Aspial

Sustainability Report 2021







2021 continued to be a year dominated by the COVID-19 pandemic, with the Delta variant raging in the earlier part of the year and the more infectious but milder Omicron variant spreading rapidly towards the end of the year. In recent months, governments worldwide have begun to ease social and travel restrictions to varying degrees as the world moves towards the endemic phase. We will continue to focus on our fundamentals, strengthen our core competencies and competitive edge so as to grow and emerge stronger from this pandemic.

I am pleased to present our FY2021 Sustainability Report, which provides the progress and achievements of our organisation over the 12 months, focusing on our commitment to working alongside with our valued stakeholders to build a sustainable business.

We believe that building a sustainable business is vital to our continued success and that we must be fully accountable for our impact on the environment, our customers, our people and our community as well as our group's financial performance.

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

The Board having considered sustainability issues as part of the Group's strategic formulation, determined the material Environmental, Social and Governance ("ESG") factors and ensured that the management closely monitor them.

This report provides details about how we have fulfilled our responsibilities with our key stakeholders during the FY2021 and beyond.

Koh Wee Seng

Chief Executive Officer, Aspial Corporation Limited

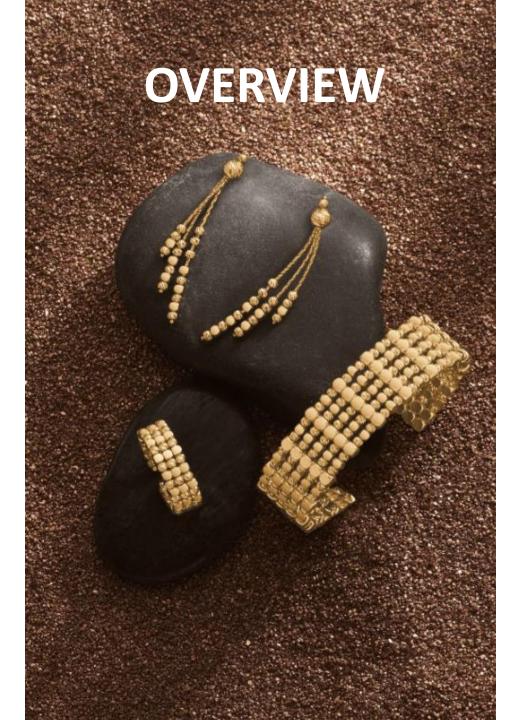
Reporting Scope

This sustainability report covers the performance of our consolidated entities in the financial year 2021 ("FY2021") from 1 January 2021 to 31 December 2021. The scope and all material topics disclosed in this report are relevant to the activities in Singapore and our jewellery business.

Reporting Methodology

We have chosen the Global Reporting Initiative ("GRI") Standards: Core Option Sustainability Reporting Guidelines. Our data are reported in good faith and to the best of our knowledge.

We did not seek external assurance for this report.



Report Structure

This Sustainability Report is structured to reflect the interests of our key stakeholders. We have identified four key stakeholder groups, namely, future generations, employees, customers and suppliers.

The information regarding the basis for report boundaries and our materiality assessment is provided in section - Integrating Sustainability into Our Business.

Together, this report provides the basis for our responses and disclosures to the GRI Standards: Core Option requirements. Relevant sections in the report are referenced in the GRI Content Index.

Report Contact & Feedback

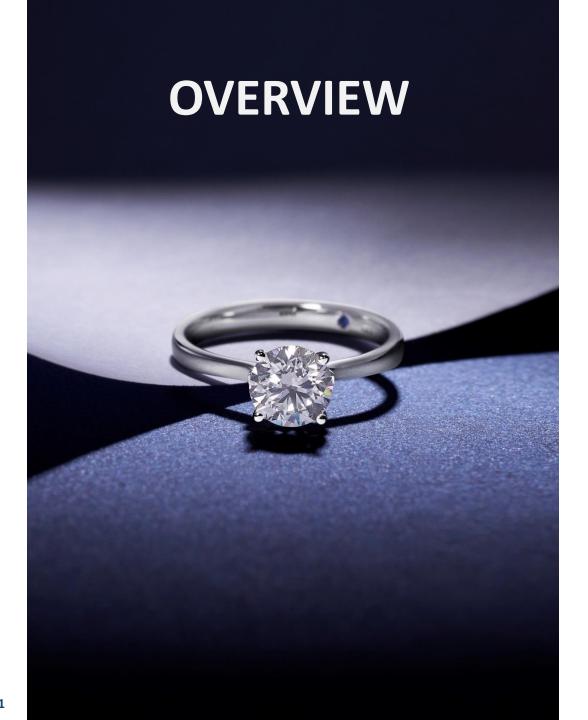
Thank you for your interest in our Sustainability Report.

