

SUSTAINABILITY REPORT 2021

ABOUT THE SUSTAINABILITY REPORT

This Sustainability Report (“**Report**”) specifies the sustainability activities, challenges and measures being taken by Mary Chia Holdings Limited (the “**Company**”) and together with its subsidiaries (the “**Group**”) during the financial year ended 31 March 2021 (“**FY2021**”).

This Report covers the Group’s sustainability practises across four of the Group’s operating segments in Singapore, where it is headquartered. The segments include a) beauty, slimming and spa treatment for women; b) beauty, slimming and spa treatment for men; c) direct selling; and d) investment holding. This Report presents and summarises the Group’s policies, practices and performances relating to the environmental, social and governance (“**ESG**”) aspects that are applicable to the said operations. Going forward, the Management and the Board of Directors (“**Board**”) of the Company will work towards strengthening its sustainability practises, and continue to expand its scope of disclosure subject to materiality assessment and necessity. The Group had, in November 2020 completed the acquisition of the Monsoon hairdressing group of companies and will cover the newly acquired entities in its future sustainability reports.

REPORTING FRAMEWORK

This Report has been prepared in accordance with Rules 711A and 711B of the Listing Manual Section B: Rules of Catalist of the SGX-ST (“**Catalist Rules**”) of the Singapore Exchange Securities Trading Limited (“**SGX-ST**”) with references to the guidance set out in the SGX-ST’s Sustainability Reporting Guide under Practice Note 7F of the Catalist Rules and with reference to the GRI Standards. The Group has chosen to report its sustainability practises under the GRI Standards as it is a globally-recognised sustainability reporting standard which sets out generic sustainability factors, general principles and indicators for the Group to report on sustainability policies, practices, performances and targets that is in line with the global best practices for reporting on economic, environmental and social topics.

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

- GRI 201: Economic Performance 2016
- GRI 205: Anti-corruption 2016
- GRI 302: Energy 2016
- GRI 303: Water and Effluents 2018
- GRI 305: Emissions 2016
- GRI 307: Environmental Compliance 2016
- GRI 401: Employment 2016
- GRI 404: Training and Education 2016
- GRI 405: Diversity and Equal Opportunity 2016
- GRI 406: Non-discrimination 2016
- GRI 408: Child Labour 2016
- GRI 416: Customer Health and Safety 2016
- GRI 417: Marketing and Labelling 2016

- GRI 418: Customer Privacy 2016
- GRI 419: Socioeconomic Compliance 2016

STATEMENT FROM THE BOARD OF DIRECTORS

The Board is pleased to present its sustainability report for FY2021 and believes that this Report has provided a transparent presentation of its ESG initiatives, plans and performances. It also serves as a good communication platform with its stakeholders for demonstrating its ongoing commitment to sustainable development.

The Board has considered sustainability issues as part of its strategic formulation, determined the material ESG factors and overseen the management and monitoring of the material ESG factors. The Board believes that it is important for the Group to consider the impact brought by the businesses to stakeholders in order to formulate its strategy and maintain sustainable corporate development. The Board has the responsibility in setting the sustainability agenda and overseeing the sustainability performances of the Group. The Board considers ESG issues such as employment, customer health and safety, etc. which are crucial to the Group's long-term development. Therefore, a sustainability working group comprising senior management has been formed to plan for, implement and integrate sustainability into the Group's operations and strategies. Strategy has always been a combination of consistent and repeatable growth in the existing market while identifying potential opportunities for expansion in new markets.

"Customers, team and passion" are the keys to success for the Group. Throughout its business strategies, these components are highly recognized and incorporated. Therefore, the Group works tirelessly in understanding and satisfying customers' needs, recruiting and retaining talents, and providing trainings to enrich employees with related knowledge.

Meanwhile, the Group has not forgotten the importance of sustainability in its development. The Group strongly believes that maintaining a good relationship with stakeholders is crucial for its continuous success. The Group has actively engaged its stakeholders including customers, employees, business partners, shareholders and investors, and regulators across its operations. Stakeholder engagement allows the Group to understand the concerns and expectations of key parties, so as to incorporate their opinions in the Group's business strategies and continuously enhance its business prospects as well as increase customer loyalty.

In spite of the economic uncertainties and ESG challenges posed by the COVID-19 outbreak, the Group will ride out the challenges with tenacity and strong leadership that revolutionized its humble beginnings.

Last but not least, the Board would like to express its sincere appreciation for the support of all employees, customers and business partners over the past years. By adopting sustainable practices, the Group will continue to make greater contribution to the sustainable corporate development.

