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## 1 BOARD STATEMENT

VibroPower Corporation Limited is pleased to issue its second sustainability report in line with the Singapore Exchange (SGX) guidelines on Sustainability Reporting.

This second report highlights the progress and achievements of our organisation over the past 12 months, with particular focus on our commitment to working alongside our valued stakeholders to build a sustainable business based on our resilience, adaptability and innovation.

Sustainability is integral to our core business objectives. We are focusing our efforts on addressing the material issues about Future Generation, Employee, Customer, Supplier, Community and other stakeholders in order to embed sustainability in our business and operations.

Throughout this sustainability report, we place emphasis on transparency. We hope to reflect our position accurately and bring our customers, staff, suppliers and many other stakeholders on this journey towards a more sustainable future. We firmly believe that building a sustainable business is vital to our continued success and that we must be fully accountable for our impact on the environment, our customers, our people and our community as well as its financial performance.

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

## 2 ABOUT THE REPORT

This sustainability report articulates our commitment to sustainability and transparency. The report is designed to provide a transparent and balanced view of the company, to reflect the interests of our key stakeholders, and to address those interests pragmatically. This report aims to include comprehensive and accessible information on the company's strategy towards sustainability, key issues as well as data according to recognized standards.

### 2.1 Report Scope

The report covers the performance of our consolidated entities in the financial year 2018 (FY2018) from 1 January 2018 to 31 December 2018. The report content focuses on the sustainability performance, activities and initiatives that are under our direct control, including our Singapore offices and operations, our local supply chain as well as any overseas activities directly associated with us. Material issues and topics described in this report have been selected according to their significance within the company boundaries, the sustainability context and the expectations of the stakeholders. Our material operations are mainly in Singapore. The scope and all material topics disclosed in this report are relevant to the activities in Singapore. Nevertheless, our corporate governance and sustainability approaches are drawn from the policies and practices set at the Group level.

This sustainability report focuses on the Group's sustainability strategies and practices whilst highlighting the economic, environmental, and social and governance aspects of our activities and developments. The report aims to provide an overview of our approach, priorities and targets, as well as a performance review for our key sustainability areas.

### 2.2 Report Methodology

We have prepared our report based on the requirements of the 'In accordance-Core' option of the Global Reporting Initiatives (GRI) Standards Sustainability Reporting Guidelines. We have chosen the GRI Standards as the reporting guidelines for its robust guidance which offers an international reference for the disclosure of governance approach and of the environmental, social and economic performance and impacts of organizations. This report also takes into consideration the primary components of report content as set out by the Singapore Stock Exchange's (SGX's) "Comply or Explain" requirements for sustainability reporting. Our data are reported in good faith and to the best of our knowledge. We continue to improve our data collection processes.

We did not seek external assurance for this report.

### 2.3 Report Structure

This Sustainability Report is structured to reflect the interests of our key stakeholders. We have identified five key stakeholder groups, namely, the environment and future generations, employees, customers, suppliers and communities. For each stakeholder group, we lay out our management approaches that govern how our material issues are identified as well as how the issues are prioritized and managed. Further, we will present our initiatives relating to sustainability in the areas of environmental, social and economic issues relevant to our topics and boundaries. Finally, we will provide the information of our key performance indicators, performance targets and outcomes.

The information regarding the basis for report boundaries and our materiality assessment is provided in section 4.

All together, this report provides the basis for our responses and disclosures to the GRI-Standards 'In accordance-Core' requirements. Relevant sections in the report are referenced in the GRI Content Index provided in section 7.

## 2.4 Report Contact and Feedback

Thank you for your interest in our Sustainability Report. We welcome and value your feedback on the content of this report and encourage you to contact us through the following channels:

- ❖ In writing to:  
Corporate Social Responsibility Department  
VibroPower Corporation Limited  
11 Tuas Avenue 16  
Singapore 638929
  
- ❖ Via our contact page at [www.vibropower.com](http://www.vibropower.com).

This report is provided in PDF format is available for download on the following page of our website: [www.vibropower.com](http://www.vibropower.com).

## 3 CORPORATE PROFILE

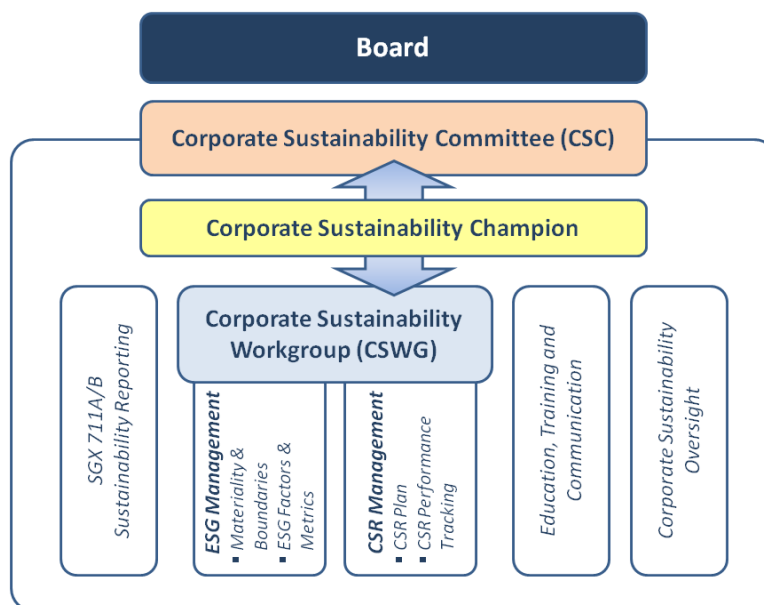
### 3.1 Mission and Values

Our mission is to strengthen existing and develop new markets, build a global workforce to support our chosen markets and provide customer value through excellent after sales services in order to consistently exceed stakeholders’ expectation.

At our company, there are some corporate values at work. We live by the highest standards of integrity in conducting our daily activities and adhere to commitments given to our customers. Our employees operate according to a set of core values that guide all aspects of our business. We recognise that cooperation, communication and trust are essential for us to collaborate among the communities in which we operate.

