

Sustainability Report

2021



A-SMART HOLDINGS LTD.



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ABOUT US

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

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

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

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

Other business segments include Smart Technologies and Other Investments segments. Smart Technologies segment include the subsidiary, A-Smart Life Pte. Ltd., which develops its own food waste digester systems, and is listed as one of the few authorised agents (endorsed by the Singapore Government) for waste recycling. The food waste digester systems have been positively received by the market and are now deployed in various locations across Singapore such as shopping malls, food manufacturers, food centres and even residential estates.

The Group’s Other Investments segment holds a 10% stake in Sheng Siong (China) Supermarket Co. Ltd, a supermarket chain stores start-up in 2018, which now operates three stores in Kunming, Yunnan, China with plans to open its 4th and 5th outlets in the later part of 2021.

The Group has membership in the following associations:

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

Organisation Scale

Number of key operating entities	13
Revenue	S\$5.89 million (from 1 August 2020 to July 2021 (“FY2021”))
Total assets	S\$21.11 million (at 31 July 2021)
Total liabilities	S\$5.09 million (at 31 July 2021)
Total equity	S\$16.03 million (at 31 July 2021)

ABOUT US

VISION AND MISSION

The Group's values are as follows:

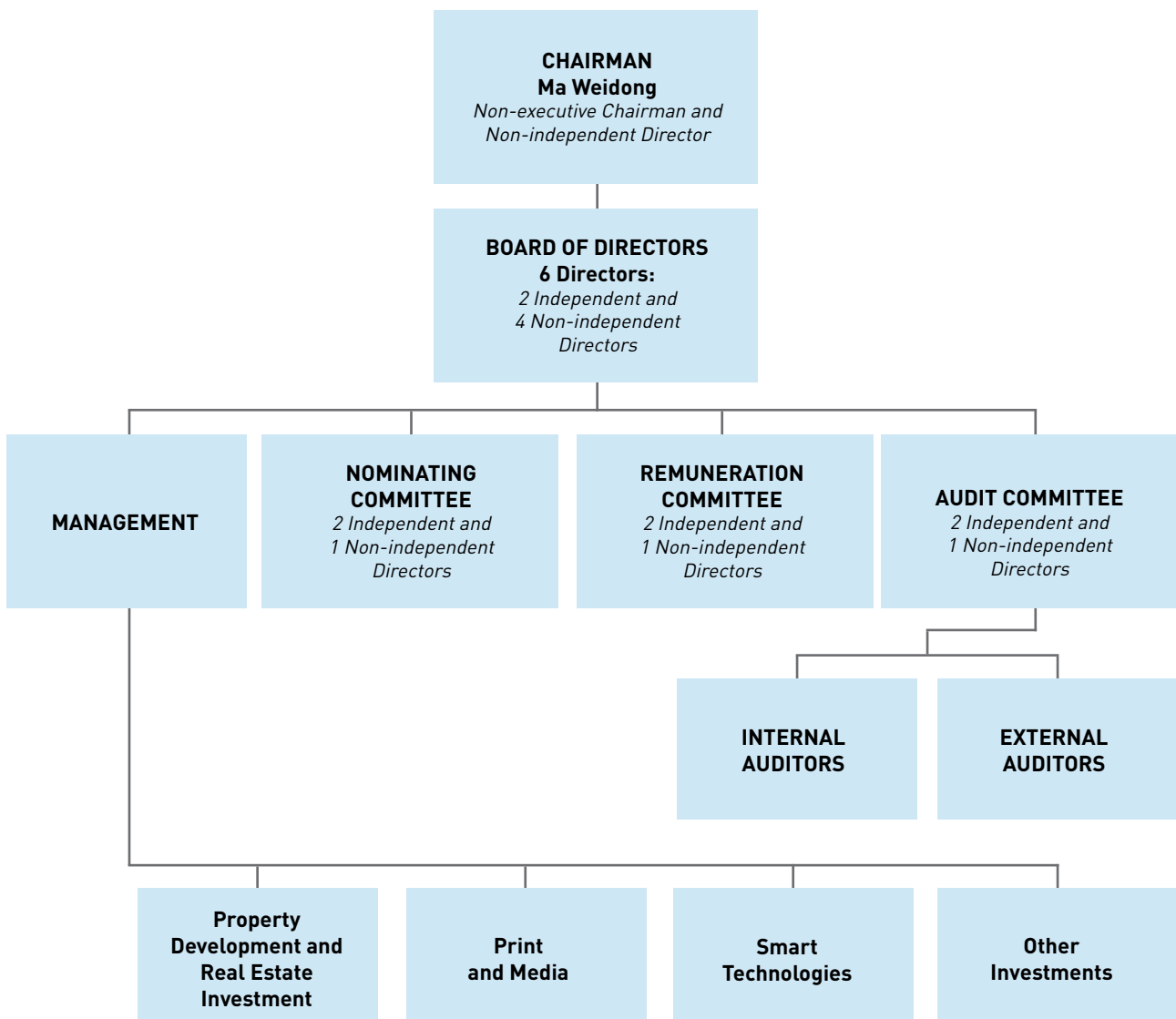
Vision

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

Mission

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

Governance Structure



ABOUT US

UPDATES ON PROPERTY DEVELOPMENT AND REAL ESTATE INVESTMENT BUSINESS SEGMENT

The Group acquired controlling stakes in two newly incorporated property development companies in Timor-Leste, namely Timor Marina Square S.A. and Timor City Square S.A. The Group holds a 69% and 60% stake in Timor Marina Square S.A. and in Timor City Square S.A. respectively. Both the property development projects have yet to commence operations. Thus, this Sustainability Report does not include this business segment into consideration.

Timor Marina Square

Dili, Timor-Leste

The Group's maiden property development project, Timor Marina Square, comprises an area of 3,204 square meters freehold land. It is currently in progress in Dili, the capital city of Timor-Leste. It is situated along the seafront coastal line of Lecidere in Dili and in close proximity to prominent institutions such as the headquarters of the World Bank, foreign embassies and the Timor government offices. Upon completion, it will be comprised of two buildings, one of which is 23-storey luxury residential apartments while the other will be a 19-storey tower comprising retail, office, serviced apartments and luxurious residential apartments, will be an awed landmark primed to target investors from China and South-East Asian countries including Singapore.

Construction commencement plans continue to be delayed due to the Covid19 travel restrictions for all incoming visitors into Timor-Leste. Timor-Leste has, however, already reopened its borders therefore the Group is expected to commence its construction activities in the near term.

