employees are aware of who to report to for health and safety issues. Such issues can also be reported through the whistleblowing channel. With respect to communications with employees, notices and circulars as well as our quarterly townhall meetings help to improve communication and raise awareness on WSH matters.



## Training on Health and Safety

Our employee induction training includes EHS materials.

For our Singapore manufacturing facility, safety matters such as near misses, the emergency response plan and information about the CERT team are shared during EHS induction trainings. New SOP trainings are also provided to employees. 10 employees from various departments have also been selected to attend first aid and CPR training to be qualified as competent first aiders. More employees will be given opportunities to attend first aid training to increase the pool of first aiders in the coming years. The facility has installed an Automated External Defibrillator (AED) for emergency use. Selected employees have also attended other courses such as chemical handling, hazardous materials handling and working at height. In compliance with Workplace Safety and Health Approved Codes of Practice Notification 2022, all departmental heads familiarized themselves with the Top Executive WSH Programme (TEWP) which is aimed to develop company’s WSH capabilities and to drive EHS initiatives.

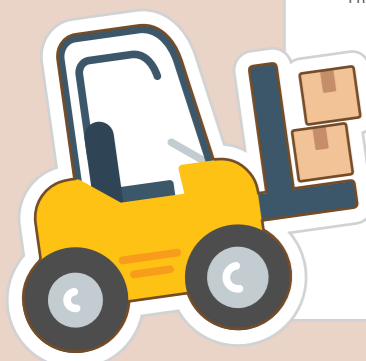
Other safety initiatives and measures:

- Fire safety inspection and fire drill
- Proper waste disposal
- Spill kit and chemical spillage management
- Hazardous materials control
- Lost time injury tracking
- Company Emergency Response Team (CERT)

## Supporting Employees’ Health and Wellness

Best World places great emphasis in supporting employees’ health and wellness. In our new Singapore headquarters, ergonomic office chairs and tables were procured for employees to ensure a comfortable and conducive working environment. As a consumer health company, Best World provides its supplements for employee consumption in the pantry. Employees may also purchase the company’s products at staff price every month. On a quarterly basis, Best World provides product incentives to its staff which allow them to claim and experience the benefits of the company’s products.

Best World offers various health and wellness benefits to its employees. These include insurance and medical coverage. Our medical coverage programme, Integrated Health Plans Pte Ltd (IHP), is a one-stop medical solutions provider that provides healthcare services to our employees. IHP is Singapore’s largest panel provider and has other benefits such as 24/7 customer support and cashless processing. This allows that our employees to receive the care and health services that they need.





### Work-related Injuries and Ill Health

In 2023, there was one case of recordable work-related injury<sup>2</sup> and no fatalities or high-consequence<sup>3</sup> work-related injury.



Rate of recordable work-related injuries was not calculated as we typically do not have many incidents of recordable work-related injuries. We believe that the ratio may be more meaningful for companies which are in more labour-intensive industries compared to ours.

Perpetual Target	FY2023
Zero cases of fatalities or high-consequence work-related injuries.	Achieved
Zero cases of recordable work-related injuries.	Not achieved

## Best World International is Great Place to Work Certified™ Again!



Best World International is proud to be one of the Great Place to Work-Certified™ Singapore companies for the second year in a row. Participating in the recognition programme for the second time, Best World has achieved highly positive results from the Great Place to Work Trust Index benchmarking survey, with 90% of employees surveyed saying that Best World is a great place to work compared to 53% of employees at a typical global company.

Results from the Trust Index survey highlights the overall employee experience at Best World, which includes the trust relationship between management and employees, opportunities for training and development, recognition for outstanding work and more.

Great Place to Work is the global authority on workplace culture, with more than 10,000 companies across 60 countries applying to get Great Place to Work-Certified™ yearly. The certification is renewed on a yearly basis. It serves as the global benchmark for identifying and recognizing outstanding employee experience, and it is one of the most definitive “employer-of-choice” recognition.

Best World is dedicated to build a positive and harmonious work culture and achieving this certification is a testament to the efforts placed into shaping its culture and improving employee experience.

For more information about Best World International’s Great Place to Work certification, check out <https://greatplacetowork.com.sg/gptwcertified/best-world-international/>.

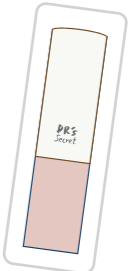
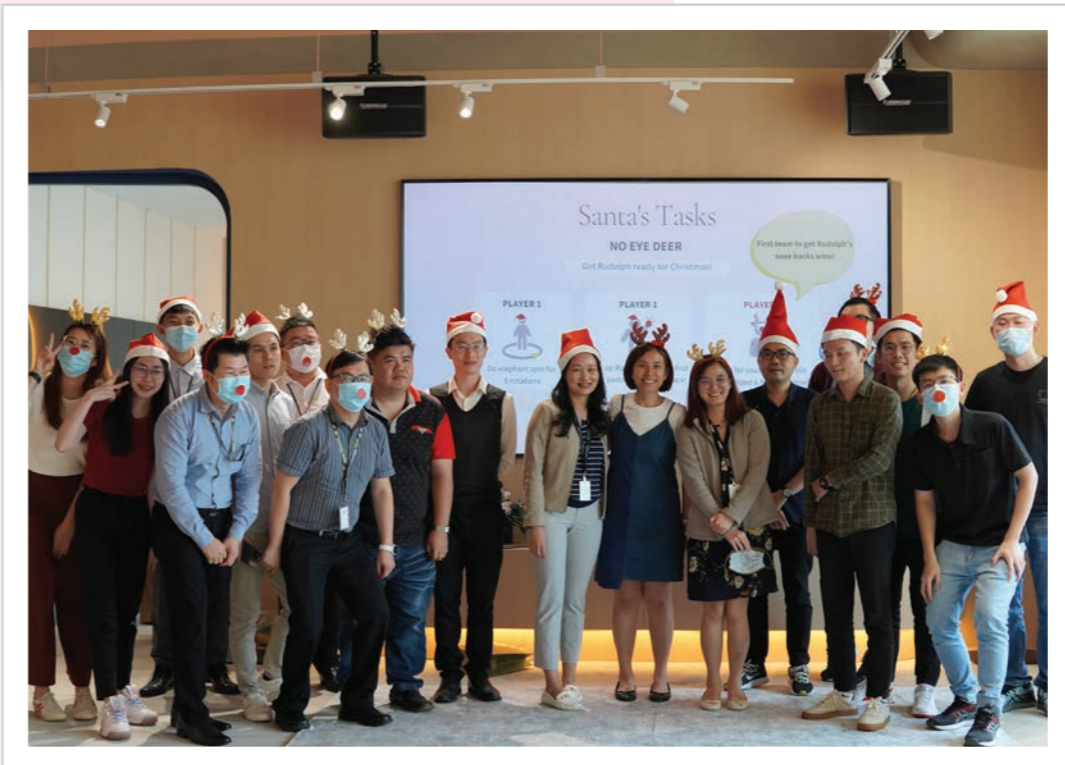
Total recordable case by injury classification

Type of cases	Cases	
	2023	2022
Sprain and strain	1	1
Minor cut	-	1
Handling hot object or liquid	-	1



<sup>2</sup> As defined in United States Occupational Safety and Health Administration (OSHA), General Recording Criteria 1904.7, a recordable work-related injury or ill health refers to work-related injury or ill health that results in any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, loss of consciousness; or significant injury or ill health diagnosed by a physician or other licensed healthcare professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness.

