informatics

SUSTAINABILITY
REPORT
2018

tech4all

VISION

To be a global leader in providing quality education and training services.

MISSION

To educate and train global citizens to make them effective and competent contributors to society.

OUR VALUES

PEOPLE
We empower our people to be professionals demonstrating the highest standards of ethics and integrity.

STUDENT-CENTRIC
We focus on understanding our students and putting them first in everything we do.

INNOVATIVE CULTURE
We manifest creativity and innovation in our development, delivery of programmes and services.

SOCIAL RESPONSIBILITY
We strive to be responsible corporate citizens in every society that we operate

RESULTS
We endeavour to provide sustainable returns to our stakeholders.

CONTENT

1.0   BOARD STATEMENT

The Board of Directors ("the Board") is pleased to present Informatics Education Limited ("Informatics") inaugural Sustainability Report 2018 ("Report") which has been prepared with reference to the Global Reporting Initiative ("GRI") Standards and the SGX Sustainability Reporting Guidelines.

The Board has reviewed and approved the material topics identified in the Report, and, together with the Management, is committed to managing relevant environmental, social and governance ("ESG") risks and opportunities across our different businesses, while creating a sustainable business model and achieving long term value for our stakeholders.

Through the various programmes that we provide together with our partners globally, we also seek to create a positive impact on the local communities and the wider societies in which we operate, and to contribute to inclusive and sustainable development.

Moving forward, we will be increasing the reporting of material sustainability information regarding strategy, performance and commitments for Informatics.

2.0   CORPORATE PROFILE

Informatics Education was founded in 1983 in response to the demands for skilled Information Technology (IT) manpower and knowledge-based workers arising from Asia's rapid economic growth. In May 1993, it became the first private lifelong learning company to obtain a listing on SGX Mainboard.

Over the last 34 years, it has evolved with the global education landscape and built a strong track record as a quality global education provider laying the foundation and boosting the careers of over 1,000,000 students worldwide. It currently operates in more than 50 countries through its flagship school Informatics Academy, Singapore; its training solutions provider, Informatics Education Hong Kong and its globally recognized awarding institution, NCC Education UK that licences its British qualifications to over 160 accredited partner centres worldwide.

IT courses are offered at foundation, diploma, undergraduate and postgraduate levels to students from as young as pre-school age to mature learners. Besides IT courses, Business Management courses are offered at higher education levels with pathways to university degree and masters qualification. To accommodate the varied lifestyles and needs of individuals, institutions and corporations, courses are offered via diverse learning modes from traditional classroom to e-learning.
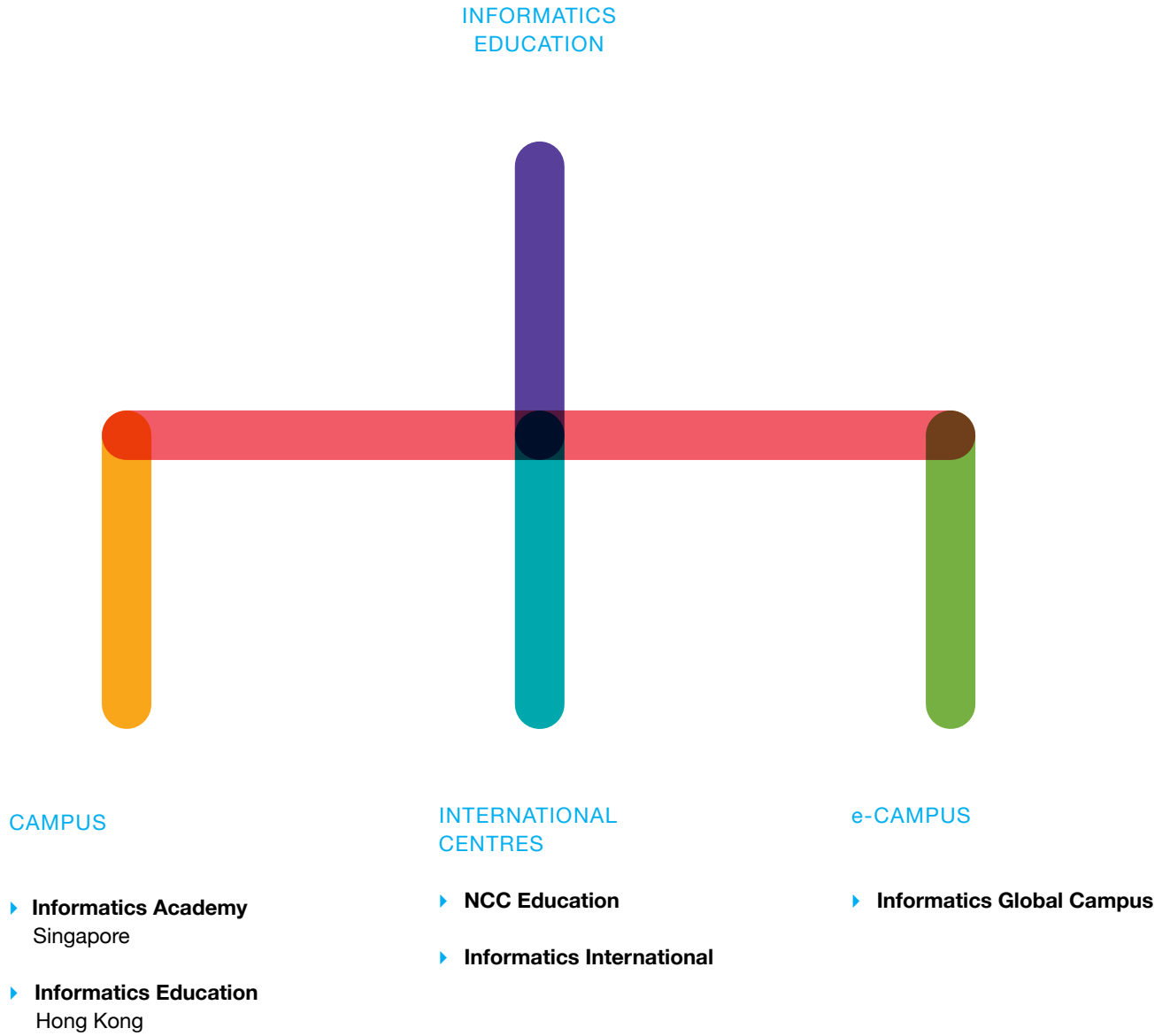
3.0   ABOUT THE REPORT