STAKEHOLDER ENGAGEMENT

The Group values its stakeholders (individuals and organisations who affect, or are affected by its business directly and indirectly) and their feedback regarding its businesses and sustainability aspects. In order to understand and address their key concerns, the Group has maintained close communication with key stakeholders, including but not limited to customers, employees, shareholders and investors, suppliers as well as government and regulators.

In formulating operational strategies and ESG measures, the Group takes into account the stakeholders' expectations and strives to improve its performance through mutual cooperation with stakeholders, resulting in creating greater value for them by utilising diversified communication channels, as shown below.

Details of key stakeholder engagement channels

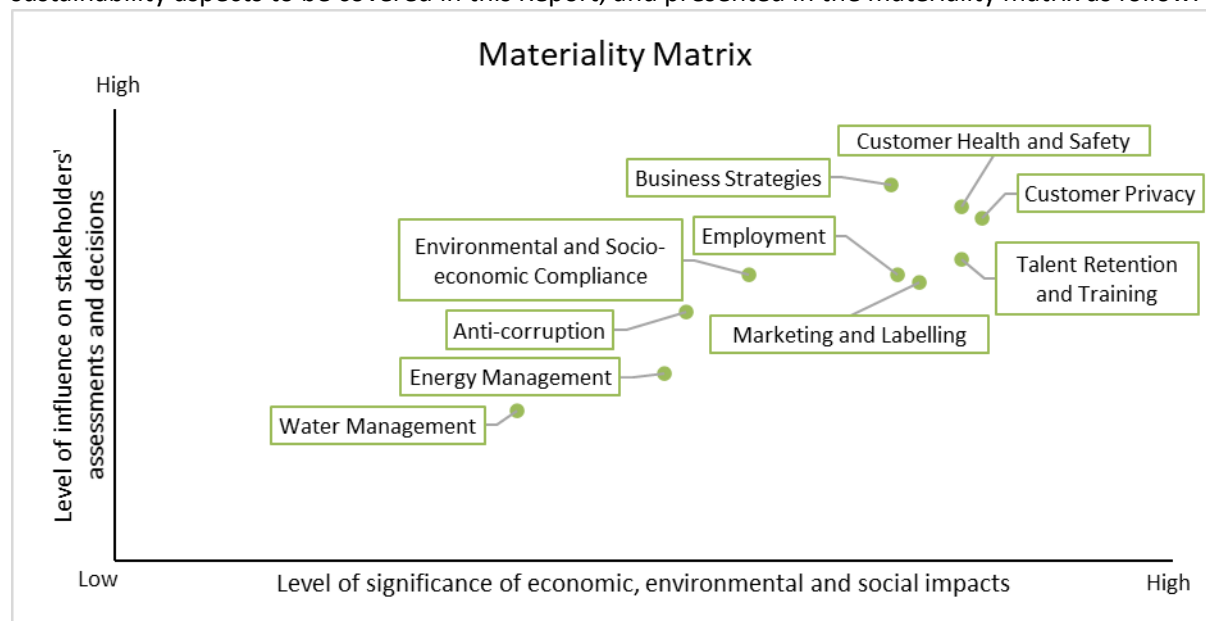
Stakeholders	Engagement channels	Engagement frequency	Key topics / Concerns
Customers	<ul style="list-style-type: none"> ● Online Feedback ● Social media 	<ul style="list-style-type: none"> ● Throughout the year 	<ul style="list-style-type: none"> ● Quality of goods and services provided ● Areas for improvement ● Customer Privacy ● Compliance with related laws and regulations
Employees	<ul style="list-style-type: none"> ● Performance appraisal and trainings 	<ul style="list-style-type: none"> ● Throughout the year 	<ul style="list-style-type: none"> ● Service improvement ● Get together (Festive celebration, etc.) ● Remuneration and benefits ● Fair and competitive employment practices and policies ● Safe and healthy work environment ● Focus on employee development and wellbeing
	<ul style="list-style-type: none"> ● Team building activities 	<ul style="list-style-type: none"> ● Quarterly 	
Shareholders and investors	<ul style="list-style-type: none"> ● Annual General Meeting ● Sustainability Report 	<ul style="list-style-type: none"> ● Once a year 	<ul style="list-style-type: none"> ● Sustainable profitability and shareholder return ● Long term growth of the business ● Transparent reporting ● Sound corporate governance policies
	<ul style="list-style-type: none"> ● Extraordinary General Meeting ● Release of financial results and other relevant disclosures through SGXNet and Mary Chia's website 	<ul style="list-style-type: none"> ● Throughout the year 	
Suppliers	<ul style="list-style-type: none"> ● Supplier management meetings and events ● Supplier audit 	<ul style="list-style-type: none"> ● Throughout the year 	<ul style="list-style-type: none"> ● Fair and open procurement
Government and	<ul style="list-style-type: none"> ● Annual report 	<ul style="list-style-type: none"> ● Annually 	<ul style="list-style-type: none"> ● Compliance with relevant laws and
	<ul style="list-style-type: none"> ● Announcements on 	<ul style="list-style-type: none"> ● Throughout the 	