<sup>3</sup> As defined in GRI 403 (2018), a high-consequence injury is a work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within six months.



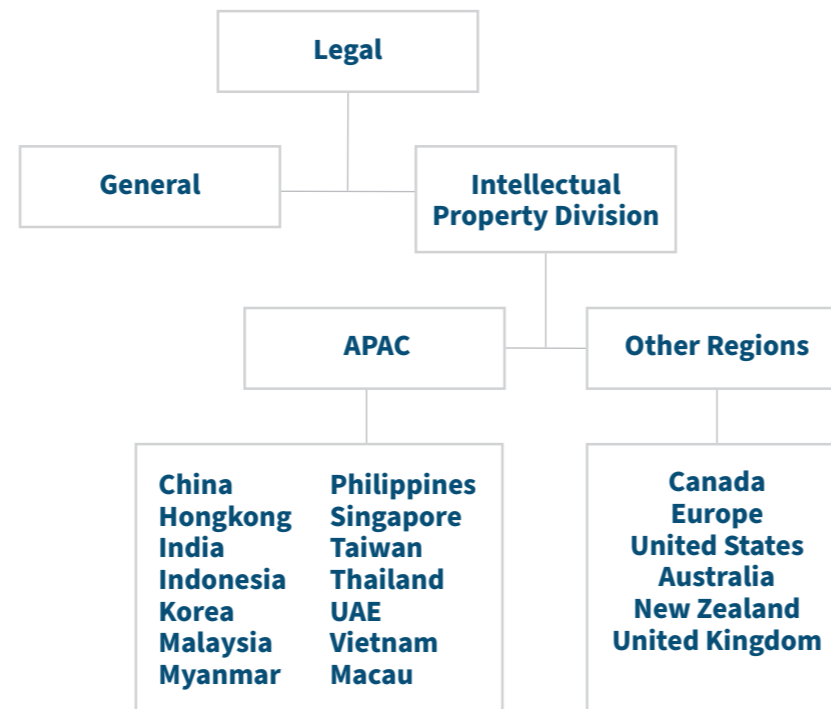
## Our Products



### Intellectual Property Protection and Counterfeit Products

Every year, we invest a considerable amount of resources to develop new and innovative premium products for our customers. Intellectual property (IP) protection, hence, is critical to us as it safeguards our investments and allows us to reap its full benefits. We begin to manage and protect our IP before we launch the product to the markets we operate in.

### Intellectual Property Management System



Customers from all the markets that we operate in recognize our product brands as our unique identity and marks of premium quality. The protection of these intangible assets is one of the key elements of our business strategy.

We protect our brands through trademarks and other IP rights along with strict management of trade secrets. Our Intellectual Property Division (IP Division) focuses on establishing new brands and logos through trademarks registration and maintain registered marks from time to time to ensure that all logos and brands are properly protected.



Our logos and brands are widespread and well protected in many different jurisdictions. Till date, our IP Division has successfully registered more than 500 marks across the globe and including Singapore, China, Hong Kong, Taiwan, Indonesia, Thailand, UAE, Korea, Malaysia, Myanmar, Philippines, Vietnam, India, United States of America, Europe, Canada, Australia, New Zealand, United Kingdom and Macau. To ensure that our business activities are consistent with our IP strategy, IP rights management comes under the care of the IP Division of HQ Legal Department.

Our corporate logos and brands are listed as follows:





## Intellectual Property Awareness

Best World works closely with global top tiers law firms and Intellectual Property Office of Singapore (IPOS) to maintain the intangible assets of the Group across the globe. Internally, our IP Division actively promotes IP awareness within the Group/subsidiaries and makes collective decisions with other Departments/Divisions within the Group regarding the use of IP from a global perspective.



## Infringement of Counterfeit Management

Best World takes a strict approach in handling counterfeit goods and infringement matters.

Since 2019, we strengthened our enforcement capabilities, establishing a worldwide watch notice on trademarks applications. This would ensure that identical or similar trademarks being registered will be quickly brought to our attention for our necessary action. We also enhanced our reporting channel, enabling suspected cases of infringement or counterfeit items to be directly reported to our HQ legal team, in a format that captures information essential for enforcement.

In essence, all major infringement matters will be handled directly by our IP Division. Our Legal Counsels work closely with relevant local authorities and the police to enforce raids against the infringers and file infringement suits.

Also, we have expanded our QR code printing initiative to cover all products in our DR's Secret and Aestier range, allowing users to scan the product packaging to determine the authenticity of the product they acquired.

In November 2021, we have initiated an opposition proceeding on the trademark "OPTIMOX" in New Zealand against Allergy Research Group. As of 12 Jan 2024, we are pleased to report that the opposition proceeding was successful.

During the year, we discovered the website <http://www.drsecretworldwide.com> and noted that the the company infringed our DR's Secret trademark. We initiated civil action, and the case is in the process of remediation. On a separate case, we also filed trademark invalidation in China against Shen Dan's subsidiary, 昆山吓人智能科技有限公司, for 5 of the trademarks that are similar to ours.

Perpetual Target	FY2023
Register Trademarks for our brands in the new regions Best World operates in.	Achieved



## Responsible Labelling/Advertising

Lapses in labelling and advertising can affect not just our brands and reputation as an organization but potentially cause harm to our consumers as well. We care deeply about the people we serve. We recognize the consequences of mislabelling and false advertising of our products. The lack of transparency in reporting all product ingredients used or the effects it may cause prevents consumers from making an informed decision about the product they purchased, which can lead to undesirable consequences. By upholding our business integrity in marketing of our products, we aim to achieve zero cases of non-compliance with authorities of our operating markets. We also took utmost effort to ensure compliance with labelling and product claim requirements. Labels are checked against the regional labelling requirements, product claim guidelines and code of advertising practices to ensure compliance by our internal teams, starting from product development stage to marketing content creation and regulatory approval.