### 3.2 Governance

Our Board of Directors (the Board) oversees all corporate governance and operational matters relating to our business. For corporate sustainability, the Board is supported by the Corporate Sustainability Committee (CSC) which is chaired by our Chief Investment Officer (CIO) and includes designated senior executives. The CSC provides leadership and approval over corporate sustainability matters such as Corporate Social Responsibility (CSR) plan, community investment and environmental initiatives. Supported by the CSC, our Corporate Sustainability Champion (the Champion) is our Subject Matter Expert (SME) in the area of corporate sustainability, and pro-actively raises awareness through education and training across the organization. Through the Corporate Sustainability Work Group (CSWG), our Champion engages businesses and functions in collectively executing the CSR plan, identifying and managing the Environment, Social and Governance (ESG) Factors as well as engaging the sustainability stakeholders. Our businesses and functions provide back-to-back assurance over the quality of information for sustainability reporting.



## 3.3 Ethics and Compliance

Being a listed company in the Singapore Stock Exchange (SGX), we adhere to the principles and guidelines of the Code of Corporate Governance as required by the listing rules. Our corporate governance framework covers ethics and compliance through a Code of Conduct as well as action guidelines which are to be adhered by the officers and employees across the organization. Every new employee is introduced to our Code of Conduct and our policies on ethics and compliances which includes areas such as anti-corruption. Communication channels are in place to enable all employees and individuals engaged in business activities to report complaints of unethical behaviour. We have a designated officer who maintains a register of incidences regarding ethics and compliance issues and escalates to the management where appropriate.

## 4 INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

We believe corporate social responsibility is a key driver towards long-term sustainability. Such responsibility is pragmatically integrated into our business practices as one of the core values in our corporate culture. Embedding such responsibility into our management processes across the value chain allows us to establish credibility among our stakeholders. Through our action today, we play a part in influencing the environment for our future generations. Through integrating the notion of sustainability in our business, we ensure that our business strategy and operations are in line with a long-term vision towards a conducive and sustainable future.

### 4.1 Sustainability Management Framework

We have established our sustainability reporting framework since January 2017. We performed an analysis on our business and operation models as the basis for our stakeholder mapping and materiality assessment. Through our analysis, we identified five key stakeholder groups within our sustainability context and their respective material issues are to be shown in this report.

### 4.2 Key Stakeholders and Material Issues

We have a regular review, assessment and feedback process in relation to Environmental, Social and Governance (ESG) topics. Key to this is a regular Risk Assessment (RA) exercise which entails the identification, assessment and documentation of material risks and corresponding internal controls. Such material risks include fraud and corruption, environmental, health and safety, and human capital risks which are ESG-relevant. We are continuously improving the adequacy and effectiveness of our Risk Assessment process in response to changing business and operation environment.

Through regular stakeholder engagement, we identify and review material issues that are most relevant and significant to us and our stakeholders. For external stakeholders, priority is given to issues important to the society and those applicable to us. Then, we prioritize our sustainability efforts and report issues that are most material to its business and stakeholders. Considering that specific stakeholders and material issues are specific in countries and locations, we are reporting the stakeholder engagement and material issues for our Singapore operations in this report.

Stakeholders	Material Issues	Significance
<b>The Environment and Future Generation</b>	<ul style="list-style-type: none"> <li>▪ Energy consumption</li> <li>▪ Internal Awareness and Education</li> </ul>	Our sustainability agenda for the environment and future generation has evolved over many years and is central to our business operations as well as being instilled into the day-to-day work practices of all our staff. Our measures focus on the four key goals of curbing global warming, conserving and recycling resources, reducing chemical risks and preserving ecosystems and biodiversity.
<b>Employee</b>	<ul style="list-style-type: none"> <li>▪ Regular training of employees on critical skillsets to sustain competitiveness</li> <li>▪ Non-discrimination, diversity and equality</li> </ul>	Our employees want to work with an ethical and environmentally aware company where they will be motivated and empowered to meet their full potential, both professionally and personally.
<b>Customer</b>	<ul style="list-style-type: none"> <li>▪ Customer data privacy</li> <li>▪ Safety of our customers in our products and services delivery</li> <li>▪ Customer satisfaction</li> </ul>	The quality and safety of our products and the excellence of our service is of paramount importance to our customers. By listening to and delivering value to our customers, we will, in turn, be contributing to their own successful sustainable development.



<b>Supplier</b>	<ul style="list-style-type: none"> <li>Environmental, labour and human rights impact in the supply chain</li> </ul>	A sharing of CSR-related ideas, values and responsibility in areas such as the environment, human rights, labour practices and corporate ethics is part of building mutually beneficial relations with suppliers and channel partners to enhance both their own competitiveness and that of ours.
<b>Community</b>	<ul style="list-style-type: none"> <li>Economic value generated and distributed to local community</li> </ul>	Within a broad range of community imperatives, we focus on the education of today's youth and health of seniors by providing financial support to targeted local communities.
<b>Common To All Stakeholder Groups</b>	<ul style="list-style-type: none"> <li>Compliance with prevailing laws and regulations</li> <li>Ethical business practices</li> <li>Grievance mechanisms</li> </ul>	Legal compliance and ethical actions form the core of our business and our ethos is exemplified by strong corporate governance, transparent reporting and open communications with all our stakeholder groups.

## 4.3 Alignment with International Initiatives


### 4.3.1 Sustainable Development Goals (SDGs)

Established in 1945 under the Charter of the United Nations (UN), the General Assembly occupies a central position as the chief deliberative, policymaking and representative organ of the United Nations. Comprising all 193 Members of the United Nations, it provides a unique forum for multilateral discussion of the full spectrum of international issues covered by the Charter. It also plays a significant role in the process of standard-setting and the codification of international law.

On 25 September 2015, the UN General Assembly adopted the 17 Sustainable Development Goals (SDGs) to end poverty, protect the planet, and ensure prosperity for all as part of a new sustainable development agenda. Each goal has specific targets to be achieved over the next 15 years. Although the SDGs are primarily aimed at governments, they represent an important opportunity for businesses to also act for a more sustainable world. We will use SDGs as one of the guiding principles for our sustainability initiatives.

We acknowledge that our participation in reaching the SDGs has room for improvement. As we advance on our sustainability journey, we will continue to assess our alignment with the SDGs and, whenever possible, redirect our internal priorities and sustainability strategy to more effectively and comprehensively address the goals.

SDGs Logo Source: <http://www.un.org/sustainabledevelopment/news/communications-material>

SDG Goal	Relevant Targets to Our Businesses <i>(Source: <a href="http://sustainabledevelopment.un.org">http://sustainabledevelopment.un.org</a>)</i>	Our Participation
	13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	We have our own internal processes and environmental policies to reduce electricity and fuel consumption. Our approach to mitigating climate change includes staff training and implementing energy-efficient measures. We monitor and report our GHG emissions and set reduction targets.