This is Informatics' first sustainability report and covers our performance and initiatives from 1 April 2017 to 31 March 2018. We have included in this Report, performance and initiatives for all our key business operations are located.

Our Sustainability Report will be published on an annual basis and has been prepared with reference to GRI Standards and the SGX Sustainability Reporting Guidelines.

We welcome feedback and comments for our report at allannorton@informatics.edu.sg

4.0   CORPORATE STRUCTURE

INFORMATICS
EDUCATION

CAMPUS

▶ **Informatics Academy**
  Singapore

▶ **Informatics Education**
  Hong Kong

INTERNATIONAL
CENTRES

▶ **NCC Education**

▶ **Informatics International**

e-CAMPUS

▶ **Informatics Global Campus**

5.0   MANAGING SUSTAINABILITY

At Informatics, sustainability is managed at all levels. Everyone, at every level in the organisation, plays a part in creating a responsible business.

Our day to day management of sustainability

THE BOARD OF DIRECTORS

The Board is responsible for our sustainability vision, strategy and performance. The Chair of the Sustainability Steering Committee also attends meetings of the Board of Directors.

THE SUSTAINABILITY STEERING COMMITTEE

The Sustainability Steering Committee is chaired by the General Manager of the Group as well as representatives from key business functions. They work together to identify and implement our sustainability action plans and to monitor and assess our performance. The Sustainability Steering Committee reports to the Board of Directors.

SITE MANAGERS AND CORPORATE DEPARTMENTS

Site managers and corporate departments are responsible for implementing relevant sustainability policies and action plans within their areas of business.

6.0   OUR STAKEHOLDERS

We have established various communication channels and maintained regular and close communication with six groups of stakeholders, including customers, employees, shareholders and investors, governments and regulators, partners and community. We plan to engage more of our stakeholders this coming year to better understand their material concerns and will report on this as we have more information.

Key Stakeholders	Type of Engagement
Regulators e.g. Committee for Private Education (CPE), U.K., Office of Qualifications and Examinations Regulation (Ofqual)	• Meetings • Annual compliance audits
Partners e.g. University partners	• Meetings
Shareholders	• Annual General Meetings • Corporate website
Customers e.g. Centres, Students	• Customer (Students) satisfaction surveys
Employees	• Meetings and events • Employee surveys • Online employee portals • Orientation/Induction and training
Local Community	• Outreach programmes • Volunteering activities

7.0   MATERIALITY ANALYSIS

In 2018, we carried out our first materiality analysis to identify sustainability-related topics that are important to Informatics and our stakeholders. Based on various sustainable development issues, we evaluated the environmental, social and governance impacts of various issues on our stakeholders and on our operations, and identified the important material issues which we have highlighted in this Report. As this is our first Report, we are still in the process of understanding our baseline where collection of quantitative data is required for reporting in line with the GRI Standards, and plan to report on our performance and targets in the subsequent sustainability reports.