Given that the Group has obtained the building plan permit from the Timor-Leste authorities, the Group is thus planning to hold a ground-breaking ceremony for Timor Marina Square in early 2022, followed by a pre-sales event.

Significantly, the Group's 69% held subsidiary, Timor Marina Square has been awarded a certificate of Declaration of Benefits from the government of Timor-Leste. This certification represents the highest recognition from the Timor-Leste government to foreign investors aimed to encourage investment activities, create employment and introduced new experiences, skills and technology while diversifying the economy. With the certification, the Group is entitled to enjoy up to 100% income tax and custom duties on capital goods and equipment exemption for 5 years.

Timor City Square

Dili, Timor-Leste

Timor City Square S.A. holds the rights to a 99-year leasehold land comprising a total area of 5,310 square meters which is strategically located adjacent to the bustling Central Business District and next to the automobile centre in Dili's city centre. Timor City Square S.A. is contractually committed to develop a high-rise mixed property within nine years from 2019. The Group plans to time its development plans to favourable market conditions, and has received in-principal approval from the authorities to build low rise shops for short-term leasing in the interim. However, the property development project has encountered a slight delay in construction because of lockdowns and travel restrictions into Timor-Leste arising from the outbreak of the pandemic. Construction work is expected to resume once the Covid19 related measures are relaxed.

ABOUT THIS REPORT

A-Smart's sustainability efforts for FY2021, for the period between 1 August 2020 and 31 July 2021 are showcased in this Sustainability Report (the "Report"). Unless specified otherwise, the scope of the Report covers the Group's most material businesses in our office headquartered in Singapore. The Group's policies, practices and performance relating to the environmental, social, and governance ("ESG") topics are presented and summarised in this Report. The Group will continue to embrace sustainable practices across our businesses and expand its scope of disclosure, subjected to materiality assessment and necessity.

REPORTING FRAMEWORK

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

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

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

Contact us

We welcome feedback and suggestions from all stakeholders on this Report or any aspect of our sustainability performance. You may send related questions, opinions, comments or suggestions to us at hr@a-smart.sg.

BOARD MESSAGE

Dear Stakeholders,

On behalf of the Group, the Board of Directors (the “Board”) is pleased to present stakeholders with the Group’s fourth sustainability report for the financial year ended 31 July 2021. The contents of the Report are aligned with SGX-ST Practice Note 7.6 Sustainability Reporting Guide, and serves to assess the Group’s sustainability strategies and performance. Our commitment is reflected in our sustainable business strategy and the material Sustainability Factors which are shown in this Report.

