

Sustainability Report 2017



Table of Contents

1	MESSAGE FROM THE CEO	3
2	ABOUT THE REPORT	4
	2.1 Report Scope.....	4
	2.2 Report Methodology.....	4
	2.3 Report Structure	4
	2.4 Report Contact and Feedback.....	5
3	CORPORATE PROFILE	6
	3.1 Our Businesses and Core Values.....	6
	3.2 Governance.....	6
	3.3 Ethics and Compliance	7
4	INTEGRATING SUSTAINABILITY INTO OUR BUSINESS	8
	4.1 Sustainability Management Framework.....	8
	4.2 Key Stakeholders and Material Issues	8
	4.3 Alignment with International Initiatives	9
	4.3.1 Sustainable Development Goals (SDGs).....	9
	4.3.2 United Nations Global Compact (UNGC).....	11
	4.4 Awards and Achievements.....	12
5	STAKEHOLDER ENGAGEMENT.....	13
	5.1 Protecting Our Environment for the Future Generations.....	14
	5.1.1 Our Approach	14
	5.1.2 Reduction of Carbon Footprint	14
	5.1.3 Reduction of Paper Consumption	14
	5.1.4 Promoting Green Practices	15
	5.2 Caring for Our Employees	16
	5.2.1 Our Approach	16
	5.2.2 Employment Practices.....	16
	5.2.3 Workforce Diversity	18
	5.2.4 Employee Benefits.....	21
	5.2.5 Safety and Health in the Workplace.....	22
	5.2.6 Individual Rights	22
	5.3 Focusing on Our Customers' Needs.....	23
	5.3.1 Our Approach	23
	5.3.2 Customer Feedback and Satisfaction	23
	5.3.3 Product Quality and Safety	23
	5.3.4 Data Safety and Privacy.....	23
	5.4 Partnering Our Suppliers.....	24

5.4.1	Our Approach	24
5.4.2	Supplier Selection.....	24
5.4.3	Supplier Review	24
5.5	Supporting for Our Community	25
5.5.1	Our Approach	25
5.5.2	Our Community Initiatives Highlight.....	25
6	PERFORMANCE TABLE.....	27
6.1	Energy Usage and CO ₂ Emissions.....	27
6.2	Paper Consumption	28
6.3	Employment Profile	29
6.4	Employees Engagement and Training.....	30
6.5	Customer Feedback	31
6.6	Supplier Screening Using Environmental Criteria.....	32
6.7	Community Contribution	33
7	GRI CONTENT INDEX	34

1 MESSAGE FROM THE CEO

It gives me great pleasure to introduce our financial year 2017 (FY2017) Sustainability Report, which highlights the progress and achievements of our organisation over the previous 12 months, with particular focus on our commitment to working alongside with our valued stakeholders to build a sustainable business based on our resilience, adaptability and innovation.

In this, our first sustainability report, we firmly believe that building a sustainable business is vital to our continued success and that we must be fully accountable for our impact on the environment, our customers, our people and our community as well as its financial performance.

The delivery of sustainable results is, however, a critical aspect of our ability to remain a strong and financially stable company. Acknowledging this helps to put into focus our commitment to principles laid out in our Corporate Sustainability Policy. Our responsibility to society is to ensure that sustainable practices are incorporated into every link of our value chain. We must meet the needs not only of our customers, employees and the community we operate in, but also those of our environment and our future generations.

This report provides detail about how we have met our responsibilities with our key stakeholders during the FY2017 and beyond.

2 ABOUT THE REPORT

This sustainability report articulates our commitment to sustainability and transparency. This is our first sustainability report. The report is designed to provide a transparent and balanced view of the company, to reflect the interests of our key stakeholders, and to address those interests pragmatically. This report aims to include comprehensive and accessible information on the company's strategy towards sustainability, key issues as well as data according to recognized standards.

2.1 Report Scope

The report covers the performance of our consolidated entities in the FY2017 from 1 January 2017 to 31 December 2017. The report content focuses on the sustainability performance, activities and initiatives that are under our direct control, including our Singapore offices and operations, our local supply chain as well as any overseas activities directly associated with us. Material issues and topics described in this report have been selected according to their significance within the company boundaries, the sustainability context and the expectations of the stakeholders. The scope and all material topics disclosed in this report are relevant to the activities in Singapore as well as our material operations in China. Our corporate governance and sustainability approaches are drawn from the policies and practices set at the Group level.

This sustainability report focuses on the Group's sustainability strategies and practices whilst highlighting the economic, environmental, and social and governance aspects of our activities and developments. The report aims to provide an overview of our approach, priorities and targets, as well as a performance review for our key sustainability areas.

2.2 Report Methodology

We have prepared our report based on the requirements of the 'In accordance-Core' level of the Global Reporting Initiative (GRI) Standards Sustainability Reporting Guidelines. We have chosen the GRI Standards as reporting guidelines for its robust guidance which offers an international reference for the disclosure of governance approach and of the environmental, social and economic performance and impacts of organizations. This report also takes into consideration the primary components of report content as set out by the Singapore Stock Exchange's (SGX's) "Comply or Explain" requirements for sustainability reporting. Our data are reported in good faith and to the best of our knowledge. We continue to improve our data collection processes.

We did not seek external assurance for this report.

2.3 Report Structure

This Sustainability Report is structured to reflect the interests of our key stakeholders. We have identified five key stakeholder groups, namely, the environment and future generations, employees, customers, suppliers and communities. For each stakeholder group, we lay out our management approaches that govern how our material issues are identified as well as how the issues are prioritized and managed. Further, we will present our initiatives relating to sustainability in the areas of environmental, social and economic issues relevant to our topics and boundaries. Finally, we will provide the information of our key performance indicators, performance targets and outcomes.

The information regarding the basis for report boundaries and our materiality assessment is provided in section 4.

All together, this report provides the basis for our responses and disclosures to the GRI-Standards In-Accordance-To-Core requirements. Relevant sections in the report are referenced in the GRI Content Index provided in section 7.

2.4 Report Contact and Feedback

Thank you for your interest in our Sustainability Report. We welcome and value your feedback on the content of this report and encourage you to contact us through the following channels:

- ❖ In writing to:
Corporate Social Responsibility Department
San Teh Ltd
701 Sims Drive
#06-01 LHK Building
Singapore 387383
- ❖ Via email at sr@santeh.com.sg

This report is provided in PDF format only and is available for download on the following page of our website: www.santehgroup.cn.

3 CORPORATE PROFILE

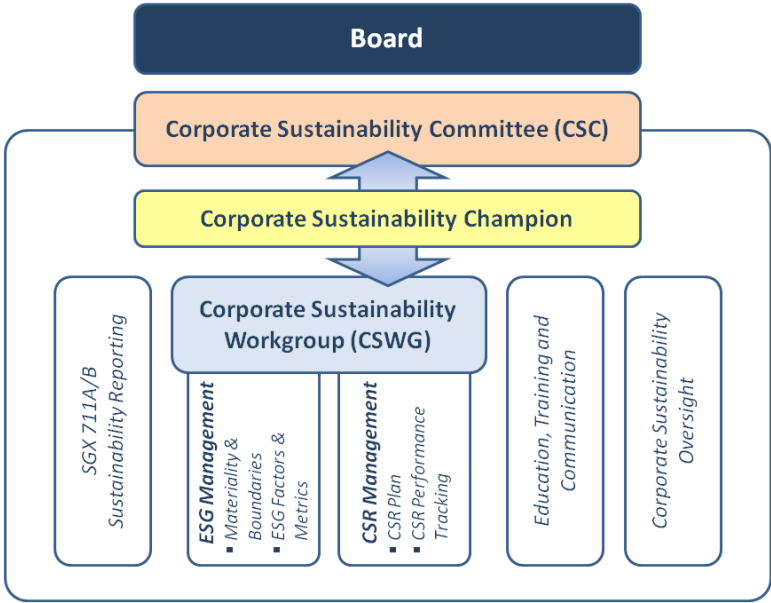
3.1 Our Businesses and Core Values

San Teh Limited, incorporated in Singapore in 1979, is engaged in property development and investment, hotel; and PVC pipes and fittings businesses. Our employees operate according to a set of core values that guide all aspects of our business: loyalty and filial piety, righteousness and benevolence, diligence and thriftiness. We recognize that cooperation, communication and trust are essential for us to collaborate to compete, and that care and concern through respect, patience, empathy and consideration are essential, both between each other and among the communities in which we operate.