regulators	SGXNet ● Written response to public consultation ● Ongoing dialogues	year	regulations ● Compliance with industry standards and guidelines
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MATERIALITY ASSESSMENT

The senior management team and representatives from various departments have participated in the preparation of this Report, by identifying key sustainability issues and assessing the importance of these issues to the Group’s businesses and stakeholders. The Group has performed a materiality assessment on a regular basis based on responses to questionnaires to collect the material information for sustainability reporting purpose.

The Group has considered feedback from relevant stakeholders in determining its material sustainability aspects to be covered in this Report, and presented in the materiality matrix as follow:



List of material topics	
Customer Privacy	Marketing and Labelling
Customer Health and Safety	Environmental and Socio-economic Compliance
Business Strategies	Anti-corruption
Talent Retention and Training	Energy Management
Employment	Water Management

The list of material topics remains unchanged for FY2021. Apart from the material topics listed above, the Group’s business developments and strategies are also focused upon diversity and equal-opportunity, work-life balance, occupational health and safety, development and training of employees, fair and open procurement, quality of service, customer service, customer privacy protection, intellectual property protection, anti-corruption and anti-fraud, internal control and whistleblowing mechanism.

In this Report, the Group will further disclose its performance in terms of relevant aspects, and consider the results as important reference points for the planning of sustainability management in the next financial year. The Group confirmed that appropriate and effective management policies and internal control policies for ESG issues are in place.

CONTACT US

The Group welcomes comments and suggestions from its stakeholders. You may provide your comments on this Report or towards the Group’s ESG performance via email to corporate@marychia.com.

SUSTAINABILITY PERFORMANCE SUMMARY

Material factors and aspects	ESG and	Indicator	Units	Performance for FY2021	Performance for FY2020	Performance for FY2019
Economic						
Anti-corruption		Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Case	0	0	0
		Public legal cases regarding corruption brought against the organisation or its employees	Case	0	0	0
Business Strategies		The Group has implemented strategic business planning in striving to be a leader in the lifestyle and wellness industry. Support of employees and customers' feedback are keys to improve its services and products. The achievement of the prestigious ISO 9001:2015 certification and various awards demonstrates the success of the Group's business strategies.				
Economic Performance		Details of the Group's financial performance for FY2021 can be referred to in the 2021 Annual Report to be published by the Company in September 2021 (instead of the original deadline of July 2021) as the Group has obtained the necessary approvals from the SGX-ST. Shareholders can also refer to the Group's announcement on its unaudited FY20201 financial results released on SGXNet on 30 June 2021.				
Environmental						
Energy Management		Diesel consumption	kWh	42,593.63	N/A	N/A
		Petrol consumption	kWh	1,887.20	N/A	N/A
		Electricity consumption ¹	kWh	336,298.34	412,244.19	425,461.00
		Total energy consumption¹	kWh	380,779.17	412,224.19	425,461.00
		Total energy consumption intensity¹	kWh/employee	2,590.33	2,965.64	2,324.92
Water Management		Water consumption	m ³	2,213.98	1,835.72	1,787.00
		Water consumption intensity	m ³ /employee	15.06	13.21	9.77
Greenhouse Gas ("GHG")		Direct (Scope 1) GHG emissions	tCO ₂ e	11.46	N/A	N/A