The Board takes sustainability issues very seriously and ensures that sustainability is practised at all levels of the company. The Group believes that the continued success of the Group depends on how we strike a balance between achieving growth and profits as well as governance, protecting the environment and the development of our people.

The Group has reviewed the ESG topics considered in the previous sustainability report and concluded that the material topics remain imperative and relevant in FY2021. These material topics have been prioritised by the Group in view of their significance of economic, environmental and social impacts as well as their influence on our stakeholders’ assessment and decisions, which will be reflected in our ESG factors in this report. The material ESG factors are determined based on the GRI framework. The GRI framework is an industry standard, and serves as a guide for the Board in the monitoring and the report of the Company’s performance on ESG factors.

We have been working closely with our stakeholders, understanding their concerns as their inputs drive our sustainability strategy. The Group remains committed to the well-being of our employees, the environment and the communities we operate in. Going forward, we will continue to monitor and review our ESG factors from time to time, by actively engaging our key stakeholders and taking into consideration of their comments and feedbacks, employee involvement, and industrial group standards.

MA WEIDONG

Non-executive Chairman

STAKEHOLDER ENGAGEMENT

We recognise that suggestions and concerns of our stakeholders are effective in determining areas of sustainable development possibly relevant to the Group in the long term. Unlike previous years, Covid-19 has been one of the key concerns of all stakeholders in 2021 and the Group did our best to provide support to all stakeholder groups in navigating through the pandemic. We have included the following goals in our stakeholder engagement activities:

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

We have identified the Group's customers, employees, regulators, industry associations, shareholders, investors, media and suppliers as our key stakeholders. We prioritised those stakeholders who demonstrate extensive track record in best practices and those that have significant impact on the Group's businesses (i.e. revenue contribution and availability of published information such as supplier code of conduct). Besides conducting research on our stakeholders' sustainability objectives, we also maintain close relations and active engagement with them through the following ways:

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY OF ENGAGEMENT	SUSTAINABILITY CONCERNS
Customers	<ul style="list-style-type: none"> • Customer inspection visits • Two-way dialogue sessions • Customer feedback surveys • Company's website 	Throughout the year Throughout the year Throughout the year Throughout the year	<p>Optimal usage of paper materials Adopt design and layout techniques that provide optimal use of paper materials</p> <p>Source of paper materials Promote to customers paper materials obtained from sustainable sources such as those which are certified by Forrest Stewardship Council ("FSC") and Programme for the Endorsement of Forrest Certification ("PEFC")</p> <p>Customer privacy Protect customers' personal data and achieve zero information leakage</p>
Employees	<ul style="list-style-type: none"> • Performance appraisals • Staff meetings • Trainings 	Annually Throughout the year Throughout the year	<p>Workplace health and safety Ensure strict safety management procedures are in place for the Group's operations</p> <p>Safe management measures at workplace</p> <p>Training and education Implement training and development policy which encourage employees to upgrade their skills and enhance their knowledge</p>

STAKEHOLDER ENGAGEMENT

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

STAKEHOLDER ENGAGEMENT

MATERIALITY ASSESSMENT

We have reviewed the material ESG factors considered in our previous reports and have further identified the material ESG factors during the engagement process with the stakeholders where they have highlighted the key issues faced. These material sustainability factors are those with significant economic, environmental, social and governance impacts, and which would influence the decision making of the stakeholders. The material topics that we discuss in this Sustainability Report include:

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

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

ECONOMIC

ANTI-CORRUPTION

The Group commits itself to being an ethical and responsible business and takes zero-tolerance approach for corruptions, frauds and other behaviours violating work ethics. Unethical or illegal events such as corruption, bribery, and collusion are strictly prohibited. The disciplinary code and code of conduct is stipulated in the Employee Handbook and is communicated to all employees to ensure a shared understanding of its ethics. Employees are encouraged to make a report if they suspect any misconduct cases.

These policies are also shared with our clients, business partners and suppliers to ensure that the working parties that we are working with are in compliance with relevant laws and regulations. The composition of employees and details of business partners that the Group's anti-corruption policies and procedures have been communicated to are as follows:

Employee Category	Female	Male
Management	1	3
General staff	15	31

Type of Business Partner	Region	Number
IT Solutions	Singapore	5

For FY2021, the Group has met the target set in FY2020 and there were zero corruption incidents. The Group has a target of zero incidents perpetually.

WHISTLE-BLOWING POLICY

The Audit Committee ("AC") has in place a whistle-blowing policy and arrangements where we maintain anonymous channels for any employee to communicate concerns or complaints to the Chairman of the AC, whom is well known by many employees and easily accessible without fear of negative consequences. Whistle-blowers are able to raise concerns on financial improprieties or other matters raised, which will be investigated and appropriate follow-up actions will be taken.

