



# Shaping Towards A Sustainable Future

SUSTAINABILITY REPORT 2021

# CONTENTS

---

**01 About Us**

**01-02 About This Report**

**03 Message from the Board of Directors**

**03 Governance Structure**

**04 Stakeholder Engagement**

**05 Materiality Assessment**

**Policies, Practices and Performance in Relation to the Material ESG Topics**

**06 Environmental Initiatives**

- Energy, Water Consumption and Waste Management
- Energy and Water Efficient Products

**07-09 Social – Our People**

- Diversity and Equal Opportunities
- Talent Attraction and Retention
- Training and Education
- Safe and Healthy Workplace
- Employee Engagement

**10 Social – Supply Chain Management**

- Engaging Our Suppliers
- Customers Satisfaction and Privacy
- Product Health Management

**11 Governance**

- Anti-corruption and Corporate Governance (Whistle Blowing Policy and Dealings in Securities)
- Risk Management

**12-14 GRI Standards Content Index**

## PURPOSE

Bringing joy to people's lives.

---

## VISION

To be the most admired company with the most loved lifestyle brands in Asia

---

## MISSION

We create innovative, beautifully designed lifestyle products, that are premium quality, user-friendly and bring joy to people's lives.

Since 1976, the Group has forged partnerships with some exclusive brand names for home appliances, consumer electronics and bathroom fixtures from Europe. This year, we brought in a smart indoor air quality sensor product under the Uhoo brand, and high volume low speed (“HVLS”) fan under the EVEL brand, as our part of our strategy to bring in innovative products to expand our product range and extend our reach to a different consumer segment.

Listed on the Mainboard of Singapore Exchange Securities Trading Limited, the Group’s core strength is to market, distribute and provide after-sales services/technical supports. In Singapore, the Group has established a wide network of dealers including electrical retailers, interior designers, chain stores and property developers. In addition, we also offer our products directly to consumers via our online store at <https://shop.casa.sg> and our showroom at 15 Kian Teck Crescent.



---

## ABOUT THIS REPORT

This is the third Sustainability Report (“Report”) of Casa Holdings Limited (“The Group”). The Sustainability Report (“Report”) addresses the Group’s distribution activities for the financial year from 1 October 2020 to 30 September 2021 (“FY2021”), as property development and construction activities were minimal. Associated companies and joint venture activities were excluded from this Report as the operational controls are held by different management teams.

The Report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core Option. We chosen the GRI Standards as it provides a set of extensive framework that is largely accepted as a global standard for sustainability reporting.

Information contained in this Report has not been verified by an independent third party.

The Group will continue to incorporate sustainability initiatives in its business process to enhance its sustainability journey in the areas of environmental, social and governance aspects. We will share more in our subsequent reports on an annually basis.

An electronic edition of this Report is made available for download on our website at <https://casa.sg> and the website of the SGX-ST at [www.sgx.com](http://www.sgx.com).

We welcome stakeholders to provide us with feedback and suggestions on this Report. You may contact us at [corporate@casa.com.sg](mailto:corporate@casa.com.sg).

# ABOUT THIS REPORT

---

## CASA Values

A company's core values help to create a moral compass and sense of commitment in the workplace. It shapes and create a company culture that unifies the team and brand image.



### Care

To place oneself in the shoes of customers to relate to the problems they faced.



### Accountability

To be accountable for solving customer issues, which in turn, nurtures trusting relationships.



### Support

To commit to bringing the best experience to customers.



### Ambition

To continually drive industry innovation so as to transform and lead the wider market

# MESSAGE FROM THE BOARD OF DIRECTORS

## Dear Stakeholders,

The Board of Directors ("Board") is pleased to present the Group's Sustainability Report ("Report") for the financial year ended 30 September 2021 ("FY2021").

FY2021 was an exciting year for Casa as we rebranded with a new logo, colour scheme and website! Casa means 'home' in Spanish-Italian and we took inspiration from the Chinese character '舍'. Our new logo resembles a roof over one's head and speaks of unity while embodying the quality and experience that Casa promises. We chosen a unique shade of green that evokes a comfortable and pleasant feeling that makes you feel right at home. It is sleek and also conveys reliability in whatever we do.