Corporate Values	Description
Integrity	We act with honesty and hold ourselves to the highest standards of integrity in conducting our daily activities.
Customer Focused	We value our customers and place them at the core of our organization.
Innovation	We value intellectual curiosity in our people in our journey of innovation.
Sustainable Performance	We put long-term success over short-term gain in the best interest of our shareholders.

3.2 Governance

Our Board of Directors (the Board) oversees all corporate governance and operational matters relating to our business. For corporate sustainability, the Board is supported by the Corporate Sustainability Committee (CSC) which is chaired by our Managing Director and includes designated senior executives. The CSC provides leadership and approval over corporate sustainability matters such as Corporate Social Responsibility (CSR) plan, community investment and environmental initiatives. Supported by the CSC, our Corporate Sustainability Champion (the Champion) is our Subject Matter Expert (SME) in the area of corporate sustainability, and pro-actively raises awareness through education and training across the organization. Through the Corporate Sustainability Work Group (CSWG), our Champion engages businesses and functions in collectively executing the CSR plan, identifying and managing the Environment, Social and Governance (ESG) Factors as well as engaging sustainability stakeholders. Businesses and functions provide back-to-back assurance over the quality of information for sustainability reporting.



3.3 Ethics and Compliance

Being a listed company in the Singapore Stock Exchange (SGX), we are managed to the highest standards of corporate governance as required in the listing rules. We strictly conform to local and international best practices. Our corporate governance framework covers ethics and compliance through a Code of Conduct as well as action guidelines which are to be adhered by the officers and employees across the organization. Every new employee is introduced to our Code of Conduct and our policies on ethics and compliances which includes areas such as anti-corruption. Communication channels are in place to enable all employees and individuals engaged in business activities to report complaints of unethical behaviour.

4 INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

We believe corporate social responsibility is a key driver towards long-term sustainability. Such responsibility is pragmatically integrated into our business practices as one of the core values in our corporate culture. Embedding such responsibility into our management processes across the value chain allows us to establish credibility among our stakeholders. Through our action today, we play a part in influencing the environment for our future generations. Through integrating the notion of sustainability in our business, we ensure that our business strategy and operations are in line with a long-term vision towards a conducive and sustainable future.

4.1 Sustainability Management Framework

In July 2017, we took the initiative to establish our sustainability reporting framework. We performed an analysis on our business and operation models as the basis for our stakeholder mapping and materiality assessment. Through our analysis, we identified five key stakeholder groups within our sustainability context and their respective material issues are to be shown in this report.

4.2 Key Stakeholders and Material Issues

We have a regular review, assessment and feedback process in relation to the Environmental, Social and Governance (ESG) topics. Key to this is an annual Risk and Control Self-Assessment (RCSA) exercise which entails the identification, assessment and documentation of material risks and corresponding internal controls. Such material risks include fraud and corruption, environmental, health and safety, and human capital risks which are ESG-relevant. We are continuously improving the adequacy and effectiveness of our RCSA process in response to changing business and operation environment.

Through regular stakeholder engagement, we identify and review material issues that are most relevant and significant to us and our stakeholders. For external stakeholders, priority is given to issues important to the society and those applicable to us. Then, we prioritize our sustainability efforts and report issues that are most material to its business and stakeholders. Considering that specific stakeholders and material issues are specific in locations, and our main business and operation activities are in China, we are reporting the stakeholder engagement and material issues principally for our China operations in this report.

Stakeholders	Material Issues	Significance
Future Generation	❖ Materials recycling of product material and packaging ❖ Environmental education of our employees and customers ❖ Reduction of carbon emissions ❖ Energy consumption ❖ Compliance with best practices and standards on Green initiative	Our sustainability agenda for the environment and future generation is embedded into the day-to-day business activities among our staff. We continue to strive to improve from a holistic perspective through the company culture and practices. Within the big picture of sustainability, we take steps to focus on key goals such as curbing global warming, conserving and recycling resources. Such areas are crucial to a sustainability economic ecosystem for our customers which are keys to our business sustainability.
Employee	❖ Employee well-being through workplace safety & health and work life balance	An ethical and professional working environment is crucial in cultivating a corporate culture which motivates and empowers our employees to meet their full

	❖ Regular training of employees on critical skill sets to sustain competitiveness ❖ Competitive compensation scheme to retain talents ❖ Non-discrimination, diversity and equality ❖ Senior management engagement with employees	potential both professionally and personally.
Customer	❖ Safety of our customers in our services delivery ❖ Customer data privacy ❖ Customer satisfaction and customer-centric approach	The quality and safety of our services and products to our customers are the core focuses of our commitments. Through our quality and safety commitments to our customer, we will, in turn, be contributing to their own successful sustainable development.
Supplier	❖ Environmental, labour and human rights impact in the supply chain	To effectively and meaningfully implement our sustainability agenda, it is important that our suppliers and partners share our values in their business practices in the areas such as the environment, human rights, labour practices and corporate ethics. Such alignment of values is a crucial part of building mutually beneficial relations with supplier and channel partners to enhance both their own competitiveness and that of ours.
Community	❖ Impact on communities and local economies, and future generation education ❖ Economic value generated and distributed to local community	In our vision in moving our business to high-value-added business areas, abilities to identify and attract people with knowledge and talent are crucial to sustainability of our businesses. Within a broad range of our community engagements, we focus on the education of today's youth and providing financial and practical support to targeted local and communities, through donation, sponsorship, fundraising and voluntary activities.
Common to All Stakeholder Groups	❖ Compliance with prevailing laws and regulations ❖ Good corporate governance & ethics, transparency and non-financial reporting ❖ Ethical business practices such as anti-corruption ❖ Grievance mechanisms	Legal compliance and ethical practices are the core foundation of our business. Our culture is established and sustained through strong corporate governance, transparent reporting and open communications with all our stakeholder groups.

4.3 Alignment with International Initiatives

4.3.1 Sustainable Development Goals (SDGs)

Established in 1945 under the Charter of the United Nations (UN), the General Assembly occupies a central position as the chief deliberative, policymaking and representative organ of the United Nations. Comprising all 193 Members of the United Nations, it provides a unique forum for multilateral

discussion of the full spectrum of international issues covered by the Charter. It also plays a significant role in the process of standard-setting and the codification of international law.

On 25 September 2015, the UN General Assembly adopted the 17 Sustainable Development Goals (SDGs) to end poverty, protect the planet, and ensure prosperity for all as part of a new sustainable development agenda. Each goal has specific targets to be achieved over the next 15 years. Although the SDGs are primarily aimed at governments, they represent an important opportunity for businesses to also act for a more sustainable world. We will use SDGs as one of the guiding principles for our sustainability initiatives.

We acknowledge that our participation in reaching the SDGs has room for improvement. As we advance on our sustainability journey, we will continue to assess our alignment with the SDGs and, whenever possible, redirect our internal priorities and sustainability strategy to more effectively and comprehensively to address the goals.

