800 SUPER HOLDINGS LIMITED

Sustainability Report 2018

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Message from the Board



(Lee Koh Yong, Chairman)

Dear Stakeholders, on behalf of the Board of Directors (the "Board"), I am pleased to announce the publication of our 2018 Sustainability Report that is prepared with reference to the Global Reporting Initiative ("GRI") Standards 2016: Core Option and in alignment with the Singapore Exchange Securities Trading Limited ("SGX-ST") Listing Rules – Sustainability Reporting Guide, in relation to the financial year ended 30 June 2018 ("FY2018").

FY2018 has been another fruitful year for the Group as we continued to record satisfactory performances despite the challenging market conditions we faced. As such, we believe that being adaptable in this ever changing and highly competitive market is paramount in sustaining growth.

In today's world, sustainable waste management and clean energy has never been so highly contested and discussed about. At 800 Super Holdings Limited (the "Company", together with its subsidiaries the "Group" or "800 Super Holdings"), our stakeholders can be rest assured that we strive to have the procurement of energy, collection of waste management generate the smallest impact on the environment as possible. We believe that this demonstrates our unwavering commitment to our stakeholders.

800 Super Holdings Limited takes pride in the assurance of our waste management services, and we provide a broad range of service, from waste management to horticulture services. Our broad range of services allows us to offer complete and comprehensive environmental solutions to our customers.

We place extensive importance in the relationship between customers and stakeholders and have continued to improve our position in strengthening our current position and future projects. This will help us augment the current market presence and help us achieve our long term goals that we set for ourselves.

As part of our strategic formulation process, the board, with consideration with the relevant stakeholders, have determined the material Environmental, Social and Governance (ESG) factors and overseen the management and monitoring of the relevant material ESG factors. The material factors chosen are strategically chosen, and have the largest impact on our stakeholders.

Report Background

800 Super Holdings Limited have always considered Sustainability to be paramount in our direction to move forward as a Group, and thus this report, organised and presented in reference to the "core-option" for Global Reporting Initiative (GRI) Standards, serves as a form of transparency to our relevant stakeholders.

Reporting Boundaries and Standards	• **Materiality**: focusing on issues that impact business growth and are of utmost importance to stakeholders; • **Stakeholder Inclusiveness**: responding to stakeholder expectations and interests; • **Sustainability Context**: presenting performance in the wider context of sustainability; and • **Completeness**: including all information that is of significant economic, environmental and social impact to enable stakeholders to assess the Group's performance.
Report Period and Scope	This report covers data and information from 1 July 2017 to 30 June 2018 and discusses the Group's achievements and performance towards Environmental, Social and Governance issues.
Accessibility & Feedback	The Group continues to print only limited copies of this sustainability report as part of our environmental conservation efforts. Current electronic editions of the report is available at: http://800super.com.sg/investor-relations/announcements We are committed to listening to our stakeholders and we look forward to your feedback. Please send your feedback to: enquiries@800super.com.sg

Organisational Profile

Company Background

The Company was listed in 15 July 2011 on Catalist, which is part of the Singapore Exchange Securities Trading Limited ("SGX-ST"), under the stock code of (5TG). The Company is one of the few NEA licensed waste collectors that are approved to collect both organic and inorganic waste.

Located and headquartered at 17A Senoko Way, Singapore 758056, the Group is an established environmental solutions provider for the public and private sectors in Singapore. The Group provides waste management and recycling, cleaning and conservancy, and horticultural services to a wide range of customers including residential, commercial, industrial, institutional customers, government departments and statutory bodies. In all, the organisation has a combined total of more than 3000 employees across the Group.

The Group currently owns two materials recovery facilities in Singapore with a total capacity to process over 50 tonnes of waste a day. Waste is sorted into different streams in these material recovery facilities for reuse and recycling. The Group is one of the four public waste collectors appointed by the National Environment Agency to provide waste collection services to domestic and trade premises.