As part of our rebranding exercise, we also renewed our showroom to give it a modern makeover. Customers can now purchase Casa products from our online store, our new showroom, as well as at our extensive network of dealers' shops.

During the year, we expanded our products range with two new brands, namely Uhoo and Evel. Uhoo specialise in air monitoring device that allow you to take control of the air you breathe and track your progress towards building a healthier home. Evel design and produces industrial and commercial HVLS solution that decreases temperature and removes humidity, creating greater comfort in the work environment. In addition, the HVLS products also have an extremely low energy consumption. The Group will continue to source for products or brands to expand our product offering.

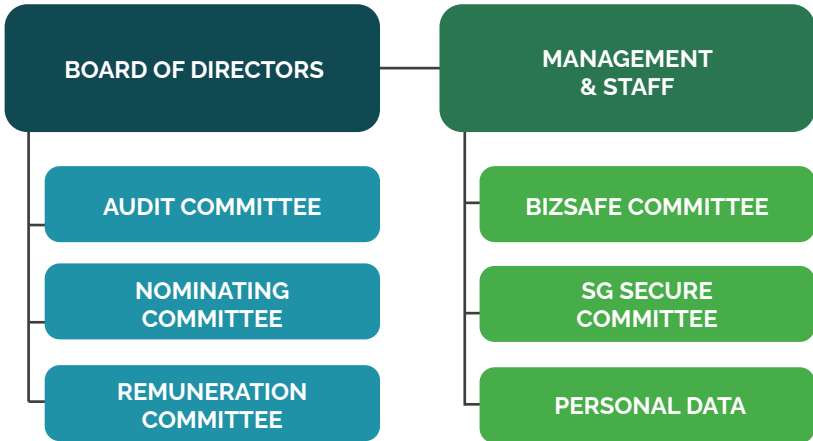
COVID-19 persist with new coronavirus variants, such as Delta and Omicron, which continue to disrupt supply chain and pose challenges in supply management where ports around the world were closed when labours were infected or to contain the coronavirus. While the COVID-19 pandemic carries on to impact businesses, we are delighted that our business volumes had went back to pre-pandemic level this year. We remain committed to adjust ourselves to adapt to the development of COVID-19 and are optimistic that Casa will emerge stronger from the COVID-19 crisis.

We would like to express our sincere appreciation to all our valued shareholders, dealers, suppliers, service providers, bankers, business associates, as well as our staff, for their continued support of the Group. We will continually enhance our sustainability practices to ensure business continuity and profitability in this challenging period of the pandemic.

## GOVERNANCE STRUCTURE

Sustainability governance of the Group is led by the Board of Directors and supported by all levels in the Organisation.

We believe that strong governance is vital to a sustainable business. We are committed to continuously strengthening our governance structure to deliver sustainable values to our stakeholders.









# STAKEHOLDER ENGAGEMENT

The pandemic had entered its second year. Engaging stakeholders using virtual meeting platforms and other telecommuting tools are here to stay. We had our annual general meeting online for the first time in January 2021. Borders are still closed and we are only able to attend online trade shows and engage with overseas suppliers electronically.

We identify our key stakeholders based on their dependence and influence on our business.

Casa adopt both formal and informal channels of communication to understand the needs of our key stakeholders. We continue to engage our stakeholders online and offline. The following table highlights our key stakeholders, their key concerns and mode of engagement:

STAKEHOLDER	TOPICS OF CONCERN	METHOD OF ENGAGEMENT
 <b>Employees</b>	<ul style="list-style-type: none"> <li>- Employee engagement</li> <li>- Talent retention and attraction</li> <li>- Employee safety and well-being</li> <li>- Employee training</li> <li>- Safe work environment</li> </ul>	<ul style="list-style-type: none"> <li>- Regular dialogues (online and offline)</li> <li>- Regular floor walks</li> <li>- Performance appraisal &amp; staff recognition</li> <li>- Whistle-blowing mechanism</li> <li>- Casa's newsletters and notice board</li> <li>- Employee feedback box</li> <li>- Employee bonding room</li> <li>- Regular product update</li> <li>- Regular updates on COVID-19 and safe-distancing measures</li> </ul>
 <b>Shareholders</b>	<ul style="list-style-type: none"> <li>- Financial performance</li> <li>- Corporate governance</li> <li>- Sustainability efforts</li> </ul>	<ul style="list-style-type: none"> <li>- Half-yearly financial results announcements</li> <li>- Annual General Meeting (AGM)</li> <li>- Public announcement Via SGXNET</li> <li>- Annual Sustainability Report</li> <li>- Corporate website</li> </ul>
 <b>Customers</b>	<ul style="list-style-type: none"> <li>- Customer satisfaction</li> <li>- Quality products and services</li> <li>- Available feedback platforms</li> </ul>	<ul style="list-style-type: none"> <li>- Customer/dealers feedback/ satisfaction survey</li> <li>- Regular dealers engagement (online and offline)</li> <li>- Product testing &amp; certification</li> <li>- Our Brands' websites and Casa eShop</li> <li>- CASA brands' social media platforms e.g. Facebook, Instagram</li> <li>- Feedback handling through email / phone calls</li> <li>- Concept Corners at major retailers' store</li> </ul>
 <b>Suppliers</b>	<ul style="list-style-type: none"> <li>- Product quality assurance</li> <li>- Product pipeline</li> <li>- Supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>- Regular interaction (online)</li> <li>- Suppliers selection</li> <li>- Thirty party certification</li> <li>- Virtual trade shows</li> </ul>
 <b>Community</b>	<ul style="list-style-type: none"> <li>- Clean and safe environment</li> <li>- Well-being of our community</li> </ul>	<ul style="list-style-type: none"> <li>- Reduce consumption of resources and expand recycling initiatives</li> <li>- Employee community programmes and initiatives</li> </ul>
 <b>Regulator</b>	<ul style="list-style-type: none"> <li>- Compliance</li> </ul>	<ul style="list-style-type: none"> <li>- Government publication/written communication</li> <li>- Code of conduct for employees</li> </ul>

# MATERIALITY ASSESSMENT

---

We did an assessment of our material Environmental, Social and Governance (“ESG”) factors and identified the following ESG aspects to be material for the Group to build a sustainable business and are the focus of this Report.

## SUSTAINABILITY CATEGORIES

## MATERIAL FACTORS



### Environmental

1. Energy, Water Consumption and Waste Management
2. Energy and Water Efficient Products



### Social

3. Diversity and Equal Opportunities
4. Talent Attraction and Retention
5. Training and Education
6. Safe and Healthy Workplace
7. Employee Engagement
8. Engaging Our Suppliers
9. Customer Satisfaction and Privacy
10. Product Health Management



### Governance


11. Anti-corruption and Corporate Governance
12. Risk Management

# POLICIES, PRACTICES AND PERFORMANCE IN RELATION TO THE MATERIAL ESG TOPICS

## ENVIRONMENTAL INITIATIVES


### Energy, Water Consumption and Waste Management

We promote energy saving, water conserving and waste reducing practices. Our environmentally friendly initiatives:



**Energy Saving**

- Regular servicing of machinery & equipment to maintain energy efficiency and maximise their useful life spans
- Reminders to switch off any idle facilities or equipment that are powered by energy
- Using energy efficient LED lights



**Water Conserving**

- Frequent servicing of water fittings to reduce risk of leakage
- Encourage employees to report to HR Department in the event of any water leakage



**Waste Reducing**

- Promote double-sided printing
- Reuse paper with single side printing
- Implement paperless initiatives with the implementation of new ERP
- Recycle used toner cartridge
- Encourage use of sustainable items to reduce our carbon footprint

### Energy and Water Efficient Products

The Group strive to bring in products that are energy and water efficient.

We aim to bring more products which are of higher grading in terms of energy and water efficiency that can be distributed at a competitive price. This year we brought in water closets that use minimum water consumption. Our new HVLS fans are designed to have extremely low energy consumption.