Our brand incorporates regional labelling requirements into our products, complying with the guidelines of the local regulatory bodies. Information on the country of origin, product ingredients and directions for use are required to be printed on all products. Only products and labels approved by local regulatory bodies or compliant to local regulations can be legally marketed. Claim substantiation is also performed to prevent mislabelling or false advertising. With more emphasis on sustainability, we have included recycling symbol onto our product packaging that can be recycled to encourage users to dispose them in an environmentally friendly manner.

In 2019, we enhanced our artwork management process with the addition of artwork code onto our product packaging to track printed artwork versions. This initiative improved communication between stakeholders involved in the transition process while ensuring that only the latest, approved artworks are being printed, minimizing human errors which may result in additional printing costs and at the same time supporting artwork proofing and regulatory compliance.

Perpetual Target	FY2023
Zero cases of non-compliance concerning product information and labelling or marketing communications.	Achieved



### Halal Certification

For our Muslim customers, we endeavour to develop Halal certified products which do not use Haram materials during the course of its manufacture whenever possible. Periodic renewal of the certification is required. As of the date this report was prepared, the following products are Halal certified.

- |                                  |                                 |
|----------------------------------|---------------------------------|
| 1. Avance Black Currant Seed Oil | 12. Avance One Plus A Day       |
| 2. Avance Borage Seed Oil        | 13. Avance PhosChol 565         |
| 3. Avance Broculin               | 14. Avance ProDHA               |
| 4. Avance Chewable Zinc          | 15. Avance Red Yeast Rice Plus  |
| 5. Avance Collagen Plus          | 16. Avance Super EPA 2000       |
| 6. Avance DORS                   | 17. Avance Vitamin C            |
| 7. Avance GLO Caps               | 18. Oprimax Juiced!             |
| 8. Avance HA Jelly               | 19. Oprimax Punch               |
| 9. Avance ImmuGain               | 20. Oprimax VG Mix              |
| 10. Avance LB-30                 | 21. Oprimax Zyme                |
| 11. Avance Nonimax               | 22. Foodphilo Infuso Black Brew |



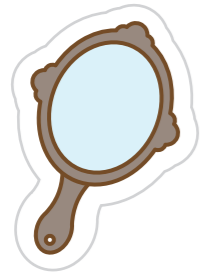
## Our Customers

### Consumer Health and Safety

At Best World, we are committed to product excellence and strive to ensure regulatory compliance for all our products. Throughout the development of our products, from product concept design, formulation review, product stability and compatibility study, consumer product trial and product lab testing, we implement stringent quality standards and abide by regulations and guidelines enforced by local regulatory boards. We collaborate with external accredited labs regularly for quality assurance of our cosmetic and health supplement products. To further monitor the performance of our products, we instituted a coherent and systematic process for customers to provide feedback on the products. Regional centres will receive customer feedback via digital channels or physically and will compile this feedback into a monthly report for submission to HQ. The Quality department at HQ will keep track of incidence rate and conduct necessary investigations or corrective actions where required. Under the care of our Product Development team and Quality team, we recorded zero reported case pertaining to consumer health and safety in 2023. We aim to continue to assess health and safety impact of all our products.

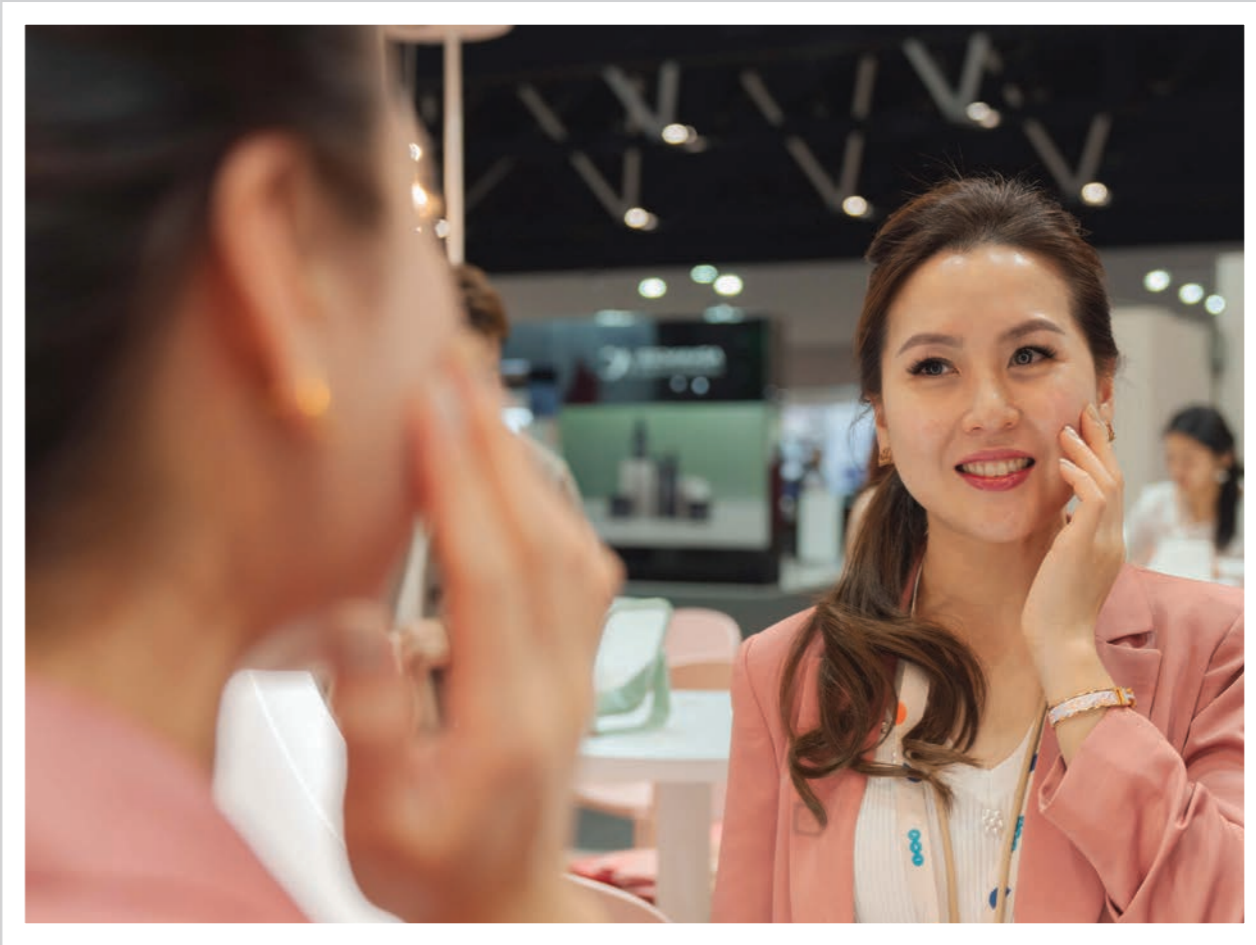
Perpetual Target	FY2023
Zero reported cases pertaining to consumer health and safety.	Achieved