We currently provide waste collection service within Ang Mo Kio – Toa Payoh sector in Singapore and we are actively seeking to increase our market share in the near future through the expansion of our current services.

Organisational Profile

"At 800 Super Holdings, we have the resources, capabilities and commitment to deliver an integrated environmental service that provides you with a "one stop shop" for your waste management, cleaning and horticultural solutions."

- Our corporate mission statement

The Group's core values are integrity, teamwork, leadership, passion and continuous improvement. Incorporating sustainability as a key component of strategy is imperative for the Group to be an enduring and continuously improving organisation. Considering the wellbeing of our employees, the environment and the societies that we operates in is both integral to sustainable growth and demonstrative of leadership, passion, teamwork, integrity and strong ethics.

Corporate Structure and services

Currently, the Group provides 4 main services for our customers and stakeholders. They are Waste Management and Recycling, Cleaning and Conservancy, Horticulture and Laundry Services. We provide customisable and specialised services to tailor our client's specific needs, and we serve them to the utmost dedication.

On 16 October 2017, the Company, through its wholly-owned subsidiary Wizwash Pte. Ltd., acquired 100% equity interest in Iwash Laundry (Senoko) Pte. Ltd. ("Iwash"). The acquisition is beneficial to the Group as it allows the Group to venture into new growth areas and undertake a separate line of business. With this acquisition, it helps better position ourselves as a leading provider of such services, and gives our shareholders and stakeholders reassurance and comfort in choosing us as a "one stop shop" solution for their needs.



Organisational Profile

Supply Chain Management

We focus on the key ESG factors with the most potential for creating maximum value for shareholders and key stakeholders. This involves managing ESG risks and opportunities across the supply chain. Our approach is to engage our supply chain partners, wherever possible, to address the ESG impacts in our operations.

Our suppliers are extensively sourced and stringently evaluated to ensure that they meet the relevant specific guidelines that is in place, following the mission statement of the Group. We aim to source only from ethical, responsible and cost-effective suppliers and minimise the potential disruptions in the supply chain.

Machinery and equipment such as our waste collection vehicles are actively sourced to acquire the latest technology advancement to increase efficiency in waste collection while minimizing the impact of pollution on the environment.

Looking ahead, the Group has made capital commitments to invest in a manpower-lean laundry plant at Tuas. When it commences operations in Q3 of FY2019, it will process steam energy recovered from the waste treatment plants for its laundry processes, making it the most ecologically friendly laundry plant in Singapore.

The treatment facility on its completion will treat and dispose sludge from water reclamation plants operated by the Public Utilities Board, thereby contributing to Singapore's efficiency for land use and energy recovery. We believe that our downstream waste treatment segment will provide the Group with additional headroom for future growth.

Organisational Profile

Governance Structure

BOARD OF DIRECTORS

LEE KOH YONG *(Executive Chairman)*
LEE CHENG CHYE *(Chief Executive Officer and Executive Director)*
NG TIAK SOON *(Lead Independent Director)*
FOO SHIANG PING *(Non-Executive and Non-Independent Director)*
LYE HOONG YIP RAYMOND *(Independent Director)*
MAH HOW SOON *(Independent Director)*

AUDIT COMMITTEE

NG TIAK SOON *(Chairman)*
LYE HOONG YIP RAYMOND
FOO SHIANG PING
MAH HOW SOON

NOMINATING COMMITTEE

MAH HOW SOON *(Chairman)*
NG TIAK SOON
LEE CHENG CHYE
LYE HOONG YIP RAYMOND

REMUNERATION COMMITTEE

LYE HOONG YIP RAYMOND *(Chairman)*
NG TIAK SOON
FOO SHIANG PING
MAH HOW SOON

Organisational Profile

Governance and Sustainability

The Board of 800 Super Holdings are committed to maintaining good corporate governance to enhance and safeguard the interest of its stakeholders. The Group has complied with the principles and guidelines of the Code of Corporate Governance 2012 and the disclosure guide developed by the SGX-ST in January 2015 (the "Guide") where appropriate. The Group always has the aim of protecting the interests of the stakeholders, and to minimize our environmental footprint on the environment. We have established policies for and have put in place procedures in relation to conflict of interest.