SDGs Logo Source: <http://www.un.org/sustainabledevelopment/news/communications-material>

SDG Goal	Relevant Targets to Our Businesses (Source: http://sustainabledevelopment.un.org)	Our Participation
	13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	We have our own internal processes and environmental policies to reduce electricity and fuel consumption. Our approach to mitigating climate change includes staff training and implementing energy-efficient measures. We monitor and report our GHG emissions and set reduction targets.
	15.1: By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.	All the paper used in our offices is Forest Stewardship Council (FSC) certified. We actively promote the use of FSC paper across our organization.

				The following SDG goals are relevant to our business, operations and value chain. They are addressed in our various policies at group level. Such goals are also embedded in various initiatives carried out across the organization.
				
				

				We do not believe these goals are relevant to our business or industry. They are not within our boundaries and scope of influence; therefore, we are currently unable to make noticeable contributions to such goals.
				

4.3.2 United Nations Global Compact (UNGC)

The United Nations Global Compact (UNGC) is a United Nations initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. The UNGC is a principle-based framework for businesses, stating ten principles in the areas of human rights, labour, the environment and anti-corruption.

Below are the references of our report to the 10 principles of the UNGC.

Principle		Report Section
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	5.2.2.1, 5.2.6
Principle 2	Make sure that they are not complicit in human rights abuses.	5.2.2.1, 5.2.6
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	5.2.2.1, 5.2.6
Principle 4	Elimination of all forms of forced and compulsory labour.	5.2.2.1, 5.2.4.1
Principle 5	Effective abolition of child labour.	5.2.1, 5.2.2.1
Principle 6	Elimination of discrimination in respect of employment and occupation.	5.2.2.1, 5.2.6
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	5.1.1
Principle 8	Undertake initiatives to promote greater environmental responsibility.	5.1.2, 5.1.3, 5.1.4
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	5.1.2, 5.1.3, 5.1.4
Anti-Corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	3.3

4.4 Awards and Achievements

Year	Description
2014	测量管理体系认证证书 ISO10012:2003 GB/T19022-2003
2016	环境管理体系认证证书 ISO14001:2004 GB/T24001-2004
2016	职业健康安全管理体系认证证书 OHSAS18001:2007 GB/T28001-2011
2016	质量管理体系认证证书 ISO9001:2008 GB/T19001-2008
2016	中国驰名商标
2017	重合同守信用企业
2017	中国驰名商标



5 STAKEHOLDER ENGAGEMENT

We believe that good CSR practice goes hand-in-hand with good corporate management practice. We also recognize that it is vital that our management approaches are adaptable to the dynamics of business and operation environment in such a way that we can continuously assess our impacts, develop sustainability objectives and respond in a proper manner to meet our stakeholders' expectations. Our CSR framework is based on our approach to sustainability and includes policies and measurement mechanisms to monitor the impacts made by our businesses and operations.

Key to the success of our sustainability programme is regular and up-to-date communication about our CSR policies and activities to all our stakeholders, and the provision of appropriate feedback mechanisms so that we can monitor and evaluate how we are doing and explore new possibilities stimulated by stakeholder responses. We see our sustainability reports as being a critical component of this continuous cycle of communication and evaluation. The overall sustainability context of the stakeholder engagements is managed through our CSR plan for our sustainability governance oversight.

Stakeholder	Management Approach	Initiatives	Outcome and Responses	Boundaries
<i>Future Generation</i>	Environmental Management System (EMS), Environmental policy, EMS guidelines, Waste Recycling/Management, Green Campaigns, ISO 14001 Certification	Internal Awareness and Education	Energy Efficient Lighting (e.g. LED), Fuel Efficient Vehicle Transport, Digital Filing and Document to Reduce Paper Consumption.	Singapore, China Offices
<i>Employee</i>	Code of Conduct, Fair Employment Practices, Training and Career Development, Flexible Work Policy, Pension Scheme	Staff Communication Sessions, Staff Feedback Process, Staff Exit Interviews	Work Life Balance Programmes, Training Programmes, Employee Benefits, Re-engagement	Singapore, China Offices
<i>Customer</i>	Customer Service Management System, Policies on Quality Assurance, Data Security for Customer Information, Privacy policy, ISO 9001	Customer Feedback Process, Competitive Benchmarking survey, Customer Data Protection Awareness and Education Program	Ensure product quality standards, handle customer feedback immediately, improve customer service standards	China Offices
<i>Supplier</i>	Supplier Selection and Regular Review Process	Feedback and Communication with Suppliers through Supplier Performance Review	Review key suppliers annually, influence the supplier to operate responsibly	Singapore, China Offices
<i>Community</i>	Selection of Community Initiatives in Alignment with Organization Goals	Community engagement activities	Socially responsible corporation	Singapore, China Offices

5.1 Protecting Our Environment for the Future Generations

5.1.1 Our Approach

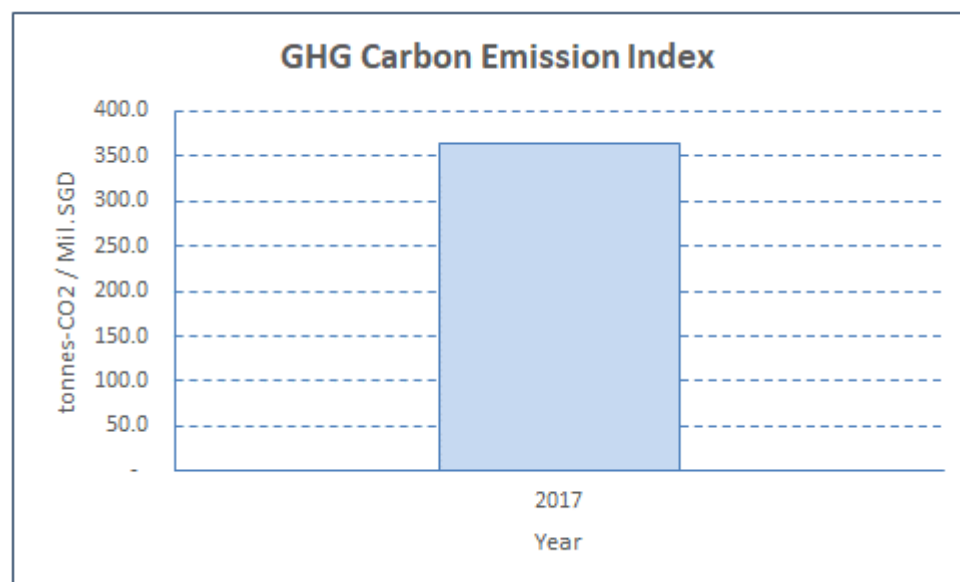
We are committed to maintaining and building on the stringent environmental policies and standards. We continually seek new and innovative ways to reduce the environmental impact of our products and services while maintaining the highest levels of quality. We recognize our responsibility to protect the environment for the health and well-being of future generations.

5.1.2 Reduction of Carbon Footprint

We recognize that the effective management and monitoring of carbon footprint can reduce operating costs, raise brand profile, create a competitive edge and increase stakeholder value. Our carbon footprint is measured in terms of Greenhouse Gas (GHG) emission. However, GHG emission is an absolute measure of how much carbon dioxide equivalent (CO₂e) is emitted. Our GHG emission is predominantly indirect (Scope 2) emission. We have insignificant direct (Scope 1) emission, and we do not include the GHG emissions generated by our suppliers (Scope 3).

Considering the changes and dynamics of business and operations, we established our GHG emission efficiency index for consistent tracking of carbon footprint over time. To this end, we have set a target for a GHG emission efficiency improvement of 13% from our 2017 level by 2030. Our target for GHG emission improvement is 1% per year. Although various business lines and operations account for different percentage of GHG emissions across the organization, they all support this target and have aligned our environmental objectives accordingly.

FY2017 is our first year of sustainability reporting. FY2017 will be used as reference against which the performance will be measured in subsequent years.



