

# **Pursuing Passion, Together**

SUSTAINABILITY REPORT 2022

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## Statement From Our Board [102-14]

#### DEAR STAKEHOLDERS,

The Board and Management team are pleased to present Chuan Hup Holdings Limited ("Chuan Hup", the "Company" or the "Group")'s fifth Sustainability Report ("the Report") for the financial year ended 30 June 2022 ("FY2022"). This report details how the group has identified, managed, and measured the management of Environmental, Social and Governance ("ESG") issues material to the Group.

#### **ESG FOCUS**

The Board and Management team remains committed to investing in a more sustainable future, through improving the environmental, social, and economic interests of our internal and external stakeholders. Our key material topics continue to be of relevance in FY2022. The management oversees the implementation of these practices and provides regular reports to the Board on such ESG matters.

#### **ENDEMIC PHASE OF COVID-19**

It has been a year of recovery where, across the globe, governments and businesses are slowly moving towards the endemic phase of the COVID-19 pandemic. Borders are paced for reopening, welcoming the movement of both commercial and leisure travel. Yet, the health and safety of our people remained the central focus to our Company.

Chuan Hup's Business Continuity Plan (BCP) and Business Continuity Management (BCM) that was in place have allowed us to respond effectively and holistically to the impacts of COVID-19. The Board and the Management continue to work on a robust corporate governance system in its operation approach and sustainability strategy. Digitalisation initiatives introduced in response to the COVID-19 pandemic has accelerated the digital capabilities to support alternative work arrangements. The Board and the Management have put in place robust internal controls to build a secure information security infrastructure.

#### **OUTLOOK**

Within the property industry, mixed sentiments have been observed in Australia given the uncertainty in home prices of certain big cities such as Sydney and Melbourne, whereas the property demand for other regions such as Queensland and Western Australia continue to remain resilient. In Singapore, office market demand is expected to recover to pre-COVID-19 levels as Singapore is looked upon as an ideal location for international firms to house their Asian headquarters due to its low taxes, robust rules and regulations and geopolitical neutrality.

The global economic outlook continues to be uncertain with the ongoing geopolitical uncertainties, rising inflation and severe supply chain bottlenecks disrupting global marketplaces. The directors will continue to exercise prudence when considering new investments.

Please refer to our board statement in the annual report. As Chuan Hup continues on the journey in ensuring the long-term sustainability of our business, we appreciate the support that our stakeholders have provided us in these challenging times.

# **About The Report**

#### REPORTING FRAMEWORK [102-46][102-54]

This report has been prepared in accordance with the Global Reporting Initiatives ("GRI") Standards (2018) – 'Core' option. The standard has been selected as a framework for reporting because it offers a standardised approach in disclosing material sustainability matters. Reference has also been drawn from the SGX-ST Practice Note 7.6 in meeting the primary components as set out in the SGX-ST Mainboard Listing Rule 711(B).

#### REPORTING PERIOD AND SCOPE [102-50][102-51][102-52]

Chuan Hup has adopted a phased approach towards sustainability reporting. This report covers the sustainable practices of Chuan Hup's investment holding business and the performance relating to issues from Chuan Hup's operations. As Chuan Hup itself is not an operating company, the report does not consider issues which may be relevant for investee companies at their local operations or subsidiaries. This report outlines our sustainability journey and details the approach in managing material sustainability matters identified as part of the Group's operations for the period of 1 July 2021 to 30 June 2022 ("FY2022") on an annual reporting cycle. Where applicable, three years of historical performance data has been included for reference.

#### **INDEPENDENT ASSURANCE** [102-56]

While we have not sought external assurance for this report, Chuan Hup seeks to work towards doing so as our reporting matures over time.

#### **FEEDBACK** [102-53]

We welcome feedback from all stakeholders on our Sustainability Report. For any queries or comments on this report, please contact corpsec\_legal@chuanhup.com.sg.

# About Chuan Hup [102-1][102-2][102-3][102-4][102-5][102-6][102-7]

Chuan Hup Holdings Limited ("Chuan Hup" or "the Group") is an investment company with a diversified portfolio of strategic investments which includes investment properties and property development in Singapore (where Chuan Hup's headquarters is located), Australia, and the Philippines, as well as equity investments.

Founded in 1970, Chuan Hup began as a tug and barge service provider to PSA Corporation in Singapore. Through the years, Chuan Hup has its reputation as one of the leading owners and operators of marine logistics to the resource industry.

Following its listing on the Mainboard of the Singapore Exchange Securities Trading Limited ("SGX-ST") in 1983, Chuan Hup diversified its business footprint to include property development and electronics manufacturing services under the then SESDAQ-turned-Mainboard listed PCI Limited ("PCI").