Conflict of Interest Policy

The Group has established procedures to ensure that all transactions with interested persons are reported in a timely manner to the Audit Committee and that such transactions are reviewed and approved by senior executives, Audit Committee and/or the Board, as the case may be, based on the transaction amount and had been conducted on an arm's length basis in accordance with prescribed procedures. When a potential conflict of interest arises, the Director concerned will not participate in discussions and will abstain from voting on such transaction.

Whistleblowing

Our organisation has in place a policy to highlight any inappropriate behaviour among our employees in order to maintain our high ethical standards of accountability, reliability and honesty for our stakeholders at all times. We have a channel for both employees and external parties to raise concerns and issues in good faith on possible corruption, suspected fraud and other non-compliance issues, a dedicated hotline and email address allows whistle blowers to contact the Audit Committee directly, details of which can be found on the corporate website at www.800super.com.sg

Information received pertaining to whistle blowing will be treated with confidentiality and restricted to the designated persons-in-charge of the investigation to protect the identity and interest of whistleblowers.

Stakeholder's Engagement

As we embark on our sustainability journey to further enhance our continuous growth, we encourage feedback from our stakeholders and will incorporate them into our corporate strategies if they are appropriate and relevant. We also consider the risks that and opportunities that are associated with the different group of stakeholders, and will mitigate and explore these options accordingly.

Stakeholder Group	Engagement Activities	Stakeholder's Expectations
Customers	• Customer helpdesk • Hosting of customer feedback sessions	• Pleasant and efficient customer support
Suppliers	• Maintain and develop current and new business dealings • Fair and appropriate quotations	• Consistent and reliable communication between both parties • Ethical sourcing of raw materials
Employees	• Induction and Orientation Programme	• Staff welfare and benefits • Employee rights
Investors	• Annual meetings • Circulation of annual reports and financial statements	• Transparency from board and management
Government and Regulators	• Maintain a good working relationship with authorities and regulators	• Compliance with all law and regulation guidelines • Timely reporting of information

Material Topics

The material topics identified are based on the GRI framework and the degree of significance on our stakeholders. We have a Materiality Determination Process and a step by step guide in which we identify, rate, prioritise and validate the material factors. After gaining insightful feedback from our stakeholders such as sustainability and changes in global outlook, we have identified these factors which we believe are material and should be prioritised. These topics and their corresponding performance, commitments and targets will continue to be reviewed periodically to ascertain its relevance to our business.

In addition to the material topics listed below, the Group has considered the environmental impact generated as it procures materials and labour that is essential to our business. The Group takes effort to ensure that we have an environmental-friendly business approach and timely reporting and resolution of environmental issues to the relevant authorities.

Topic	Relevance and Impacts	Reference	Commitments and Targets
Economic Performance	Applies to the Group, where the economic performance of the Group has direct impact to our stakeholders and shareholders, as they all look to the economic performance and value generated to the local communities where the business operates.	• Annual Report 2018 • Sustainability Report 2018 page 11	• Revenue and profit growth in short to medium term • Sustainable dividend pay out
Anti-Corruption	Measures in place to ensure that the Group adheres strictly to the laws and regulations of the appropriate authorities. This allows our stakeholders and shareholders to have a peace of mind when engaging our services.	• Sustainability Report 2018 page 12	• Continue to comply with the relevant rules and regulations
Training and Education	Relevant and updated training programs are available for all staffs and employees. This is so that they have the relevant skills for their relevant jobs, and thus able to service the stakeholders with utmost professionalism.	• Sustainability Report 2018 page 13	• All employees to be properly trained and have the relevant skill sets for their relevant professions. • Management to ensure a training plan for employees is available and for them to undergo relevant courses and to be properly trained.
Social Economic Compliance	Measures in place to ensure that there are no significant fines incurred by the Group, and that the Group is in full compliance with the laws and regulations in place, and impact to stakeholders negligible and non-adverse.	• Sustainability Report 2018 page 14	• Continue to comply with the relevant rules and regulations.