# POLICIES, PRACTICES AND PERFORMANCE IN RELATION TO THE MATERIAL ESG TOPICS

## SOCIAL – OUR PEOPLE

Our people are the key drivers in our pursuit to steer the Group towards Bringing Joy to People's Lives.

CASA Employee Code below outlines our expectations regarding our workforce behaviour towards colleagues, supervisors and all in the organisation.



### Respect

I respect my colleagues regardless of their job title. Their opinions and views matter to me. I respect their culture, language and time. I respect the CASA Values.



### Energy

I have positive energy. I am cheerful and friendly towards everyone. I connect with and get to know my colleagues. I always smile and greet everyone.



### Action-oriented

I am proactive and strive to anticipate issues before they happen. I lead by example and walk the talk (turn my words into actions and deeds)



### Considerate & Courteous

I jump in to help my colleagues who need help. I give guidance when needed. I am always polite.



### Humble

I am humble. I accept that I don't know everything and am not always right. I am open and receptive to feedback.



### Optimistic

I see the glass half-full, not half-empty. I believe there is a creative solution to every problem and do my utmost to find it.



### Understanding

I am non-confrontational in my approach. I listen with an open mind and genuinely try to help and resolve issues quickly.

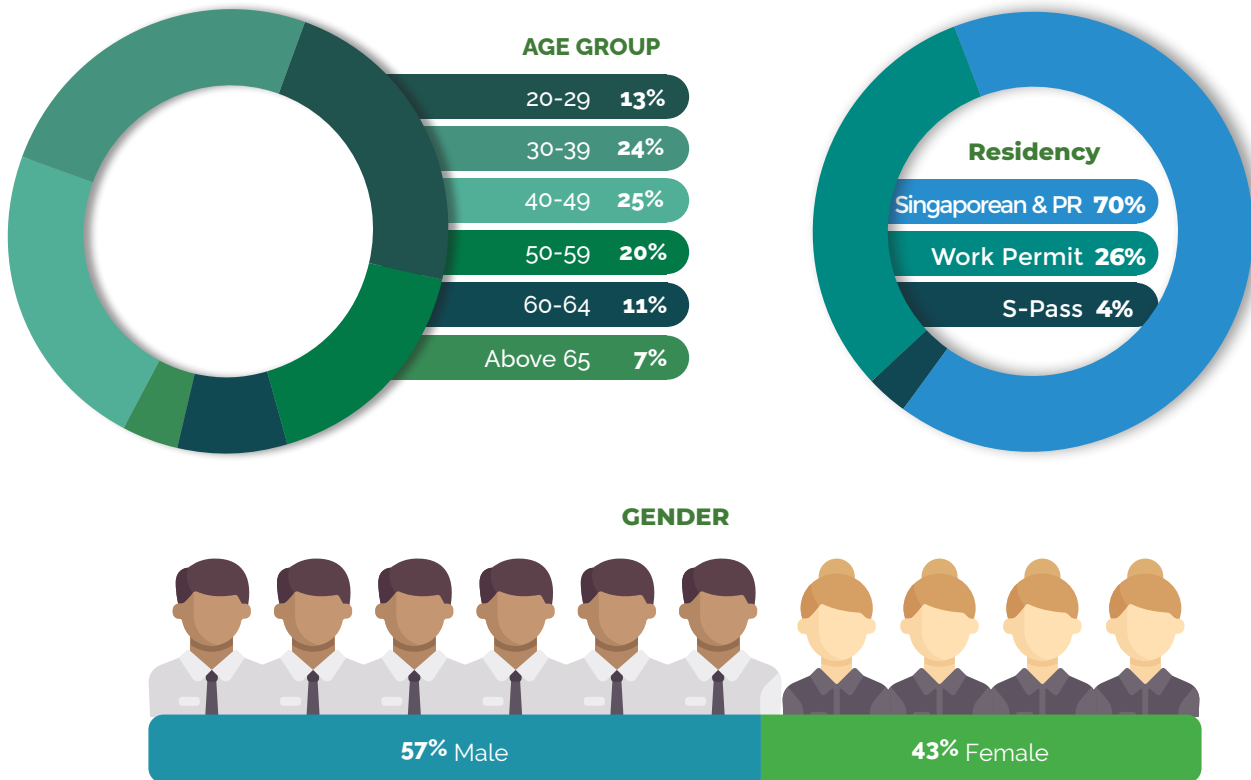


### Trustworthy

I am trustworthy. My colleagues can trust me to get the job done. Likewise, I can trust my colleagues to do the same.