### Consumer Satisfaction

Sustaining a viable business cannot be done independently. At Best World, we understand the importance of customer engagement and channel substantial resources to it. Our latest initiative is the establishment of a more extensive and holistic customer survey, the Global Customer Satisfaction Survey (GCSS), to obtain customers' opinions on their experience with us on multiple touch points, including customer service, brand satisfaction and social media interaction feedback. With a formal and systematic survey, we hope to gather regular consumer's opinions and obtain good understanding on the degree of customer needs and expectations met by the organization to keep our service delivery in check and maintain high product quality for our customers. In addition, the survey is online based, thus reducing our paper usage and able to geographically reach out to more of the markets we operate in. GCSS was launched in January 2022 and we began collecting customer satisfaction survey data from various regions.



For 2023, we have achieved our perpetual targets on consumer satisfaction. At the overall level, we have achieved 94.7% on positive brand perception. 99.7% of our customers indicated that the quality of our products has met or exceeded their expectations. We are pleased that Best World's products served the needs of our customers and delivered a high level of quality and value. 98.5% of our customers were also very satisfied with our customer service and social media interaction, citing that our customer support team is effective and able to address to customers' concerns and enquiries in a timely and professional manner.

Perpetual Target	FY2023
At least 90% of global customer satisfaction on the following: Based on annual survey results:	Achieved
1. Brands (Overall perception)	
2. Product quality	
3. Service quality	

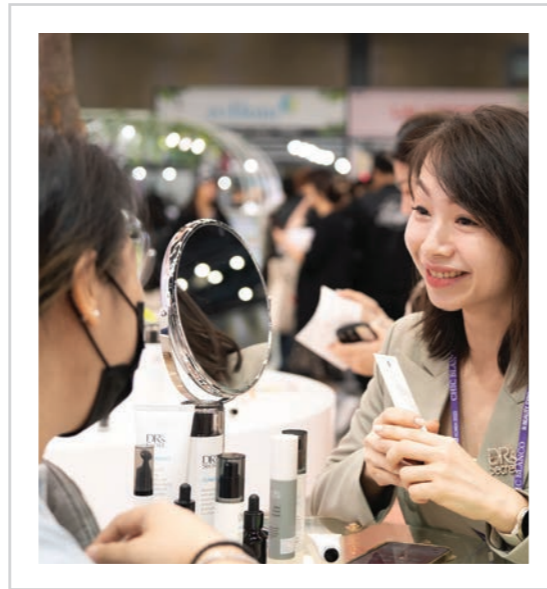


### Customer Experience

We continue to invest in both our online platform and physical stores to ensure our distributors have the best support they need to succeed in a competitive market.

Our BWL Mobile app complements our physical stores, allowing orders to be placed 24/7 and products to be delivered to the customer. Additionally, our apps also include features such as product details, updated promotions and order tracking that communicate useful information to interested users. Our social media presence through Facebook, Instagram and Line also effectively connects with the younger generation, sharing beauty, health and product knowledge.

Our DR's Secret Experience Centre was purposefully built so customers can learn more about our products and enjoy personalized service, customized to their skin condition in a comfortable setting. Customer touchpoints are enhanced with available technologies, giving a modern experience and aligning to multigenerational consumers' expectations. We enhanced our Experience Centre to include SkinStudio and Avance Wellness Studio at Cuppage Singapore. We also train distributor leaders to operate the studios by themselves. Other facilities of the Concept Store are also available to the distributors, including meeting room, training room, product display area as well as beauty pods for distributors to perform product demonstration for their customers.



### Customer Data Protection and Privacy

Best World has demonstrated a steadfast commitment to safeguarding personal data by proactively implementing new technical and administrative measures. We refreshed perimeter firewalls, deployed multiple advanced cybersecurity solutions, and conducted comprehensive business process reviews.

To further bolster our data protection efforts, we focused on identifying all sensitive data within our organization, resulting in the implementation of an automated solution for classifying and tagging such data. This initiative has greatly improved our company-wide visibility and helped to ensure compliance with local laws.

By adopting a risk-based approach, we successfully mitigated the impact levels of identified risks and enhanced our visibility of data flow.

Best World recognizes that data protection remains a constantly evolving landscape and thus remains committed to further enhancing our privacy capabilities in the coming years.

In 2023, there were no substantiated complaints received concerning breaches of customer privacy. There were also no identified leaks, thefts, or losses of customer data.

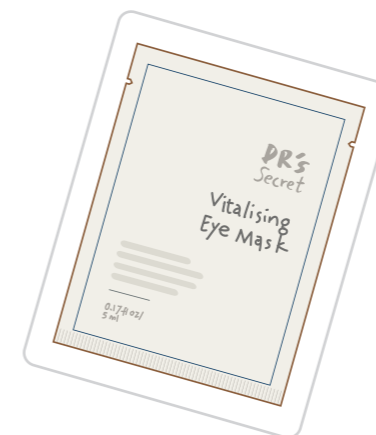
Perpetual Target	FY2023
Zero substantiated complaint concerning breaches of customer privacy.	Achieved
Zero identified leaks, thefts, or losses of customer data.	Achieved

## Climate Change and the Environment



In December 2021, the SGX announced that all issuers must provide climate reporting on a 'comply or explain' basis in their sustainability reports from FY2022 onwards. SGX enhances its sustainability reporting requirements by incorporating recommendations by TCFD as a key pillar of its sustainability reporting requirements.

This section describes how we manage climate-related.



### Climate-related Risks and Their Impacts

With the rising impact of climate-related events, Best World recognizes the risks and opportunities of climate change and have integrated this as part of our strategic risk management to guide us in identifying, assessing and managing sustainability-related risks and opportunities. The climate-related risks and opportunities identified have been added in our risk register.