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

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

ENVIRONMENTAL

ENVIRONMENTAL

Protecting the environment and ensuring the Group's business activities do not have significant negative impact on the environment have been top of the Group's mind. Thus, we have implemented control activities and monitoring measures in our business activities and workplace. We adopt environmentally friendly business practices which is in line with our objective to promote a green environment. We have been educating our employees to enhance their awareness on environmental protection and adhering to the relevant environmental laws and regulations for all our operational business units.

As part of the Group's vision to become a one-stop smart technology solutions provider for the F&B and retail industry in Singapore, the Group has developed a food waste digester system utilising advanced green technology for food waste composting and recycling which is aligned with Singapore's initiatives of waste minimisation and recycling, or the 3Rs (Reduce, Reuse, Recycle). It is part of the NEA's strategies in promoting waste minimization and recycling practices in Singapore.

In line with Singapore's Zero Waste Masterplan, this system is designed to be deployed in locations that typically generate high amounts of food waste, to reduce the food waste significantly using environmentally friendly and sustainable methods. Following years of R&D, our digester systems has met all the rigorous criteria set by the local authorities and is now one of the few NEA-approved vendors for comprehensive food waste digester systems and this gives further affirmation towards the quality of our products. During the second half of FY2021, the Group has not only launched its own series of food waste digester systems but also experienced a positive sales outlook for them.

The Group's initial focus on market penetration has also paid early dividends as it managed to secure several successful tenders. Moving forward, the Group will continue to participate in all available tender exercises, while simultaneously expanding our existing client base. Coupled with the Zero Waste initiative of the Singapore government, the Group continues to maintain a healthy pipeline in sales enquiry and feedback. The Group is currently in discussion with several building owners and food hub operators to provide customized food waste management solutions to each establishment according to their specific needs. The Group has also reached out to other industries such as shopping malls, clubs and even places of worship to facilitate their transition to a greener future with our food waste management system.

During FY2021, the Group has not identified any material non-compliance with environmental laws and regulations, including but not limited to "Environmental Protection and Management Act" and "Environmental Public Health Act" in Singapore.

ENERGY CONSUMPTION

The Group relies on electricity to run our daily operations. Thus, electricity consumption accounts for a substantial part of the energy usage of the Group business operations. As such, the Group regularly monitors our electricity consumption to ensure that the use of resources in all of its business is optimised. We also encourage our employees to adopt energy conservation initiatives in the office such as switching off unnecessary lighting, idling equipment or computers when not in use or after working hours, adopting power-saving features for office equipment and computers and procuring energy efficient appliances only upon replacement of old appliances or due to new business needs.

The Group is committed to responsible usage of energy resources which produce lesser carbon emissions and strives to be the forefront of the industry in incorporating environmental protection measures into business operations and supports renewable energy investments. During FY2021, 20% of total power consumption is clean energy generated from solar systems by Sunseap Energy.

ENVIRONMENTAL

During FY2021, the electricity consumption of the Group was approximately 441,996 kWh and its intensity was approximately 75,042 kWh-per S\$ million revenue. The decrease in energy consumption rate could be largely due to the closure of the stores during the circuit breaker period. We target to maintain or reduce the electricity consumption intensity in FY2022.

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

Indicator	Amount consumed (kWh)	Intensity ¹ (kWh/S\$ million revenue)
Electricity from power station	353,597	60,033
Electricity from solar energy	88,399	15,009
Total electricity consumed	441,996	75,042

Note:

1. The total revenue of the Group during FY2021 is S\$5.89 million. This number would also be used for calculating other intensity data in this Report.

WASTE MANAGEMENT

Proper disposal and treatment of waste generated from our business operation is of great importance to the Group and the communities as we operate a printing business which requires huge amounts of ink chemicals for our print products. Thus, we are committed to disposing waste chemicals responsibly and ensure that our business would not cause negative impacts the communities where we operate in.

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

In addition, a set of clear guidelines on how to appropriately respond to accidents or hazardous events resulting from chemical spills or fire has been communicated to the employees as part of the Emergency Response Plan.

GREENHOUSE GAS (“GHG”) EMISSIONS

Electricity consumption in the office is the Group’s largest source of indirect GHG emissions (Scope 2). The Group has rolled out measures and initiatives to ensure efficient use of electricity among the employees to cut down the carbon footprint produced by our business operations which are listed in the section “Energy Consumption”. During FY2021, the total GHG emissions of the Group was approximately 144.27 tCO₂e and its intensity was approximately 24.49 tCO₂e-per S\$ million revenue. We target to maintain or reduce the GHG emissions intensity in FY2022.