	<p>15.1: By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.</p>	<p>All the paper used in our offices is Programme for the Endorsement of Forest (PEFC) certified. We actively promote the use of PEFC paper across our organization.</p>
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				<p>The following SDG goals are relevant to our business, operations and value chain. They are addressed in our various policies at group level. Such goals are also embedded in various initiatives carried out across the organization.</p>

				<p>We do not believe these goals are relevant to our business or industry. They are not within our boundaries and scope of influence; therefore, we are currently unable to make noticeable contributions to such goals.</p>

### 4.3.2 United Nations Global Compact (UNGC)

The United Nations Global Compact (UNGC) is a United Nations initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. The UNGC is a principle-based framework for businesses, stating ten principles in the areas of human rights, labour, the environment and anti-corruption.

Below are the references of our report to the 10 principles of the UN Global Compact.

Principle		Report Section
<b>Human Rights</b>		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	5.2.2.1, 5.2.6
Principle 2	Make sure that they are not complicit in human rights abuses.	5.2.2.1, 5.2.6
<b>Labour</b>		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	5.2.2.1, 5.2.6
Principle 4	Elimination of all forms of forced and compulsory labour.	5.2.2.1, 5.2.4.1
Principle 5	Effective abolition of child labour.	5.2.1, 5.2.2.1
Principle 6	Elimination of discrimination in respect of employment and occupation.	5.2.2.1, 5.2.6

<b>Environment</b>		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	5.1.1
Principle 8	Undertake initiatives to promote greater environmental responsibility.	5.1.2, 5.1.3, 5.1.4
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	5.1.2, 5.1.3, 5.1.4
<b>Anti-Corruption</b>		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	3.3

## 4.4 Awards and Achievements

Year	Type of Award	Description
15 August 2016 to 14 August 2019	ISO 9001:2015	Manufacture of Generating Sets including Design of Base Frame, Fuel Tanks, Canopies and Electrical Control Panels
30 September 2016 to 29 September 2019	bizSAFE Level 4	Build up workplace safety and health capabilities

Date of Issue: 30/09/2016



The Workplace Safety and Health Council  
is pleased to certify that

VIBROPOWER PTE LTD

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has fulfilled the requirements to attain bizSAFE Level 4

This certificate will expire on 29/09/2019

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Winston Yew

Deputy Director, Industry Capability Building  
Workplace Safety and Health Council



Certificate No. E05899

**VIBROPOWER PTE LTD**

**ISO 9001:2015**  
*Scope of certification*

**Head Office:**  
**Manufacture of Generating sets including design of Base Frames, Fuel Tanks, Canopies and Electrical Control Panels**

Site Name	Site Addition Date*	Site Address	Site Scope
Site 1	15 August 2013	38 Tuas Crescent, Singapore 638725	Manufacture of Generating Sets, Fuel Tanks and Canopies

Certificate No. **SGPSGP001375**    Version : **02**    Revision date: **30 August 2018**

Certification body address: 65 Prescot Street, London E1 8HG, United Kingdom.  
 Bureau Veritas Singapore Pte Ltd  
 20 Science Park Road, #03-01 Teletech Park, Science Park II, Singapore 117674.

\*Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization.  
 To check this certificate validity please call +65 64197858

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**VIBROPOWER PTE LTD**

HQ: 11 Tuas Avenue 16, Singapore 638929

\*This is a multi-site certificate, additional site details are listed in the appendix to this certificate

Bureau Veritas Certification Holding SAS – UK Branch certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

**ISO 9001:2015**  
*Scope of certification*

**Manufacture of Generating sets including design of Base Frames, Fuel Tanks, Canopies and Electrical Control Panels**

Original cycle start date:                      **14 August 1998**  
 Expiry date of previous cycle:                **NA**  
 Recertification Audit date:                    **05 July 2016**  
 Recertification cycle start date:              **15 August 2016**

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:                      **14 August 2019**

Certificate No. **SGPSGP001375**    Version : **02**    Revision date: **30 August 2018**

Certification body address: 65 Prescot Street, London E1 8HG, United Kingdom.  
 Bureau Veritas Singapore Pte Ltd  
 20 Science Park Road, #03-01 Teletech Park, Science Park II, Singapore 117674.

\*Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization.  
 To check this certificate validity please call +65 64197858

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## 5 STAKEHOLDER ENGAGEMENT

We believe that good CSR practice goes hand-in-hand with good corporate management practice. We also recognize that it is vital that our management approaches are adaptable to the dynamics of business and operation environment in such a way that we can continuously assess our impacts, develop sustainability objectives and respond in a proper manner to meet our stakeholders' expectations. Our CSR framework is based on our approach to sustainability and includes policies and measurement mechanisms to monitor the impacts made by our businesses and operations.

Key to the success of our sustainability programme is through regular and up-to-date communication about our CSR policies and activities to all our stakeholders, and the provision of appropriate feedback mechanisms so that we can monitor and evaluate how we are doing and explore new possibilities stimulated by stakeholder responses. We see our sustainability reports as being a critical component of this continuous cycle of communication and evaluation. The overall sustainability context of the stakeholder engagements is managed through our CSR plan for our sustainability governance oversight.

Stakeholder	Management Approach	Engagement Initiatives	Outcomes and Responses	Boundaries	Indicators
<b>Environment and Future Generation</b>	Environmental Policy, EMS guidelines, Waste Management, Green Campaigns	Internal Awareness and Education	Fuel Efficient Vehicle Transport, Digital Filing and Document to Reduce Paper Consumption.	Singapore	Section 5.1
<b>Employee</b>	Code of Conduct, Fair Employment Practices, Training and Career Development, Flexible Work Policy, Pension Scheme, bizSAFE	Staff Communication Sessions, Staff Feedback Process, Staff Exit Interviews	Work Life Balance Programmes, Training Programmes, Employee Benefits, Re-engagement	Singapore	Section 5.2
<b>Customer</b>	Customer Service Management System, Policies on Quality Assurance, Data Security for Customer Information, Privacy Policy, ISO9001	Customer Feedback Process, Competitive Benchmarking survey, Customer Data Protection Awareness and Education Program	Customer will treat us as their main supplier and also will be confident to extend the business with us	Singapore	Section 5.3
<b>Supplier</b>	Supplier Selection and Regular Review Process	Feedback and Communication with Suppliers through Supplier Performance Review	To provide high standards of product and service levels while offering sufficient capacity and business stability	Singapore	Section 5.4
<b>Community</b>	Selection of Community Initiatives in alignment with organization goals	Participation in community events and donations	Benefit community, youths and seniors	Singapore	Section 5.5