We welcome and value your feedback on the content of this report and encourage you to contact us through the following channels:

• In writing to:

Corporate Sustainability
Committee

Aspial Corporation Limited Aspial One 55 Ubi Avenue 3 Singapore 408864



 Via our contact page at <u>https://www.aspial.com/contact/</u>

This report is provided in PDF format only and is available for download on the following page of our website: https://www.aspial.com/investor-relations/

OVERVIEW

Contents

01

CEO's message

02

Overview

02 Report Scope Report Methodology Report Structure

03 Report Contact & Feedback

04 Contents

05

About Aspial

05 Mission & Values Governance Ethics & Compliance

06

Integrating Sustainability Into Our Business

07 Sustainability Management Framework

08 Key Stakeholders & Material Issues

09 Awards & Achievements

10 Social Sustainability

11

Stakeholder Engagement

13 Protecting Our Environment for the Future Generations

Reduction of Carbon Footprint Reduction of Paper Consumption

15 Caring for Our Employees

Our Approach
Employment Practices
The Tripartite Guidelines on Fair
Employment Practices
Communications
Employee Feedback
Career Development & Training
Workforce Diversity
Employee Benefits
Retirement & Healthcare
Safety & Health in the Workplace
Individual Rights

22 Focusing on Our Customers' Needs

> Our Approach Product Quality & Safety Data Safety & Privacy

23 Partnering Our Suppliers

Our Approach
Supplier Selection

24

Performance Table

25 Energy Usage & CO₂ Emission

26 Paper Consumption

27 Employment Profile

28 Employment Engagement & Training

29 Customer Feedback

30

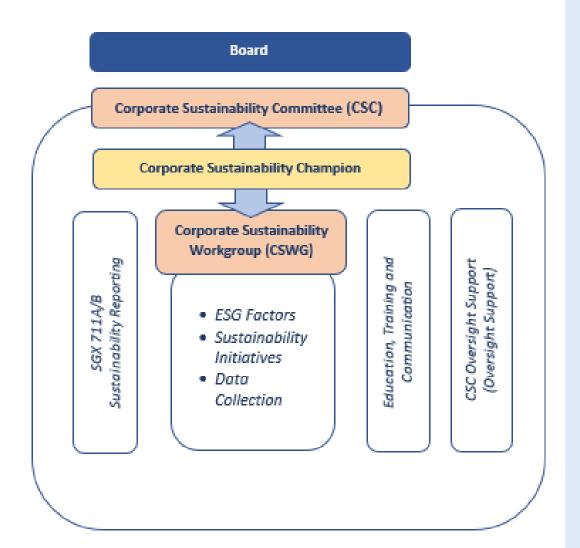
Mission and Values

Our mission is to deliver quality lifestyle products and services through our leadership in learning and innovation, brand building, value-added partnerships with customers, suppliers, business partners and employees.

Governance

Our Board of Directors ("the Board") oversees all corporate governance and operational matters relating to our business. For corporate sustainability, the Board is supported by the Corporate Sustainability Committee ("CSC") which is chaired by our Chief Executive Officer ("CEO") and includes other designated senior executives.

ABOUT ASPIAL



Ethics and Compliance

As a company listed on the Singapore Stock Exchange ("SGX"), we are in compliance with the Code of Corporate Governance as required by the listing rules.

Our corporate governance framework covers ethics and compliance through a code of conduct as well as guidelines which are to be practised by the officers and employees across the organisation. Every new employee is introduced to our code of conduct and our policies on ethics and compliances, which include areas such as anti-corruption.

Communication channels are in place to enable all employees and individuals engaged in business activities report complaints of unethical behaviour. We have a designated officer who maintains a register of incidences regarding ethics and compliance issues and escalates to the top management where appropriate.

