



A-SMART HOLDINGS LTD.

SUSTAINABILITY REPORT 2020





CONTENTS

About Us	01
About This Report	04
Board Message	05
Stakeholder Engagement	06
Economic	09
Environmental	10
Social	12
SGX Content Index	20
GRI Content Index	21

ABOUT US

A-Smart Holdings Ltd. (“A-Smart” or the “Company”, together with its subsidiaries, the “Group” or “we”) was established in 1986 and listed on the SGX Mainboard since 28 June 1999. The Group is headquartered in Singapore and currently has three key business segments, namely:

- Property Development and Real Estate Investment;
- Print and Media; and
- Other Investments

Today, the Group’s printing arm continues to operate under its wholly-owned subsidiary Xpress Print Pte Ltd (“Xpress Print”), offering a complete spectrum of integrated print solutions from publishing, pre-press processes to production systems as well as global distribution and delivery. Xpress Print also produces corporate brochures, year books, magazines and other commercial publications, collaterals and corporate gifts and premiums on behalf of its commercial clients. Xpress Print offers the full range of print management services including time-sensitive financial printing, conceptualisation, design, copywriting, translation, typesetting, colour proofing, printing, post-press packaging, global distribution and delivery.

The Group expanded its core businesses to include property development and property investment in 2018 and has since acquired two parcels of land for property development in Timor-Leste, a potential emerging market situated close to Australia and Indonesia. Its maiden property development project, Timor Marina Square, a landmark mixed property development of two buildings comprising retail, residential, office and serviced apartments, is currently in progress in Dili, the capital city of Timor-Leste.

Other business segments include Smart Technologies, where the Group aims to become a one-stop smart technology solutions provider for the food and beverage (“F&B”) and retail industry in Singapore. The Group has also entered into a partnership with Google to launch Google Home and Google Home Mini in Singapore, and has developed a food waste digester system utilising advanced green technology for food waste composting and recycling.

The Group’s Other Investments segment continues to hold a 10% stake in Sheng Siong’s joint venture (“JV”), Sheng Siong (China) Supermarket Co Ltd, with the aim of establishing a supermarket chain in China. The JV currently operates 2 supermarket stores in Kunming, Yunnan, China, which opened in 2017 and 2019 respectively.

The Group has membership in the following associations:

- Singapore Chinese Chamber of Commerce and Industry;
- Singapore Business Federation;
- Print & Media Association, Singapore; and
- Singapore-China Business Association.

Organisation Scale

Number of key operating entities	12
Revenue	S\$5.37 million (from 1 August 2019 to 31 July 2020 (“FY2020”))
Total Assets	S\$22.16 million (as at 31 July 2020)
Total Liabilities	S\$5.44 million (as at 31 July 2020)
Total Equity	S\$16.72 million (as at 31 July 2020)

ABOUT US

VISION AND MISSION

The Group's values are as follows:

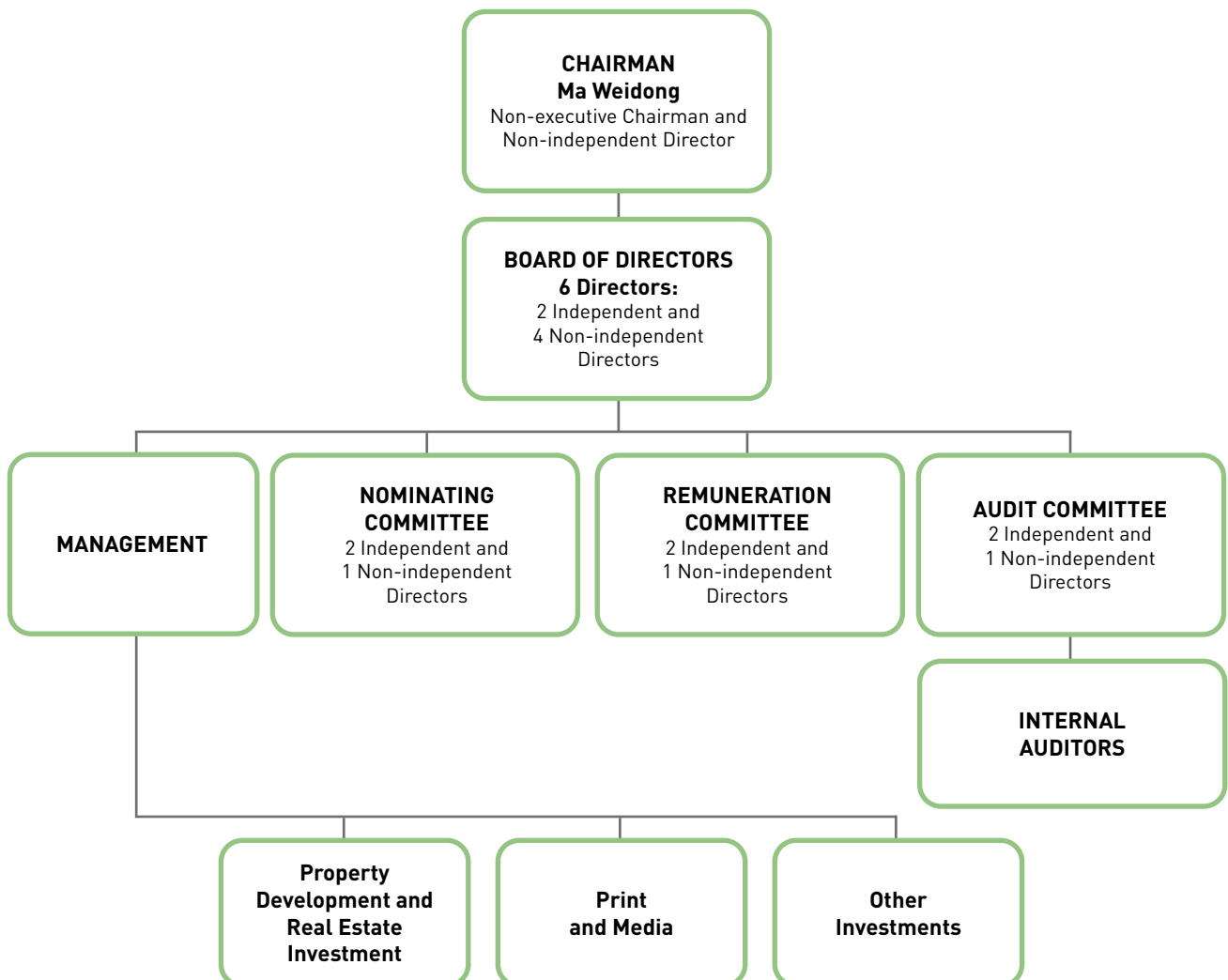
Vision

To lead the way in building smart solutions – creating smarter businesses, smarter cities.

Mission

- Exceed customers' expectations through service excellence and product innovation;
- Reach and surpass shareholders' expectations by striving for new growth and cost efficiencies;
- Develop employees' potential by providing a challenging, but safe and happy work environment;
- Be fair and considerate to suppliers' needs; and
- Be socially and environmentally conscious, and where possible, to positively contribute back to society.

GOVERNANCE STRUCTURE



ABOUT US

SIGNIFICANT CHANGES IN OPERATIONS

The Group acquired controlling stakes in two newly incorporated property development companies in Timor-Leste, namely Timor Marina Square S.A. and Timor City Square S.A. in FY2019. The Group holds a 69% stake in Timor Marina Square S.A. and a 60% stake in Timor City Square S.A.

TIMOR MARINA SQUARE

Dili, Timor-Leste

The Group's maiden property development project, Timor Marina Square, is currently in progress in Dili, the capital city of Timor-Leste. Situated along the seafront coastal line of Lecidere in Dili, the land is freehold and comprises an area of 3,204 square meters. Due to the pandemic, the property development project has encountered a slight delay in construction, nevertheless the architectural plans have since been completed and submitted to the Timor Building Authorities. Upon completion, it will be comprised of two buildings, one of which is 23-storey luxury residential apartments while the other will be a 19-storey tower comprising retail, office and serviced apartments. This landmark is well-positioned to target foreign investors from East Asia and South East Asia.

TIMOR CITY SQUARE

Dili, Timor-Leste

Timor City Square S.A. owns the rights to a 99-year leasehold land comprising a total area of 5,310 square meters. Situated at a prime location next to the Central Business District of Dili, Timor City Square S.A. is contractually committed to develop a high-rise mixed property within nine years from 2019. The Group plans to time its development plans to favourable market conditions, and has received approval from the authorities to build low rise shops for short-term leasing in the interim.

ABOUT THIS REPORT

This Sustainability Report (the "Report") summarizes A-Smart's sustainability efforts for FY2020, for the period between 1 August 2019 and 31 July 2020. Unless specified otherwise, the scope of the Report covers the Group's most material businesses in our office headquartered in Singapore. This Report presents and summarises the Group's policies, practices and performance relating to the environmental, social, and governance ("ESG") topics. The Group is committed to sustainability and will continue to fully subscribe to the disclosure of its sustainability practices and expand its scope of disclosure, subjected to materiality assessment and necessity.

REPORTING FRAMEWORK

This Report has been prepared in accordance with Practice Note 7.6 Sustainability Reporting Guide issued by the Singapore Exchange Securities trading Limited, and in accordance with the Global Reporting Initiative ("GRI") Standards, the latest sets of standards issued by the GRI Global Sustainability Standards Board. The GRI Standards outlines generic sustainability factors, general principles and indicators for the Group to report on sustainability policies, practices, performances and targets that are in line with the best practices for reporting on economic, environmental and social topics globally.

In specific, this Report references to the following topic-specific disclosures:

GRI 102: General Disclosure 2016	GRI 307: Environmental Compliance 2016
GRI 103: Management Approach 2016	GRI 401: Employment 2016
GRI 201: Economic Performance 2016	GRI 403: Occupational Health and Safety 2016
GRI 204: Procurement Practices 2016	GRI 404: Training and Education 2016
GRI 205: Anti-corruption 2016	GRI 405: Diversity and Equal Opportunity 2016
GRI 302: Energy 2016	GRI 416: Customer Health and Safety 2016
GRI 303: Water 2016	GRI 418: Customer Privacy 2016
GRI 305: Emissions 2016	GRI 419: Socioeconomic Compliance 2016

Contact us

We welcome all stakeholders to provide their suggestions and feedback related to the Group's sustainability initiatives. For further query or feedback, please reach out to us at hr@a-smart.sg.