# POLICIES, PRACTICES AND PERFORMANCE IN RELATION TO THE MATERIAL ESG TOPICS

As at 30 September 2021, the Group has 91 employees. We maintain a diverse workforce in terms of age and nationalities, with different skills and experiences. The profile of our employees as at 30 September 2021 is as follow:



## Diversity and Equal Opportunities

The Group is committed to ensure that all employees are treated fairly, with respect and dignity, regardless of nationality, gender, race, religion or rank.

Our hiring procedures are fair, merit-based and non-discriminative. We recruit and select employees based on skills, experience and ability to perform the job.

We provide equal opportunities for existing and new employees in order to maintain a diverse and robust work-force.

Any staff who feels unfairly treated against can approach our Human Resource Department for assistance. In FY2021, we did not receive any complaint on discriminatory practices in workplace.

## Talent Attraction and Retention

We reward employees based on attributes such as performance, competency and experience. Staff remuneration is determined based on performance, responsibilities, as well as the Group's performance.

In addition to government regulated leaves, the Group also provides family care leave, compassionate leave and birthday leave for employees.

We commend and reward our staff whenever their great service received customers' compliment.

We conduct annual appraisal to review and ensure that our compensation package remains competitive.

# POLICIES, PRACTICES AND PERFORMANCE IN RELATION TO THE MATERIAL ESG TOPICS

---

## **Training and Education**

Our people are key to the Group's success.

We acknowledge the importance of upgrading the skillsets of our employees is key to remain relevant in current competitive environment.

In FY2021, our staff received on average 6.0 hours of training per employee. We endeavour to develop our employee training programs to improve our workforce functional and technical skills to meet our business objectives. This year, our training focused on first aid course, cybersecurity, sustainability, data analytics, digital transformation and digital marketing.

We have an orientation programme to give new recruits an introduction to their jobs, their colleagues, and the company.

## **Safe and Healthy Workplace**

Workplace safety is of top priority to the Group. Our approach to workplace safety is underpinned by legislative requirements and industry safety standards.

Being BizSafe Level 3 certified, we have established a Bizsafe Committee to oversee and monitor the establishment and maintenance of safety practices and policies of the Group.

Our employees are trained in workplace safety, first aid and Automated External Defibrillator (AED).

We procure masks, sanitizers and Antigen Rapid Test ("ART") kits to our staff to ensure their well-being are taken care of while performing their tasks.

The Company will monitor the COVID-19 related developments and advisories on the Ministry of Health and other government agencies' websites.

## **Employee Engagement**

We promote a harmonious relations in workplace. We have procedure in place for the handling of any employee's grievances.

Our management team engage with the staff through meetings and mobile chat group. We believe that this practice fosters communication, cooperation, mutual trust and respect among employees.

Due to the pandemic, we are unable to organise get-together sessions for our staff. However, the Group is committed to continue to engage our workforce through emails, digital workspace that we have set up and distribution of bento lunch for staff.

# POLICIES, PRACTICES AND PERFORMANCE IN RELATION TO THE MATERIAL ESG TOPICS

---

## **SOCIAL – SUPPLY CHAIN MANAGEMENT**

### **Engaging Our Suppliers**

We engage with our suppliers by holding regular online meetings or through emails to give feedback and take on their feedback and formulate action plans where possible to enhance the sustainability of our partnership.

We select our suppliers based on track record, their ability to deliver consistent quality products and services on time, competitive pricing, environmentally sustainable and high ethical standards that adhere to our sustainability practices.