Through discussions with key internal stakeholders, we identified three time horizons for our analysis:

1. Short term (less than 1 year);
2. Medium term (1 to 3 years); and
3. Long term (more than 3 years).





### Physical and Transition Risks

Physical risks refer to the potential adverse impacts arising from extreme weather events or environmental changes. These can have financial implications for the organization, such as direct damage to assets and indirect impacts from supply chain disruption.

#### Acute physical risks

These can be event-driven (acute), including increased severity of extreme weather events, such as cyclones, hurricanes, or floods.

#### Chronic physical risks

These refer to longer-term shifts in climate patterns (e.g., sustained higher temperatures) that may cause sea level rise or chronic heat waves.

Transition risks refer to the potential negative impacts associated with the transition to a lower carbon economy. Commonly identified risks are policy and legal actions, market changes, technological changes, and reputational concerns.

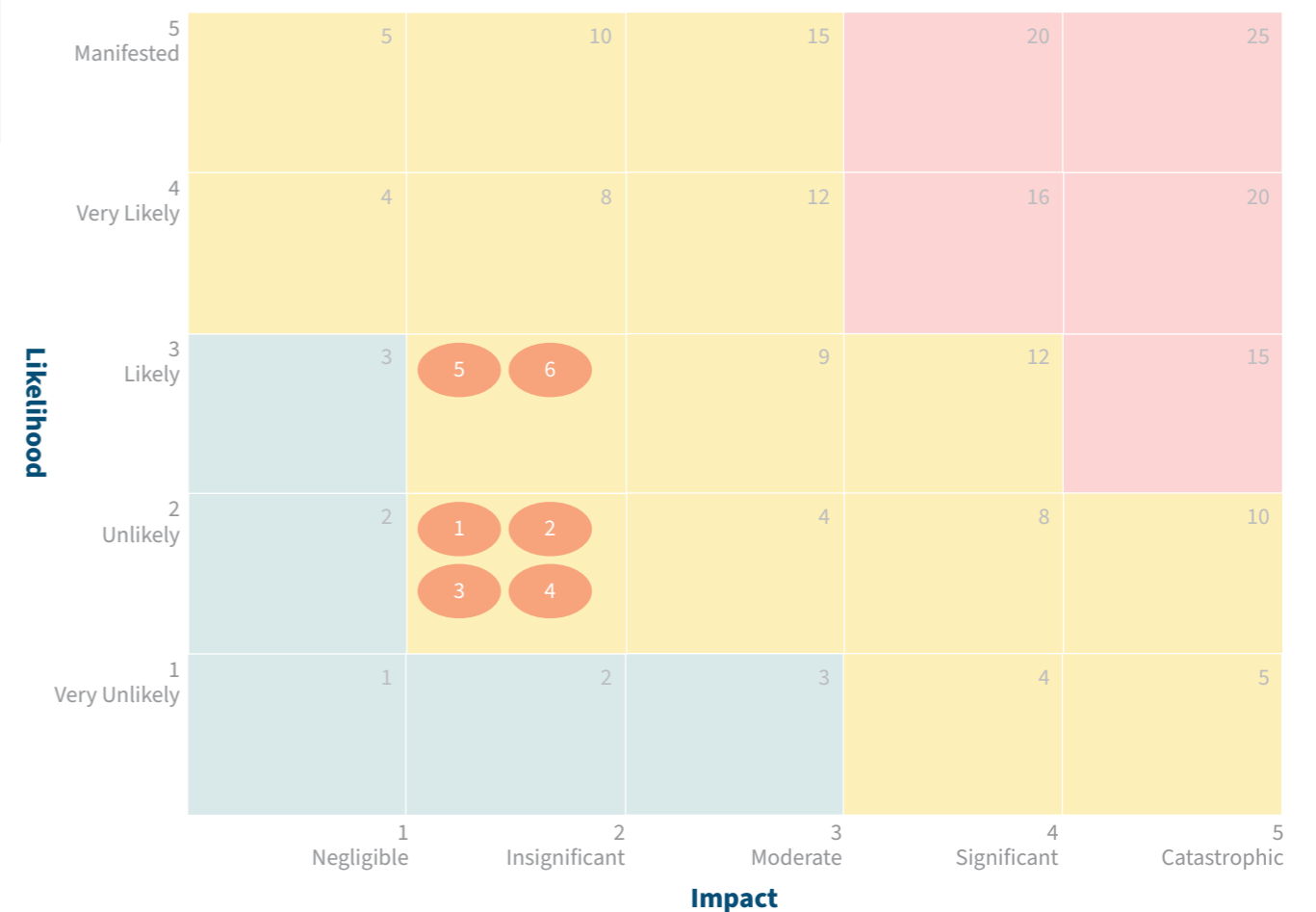
In FY2022, Best World conducted a risk assessment and identified the following key physical and transition risks.



S/N	Risk Category	Risk Description	Financial Impact	Timeline
1	Physical – Acute and Chronic	Increase in cost of manufacturing and operations due to climate-related events. - Increase in costs of raw materials - Increase in cost of fixed assets, maintenance and repairs	Increase in operations costs	Medium-long
2	Physical – Acute and Chronic	Disruption to manufacturing facility due to impact from floods or chronic climate-related events, i.e. temporary access restriction or shutdown to facility.	Reduction in revenue	Medium-long
3	Physical – Chronic	Stress in workforce (due to extreme weather condition) and increasing strain on operations resulting in errors and loss of care.	Increase in operations costs	Long
4	Transition – Market	Increase in cost of manufacturing and operations due to transition risks.	Increase in operations costs	Medium-long
5	Transition – Market	Shift in consumer preference to environmentally friendly products.	Reduction in revenue	Short
6	Transition – Policy & Legal	Tightening regulations on local Greenhouse Gas Emission – carbon tax, energy standards and disclosure requirements.	Increase in operations costs	Medium-long

## Climate Related Disclosure

### Climate Related Risk - Short, Medium & Long Term





## Metrics and Targets

Best World actively monitors its environmental performance through metrics and targets that are aligned with GRI Standards and TCFD recommendations. Over the past years, we also disclosed metrics and targets relating to our material ESG factors.



## Mitigation and Adaptation Measures for Physical and Transition Risks Identified

In mitigating the increase in cost of manufacturing and operations due to climate-related events, we source from alternative suppliers to ensure that our costs are reasonable. The impact on the cost of maintenance and repair of fixed assets can be mitigated by understanding the machine's performance and identifying any preventive maintenance that can be done in-house, thereby reducing the frequency of outsourced servicing while keeping machines running at optimal performance.

Our core product manufacturing is in Singapore and the impact from floods or chronic climate-related events is assessed to be insignificant.