Economic Performance

The Group delivered a progressive performance for the financial year ended 30 June 2018. We operate four main environmental services for our customers and clients, i.e. Waste Service Management, Cleaning and Conservancy Services, Horticultural Services. Events such as the unpredictability of the market which affects the demand and supply of our services, rising costs of raw materials for the construction of new facilities and waste management plants have been taken into account by management.

We highly value the model of sustainability for our business, and we strive to create an environment that can deliver long term economic value and growth for our stakeholders including suppliers, investors, consumers, the community and the environment.

Through our business policies and operations, the Group:

- Delivers financial returns to the investors;
- Contributes to the local economies and community by creating jobs, generating income and transferring economic gains to our respective stakeholders.

The Group works with suppliers, sub-contractors and other service providers to help achieve its policy aspirations in delivering products and services. To this end, it encourages vendors to adopt responsible business policies and practices for mutual benefits.

The Group's investments in the biomass plant sludge treatment facility located at Tuas South, newly acquired laundry businesses and additional motor vehicles and machinery is a testament to the Group's effort of sustainable growth in the future.

As we embrace the next stage of growth in downstream waste treatment, the waste treatment plants will start to provide revenue streams to the Group, and we will work diligently to optimise the plants to nurture them into profit generating units.

We periodically review our business strategies to ensure they are aligned with the current market trends and developments, amid the increasing competition from new entrants and current competitors. We also conduct analysis of these trends and engage consultants to determine the way forward with the Group's directions, and the risks involved with them. The Group also aligns its services and products in accordance to the prevalent market demands and customer preference, to ensure that we have the interests of our stakeholders are taken care of.

Further details of the Group's business units' performance in FY2018 can be referenced to our Annual Report for 2018. (link: http://800super.com.sg/investor-relations/annual-reports)

Anti- Corruption

We believe that good corporate governance establishes and maintains an ethical environment within the Group, which serves the interests of all shareholders and stakeholders. The Group has adopted a Code of Business Conduct to regulate the standards of ethical conduct of the Group, of which its Directors, officers and employees are required to observe and maintain high standards of integrity in compliance with the law, regulations and the Group policies.

We take a strong stance against corruption within our Group, corporation and employees, and will not hesitate to punish those found guilty effectively and efficiently.

All staffs and employees can be assured that their rights and position will be well protected and good qualities exemplified by management if they are to identify and report any cases of corruption or wrongdoing.

The Group also has in place a whistle-blower policy which allows stakeholders to raise concerns about possible improprieties which may adversely affect our operations via post to our whistle-blower email or to our designated whistle-blower officer. In FY2018, we have no reported instances of corrupt activities across our different business divisions and we strive to achieve similar results for FY2019 and beyond.



Training and Education

At 800 Super Holdings, we believe in ensuring that our employees are adequately trained and kept relevant of any updates and advances in their specific and relevant job positions. Every new employee must go through an orientation programme to familiarise themselves with their job position and embrace the Group culture. This ensures that they are able to perform their jobs efficiently and effectively.

We have developed human resource policies that promote planned and comprehensive training for all employees so that they can meet and exceed performance standards. 800 Super Holdings also encourages its employees to take ownership of their skills development and learning. We send our employees to attend courses and seminars to improve their personal and work skills. Our employees also undergo regular performance feedback and guidance with their supervisors and managers during the course of their employment to allow their supervisors to highlight areas for improvement and to commend employees where they have excelled.

Managers and management routinely send staff for training workshops to upgrade or to reinforce their specific skill sets in anticipation in the ever-changing and dynamic industry. We aim to have 100% career literacy for all our employees in their respective job scope.