## 5.1 Protecting Our Environment for the Future Generations

### 5.1.1 Our Approach

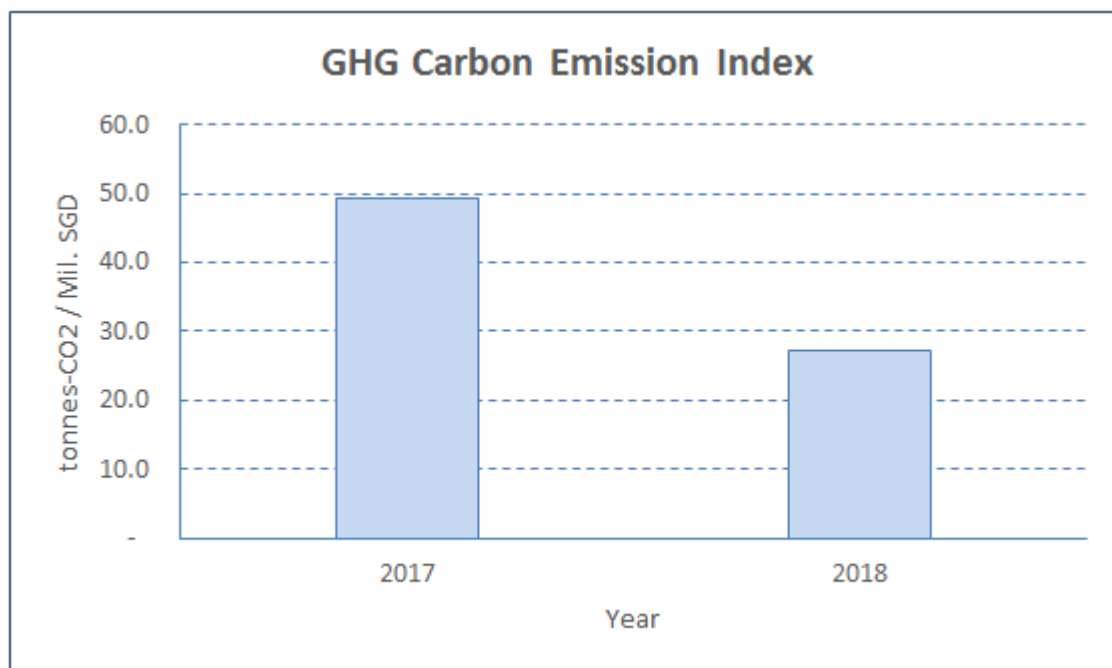
We are committed to maintain and build on the stringent environmental policies and standards. We continually seek new and innovative ways to reduce the environmental impact of our products and services while maintaining the highest levels of quality. We recognise our responsibility to protect the environment for the health and wellbeing of the future generations.

### 5.1.2 Reduction of Carbon Footprint

We recognize that effective management and monitoring of carbon footprint can reduce operating costs, raise brand profile, create a competitive edge and increase stakeholder value. Our carbon footprint is measured in terms of Greenhouse Gas (GHG) emission. However, GHG emission is an absolute measure of how much carbon dioxide equivalent (CO<sub>2</sub>e) is emitted. Our GHG emission is predominantly direct (Scope 1) and indirect (Scope 2) emission, and we do not include the GHG emissions generated by our suppliers (Scope 3).

Considering the changes and dynamics of business and operations, we established our GHG emission efficiency index for consistent tracking of carbon footprint over time. To this end, we have set a target for GHG emission efficiency improvement of 15% from base year 2017 level by 2030. Although various business lines and operations account for different percentage of GHG emissions across the organization, they all support this target and have aligned our environmental objectives accordingly.

In FY2018, our GHG emission efficiency index stands at 27.1. In comparison to our base year FY2017, it is a 44.9% improvement, and we are on track towards our target by 2030.



### 5.1.3 Reduction of Paper Consumption

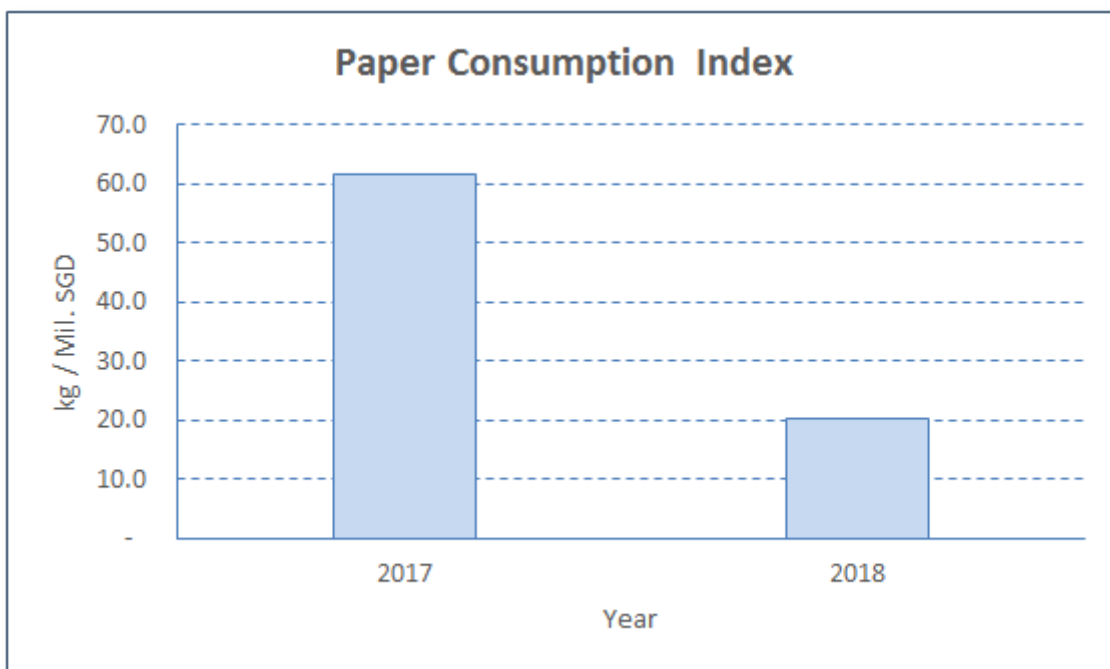
All our employees are urged to minimize paper wastage at work by adhering to our Internal Paper Usage Reduction Guidelines. For example, double-sided printing is set as a default, lower grammage paper is used for daily printing, and blank sides of unneeded single-sided copies are used for printing drafts. Paper re-use and recycling habits are also cultivated through initiatives such as our in-house reminders posted near the copy machines.

