



**SITRA HOLDINGS
(INTERNATIONAL) LIMITED**

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(INTERNATIONAL) LIMITED



S U S T A I N A B I L I T Y
R E P O R T

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BOARD'S STATEMENT

As we continued to develop our strategy over the course of 2019, a decision was made to retain Sitra Holdings (International) Limited (“Sitra” or the “Group”) name to account for the fact that we have always focused on distributing the high quality wood-based products from sustainable resources. This sustainability report reflects that focus, and includes relevant facts and figures pertaining to the economic, governance, social and environmental impacts of our work within this industry.

The Group has on 4 October 2019 acquired 54% interest in Mapur Rocky Resort Limited, stands out as the key highlight. Of all the progress we made so far, with this acquisition, the Group plans to build its own first foray into resort and holiday homes development. Thus, adding the Group’s core business into property development in Bintan Island, Indonesia. Not only will it provide new quality jobs, it will also give employees opportunities to learn new skills.

With big challenges comes great opportunity and undoubtedly there is huge potential for Sitra to bring innovative solutions to the market place. We have transformed and broadened our business with a platform for significant and sustainable growth, keeping our eye on our customer’s needs. We are committed to focusing on delivery and fully unlocking our potential to achieve solutions to sustainability goals. Our aim is to inspire with inventiveness, partner with swiftness and create new possibilities.

Sustainability forms a foundation across the Group’s business, touching every aspect of our strategy from what we do to how we do it. To be truly sustainable, which I believe this is an imperative, every decision must be made with an eye on our future. The Company’s core business remains in distribution of wood products. Within this industry, there is increasing attention to sustainable forestry hence ensuring sources of raw material are derived from sustainable supplies is a major concern, great emphasis is placed on “FSC” certification which the company strives to maintain. In addition, the company is conscious about variable aspects, hence a focus on water and energy conservation as well as efficiency driven by experience and staff retention. With the business diversification into property, attention to these factors of sustainability will remain a key pillar of the business policy going forward. Sustainable growth is delivered through fair and equitable behaviour which drives talents retention, repeat customer activity and confidence amongst our shareholder base. Hence, it is not just about what services we offer to the market but also the way that we deliver them. Having considered sustainability issues as part of its strategic formulation and determined the material ESG factors, the Board continues to oversee the management and monitor material ESG factors.

Moving forward, sustainability remains our top-of-mind consideration when it comes to decision making. I would like to thank the entire Group team for contributing to the development of this report. Sustainability will always remain at the heart of the Group’s business. I sincerely believe that it is key to a healthy growing business and will be the differentiator to carry Sitra into the long term.

Yours Sincerely,

CHEW HUA SENG
Non-Executive Chairman

CORPORATE PROFILE

Sitra Holdings (International) Limited (“Sitra” or the “Company”) and its Subsidiaries (the “Group”) is an international distributor of high-quality wood-based products and premium lifestyle outdoor furniture. The Group markets its products under its proprietary Comcia, deckKING and Pacific brand ranges. The Group’s products can be categorised into two main Groups, namely (I) high-value wood-based products such as decks and deckings systems, flooring, a full range of fences, and other DIY products; and (II) premium lifestyle furniture such as outdoor garden furniture, garden accessories and contract furnishings.

Sitra was awarded the Forest Stewardship Council (“FSC”) Chain of Custody aimed towards responsible forestry management since 2007. The timber used to manufacture its products can be traced throughout the supply chain from the source of timber to the sale of Sitra’s products. The Group serves a network of over 290 corporate customers in 58 countries spanning North America, Europe, Australia/New Zealand and the Asia.

With its lifestyle furniture, Sitra developed its own products and brands and have gained a following amongst customers in Europe.

OUR BRANDS

Comcia	deckKING	Pacific
Under the Comcia brand, we provide a wide variety of highvalue wood-based products such as decking, flooring, fencing, door and window components and other moulded products. Each category of our wood-based products offer different designs, specifications and dimensions to suit the varying requirements of our customers.	As our decking products gain in momentum, the “deckKING” brand name was developed in 2004, to reflect our vision – that is to be a leader in this growing segment.	The “Pacific” range of brands was developed in 2003 as we embarked on a new segment of business outdoor lifestyle furniture. The word, Pacific, signifies peace and the feeling of being at one with nature.

On 4 October 2019, the Group acquired a 54% equity interest in Mapur Rocky Resort Limited. With this acquisition, the Group intends to make its first foray into resort and holiday homes development. The Group’s core businesses now include distribution of wood-based products and property development in Bintan, Indonesia.

SUSTAINABLE DESIGN

We aim to promote a message of sustainability for the future and this will also ensure longevity and sustainability in the supply of hardwood. In addition, the Group has put in place a Responsible Wood Purchasing Programme to ensure that timber is sourced only from forests engaged in responsible forest management.

FOREST STEWARDSHIP COUNCIL (“FSC”)

FSC is an international organization that brings people together to find solutions which promote responsible stewardship of the world’s forests. FSC is also set out to promote environmentally appropriate, socially beneficial and economically viable management of the world’s forests.

Through consultative processes, FSC sets international standards for responsible forest management. It accredits independent third party organisations which can certify forest managers and forest product producers to FSC standards.

Sitra has performed in terms of its key performance indicators which are highlighted in this report.