Material factors aspects	ESG and	Indicator	Units	Performance for FY2021	Performance for FY2020	Performance for FY2019
Emissions²		Energy indirect (Scope 2) GHG emissions	tCO ₂ e	137.38	168.39	178.95
		Total GHG emissions	tCO ₂ e	148.84	168.39	178.95
		Total GHG emissions intensity	tCO ₂ e/employee	1.01	1.21	0.98
Environmental Compliance		Number of non-compliance with environmental laws and/or regulations	Case	0	0	0
Social						
Employment		Total employee number	Person	147	139	183
		Diversity of employees	Person	Male: 20 Female: 127	Male: 20 Female: 119	Male: 39 Female: 144
Talent Retention and Training		New employee hire rate	%	29.25	11.51	39.34
		Employee turnover rate	%	23.81	43.17	24.59
		Average training hours per employee, per year	Hours	16.17	8.33	11.99
Governance						
Customer Health and Safety		Total number of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services	Case	0	0	0
Marketing and Labelling		Total number of non-compliance with regulations and/or voluntary codes concerning product and service information and labelling	Case	0	0	0
		Total number of non-compliance with regulations	Case	0	0	0

Material factors and aspects	ESG and	Indicator	Units	Performance for FY2021	Performance for FY2020	Performance for FY2019
		and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship				
Customer Privacy		Total number of substantiated complaints received concerning breaches of customer privacy	Case	0	0	0
Socioeconomic Compliance		Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area	Case	0	0	0

Note:

1. The figures of electricity consumption, total energy consumption, and total energy consumption intensity have been restated for FY2020 due to the delayed billing from one of the outlets of the Group.
2. The figures of energy indirect GHG emissions, total GHG emissions, and total GHG emissions intensity in FY2019 and FY2020 have been restated based on the latest Singapore's electricity grid emission factor published by Energy Market Authority and due to the reason mentioned in Note 1.

Sustainability targets for upcoming year

Material ESG factors and aspects	Target for upcoming financial year
Economic	
Anti-corruption	Maintaining zero corruption case by educating staff and other stakeholders through anti-corruption trainings, promotion and education.
Environmental	
Energy Management	Maintaining current level of energy consumption intensity.
Water Management	Maintaining current level of water consumption intensity.
GHG Emissions	Maintaining current level of GHG emissions intensity.
Environmental Compliance	Upholding the same high standard of conduct and maintain zero noncompliance cases.
Social	

Material ESG factors and aspects	Target for upcoming financial year
Employment	Maintaining the existing ratio of diversity of employees.
Talent Retention and Training	Maintaining the average training hours per employee.
Governance	
Customer Health and Safety	Upholding the same high standard of conduct and maintain zero non-compliance cases.
Marketing and Labelling	Upholding the same high standard of conduct and maintain zero non-compliance cases.
Customer Privacy	Upholding the same high standard of conduct and maintain zero non-compliance cases.
Socioeconomic Compliance	Upholding the same high standard of conduct and maintain zero non-compliance cases.

ECOMONIC PERFORMANCE

Business Strategies

The Group strives to be a leader in the lifestyle and wellness industry. Strategic business planning is crucial for its continuous success. It highly values the support of employees and customers' feedback in developing better services and products for its stakeholders.

The Group's strategic business planning and development have led to its various successes over the years of development. The Group clinched the prestigious ISO 9001:2015 certification and was awarded Singapore Prestige Brand Award – Heritage Brand in 2019, Superbrands – Singapore's Choice in 2004/2005 and 2009 respectively. The Group was awarded as one of the Top 3 Wellness Providers by AsiaOne's readers in 2010. In 2014, the Group was proud to be presented with the Singapore Service Class by Spring Singapore in recognition of the Group's commendable performance in service excellence. In 2016, the Company was awarded the ASEAN Outstanding Business Award – Master Class Award in Beauty and Slimming Industry Development.

The Group's Executive Chairman and Chief Executive Officer, Ms. Wendy Ho, was awarded as winner of the Outstanding Category under Retail Industry in Asia Pacific Entrepreneurship Awards in 2019. This award is to recognise Asia's outstanding entrepreneurs and enterprises for demonstrating sustainable growth, responsible leadership and operational excellence. Obtaining this award once again assured the Group's business strategies and development direction.

More details of the Group's financial performance for FY2021 can be referred to in the 2021 Annual Report to be published by the Company in September 2021 and the unaudited FY20201 financial results released on SGXNet on 30 June 2021.

Anti-corruption

The Group believes that a clean corporate culture is the key to its continuous success. To promote high standards of corporate governance, corporate transparency and to enhance shareholders' value, the Group has adopted a framework of corporate governance policies and practices, and implemented the Whistle-blowing Policy. Such frameworks and policies are applied to the Group's operations and all employees are educated and informed of the Group's expectations in this regard during their induction.