INTEGRATING
SUSTAINABILITY
INTO OUR BUSINESS

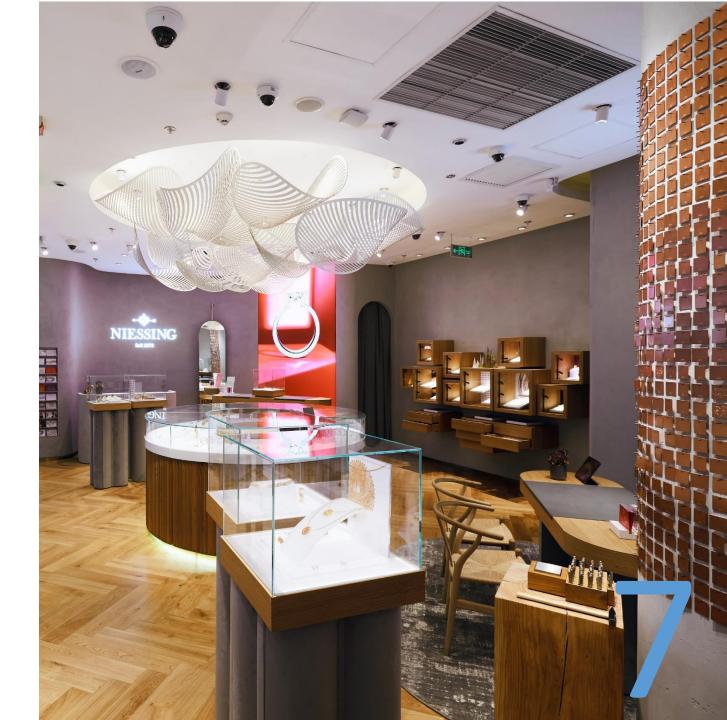


INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

We believe corporate social responsibility is a key driver towards long-term sustainability.

Sustainability Management Framework

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





INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

Key Stakeholders and Material Issues

We have a regular review and assessment in relation to Environmental, Social and Governance ("**ESG**") topics. We identify and review material issues that are most relevant and significant to us and our stakeholders.

Stakeholders	Material Issues	Significance
Future Generations	Reduction of carbon emissions through minimisation of energy consumption	Sustainability agenda relevant to our business is through curbing carbon emission
Employees	 Employee well-being through workplace health & safety COVID-19 safe management measures at workplace Regular training of employees on critical skillsets to sustain competitiveness 	An ethical and professional working environment is crucial in cultivating a corporate culture which motivates our employees
Customers	Customer data privacyCustomer satisfaction and customer-centric approach	The quality of our services and products to our customers are the core focuses of our commitments
Suppliers	Environmental, labour and human rights impact in the supply chain	To favour those suppliers who share our commitment to our sustainability

INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

Awards and Achievements

Year	Awards		Description	
2020	Member of Responsible Jewelry Council		Niessing Manufaktur GmbH & Co. KG become the certified member of the Responsible Jewelry Council ("RJC") via an audit by KPMG	
	RESPONSIBLE JEWELLERY COUNCIL		addit by Krivio	





INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

Social Sustainability

Social sustainability is a proactive way of managing and identifying business impacts on employees, customers and local communities.

The Group has been making conscious efforts to raise the importance of social sustainability by raising the awareness of our employees on serving and giving back to the communities.

Back in 2020, we had adopted non-official dog shelter to be one of our beneficiaries and contributed annually to assist them with operational cost for running the shelter. In 2021, we have officially adopted SPD as part of our CSR effort and managed to raise a total of S\$16,420 in support for people with disabilities.

Year	Charity Group	Description
2021	SPD (Serving People with Disabilities)	Raised a total of S\$16,420 and become a Silver sponsor of SPD Ability Walk & Run 2021.
	Gentle Paws	Year-end Fund Raising via e-auction and donation
2020	Gentle Paws	Year-end Fund Raising via sale of calendar and donation



We believe that good Corporate Social Responsibility ("CSR") practice goes hand-in-hand with good corporate management practice.

Stakeholders	Management Approach	Initiatives	Outcomes and Responses	Boundaries
Future Generations	Prevailing laws & regulations on environment, Waste Recycling/Management	Our internal standard operating policies	Digital filing and document to reduce paper consumption, waste and chemicals disposed by recycling company	Singapore Operations
Employees	Code of conduct, Training and Career Development	Staff Communication Sessions, Staff Feedback Process, Staff Exit Interviews	Training Programmes	Singapore Operations
Customers	Customer Relationship Management System, Data Security for Customer Information	Customer Feedback Process, Competitive Benchmarking survey, Customer Data Protection Awareness and Education Program	Customer Complaints and Compliments Statistics/Trending, Create and Engage Brand Ambassadors	Singapore Operations
Suppliers	Supplier Selection and Review Process	Feedback and Communication with Suppliers through Supplier Performance Review	A continuous communication process	Singapore Operations