During the year, Sitra continues to adopt a formal reporting approach by applying the international reporting framework, Global Reporting Initiative (“GRI”) Standards.

We have achieved our initial environmental targets of ensuring resources are derived from sustainable resources through the FSC certification and attention to optimal utilisation of resources. We continue to maintain our social objectives of ensuring non-discriminatory employment practices. We believe that there is always scope for improvement and the company seeks to continuously review our sustainability metrics as we embark on this journey of improving global sustainability, better corporate governance and greater economic contribution to society.

Target Set FY2019	Status
We will align and finetune our environmental performance in our Singapore operations to amount of consumption and expenditure for both water and electricity in the next 1 – 3 years. The same efforts will be extended to our Indonesian operation from 2019 onwards.	Achieved
We are committed to invest in strengthening our staff training and development by increasing the total and average training hours by 10% in the next 1- 3 years.	Achieved
We will be supporting more community programmes in the next 1 – 3 years.	Achieved

STRATEGIC APPROACH TO SUSTAINABILITY

With our vision and corporate values in mind, we aim to integrate sustainability into the businesses of Sitra so that it is systematic and seamless. Where possible, we incorporate sustainability considerations in our decision-making processes.

Our sustainability efforts are led by our senior management who ensures that the Company's business objectives are in line with our commitments to sustainable development. Senior management is responsible for on-going communication to the Board of Director

Sitra's senior management has determined focus areas where Sitra can have the greatest economic, environmental and social impact, as well as the areas that are most important to our stakeholders.

The Group has taken efforts to seek the opinion of internal and external stakeholders either formally or informally. We aspire to understand the needs and expectations of our key stakeholders and strive to build mutually beneficial relationships.

Governance Structure



REPORTING BOUNDARIES & STANDARDS

The report is also prepared in accordance with GRI Principles for defining report content, including:

- **Materiality:** focusing on issues that impact business growth and are of utmost importance to stakeholders;
- **Stakeholder Inclusiveness:** responding to the identification of stakeholder expectations and interests
- **Stakeholder Inclusiveness:** responding to the identification of stakeholder expectations and interests
- **Completeness:** including all information that is of significant economic, environmental and social impact to enable stakeholders to assess the Company's performance.
- **Stakeholder Inclusiveness:** responding to the identification of stakeholder expectations and interests; and

REPORT PERIOD & SCOPE

We use a consolidated operating approach to determine organisational boundaries. Our data is an aggregation of our operations in Singapore and Indonesia.

This report covers data and information from 1 January 2019 to 31 December 2019 and discusses Sitra's achievements and performance towards

Environmental, Social and Governance ("ESG") issues. This report has been prepared in accordance to the GRI Standards: Core Option.

The electronic edition of this report is available at:

<https://www.sgx.com/securities/company-announcements>

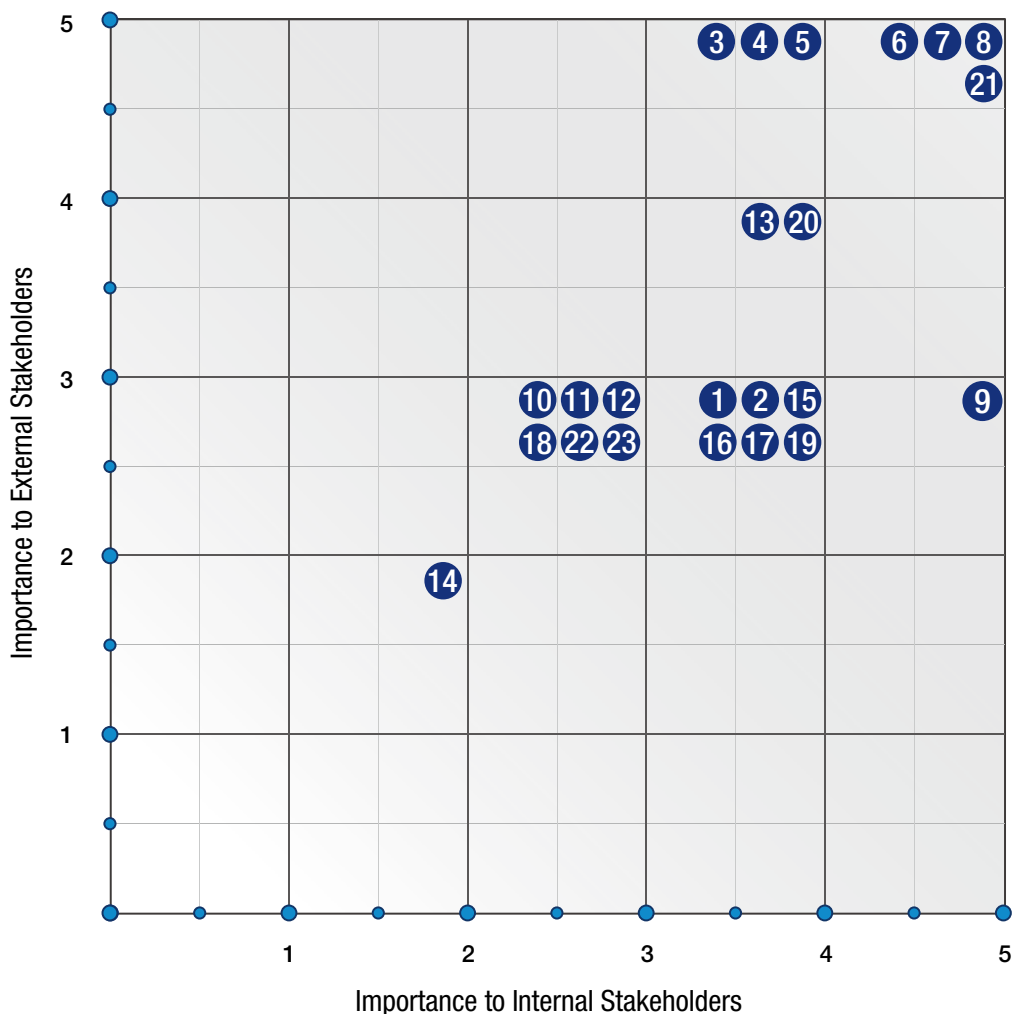
ACCOUNTABILITY TO STAKEHOLDERS

We strive to be a corporate responsible citizen by working closely with our stakeholders to understand their concerns and feedbacks. The stakeholder engagement provides valuable information for our sustainability reporting, particularly in determining the material environment and social issues. We will continue to engage our external stakeholders more extensively to identify areas that are material, sustainable and necessary for future development.

Our Key Stakeholders	How We Engage Them	Key Topics
Customers	<ul style="list-style-type: none"> · Business meetings · Informal feedbacks · Social Media such as Facebook 	<ul style="list-style-type: none"> · Product features of Sitra's wood-based products and lifestyle high quality wood-based products and premium lifestyle outdoor furniture and accessories · Value proposition of Sitra · Customer feedback
Shareholders	<ul style="list-style-type: none"> · Annual General Meeting · Emails and telephone calls · Announcements via SGXNet 	<ul style="list-style-type: none"> · Financial results · Key business developments such as acquisitions or new business developments
Employees	<ul style="list-style-type: none"> · Periodic townhall meetings · Performance appraisals · Company events · Internal communication through emails and noticeboards 	<ul style="list-style-type: none"> · Information update by management to staff · Staff performance
Suppliers	<ul style="list-style-type: none"> · Emails and telephone calls 	<ul style="list-style-type: none"> · Information update and feedbacks on their products and services
Government and Regulatory Agencies	<ul style="list-style-type: none"> · Consultation 	<ul style="list-style-type: none"> · Regulatory standards and guidelines
Media	<ul style="list-style-type: none"> · Media releases · Regular communication through emails and teleconferences 	<ul style="list-style-type: none"> · Financial results · Key developments such as business updates

MATERIALITY MATRIX

IMPORTANCE TO STAKEHOLDERS



ECONOMIC	1	Economic Contribution to Society
	2	Wages and Local Hiring
	3	Economic Profitability
	4	Sustainable Growth
	5	Innovation & Technology
GOVERNANCE	6	Legal Compliance and Governance
	7	Anti-Corruption and Anti-Fraud
	8	Service Quality & Responsibility
	9	Employee/Public Health & Safety
ENVIRONMENT	10	Water Conservation
	11	Energy Management
	12	Environmental Impact Assessment and Mitigation
	13	Waste Management
	14	Emission & Air Pollution

SOCIAL	15	Diversity and Equal Opportunity
	16	Training and Education
	17	Business Partners Engagement
	18	Stakeholder Engagement
	19	Labour-Management Relations
	20	Supply Chain & Procurement Practices
	21	Customer Privacy & Data Protection
	22	Socio-Economic Compliance
	23	Corporate Social Responsibility

OUR SUSTAINABILITY VISION



ECONOMIC

- Target positive return to shareholders
- Achieve operational efficiency
- Drive consistent growth through organic growth and acquisitions



ENVIRONMENTAL

- Promote a strong environmental-friendly culture
- Promote environmental conservation through adoption of the 3R's (Reduce, Recycle, Reuse)



SOCIAL

- Build a resilient organisation and caring society
- Build partnership with stakeholders
- Drive employee development and employee engagement



GOVERNANCE

- Focus on risk management by having good corporate governance and well-developed policies and procedures
- Achieve compliance with all applicable laws and regulations

ECONOMIC

ECONOMIC CONTRIBUTION TO SOCIETY

At present, we operate in Singapore, Indonesia and France, with global distribution network extending to Europe, Australia, and New Zealand. We manage our operations in accordance to our sustainability principles. We work closely with our management and key operation staff to identify and consider any sustainability opportunities and risks that may arise.

Sustainability trends such as climate change, resource scarcity and demographic changes shape the competitive environment in which companies like Sitra operate by introducing long term sustainability opportunities. We, therefore view our business performance beyond short term gains and financial bottomline. Our conviction is to achieve a balanced triple bottomline (People, Planet, Profit) that allows us to clearly demonstrate the key risks and opportunities we face, how our strategy aims to tackle these issues and how we link these to the global agenda and our contribution to the wider economy.

Our strategy embeds sustainable practice into every aspects of our business, ensuring our approach aligns to global priorities and the part plays in a sustainable future for us all.

The success of our business is highly dependent on the commitment of our Board of Directors, management and staff. Their knowledge, professional expertise and their job satisfaction are key to our economic sustainability.