The impact from stress in workforce (due to extreme weather condition) and increasing strain on operations resulting in errors and loss of care is also assessed to be insignificant given our industry as well as the facilities we provide to our employees.

Though the shift in consumer preference to environmentally friendly products is recognized as a transition risk, Best World has already shifted its manufacturing and packaging strategies to greener practices, turning the risk into an opportunity.

Overall, the financial impact of the above identified risks was assessed to be relatively low at the moment. However, the effects of climate change are still developing and will require constant monitoring to ensure minimal disruption to our operations.



## Climate-related Opportunities



### Resource Efficiency:

In compliance with Building and Construction (BCA) regulations, our Tuas manufacturing facility was subject to Buildable Design Score, which assessed the facility's buildability and productivity. We have gone through deliberate consideration on the components of the facility. These range from the use of specific construction materials to environmentally friendly electric appliances, water fittings and lightings.

### Products and Services:

The shift to environmentally friendly products is also an opportunity as we have already made progressive changes to our product packaging to make it more environmentally friendly.

We embarked on initiatives such as using eco-friendly ink on our carton boxes as well as the increasing use of Forest Stewardship Council ("FSC") packaging on our products. The FSC Certification is widely regarded as the gold standard for responsible forest management, where wood is harvested from forests that are responsibly managed, socially beneficial, environmentally conscious, and economically viable. Out of the 3 FSC Certification labels, we have adopted FSC Mix for our product packaging where papers are made using a mixture of materials from FSC certified forests, recycled materials, and controlled wood. This could increase brand value as we incorporate more sustainable materials in our packaging process.

Additionally, as a result of climate change events, there is also potential for increase in customer demand for skincare products such as sunscreen.

## Greenhouse Gas (GHG) Emissions

### Our GHG Emissions Summary

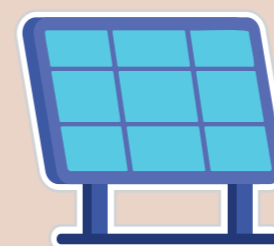
This is the second year we are disclosing GHG emissions of all our regions. Electricity is the top contributor of our CO2 emissions. Our electricity usage represents 97% of our FY2023 total Scope 1 and 2 CO2 emission.

We adopted a phased approach for TCFD, with FY2022 as our baseline year. We will continue to improve our GHG emission reporting and climate-related risks and opportunities in line with TCFD.

GRI 305 Emissions is identified as the metric used to assess climate-related risks and opportunities. The Operational Control Approach is used for consolidation of data based on GHG Protocol. Our Scope 1 and 2 CO2 emissions are detailed below:

Scope	Activity Type	2023	2022
Total carbon emission (tonnes CO2 equivalent) <sup>4</sup>			
Scope 1	Stationary combustion <sup>5</sup>	0.57	0.71
	Mobile combustion <sup>6</sup>	54.30	61.73
	Fugitive emissions	1.09	4.32
	<b>Scope 1 - Total</b>	<b>55.96</b>	<b>66.76</b>
Scope 2	Electricity (location-based) <sup>7</sup>	2,653.24	2,599.28
	Heat and steam <sup>8</sup>	21.45	10.17
	<b>Scope 2 - Location-based + heat and steam</b>	<b>2,674.69</b>	<b>2,609.45</b>

The Group will continue to monitor and develop a better understanding of its emission exposure before determining a reasonable target to reduce carbon emission where applicable.



## Energy Management

Best World is committed to reduce energy consumption through various energy-saving initiatives such as those we adopted in our Tuas Manufacturing Facilities, specifically the fitting of solar films to reduce urban heat gain, and the use of sensor lights and energy efficient appliances.

## Energy consumption within the organization

Total Energy Consumption (MWh)	FY2023	FY2022
Singapore – Manufacturing facility	4,005	3,962
Singapore – Corporate office	524	454
Taiwan	304	263
China	503	502
Other regions <sup>9</sup>	172	197
<b>Total</b>	<b>5,508</b>	<b>5,378</b>

<sup>4</sup> GHG emissions are derived in accordance with the requirements of the "GHG Protocol Corporate Accounting and Reporting Standard". The Global Warming Potential (GWP) dataset is based on the 2014 IPCC Fifth Assessment Report.

<sup>5</sup> Calculations pertaining to diesel are based on NEA's Greenhouse Gas (GHG) Emissions Measurement and Reporting Guidelines Version 14 Feb 2018

<sup>6</sup> Calculated using EPA, "Emission Factors for Greenhouse Gas Inventories", March 9, 2018, WRI, GHG Protocol – Emission Factors from Cross-Sector Tools, April 2014

<sup>7</sup> The equivalent CO2 emission for electricity is based on the average operating margin grid emission factor from the Energy Market Authority (EMA) of Singapore.

<sup>8</sup> Calculated using EPA, "Emission Factors for Greenhouse Gas Inventories", March 9, 2018

<sup>9</sup> Other regions comprise of Malaysia, Indonesia, Thailand, Philippines, Vietnam, UAE, Hong Kong and Korea.



## Waste Disposal Management

Proper waste management is essential to protect the environment. As a distributor of consumer products, waste is inevitable in the packaging process, as the containers and plastics used are for the safety of our consumers. We strive to ensure that our waste is properly managed and disposed. Our waste is largely expired raw materials and products, as well as packaging materials.

We are only able to provide figures for waste that we engaged waste disposal vendors to dispose. We are not equipped to measure the weight of waste that is generated during our day-to-day activities that are disposed via the corporate building's waste disposal system. The waste disposed by the building management consist of waste generated by all tenants and a split of those figures are not available to us.

### Singapore

Our Singapore operations engaged third-party waste disposal vendors. These vendors are registered with the National Environmental Agency (NEA) and they dispose the waste in accordance with NEA regulations.

The recycled materials are attributed to our Tuas manufacturing facility. The decrease in incinerated waste is due to more expired products incinerated in the prior year.

### Taiwan

The decrease in incinerated waste is due to a one-off damaged gift product that was disposed in the prior year.

### China

The decrease in incinerated waste is due to expired raw materials in the prior year. Incineration was performed by state-approved vendor.

### Others

In other regions, there is no waste disclosed. This is because either there was no disposal of expired products, or the quantity disposed was minimal that they did not engage waste disposal vendors, hence data was not available.

In FY2023, there were no cases of improper waste disposal. We will continue with our efforts to maintain these standards.