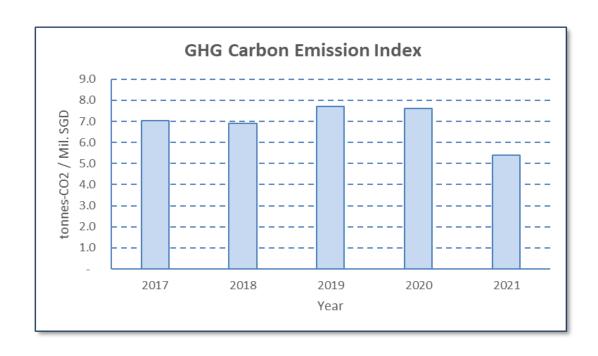


Protecting Our Environment for the Future Generations

Reduction of Carbon Footprint

We recognise that the effective management and monitoring of its carbon footprint can reduce operating costs and pollution. Our carbon footprint is measured in terms of Greenhouse Gas ("GHG") emission. However, GHG emission is an absolute measure of how much carbon dioxide equivalent (CO2e) is emitted. Our GHG emission is predominantly indirect (Scope 2) emission that result from the electricity used. We have insignificant direct (Scope 1) emission, and we do not include the GHG emissions generated by our suppliers (Scope 3).

Considering the changes and dynamics of business and operations, we have established our GHG emission efficiency index for consistent tracking of carbon footprint over time. To this end, we have set a target for GHG emission efficiency improvement of 23% from 2017 level by 2030. There is a significant improvement for our GHG emission efficiency in FY2021, thus, we would like to revise our target for GHG emission improvement from 23% to 30%. Our target for GHG emission improvement is 1% per year. Although various business units account for different percentages of GHG emissions across the organisation, they all support this target and have aligned accordingly.



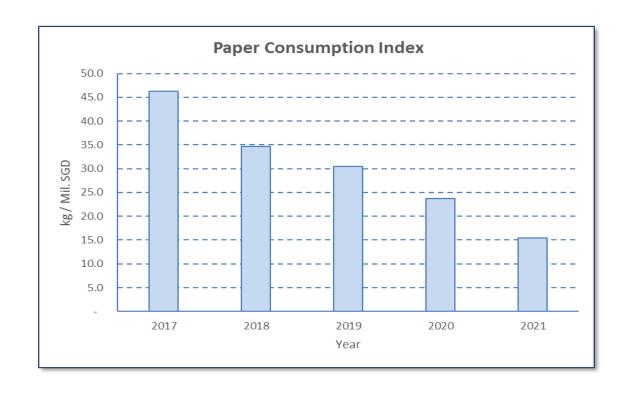
In FY2021, our GHG emission efficiency index stands at 5.39. In comparison to base year FY2017, it is a 23% improvement towards our 2030 goals.

For more details on the GHG emission efficiency index, please refer to page 25 of the Sustainability Report.

Reduction of Paper Consumption

All our employees are urged to minimise paper usage at work by adhering to our paperless initiative. We encourage all employees to adopt digital documents instead of paper documents with an aim to further reduce paper consumption.

Considering the changes and dynamics of business and operations, we established our paper consumption index for consistent tracking of paper consumption over time. Due to the successful implementation of our paperless initiative and digitalisation process to enhance the effectiveness of work-from-home arrangement, we recorded a significant improvement in our paper consumption since FY2018. Hence, we had revised our paper consumption improvement target from 23% to 55% by 2030. There is a further cut down of paper consumption and we would like to further revise our paper consumption improvement target from 55% to 75% by 2030. Our target for paper consumption improvement is about 1% per year. Although various business units account for different percentages of paper consumption across the organisation, they are all supporting this target and have aligned accordingly.



In FY2021, we consumed a total of 1,677kg of paper. Our paper consumption index stands at 15.44. In comparison to our base year FY2017, it is a 67% improvement.

Caring for Our Employees

Our Approach

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

Our Human Resource ("HR") management principles and policies have been developed and established based on fair employment practices with the goal of attracting, developing and retaining a motivated workforce.

In view of the ongoing COVID-19 pandemic, we protect the health and safety of our employees by allowing them to return to the office on a team rotation basis and encourage them to continue working from home, where possible. We also distribute free ART-kits to all employees and encourage everyone to do active testing to stop any possible spread.

Employment Practices

Our employment practices focus on maximising the strength of our employees by providing equal opportunities based on merits and helping our employees to develop strength through our comprehensive training and development programme.