More importantly, we strive to contribute positively to the society through our economic presence by serving as Asia Pacific's leading wood-based products and lifestyle furniture and accessories industry globally, while maintaining good stewardship of the resources we manage and generating good shareholder values.

Our business model focuses on cost leadership without compromising on product quality. We place our customers' interest as the highest priority. We seek organic growth from the existing operations as well as growth through acquisition of new businesses that can reap good returns growth.

We strive to maintain our market position by ensuring we gain the trust of our customers, and continually build our reputation and brand name in the wood-based products and lifestyle furniture and accessories industry in Asia Pacific.

In today's highly volatile business environment, Sitra has, beyond sustained earnings, diligently embraced prudent financial management, capitalised on our assets and investments, and remained focused on growth strategies, to enhance shareholder value.

For more information on Sitra's financial and business performance, please refer to the annual report for the financial year 2019 ("FY2019").



\$16.4M
Revenue Generated



18.9% Revenue
Growth Over
FY2018



1 Production Factory

COMPLIANCE WITH CORPORATE GOVERNANCE

Why is good governance important in sustainability? Corporate governance is essential to embedding sustainability into the heart of Sitra. Corporate governance is about leadership; it sets the parameters in decision making with accountability, transparency, responsibility and ethical behaviour. Sitra's governance practices translate the culture behind which decisions are taken in our Company.

Our approach is to weave sustainability throughout our governance structures with the aim of making sustainable as usual business thus enables Sitra to consistently deliver value to our customers and stakeholders impacting our return on investment, growth and risk management opportunities.

The Group is proactive in ensuring its compliance with all relevant laws and regulations. Our management team is responsible for the review and monitoring of the Group's policies and practices in respect to legal and regulatory requirements across all operations. Any non-compliance of the relevant laws and regulations and the proposed resolutions will be reported to the Board of Directors.

The Group has put in place policies and procedures to ensure compliance with the relevant laws and regulations in all the jurisdictions we operate in. At

a corporate level, we also ensure that we are in compliance, with the Listing Manual Section B Rules of Catalist ("Catalist Rules") of the Singapore Exchange Securities Trading ("SGX-ST"), Securities and Futures Act and Singapore Companies Act.

The Company has not received any correspondences or notifications in relation to any non-compliance of legal and regulatory requirements from any government and regulatory agencies in FY2019. The Audit Committee did not receive any whistle-blowing letters during the year.

While we seek to leverage our data to serve our customers responsibly, we adhere and uphold the Personal Data Protection Act ("PDPA"). We have put in place policies to ensure we are in compliance with PDPA and we respect our customers' choices in respect of their personal data and the protection of our customers' privacy.

There is no incidence of product and service misinformation and labelling or marketing miscommunications.

ETHICS & INTEGRITY

We promote an ethical and act with integrity culture throughout the Company and our outlets. We seek to conduct our business in an ethical manner and uphold best practices in the wood-based products and lifestyle furniture and accessories industry. All Directors, operations and management staff are required to fully comply with our principles set in our Employee Handbook and employment contract.

The Employee Handbook details our expected standards of employee's professional behaviour towards our business partners whom we have business dealings with, to the people in the society whom we serve as customers and towards each other as employees of the Company. Above all, we are inculcated with strong corporate values to act with integrity.

GOVERNANCE

ANTI-CORRUPTION AND ANTI-FRAUD

Sitra is committed to ethical and fair conduct, as well as the prohibition of corruption, including bribery and fraud. The Company strives to uphold these commitments by implementing the corporate best practices and adhering to the definitions and put forth guidelines.

The Company believes that protecting whistleblowers is integral to safeguarding public interest, promoting a culture of accountability and integrity in both private and public institutions, and encouraging individuals to

report on any corruption, misconduct and fraud. We believe that a person raising concerns should be supported and protected against reprisals. We will not tolerate the victimisation of an employee who has raised a concern, or any adverse treatment of an employee as a result of raising concern. A direct whistle-blowing channel through e-mail and letters has also been implemented to enable our employees to get direct access to our CEO. Our stakeholders also can reach our Chairman of Audit Committee via the same channel of communication.

RISK MANAGEMENT

The Group recognises the importance of risk management and how business risks may adversely affect Sitra's business performance.

While it is the responsibility of the Audit Committee, as

delegated by the Board of Directors, to oversee the effectiveness of our risk management and internal controls, the core function of the internal audit is coordinated by our Chief Financial Officer or Financial Controller who reports to the Audit Committee on a periodic basis.

SUSTAINABLE FORESTRY & DESIGN

Forest stewardship council

Since 2007, Sitra has been a member of the Forest Stewardship Council ("FSC") which is an international organisation that promotes responsible stewardship of the world's forests. By consulting with businesses, NGOs, communities, workers and indigenous people, they continually develop and strengthen, FSC forest management and chain of custody standards. FSC forest management standards are developed at an international level, and are then adapted to individual countries' legal, social, and geographical settings, through national standards.

Some elements of FSC certification, for example, controlled wood, have standards of their own. It accredits independent third-party organisations which can certify forest managers and forest product producers to FSC standards.

As a member of FSC, we adhere to the FSC standards, policies and procedures for forest management, controlled wood standards and risk assessments in our endeavours to play an active part in maintaining forest ecosystems and local communities.