Weight in KG	FY2023				FY2022			
	Recycle	Incineration	Landfill	Others	Recycle	Incineration	Landfill	Others
Singapore	11,782	1,610	-	-	6,745	4,340	-	-
China	-	-	-	-	-	1,540	-	-
Taiwan	15	91	-	6	18	1,383	-	1
Other regions <sup>9</sup>	-	-	-	-	-	-	-	-

Perpetual Target	FY2023
No cases of improper waste disposal	Achieved

## Our Tuas Manufacturing Facility

In line with building regulations, our company policies and commitment towards sustainability, our manufacturing facility had undergone the BCA Green Mark Submission and passed the Green Mark Score Calculations. It assessed areas such as

- 1) Environmental Attributes of Building Materials,
- 2) Energy Consumption & Management,
- 3) GHG Emission & Management,
- 4) Waste Management,
- 5) Water Consumption & Management, and
- 6) Environmental Compliance.

Our building scored well in water efficiency as we adopted water fittings that are certified under the Water Efficiency Labelling Scheme throughout our facility. Private meters are also used to monitor water usage and to detect water leakages. We also manage the water consumption of cooling tower by using an appropriate cooling tower water treatment system and sustainable water sources such as recycled water.

We also scored well in the area of energy efficiency which measures thermal performance of the building and air-conditioning system. Our building design reduces heat gain within the building envelope. Paired with the air-conditioning system which features a water cooled chilled-water plant, we are able to reduce the energy consumption on air-conditioning. To enhance energy efficiency, we use appliances that are certified with the energy star and all glass windows in our premises are fitted with solar film to reduce energy usage and at the same time lower cooling cost. Additionally, we maximize the use of better efficient lighting, such as LED light bulbs and motion sensor lights, to minimize energy consumption.

In compliance with BCA regulations, our facility was also subject to Buildable Design Score, which assesses the facility's buildability and productivity. We fared well in the assessment as we used more efficient and productive construction materials such as standardized columns and beams, drywall partition, precast concrete wall and slab. This allows us to build the facility sustainably by reducing customization and waste generated.



In 2023, our Tuas facility has started using electric forklifts. Compared to their fossil fuel counterparts, electric forklifts emit fewer pollutants and are more energy efficient.

## Water Conservation Efforts

Water that is used for our production undergoes multiple purification and filtration systems, such as Reverse Osmosis and Multi-Media Filter. Sensors are used to provide real time Oxidation Reduction Potential readings, and this requires a continuous flow of water which will be drained off. As part of continuous improvement, in 2023 we embarked on a water conservation project where we re-engineered our piping system. This project commenced in January 2024 and is expected to recover approximately 5,882m3 of water which would otherwise be drained off. This translates to a potential annual saving of approximately \$16,087.

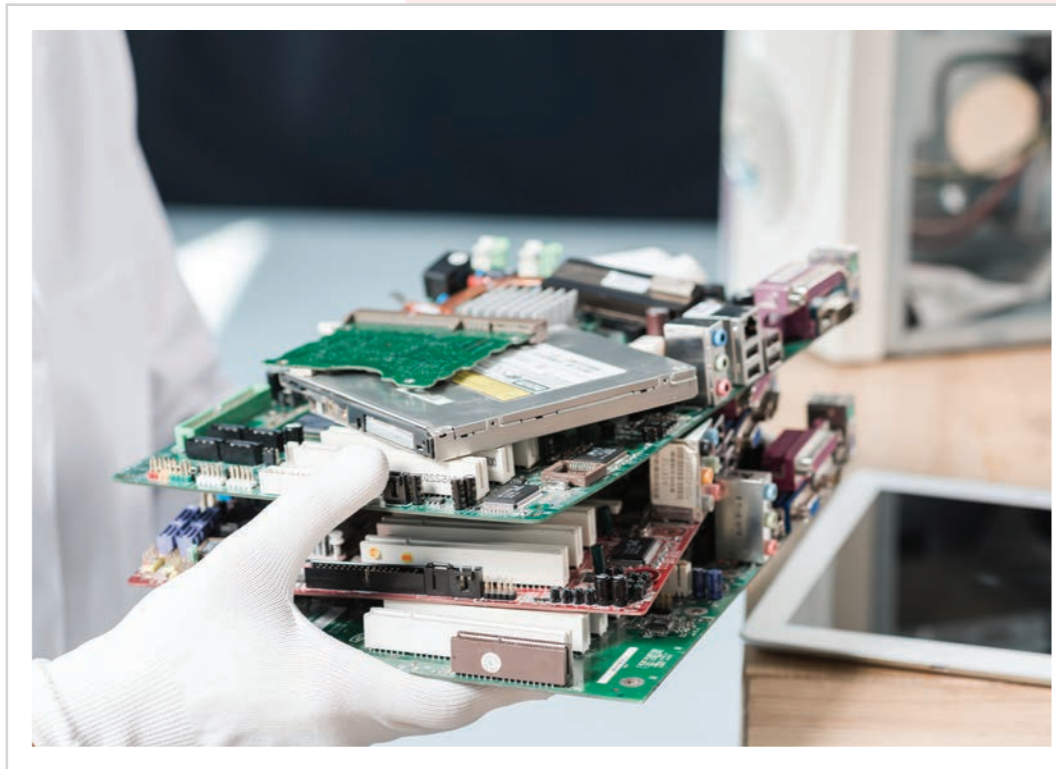


## Going Paperless and Transiting to Digital Invoices

The initiative to implement the transition to digital invoices has commenced in phases. Currently, there are features available for members to receive electronic invoices for sales transacted at our Experience Centre and digital invoices are also available for members to download through their EXS portal.

## Electronic Waste Disposal

Although not substantial, we are aware that electronic waste comprises many components and may contain heavy metals and substances of concern, which require specialized equipment to dismantle, process and extract the constituent materials that can then be turned into new products. Therefore, we appoint certified vendors to help with disposal of electronic waste where possible. At the same time, these vendors also make sure that any confidential data in the electronic devices are destroyed and irretrievable, thus preventing misuse.



## Packaging Management

On top of ensuring that the packaging materials provide enough protection and are aligned with our brand guidelines, we also strive to minimize their environmental impacts by aligning our packaging strategies with this objective.

### Primary Packaging:

In 2023, we launched PentaLab Eucalyptus Forest Body Cream which uses 50% post-industrial recycled material for its tube, recyclable polypropylene for its cap, as well as FSC-certified paper for its paper box.

Our new PentaLab Botanical Woods Scalp Shampoo and PentaLab Botanical Bloom Hair Conditioner which are going to be launched in 2024 also use 30% post-consumer recycled material for the bottle, and recyclable plastics for the pump.