5.1.3 Reduction of Paper Consumption

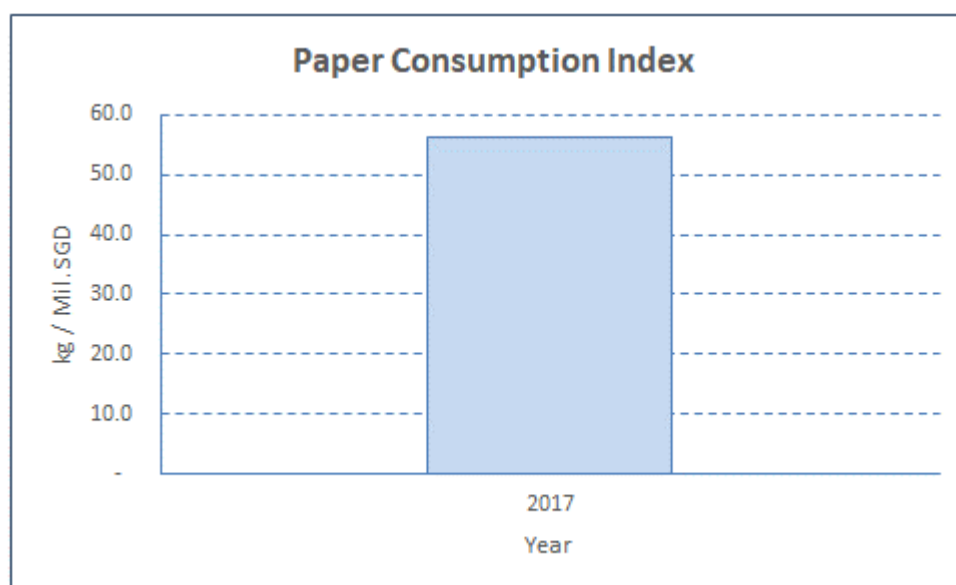
All our employees are urged to minimize paper wastage at work by adhering to our Internal Paper Usage Reduction Guidelines. For example, double-sided printing is set as a default, lower grammage paper is used for daily printing, and blank sides of unneeded single-sided copies are used for printing drafts. Paper re-use and recycling habits are also cultivated through initiatives such as our in-house reminders posted near the copy machines.

All waste paper from our own offices is collected for recycling. Further, we encourage all employees to adopt digital documents instead of paper documents with an aim to further reduce paper consumption.

Considering the changes and dynamics of business and operations, we established our paper consumption index for consistent tracking of paper consumption over time. To this end, we have set a target for a paper consumption improvement of 13% from our 2017 level by 2030. Our target for paper consumption improvement is 1% per year. Although various business lines and operations account for different percentage of paper consumption across the organization, they all support this target and have aligned our environmental objectives accordingly.

In FY2017, we consumed total of 1,043 kg of paper, 100% of which are either Forest Stewardship Council (FSC) certified or made from KHAN-NA. Our paper consumption index stands at 56.31.

FY2017 is our first year of sustainability reporting. FY2017 will be used as reference against which the performance will be measured in subsequent years.



5.1.4 Promoting Green Practices

We have embraced various green practices in our business and operation such as ISO 14001.

The ISO 14000 family of standards provides practical tools for companies and organizations of all kinds looking to manage their environmental responsibilities. ISO 14001:2015 sets out the criteria for an environmental management system and can be certified to. It maps out a framework that a company or organization can follow to set up an effective environmental management system. It can be used by any organization regardless of its activity or sector. Using ISO 14001:2015 provides assurance to our management and employees as well as external stakeholders that environmental impact is being measured and improved.

5.2 Caring for Our Employees

5.2.1 Our Approach

Our people are our most valuable resource and investing in their professional and personal well-being is vital to our business sustainability. Our goal is to establish work ethics among our employees, which are in line with our core values and code of conduct. They are the foundation upon which we build all our business initiatives and conduct our day-to-day activities.

We recognize that a motivated workforce will convey a positive and powerful message to all our key stakeholders, such as our customers, suppliers and the members of the community. By attracting, nurturing, empowering and rewarding our employees, we create an environment conducive for innovation and inspiration flourish to further boost our competitiveness. Such commitment to our employees promotes a corporate culture of passion, quality, excellence and trust within the organization which reflect in our ability to create values to our stakeholders.

Our Human Resource (HR) management principles and policies have been developed and established based on fair employment practices with the goal of attracting, supporting and maintaining a motivated workforce. Our HR policies cover key areas such as remuneration, benefits, health and safety, career development and training. Such policies are communicated to all employees through our comprehensive Employee Handbook which is regularly reviewed by our management and we constantly seek feedback from our staff to ensure that our decisions are aligned as much as possible with their needs.

Our business operates in an environment which comprises diverse races, cultures and geographic locations. With this in mind, our HR policies are implemented across the organization within the principles with pragmatism, taking into consideration of the prevailing laws and regulations as well as local culture, norms and racial sensitivity.

5.2.2 Employment Practices

Our employment practices focus on maximizing the strength of our employees by providing equal opportunities based on merits, and help our employees to develop strength through our comprehensive training and development programme. We regularly review the performance and development of our employees to effectively match their strength to their job specifications. Our performance based reward scheme provides guidance and motivation to our employees to perform to their potentials in alignment with the objectives of the company.

5.2.2.1 *The Tripartite Guidelines on Fair Employment Practices*

We proactively pursue and adopt best practices in HR management. Our HR practices are guided by the Singapore Tripartite Alliance for Fair and Progressive Employment Practices. The Singapore Tripartite Alliance comprises the Ministry of Manpower, Singapore National Employers Federation and National Trades Union Congress. The Tripartite Alliance has formulated guidelines on fair employment practice for adoption by Singapore employers, embracing the recruitment, training, treatment and reward of employees.

For our operations outside Singapore, our HR practices are further guided by the local prevailing laws and regulations of the countries as well as local culture, norms and racial sensitivity.

5.2.2.2 *Communications*

As our Company grows, effective communications across the organization are crucial to ensure continuous alignment of objectives of the employees and the organizational objectives. We achieve

this through our various communication sessions customized based on the target employees. Communication sessions for our managers are held on a regular basis. Agendas covered at these sessions are customized in appropriate to the target functional scope of the managers. For example, in monthly managers' meeting, operational agendas such as leadership and operation issues may be discussed while at the quarterly sessions high level topics include strategic business directions, new service launches, ongoing developments and key project reviews.

5.2.2.3 Employee feedback

We value our employees' expertise in their areas of responsibilities. Therefore, their feedbacks are important in the improvement of overall management and operation of the organization. Through various established processes of employee engagement, such as employee objective setting, performance review as well as exit interview in case of resignations, we gather such valuable feedbacks for the continuous improvement of our organization.

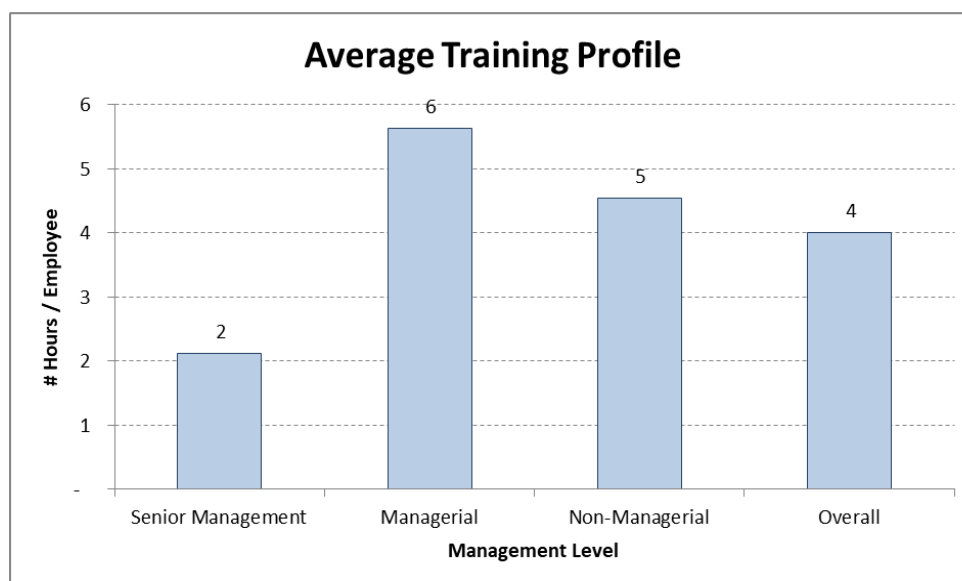
In addition, there are other feedback channels for areas specific to business and function, such as health and safety issues and compliance issues. Such feedbacks are managed by the leaders and managers of their specific business and function domain. We have also established reporting and escalation channel should the feedback requires the attention of higher management.