SUPPLY CHAIN & PROCUREMENT PRACTICES

As a large global business, we recognise the importance of managing our sustainability impacts. As well as our own impact, our supply chain is also a vital element in Sitra successfully delivering to our stakeholders; it is important for us to extend our management of environmental, social and economic impacts to our portfolio of approved suppliers and strategic partnerships.

Our supply chain constitutes mainly the suppliers for our wood-based products and lifestyle furniture and accessories for all our global clients. We have maintained a strong partnership with the suppliers for our wood-based products and lifestyle furniture and accessories businesses.

We believe in transparency in our supply chain and seek to provide transparent insight into how we

manage the risks and opportunities associated with climate change into practices.

Our aim is to promote sustainable supply chain and product design for the timber furniture and accessories industry that will ensure the sustainability in the supply of hardwood. Towards our Responsible Wood Purchasing Programme, we committed to only source third party timber FSC certified suppliers.

Our commitment to enhance our level of adoption of FSC products in our own mills is made in keeping with the FSC principle of forest stewardship.

Since 2019, Sitra has made significant increase in the use of FSC products from our own Sitra's mills.



No. of Active Suppliers = 28

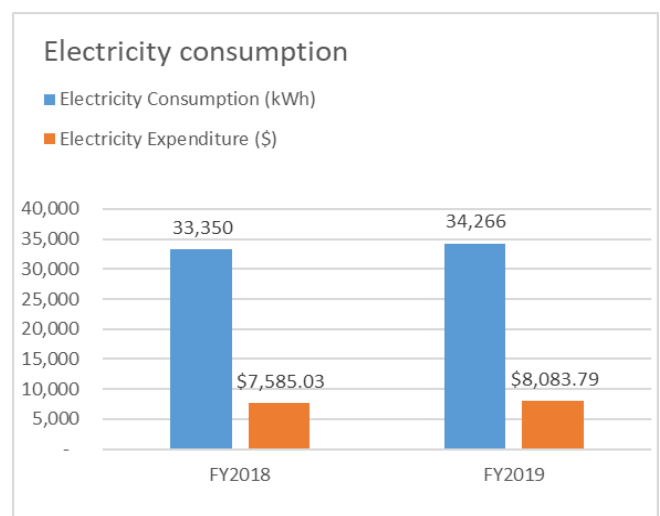
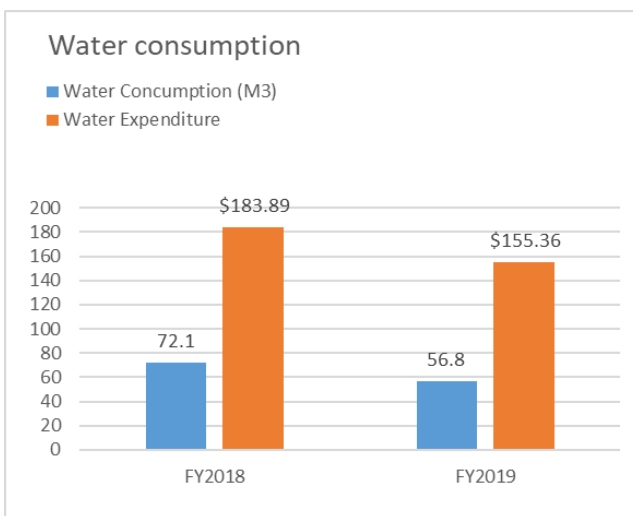
ENVIRONMENT

Sitra strives to embrace environmental sustainability by managing environmental conservation through adopting 'Reduce', 'Re-use', 'Recycle' and energy efficient practices. We have focused on the Singapore operations for our environmental reporting for the first three years.

WATER & ENERGY CONSERVATION

In Singapore, we tap on the water supply provided by Public Utilities Board and disposed used water into the public sewage system. Energy consumption increased due to increase business activity during the year and management will continue its effort in

monitoring this. While we take conscientious efforts to conserve water and electricity, we are currently reviewing our utilisation rates and will implement measures to reduce the utilisation rates.



PAPER USAGE

We have launched our Go-Green initiatives across all our operations and corporate office. The implemented initiatives aim to encourage the 'Re-use', 'Recycle' and 'Reduce' of papers through the following ways:

- 'Reduce' the use of papers by sending the printers to print on double-sides of each piece of paper and print only when necessary.
- 'Re-use' single-side printed papers for non-confidential and draft documents.

We are looking into recycling all used papers, printed materials and collaterals.

WASTE MANAGEMENT

Proactive mitigation of the environmental impact and protection is deeply embedded within our business model, as aptly demonstrated by our waste management system.

As a strong green advocate for "Reduce, Reuse and Recycle", we have put in place a waste management process to ensure proper disposal of waste and 100% recycling of our wood waste for the manufacturing of our products.

We have set for ourselves the mission to (1) review and implement new waste management processes to minimize wastage; and (2) to protect water bodies from being affected by contaminated water and waste discharge in the next 1-3 years.

Target:

We target to align and finetune on the amount of consumption and expenditure in both water and electricity with regards to our environmental performance in our Singapore and Indonesia operations in year 2020.