In our DR's Secret product line, we are moving towards replacing mixed plastics with mono plastic material, increasing recycled content, or reducing plastic content in the packaging. This initiative will begin with the DR's Secret Toner bottle, being the larger bottle in



the line, with production of the new bottle scheduled to start in 2024. We are currently also exploring the use of recyclable plastic material for or increasing the recycled content in our Avance supplement bottles.

### Secondary Packaging:

We adopted the use of eco-friendly ink on our carton boxes. The ink chemistry allows for more cost effective and less energy intensive paper recycling, as it simplifies the usually tricky process of separating the ink from paper to obtain clean pulp.





Our existing list of products that uses FSC certified paper includes:

- DR's Secret Vitalizing Eye Mask
- DR's Secret Aqua Boost Serum 10
- DR's Secret Conditioning Lip Butter
- DR's Secret Lip Glacier
- Miraglo Face
- Oprimax Juiced
- Food Philo Infuso Black Brew
- PentaLab Eucalyptus Body Cream
- Aestier Emulsion
- Aestier Eye Cream
- DR's Secret Brow Styler



For secondary packaging, we have a multi-year plan to transition all our products that use paper packaging to FSC-certified paper.

We will continue to explore new sustainability solutions and strive to become early adopters to support these initiatives to fulfil our commitment to sustainability.

Multi-year Target	FY2023 Performance
Transition all our products that use paper packaging to FSC-certified paper by 2026.  2024: 30% 2025: 70% 2026: 100%	On track

## TCFD Content Page

TCFD Pillar	Recommended disclosure	Addressed in Sustainability Report 2023	Page
Governance	Describe the board's oversight of climate-related risks and opportunities.	Board Statement	4
	Describe management's role in assessing and managing climate-related risks and opportunities.	Board Statement	4
Strategy	Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term	Climate Change and the Environment	39
	Describe the impact of climate related risks and opportunities on the organization's businesses, strategy and financial planning.	Climate Change and the Environment	39
	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2 degree Celsius or lower scenario.	To be disclosed over the course of our 3-year plan.	-
Risk management	Describe the organization's processes for identifying and assessing climate-related risks	Climate Change and the Environment	39
	Describe the organization's processes for managing climate-related risks	Climate Change and the Environment	39
	Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management	Climate Change and the Environment	39
Metrics and targets	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Greenhouse Gas (GHG) Emissions	44
	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	<b>Scope 1 and 2:</b> GHG emissions <b>Scope 3:</b> To be disclosed over the course of our 3-year plan.	44
	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	To be disclosed over the course of our 3-year plan.	-

## GRI Content Index

<b>Statement of use</b>	Best World International Ltd has reported to the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.
<b>GRI 1 used</b>	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION	PAGE
GRI 2: General Disclosures 2021	2-1 Organizational details	About Best World Company Website	6
	2-2 Entities included in the organization's sustainability reporting	Best World International Ltd Avance Living Pte. Ltd. Best World Lifestyle Pte Ltd. Best World Lifestyle (S) Pte. Ltd. Best World Lifestyle Sdn. Bhd. BWL (Thailand) Company Limited PT Best World Indonesia PT BWL Indonesia BWL Health & Sciences, Inc. Best World Vietnam Company Limited Best World Lifestyle (HK) Company Limited Best World Lifestyle (Taiwan) Co., Ltd Best World (China) Pharmaceutical Co., Ltd Best World Lifestyle (Shanghai) Co., Ltd Best World Lifestyle (China) Co., Ltd BWL General Trading L.L.C	-
	2-3 Reporting period, frequency and contact point	The Report	8
	2-4 Restatements of information	The Report	8
	2-5 External assurance	The Report	8
	2-6 Activities, value chain and other business relationships	About Best World	6
	2-7 Employees	Profile of Our Workforce	19
	2-9 Governance structure and composition	Annual Report - Corporate Governance Statement	-
	2-10 Nomination and selection of the highest governance body	Annual Report - Corporate Governance Statement	-

GRI STANDARD	DISCLOSURE	LOCATION	PAGE
GRI 2: General Disclosures 2021	2-11 Chair of the highest governance body	Annual Report - Corporate Governance Statement	-
	2-14 Role of the highest governance body in sustainability reporting	Board Statement	4
	2-15 Conflicts of interest	Annual Report - Corporate Governance Statement	-
	2-22 Statement on sustainable development strategy	Board Statement	4
	2-23 Policy commitments	Annual Report - Corporate Governance Statement	-
	2-24 Embedding policy commitments	Disclosed throughout the report	-
	2-25 Processes to remediate negative impacts	Business Ethics	15
	2-26 Mechanisms for seeking advice and raising concerns	Business Ethics	15
	2-27 Compliance with laws and regulations	Responsible Labelling/Advertising	33
	2-28 Membership associations	About Best World	6
	2-29 Approach to stakeholder engagement	Stakeholder Engagement	10
	GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Assessment
3-2 List of material topics		Materiality Assessment	12
3-3 Management of material topics		In the respective section of each material topic	-
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Business Ethics	15
	205-3 Confirmed incidents of corruption and actions taken	Business Ethics	15
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Management	45
	302-2 Energy consumption outside of the organization	Energy Management	45
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Greenhouse Gas (GHG) Emissions	44
	305-2 Energy indirect (Scope 2) GHG emissions	Greenhouse Gas (GHG) Emissions	44
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Disposal management	46
	306-2 Management of significant waste-related impacts	Waste Disposal management	46
	306-3 Waste generated	Waste Disposal management	46
	306-4 Waste diverted from disposal	Waste Disposal management	46
	306-5 Waste directed to disposal	Waste Disposal management	46

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	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety	26
	403-3 Occupational health services	Occupational Health and Safety	26
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety	26
	403-5 Worker training on occupational health and safety	Occupational Health and Safety	26
	403-6 Promotion of worker health	Occupational Health and Safety	26
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety	26
	403-9 Work-related injuries	Occupational Health and Safety	26
	403-10 Work-related ill health	Occupational Health and Safety	26
	GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employees and Distributors Training and Advancement
404-3 Percentage of employees receiving regular performance and career development reviews		Employees and Distributors Training and Advancement	22
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Profile of Our Workforce	19
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Consumer Health and Safety	35
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Consumer Health and Safety	35
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Responsible Labelling/Advertising	33
	417-2 Incidents of non-compliance concerning product and service information and labeling	Responsible Labelling/Advertising	33
	417-3 Incidents of non-compliance concerning marketing communications	Responsible Labelling/Advertising	33
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Data Protection and Privacy	38



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