In 2005, Chuan Hup divested its interests in the marine logistics business and 29.1% out of a total interest of 52.8% in CH Offshore Ltd ("CHO") to Scomi Marine Berhad ("Scomi"), for a consideration in cash and 28.9% interest in Scomi. In 2011, the Group divested all of its interests in Scomi. Subsequently in 2015, the Group divested its remaining stake of 24.67% in CHO. With this, Chuan Hup had divested all of its interests in the marine logistics and oil & gas sector.

In 2019, Chuan Hup divested all its interests in PCI thereby exiting the electronic manufacturing sector.

With over two decades of experience in the property development sector, Chuan Hup has marked several milestones locally and, in the Asia Pacific region. Starting off with its first residential project in Singapore in 1999, Chuan Hup then ventured overseas to invest in property development projects in Australia and the Philippines through strategic joint ventures with in-country local partners.

In Australia, Chuan Hup has ongoing development projects with its associate, Finbar Group Limited, who is recognised as a leading developer of residential apartment homes in Western Australia. As announced on 12 July 2021, the Group has formed a joint venture with Siera Group in Queensland to acquire and develop a development land site located in Surfers Paradise, Queensland. This new partnership has expanded its footprint in Australia where the Group hopes to see more projects in time to come.

In the Philippines, Chuan Hup's associate Keyland Ayala Properties Inc., is both a developer and owner of prime real estate in the central business district of Makati.

In 2014, Chuan Hup decided to build a portfolio of investment properties with the objective of long-term recurring rental income by acquiring three floors of office space in GB Building. The acquisition of one floor of office space in The Central was later added to its portfolio in 2019.

With a focus on delivering long-term sustainable growth, Chuan Hup will continue to explore investment opportunities to generate sustainable returns and value for its stakeholders.

# **Sustainability Approach**

Chuan Hup addresses sustainability matters holistically, creating a robust governance and set of corporate values in a systematic manner as seen below in Figure 1.

#### **SUSTAINABILITY GOVERNANCE** [102-18]

At Chuan Hup, the Board of Directors decides on the strategy and provides the overall direction and supervision of Senior Management on ESG matters and material issues. Senior Management is responsible for the deployment and oversight of sustainability policies and practices within Chuan Hup's operations and provides regular updates on the performance of key ESG metrics to the Board. The Board and Senior Management work in tandem to ensure that all relevant ESG matters are incorporated into policy planning and their overall business strategy and that Chuan Hup's commitments to stakeholders are fulfilled.

Figure 1. Our sustainability governance structure



#### **BOARD OF DIRECTORS**

The Board of Directors provides guidance on the overall direction for Chuan Hup's sustainability matters. The Board is provided with regular updates on the sustainability performance of the group and updates the Group's sustainability strategy as needed.



#### SENIOR MANAGEMENT

Senior Management is responsible for the deployment of the sustainability strategy and agenda set by the Board. Senior Management ensures that the sustainability working group is aware of their responsibilities.



### SUSTAINABILITY WORKING TEAM

The sustainability working team comprises individuals from different departments including Finance, Human Resource, Information Technology and Corporate Secretary. This working group manages and collects data for reports on material ESG topics identified by the Board and Senior Management.

#### **MATERIALITY ASSESSMENT** [102-47]

To adequately address the sustainability concerns of our stakeholders, Chuan Hup maps the materiality matrix by identifying material topics of most relevance and significance to stakeholders and their impact on corporate sustainability development.

The first materiality assessment was conducted in FY2018 with four material matters and one reporting matter identified as summarised in Figure 3 and Table 1. To ensure the relevance and significance of the material topics to our business, we review them annually. In FY2022, we reviewed the material topics and assessed that they are still material to Chuan Hup. Moving forward, Chuan Hup will continue to monitor these material matters to ensure that they remain relevant not only for our business but also for our internal and external stakeholders.

Figure 2. Steps in our Materiality Assessment

#### FY2018

#### **MATERIALITY ASSESSMENT**



#### Identification

A preliminary list of 14 different materiality topics relevant to our core business were identified.



#### **Prioritisation**

Relevant personnel rated and prioritised the Environmental, Social and Governance (ESG) matters.



#### Validation

The material matters selected earlier were presented to the Board for validation and confirmation.

#### FY2019 - FY2021

#### **REVIEW**



**FY2019** – The review of material matters was conducted and all four matters were determined to remain relevant and material to Chuan Hup.

**FY2020 - FY2021** – The review of material topics was conducted for FY2020 and FY2021 in the context of COVID-19. It was concluded that all four material matters were still critical to Chuan Hup and relevant to our stakeholders.

#### FY2022

#### **REVIEW**



The review of material topics was conducted for FY2022 in the context of the endemic phase of COVID-19. There is no change to the four material matters and it has remained critical and relevant to Chuan Hup and our stakeholders.

Please refer to Figure 3 for the identified material matters.