ENVIRONMENTAL

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

INDICATOR	EMISSION (tCO ₂ e)	INTENSITY (tCO ₂ e/S\$ million revenue)
Scope 2 – Indirect GHG emissions	144.27	24.49

Note:

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

WATER CONSUMPTION

Water resource is extremely scarce in Singapore and vital to the communities. In line with Singapore's national water conservation drive, we strive to reduce water wastage in our business and also encourage our employees to cultivate water-saving habits in the office. Employees are encouraged to turn off the tap when it is not in use and report leaking faucet or pipe to the relevant authority. The Group's only source of water is from a municipal water supplier. During FY2021, the water consumption of the Group was approximately 209.7 m³ and its intensity was approximately 35.60 m³ per S\$ million revenue. The Group did not recycle or reuse any water.

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

INDICATOR	AMOUNT CONSUMED (m ³)	INTENSITY (m ³ /S\$ million revenue)
Total water consumption	209.70	35.60

RAW MATERIAL

Paper is the main raw material of the Group which is used across all business operations and accounts for a substantial portion of the Group's inputs. The Group strives to ensure proper management of paper use in the business to conserve the environment and promote environmental sustainability.

Reducing paper consumption and paper waste will mitigate the impacts of climate change by lowering the greenhouse gas emissions generated by processing pulp into paper. Thus, our sales team works very closely with our customers to ensure that their requirements are correctly interpreted. Thereafter, our production team will ensure that the design of print jobs enables optimal paper usage. Subjected to requests of our customers, we might also use recycled paper for printing. Efficient cutting, binding techniques and printing colour control are one of the important initiatives to reduce paper waste. We have trained our employees to carry out the above work professionally. Unusable waste paper will be treated as non-Forest Stewardship Council ("FSC™") and sold to scrap dealers for recycling.

Besides that, our paper is purchased only from responsible certified suppliers, including those with FSC™ and PEFC certification, who have obtained paper supplies through sustainable forest management solutions.

SOCIAL

SOCIOECONOMIC COMPLIANCE

Socioeconomic compliance is one of the key factors for the Group to obtain its social license to operate. With the goal of preventing potential infringement of related laws and regulations in mind, the management team regularly reviews business activities, puts in place clear policies and procedures. Employees are also encouraged to report any suspicion of violation of laws and regulations. During FY2021, there were zero incidents of non-compliance with relevant material socio-economic laws and regulations. We aim to keep the target at zero incidents perpetually.

RECRUITMENT AND DISMISSAL

We place great emphasis on the competency development and well-being of our employees as we believe that well trained employees are vital to the long-term success of our business. As such, we are committed to provide a safe and conducive working environment for our employees. We encourage communication, innovation, continuous learning and foster employee engagement.

We believe that we have the responsibility to create personalized, elevated opportunities that engage workers and unleash their full potential. Thus, we have established relevant policies to fulfil our vision on people-oriented management. The human resources management procedures are formally documented in the Employee Handbook, covering employment contract, promotion, performance evaluation, transfer, training, working hours, welfare and remuneration. During FY2021, there were no instances where a significant portion of the organization's activities were performed by workers who are not employees.

The composition of the Board is as follows:

Age Group	Headcount
←30 years old	0
30-50 years old	3
→50 years old	3

Gender	Headcount
Male	5
Female	1

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

Age Group	Headcount
←30 years old	8
30-50 years old	28
→50 years old	14

Gender	Headcount
Male	34
Female	16

Employment Contract	Male	Female
Permanent	34	16
Temporary	0	0

SOCIAL

Employment Type	Male	Female
Full-time	33	14
Part-time	1	2

During FY2021, there were 5 new employees and an employee turnover of 14.

The employment performance of the Group is as follows:

Indicator	Headcount	Annual Rate
New employee hires	5	8%
Employee turnover	14	23%

The composition of new-hired employees is as follows:

Age Group	Headcount
←30 years old	3
30-50 years old	2
→50 years old	0

Gender	Headcount
Male	4
Female	1

Nationality	Headcount
Singaporean	3
Malaysian	1
Chinese	1

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

Age Group	Headcount
←30 years old	2
30-50 years old	11
→50 years old	1

Gender	Headcount
Male	9
Female	5

Nationality	Headcount
Singaporean	7
Malaysian	1
Chinese	5
Filipino	1

SOCIAL

The termination of any recruitment contract will be based on reasonable, lawful grounds and internal policies that are stated in the Employee Handbook. Any unfair or illegitimate dismissals are strictly prohibited in the Group. Verbal warnings will be given to employees with poor working performance, letting the employee to know that their conduct of performance is not satisfactory and that there is a possibility of dismissal before issuing a warning letter. If their conduct of poor performance is repeated, the Group would then dismiss its employee according to relevant laws.