Key material issues topics identified from our first materiality assessment are shown below, we are currently in the process of collecting the relevant data for these material topics and will be reporting on them in our next Sustainability Report.

Material Issues
Compliance
Economic Performance
Training
Customer Satisfaction
Community Engagement
Diversity and Equal Opportunity

8.0   OUR SUSTAINABILITY STRATEGY

Our approach to sustainability is based on Informatics' core values.

8.1   PEOPLE

Our Values	We empower our people to be professionals demonstrating the highest standards of ethics and integrity.
Our Approach	Informatics strives to maintain our competitive edge by providing our employees with the necessary competence to perform their roles effectively, providing employee with training and career development opportunities. Nowadays, the workforce comprises a dynamic mix of different cultures, age groups, ethnic groups, lifestyles and genders. This diversity is reflected in the society, which we, as a company, are part of. By embedding diversity and inclusion in every aspect of what we do, we make ourselves stronger, leveraging our employees' talents and welcoming fresh ideas, perspectives, experiences and new ways of thinking.

8.2   STUDENT CENTRIC

Our Values	We focus on understanding our students and putting them first in everything we do.
Our Approach	Our students expect quality education and exceptional experiences. We strive to understand what they are seeking, and continuously improve the quality of our training courses to meet their needs and expectations. We use a combination of internal and external measurements to assess how we are doing and where we can improve the quality of training that we provide.

8.0   OUR SUSTAINABILITY STRATEGY (CONT')

8.3   SOCIAL RESPONSIBILITY

Our Values	We strive to be responsible corporate citizens in every society that we operate.
Our Approach	By working with, and contributing to, the communities where we live and work and wider society around the world, we can help improve quality of life for all. Our support for the communities in which we operate and for wider society goes is about building long-lasting partnerships to assist the community with the challenges they face and improving educational opportunities for all.

8.4   RESULTS

Our Values	We endeavour to provide sustainable returns to our stakeholders.
Our Approach	At Informatics, we work hard to ensure that ethics and compliance remain the foundation of all our business practices. Compliance is highly consequential in our business and has an impact on our economic performance. Since 2004, the Employee Code of Ethics and Policy for Reporting Improper Action and Protecting Employees Against Retaliation ("Whistle Blower") has been implemented. The Whistle Blower policy is liberally construed in favour of protecting the Group's interest through full disclosure of any conflict of interest and promoting ethical standards of conduct for all employees. The Whistle Blower policy is overseen by the Audit Committee and is included in the staff orientation programme. Responsible corporate management, aimed at a long-term increase in shareholder value, has always been a part of our ethos. To build trust, we are building on our reputation and focusing on privacy and security. Our students and partners need to know they can trust us with the data they choose to share with us; building that trust and ensuring we deliver on that promise underpins everything we are doing.

9.0   WHAT WE HAVE DONE

## 9.1   SOCIAL RESPONSIBILITY

Informatics recognises the importance of the community and we strive to be responsible corporate citizens in every society that we operate in. In line with our core value of Social Responsibility, various efforts have been made in past years to give back to the community to promote the spirit of giving among staff and students. As an education provider, we endeavour to impart to more people from all segments of society the necessary learning and skill sets they need to bridge the opportunity divide and achieve personal and economic empowerment.

Over the past years, Informatics has strived to promote "Education for All", as we strongly believe in the importance of education in contributing to the community. We have formed various collaborative partnerships with other organisations to extend training to all segments of society, including the underprivileged to break down barriers to education and achieve greater social integration.

At the same time, we believe that the spirit of giving should come from each and every individual, and aim to cultivate a culture of giving among our staff and students. Volunteering opportunities are provided to staff and students, to encourage them to give back to the community, and are being institutionalised in our policies.