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# **Sustainability Approach**

Figure 3. Chuan Hup's Materiality Matrix

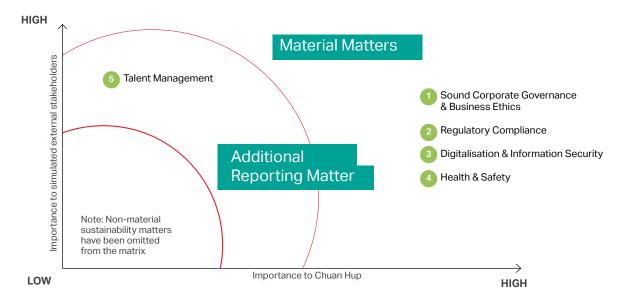


Table 1. Summary of Chuan Hup's Material Matters and Mapped GRI Standards Topics

| MATERIAL MATTERS                               | MAPPED GRI STANDARDS TOPICS  | TOPIC-SPECIFIC DISCLOSURES   |
|--|--|--|
| Sound Corporate Governance and Business Ethics | GRI 102: Ethics and Integrity, Governance<br>GRI 205: Anti-corruption  | 205-3 – Confirmed incidents of corruption and actions taken  |
| Regulatory Compliance                          | GRI 307: Environmental compliance<br>GRI 419: Socioeconomic compliance | <ul> <li>307-1 - Non-compliance with environmental laws and regulations</li> <li>419-1 - Non-compliance with laws and regulations in the social and economic area</li> </ul> |
| Digitalisation & Information Security          | Non-GRI <sup>1</sup>   | Non-GRI – Substantiated complaints<br>concerning breaches of privacy<br>and loss of organisation's data  |
| Health & Safety                                | GRI 403 (2018): Occupational Health<br>& Safety                        | 403-9 – Work-related injuries<br>403-10 – Work-related ill health  |

| ADDITIONAL REPORTING MATTER | MAPPED GRI STANDARDS TOPICS     | TOPIC-SPECIFIC DISCLOSURES   |
|-----------------------------|---------------------------------|--|
| Talent Management           | GRI 404: Training and Education | 404-1 – Average hours of training per<br>year per employee                                   |
|                             |                                 | 404-2 – Programmes for upgrading employee skills and transition assistance programmes        |
|                             |                                 | 404-3 – Percentage of employees receiving regular performance and career development reviews |

 $<sup>^1</sup>$  GRI 418: Customer Privacy is not applicable to Chuan Hup as we do not have any business relationships with customers.

#### **STAKEHOLDER ENGAGEMENT** [102-40][102-42][102-43][102-44]

As the investment landscape continues to evolve, particularly as economies and societies begin to adapt to a post-pandemic phase of COVID-19, stakeholder engagement has become a pertinent topic in recent time, in light of the prolonged period of the COVID-19 pandemic.

Chuan Hup has a formalised approach to communicate and gather feedback from internal and external stakeholders on sustainability and business issues. Figure 4 provides an overview of the main concerns of our key stakeholder groups and the approach that we have taken to address and engage them. At Chuan Hup, we take consistent and holistic engagement seriously as it promotes proper management of any risks or opportunities that may arise.

Figure 4. Summary of Chuan Hup's Stakeholder Groups and how their concerns are managed

| \$   |  |   | 888   |
|--|--|---|---|
| SHAREHOLDERS   | GOVERNMENT   | COMMUNITY   | EMPLOYEES   |
| Relevance to Chuan Hup:  - Impacting the financing of the corporate  - Benefiting back from sound decision-making  | Relevance to Chuan Hup:  - Impacting the action of Chuan Hup through policies and regulations  | Relevance to Chuan Hup:  - Impacted by Chuan Hup's social, economic and sustainable activities  - Chuan Hup's reputation and brand awareness built through the community  | Relevance to Chuan Hup:  - Impacting work productivity, thus Chuan Hup's operation quality and business success  - Career development and personal fulfillment affected by Chuan Hup    |
| Key concerns:  - Stable and long-term growth  - Sustainable returns to the business  | Key concerns:  - Compliance with laws and regulations  | Key concerns:  - Good and responsible business that contributes back to society in a meaningful way   | Key concerns:  - Fulfilling career  - Competitive wages  - Safe working environment   |
| COVID-19 specific concerns:  - Business resilience to the shock posed by COVID-19  | COVID-19 specific concerns:  - Adherence to new workplace safe distancing guidelines by the government   | COVID-19 specific concerns:  - Maintenance of support for community initiatives despite challenges posed by COVID-19  | <ul> <li>COVID-19 specific concerns:</li> <li>Job security</li> <li>Workplace flexibility</li> <li>Enhanced safety protocols in the office to prevent the spread of COVID-19</li> </ul> |
| Our approach and engagement platforms:  Reporting of performance of the business through the annual report  Release of financial results, announcements and other relevant disclosures through SGXNet and Chuan Hup website  Reporting of sustainability policies and practices through the sustainability report  Board Meetings  Annual General Meeting (AGM)  Extraordinary General Meeting (EGM) | Our approach and engagement platforms:  Regular revision of written policies to ensure compliance of applicable laws and regulations  Adoption of tools and guidelines from government portal  Timely submission of statutory contributions and declarations  Implementation of safe distancing practices in the workplace | Our approach and engagement platforms:  - Giving back to society through programmes and activities focused on youth and education and supporting charitable causes  - Provision of financial support for programmes | Our approach and engagement platforms:  Regular training programmes  Yearly performance review  HR policies  Providing timely updates on COVID-19 specific working arrangements         |
| Frequency of engagement:  Regularly  | Frequency of engagement:  - Regularly  | Frequency of engagement:  - Regularly   | Frequency of engagement:  - Regularly   |