5.2.2.4 Career Development and Training

We recognize that consistent and ongoing education is critical to maintaining a competitive, skilled, productive and motivated workforce. Employee career development and performance management are established based on merits and contributing skill sets towards the organization objectives through objective settings and regular performance reviews. We continue to review and improve our career development and performance review process in light of the changing business and operation environment.

Our training programmes cover a variety of areas catering for employees with difference job scopes and skills set requirements. Our core training curriculum and contents are developed and guided by well established industry and international standards. In addition, specific training curriculums are developed based on the specific requirements of the specific businesses and functions. Training topics range from soft skills development in areas such as communication and leadership, to technical programmes covering project management and office productivity tools.

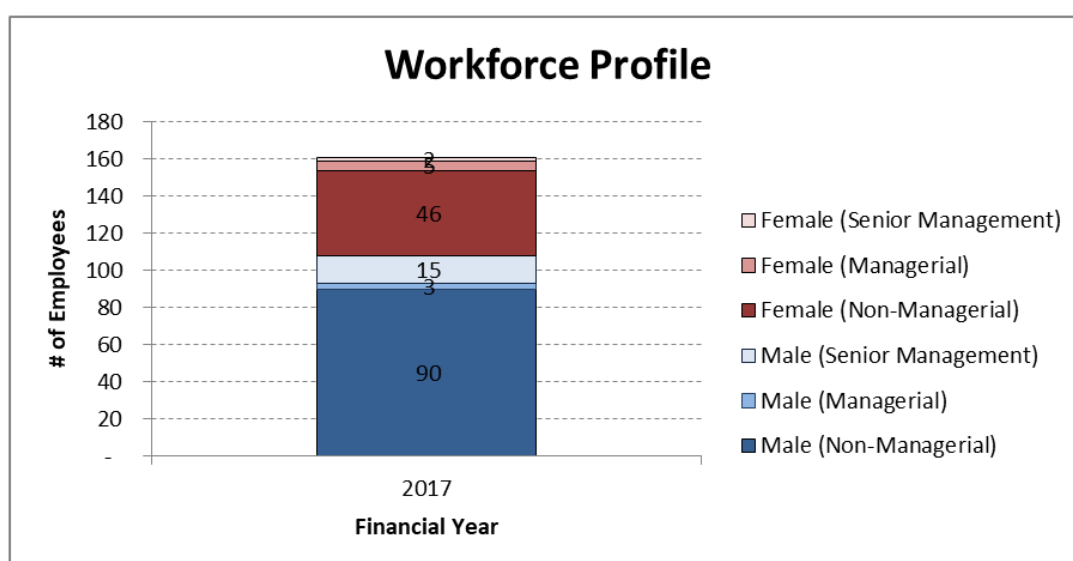
In FY2017, each employee received an average of 4 hours of training. We recognized that the training requirements vary depending on the levels of management responsibilities. Each senior manager registered an average of 2 hours of training while managerial and non-managerial staffs received an average of 6 hours and 5 hours of training respectively. In light of changing business requirements and opportunities in variety of training methodologies, we continue to revise our training curriculum and programme to align with the organization objectives and to strive for effectiveness and efficiency in our training approach.



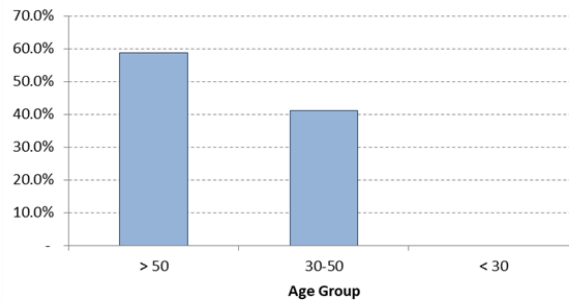
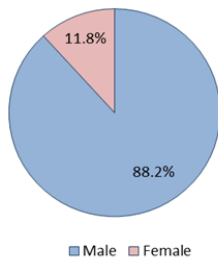
5.2.3 Workforce Diversity

Our business thrives on diversity. As such, we leverage on a host of strengths and skills that can only come from a diverse workforce embracing employees from various ethnic groups, religion, age and gender.

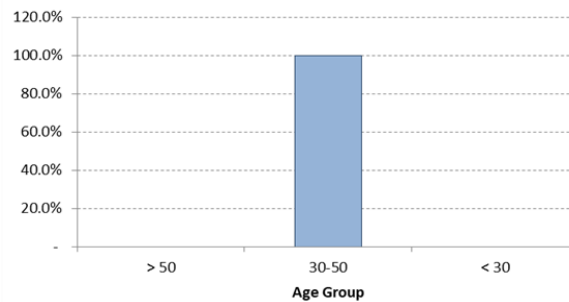
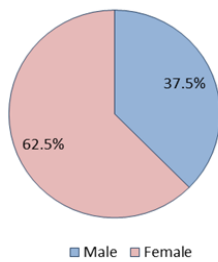
In FY2017, 53 of our employees were female, comprising 33% of our workforce, while 108 (67%) employees were male. In terms of management function, 5 females (3%) held managerial positions compared to 3 males (2%), while 46 females (29%) and 90 males (56%) held non-managerial positions. The male to female ratio managerial and non-managerial positions were 3:5 and 90:46 respectively. From the age profile perspective, there were 30 employees below 30 years old. The number of employees between 30 and 50 years old was 101 as compared to 30 employees above 50 years old. All members of our senior management team, including general managers, directors and unit heads are Singaporean, Chinese and Taiwanese.



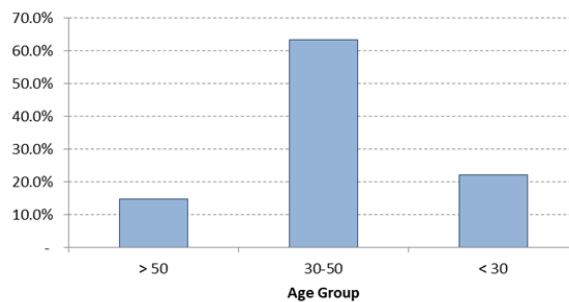
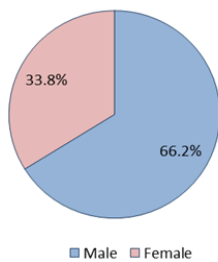
Senior Management



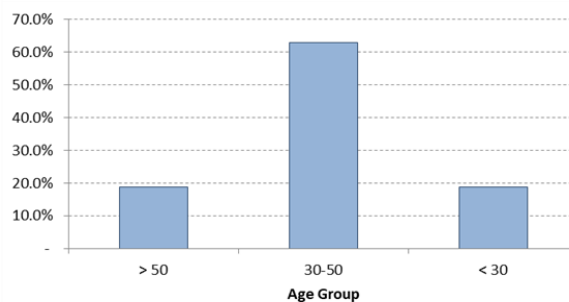
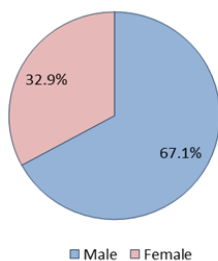
Managerial Staff