BOARD MESSAGE

Dear Stakeholders,

The Board of Directors (the “Board”) is pleased to present the Group’s third sustainability report on behalf of the Group, for the period between 1 August 2019 and 31 July 2020. This Report has been prepared in accordance with SGX-ST Practice Note 7.6 Sustainability Reporting Guide, and serves to assess the Group’s sustainability strategies and performance as well as to demonstrate the Group’s continued commitment to sustainability.

The Board considers sustainability issues as part of its strategic formulation to ensure the long-term success of the Group and has determined the Group’s material ESG factors based on the GRI framework. The GRI framework is an industry standard, and serves as a guide for the Board in the monitoring and the report of the Company’s performance on ESG factors. The ESG topics selected in the previous sustainability report have been re-evaluated for its materiality to the Group in FY2020. The Board and the management are of the view that the material topics continued to be the same as those in FY2019, after various and multiple stakeholder engagement.

The Group has identified material sustainability factors and prioritised these material topics in view of their significance of economic, environmental and social impacts as well as their influence on our stakeholders’ assessment and decisions, which will be reflected in our ESG factors in this report. The Group remains committed to the well-being of our employees, the environment and the communities we operate in. Moving forward, the Board and management will continue to improve our sustainability efforts and will actively engage our key stakeholders in our pursuit of it.

MA WEIDONG

Non-executive Chairman

STAKEHOLDER ENGAGEMENT

We acknowledge that opinions and concerns of our stakeholders are effective in determining areas of sustainable development possibly relevant to the Group in the long term and have incorporated the following goals in our stakeholder engagement activities:

- Understand stakeholders’ priorities and values in sustainable development;
- Align our goals and values with that of the stakeholder group; and
- Continuous improvement on ESG matters that our activities have an impact on.

The stakeholders mentioned includes the Group’s customers, employees, regulators, industry associations, shareholders, investors, media and suppliers. We place greater priority on stakeholders with extensive track record in best practices and those with a significant impact on the Group’s businesses (i.e. revenue contribution and availability of published information such as supplier code of conduct). Besides conducting research on our stakeholders’ sustainability objectives, we also engage them in the following ways:

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY OF ENGAGEMENT	SUSTAINABILITY CONCERNS
Customers	<ul style="list-style-type: none"> • Customer inspection visits • Two-way dialogue sessions • Customer feedback surveys • Company’s website 	<p>Throughout the year</p> <p>Throughout the year</p> <p>Throughout the year</p> <p>Throughout the year</p>	<p>Optimal usage of paper materials Adopt design and layout techniques that provide optimal use of paper materials</p> <p>Customer privacy Protect customers’ personal data and achieve zero information leakage</p>
Employees	<ul style="list-style-type: none"> • Performance appraisals • Staff meetings • Trainings 	<p>Annually</p> <p>Throughout the year</p> <p>Throughout the year</p>	<p>Workplace health and safety Strict safety management procedures for the Group’s operations</p> <p>Training and education Implement training and development policies which encourage employees to upgrade their skills and enhance their knowledge</p>

STAKEHOLDER ENGAGEMENT

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY OF ENGAGEMENT	SUSTAINABILITY CONCERNS
Regulators	<ul style="list-style-type: none"> • Forum and dialogue • Networking events • Seminars • Bilateral communication • Briefing and consultation 	<p>Throughout the year</p> <p>Throughout the year</p> <p>Throughout the year</p> <p>Throughout the year</p> <p>Throughout the year</p>	<p>Proper disposal of effluent Ensure waste chemicals are disposed by National Environment Agency (“NEA”) licensed waste management company</p> <p>Develop emergency response plan detailing the various measures and operational actions in the event of fire or other emergencies</p> <p>Compliant operation Comply with all laws and regulations related to economic, environmental and social aspects</p>
Industry associations	<ul style="list-style-type: none"> • Forum and dialogue • Networking events • Seminars 	<p>Throughout the year</p> <p>Throughout the year</p> <p>Throughout the year</p>	<p>Responsible management of raw materials Keep track on paper consumption, supplier certification, and recycle unused materials and disposable packaging</p>
Shareholders, investors and media	<ul style="list-style-type: none"> • Annual general meeting • Annual reports • Extraordinary shareholder meetings • Media release • Company’s website 	<p>Annually</p> <p>Annually</p> <p>As and when required</p> <p>Throughout the year</p> <p>Throughout the year</p>	<p>Anti-corruption Implement corporate communication policies</p>
Suppliers	<ul style="list-style-type: none"> • Trade fair • Site visits and inspections • Supplier performance feedback • Company’s website 	<p>Throughout the year</p> <p>Throughout the year</p> <p>Throughout the year</p> <p>Throughout the year</p>	<p>Responsibly-sourced raw materials Obtain paper sourced using sustainable methods</p> <p>Fair and open procurement Select suppliers based on fair requirements and transparent process</p>

STAKEHOLDER ENGAGEMENT

MATERIALITY ASSESSMENT

The Group has identified the material factors and assessed its impacts. These material sustainability factors are those with significant economic, environmental, social and governance impacts, and which would influence the decision making of the stakeholders. The material topics that we discuss in this Sustainability Report include:

Categories	Material Topics
Economic	<ul style="list-style-type: none">• Anti-corruption
Environmental	<ul style="list-style-type: none">• Environmental Compliance• Energy Consumption• Waste Management
Social	<ul style="list-style-type: none">• Socioeconomic Compliance• Recruitment and Dismissal• Diversity and Non-discrimination• Occupational Health and Safety• Training and Education• Procurement Practice• Customer Privacy

In this Report, the Group will further disclose its performance in terms of relevant aspects, and it considers the results as important reference points for the future planning of sustainability management.