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### **Our Governance**

#### CORPORATE GOVERNANCE, BUSINESS ETHICS AND COMPLIANCE TO LAWS [103-1]

Chuan Hup is committed to upholding the highest standard of governance with sound business ethics in our business operations. Our commitment serves to protect our integrity, reputation, and foster trust among our stakeholders. Compliance to regulatory requirements is the foundation of good corporate governance. We ensure adherence to all relevant local laws and regulations, including the principles and guidelines set out in the Singapore Code of Corporate Governance 2018.

Non-compliance can cause operational disruption, huge financial loss, and reputational damage, thus a further loss of existing or potential clients and opportunities. As such, Chuan Hup's Board of Directors is directly responsible for the implementation and management of policies and practices on corporate governance. In FY2022, Chuan Hup remains committed to complying with the regulatory requirements in managing the impact of COVID-19 on our operations.

#### POLICIES AND PRACTICES [102-16][103-2][103-3]

It is mandatory for all employees to adhere to Chuan Hup's Corporate Governance policies and practices as summarised in Table 2. To ensure compliance, all employees are required to submit an annual declaration of non-conflict interest with the Company's business.

Table 2. Summary of Chuan Hup's Corporate Governance Policies

| POLICIES/PRACTICES                     | DESCRIPTION  |
|--|--|
| Policy on Work Ethics                  | All employees are expected to adhere to a high standard of personal conduct and not to engage in any activities or interests that conflict with any of the Group's business. This policy covers the following elements:  • General conduct  • Management of data and intellectual property  • Anti-corruption (conflict of interests, prohibition, non-solicitation) |
| Whistleblowing Policy                  | The policy serves to encourage and provide a channel to employees of the Company and any other persons to report in good faith and in confidence, without fear of reprisals, concerns about possible wrongdoing, or breach of applicable laws, regulations, policies or other matters.   |
| Internal Code on Dealing in Securities | Chuan Hup's internal code on securities trading sets out the implications of insider trading and provides guidance and internal regulation on dealings in the Company's securities by its directors and employees.   |

Chuan Hup conducts internal and external audits regularly to review the company policies and practices and to reinforce our commitment. Feedback from all stakeholders during Annual General Meetings and Extraordinary General Meetings are communicated to Senior Management to further enhance and improve the Company's business operations. Also, to ensure alignment with all regulatory requirements, the Directors and Senior Management have attended seminars on changes to the Code of Corporate Governance and SGX Listing Rules. In compliance to the enhanced SGX sustainability reporting rules, all board directors have attended training on sustainability provided by the Singapore Institute of Directors (SID) and Institute of Singapore Chartered Accountants (ISCA).

More detailed corporate governance practices are set out in our Corporate Governance Report, found from pages 24 to 44 of Chuan Hup's 2022 Annual Report, with specific reference to the principles of the Code of Corporate Governance 2018.

#### TARGET AND PERFORMANCE [205-3][307-1][419-1]

In FY2022, there were no cases of corruption and non-compliance with regards to environmental and socioeconomic laws and regulations. Chuan Hup will continue to maintain this high level of standards and performance by constantly reviewing and updating our policies and procedures to best meet our needs.



#### **DIGITALISATION AND INFORMATION SECURITY** [103-1]

Information is of valuable importance in any organisation and must be adequately secured. As business operations become increasingly digitised with the ever-changing technological advancements in the industry, challenges in data security have also increased.

Chuan Hup has put in place robust internal systems controls to protect our data and information. We are committed to building a secured information security infrastructure.

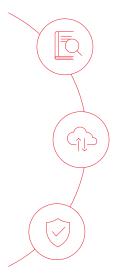
As a result of the COVID-19 pandemic, Chuan Hup has accelerated digital capabilities to support alternative work arrangements. As we move into the new normal in FY2022, we remain adaptable and agile in adopting new technologies. Chuan Hup started its digital transformation journey in FY2021 by studying the gaps in our digital infrastructure and adopting new technologies to meet the challenges arising from new working arrangements. While remote working provides employees with flexibility and safety, it also comes with risks relating to information security and privacy which becomes increasingly complex to monitor outside of the office environment. In light of this, Chuan Hup has taken precautionary measures through the enhancement of its digital security protocols and infrastructure to manage this risk.