The Group is on constant lookout for new business collaboration to expand our product offering to customers.

### **Customers Satisfaction and Privacy**

Customer satisfaction is one of our key priorities as it is the key determinant of our success. We have trained customer service officers and technicians to assist customers who require after-sales service.

Customers can contact us through our service hotline, via our website or emails to request service appointment or submit their feedback. We strive to follow up on customer feedback on a timely basis and will continue to improve our service standards through customers' feedback and using technology.

We have a Personal Data Protection Policy that defines our approach to personal data management. We collect personal data in the furtherance of our business activities, but we do not sell, rent, or give away personal data of our customers to third parties for commercial purposes. There were no instances on breaches of customer confidential information during the reporting period.

### **Product Health Management**

Casa view product safety as our utmost priority. We carry only home appliances that comply with mandatory requirements prescribed by the respective agencies. Furthermore, we take customers' safety as a top priority; we act timely and responsibly when incidents are envisaged to happen to protect our customers from unnecessary harm.

To ensure economic sustainability of the Group, we hold our suppliers liable for product defects whenever practicable whereby costs associated with defective product are claimed from suppliers to the extent possible. Furthermore, should there be cases of claims from customers pertaining to damage to properties owing to products defect, we are covered by product liability insurance.

# POLICIES, PRACTICES AND PERFORMANCE IN RELATION TO THE MATERIAL ESG TOPICS

---

## GOVERNANCE

### **Anti-corruption and Corporate Governance**

The Group is committed to ensuring and maintaining good corporate governance to safeguard the interest of our stakeholders.

We endeavour to strengthen the ethical environment and promote professional conduct within the Group. We have a Code of Conduct that is communicated to all employees. It provides detailed guidelines to ensure that employees' business conduct is consistent with ethical standards. The Policy also requires all employees to declare any direct or indirect interest in, or relationship with other businesses and organisations where potential conflicts of interest may arise. In addition, all employees are required to return a nil declaration at least once a year.

In FY2021, there were no reported case of corruption.

### ***Whistle Blowing Policy***

A whistle blowing policy is in place to aid in the deterrence and reporting of corporate malpractice and misconducts. The policy provides the mechanisms where employees of the Group may, in good faith and in confidence, submit incident or concern about possible corporate malpractices and misconducts or other matters directly to the Chairman of Audit Committee.

Details of the whistle blowing policy have been made available to all employees. Through a well-defined procedure, all reported incident or concern will be duly and independently investigated and handled with appropriate measures. The Chairman of Audit Committee will ensure the confidentiality and anonymity of the employee reporting the incident or concern to the fullest extent reasonably practicable within the requirements of the law.

Due to confidentiality, the Chairman of Audit Committee shall table to the Audit Committee during its half yearly meetings only the number of reported cases. The full report will be submitted under confidential cover to the Audit Committee. For serious reported incidents or concerns, the Chairman of Audit Committee shall submit its report under confidential cover to the Audit Committee via circulation or through a special Audit Committee meeting arranged as soon as possible.

The Audit Committee shall review the report, advise, and authorise the Chairman of Audit Committee of an appropriate action to be taken against the investigated incident or concern. Where appropriate or required, we will file a formal report with the relevant government authorities for further investigation or action.

In FY2021, we are not aware of any incident or concern, confirmed or suspected.

### ***Dealings in Securities***

The Company has adopted an internal code on dealings in securities. Directors and employees are not allowed to deal in the Company's shares during the periods commencing one month before the announcement of the Group's half yearly and full year results and ending on the date of announcement of such result, or when they are in possession of unpublished price-sensitive information on the Group. In addition, the employees of the Company are advised not to deal in the Company's securities on short term considerations and are expected to always observe the insider trading rules, even when dealing in the Company's securities within the permitted trading periods.

For more details of the Group's corporate governance practices, please refer to Corporate Governance Report from page 11 to 25 of the Annual Report.

### **Risk Management**

The Group has an Enterprise Risk Management Framework ("Framework") in place. The Framework has been reviewed by the Audit Committee and approved by the Board of Directors.