The Group had instituted a Whistle-blowing Policy to provide a channel for employees of the Group to report, in good faith and confidence, without fear of reprisals, on possible improprieties in financial preparation and reporting, as well as other matters. The objective of the policy ensures that there is independent investigation of such matters and that appropriate follow up actions will be taken. The Audit Committee ("AC") exercises the overseeing function over the administration of the policy. Staff is given direct access to the AC via email or mail. Once a complaint is lodged, the AC will ensure an independent investigation is conducted and review any report findings as well as follow up actions. The identity of the whistle-blower will be kept confidential and the Group is committed to ensure protection of the whistle-blower against detrimental or unfair treatment.

During FY2021, the Group complied with relevant laws and regulations relating to bribery, fraud and money laundering, including but not limited to the Prevention of Corruption Act. The Group has achieved the target of maintaining zero corruption case by educating staff and other stakeholders, including the Board, through anti-corruption trainings, promotion and education.

ENVIRONMENTAL PERFORMANCE

The Group believes that environmentally friendly practices complement business efficiency and advocates corporate social responsibility towards the environment by incorporating these processes in its daily operations. As a socially responsible corporation, the Group strictly complies with related environmental regulations and all employees share responsibilities in monitoring the Group's environmental performances. Employees are encouraged to report any suspected violation to the Group, and the management will look into the reported issues in a serious manner. During FY2021, the Group achieved the target of maintaining no cases of non-compliance with environmental laws and/or regulations.

Energy Management

The Group has developed an energy management policy to strive for energy conservation as one of the Group's fundamental policies. All employees should implement the adopted measures whenever appropriate, including the purchase of energy-efficient products and services, and are responsible for the Group's overall energy efficiency. Through adopting energy management and conservation policies and practices, the Group has developed and regularly reviewed its energy targets to continuously enhance the Group's energy performance.

The energy management system is implemented with annual review to assist in achieving its energy saving objectives and targets. Moreover, monthly monitoring of the usage of electricity and water and other materials is implemented. Unexpected high consumption of electricity will be investigated to find out the root cause and preventive measures will be taken.

The Group has performed the following measures relating to reduce energy consumption and raise staff's environmental awareness:

- Adopted higher energy-efficiency office equipment in workplace;
- Encouraged its staff to utilise teleconferences and video conferences thereby reducing the need to commute to work or for meetings when appropriate;
- Publicised environmental protection messages to its staff; and
- Encouraged its staff to participate in campaigns and activities relating to the promotion of green environment.

The Group's major sources of energy consumption were from the electricity supplied by the relevant service providers and the combustion of petrol and diesel by a company vehicle. During FY2021, the Group has consumed 42,593.63 kWh of diesel, 1,887.20 kWh of petrol, and 336,298.34 kWh of electricity. Compared to FY2020, the Group was able to reduce the amount of electricity consumption by approximately 18.42% by implementing the abovementioned electricity-saving measures and work-from-home arrangements.

Due to the reduction in electricity usage, the Group's total energy consumption and its intensity have decreased by approximately 7.63% and 12.66% respectively. The Group is committed to strictly execute the measurement and track the effectiveness. It is intended to achieve constancy in terms of the total energy consumption as well as its intensity.

Water Management

Water consumed by the Group is mainly for its beauty and wellness treatment as well as the cleaning of its outlets and offices. As a result, the Group has formulated relevant procedures for water management and water conservation measures.

The Group has also encouraged employees and customers to develop the habit of conserving water

consciously. The Group has been strengthening its water-saving promotion, posting water-saving slogans around the offices and outlets and educating employees to use water reasonably.

During FY2021, the Group's total water consumption and its intensity have increased by 20.61% and 14.00% respectively. The increase was due to the outbreak of COVID-19 which led to an increase in the need for sanitation and cleaning at the Group's outlets and offices. The Group will continue to strive its best in maintaining the same total water consumption as well as its intensity.

GHG Emissions

The Group's major sources of GHG emissions were direct (Scope 1) GHG emissions generated from the combustion of petrol and diesel by a company vehicle and energy indirect (Scope 2) GHG emissions generated from the electricity supplied by the relevant service providers for the Group's operations. To reduce GHG emissions, measures such as electricity conservation initiatives are adopted, which have been detailed in previous section in "Energy Management". The Group's target is to remain a consistent GHG emission through the constancy in electricity consumed.