## **Our Governance**

#### POLICIES AND PRACTICES [103-2][103-3]

Driven by the new requirements of alternate working arrangements that the COVID-19 pandemic spurred, all employees in Chuan Hup are required to abide by the Group's digitalisation and information security policy. This is in addition to the standard personal conduct requirement listed in the Company Employee Handbook. The new rules for digitalisation and information security policies are summarised below in Figure 5.

Figure 5. Summary of Chuan Hup's Digitalisation and Information Security policy



#### WORK ETHICS UNDER COMPANY EMPLOYEE HANDBOOK

- Confidentiality of Company Information
- Rules of Conduct for System Usage & Security
- Personal Data Protection

#### IT DISASTER RECOVERY PLAN

To reduce possible interruptions to normal operations

- Limit extent of disruptions and damage
- Establish means of operation in advance
- To train staff with procedures in emergencies
- To provide smooth and rapid restoration of service
- Minimise economic impact during interruption

#### IT SECURITY POLICY

Aim to safeguard the confidentiality, integrity and availability of company information assets

To ensure that our server is protected and functions efficiently, Chuan Hup conducts real-time server health monitoring and monthly review of systems audit log to detect for suspicious activity and unauthorised access.

#### **DIGITALISATION** [Non-GRI]

The COVID-19 pandemic continues to accelerate Chuan Hup's digital transformation journey. Several digitalisation initiatives for suppliers, employees and other stakeholders were launched in 2021 as part of our BCP and BCM.

In FY2022, we implemented OneDrive for Business for automated data backup in user's device and created a disaster recovery in the cloud with zero hardware footprint.

Figure 6. Summary of Chuan Hup's digitalisation initiatives in FY2022



#### **DIGITALISATION INITIATIVES IN FY2022**



Implemented OneDrive for Business, for automating data backup in a user's device



Created a disaster recovery in the cloud with zero hardware footprint

At Chuan Hup, all employees are also routinely provided with trainings to ensure the smooth implementation and adaptation of our digital tools. Our digitalisation efforts not only expedite workflows in keeping up with the evolving changes in business practices but also encourage paper-saving actions to encourage the conservation of our environment.

#### **INFORMATION SECURITY** [Non-GRI]

Chuan Hup adopts an "Implement", "Communicate", and "Monitor" approach towards information security policies and practices. In FY2021, they were enhanced to better meet the challenges arising from new workplace arrangements. This reporting year, the measures have been further improved to meet the changing workplace environment and external information security threats. An overview of our approach and initiatives for FY2022 can be found in Figure 7 below.

Figure 7. Summary of Chuan Hup's information security practices and initiatives in FY2022

#### **IMPLEMENT**



#### **Basic measures**

- Utilisation of next-generation firewalls and signature to protect staff's web access
- Constantly updating antimalware software
- Corporate-wide password policy

### Progressive measures against the pandemic

- Provision of secure laptop for work-from-home arrangements
- Installation of new onsite and cloud data backup solution
- Upgrading company broadband bandwidth to facilitate cloud backup
- Appending alert message for all incoming external emails
- Installation of Endpoint Protection & Response Microsoft Defender

#### **COMMUNICATE**



#### **Basic measures**

- IT User Guidelines in employee manual
- Email circulars and training reminding users to be cognisant of socialengineering threats
- Provision of channels for staff to report securityrelated threats quickly

### Progressive measures against the pandemic

- Educated staff on how to access company-secure VPN while working from home
- User training to increase staff awareness of cyber treats

#### **MONITOR**



#### **Basic measures**

- Adopted an automated log system to monitor all servers in real time and be alerted if any malicious activities are detected
- Monthly server maintenance

### Progressive measures against the pandemic

 New server backup procedures and practices 12 / CHUAN HUP HOLDINGS LIMITED

### **Our Governance**

Cyber threats continue to evolve with sophistication, and it is imperative that Chuan Hup maintains stringent safeguard mechanisms to protect its IT infrastructure. As such, we continued to provide user training in FY2022 to increase our employees' awareness of these cyber threats and exercise due diligence when accessing company data and information.

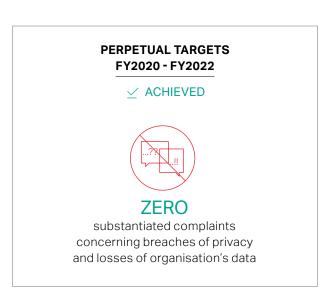
Additional security enhancements have also been implemented including appending alert messages for all incoming external emails. A new Endpoint Protection & Response – Microsoft Defender – was also implemented with a new feature to ensure all servers, user endpoints are patched and protected against the latest vulnerabilities published in MITRE. ORG. The Disaster Recovery Process ("DRP") has been established and tested, and a Two-Factor Authentication (2FA) has further been implemented. The enhanced DRP in the cloud shortens the recovery time to 6 hours, along with zero hardware cost that operates as only pay-as-per-use.