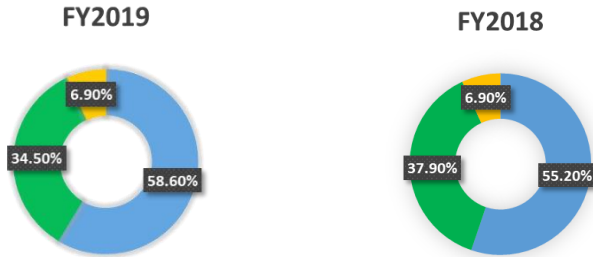
PEOPLE

Pivotal to our success is our people performing at their best. We value the vital contributions by all employees towards sustaining Sitra’s long term success. To underscore our care and commitment towards our employees, the Group drives a human resource (“HR”) strategy focused on fair remuneration and equal opportunities, training and development, employee wellness and engagement, and work-life harmony.

We are taking progressive steps to develop and implement policies and staff engagement programmes that aim to help employees build long-term, fulfilling careers with Sitra.

Geography Location of Employees

	FY2019	FY2018
● Singapore	58.6%	55.2%
● Indonesia	34.5%	37.9%
● France	6.9%	6.9%



DIVERSITY & EQUAL OPPORTUNITY

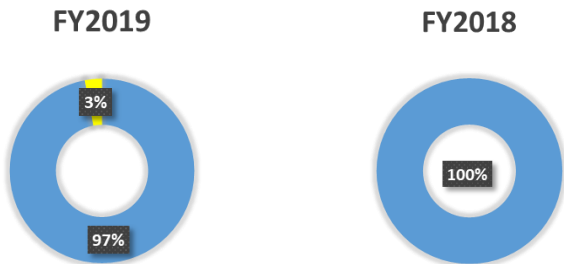
Identifying, recognising and rewarding quality employees is essential in our hiring and retention strategy. We advocate fair employment practices by ensuring equal opportunities for recruitment, fair compensation, career progression and training opportunities. We provide fair employment opportunities to all, regardless of age, gender, race, or nationality. Sitra advocates a policy of harnessing diversity in human resource as evidenced by a fair distribution of employees from different nationalities and age groups to support our key markets in Singapore and Indonesia.

Local hiring is emphasised as 97% of Sitra’s employees are mainly citizens of the three (3) key countries it operates in.

There is a good balance in gender ratio between male and female employees. We ensure that fair work practices and remuneration are ascertained based on individual work performance and not on any gender consideration. No form of discrimination is tolerated within our organization. There is no incident of discrimination and corrective actions taken.

Nationalities of Employees

	FY2019	FY2018
● Citizen	97%	100%
● Permanent Resident	3%	0%



Gender Ratio

	FY2019	FY2018
● Male	72.4%	62.1%
● Female	27.6%	37.9%



FAIR & OPEN EMPLOYMENT POLICY

Sitra maintains fair and open employment policy through providing fair employment opportunities to both young and mature workers. Its workforce has a good balance of age distribution, with 31% under the 40-year-old group.

Our strategy for recruitment and retention of talents include cooperation with professional institutions, talent pool development and retention, and staff grievance mechanism.

In terms of employee skills profile, we have maintained a fair proportion of professional and management team to lead and drive the business growth in our three business segments.

Our business is highly dependent on senior experienced staff who have been in the wood-based products and lifestyle furniture and accessories businesses for over 20 years. Through the organic growth of complementary businesses over the years, we have also strengthened the retention of our pool of talented staff whose professional expertise and strong customer relationship has been critical in the sustainable success of our wood-based products and lifestyle furniture and accessories business.

We will continuously recruit talents, particularly good talents, and groom them through mentorship and on-the-job training programmes.

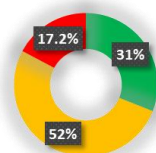
Our recruitment policy is based on the pre-requisite skills and academic qualifications necessary to perform the required job scope. During recruitment, we have implemented stringent shortlisting process to ensure we recruit successful candidates with the same values as us. We understand the importance of talent retention by providing fair and sustainable financial and non-financial incentives, and learning and development opportunities. We have in place employee share option scheme and performance share plan to incentivize our employees to achieve high performance. Our compensation and benefits policies are determined by guidelines proposed by our Human Resource and approved by the Remuneration Committee of our Board. All staff undergo annual performance review and receive periodic performance feedbacks from their reporting managers.

In 2019, the overall turnover rate was 7.1%. We have no temporary or part-time employees.

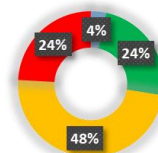
Employee Age Profile

	FY2019	FY2018
● Below 30 Years	0%	3.4%
● 31 to 40 Years	31%	24.1%
● 41 to 55 Years	51.7%	48.3%
● Above 56 Years	17.2%	24.1%

FY2019



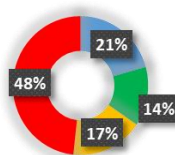
FY2018



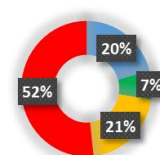
PMET Classification for Staff

	FY2019	FY2018
● Directors	20.7%	20.7%
● Managers / Executives	13.8%	6.9%
● Sales & Services	17.2%	20.7%
● Operators	48.3%	51.7%

FY2019



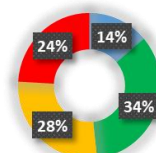
FY2018



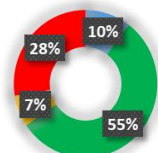
Years of Service

	FY2019	FY2018
● < 5 years	13.8%	10.3%
● 6 to 10 Years	34.5%	55.2%
● 11 to 20 Years	27.6%	6.9%
● > 20 Years	24.1%	27.6%

FY2019



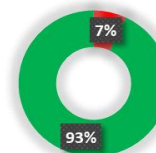
FY2018



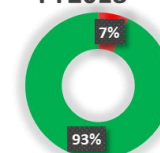
Staff Turnover & Retention

	FY2019	FY2018
● Staff Turnover	7.1%	6.7%
● Staff Retention Rate	92.9%	93.3%

FY2019



FY2018



EMPLOYEES WELLNESS & BENEFIT

The Group meets and complies with all the relevant laws and regulations for manpower employment in the three key markets where we have direct business operations.