The Tripartite Guidelines on Fair Employment Practices

We adopt best practices in HR management. Our HR practices are guided by the Singapore Tripartite Alliance for Fair and Progressive Employment Practices. The Singapore Tripartite Alliance comprises the Ministry of Manpower, Singapore National Employers Federation and National Trades Union Congress.

Communications

As our Group grows, effective communications across the organisation are crucial to ensure continuous alignment of objectives of the employees and the organisational objectives. We achieve this through our various communication sessions customised based on the target employees. Communication sessions for our managers are held on a regular basis.

Agendas covered at these sessions are customised appropriate to the target functional scope of the managers.

During the COVID-19 outbreak, regular, consistent and clear communications on COVID-19 related information was provided to all employees through email or other internal communication.





We value our employees' expertise in their areas of responsibilities. Therefore, their feedbacks are important in the improvement of overall management and operation of the organisation. Through various established processes of employee engagement, such as annual employee survey, goal setting discussion, performance review conversation as well as stay and exit interviews, we gather valuable feedback so that we can continually improve our organisation.

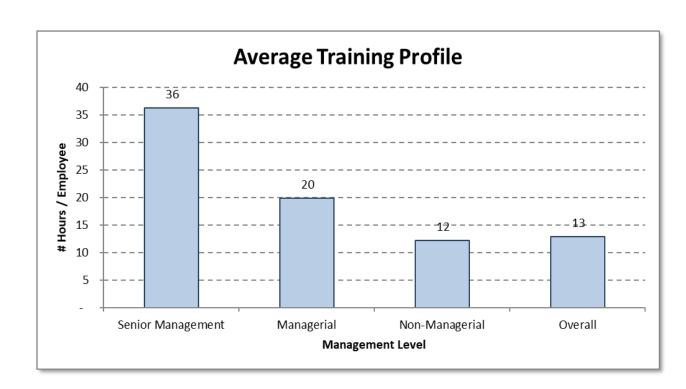
In addition, there are other feedback channels for areas specific to business and function, such as whistle-blowing policy on control and compliance issues.

Career Development and Training

We recognise that consistent and ongoing education is critical to maintaining a competitive, skilled, productive and motivated workforce. We invest in education and training opportunities to develop our people.

In FY2021, each employee received an average of 12.8 hours of training. We recognised that the training requirements vary depending on the levels of management responsibilities. Each senior management registered an average of 36.3 hours of training, while managerial and non-managerial staff received an average of 19.8 hours and 12.1 hours of training respectively. In light of changing business requirements and opportunities in variety of training methodologies, we continue to revise our training curriculum and programme to align with the organisation objectives and to strive for effectiveness and efficiency in our training approach.

We have in place structured in-house employee engagement and training programmes to obtain employee feedback, facilitate and enhance employee motivation and encourage upskilling e.g. in the areas of leadership and people skills. In addition, We worked with external training service providers to upskill employees' technical competencies and in the area of digitalisation.



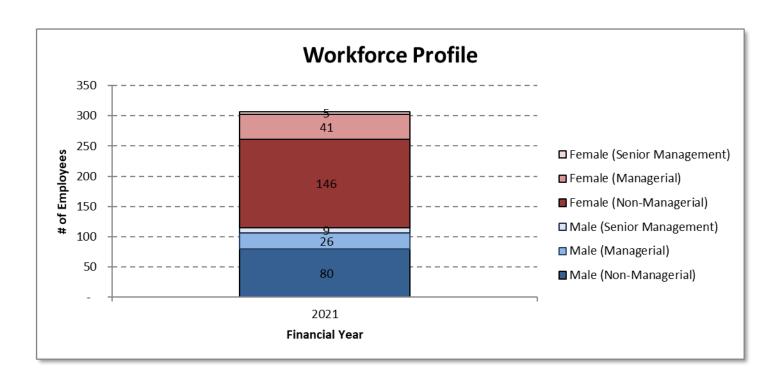
Workforce Diversity

In FY2021, 115 of our employees were males, comprising 37% of our workforce, while 192 (63%) employees were females. In terms of management function, 26 males (39%) held managerial positions compared to 41 females (61%), while 80 males (35%) and 146 females (65%) held non-managerial positions. The male to female ratio of managerial and non-managerial positions were 26:41 and 80:146 respectively.

Employee Benefits and Healthcare

To ensure our employees' well-being, we have provided our employees with access to quality healthcare services and also encourage participation in our various wellness initiatives such as steps challenge, weight-loss programme and health and wellness talks.

All employees are entitled to consult our company's appointed panel of medical practitioner or government polyclinics for normal sickness and are entitled to dental care and medical claims for any treatment including specialist treatments.