ECONOMIC

ANTI-CORRUPTION

The Group strives to achieve high ethical standards in our business operations, with zero tolerance for corruptions, frauds and other behaviours violating work ethics. Unethical or illegal events such as corruption, bribery, and collusion are strictly prohibited. The disciplinary code and code of conduct is stipulated in the Employee Handbook, and we encourage employees to make a report if they suspect any misconduct cases.

Besides communicating with and educating all our employees regarding the anti-corruption policies, these policies are also shared with our clients, business partners and suppliers. The composition of employees and details of business partners that the Group's anti-corruption policies and procedures have been communicated to are as follows:

Employee Category	Female	Male
Management	2	3
General staff	24	43

Type of Business Partner	Region	Number
IT Solutions	Singapore	5

For FY2020, the Group has met the target set in FY2019 and there were zero corruption incidents. The Group has a target of zero incidents perpetually.

WHISTLE-BLOWING POLICY

The Audit Committee ("AC") has in place a whistle-blowing policy and arrangements to allow employees to submit complaints confidentially or anonymously to the Chairman of the AC, whom is well known by many employees and easily accessible. The policy will allow whistle-blowers to raise concerns on financial improprieties or other matters raised, which will be investigated and appropriate follow-up actions will be taken.

All complaints will be treated with confidentiality and will be brought to the attention of the AC immediately. Assessment, investigation and evaluation of complaints are conducted by or at the direction of the AC. Whenever necessary or appropriate, independent advisors will be engaged at the Group's expense. Following investigation and evaluation of a complaint, the AC will then decide on recommended disciplinary or remedial action, if any. Thereafter, it will be brought to the Board or to an appropriate senior executive staff for authorisation and implementation.

The AC receives reports relating to serious offences and criminal activities in the Group and such matters are highlighted to the Board during Board meetings. The AC and the Board have access to the appropriate external advices, where necessary. Where appropriate or required, a report will be made to the relevant government authorities for further investigation or action. The AC is updated annually or from time to time on any changes to the accounting and financial reporting standards by the external auditors. No former partner or director of the Group's existing auditing firm has acted as a member of the AC.

For FY2020, there were no whistle-blowing reports received.

ENVIRONMENTAL

ENVIRONMENTAL COMPLIANCE

The Group places huge emphasis on caring for the impact that its business activities have on the environment and have implemented control activities and monitoring measures in its business activities and workplace. We are committed to promoting a green environment by introducing environmentally friendly business practices, educating our employees to enhance their awareness on environmental protection and adhering to the relevant environmental laws and regulations for all our operational business units.

During FY2020, the Group has not identified any material non-compliance with environmental laws and regulations, including but not limited to “Environmental Protection and Management Act” and “Environmental Public Health Act” in Singapore.

ENERGY CONSUMPTION

Electricity consumption accounts for a substantial part of the energy usage of the Group business operations. As such, the Group is committed to optimize the use of resources in all of its business. Our staffs are encouraged to take part in energy conservation initiatives in the office such as switching off unnecessary lighting, idle equipment or computers when not in use or after working hours, adopting power-saving features for office equipment and computers and procuring energy efficient appliances only upon replacement of old appliances or due to new business needs.

The Group strives to take the lead in incorporating environmental protection measures into business operations and supports renewable energy investments. During FY2020, 20% of total power consumption is clean energy generated from solar systems by Sunseap Energy.

During FY2020, the electricity consumption of the Group was approximately 516,886 kWh and its intensity was approximately 96,254 kWh-per S\$ million revenue.

We target to maintain or reduce the electricity consumption intensity in FY2021.

The detailed summary of the electricity consumption of the Group is as follows:

Indicator	Amount consumed (kWh)	Intensity ¹ (kWh/S\$ million revenue)
Electricity from power station	413,509	77,003
Electricity from solar energy	103,377	19,251
Total electricity consumed	516,886	96,254

Note:

1. The total revenue of the Group for FY2020 is S\$5.37 million, the denominator used for calculating the intensity data in this Report.

ENVIRONMENTAL

WASTE MANAGEMENT

The printing business requires huge amounts of ink chemicals for our print products. We are committed to disposing waste chemicals responsibly and prioritize the proper management of waste in communities where we operate in.

We have a dedicated team of experienced handlers that store chemicals in designated safe areas, in order to minimise the risk of any chemical leaks. These safe areas are constantly under surveillance and accessible only by authorised personnel. The Group has obtained the Petroleum and Flammable Materials Storage Licence from Singapore Civil Defence Force for storing the chemicals in the designated areas. The Group is keenly aware of the negative impacts on the environment that could arise from inappropriate handling and disposal of chemical waste. As such, the Group only engages NEA licensed waste management company to handle the disposal of chemical waste.