REMUNERATION AND BENEFITS

We believe that our employees play an imperative role in the success of our business. To recognise our employees' efforts in growing the business of the Group, we remunerate and reward them at a competitive level based on personal performance. Diverse types of leaves and insurance are included in the employees' remuneration package, all of which have been listed in the Employee Handbook in details. For instance, leave types include but not limited to medical and hospitalization leave, marriage leave, national service ("NS") leave, compassionate leave, maternity and paternity leave. The Group has in place an E-Leave System, enabling employees to apply for leave through the online portal and check their leave balances.

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

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

At the end of FY2021, an accumulative total of 1,658,000 share options had been granted, of which 1,542,000 share options remained unexercised and 116,000 share options had lapsed due to staff resignations. In FY2021, 8 employees were granted a total of 26.5 days of child care leave.

DIVERSITY AND NON-DISCRIMINATION

We practise transparency and equal treatment in the recruitment process, remuneration, promotion prospects and benefits. Performance targets are mutually set and agreed with employees and desired behaviour aligned to the Group's values are shared with the employees. We are committed to the principles of equality and non-discrimination and respecting labour rights. We believe that equality in the workplace will boost the confidence prospective employees have in us and attract talents, inculcating a sense of inclusiveness. Thus, all employees are given equal and fair opportunities for growth and development based on objective assessment, regardless of gender, race, marital status, disability, age or family status.

SOCIAL

OCCUPATIONAL HEALTH AND SAFETY

Employees are valuable assets of our organisation and their safety is our utmost priority. Therefore, it is crucial for the company to provide a safe environment and ensure safe behavior is practised. Occupational Health and Safety measures are in place to ensure the well-being of our staff while providing assurance to our customers. Trainings are conducted regularly and safety procedures are communicated to employees to improve occupational health and safety awareness of the employees, in order to prevent workplace injuries and illnesses.

The Group has obtained the level 3 certification of bizSAFE, a capability building programme designed to help companies build workplace safety and health capabilities, from the Ministry of Manpower. We developed the Occupational Health and Safety and Security Policy, adhered to by our employees and monitored by managers and supervisors, to prevent occupational injuries and illness as well. The Group aims to achieve the following:

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

Our Occupational Health and Safety and Security Policy were expanded in line with the Guidelines for Covid19 to protect our employees during the pandemic:

- Proper health screening before entering office and temperature to be taken; and
- Provision of readily available masks and hand sanitisers to employees; and
- Staggered working hour and allow flexible workplace hours; and
- In-house cleaner to perform routine workplace cleaning and disinfection with scheduled cleaning roster; and
- Maintain 1m safe distancing.

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

During FY2021, the Group continues with the yearly assessment and checking on the laser cutting machines involved in our printing business to ensure improvement on health and safety impacts. The fume released by laser cutting machines release when it is operational might affect the health of our employees. As such, we have made improvement on safety procedures and have ensured that plastic doors will be shut during the laser cutting process.

SOCIAL

During FY2021, the Group encountered zero workplace fatalities. There were also zero incidences of any workplace injury resulting in loss of man days. The Group has not identified any material non-compliance with laws and regulations relating workplace health and safety. We target to maintain zero incidents of non-compliance resulting in regulatory breaches related to relevant health and safety legislation in FY2022.

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

INDICATOR	UNIT	FY2021	FY2020
Total man hours worked	Hours	140,478	153,322
Injury	Times	-	-
Injury rate*	Rate	-	-
Occupational disease	Times	-	-
Occupational disease rate	Rate	-	-
Lost day	Days	-	-
Lost day rate	Rate	-	-
Absentee	Days	-	-
Absentee rate	Rate	-	-
Work-related fatalities	Number	-	-

* Calculated based on per million hours worked

TRAINING AND EDUCATION

The Group recognizes the importance for Training and Education as it enhances productivity of all employees by equipping them with the necessary skillsets, ensuring that all employees stay relevant and competitive in this ever-changing industry especially during the Covid19 period.

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

As a company with a full range of print management services, we are certified based on the FSC™ standards and have conducted FSC™ trainings to equip our workers with knowledge on FSC™ overview, job folder and cutting ticket. The Group recognised the importance of soft skills as well. Thus, the Group will occasionally engage external experts to organise trainings such as equal employment opportunities, diversity, leadership training for managers and conflict resolution training for employees. Training programs were also in place to train new employees or to prepare employees for promotions, transfers or new responsibilities, and teams in company-related issues (e.g. new systems or policy changes). These sessions will usually be conducted by our managers and experts. During the pandemic, some of the training sessions were conducted online.