Employee Benefits and Healthcare (continued)

We respect the privacy of our employees and information provided by our healthcare provider is only on an aggregated basis. We will not use employees' participation in health services or programmes as a criterion for our decision regarding employment or engagement of the employees.

Retirement

Our group has presence in various geographic locations where there are various local laws and regulations on pension and healthcare for employees. Our HR management practices comply with applicable laws and regulations in those countries we operate.





Safety and Health in the Workplace

We are committed to workplace safety and health, and we take precautions to prevent occupational injuries among our employees. We believe that safe workplace conditions boost work morale. To assist in the case of emergencies, we have formed a Fire Warden committee and also assign and train employees to be First Aiders.

During the COVID outbreak, we have representatives from each department in the Safe Management Committee to conduct inspections and checks, and remedy non-compliance, and assist in reinforcing and ensuring understanding of the internal communications on safe management measures.

Extensive wipe down and disinfection of frequently-touched surfaces are carried out through the day to ensure our workplace is safe from virus.

Individual Rights

Respecting and protecting basic human rights is fundamental to all our operations.

In FY2021, none of our workforce was covered by a collective bargaining agreement; no incidents of forced labour, child labour or young workers were identified across the organisation; and no human rights-related grievances have been reported.



Focusing on Our Customers' Needs

Our Approach

Safety in our premises is always our priority.

Product Quality and Safety

Reliability and quality of our products are important to us. We have in place a set of key quality assurance processes to ensure compliance with international standards. For example, the quality of diamond used in our products is subject to stringent external assurance processes such as diamond grading by American GEM Society Laboratories (AGS), Forevermark (FM), as well as Gemological Institute of America (GIA) on diamond grading which represents a technologically advanced diamond and gemstone evaluation and provides a blueprint of the gemstone's attributes and a tangible record of its quality.



A DIAMOND IS FOREVER



The World's Foremost Authority in Gemology™

Gemological Institute of America (GIA)



American GEM Society Laboratories (AGS)

Data Safety and Privacy

Forevermark (FM)

Ensuring safety and privacy of our customers' data is of great priority to us. We have well established Personal Data Protection Act ("PDPA") Policy to protect the privacy of such sensitive data.

22

Partnering Our Suppliers

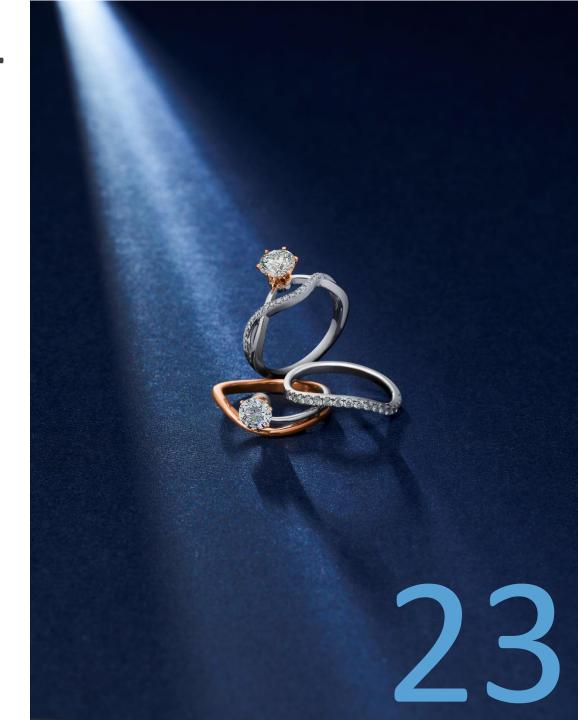
Our Approach

We strive to encourage our suppliers to adopt sustainable business practice.

Supplier Selection

We select our key suppliers based on criteria such as quality of products and services, competitiveness of pricing and financial health.

We will require our suppliers to disclose their sustainable business practice. Although sustainable business practice is not the only criterion, it is one of the key criteria in our supplier selection.





Energy Usage and CO₂ Emissions

Direct and indirect CO2 emissions as measure in GHG emissions are measured in tonnes (t-CO2) and kilowatt Hours (kWh), from electricity and fuel consumed. We purchased electricity from local electric retailers.