Non-Managerial Staff

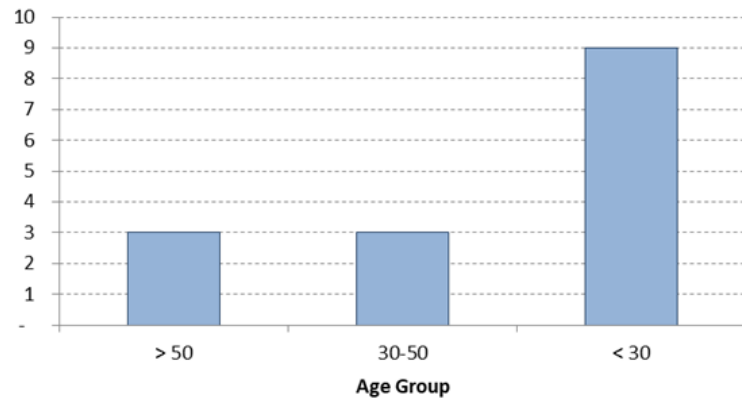
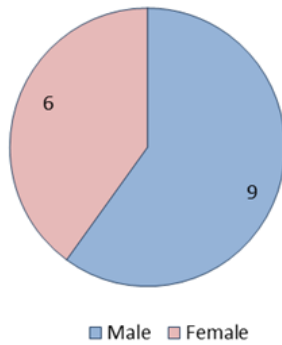


Overall

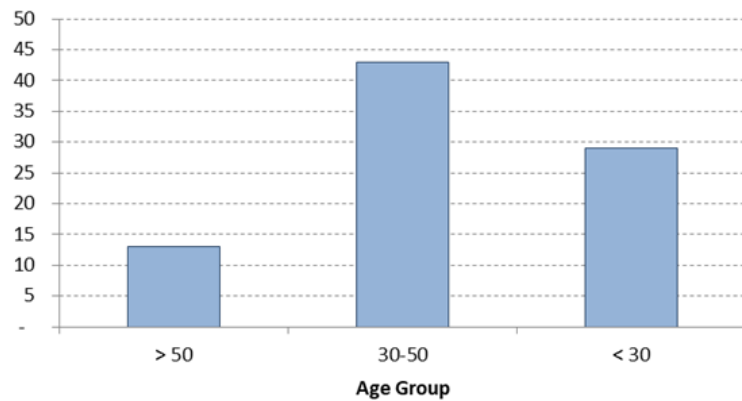
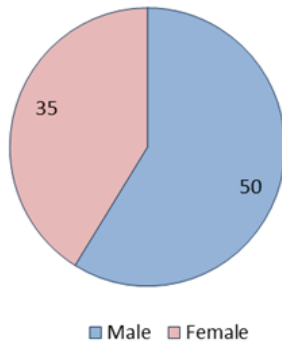


In FY2017, we hired a total of 15 new employees, while 85 resigned during the same period. As a result, we have a net decrease of 70 employees in our workforce. Out of the new hires, 60% of the new hires were below the age of 30; 20% were between 30 and 50 years old while 20% were above 50 years old. The gender ratio of new hires was 9 males to 6 females. For the resignees, 34% of the resignees were below the age of 30; 51% were between 30 and 50 years old while 15% were above 50 years old. The gender ratio of resignees was 50 males to 35 females.

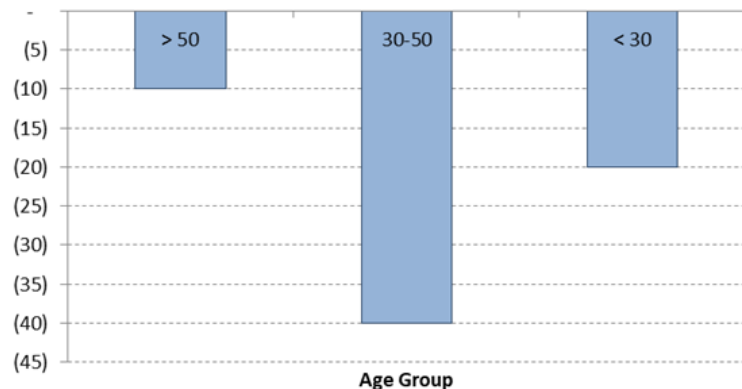
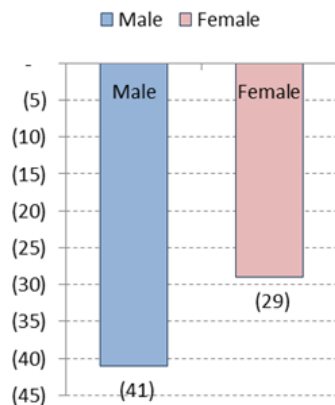
New Hire



Resignee



Net Employee Movement



In addition to the human resources we managed under our payroll internally, we also engage external contracted companies as our outsourced vendors which provide outsourced personnel, such as cleaners and security guards who might work within our premises. Although we supervise these people, they are employed by contracted companies and are not included in our head count. We do not employ other types of un-contracted workers.

We expect that all the contracted companies we work with will share our core principles of HR management practices. In our vendor selection process, we take into consideration of their HR management practices as one of the key selections and performance criteria. We regularly review the performance of our vendors based on these criteria as a key basis to determine whether to continue to engage the vendors with their services.

5.2.4 Employee Benefits

All non-managerial employees in Singapore are covered by the Employment Act, which provides basic employment terms and working conditions including contract requirements, remuneration, hours of work, overtime, rest days and annual leave entitlement.

In addition to the statutory benefits outlined in the Employment Act, we provide beyond-compliance-level benefits to our fulltime employees such as compassionate leave.

5.2.4.1 Work-Life Balance

While developing the talents of our employees and providing equal opportunities for them to excel are the key drivers for our company, we also recognize that the well-being and contentment of our employees are pivotal to the success and sustainability of our business and performance. Our employees are our most valuable asset, and we appreciate that their overall well-beings need to be well looked after in order for them to sustain their performance and realize their full potential.

To support our employees to strike a work-life balance, we aim to create an environment that allows our employees to achieve harmony in their personal and professional life. We achieve this through the adoption of a flexible approach to work arrangements and offering programmes to support health and wellness.

We understand that workplace could be at times stressful due to the competitiveness of our workforce and our business. To support our employees in their effort of pursuing excellence, we have various programmes and initiatives to balance their work with fun, and to develop an environment and culture of mutual support.

5.2.4.2 Retirement and Healthcare

Our company has presence in various geographic locations where there are various local laws and regulations on pension and healthcare for employees. Our HR management practices comply with such laws and regulations. In Singapore, we participate in the Central Provident Fund (CPF) personal savings scheme, which helps employees fund their retirement, home ownership, healthcare and education. Under this scheme, monthly deductions from employees' gross salaries are paid into their CPF savings accounts. We, the company, make employer contributions to these accounts, according to the rates stipulated in the CPF Act. In addition to CPF contributions, we provide comprehensive medical coverage for all employees. For more information on the CPF scheme and contribution rates, please go to www.cpf.gov.sg.

For our operations outside Singapore, the retirement and healthcare schemes comply with local prevailing laws and regulations. For example, in China, unless exempted with valid reason, all of our employees are required to contribute to the social insurance and housing provident fund. The social insurance consists of five parts: endowment insurance, medical insurance, unemployment insurance, maternity insurance and employment injury insurance. For housing provident fund, our employees in China can apply for withdrawal from or transfer the housing accumulation fund account accordingly to the requirements of the Housing Provident Fund Management Centre.