SOCIAL

During FY2021, total employee training hours were 72 hours. Training hours was stepped up mainly due to the Print division investing more into digital media training programs for the employees. The detailed summary is as follows:

INDICATOR	MALE	FEMALE	TOTAL IN FY2021	TOTAL IN FY2020
Total number of training hours	72	-	72	40
Total employees sent for training	4	-	4	9
Average hours of training	18	-	18	4.4

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

EMPLOYEE CATEGORY	MALE	FEMALE
Management	0	0
General staff	4	2

PROCUREMENT PRACTICE

We established a close relationship with our important business partners include suppliers and consultants. As a company providing a full range of print management services, our major suppliers include paper suppliers for our printing business.

We have a strict procurement policy that requires our procurement team to work closely with suppliers to ensure our suppliers meet our requirements with regards to quality as well as environmental and social standards. An approved list of paper suppliers who are FSC™ Chain of Custody ("COC") certified and the types of FSC™ paper they carried has been formulated which our employees can refer to. We have also included these categories on packing labels and invoice claims for easy reference. Compiling suppliers' records and search for the information of FSC™ certified suppliers from the FSC™ Database is also tasked to the Purchasing Executive. Whenever possible, FSC™ paper samples are also collected from the certified paper merchant for reference purposes.

LOCAL PROCUREMENT

Local business is essential for our economy as they bring growth and innovation to our communities. Thus, choosing local suppliers and providing support to the local business have always been in the Group's mind and the Group would also like to take this opportunity to give back to the society. This move could create job opportunities for the local community and promote local economic development. The composition of our local suppliers are suppliers in Singapore in FY2021 is as follows:

INDICATOR	PERCENTAGE
Proportion of spending on local suppliers	66%

SOCIAL

CUSTOMER HEALTH AND SAFETY

The Group has placed huge priority on customers' health and safety impacts resulting from its services and products. Appropriate policies and measures have been established to maintain standards of our products and services in order to protect customers' health and safety. We have in place relevant policies and measures to instruct employees to take appropriate and standardised steps while servicing our customers. In FY2021, the Group has not identified any incidents of non-compliance with regulations or voluntary codes concerning the health and safety impacts of our products and services.

CUSTOMER PRIVACY

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

All staffs are being briefed on their individual responsibilities regarding the appropriate labelling and information classification and are required to follow the Information Labelling Procedure. The procedure provides clear instructions on the management of restricted documents and lists out each level of confidentiality for each individual department. Any employee found to have violated the procedure could be subject to disciplinary action, up to and including termination.

During FY2021, the Group did not receive any substantiated complaint concerning breaches of customer privacy, or any leaks, thefts, and loss of customer data.

SGX CONTENT INDEX

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

GRI CONTENT INDEX

GRI INDICATOR	DESCRIPTION	SESSION/EXPLANATION
GRI 102: General Disclosures		
102-1	Name of the organization	A-Smart Holdings Limited
102-2	Activities, brands, products, and services	Sustainability Report 2021 – About Us, P.1
102-3	Location of headquarters	Sustainability Report 2021 – About Us, P.1
102-4	Location of operations	Sustainability Report 2021 – About Us, P.1
102-5	Ownership and legal form	Sustainability Report 2021 – About Us, P.1
102-6	Markets served	Sustainability Report 2021 – About Us, P.1
102-7	Scale of the organization	Sustainability Report 2021 – About Us, P.1
102-8	Information on the employees and other workers	Sustainability Report 2021 – Recruitment and Dismissal, P.14-16
102-9	Supply chain	Sustainability Report 2021 – Procurement Practice, P.19
102-11	Precautionary principle or approach	Sustainability Report 2021 – Procurement Practice, P.19 Sustainability Report 2021 – Customer Health and Safety, P.20 Sustainability Report 2021 – Anti-corruption, P.9-10
102-12	External initiatives	No participation in externally-developed economic, environmental and social initiatives
102-13	Membership of associations	Sustainability Report 2021 – About Us, P.1
102-14	Statement from senior decision-maker	Sustainability Report 2021 – Board Message, P.5
102-16	Values, principles, standards, and norms of behavior	Sustainability Report 2021 – Vision and Mission, P.2 Sustainability Report 2021 – Board Message, P.5
102-18	Governance structure	Sustainability Report 2021 – About Us, P.1-2
102-40	List of stakeholder groups	Sustainability Report 2021 – Stakeholder Engagement, P.6-8
102-41	Collective bargaining agreements	No collective bargaining agreements are in place during FY2020
102-42	Identifying and selecting stakeholder	Sustainability Report 2021 – Stakeholder Engagement, P.6-8
102-43	Approach to stakeholder engagement	Sustainability Report 2021 – Stakeholder Engagement, P.6-8
102-44	Key topics and concerns raised	Sustainability Report 2021 – Stakeholder Engagement, P.6-8
102-45	Entities included in the consolidated financial statements	Annual Report 2021 – Notes to Financial Statements, P.F-42 to F-43
102-46	Defining report content and topic boundaries	Sustainability Report 2021 – About This Report, P.4 Sustainability Report 2021 – Materiality Assessment, P.8
102-47	List of material topics	Sustainability Report 2021 – Materiality Assessment, P.8
102-48	Restatements of information	No information restatements
102-49	Changes in Reporting	Sustainability Report 2021 – Board Message, P.5
102-50	Reporting period	Sustainability Report 2021 – About This Report, P.4