9.0   WHAT WE HAVE DONE (CONT')

Our Corporate Giving efforts can be summarised as below:
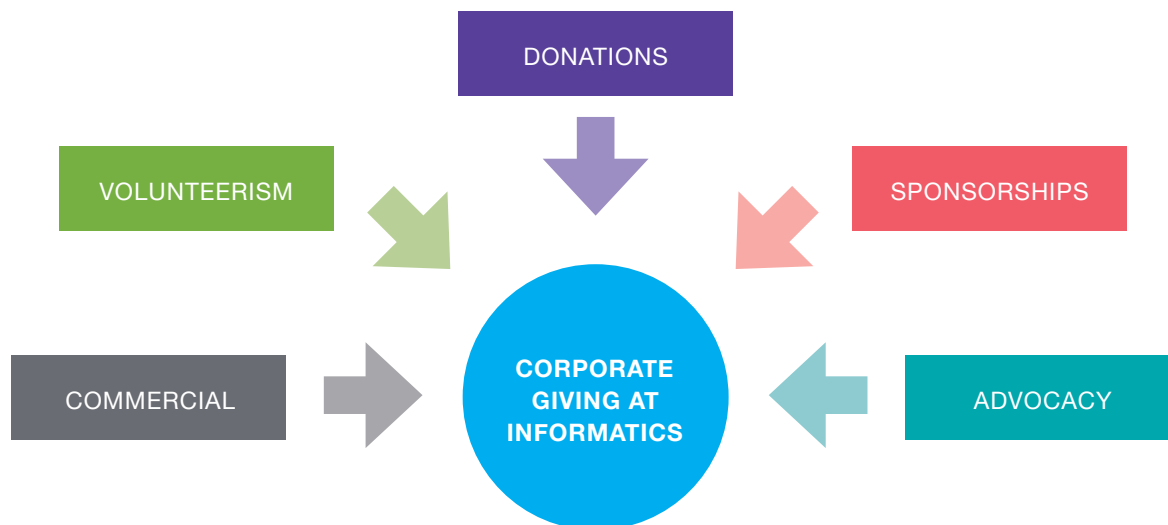
In 2017, we were recognised as one of the 45 Champions of Good, which is a national recognition framework under the Company of Good, designed to catalyse the corporate giving movement and build a City of Good. It recognises companies that have not only been exemplary in their corporate giving efforts, but have also been an influencer and multiplier by engaging their partners and stakeholders on a collaborative giving journey. Being the only recipient in the education sector, we are honoured to be recognised as an exemplary organisation and a multiplier of corporate giving. The journey does not stop here – we will continue to enhance our efforts and galvanise our employees to play their part in the community, as well as to meet community needs in alignment with our business activities.

The following pages provide a snapshot of our outreach efforts in FY2018.

9.0 WHAT WE HAVE DONE (CONT')

9.2   COMMERCIAL:
WE PROVIDE INCLUSIVE EDUCATION

SG ENABLE

In conjunction with efforts to be a more inclusive education provider, Informatics has collaborated with SG Enable since April 2016 to offer training courses for persons with disabilities to enhance their employability skills. This collaboration started with 2 programmes: the Foundation in IT Skills Programme and LCCI Bookkeeping Level 1 Programme. In 2017, it was extended to include LCCI Bookkeeping Level 2 Programme.

An estimated 150 persons have benefited from the programs since it was rolled out in 2016.

Training Courses run by Informatics under SG Enable program	Number of participants who have successfully completed the course
informatics Supported by: **SG ENABLE** **Foundation in IT Skills Programme**	52
informatics Supported by: **SG ENABLE** **LCCI Bookkeeping Level 1 Programme**	71
informatics Supported by: **SG ENABLE** **LCCI Level 2 Certificate in Bookkeeping & Accounting (VRQ)**	27

9.0 WHAT WE HAVE DONE (CONT')

9.2   **COMMERCIAL:**
WE PROVIDE INCLUSIVE EDUCATION (CONT')

PARTNERSHIP WITH REACH COMMUNITY SERVICES SOCIETY (RCSS)

A Collaboration Agreement was signed on 27 August 2015 to launch the Community Engagement Initiative with RCSS. Under this programme, training sessions on Office Productivity Tools such as Microsoft Excel and Powerpoint were conducted for women who are part of the Blooms of Hope project, a community initiative by REACH to aid women from low-income families to empower them with necessary skills to expand their small business or in securing employment to integrate into the workforce. The partnership with RCSS was further extended in April 2017, where Informatics continued to offer Bookkeeping Appreciation classes for women from low-income families. Our partnership was further deepened with the offering of IT Skills classes. Aside from low-income families, our giving efforts were extended to the youth segment with a Digi workshop during the June holidays in 2017 to raise computer literacy levels.