In Singapore, the Group contributes to the Central Provident Fund Scheme and obtains medical benefits such as hospitalisation and surgical plans for all our staff. We provide maternity as well as paternity leave in accordance with the recommendations of the Ministry of Manpower of Singapore.

TRAINING & STAFF DEVELOPMENT

One of our main challenge is to attract and retain talents. To this end we have developed and we actively communicate on our brand and company values. Apart from providing fair and sustainable financial incentives to our employees, we also strive to create a culture of learning organisation through the following ways:

- Training and Skills Upgrading Opportunities

We are constantly developing our employees through providing annual performance review. We will continue to equip our staff with training through conferences and courses related to their work areas.

Training & Education

	FY2019	FY2018
Total training hours	172	22
Average training hours per employee	5.93	1.33

Target:

We are committed to invest in strengthening our staff training and development by increasing the total and average training hours by 10% in the next 1-3 years.

SOCIAL

HEALTH AND SAFETY

The Group is committed to embracing the highest standards of workplace, safety and health and environmental practices and inculcating the best practices in the Group. We are guided by our steadfast commitment to our employees for a safe working environment in which one can work and excel with full confidence.

The management team sets a strong foundation by providing clear direction within the organisation of the value of an effective occupational health and safety management approach to foster risk-free and environmentally-friendly premises. We are building the environmental awareness and green practices to lead the group in adhering to all WSH regulations as stipulated by the Ministry of Manpower (“MOM”), Workplace Safety and Health Council (“WSHC”) and all the relevant authorities of the national jurisdictions we operate in. We have obtained bizSAFE 3 certification for our operations in Singapore.

Our operations are closely monitored and reviewed by our appointed safety officers, who ensure all employees comply with safety policies and procedures. Our emphasis on promoting workers’ health and improving occupational safety has resulted in zero accidents in our workplace and we will continue to uphold our mandate to target zero injuries and fatalities amongst our workforce.



EMPLOYEE RELATIONSHIP MANAGEMENT

Employee relationship management is a process that the Company use to effectively manage all interactions with employees, ultimately to achieve the goals of the organization. Enhancing communication channels and motivation in employees is part of Sitra’s great base for healthy employee relationship management.

Our employees are provided with frequent management updates and adequate notice period regarding any operational changes. Engaging our employees in regular meetings and periodic announcements via emails are also as part of our good employee relation culture.

BUSINESS PARTNER & STAKEHOLDER ENGAGEMENT

We engage our business partners and stakeholders to keep them abreast of the developments of our businesses.

Please see the section on Accountability to Stakeholders on page 6 for more information.

CUSTOMER PRIVACY & DATA PROTECTION

The Group warrants high level of security and confidentiality of our clients' personal data as well as the business transactions they have undertaken. We adhere strictly to the guidelines set by the Personal Data Protection Act (PDPA) 2012.

CORPORATE SOCIAL RESPONSIBILITY

Being a corporate responsible citizen, we believe in giving back to the society. While we strive to achieve our business goals, we also believe in playing our part in serving our local community.

Our Indonesian subsidiary is a member of the Global Forest and Trade Network-Indonesia under the World Wildlife Fund.



Sole4Souls Shoe Collection Campaign

Sitra Singapore supported the Soles4Souls movement in driving for the collection of pre-loved shoes for the needy children in developing economies.

Our employees enthusiastically participated in this social project and collected over 30 pairs of shoes for our first collection drive.



Target:
We will be supporting more community programmes in the next 1-3 years.

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102-23	Chair of the highest governance body	5
102-24	Nominating and selecting the highest governance body	5
102-25	Conflicts of interest	5
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102-33	Communicating critical concerns	10 – 18
102-34	Nature and total number of critical concerns	7, 10 – 18
102-35	Remuneration policies	15
102-36	Process for determining remuneration	15
102-37	Stakeholders' involvement in remuneration	15
102-38	Annual total compensation ratio	N.A.
102-39	Percentage increase in annual total compensation ratio	N.A.