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

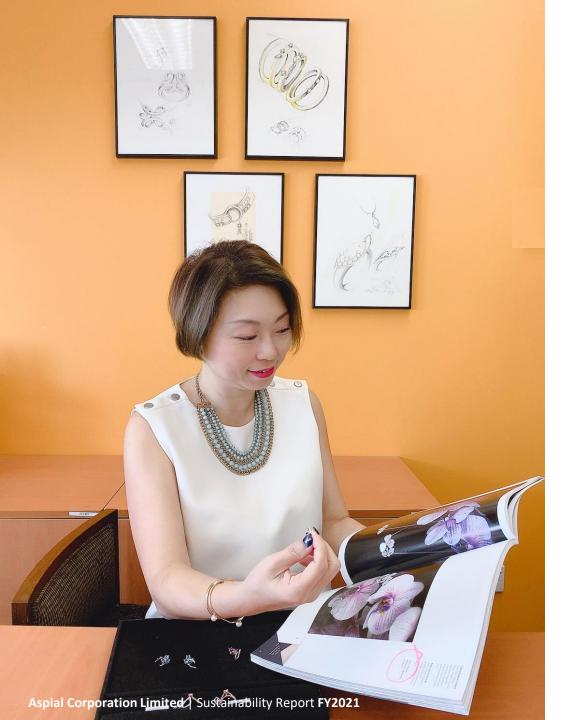
			Performance		
	FY2017	FY2018	FY2019	FY2020	FY2021
GHG Emission Index (t- CO ₂ /million SGD)	7.03	6.90	7.72	7.60	5.39
Electricity Consumption Index (kWh /million SGD)	14,881.57	14,612.14	16,328.94	16,085.09	11,415.86
FY2021 Performance	purpose, we wintowards our 20 As of FY2021, the lindex stands at	r first year of rep ill use FY2017 dat 30 goals. he GHG Emission 11,415.86, which he are on track to	a as our base for Index stands at ! n is 23% improve	our performance 5.39 and Electrici ment when comp	e tracking ty Consumption

Paper Consumption

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

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

			Performance		
	FY2017	FY2018	FY2019	FY2020	FY2021
Paper Used for Office Printin	g				
Total Weight of Paper Consumed (kg)	5,291	3,425	2,689	1,628	1,677
Paper Consumption Index (kg /million SGD)	46.27	34.61	30.47	23.71	15.44
FY2021 Performance	FY2017 was our for tracking purpose tracking towards As of FY2021, the improvement when paperless initiating target by 2030.	e, we will use FY our 2030 goals e Paper Consum nen compared w	2017 data as ou ption Index star vith base year FY	r base for our pends at 15.44, who	erformance ich is 67% to the Group's



Employment Profile

	Performance				
	FY2017	FY2018	FY2019	FY2020	FY2021
Male: Female ratio in non-managerial positions	138:236 (Total = 374)	119:181 (Total = 300)	125:171 (Total = 296)	73:143 (Total = 216)	80:146 (Total = 226)
Male: Female ratio in managerial positions	11:29 (Total = 40)	7:24 (Total = 31)	7:25 (Total = 32)	25:41 (Total = 66)	26:41 (Total = 67)
FY2021 Performance	For performa	nce tracking p	ourpose, we w	vill use FY201	7 data as our
	As of FY2021 managerial po				_

Employment Engagement and Training

	Performance				
	FY2017	FY2018	FY2019	FY2020	FY2021
Average Training Hours per Employee	17.0	11.1	10.4	18.2	12.8
FY2021 Performance	FY2017 da	ormance tra ata as our ba /2021, the e stands at 12	se. Average		will use





Customer Feedback

	Performance				
	FY2017	FY2018	FY2019	FY2020	FY2021
Customer Compliments	29	9	21	23	57
Customer Complaints	118	54	58	11	15
Compliments vs. Complaints ratio	29:118	9:54	21:58	23:11	57:15
FY2021 Performance	For performance tracking purpose, we will use FY2017 data as our base.				
	Customer comp	ne Compliment vs pliments increase p strive to maintai	when compare	d with previous	



This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards Core option. We did not seek external assurance for this report. N.B.: AR = Annual Report, SR = Sustainability Report (i.e. this report)

GRI Refe	rence	Disclosure	Response
General Standard	Disclosure		
	102-1	Name of the organisation	Cover Page
	102-2	Activities, brands, products, and services	AR Page 2-7
	102-3	Location of headquarters	SR Page 3
	102-4	Location of operations	AR Page 58, 88-94
	102-5	Ownership and legal form	AR Page 58, 88-94, 146-147
	102-6	Markets served	AR Page 2-7
Organisation	102-7	Scale of the organisation	AR Page 48-50, 88-94, 127
Profile	102-8	Information on employees and other workers	SR Page 19
	102-9	Supply chain	SR Page 23
	102-10	Significant changes to the organisation and its supply chain	No significant changes
	102-11	Precautionary Principle or approach	SR Page 5, 7, 12, 15, 22, 23