In addition, as part of the Emergency Response Plan, the Group has in-place a set of guidelines on how to appropriately respond to accidents or hazardous events resulting from chemical spills or fire.

GREENHOUSE GAS (“GHG”) EMISSIONS

The Group’s largest source of indirect GHG emissions (Scope 2) is due to electricity consumption in the office. In order to minimize the carbon footprint, the Group has implemented measures to ensure efficient use of electricity, listed in the section “Energy Consumption”. During FY2020, the total GHG emissions of the Group was approximately 168.92 tCO₂e and its intensity was approximately 31.46 tCO₂e-per S\$ million revenue. We target to maintain or reduce the GHG emissions intensity in FY2021.

The detailed summary of the GHG emissions of the Group is as follows:

INDICATOR	EMISSION (tCO ₂ e)	INTENSITY (tCO ₂ e/S\$ million revenue)
Scope 2 – Indirect GHG emissions	168.92	31.46

Note:

- GHG emissions data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, “The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards” issued by the World Resources Institute and the World Business Council for Sustainable Development, the latest released Singapore’s Grid Emission Factor, “Global Warming Potential Values” from the IPCC Fifth Assessment Report, 2014 (AR5).

WATER CONSUMPTION

We encourage our employees to conserve water by promoting water-saving habits in the office. Employees are encouraged to turn off the tap when it is not in use and report leaking faucet or pipe to the relevant authority. The Group’s only source of water is from a municipal water supplier. During FY2020, the water consumption of the Group was approximately 238.69 m³ and its intensity was approximately 41.87 m³ per S\$ million revenue. The Group did not recycle or reuse any water.

The detailed summary of the water consumption of the Group is as follows:

INDICATOR	AMOUNT CONSUMED (m ³)	INTENSITY (m ³ /S\$ million revenue)
Total water consumption	238.69	41.87

ENVIRONMENTAL

RAW MATERIAL

Paper accounts for a substantial portion of the Group's inputs and is the main raw material used in the Group's business operations. To promote environmental sustainability, the Group is committed to managing and ensuring that all raw materials used are necessary.

To reduce paper usage and minimize paper waste, our sales team works closely with our customers to ensure that their requirements are correctly understood. Thereafter, our production team will ensure that the design of print jobs enables optimal paper usage. Subject to requests by our customers, we also use recycled paper to mitigate the consumption of resources. Our employees are well-trained in the areas of efficient cutting, binding techniques and printing colour control which further reduce paper waste. Unusable waste paper will be treated as non-Forest Stewardship Council ("FSC™") and sold to scrap dealers for recycling.

In addition, we source our paper from responsible certified suppliers, including those with FSC™ certification, who have obtained paper supplies through sustainable forest management solutions.

SOCIAL

SOCIOECONOMIC COMPLIANCE

Socioeconomic compliance is one of the key factors for the Group to obtain its social license to operate. The management team regularly reviews business activities, puts in place clear policies and procedures with the ultimate goal of preventing potential infringement of related laws and regulations. Employees are also encouraged to report any suspicion of violation of laws and regulations. During FY2020, there were zero incidents of non-compliance with relevant material socio-economic laws and regulations. We aim to keep the target at zero incidents perpetually.

RECRUITMENT AND DISMISSAL

Employees form the foundation in enabling the Group's development and plays a vital role in providing excellent service experience for our customers. As such, we are committed to provide a pleasant working environment for our employees. We encourage communication, innovation, continuous learning and foster employee engagement.

The Company has established relevant policies to fulfil our vision on people-oriented management to ensure that we realize the full potential of our employees. The human resources management procedures are formally documented in the Employee Handbook, covering employment contract, promotion, performance evaluation, transfer, training, working hours, welfare and remuneration. During FY2020, there were no instances where a significant portion of the organization's activities were performed by workers who are not employees.

The composition of the Board is as follows:

Age Group	Headcount
<30 years old	0
30-50 years old	3
>50 years old	3

Gender	Headcount
Male	5
Female	1

The composition of the Group's employees is as follows:

Age Group	Headcount
<30 years old	14
30-50 years old	41
>50 years old	17

Gender	Headcount
Male	46
Female	26

SOCIAL

Employment Contract	Male	Female
Permanent	46	26
Temporary	0	0

Employment Type	Male	Female
Full-time	46	26
Part-time	0	0

During FY2020, there were 8 new employees and an employee turnover of 13.

The employment performance of the Group is as follows:

Indicator	Headcount	Annual Rate
New employee hires	8	11%
Employee turnover	13	18%

The composition of new-hired employees is as follows:

Age Group	Headcount
<30 years old	2
30-50 years old	5
>50 years old	1

Gender	Headcount
Male	7
Female	1

Nationality	Headcount
Singaporean	3
Malaysian	4
Chinese	1

The composition of employees that have left the firm is as follows:

Age Group	Headcount
<30 years old	5
30-50 years old	6
>50 years old	2

SOCIAL

Gender	Headcount
Male	8
Female	5

Nationality	Headcount
Singaporean	4
Malaysian	5
Chinese	3
Filipino	1

The termination of any recruitment contract will be based on reasonable, lawful grounds and internal policies that are stated in the Employee Handbook. The Group strictly prohibits any unfair or illegitimate dismissals. For employees with poor working performance, the Group will give verbal warnings before issuing a warning letter. If these measures prove to be ineffective, the Group would then dismiss its employee according to relevant laws.