The Group conducts regular review of its business and operational activities to identify significant areas of risks so that timely measures can be implemented to mitigate these risks.

# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	GRI STANDARD TITLE	REPORT REFERENCE	PAGE
<b>GRI 102: GENERAL DISCLOSURES</b>			
102-1	Name of the organization	About this Report	1
102-2	Activities, brands, products, and services	Corporate website, About Us	1
102-3	Location of headquarters	Corporate website, Annual Report 2021	
102-4	Location of operations	Corporate website, Annual Report 2021	
102-5	Ownership and legal form	Annual Report 2021	
102-6	Markets served	Corporate website, Annual Report 2021	
102-7	Scale of the organisation	Corporate website, Annual Report 2021	
102-8	Information on employees and other workers	Diversity and Equal Opportunities	8
102-9	Supply chain	About Us, Supply Chain Management	1, 10
102-10	Significant changes to organisation and its supply chain	Nil	
102-11	Precautionary principle or approach	Risk Management	11
102-12	External initiatives	Not applicable, no such initiatives	
102-13	Membership of associations	Nil	
102-14	Statement from senior decision maker	Message from the Board of Directors	3
102-16	Values, principles, standards, and norms of behaviour	CASA Values, REACHOUT	2, 7
102-18	Governance structure	Governance Structure	3
102-40	List of stakeholder groups	Stakeholder Engagement	4
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	4
102-43	Approach to stakeholder engagement	Stakeholder Engagement	4
102-44	Key topics and concerns raised	Stakeholder Engagement	4
102-45	Entities included in the consolidated financial statements	Annual Report 2021	
102-46	Defining report content and topic boundaries	About this Report	1
102-47	List of material topics	Materiality Assessment	5

# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	GRI STANDARD TITLE	REPORT REFERENCE	PAGE
102-48	Restatements of information	Nil	
102-49	Changes in reporting	Nil	
102-50	Reporting period	About this Report	1
102-51	Date of most recent report	February 2021	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report	Enquiries can be emailed to: corporate@casa.com.sg	
102-54	Claims of reporting in accordance with GRI Standards	About this Report	1
102-55	GRI content index	GRI Standards Content Index	12
102-56	External assurance	Nil	

## TOPIC-SPECIFIC STANDARDS

### Corporate Profile and Sustainability Governance

#### GRI 404: Training and Education

404-1	Average hours of training per year per employee	Training and Education	9
404-2	Programs for upgrading employee skills and transition assistance programs	Training and Education	9

#### GRI 405: Diversity and Equal Opportunity

405-1	Diversity of governance bodies and employees	Diversity and Equal Opportunities	8
-------	----------------------------------------------	-----------------------------------	---

#### GRI 406: Non-Discrimination

406-1	Incidents of discrimination and corrective actions taken	Diversity and Equal Opportunities	8
-------	----------------------------------------------------------	-----------------------------------	---

#### GRI 205: Anti-Corruption

205-1	Operations assessed for risks related to corruption	Anti-Corruption and Corporate Governance	11
205-2	Communication and training about anti-corruption policies and procedures	Anti-Corruption and Corporate Governance	11

# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	GRI STANDARD TITLE	REPORT REFERENCE	PAGE
<b>Health and Safety</b>			
<b>GRI 403: Occupational Health and Safety</b>			
403-1	Occupational health and safety management system	Safe and Healthy Workplace	9
403-5	Worker training on occupational health and safety	Safe and Healthy Workplace	9
403-6	Promotion of worker health	Safe and Healthy Workplace	9
<b>GRI 416: Customer Health and Safety</b>			
416-1	Assessment of the health and safety impacts of product and service categories	Product Health Management	10
<b>Minimising Environmental Impact</b>			
<b>GRI 302: Energy</b>			
302-4	Reduction of energy consumption	Energy, Water Consumption and Waste Management	6
302-5	Reduction in energy requirements of products and services	Energy and Water Efficient Products	6





15 Kian Teck Crescent  
Singapore 628884  
Tel: 65 6268-0066  
Fax: 65 6266-8069  
<https://casa.sg>