We encourage all employees to adopt digital documents instead of paper documents with an aim to further reduce paper consumption.

Considering the changes and dynamics of business and operations, we established our paper consumption index for consistent tracking of paper consumption over time. To this end, we have set a target for a paper consumption improvement of 15% from our 2017 level by 2030. Although various business lines and operations account for different percentage of paper consumption across the organization, they all support this target and have aligned our environmental objectives accordingly.

In FY2018, we consumed total of 312 kg of paper, 100% of which are Programme for the Endorsement of Forest Certification (PEFC) certified. Our paper consumption index stands at 20.2.

With respect to our base year 2017, we registered a 67.7% improvement, and we are on track towards our 2030 targets.





## 5.1.4 Promoting Green Practices

Currently, we need to embrace various green practices in our business and operation such as Programme for the Endorsement of Forest Certification (PEFC).

The Programme for the Endorsement of Forest Certification (PEFC) is an international non-profit, non-governmental organization dedicated to promoting Sustainable Forest Management (SFM) through independent third-party certification. PEFC is effective throughout the timber supply chain to ensure that forest product production respects ecological, social and ethical standards. Using PEFC provides a mark of trust for customers and consumers to identify products from sustainably managed forests. Our company is using PEFC certified forest products, whereby we purchase A4 paper with PEFC logo.

## 5.2 Caring for Our Employees

### 5.2.1 Our Approach

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

We recognise that a motivated workforce will convey a positive and powerful message to all our key stakeholders, such as our customers, suppliers and the members of the community. By attracting, nurturing, empowering and rewarding our employees, we create an environment conducive for innovation and inspiration flourish to further boost our competitiveness. Such commitment to our employees promotes a corporate culture of passion, quality, excellence and trust within the organization which reflect in our ability to create values to our stakeholders.

Our Human Resource (HR) management principles and policies have been developed and established based on fair employment practices with the goal of attracting, developing and retaining a robust motivated workforce. Our HR policies cover key areas such as remuneration, benefits, staff selection, career development and training. Such policies are communicated to all employees through our comprehensive Employee Handbook which is regularly reviewed by our management and we constantly seek feedback from our staff to ensure that our decisions are aligned as much as possible with their needs.

Our business operates in an environment which comprises diverse races, cultures and geographic locations. With this in mind, our HR policies are implemented across the organization within the principles with pragmatism, taking into consideration of the prevailing laws and regulations as well as local culture, norms and racial sensitivity.

### 5.2.2 Employment Practices

Our employment practices focus on maximizing the strength of our employees by providing equal opportunities based on merits, and help our employees to develop strength through our comprehensive training and development programme. We regularly review the competency gap and development of our employees to effectively match their strength to their job specifications. Our performance based reward scheme provides guidance and motivation to our employees to perform to their potentials in alignment with the objectives of the company.

#### 5.2.2.1 *The Tripartite Guidelines on Fair Employment Practices*

We proactively pursue and adopt best practices in HR management. Our HR practices are guided by the Singapore Tripartite Alliance for Fair and Progressive Employment Practices. The Singapore Tripartite Alliance comprises the Ministry of Manpower, Singapore National Employers Federation and National Trades Union Congress. The Tripartite Alliance has formulated guidelines on fair employment practice for adoption by Singapore employers, embracing the recruitment, training, treatment and reward of employees.

#### 5.2.2.2 *Communications*

As our Company grows, effective communications across the organization are crucial to ensure continuous alignment of objectives of the employees and the organizational objectives. We achieve this through our various communication sessions customized based on the target employees. Communication sessions for our managers are held on a regular basis. Agendas covered at these sessions are customized in appropriate to the target functional scope of the managers. For example,

in monthly managers' meeting, operational agendas such as leadership and operation issues may be discussed while at the quarterly sessions high level topics include strategic business directions, new service launches, ongoing developments and key project reviews.

### **5.2.2.3 Employee feedback**

We value our employees' expertise in their areas of responsibilities. Therefore, their feedbacks are important in the improvement of overall management and operation of the organization. Through various established processes of employee engagement, such as employee objective setting, performance review as well as exit interview in case of resignations, we gather such valuable feedbacks for the continuous improvement of our organization.

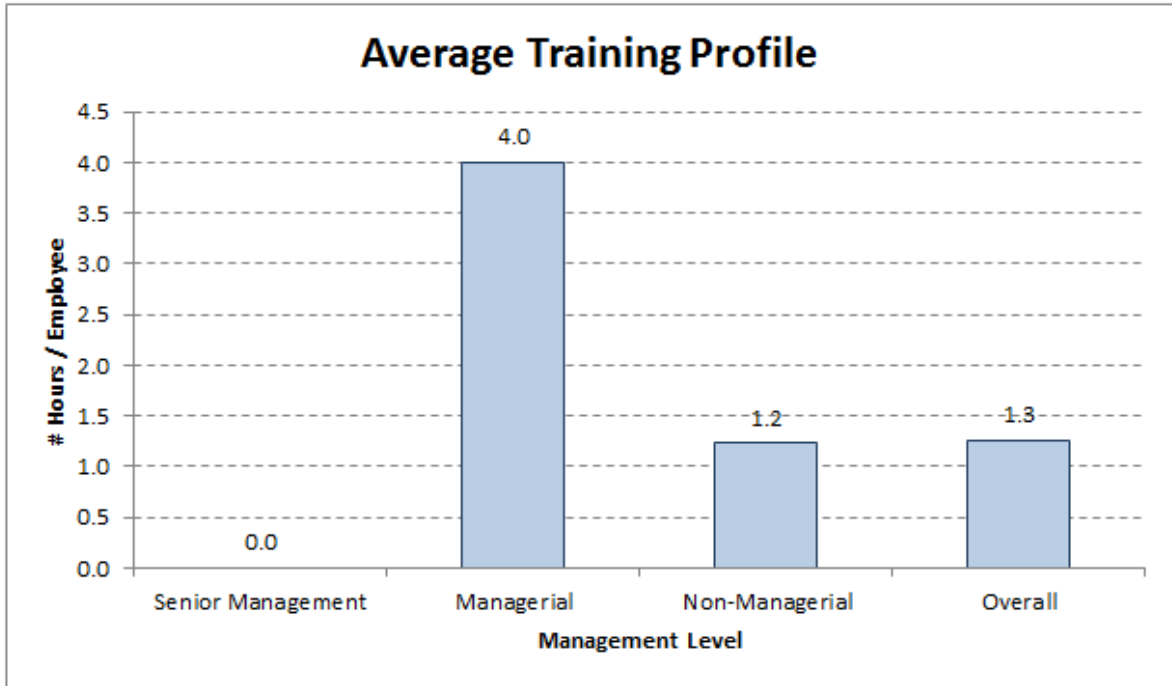
In addition, there are other feedback channels for areas specific to business and function, such as whistle-blowing policy on control and compliance issues. Such feedbacks are managed by the leaders and managers of their specific business and function domain. We have also established reporting and escalation channel should the feedback requires the attention of higher management.