As our employees are our greatest assets, we also believe that employee wellbeing is essential towards the daily functionality of the Group. We believe that our employees must be healthy and happily engaged at work for them to maximise their potential and productivity. Our employees also enjoy a competitive work benefits package.



Socioeconomic Compliance

The Group adheres to the laws and regulations that are in place by the local authorities. We believe that the honesty, integrity and vigilance of our employees evidences the effectiveness of our training and responsible culture.

We believe that compliant business practices support a positive environment in the waste management industry by putting the focus on ethical competition.

Our compliance guidelines and policy requirements meet or exceed local legal or regulatory requirements and are aligned with industry standards and requirements. In addition, we focus on our community responsibilities as corporate citizens. We take these responsibilities very seriously, including paying our fair share of taxes, among them corporate income taxes, employment tax and social contributions. Our commitment to these responsibilities are also embodied in our corporate culture, and tax payment to the relevant authorities are in accordance with applicable laws, rules and regulations.

We are proud to announce that in FY2018, we have no reported instances of non-compliance to the local laws, rules and regulations across our different business divisions, and we aim to continue this result for FY2019 and beyond.



Global Reporting Initiative (GRI) Content Index

GRI Standard/ Disclosure	Page Reference and Reasons for Omission, if applicable
102-1 Name of the organisation	Page 2
102-2 Activities, brands, products, and services	Page 5
102-3 Location of headquarters	Page 2
102-4 Location of operations	Page 2
102-5 Ownership and legal form	Page 4
102-6 Markets served	Page 4
102-7 Scale of the organisation	Page 4
102-8 Information on employees and other workers	Page 4
102-9 Supply chain	Page 6
102-10 Significant changes to the organisation and its supply chain	No Significant Changes
102-11 Precautionary principle or approach	To find out more from Client
102-12 External initiatives	Not applicable as there is no externally-developed economic, environmental and social charters, principles, or other initiatives to which our Company subscribes, or which it endorses within the scope of this SR.
102-13 Membership of associations	Not applicable as there is no externally-developed economic, environmental and social charters, principles, or other initiatives to which our Company subscribes, or which it endorses within the scope of this SR.
102-14 Statement from senior decision maker	Page 2
102-16 Values, principles, standards, and norms of behaviour	Page 5
102-18 Governance structure	Page 7
102-40 List of stakeholder groups	Page 9
102-41 Collective bargaining agreements	Not applicable as all employees within the scope of this SR are not covered by collective bargaining agreements.
102-42 Identifying and selecting stakeholders	Page 9
102-43 Approach to stakeholder engagement	Page 9
102-44 Key topics and concerns raised	Page 9
102-45 Entities included in the consolidated financial statements	Annual Report 2018, Page 64 - 65
102-46 Defining report content and topic boundaries	Page 3
102-47 List of material topics	Page 10
102-48 Restatements of information	Not applicable, first report
102-49 Changes in reporting	Not applicable, first report
102-50 Reporting period	Page 3
102-51 Date of most recent report	Page 2
102-52 Reporting cycle	Annually, Page 2
102-53 Contact point for questions regarding the report	Page 3
102-54 Claims of reporting in accordance with the GRI Standards	Page 2
102-55 GRI content index	GRI content index
102-56 External assurance	Not applicable, first report

Global Reporting Initiative (GRI) Content Index

GRI Standard/ Disclosure	Page Reference and Reasons for Omission, if applicable
103-1 Explanation of the material topic and its boundaries	Page 10
103-2 The management approach and its components	Page 10
103-3 Evaluation of the management approach	Page 10
201-1 Direct Economic value generated and distributed	Page 11
205-2 Communication and training about anti-corruption policies and procedures	Page 12
205-3 Confirmed incidents of corruption and actions taken	Page 12
404-2 Programs for upgrading employee skills and transition assistance programs	Page 13
419-1 Non-compliance with laws and regulations in the social and economic area	Page 14