9.3   **VOLUNTEERISM:**
WE CONTRIBUTE TO THE COMMUNITY

JUNIOR ACHIEVEMENT (JA) SINGAPORE

JA is one of the largest global non-profit organisations dedicated to addressing fundamental social and economic challenges of young people by educating and empowering them to transform their future for their own economic success.

Our staff used their 2 days of CSR leave to volunteer with JA Singapore to conduct the JA syllabus at various primary and secondary schools, using materials provided by JA Singapore. The sessions give students a real-world perspective to better understand economic concepts in order to become successful in the workplace and in life. Prior to conducting the sessions, our staff went for training to learn how to facilitate the sessions and review JA's syllabus and materials. Most of these training sessions were conducted outside office hours (Saturday, lunch hours and evenings).

Since September 2017, Informatics has been a venue sponsor for the volunteer training courses of Junior Achievement (JA) Singapore, a non-profit organisation intent on educating youth on entrepreneurial skills. Informatics was also one of the venue sponsors for the venue for the JA Social Innovation Relay in March 2018. The Social Innovation Relay is an online global competition that challenges 15 to 19 year-old students to develop an innovative business concept that addresses a social need. Informatics provided the venue for case studies workshops on 10 and 14 March 2018. These workshops are instrumental in allowing participants to understand existing and successful stories of social entrepreneurs. We are glad to be have the opportunity to support this meaningful event to bring about greater social value in the community.

9.0   WHAT WE HAVE DONE (CONT')

9.3   **VOLUNTEERISM:**
WE CONTRIBUTE TO THE COMMUNITY (CONT')

SINGAPORE CHILDREN'S SOCIETY

In September 2017, staff took half day of CSR Leave to participate in the Singapore Children's Society Flag Day in conjunction with their 65th anniversary. Staff spread out across different areas near our office and helped to raise a total of $594.57, to provide fund for Singapore Children's Society who has been caring for the welfare of children, youth and families in need since 1952. This is an example of many other flag day events that our staff volunteer for throughout the year.

9.0   WHAT WE HAVE DONE (CONT')

9.4   DONATIONS:
WE GIVE TO THOSE IN NEED

ACTION FOR EDUCATION

Number of children benefited: 700+

Refugee children who fled the war in Syria are currently living in camps on a Greek island, Chios. They are aged between 4-17 and have no formal access to education. Action for Education (AFE), has an entirely volunteer-led school on Chios to provide much needed education to these children.

In December 2017, NCC Education partnered with AFE to provide learning materials for the children and OCS courier service delivered the items to the school on Chios for free. Approximately 500+ exercise books were donated, and £60 raised by the NCC staff was matched by NCC Education. The total funds raised was used to purchase 500 pencil cases for the children. Approximately 500 children at AFE received the exercise books and pencil cases.

In March 2018, another donation exercise was carried out with our suppliers. Craft supplies donated by personal friends, family and suppliers (including London Metropolitan University), were delivered to the Youth Centre in Chios. These youths were living in camps and these items were delivered for free to Chios by the courier, OCS. Items delivered to the youths included 8 carton boxes of paints, beads and other craft items.

MACMILLAN CANCER SUPPORT

NCC Education took part in the Macmillan coffee morning on 29th September 2018 which is an initiative in the UK to help everyone living with cancer to live life as fully as they can. People all over the UK host their own Coffee Mornings and donations on the day are made to Macmillan. NCC Education raised funds through various staff who hosted NCC Education's Coffee Morning. £112 was raised through this activity and the amount was matched by NCC Education to a total value of £224, which was then donated to Macmillan.

9.0   WHAT WE HAVE DONE (CONT')

9.5   **SPONSORSHIP:**
WE SUPPORT OUR PARTNERS AND CHARITABLE ORGANISATIONS

OARS ACADEMY

Since 2018, Informatics has partnered with OARS Academy, acting as venue sponsor for various volunteer training programmes. In March 2018, volunteer training programmes were given to youth leaders assisting in Arise Youth and Compass Youth programmes, which seek to help youths find their identity and purpose in life, as well as volunteers for the Beyond Social Services and Prison Fellowship Singapore project.

On 3 March and 10 March 2018, Informatics sponsored the venue for volunteer training sessions organised by EDIcares for the Early Learning Programme (ELP). The ELP is a volunteer-based literacy and numeracy intervention programme for 6-7 year olds from underprivileged families that do not speak English at home and have fallen behind.