### **5.2.2.4 Career Development and Training**

We recognise that consistent and ongoing education is critical to maintain a competitive, skilled, productive and motivated workforce. Employee career development and performance management are established based on merits and contributing skill sets towards the organization objectives through objective settings and regular performance reviews. We continue to review and improve our people development and learning process in light of the changing business and operation environment.

Our training programmes cover a variety of areas catering for employees with difference job scopes and skills set requirements. Our core training curriculum and contents are developed and guided by well established industry and international standards. In addition, specific training curriculums are developed based on the specific requirements of the specific businesses and functions. Training topics range from soft skills development in areas such as communications and leadership, to technical programmes covering project management and office productivity tools.

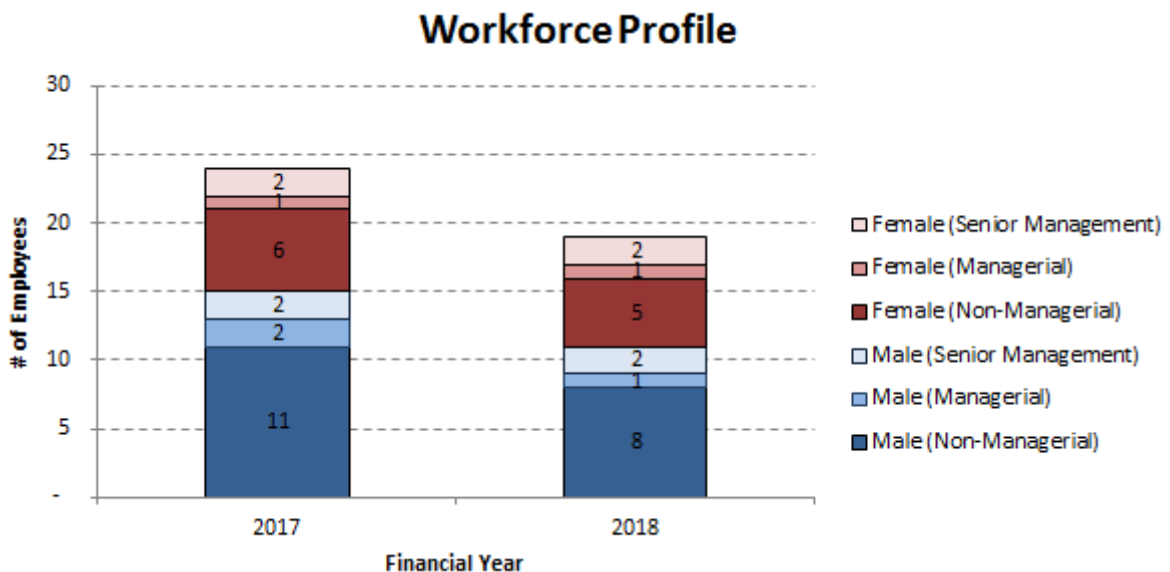
In FY2018, each employee received an average of 1.3 hours of training. We recognized that the training requirements vary depending on the levels of management responsibilities. Managerial staff registered an average of 4 hours of training and non-managerial staffs received an average of 1.2 hours of training. In light of changing business requirements and opportunities in variety of training methodologies, we continue to revise our training curriculum and programme to align with the organization objectives and to strive for effectiveness and efficiency in our training approach.



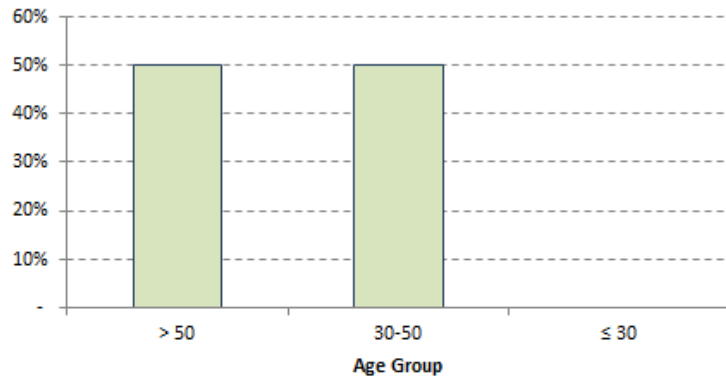
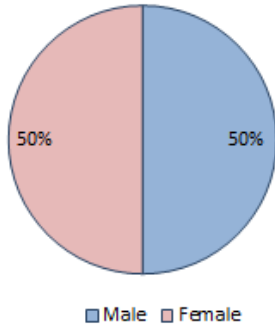
### 5.2.3 Workforce Diversity

Our business thrives on diversity. As such, we leverage on a host of strengths and skills that can only come from a diverse workforce embracing employees from various ethnic groups, religion, age and gender.

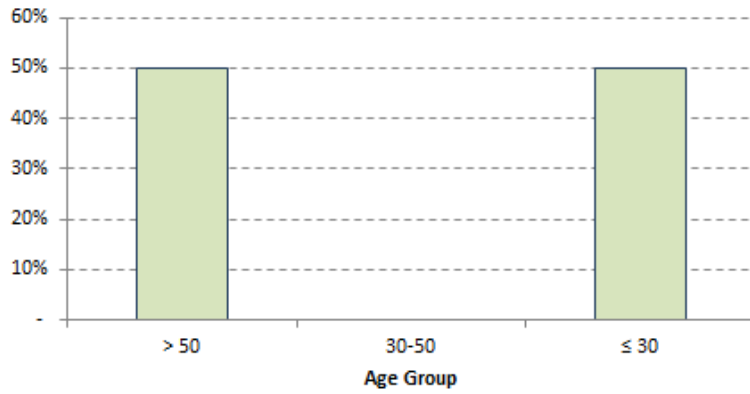
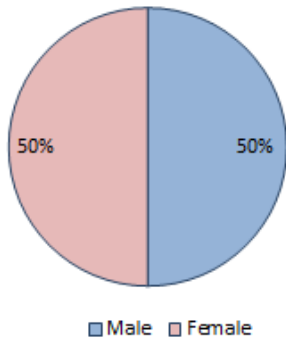
In FY2018, 8 of our employees were female, comprising 42% of our workforce, while 11 (58%) employees were male. In terms of management function, 2 female (50%) held senior management position compared to 2 male (50%), 1 female (50%) held managerial position compared to 1 male (50%), while 5 females (38%) and 8 males (62%) held non-managerial positions. The male to female ratio senior management, managerial and non-managerial positions were 1:1, 1:1 and 8:5 respectively. From the age profile perspective, there were 7 employees below 30 years old. The number of employees between 30 and 50 years old was 9 as compared to 3 employees above 50 years old.