During FY2021, the Group's direct GHG emissions (Scope 1) was 11.46 tCO₂e. Due to the reduction in electricity usage, the energy indirect GHG emissions (Scope 2) has decreased approximately by 18.42% from approximately 168.39 tCO₂e to approximately 137.38 tCO₂e. In total, the Group's GHG emissions and its intensity for FY2021 have decreased approximately by 11.61% and 16.53% respectively.

SOCIAL PERFORMANCE

Socioeconomic compliance is one of the key factors for the Group to obtain social license to operate. The management of the Group regularly reviews the business activities, sets up clear policies and procedures in advance to prevent potential infringement of related laws and regulations. Employees are also encouraged to report any suspected cases of violation in any laws and regulations. For FY2021, there were no non-compliance incidents pertaining to the laws and regulations in the social and economic area.

Employment

The Group values human resources as they are the foundation in supporting the development of the Group. Hence, the Group has established the Employment Policy and Procedures to fulfil its principle of people-oriented management and realised the full potentials of its employees. The Employment Policy and Procedures are formally documented, covering the aspects of recruitment, compensation, promotion, working hours and rest periods, diversity and equal opportunity, etc. The Group reviews the Employment Policy and Procedures and its employment practices on a periodic basis to ensure compliance with the relevant employment standards.

Apart from the Employment Policy and Procedures, the Group also has a Remuneration Committee to ensure formal and transparent procedure for developing policy on executive remuneration and for fixing the remuneration packages of individual directors. Key terms of reference can be referred to the Group's annual report.

As at 31 March 2021, the Group has a total of 147 employees, including permanent, temporary, full-time and part-time employees. The following table presents the Group's employment summary data:

Indicators	Unit	Male	Female
Total number of employees	Person	20	127
Percentage of employees	%	13.61	86.39
Total number of new hires	Person	6	37
Rate of new employee hires	%	30.00	29.13
Total number of resigned employees	Person	4	31
Turnover rate	%	20.00	24.41

Recruitment and Remuneration

The Group applies robust and transparent recruitment processes based on merit selection against the job criteria, and recruits individuals based on their suitability for the position and potential to fulfil the Group's current and future needs. The Group has formulated related employment policies in governing the recruitment process and strictly complies with the Employment Act of Singapore. A complete recruitment process is established by the Group to examine candidates' background.

In addition, the Group strives to prevent child labour in its operations. The Group's employment practices strictly abided by the statutory requirements. New employees are required to provide true and accurate personal data when they join the Group. The Group's Human Resource Department rigorously review the entry data such as identity cards and academic credentials to ensure no child labour is employed. Regular reviews and inspections are conducted to prevent any child labour in the operation. During FY2021, the Group has not considered to have significant risk for incidents of child labour or young workers exposed to hazardous work.

The basis for compensation and promotion are job-related skills, qualifications and performances, ensuring that the Group treats and evaluates employees and applicants in a fair way and compensates employees relative to the industry and local labour markets in which it operates. The benchmarking

exercise also consists of assessing competitive level of fixed and variable compensation including cash and other benefits, such as holidays, annual leave, sick leave, medical insurance and discretionary bonus.

Talent Retention and Training

In order to train employees to meet the requirements of the job as well as develop them to their fullest potential and to provide employees the opportunities to move laterally and vertically in tandem with their abilities and aspirations, the Group has established relevant training guidelines and provides trainings and development activities to its employees on an ongoing basis. During FY2021, the Group has provided in house product and services training to employees. This is to ensure they are equipped with sufficient knowledge and skills in demonstrating their duties. These trainings are conducted in mixed-mode (i.e., employees participate either in-person or online through Zoom Meeting), with training notes being disseminated to staff concerned after training. The Group also provides them with the Training Evaluation Form to evaluate the effectiveness of the courses and learning activities that its employees have attended.

In response to COVID-19 pandemic, the Singapore government imposed “circuit breaker” measures in 2020. In order to minimise its adverse impact on our business operation and avoid employees taking unpaid leave during the stay-at-home order, the Group sent employees to enrichment and training courses to further refresh their knowledge and skills. Therefore, the average training hours per employee on an annual basis has increased by 94.12% from approximately 8.33 hours to 16.17 hours.

On top of providing continuous training and development activities to staff, the Group recognises the importance of talent retention. The Group believes employees are the most valuable resource and play a critical role in the overall success of the Group. To improve the retention rate of employees, the Group unleashes the potential of its employees by offering training opportunities and fostering an environment in which they can thrive and achieve career aspirations. The Group also provides flexibility for its employees in the workplace in order to broaden their job responsibilities so that they can gain more exposure to other areas that interest them. In addition, the Group strives to develop a sense of belonging in the workplace by celebrating special days and festivals such as company dinner, lantern festival, and Christmas with its employees. This aims at building trust and fostering strong relationships between employees and the Group. Through these measures, the Group achieved a 44.85% decrease in employee turnover in FY2021 compared to FY2020 and will continue to look for ways to reduce employee turnover.