In addition to the practices highlighted above, Chuan Hup plans to continue this upward improvement of our digitalisation and information security schemes through the following initiatives that will be rolled out in the coming financial year:

- All endpoints to be managed by Microsoft Endpoint Manager admin portal in the Cloud;
- · Update application systems and operating systems to the latest version supported by our vendor, and;
- Conduct a security assessment by an external vendor to understand and improve the current IT infrastructure and security posture.

#### TARGETS AND PERFORMANCE [Non-GRI]

During the reporting period, there were no substantiated complaints with respect to breaches to our data systems. We will continue to exercise diligence in safeguarding our data and information and continue to explore new technologies and practices to ensure that the integrity of our data is kept secure.



# **Our People**

#### **EMPLOYEE PROFILE** [102-8]

Our employees are central to Chuan Hup's business model. We recognise that cultivating and retaining a capable and engaged workforce is critical to the long-term growth of the business in delivering our strategy and ensuring our ability to grow. To keep our employees engaged and motivated, we are committed to provide a nurturing, inclusive and safe working environment with continual opportunities for development.

Below is an overview (Figure 8) of our employee profile for FY2022. Chuan Hup did not have any temporary or parttime employees in the reporting period, hence the breakdown of employees by contract or employment type is not provided in the below Figure 8.

Figure 8. Overview of Chuan Hup's Employee Profile in FY2022



# **Our People**

#### **HEALTH AND SAFETY** [103-1]

As the COVID-19 pandemic continues to evolve towards a "new normal" phase, protecting the health, safety and well-being of our employees remains our key priority. We continue to implement rigorous health and well-being policies and practices while instilling safe working practices in line with government regulations. Whether it is through implementing safe distancing measures in the office or facilitating staff to work from home, we have taken every step to ensure that our employees are protected from the risks of the virus where possible.

We remain committed to our long-term goal of "zero accidents" and are continuously reviewing our safety procedures to ensure the relevance and achievability of our targets.

#### POLICIES AND PRACTICES [103-2][103-3][403-6]

Our health and safety policies, alongside considerations of the COVID-19 pandemic, are summarised below:

Figure 9. Summary of Chuan Hup's Health and Safety focus



#### **CHUAN HUP'S COVID-19 RESPONSE**

At Chuan Hup, we have been implementing the COVID-19 health and safety measures following the guidance and protocol as published by Government agencies, i.e., MOH and MOM. Chuan Hup has focused on three primary areas to manage the impacts of the pandemic on our organisation – effective communication, employee welfare, and digitalisation as summarised in Figure 10.

Figure 10. Summary of Chuan Hup's COVID-19 response



In consideration of the ongoing pandemic, Chuan Hup remains committed to implementing COVID-19 policies to ensure a safe working environment for all employees.

In recognition of the potential difficulties that employees may face while adapting to new workplace arrangements, Chuan Hup has implemented several measures to reduce disruption.

COVID-19 has accelerated Chuan Hup's uptake of new technologies to improve operational efficiency and resilience.

#### This includes communication on:

- General information on preventing spread of the COVID-19 virus
- Measures to allow for safe distancing (i.e. staggered work times, work-from-home arrangements, physical management of office space)
- All employees completed booster shots by February 2022

#### These include:

- Flexible working arrangements, in line with MOM guidelines
- Provision of face masks and ART kits to encourage routine checking
- Work-from-home internet allowance
- Leave and Work Arrangement support for infected employees

#### These include:

- Implementing OneDrive for Business, for automating data backup in a user's device
- Creating a disaster recovery in the cloud with zero hardware footprint

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# **Our People**

#### PRIORITISING MENTAL HEALTH IN THE WORKPLACE

Chuan Hup places great importance on the wellbeing and mental health of our employees. Understanding the significant changes to working arrangements, Chuan Hup took a proactive approach in understanding and addressing concerns of our employees during the past year.

During our regular employee meetings, we held a sharing session with our employees to gather their feedback on working from home and the challenges that they face. This includes feedback on the implementation of hybrid working models as well as personal sharing on both the benefits and challenges that they face while working from home. Through these sharing sessions, we are better able to tailor our workplace policies and allow flexibility for our employees to work in a way that does not put a strain on their physical and mental well-being.

#### TARGETS & PERFORMANCE [403-9] [403-10]

Chuan Hup has achieved zero work-related fatalities, high consequence injuries<sup>2</sup>, injuries<sup>3</sup>, or work-related ill health cases<sup>4</sup> from FY2020 to FY2022. In FY2022, we continued to maintain a safe and healthy working environment for our employees, while remaining agile to the changing COVID-19 circumstances. In addition, since FY2018, our yearly average manhours have been maintained between 2,020 to 2,080 hours. Table 3 summarises our working health and safety performance in FY2022.