GRI CONTENT INDEX

GRI INDICATOR	DESCRIPTION	SESSION/EXPLANATION
102-51	Date of most recent report	31 December 2020
102-52	Reporting cycle	Sustainability Report 2021 – About This Report, P.4
102-53	Contact point for questions regarding the report	Sustainability Report 2021 – About This Report, P.4
102-55	GRI content index	Sustainability Report 2021 – GRI Context Index, P.21-26
102-56	External assurance	This Report has undergone the internal review process of the Group, and was reviewed by the Board. The Group has not sought external assurance for FY2020, and may consider it for future periods.
GRI 103: Management Approach		
103-1	Explanation of the material topic and its Boundary	Sustainability Report 2021 – About This Report, P.4
103-2	The management approach and its components	Sustainability Report 2021 – Environmental, P.10-13 Sustainability Report 2021 – Social P.14-19
103-3	Evaluation of the management approach	Sustainability Report 2021 – Environmental, P.10-13 Sustainability Report 2021 – Social P.14-19
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	Annual Report 2021 – Consolidated Income Statements, P.F-13
GRI 204: Procurement Practices		
204-1	Proportion of spending on local suppliers	Sustainability Report 2021 – Procurement Practice, P.19
GRI 205: Anti-corruption		
205-1	Operations assessed for risks related to corruption	Sustainability Report 2021 – Anti-corruption, P.9-10
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report 2021 – Anti-corruption, P.9-10
205-3	Confirmed incidents of corruption and actions taken	Sustainability Report 2021 – Anti-corruption, P.9-10
GRI 302: Energy		
302-1	Energy consumption within the organization	Sustainability Report 2021 – Energy Consumption, P.10-11
302-3	Energy Intensity	Sustainability Report 2021 – Energy Consumption, P.10-11
GRI 303: Water		
303-1	Water withdrawal by source	Sustainability Report 2021 – Water Consumption, P.12
303-3	Water recycled and reused	Sustainability Report 2021 – Water Consumption, P.12

GRI CONTENT INDEX

GRI INDICATOR	DESCRIPTION	SESSION/EXPLANATION
GRI 305: Emissions		
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Report 2021 – GHG Emissions, P.12
305-4	GHG emissions intensity	Sustainability Report 2021 – GHG Emissions, P.12
GRI 307: Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	Sustainability Report 2021 – Environmental Compliance, P.10
GRI 401: Employment		
401-1	New employee hires and employee turnover	Sustainability Report 2021 – Recruitment and Dismissal, P.14-16
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report 2021 – Recruitment and Dismissal, P.14-16
401-3	Parental leave	Sustainability Report 2021 – Remuneration and Benefits, P.16
GRI 403: Occupational Health and Safety		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Sustainability Report 2021 – Occupational Health and Safety, P.17-18
GRI 404: Training and Education		
404-1	Average hours of training per year per employee	Sustainability Report 2021 – Training and Education, P.18-19
404-2	Programs for upgrading employee skills and transition assistance programs	Sustainability Report 2021 – Training and Education, P.18-19
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report 2021 – Training and Education, P.18-19
GRI 405: Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	Sustainability Report 2021 – Recruitment and Dismissal, P.14-16
GRI 416: Customer Health and Safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Sustainability Report 2021 – Customer Health and Safety, P.20
GRI 418: Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Report 2021 – Customer Privacy, P.20
GRI 419: Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	Sustainability Report 2021 – Socioeconomic Compliance, P.14



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