Diversity, Equal Opportunity and Anti-discrimination

The Group recognises the value of a diverse and skilled workforce and is committed to creating and maintaining an inclusive and collaborative workplace culture in which all can thrive.

The Group is dedicated to providing equal opportunity in all aspects of employment and maintaining workplace that is free from discrimination, physical or verbal harassment against any individual on the basis of race, religion, colour, gender, physical or mental disability, age, place of origin, marital status, and sexual orientation. This covers all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

In order to ensure that complaints, grievances and concerns are dealt with promptly and confidentially as well as to promote a higher standard of corporate governance and corporate transparency, the Group has adopted the Whistle-blowing Policy. Employees can raise concerns and make reports without fear of reprisals. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Due to the Group's business nature, there were more female employees than males in the Group. Yet, the Group strives for equality at workplace, the male to female ratio was approximately 1:6 in FY2021. The Group is able to achieve the target of maintaining the existing ratio of diversity of employee. There were no incidents of discrimination during FY2021.

Customer Health and Safety

As a corporation providing lifestyle and wellness services including the sale of skincare products and providing beauty treatments, customers' health and safety is of utmost importance to the Group. The Group has established appropriate policies and measures to maintain product and service quality in order to protect customer health and safety. The relevant policies and measures instruct the appropriate and standardised steps taken by employees when providing services to its customers.

The Group remains vigilant to the potential impact brought on by COVID-19 and therefore continues to comply with all public health measures of the government and carried out various measures to prevent the spread of virus. The Group has issued memorandums to all staff on COVID-19 related precautionary measure, such as leave of absence, quarantine order, requirement of wearing masks, temperature taking, etc. In view of the needs of disinfectant, hand sanitizer and medical masks from the community, the Group has also launched Intense Rescue, a medical-grade disinfectant that has been scientifically proven to be effective against a wide range of bacteria, fungi and viruses. It has gained recognition by the National Environment Agency which has listed the product on their website as a disinfectant that is effective against COVID-19.

During FY2021, the Group has also complied with relevant laws and regulations concerning the health and safety impacts of products including but not limited to Health Products Act. The Group achieved the target of upholding the same high standard of conduct and maintain zero non-compliance cases.

Customer Privacy

In case of any customer complaints and/or regulators' notification, the Group will immediately follow up on the issues with relevant stakeholders in accordance with the established policies and procedures of customer services. Customers' satisfaction will be evaluated after complaints are settled. The management team will also assess the risks on the service and product quality issues and take further follow-up actions if required. All customer personal data and complaint data will be handled with care to ensure customer privacy. During FY2021, the Group complied with relevant laws and regulations concerning customer privacy, including but not limited to the Personal Data Protection Act.

Marketing and Labelling

Product information is included in bottles and packaging in accordance to Health Science Authority requirement. There are also related trainings conducted in mixed-mode, with training notes being disseminated to staff concerned after training to provide sufficient guidance on marketing and promotion practices. During FY2021, the Group complied with relevant laws and regulations concerning product and service information and labelling, as well as marketing communications (including advertising, promotion and sponsorship).

SGX CONTENT TABLE

S/N	Primary Component	Section Reference
1	Material Topics	<ul style="list-style-type: none"> ● Materiality Assessment ● Sustainability Performance Summary
2	Policies, Practices and Performance	<ul style="list-style-type: none"> ● Business Strategies ● Anti-corruption ● Energy Management ● Water Management ● GHG Emissions ● Waste Management ● Employment ● Recruitment and Remuneration ● Talent Retention and Training ● Diversity, Equal Opportunity and Anti-discrimination ● Customer Health and Safety ● Customer Privacy ● Marketing and Labelling
3	Board Statement	<ul style="list-style-type: none"> ● Statement from the Board of Directors
4	Targets	<ul style="list-style-type: none"> ● Sustainability Targets for Upcoming Year
5	Framework	<ul style="list-style-type: none"> ● Reporting Framework