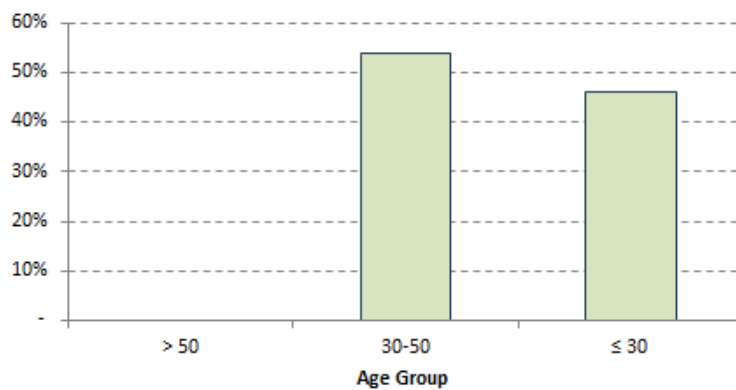
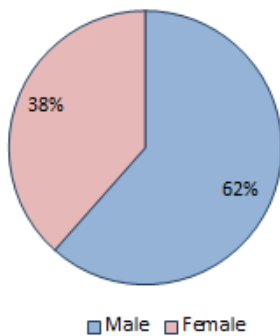
## Senior Management



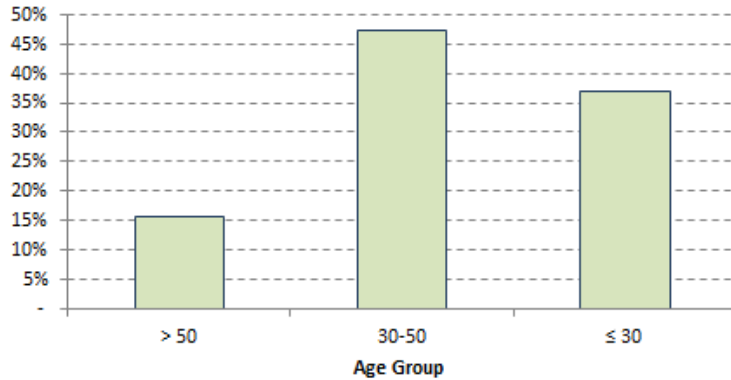
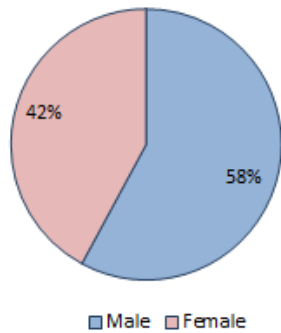
## Managerial Staff



## Non-Managerial Staff

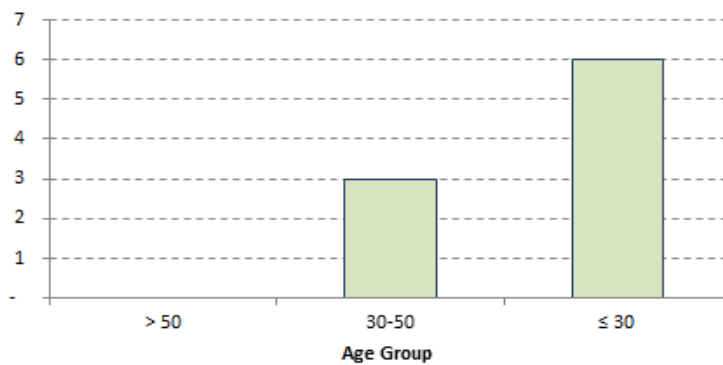
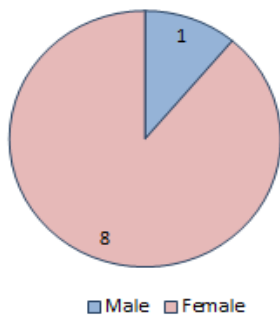


## Overall

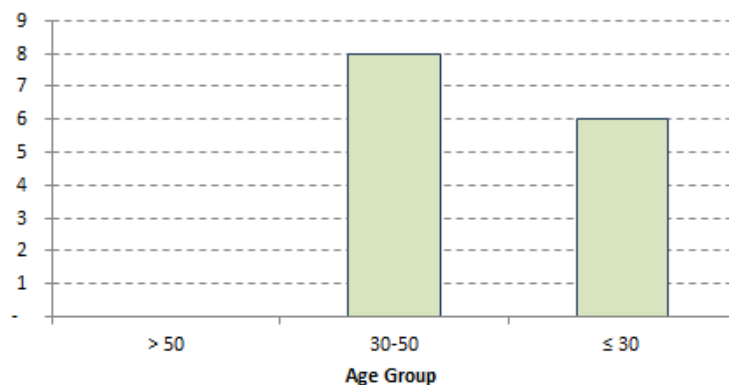
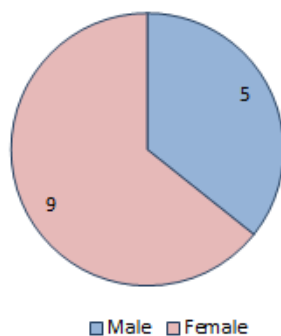


In FY2018, we hired a total of 9 new employees, while 14 resigned during the same period. As a result, we have a net decrease of 5 in our workforce. Out of the new hires, 67% of the new hires were below the age of 30; 33% were between 30 and 50 years old while 0% were above 50 years old. The gender ratio of new hires was 1 male to 8 females. For the resignees, 43% of the resignees were below the age of 30; 57% were between 30 and 50 years old while 0% were above 50 years old. The gender ratio of resignees was 5 males to 9 females.