REMUNERATION AND BENEFITS

We recognize the efforts of all our employees towards building the success of the Group. Employees' remuneration is kept competitive and employees are rewarded based on personal performance. Employees' remuneration package also includes diverse types of leaves and insurance, all of which have been listed in the Employee Handbook in details. For instance, leave types include but not limited to medical and hospitalization leave, marriage leave, national service ("NS") leave, compassionate leave, child care leave and maternity and paternity leave. The Group has in place an E-Leave System, enabling employees to apply for leave through the online portal and check their leave balances.

The Group also provides medical treatment including outpatient medical and dental care, life insurance, the Group Travel Insurance Policy and an Insurance Scheme covering maternity expenses, hospitalization and surgical expenses. Other benefits and protection for our full-time employees include the Central Provident Fund ("CPF"), allowance for overseas business trips, reimbursement claims, and the Long Service Awards given to employees with at least 5 years of service.

The Group adopted the A-Smart Employee Share Option Scheme 2018 ("A-Smart ESOS") to provide our employees and directors of the Group an opportunity to participate in the equity of the Group. The ESOS is ultimately aimed to ensure greater dedication, loyalty and higher standards of performance from our employees, and to give recognition to those who have contributed significantly to the growth and performance of the Group.

During FY2020, 1,752,000 share options were granted under the A-Smart ESOS, of which 1,658,000 share options remained unexercised at 31 July 2020 and 94,000 share options lapsed due to staff resignations. In FY2020, 8 employees were granted a total of 36 days of child care leave.

DIVERSITY AND NON-DISCRIMINATION

We practise transparency and fair treatment in the recruitment process, and other aspects including remuneration, promotion and benefits. Employees' performance targets are set and mutually agreed upon, the desired behaviour aligned to the Group's values is also shared with the employees. All employees are given fair opportunities based on objective assessment, regardless of gender, race, marital status, disability, age or family status.

SOCIAL

OCCUPATIONAL HEALTH AND SAFETY

The Group highly prioritises workers' safety in the organisational value system as employees form our key assets and is committed to maintaining a safe workplace for our employees. We have conducted training and set up safety procedures to improve occupational health and safety awareness of the employees, in order to prevent workplace injuries and illnesses.

We developed the Occupational Health and Safety and Security Policy, adhered to by our employees and monitored by managers and supervisors, to prevent occupational injuries and illness. The Group aims to achieve the following:

- Identifying and reducing the risks of all types of work activities that have the potential to produce personal injury;
- Providing instructions, training and supervision to improve individual's understanding of workplace hazards, including safe work practices and emergency procedures;
- Involving individuals in occupational health and safety matters and consulting with them on ways to recognise, evaluate and control workplace hazards;
- Ensuring that everyone (including visitors and sub-contractors) complies with appropriate standards and workplace directions to protect their own and others health and safety at work; and
- Providing adequate systems and resources to effectively manage rehabilitation and return to work processes.

The Group has also set up a Risk Management Team, led by our Office Support Executive and composed of employees from different designations and departments, in order to facilitate risk assessment at our operation locations, modify Safe Work Procedures and formulate Risk Management Implementation Plan. Certain employees have been designated as safety personnel and were sent for Occupational First Aid Courses at government approved centres. In addition, we regularly review our Emergency Response Plan and are certified by the Singapore Civil Defence Force for fire safety works in our office that have been completed satisfactorily in accordance with the requirements of the "Fire Safety Act".

The Group also assesses the laser cutting machines involved in our printing business in order to ensure improvement on health and safety impacts. Laser cutting machines release fume when it is operational, which could affect the health of our employees. As such, we have made improvement on safety procedures and have ensured that plastic doors will be closed at all times during the laser cutting process.

During FY2020, the Group encountered zero workplace fatalities. There were also zero incidences of any workplace injury resulting in loss of man days. The Group has not identified any material non-compliance with laws and regulations relating workplace health and safety. We target to maintain zero incidents of non-compliance resulting in regulatory breaches related to relevant health and safety legislation in FY2021.

SOCIAL

The performance of the Group regarding health and safety is as follows:

INDICATOR	UNIT	FY2020	FY2019
Total man hours worked	Hours	153,322	151,008
Injury	Times	-	1
Injury rate*	Rate	-	6.62
Occupational disease	Times	-	-
Occupational disease rate	Rate	-	-
Lost day	Days	-	6
Lost day rate	Rate	-	39.73
Absentee	Days	-	-
Absentee rate	Rate	-	-
Work-related fatalities	Number	-	-

* Calculated based on per million hours worked

TRAINING AND EDUCATION

The Group recognizes the importance for Training and Education as it enhances productivity of all employees by equipping them with the necessary skillsets.

Our Training and Development Policy encourages employees to upgrade their skillsets and enhance their knowledge. The Human Resource ("HR") Department is responsible for the facilitation of any staff development activities. The Group supports employees to participate in personal and professional training, including formal training sessions (individual or corporate), employee coaching and mentoring, on-the-job training, job shadowing, job rotation and participation in conferences. As part of our learning and development provisions, the Group will also arrange for job-related subscriptions or educational materials to enable employee access to news, articles and other relevant materials.