9.0   WHAT WE HAVE DONE (CONT')

9.5   SPONSORSHIP:
WE SUPPORT OUR PARTNERS AND CHARITABLE ORGANISATIONS (CONT')

MOU WITH SINGAPORE CYBERSPORTS & ONLINE GAMING ASSOCIATION (SCOGA)

The future for esports shines promisingly, as esports will be an official medal sport at the 2022 Asian Games in China, and there are discussions to include esports as a demonstration sport in the 2024 Paris Olympics. Closer to home, South East Asia is the fastest growing esports audience in the world, and the global gaming market is expected to be a $1.4 billion business in two years.

In April 2017, Informatics officially signed a Memorandum of Understanding (MOU) with SCOGA to identify talent pools to build professional career paths for Singapore gaming enthusiasts.

In addition to developing new esports courses jointly with SCOGA, Informatics has provided the venue for various activities conducted by SCOGA in conjunction with the National Youth Council's Shine Festival in May to June 2017. Gaming classes conducted include Vainglory Foundation, DOTA 2 Foundation, League of Legends Foundation, DOTA 2 Mastery, League of Legends Mastery and Live Stream Life. Other activities include the Lion City Esports Cup in June and the Pokémon Midseason Showdown III Singapore.

Examples of the courses that were hosted in the Informatics City Campus

DOTA 2 Foundation Course
13 May 2017

Pokemon Video Game Championships
10 March 2018

Vainglory King of Hill
3 April 2017

Video Game Championships Midseason III
24 June 2017

9.0 WHAT WE HAVE DONE (CONT')

9.5 SPONSORSHIP:
WE SUPPORT OUR PARTNERS AND CHARITABLE ORGANISATIONS (CONT')

SUPPORT FOR PROMISING YOUTHS

In 2017, Singapore's Cybersports & Online Gaming Association launched an Esports Academy. Supported by the National Youth Council, the academy trains gamers who want to become professional players. Informatics Academy supports youth teams coached by SCOGA to represent Singapore in regional and international esports competitions by allowing them using our venue for training.

In 2018, we offered a scholarship to Amos Ker for him to continue his education whilst he trains and captains, a team of youths to represent Singapore to compete in esports championships such as the Razer 2017 Vainglory World Championships and the World Electronics Sports Games 2017.

From left: Amos "Quatervois" Ker Captain of Team Impunity, Allan Phang of Allstars Engagement and Internal Branding and Team Manager of AirAsia Allstars Esports Club, Nicholas Khoo Chairman and Co-Founder of SCOGA; Raiford Cockfield III CEO of BITRep.me, Allan Norton General Manager of Informatics Academy Pte Ltd and NCC Education Ltd.

The gaming industry also looks set to create new jobs, from casters to game designers.

In anticipation of this, the Informatics Academy launched a Diploma in Esports and Game Design in June 2018 which will bring together the worlds of esports and academia. The diploma programme - which lasts eight months for full-timers and 12 months for part-timers - aims to equip students with skills in game development, esports knowledge, team management, live-streaming of tournaments, game design theories and programming.

9.0 WHAT WE HAVE DONE (CONT')

9.6   **ADVOCACY:**
WE ADVOCATE FOR WORTHY CAUSES

READ FOR BOOKS

In July 2017, for the second consecutive year, staff gathered at Informatics Academy's campus at the National Library Building to read for 15 minutes as part of the National Reading Movement. This is a special book charity book drive in which for every 10 people who read for 15 minutes, 1 book would be donated to a selected beneficiary. As an education provider, it was a pleasure to be able to promote the joy of reading and learning, whilst contributing to society in this meaningful movement.

Read for Books 2017

Way to go, Readers!
We've done our part to raise 4000 books
for charity.

Let us continue to
read more, read widely and read together.

Brought to you by: Sponsored By: Supported by:

WORLD ENVIRONMENT DAY 2017

As part of our celebration of World Environment Day in June 2017, Informatics collaborated with Wondrous Light Singapore to organise a public workshop on bag-making using recycled materials. A few of our staff participated in this event. Informatics also sponsored old company T-shirts for this event, ensuring that our excess assets were put to use in a sustainable manner.

INFORMATICS
EDUCATION
LIMITED
Registration No: 198303419G

100 Victoria Street #13-01/02
National Library Building
Singapore 188064

☎ +65 6580 4555
🖶 +65 6565 1371
🌐 www.informaticseducation.com