Topic Specific Standard Disclosure		Page Reference
Stakeholder Engagement		
102-40	List of stakeholder groups	6
102-41	Collective bargaining agreements	N.A.
102-42	Identifying and selecting stakeholders	6
102-43	Approach to stakeholder engagement	6
102-44	Key topics and concerns raised	6
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Not included under this report.
102-46	Defining report content and topic Boundaries	5
102-47	List of material topics	7
102-48	Restatements of information	N.A.
102-49	Changes in reporting	N.A.
102-50	Reporting period	5
102-51	Date of most recent report	5
102-52	Reporting cycle	5
102-53	Contact point for questions regarding the report	Content page
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103-1	Explanation of the material topic and its Boundary	3, 5
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Specific Standard Disclosures		
Category: Economic		
Topic: Economic Performance		
201-1	Direct economic value generated and distributed	8 – 9
201-2	Financial implications and other risks and opportunities due to climate change	N.A.
201-3	Defined benefit plan obligations and other retirement plans	15 – 16
201-4	Financial assistance received from government	N.A.
Topic: Market Presence		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	N.A. The staff are professional executives and there is no minimum wage in Singapore
202-2	Proportion of senior management hired from the local community	15
Topic: Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	N.A.
203-2	Significant indirect economic impacts	N.A.
Topic: Procurement Practices		
204-1	Proportion of spending on local suppliers	10, 12
Topic: Anti-corruption		
205-1	Operations assessed for risks related to corruption	10 – 11
205-2	Communication and training about anti-corruption policies and procedures	11
205-3	Confirmed incidents of corruption and actions taken	11

Topic Specific Standard Disclosure		Page Reference
Topic: Anti-competitive Behavior		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	N.A.
Category: Environmental		
Topic: Materials		
301-1	Materials used by weight or volume	N.A.
301-2	Recycled input materials used	N.A.
301-3	Reclaimed products and their packaging materials	N.A.
Topic: Energy		
302-1	Energy consumption within the organization	13
302-2	Energy consumption outside of the organization	N.A.
302-3	Energy intensity	N.A.
302-4	Reduction of energy consumption	N.A.
302-5	Reductions in energy requirements of products and services	N.A.
Topic: Water		
303-1	Water withdrawal by source	13
303-2	Water sources significantly affected by withdrawal of water	N.A.
303-3	Water recycled and reused	N.A.
Topic: Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N.A.
304-2	Significant impacts of activities, products, and services on biodiversity	N.A.
304-3	Habitats protected or restored	N.A.
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	N.A.
Topic: Emissions		
305-1	Direct (Scope 1) GHG emissions	N.A.
305-2	Energy indirect (Scope 2) GHG emissions	N.A.
305-3	Other indirect (Scope 3) GHG emissions	N.A.
305-4	GHG emissions intensity	N.A.
305-5	Reduction of GHG emissions	N.A.
305-6	Emissions of ozone-depleting substances (ODS)	N.A.
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	N.A.
Topic: Effluents and Waste		
306-1	Water discharge by quality and destination	13
306-2	Waste by type and disposal method	N.A.
306-3	Significant spills	N.A.
306-4	Transport of hazardous waste	N.A.
306-5	Water bodies affected by water discharges and/or runoff	N.A.
Topic: Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	N.A.
Topic: Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	N.A.
308-2	Negative environmental impacts in the supply chain and actions taken	N.A.

Topic Specific Standard Disclosure		Page Reference
Category: Social		
Aspect: Employment		
401-1	New employee hires and employee turnover	14 – 15
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	N.A. We do not employ part-time staff
401-3	Parental leave	16
Topic: Labor/Management Relations		
402-1	Minimum notice periods regarding operational changes	17
Topic: Occupational Health and Safety		
403-1	Workers representation in formal joint management–worker health and safety committees	17
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	17
403-3	Workers with high incidence or high risk of diseases related to their occupation	N.A.
404-4	Health and safety topics covered in formal agreements with trade unions	N.A.
Topic: Training and Education		
404-1	Average hours of training per year per employee	16
404-2	Programs for upgrading employee skills and transition assistance programs	16
404-3	Percentage of employees receiving regular performance and career development reviews	15 -16
Topic: Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	N.A.
405-2	Ratio of basic salary and remuneration of women to men	N.A.
Topic: Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	14 – 15
Topic: Freedom of Association and Collective Bargaining		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	N.A.
Topic: Child Labor		
408-1	Operations and suppliers at significant risk for incidents of child labor	N.A.
Topic: Indirect Economic Impacts		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	N.A.
Topic: Security Practices		
410-1	Security personnel trained in human rights policies or procedures	N.A.
Topic: Rights of Indigenous Peoples		
411-1	Incidents of violations involving rights of indigenous peoples	N.A.
Topic: Human Rights Assessment		
412-1	Operations that have been subject to human rights reviews or impact assessments	N.A.
412-2	Employee training on human rights policies or procedures	N.A.
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	N.A.
Topic: Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	18
413-2	Operations with significant actual and potential negative impacts on local communities	N.A.

Topic Specific Standard Disclosure		Page Reference
Topic: Supplier Social Assessment		
414-1	New suppliers that were screened using social criteria	N.A.
414-2	Negative social impacts in the supply chain and actions taken	N.A.
Topic: Public Policy		
415-1	Political contributions	N.A.
Topic: Customer Health and Safety		
416-1	Assessment of the health and safety impacts of product and service categories	N.A.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	N.A.
Aspect: Marketing and Labeling		
417-1	Requirements for product and service information and labeling	N.A.
417-2	Incidents of non-compliance concerning product and service information and labeling	N.A.
417-3	Incidents of non-compliance concerning marketing communications	N.A.
Aspect: Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	18
Aspect: Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	10

Note:

Sitra takes a phased approach to the adoption of GRI indicators and will review the relevance of indicators marked as N.A. to its operations annually.