As a company with a full range of print management services, we are certified based on the FSC™ standards and have conducted FSC™ trainings to equip our workers with knowledge on FSC™ overview, job folder and cutting ticket. Occasionally, the Group will engage external experts to organise trainings such as equal employment opportunities, diversity, leadership training for managers and conflict resolution training for employees. Internally, our managers and experts conduct training programs to train new employees or to prepare employees for promotions, transfers or new responsibilities, and teams in company-related issues (e.g. new systems or policy changes).

During FY2020, total employee training hours were 40 hours. The detailed summary is as follows:

INDICATOR	MALE	FEMALE	TOTAL IN FY2020	TOTAL IN FY2019
Total number of training hours	5	4	40	54.5
Total employees sent for training	5	4	9	5
Average hours of training	5	4	4.4	10.9

SOCIAL

A total of 9 employees received regular performance and career development review, with the respective gender composition as follows:

EMPLOYEE CATEGORY	MALE	FEMALE
Management	0	0
General staff	5	4

PROCUREMENT PRACTICE

Suppliers and consultants are important business partners and stakeholders of the Group and relationship with these stakeholders are highly valued. The Group's major suppliers include paper supplies for our printing business.

To ensure that our suppliers meet our requirements with regards to quality as well as environmental and social standards, we have formulated an approved list of paper suppliers who are FSC™ Chain of Custody ("COC") certified and the types of FSC™ paper they carried. We have also included these categories on packing labels and invoice claims for easy reference. The Purchasing Executive is responsible for compiling suppliers' records and search for the information of FSC™ certified suppliers from the FSC™ Database. Whenever possible, FSC™ paper samples are also collected from the certified paper merchant for reference purposes.

LOCAL PROCUREMENT

As part of the Group's fulfilment of its social responsibilities, whenever possible, the Group strives to select local suppliers for our business operation so as to support local companies, create job opportunities for the local community and promote local economic development. Local suppliers are suppliers in Singapore and the Group's local procurement statistic in FY2020 is as follows:

INDICATOR	PERCENTAGE
Proportion of spending on local suppliers	86.4

CUSTOMER HEALTH AND SAFETY

The Group is focused on customers' health and safety impacts resulting from its services and products. We have established appropriate policies and measures to maintain standards of our products and services in order to protect customers' health and safety. We have in place relevant policies and measures to instruct employees to take appropriate and standardised steps while servicing our customers. In FY2020, the Group has not identified any incidents of non-compliance with regulations or voluntary codes concerning the health and safety impacts of our products and services.

SOCIAL

CUSTOMER PRIVACY

The Group is committed to protecting customers' privacy and data at all times and places huge priority and attention on data security. To comply with privacy-related laws and regulations, including but not limited to the "Personal Data Protection Act", we engaged an external professional company to handle the destruction of personal information of our customers. We strictly abide by all off-site and on-site shredding processes set out by professionals and are accredited with the Certification of Destruction, in order to mitigate the risk of noncompliance and leakage of personal data.

The Group has developed its own Information Labelling Procedure to ensure that all staffs are made aware of their individual responsibilities regarding the appropriate labelling and information classification. The procedure provides clear instructions on the management of restricted documents and lists out each level of confidentiality for each individual department. Any employee found to have violated the procedure could be subject to disciplinary action, up to and including termination.

During FY2020, the Group did not receive any substantiated complaint concerning breaches of customer privacy, or any leaks, thefts, and loss of customer data.

SGX CONTENT INDEX

PRIMARY COMPONENT	SECTION REFERENCE
Material Topics	<ul style="list-style-type: none">• Materiality Assessment
Policies, Practices and Performance	<ul style="list-style-type: none">• Economic• Environmental• Social
Board Statement	<ul style="list-style-type: none">• Board Message
Targets	<ul style="list-style-type: none">• Economic• Environmental• Social
Framework	<ul style="list-style-type: none">• Reporting Framework

GRI CONTENT INDEX

GRI INDICATOR	DESCRIPTION	SESSION/EXPLANATION
GRI 102: General Disclosures		
102-1	Name of the organization	A-Smart Holdings Limited
102-2	Activities, brands, products, and services	Sustainability Report 2020 – About Us, P.1
102-3	Location of headquarters	Sustainability Report 2020 – About Us, P.1
102-4	Location of operations	Sustainability Report 2020 – About Us, P.1
102-5	Ownership and legal form	Sustainability Report 2020 – About Us, P.1
102-6	Markets served	Sustainability Report 2020 – About Us, P.1
102-7	Scale of the organization	Sustainability Report 2020 – About Us, P.1
102-8	Information on the employees and other workers	Sustainability Report 2020 – Recruitment and Dismissal, P.13-15
102-9	Supply chain	Sustainability Report 2020 – Procurement Practice, P.18
102-10	Significant changes to the organization and its supply chain	Sustainability Report 2020 – Significant Changes in Operation, P.3
102-11	Precautionary principle or approach	Sustainability Report 2020 – Procurement Practice, P.18 Sustainability Report 2020 – Customer Health and Safety, P.18 Sustainability Report 2020 – Anti-corruption, P.9
102-12	External initiatives	No participation in externally-developed economic, environmental and social initiatives
102-13	Membership of associations	Sustainability Report 2020 – About Us, P.1
102-14	Statement from senior decision-maker	Sustainability Report 2020 – Board Message, P.5
102-16	Values, principles, standards, and norms of behavior	Sustainability Report 2020 – Vision and Mission, P.2 Sustainability Report 2020 – Board Message, P.5
102-18	Governance structure	Sustainability Report 2020 – About Us, P.1
102-40	List of stakeholder groups	Sustainability Report 2020 – Stakeholder Engagement, P.6-7
102-41	Collective bargaining agreements	No collective bargaining agreements are in place during FY2020
102-42	Identifying and selecting stakeholder	Sustainability Report 2020 – Stakeholder Engagement, P.6-7
102-43	Approach to stakeholder engagement	Sustainability Report 2020 – Stakeholder Engagement, P.6-7
102-44	Key topics and concerns raised	Sustainability Report 2020 – Stakeholder Engagement, P.6-7
102-45	Entities included in the consolidated financial statements	Annual Report 2020 – Notes to Financial Statements, P.F-38 to F-39