Table 2. Summary of Chuan Hup's Workplace Health and Safety Performance over a period of 3 years

| Performance Indicators                               | FY2020 |      | FY2021 |      | FY2022 |      |
|--|--------|------|--------|------|--------|------|
| Performance moleators                                | Number | Rate | Number | Rate | Number | Rate |
| Work-related Fatalities                              | 0      | 0%   | 0      | 0%   | 0      | 0%   |
| Work-related High-consequence Injuries               | 0      | 0%   | 0      | 0%   | 0      | 0%   |
| Work-related Recordable Injuries                     | 0      | 0%   | 0      | 0%   | 0      | 0%   |
| Work-related III Health Cases (including fatalities) | 0      | 0%   | 0      | 0%   | 0      | 0%   |
| Average Manhours worked (Hours)                      | 2,065  | 0%   | 2,074  | 0%   | 2,073  | 0%   |

Our participation rate for our annual health screening remains above our perpetual target of 70%, at 74% in FY2022. Moving forward, we will continue to encourage all our employees to take part in this health screening.



 $<sup>^2</sup>$  Under GRI, high-consequence injuries refer to injuries where the worker cannot, does not, or is not expected to fully recover to pre-injury health status within 6 months.

 $<sup>^3</sup>$  Injury Rate is calculated as the total number of fatal and non-fatal workplace injuries per 200,000 hours worked during the reference period.

<sup>&</sup>lt;sup>4</sup>Under GRI, work-related ill health covers, but is not limited to, occupational diseases as defined by the International Labour Organisation.

#### **TALENT MANAGEMENT** [103-1]

At Chuan Hup, we believe that a skillful and proficient workforce could greatly contribute to seizing opportunities as our economy and society charts its paths towards COVID-19 recovery. Chuan Hup places great emphases on talent development and management. We are committed to attracting, managing, developing, and retaining talent and excellent employees in a focused yet sustainable manner. We endeavor to motivate our employees by giving them opportunities to develop their skills and capabilities, ultimately helping to improve the Company's business performance.

#### POLICIES AND PRACTICES [103-2][103-3]

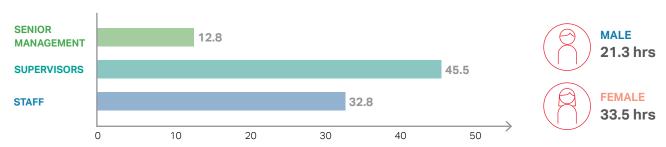
Chuan Hup's learning and development policy places emphasis on self-development whereby employees are encouraged to explore specific skillsets that they wish to develop, supported by the Company as appropriate. This enables and empowers our employees to take ownership of their personal growth and career development, which often results in improved work productivity and efficiency.

#### TARGETS & PERFORMANCE [404-1][402-2][404-3]

Our employees at all levels participated in both internal and external training from information sessions about regulatory changes, market-specific seminars, to training on the use of new digital software. In FY2022, Chuan Hup employees underwent 441 hours of training, a significant increase from FY2021 (328 hours).

This marked improvement in training hours can be attributed to Chuan Hup's commitment to our digitalisation transformation journey. Our focus on training and upskilling our workforce has allowed our team to become more efficient, delivering results of higher work productivity.

Figure 11. Breakdown of FY2022 average training hours by employee category and gender



| Training Hours | FY2020 | FY2021 | FY2022 |
|----------------|--------|--------|--------|
| Total          | 182    | 327.75 | 441.73 |
| Average        | 10     | 19     | 26     |

An annual performance review for all employees was conducted by our HR department, which may come in the form of talent performance and career development evaluations. In FY2022, 100% of our employees underwent the annual performance review. This motivated employees to track their progress and identify potential areas of improvement that they should work on in the coming phase.