GRI CONTENT INDEX

GRI Indicator	Description	Section / Explanation
GRI 102: General Disclosures		
102-1	Name of the organisation	About the Sustainability Report
102-2	Activities, brands, products, and services	About the Sustainability Report
102-3	Location of headquarters	About the Sustainability Report
102-4	Location of operations	About the Sustainability Report
102-8	Information on employees and other workers	Social Performance – Employment Practice
102-10	Significant changes to the organisation and its supply chain	No significant changes
102-16	Values, principles, standards, and norms of behaviour	Statement from the Board of Directors
102-18	Governance structure	Statement from the Board of Directors
102-40	List of stakeholder groups	Stakeholder Engagement
102-42	Identifying and selecting stakeholder	Stakeholder Engagement
102-43	Approach to stakeholder engagement	Stakeholder Engagement
102-46	Defining report content and topic boundaries	About the Sustainability Report
102-49	Changes in reporting	About the Sustainability Report
102-50	Reporting period	About the Sustainability Report
102-51	Date of most recent report	Published on 29 October 2020
102-52	Reporting cycle	Reported annually

102-53	Contact point for questions regarding the report	Contact Us
102-56	External assurance	Not applicable. No external assurance has been received for this sustainability report.
GRI 201: Economic Performance		
103	Management Approach	Annual Report 2021
201-1	Direct economic value generated and distributed	Sustainability Performance Summary
GRI 205: Anti-corruption		
103	Management Approach	Economic Performance - Anti-corruption
205-3	Confirmed incidents of corruption and actions taken	Sustainability Performance Summary
GRI 302: Energy		
103	Management Approach	Environmental Performance - Energy Management
302-1	Energy consumption within the organisation	Sustainability Performance Summary
302-3	Energy intensity	Sustainability Performance Summary
GRI 303: Water and Effluents		
103	Management Approach	Environmental Performance - Water Management
303-3	Water recycled and reused	No water resource being recycled and reused
GRI 305: Emissions		
103	Management Approach	Environmental Performance - GHG Emission
305-1	Direct (Scope 1) GHG emissions	Sustainability Performance Summary
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Performance Summary
305-4	GHG emissions intensity	Sustainability Performance Summary
GRI 307: Environmental Compliance		
103	Management Approach	Environmental Performance
307-1	Non-compliance with environmental laws and regulations	Sustainability Performance Summary
GRI 401: Employment		
103	Management Approach	Social Performance - Employment Practice
401-1	New employee hires and employee turnover	Social Performance - Recruitment and Remuneration, Talent Retention and Training
GRI 404: Training and Education		
103	Management Approach	Social Performance - Talent Retention and Training
404-1	Average hours of training per year per employee	Sustainability Performance Summary
404-2	Programs for upgrading employee skills and transition assistance programs	Social Performance - Talent Retention and Training
GRI 405: Diversity and Equal Opportunity		
103	Management Approach	Social Performance - Diversity, Equal Opportunity and Anti-discrimination

GRI 406: Non-discrimination		
103	Management Approach	Social Performance - Diversity, Equal Opportunity and Anti-discrimination
406-1	Incidents of discrimination and corrective actions taken	No incident of discrimination is reported in FY2021.
GRI 408: Child Labour		
103	Management Approach	Social Performance - Recruitment and Remuneration
408-1	Operations and suppliers at significant risk for incidents of child labour	Social Performance - Recruitment and Remuneration
GRI 416: Customer Health and Safety		
103	Management Approach	Social Performance - Customer Health and Safety
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Sustainability Performance Summary
GRI 417: Marketing and Labelling		
103	Management Approach	Social Performance - Customer Health and Safety, Marketing and Labelling
417-2	Incidents of non-compliance concerning product and service information and labelling	Sustainability Performance Summary
417-3	Incidents of non-compliance concerning marketing communications	Sustainability Performance Summary
GRI 418: Customer Privacy		
103	Management Approach	Social Performance - Customer Privacy
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Performance Summary
GRI 419: Socioeconomic Compliance		
103	Management Approach	Social Performance
419-1	Non-compliance with laws and regulations in the social and economic area	Sustainability Performance Summary

This sustainability report has been reviewed by the Company's sponsor, SAC Capital Private Limited (the "Sponsor"). This sustainability report has not been examined or approved by the Singapore Exchange Securities Trading Limited (the "SGX-ST") and the SGX-ST assumes no responsibility for the contents of this sustainability report, including the correctness of any of the statements or opinions made or reports contained in this sustainability report.

The contact person for the Sponsor is Ms Charmian Lim (Tel: (65) 6232 3210), at 1 Robinson Road, #21-00 AIA Tower, Singapore 048542.