GRI Refere	nce	Disclosure	Response
General Standard Discle	osure		
Strategy	102-14	Statement from senior decision-maker	SR Page 1
Ethics and Integrity	102-16	Values, principles, standards, and norms of behaviour	AR Page 13-37 (Code of Governance), SR Page 5
Governance	102-18	Governance structure	AR Page 13-37 (Code of Governance)
Stakeholder	102-40	List of stakeholder groups	SR Page 11-23
Engagement	102-41	Collective bargaining agreements	None of our workforce was covered by collective bargaining agreements
	102-42	Identifying and selecting stakeholders	SR Page 12
	102-43	Approach to stakeholder engagement	SR Page 12
	102-44	Key topics and concerns raised	SR Page 8, 12

GRI Ref	erence	Disclosure	Response
General Standard	Disclosure		
Reporting Practice	102-45	Entities included in the consolidated financial statements	AR Page 88-102
	102-46	Defining report content and topic boundaries	SR Page 2-3
	102-47	List of material topics	SR Page 8
	102-48	Restatements of information	No significant changes
	102-49	Changes in reporting	No significant changes
	102-50	Reporting period	SR Page 2
	102-51	Date of most recent report	Published on 28 May 2021
	102-52	Reporting cycle	SR Page 2
	102-53	Contact point for questions regarding the report	SR Page 3
	102-54	Claims of reporting in accordance with the GRI Standards	SR Page 2
	102-55	GRI content index	SR Page 30-34
	102-56	External assurance	SR Page 2

GRI Reference		Disclosure	Response
Economic			
Economic Performance	201-1	Direct economic value generated and distributed	AR Page 6-8, 48-50
	201-2	Financial implications and other risks and opportunities due to climate change	SR Page 13-14
	201-4	Financial assistance received from government	Yes
Anti-corruption	205-1	Operations assessed for risks related to corruption	AR Page 27-28
	205-2	Communication and training about anti- corruption policies and procedures	SR Page 5
	205-3	Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption
Anti-competitive Behaviour	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	There were no legal actions for anti-competitive behavior, anti-trust and monopoly practices

GRI Referen	ce	Disclosure	Response
Environment			
Energy	302-1	Energy consumption within the organisation	SR Page 13
	302-4	Reduction of energy consumption	SR Page 13, 25
Emissions	305-1	Direct (Scope 1) GHG emissions	SR Page 13, 25
	305-2	Energy indirect (Scope 2) GHG emissions	SR Page 13, 25
	305-3	Other indirect (Scope 3) GHG emissions	SR Page 13, 25
	305-5	Reduction of GHG emissions	SR Page 13, 25
Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	No reports were received on non-compliance with environmental laws and regulations
Social			
Labor/ Management Relations	402-1	Minimum notice periods regarding operational changes	SR Page 16 (No specified minimum notice period)
Occupational	403-1	Occupational health and safety management system	SR Page 21
Health and Safety	403-4	Worker participation, consultation, and communication on occupational health and safety	SR Page 21

GRI Reference		Disclosure	Response
Social			
	403-5	Worker training on occupational health and safety	SR Page 21
Occupational Health and Safety	403-6	Promotion of worker health	SR Page 19-20
	403-9	Work-related injuries	No reports were received on work-related injuries
	403-10	Work-related ill health	No reports were received on work-related ill health
Training and Education	404-1	Average hours of training per year per employee	SR Page 18, 28
	404-2	Programs for upgrading employee skills and transition assistance programs	SR Page 18, 28
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	SR Page 19
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	No reports were received on incidents of discrimination or exploitative labour practices.
Human Rights Assessment	412-2	Employee training on human rights policies or procedures	SR Page 16, 21

GRI Referen	ce	Disclosure	Response
Social			
Public Policy	415-1	Political contributions	There were no political contributions made.
Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	SR Page 22
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No reports were received on non-compliance with regulations or codes concerning health and safety of products and services.
Marketing and Labelling	417-2	Incidents of non-compliance concerning product and service information and labelling	No reports were received on non-compliance concerning product and service information and labelling.
	417-3	Incidents of non-compliance concerning marketing communications	No reports were received on non-compliance concerning marketing communications.

GRI Reference		Disclosure	Response
Social			
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No reports were received concerning breaches of customer privacy and loss of data
Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	No reports were received on non-compliance with laws and regulations in social and economic area



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