# **GRI Content Index**

|               | GRI Standards Disclosures                                    | Reference Page(s) or<br>Reasons for Omission   |
|---------------|--|--|
| General Disc  | closures   |  |
| Organisatio   | nal Profile  |  |
| 102-1         | Name of the organisation                                     | About Chuan Hup; Page 3  |
| 102-2         | Activities, brands, products and services                    | About Chuan Hup; Page 3  |
| 102-3         | Location of headquarters                                     | About Chuan Hup; Page 3  |
| 102-4         | Location of operations                                       | About Chuan Hup; Page 3  |
| 102-5         | Ownership and legal form                                     | About Chuan Hup; Page 3  |
| 102-6         | Markets served   | About Chuan Hup; Page 3  |
| 102-7         | Scale of the organisation                                    | About Chuan Hup; Page 3  |
| 102-8         | Information on employees and other workers                   | Our People; Page 13  |
| 102-9         | Supply chain   | N.A. as Chuan Hup does not engage any suppliers  |
| 102-10        | Significant changes to the organisation and its supply chain |  |
| 102-11        | Precautionary principle or approach                          | Chuan Hup does not specifically address the<br>Precautionary Principle. However, our approach<br>to sustainability matters is risk-based |
| 102-12        | External initiatives   | None   |
| 102-13        | Membership of associations                                   | None   |
| Strategy      |  |  |
| 102-14        | Statement from senior decision-maker                         | Statement from our Board; Page 1   |
| Ethics and Ir | ntegrity   |  |
| 102-16        | Values, principles, standards and norms of behaviour         | Our Governance; Page 8-9   |
| Governance    |  |  |
| 102-18        | Governance structure   | Sustainability Governance; Page 4  |
| Stakeholder   | Engagement   |  |
| 102-40        | List of stakeholder groups                                   | Stakeholder Engagement; Page 7   |
| 102-41        | Collective bargaining agreements                             | No collective bargaining agreements are in place   |
| 102-42        | Identifying and selecting stakeholders                       | Stakeholder Engagement; Page 7   |
| 102-43        | Approach to stakeholder engagement                           | Stakeholder Engagement; Page 7   |
| 102-44        | Key topics and concerns raised                               | Stakeholder Engagement; Page 7   |
| Reporting P   | ractice  |  |
| 102-45        | Entities included in the consolidated financial statements   | Refer to Annual Report   |
| 102-46        | Defining report content and topic boundaries                 | About the Report; Page 2   |
| 102-47        | List of material topics                                      | Materiality Assessment; Page 5-6   |
| 102-48        | Restatement of information                                   | None   |
| 102-49        | Changes in reporting   | None   |
| 102-50        | Reporting period   | About the Report; Page 2   |
| 102-51        | Date of most recent report                                   | About the Report; Page 2   |
| 102-52        | Reporting cycle  | About the Report; Page 2   |
| 102-53        | Contact point for questions regarding the report             | About the Report; Page 2   |
| 102-54        | Claims of reporting in accordance with the GRI<br>Standards  | About the Report; Page 2   |
| 102-55        | GRI content index  | GRI Content Index; Pages 18-19   |
| 102-56        | External assurance   | About the Report; Page 2   |

|               | overnance, Business Ethics and Compliance to Laws  Explanation of the material topic and its boundary  The management approach and its components  Evaluation of the management approach | Corporate Governance, Business Ethics and Compliance to Laws; Page 8–9  Corporate Governance, Business Ethics and Compliance to Laws; Page 8–9 |
|---------------|--|--|
| 103-1         | Explanation of the material topic and its boundary  The management approach and its components   | Compliance to Laws; Page 8–9  Corporate Governance, Business Ethics and  |
|               | The management approach and its components   | Compliance to Laws; Page 8–9  Corporate Governance, Business Ethics and  |
| 103-2         |  | ·  |
|               | Evaluation of the management approach  |  |
| 103-3         |  | Corporate Governance, Business Ethics and Compliance to Laws; Page 8–9   |
| 205-3         | Confirmed incidents of corruption and actions taken  | Corporate Governance, Business Ethics and Compliance to Laws; Page 8–9   |
| Information S | Security & Digitalisation  |  |
| 103-1         | Explanation of the material topic and its boundary   | Information Security & Digitalisation;<br>Pages 9–12   |
| 103-2         | The management approach and its components   | Information Security & Digitalisation;<br>Pages 9–12   |
| 103-3         | Evaluation of the management approach  | Information Security & Digitalisation;<br>Pages 9–12   |
| Non-GRI       | Substantiated complaints concerning breaches of privacy and loss of organisation's data  | Information Security & Digitalisation;<br>Pages 9–12   |
| Health & Safe | ety  |  |
| 103-1         | Explanation of the material topic and its boundary   | Health and Safety; Pages 14–16   |
| 103-2         | The management approach and its components   | Health and Safety; Pages 14–16   |
| 103-3         | Evaluation of the management approach  | Health and Safety; Pages 14–16   |
| 403-1         | Occupational health and safety management system   | Not Applicable   |
| 403-2         | Hazard identification, risk assessment and incident investigation  | Not Applicable   |
| 403-3         | Occupational Health Services   | Not Applicable   |
| 403-4         | Worker participation, consultation and communication on occupational health and safety   | Not Applicable   |
| 403-5         | Worker training on occupational health and safety  | Not Applicable   |
| 403-6         | Promotion of worker health   | Health and Safety; Pages 14–16   |
| 403-7         | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships  | Not Applicable   |
| 403-9         | Work-related injuries  | Health and Safety; Pages 14–16   |
| 403-10        | Work-related ill health  | Health and Safety; Pages 14–16   |
| Talent Mana   | gement   |  |
| 103-1         | Explanation of the material topic and its boundary   | Talent Management; Page 17   |
| 103-2         | The management approach and its components   | Talent Management; Page 17   |
| 103-3         | Evaluation of the management approach  | Talent Management; Page 17   |
| 404-1         | Average hours of training per employee   | Talent Management; Page 17   |
| 404-2         | Programmes for upgrading employee skills and transition assistance programmes  | Talent Management; Page 17   |
| 404-3         | Percentage of employees receiving regular performance and career development reviews   | Talent Management; Page 17   |



#### **Chuan Hup Holdings Limited**

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