5.2.5 Safety and Health in the Workplace

We are committed to workplace safety and health (WSH) of our employees and we take every precaution to prevent occupational injuries among employees. We believe that optimum work conditions not only make our employees safer, but also boost morale. We are in compliance with the Ministry of Manpower's Workplace Safety and Health Act in Singapore and Law of the People's Republic of China on Prevention and Control of Occupational Diseases in China. In addition, we have attained certification for OHSAS 18001. This well recognized standard provides us with the frameworks to manage risks associated with safety and health in our workplace.

5.2.6 Individual Rights

Respecting and protecting basic human rights is fundamental to all our operations and deeply ingrained in our Code of Conduct, which applies to all employees. Labour rights, the prohibition of discrimination and harassment, protection of privacy, prohibition of forced and child labour, and workplace safety and health are all strictly observed within the work environment and discrimination and harassment of any kind is not tolerated at our company.

We also respect our employees' rights to freedom of association as well as their membership of trade unions and other professional bodies.

In FY2017, 0% of our workforce was covered by a collective bargaining agreement; no incidents of forced labour, child labour or young workers were identified across the organisation, and no human rights-related grievances have been reported.

5.3 Focusing on Our Customers' Needs

5.3.1 Our Approach

Customer service, quality products and the highest level of product safety have always been our priorities, with customer satisfaction being the goal of all our corporate activities. Customer trust and retention starts with our people and products, we place the utmost importance on training our employees in customer service excellence and in continuously striving to improve the quality and safety of our products and services.

Open and frequent communication and responsive feedback are ingrained into our daily activities with customer interaction. In addition to striving for excellence in product service and support, we attach enormous importance to data privacy. We have processes and controls in place over confidential and sensitive data related to our customers such as contracts.

Since 2005, we have been certified under the ISO 9001 standard for quality management systems. The certification has helped us increase the control of our internal processes and the quality of our services.

5.3.2 Customer Feedback and Satisfaction

We listen to our customers and take their opinions very seriously. We consolidate customer feedback through a range of communication channels including our website, a dedicated phone number, regular customer survey, and our customer service personnel. Through our customer feedback system, we capture our customers' comments for analysis and action. Customer compliments are also tracked so that we can monitor where we are getting things right and cascade positive feedback to our employees, to their superiors and to our Chief Executive Officer.

5.3.3 Product Quality and Safety

Reliability and quality of our products and services are of paramount importance to us. Health and safety of our customers are always our priority. To ensure product safety to our customers, we have in place a set of key quality assurance processes to ensure compliance with regulations and international standards. Ultimately, we aim to totally eliminate product safety incidents so as to foster a 'Safety First' culture through employee training and quality control.

5.3.4 Data Safety and Privacy

Ensuring safety and privacy of our customers' data is of great priority to us. We have processes and controls in place for handling and communicating sensitive and confidential information of our customers such as contracts, customer orders and product delivery orders. Our information security policies ensure our customers' data are managed in accordance to the level of confidentiality. We strictly observe all local laws and internal regulations applicable to personal information protection.

For the collection and disposal of wastepaper, we work with our office cleaning personnel for handling and reselling of wastepaper to recovery companies for pragmatic reasons. Every individual is responsible for shredding all papers, including confidential documents, before disposing into paper recycling boxes situated near photocopiers and printers. Such practice established within our office provides us with the confidence that sensitive information is protected during the whole life cycle of our documents.

5.4 Partnering Our Suppliers

5.4.1 Our Approach

As part of our ambition to realize sustainability throughout our value chain, we extend the application of responsible business practices to our local partners and suppliers. We recognize that we are only at the beginning of our journey to integrate sustainable business practice throughout our supply chain, and we commit in our pragmatic approach to continuous improvement. We aim to identify new opportunities for collaboration with our suppliers, gradually increase transparency and continue to build shared capacity to minimize our indirect environmental and social impacts.

5.4.2 Supplier Selection

Our key suppliers are carefully selected through our supplier selection process. When selecting our key suppliers, we examine criteria such as financial health, quality of products and services, competitiveness of pricing. In addition, we also take into consideration of the overall sustainability policies adopted by our suppliers. Our final decision on supplier selection is based on the overall assessment which takes a balanced view across all selection criteria.

5.4.3 Supplier Review

We regularly review the performance of our key suppliers to determine whether to extend our partnership with them. During the key supplier review process, we engage with our key suppliers to communicate our expectations and mutual feedbacks. Such review process ensures alignment of our key suppliers' services and products to our business requirements and sustainability objectives through pragmatic and continuous improvement in our partnership with our key suppliers.

5.5 Supporting for Our Community

5.5.1 Our Approach

We have been providing support to the communities. The key motivation driving all our community engagement initiatives is to enable and empower young people. By supporting young people today and helping to educate them about the world they are to inherit, our goal is to benefit not only the current generation, but also the next.

We also recognize that meeting the needs of today's youth goes beyond their own education, security and well-being, extending to that of their families, homes and neighbourhoods as well.

Our community initiatives are selected according to how closely they are aligned with our own community engagement goals of "enabling and empowering young people", the anticipated staff participation rate, and the tangible impact on the beneficiary. Separately, we also engage on other community initiatives on an ad hoc basis.

5.5.2 Our Community Initiatives Highlight

5.5.2.1 *Singapore-Chinese Culture Calligraphy Exhibition President's Challenge Charity Dinner*

Initiated by former President S R Nathan in 2000, the President's Challenge represents the coming together of people from all walks of life to help the less fortunate. In 2012, under the leadership of President Tony Tan Keng Yam, the Challenge was expanded to go beyond fundraising, by including volunteerism and social entrepreneurship.

Giving back to society is an integral part of our social responsibility. The company participated in the Singapore-Chinese Culture Calligraphy Exhibition President's Challenge Charity Dinner and we made a donation of SGD20, 000.





6 PERFORMANCE TABLE

6.1 Energy Usage and CO₂ Emissions

Direct and indirect CO₂ emissions as measure in GHG emissions are measured in tonnes (t-CO₂) and kilowatt Hours (kWh), from electricity and fuel consumed. The electricity and fuel we purchase are both from non-renewable sources.

Our business and function grow over time; the GHG emissions and electricity consumption vary. To ensure consistency and comparability of the GHG emission and electricity consumption measures over time, we create a GHG emission index and electricity consumption index for our performance monitoring. The index adjusts the GHG emissions and electricity consumption for the size of our activities. We normalize the amount GHG emissions and electricity consumption by the amount of our revenues which we use as a proxy of the size of our activities. The GHG emission index is measured in t-CO₂ per SGD million and the electricity consumption index is measured in kWh per SGD million.

	Performance			Target	
	FY2015	FY2016	FY2017	FY2018	FY2019
GHG Emission Index (t-CO ₂ / million SGD)	-	-	365.15	361.50 [-1%]	357.88 [-2%]
Electricity Consumption Index (kWh /million SGD)	-	-	442,641	438,215 [-1%]	433,832 [-2%]

FY2017 Performance

This year is our first year reporting of the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the GHG emission index stands at 365.15. In subsequent year, we will track our performance with reference to this base year.

6.2 Paper Consumption

We capture the data for paper consumption by how many reams of paper used where one ream is equivalent to 500 sheets of paper. To ensure consistency and comparability across various paper sizes, such as A3 and A4 papers, we measure the paper consumption by the weight of paper used which is adjusted for the various sizes and quality of papers.

Our business and function grow over time and the paper consumption patterns vary. We devise a paper consumption index for our performance monitoring. The index adjusts the paper consumption for the size of our activities. We normalize the amount of weights of paper consumed by the amount of our revenues which we use as a proxy of the size of our activities. The paper consumption index is measured in kilograms per SGD million.