GRI CONTENT INDEX

GRI INDICATOR	DESCRIPTION	SESSION/EXPLANATION
GRI 102: General Disclosures		
102-46	Defining report content and topic boundaries	Sustainability Report 2020 – About This Report, P.4 Sustainability Report 2020 – Materiality Assessment, P.8
102-47	List of material topics	Sustainability Report 2020 – Materiality Assessment, P.8
102-48	Restatements of information	No information restatements
102-49	Changes in Reporting	Sustainability Report 2020 – Board Message, P.5
102-50	Reporting period	Sustainability Report 2020 – About This Report, P.4
102-51	Date of most recent report	27 December 2019
102-52	Reporting cycle	Sustainability Report 2020 – About This Report, P.4
102-53	Contact point for questions regarding the report	Sustainability Report 2020 – About This Report, P.4
102-55	GRI content index	Sustainability Report 2020 – GRI Context Index, P.21-24
102-56	External assurance	This Report has undergone the internal review process of the Group, and was reviewed by the Board. The Group has not sought external assurance for FY2020, and may consider it for future periods.
GRI 103: Management Approach		
103-1	Explanation of the material topic and its Boundary	Sustainability Report 2020 – About This Report, P.4
103-2	The management approach and its components	Sustainability Report 2020 – Environmental, P.10-12 Sustainability Report 2020 - Social P.13-19
103-3	Evaluation of the management approach	Sustainability Report 2020 – Environmental, P.10-12 Sustainability Report 2020 - Social P.13-19
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	Annual Report 2020 – Consolidated Income Statements, P.F-12
GRI 204: Procurement Practices		
204-1	Proportion of spending on local suppliers	Sustainability Report 2020 – Procurement Practice, P.18

GRI CONTENT INDEX

GRI INDICATOR	DESCRIPTION	SESSION/EXPLANATION
GRI 205: Anti-corruption		
205-1	Operations assessed for risks related to corruption	Sustainability Report 2020 – Anti-corruption, P.9
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report 2020 – Anti-corruption, P.9
205-3	Confirmed incidents of corruption and actions taken	Sustainability Report 2020 – Anti-corruption, P.9
GRI 302: Energy		
302-1	Energy consumption within the organization	Sustainability Report 2020 – Energy Consumption, P.10
302-3	Energy Intensity	Sustainability Report 2020 – Energy Consumption, P.10
GRI 303: Water		
303-1	Water withdrawal by source	Sustainability Report 2020 – Water Consumption, P.11
303-3	Water recycled and reused	Sustainability Report 2020 – Water Consumption, P.11
GRI 305: Emissions		
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Report 2020 – GHG Emissions, P.11
305-4	GHG emissions intensity	Sustainability Report 2020 – GHG Emissions, P.11
GRI 307: Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	Sustainability Report 2020 – Environmental Compliance, P.10
GRI 401: Employment		
401-1	New employee hires and employee turnover	Sustainability Report 2020 – Recruitment and Dismissal, P.13-15
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report 2020 – Recruitment and Dismissal, P.13-15
401-3	Parental leave	Sustainability Report 2020 – Remuneration and Benefits, P.15
GRI 403: Occupational Health and Safety		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Sustainability Report 2020 – Occupational Health and Safety, P.16-17
GRI 404: Training and Education		
404-1	Average hours of training per year per employee	Sustainability Report 2020 – Training and Education, P.17-18
404-2	Programs for upgrading employee skills and transition assistance programs	Sustainability Report 2020 – Training and Education, P.17-18
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report 2020 – Training and Education, P.17-18

GRI CONTENT INDEX

GRI INDICATOR	DESCRIPTION	SESSION/EXPLANATION
GRI 405: Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	Sustainability Report 2020 – Recruitment and Dismissal, P.13-15
GRI 416: Customer Health and Safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Sustainability Report 2020 – Customer Health and Safety, P.18
GRI 418: Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Report 2020 – Customer Privacy, P.19
GRI 419: Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	Sustainability Report 2020 – Socioeconomic Compliance, P.13



A-SMART HOLDINGS LTD.

61 Tai Seng Avenue, Print Media Hub @ Paya Lebar iPark, #03-03, Singapore 534167

Tel: +65 6880 2288

www.a-smart.sg