	Performance			Target	
	FY2015	FY2016	FY2017	FY2018	FY2019
Paper Used for Office Printing					
Percentage Weight of Paper from KHAN-NA or Forest Stewardship Council (FSC) Paper Consumed (%)	-	-	[100%]	100%	100%
Paper Consumption Index (kg / million SGD)	-	-	56.31	55.75 [-1%]	55.19 [-2%]

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the paper consumption index stands at 56.31. In subsequent year, we will track our performance with reference to this base year.

6.3 Employment Profile

	Performance			Target	
	FY2015	FY2016	FY2017	FY2018	FY2019
Men : Women ratio in non managerial positions	-	-	90:46 (Total = 136)	-	-
Men : Women ratio in managerial positions	-	-	3:5 (Total = 8)	-	-
Men : Women ratio in Senior Management positions	-	-	15:2 (Total = 17)	-	-
Men : Women ratio in overall	-	-	108:53 (Total = 161)	-	-

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the men:women ratio in overall stands at 108:53. In subsequent year, we will track our performance with reference to this base year.

6.4 Employees Engagement and Training

	Performance			Target	
	FY2015	FY2016	FY2017	FY2018	FY2019
Average Training Hours per Employee	-	-	4	5 [+25%]	6 [+20%]

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the average training hours per employee stands at 4. In subsequent year, we will track our performance with reference to this base year.

6.5 Customer Feedback

	Performance			Target	
	FY2015	FY2016	FY2017	FY2018	FY2019
Customer Satisfaction Index	-	-	100%	100%	100%

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the customer satisfaction index stands at 100%. In subsequent year, we will track our performance with reference to this base year.

6.6 Supplier Screening Using Environmental Criteria

	Performance			Target	
	FY2015	FY2016	FY2017	FY2018	FY2019
Key Suppliers Screened for Sustainability Criteria (%)	-	-	-	-	-

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

None of our key suppliers were screened for sustainability criteria in FY2017. In subsequent year, we will track our performance with reference to this base year.

6.7 Community Contribution

	Performance			Target	
	FY2015	FY2016	FY2017	FY2018	FY2019
Donation & Fund Raising	-	-	SGD30,240	SGD20,000	SGD20,000

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the donation stands at SGD30,240. In subsequent year, we will track our performance with reference to this base year.

7 GRI CONTENT INDEX

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards Core option. We did not seek external assurance for this report

N.B.: AR = Annual Report, SR = Sustainability Report (i.e. this report)

GRI Reference		Disclosure	Response
General Standard Disclosure			
Organization Profile	102-1	Name of the organization	SR Section 3.1
	102-2	Activities, brands, products, and services	AR Page 1
	102-3	Location of headquarters	AR Page 11
	102-4	Location of operations	AR Page 7
	102-5	Ownership and legal form	AR Page 7
	102-6	Markets served	AR Page 1
	102-7	Scale of the organization	AR Page 1
	102-8	Information on employees and other workers	SR Section 5.2.3
	102-9	Supply chain	SR Section 5.4, 5.4.1, 5.4.2, 5.4.3
	102-10	Significant changes to the organization and its supply chain	Not significant changes
	102-11	Precautionary Principle or approach	SR Section 3.2, 3.3, 4, 4.1, 5, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1
	102-12	External initiatives	SR Section 4.4
	102-13	Membership of associations	SR Section 4.4
Strategy	102-14	Statement from senior decision-maker	SR Section 1
Ethics and Integrity	102-16	Values, principles, standards, and norms of behaviour	SR Section 3.1, 3.3
Governance	102-18	Governance structure	AR Page 77 (Code of Governance), SR Section 5.4, 5.4.1, 5.4.2, 5.4.3
Stakeholder Engagement	102-40	List of stakeholder groups	SR Section 5, 5.1, 5.2, 5.3, 5.4, 5.5
	102-41	Collective bargaining agreements	Percentage of total employees covered by collective bargaining agreements. [Refer to CSR Indicators Data] No (i.e. 0)
	102-42	Identifying and selecting stakeholders	SR Section 5

GRI Reference		Disclosure	Response
	102-43	Approach to stakeholder engagement	SR Section 5
	102-44	Key topics and concerns raised	SR Section 4.2, 5
Reporting Practice	102-45	Entities included in the consolidated financial statements	AR Page 7
	102-46	Defining report content and topic boundaries	SR Section 2.1, 2.2, 2.3
	102-47	List of material topics	SR Section 4.2
	102-48	Restatements of information	Statement of SR Change [No Significant Changes]
	102-49	Changes in reporting	Statement of SR Change [No Significant Changes]
	102-50	Reporting period	SR Section 2.1
	102-51	Date of most recent report	SR Section 2.1
	102-52	Reporting cycle	SR Section 2.1
	102-53	Contact point for questions regarding the report	SR Section 2.4
	102-54	Claims of reporting in accordance with the GRI Standards	SR Section 2.2
	102-55	GRI content index	SR Section 7
	102-56	External assurance	SR Section 2.2
Economic			
Economic Performance	201-1	Direct economic value generated and distributed	AR Page 20
	201-2	Financial implications and other risks and opportunities due to climate change	SR Section 5.1.4
	201-3	Defined benefit plan obligations and other retirement plans	SR Section 5.2.4.2
	201-4	Financial assistance received from government	None
Anti-corruption	205-1	Operations assessed for risks related to corruption	SR Section 4.2
	205-2	Communication and training about anti-corruption policies and procedures	SR Section 3.3
	205-3	Confirmed incidents of corruption and actions taken	None

GRI Reference		Disclosure	Response
Anti-competitive Behaviour	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<i>None</i>
Environment			
Energy	302-1	Energy consumption within the organization	<i>SR Section 5.1.2</i>
	302-4	Reduction of energy consumption	<i>SR Section 5.1.2, 6.1</i>
	302-5	Reductions in energy requirements of products and services	<i>Energy consumption table</i>
Emissions	305-1	Direct (Scope 1) GHG emissions	<i>SR Section 5.1.2, 6.1</i>
	305-2	Energy indirect (Scope 2) GHG emissions	<i>SR Section 5.1.2, 6.1</i>
	305-3	Other indirect (Scope 3) GHG emissions	<i>SR Section 5.1.2, 6.1</i>
	305-5	Reduction of GHG emissions	<i>SR Section 5.1.2, 6.1</i>
Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	<i>None</i>
Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	<i>SR Section 5.4.3, 6.6</i>
Social			
Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<i>SR Section 5.2.4</i>
	401-3	Parental leave	<i>SR Section 5.2.1, 5.2.2.1, 5.2.4</i>
Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	<i>SR Section 5.2.2</i>
Occupational Health and Safety	403-1	Workers representation in formal joint management-worker health and safety committees	<i>SR Section 5.2.5</i>
Training and Education	404-1	Average hours of training per year per employee	<i>SR Section 5.2.2.4, 6.4</i>
	404-2	Programs for upgrading employee skills and transition assistance programs	<i>SR Section 5.2.2.4, 6.4</i>
	404-3	Percentage of employees receiving regular performance and career development reviews	<i>SR Section 5.2.2.1, 5.2.2.4, 6.4</i>
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	<i>SR Section 5.2.3</i>
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	<i>None</i>

GRI Reference		Disclosure	Response
Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples	<i>None</i>
Human Rights Assessment	412-2	Employee training on human rights policies or procedures	<i>SR Section 5.2.2.1, 5.2.6</i>
Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	<i>SR Section 5.4.1, 5.4.2, 5.4.3, 6.6</i>
Public Policy	415-1	Political contributions	<i>None</i>
Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	<i>SR Section 5.3.1, 5.3.3</i>
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<i>None</i>
Marketing and Labelling	417-2	Incidents of non-compliance concerning product and service information and labelling	<i>None</i>
	417-3	Incidents of non-compliance concerning marketing communications	<i>None</i>
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<i>None</i>
Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	<i>None</i>