## New Hire



## Resignee



## 5.2.4 Employee Benefits

All non-managerial employees in Singapore are covered by the Employment Act, which provides basic employment terms and working conditions including contract requirements, remuneration, hours of work, overtime, rest days and annual leave entitlement.

### 5.2.4.1 Work-Life Balance

While developing the talents of our employees and providing equal opportunities for them to excel are the key drivers for our company, we also recognize that the well-being and contentment of our employees are pivotal to the success and sustainability of our business and performance. Our employees are our most valuable asset, and we appreciate that their overall well-beings need to be well looked after in order for them to sustain their performance and realize their full potential.

To support our employees to strike a work-life balance, we aim to create an environment that allows our employees to achieve harmony in their personal and professional life. We intend to adopt a flexible approach to work arrangements and offering programmes to support health and wellness.

We understand that workplace could be at times stressful due to the competitiveness of our workforce and our business. To support our employees in their effort of pursuing excellence, we will launch various programmes and initiatives to balance their work with fun, and to development an environment and culture of mutual support.

### 5.2.4.2 Retirement and Healthcare

Our company has presence in various geographic locations where there are various local laws and regulations on pension and healthcare for employees. Our HR management practices comply with such laws and regulations. In Singapore, we participate in the Central Provident Fund (CPF) personal savings scheme, which helps employees fund their retirement, home ownership, healthcare and education. Under this scheme, monthly deductions from employees' gross salaries are paid into their CPF savings accounts. We, the company, make employer contributions to these accounts, according to the rates stipulated in the CPF Act. In addition to CPF contributions, we provide comprehensive medical coverage for all employees. For more information on the CPF scheme and contribution rates, please go to [www.cpf.gov.sg](http://www.cpf.gov.sg).

## 5.2.5 Safety and Health in the Workplace

We are committed to workplace safety and health and we take every precaution to prevent occupational injuries among our employees. We believe that optimum work conditions not only make our employees safer, but also boost morale. We are in compliance with the Ministry of Manpower's Workplace Safety and Health Act in Singapore.

## 5.2.6 Individual Rights

Respecting and protecting basic human rights is fundamental to all our operations and this is deeply ingrained in our Code of Conduct, which applies to all employees. Labour rights, the prohibition of discrimination and harassment, protection of privacy, prohibition of forced and child labour, and workplace health and safety are all strictly observed within the work environment and discrimination and harassment of any kind is not tolerated at our company.

We also respect our employees' rights to freedom of association as well as their membership of trade unions and other professional bodies.

In FY2018, 0% of our workforce was covered by a collective bargaining agreement; no incidents of forced labour, child labour or young workers were identified across the organisation, and no human rights-related grievances have been reported.



## 5.3 Focusing on Our Customers' Needs

### 5.3.1 Our Approach

Customer service, quality products and the highest level of product safety have always been our priorities, with customer satisfaction being the goal of all our corporate activities. Customer trust and retention starts with our people and products, we place the utmost importance on training our employees in customer service excellence and in continuously striving to improve the quality and safety of our products and services.

Open and frequent communication and responsive feedback are ingrained into our daily activities with customer interaction. In addition to striving for excellence in product service and support, we attach enormous importance to data privacy. We have process and controls in place over confidential and sensitive data related to our customers such as contracts.

Since 1998, we have been certified under the ISO 9001 standard for quality management systems. The certification has helped us increase the control of our internal processes and the quality of our services.

### 5.3.2 Customer Feedback and Satisfaction

We consistently listen to the voice of our customers and take their opinions very seriously because their opinion is a resource for improving customer experience and adjusting company's actions to their needs. We consolidate customer feedback through a range of communication channels including feedback to sales personnel and regular customer survey. Customer satisfaction and loyalty are crucial factors that determine the company's financial performance. These are directly linked to many benefits, such as increased market share, lower costs, or higher revenue.

### 5.3.3 Product Quality and Safety

We are trying to provide customers with the high-safety products by promoting enterprise quality activities and quality awareness because reliability and quality of our products are of paramount importance to us. Ultimately, we aim to totally eliminate product safety incidents so as to foster a 'Safety First' culture through employee training and quality control.

### 5.3.4 Data Safety and Privacy

Ensuring safety and privacy of our customers' data is of great priority to us. We have processes and controls in place for handling and communicating sensitive and confidential information of our customers such as contracts, customer orders and product delivery orders. Our information security policies ensure our customers' data are managed in accordance to the level of confidentiality. We strictly observe all local laws and internal regulations applicable to personal information protection.

## 5.4 Partnering Our Suppliers

### 5.4.1 Our Approach

As a part of our ambition to realize sustainability throughout our value chain, we extend the application of responsible business practices to our local partners and suppliers. We recognise that we are only at the beginning of our journey to integrate sustainable business practice throughout our supply chain, and we commit in our pragmatic approach to continuous improvement. We aim to identify new opportunities for collaboration with our suppliers, gradually increase transparency and continue to build shared capacity to minimise our indirect environmental and social impacts.

### 5.4.2 Supplier Selection

Our key suppliers are carefully selected through our supplier selection process. When selecting our key suppliers, we examine criteria such as financial health, quality of products and services, competitiveness of pricing. In addition, we also take into consideration of the overall sustainability policies adopted by our suppliers. Our final decision on supplier selection is based on the overall assessment which takes a balanced view across all selection criteria.

### 5.4.3 Supplier Review

We regularly review the performance of our key suppliers to determine whether to extend our partnership with them. During the key supplier review process, we engage with our key suppliers to communicate our expectations and mutual feedbacks. Such review process ensures alignment of our key suppliers' services and products to our business requirements and sustainability objectives through pragmatic and continuous improvement in our partnership with our key suppliers.

## 5.5 Supporting for Our Community

### 5.5.1 Our Approach

We have been providing support to the community. The key motivation driving all our community engagement initiatives is to enable and empower young people. By supporting young people today and helping to educate them about the world they are to inherit, our goal is to benefit not only the current generation, but also the next.

We also recognize that meeting the needs of today's youth goes beyond their own education, security and well-being, extending to that of their families, homes and neighbourhoods as well.

Our community initiatives are selected according to how closely they are aligned with our own community engagement goals of “enabling and empowering young people” and the tangible impact on the beneficiary. Separately, we also engage on other community initiatives on an ad hoc basis.

### 5.5.2 Our Community Initiatives

We are planning to engage in community services in the forthcoming years in order to strengthen and build a capable and sustainable community continuously.

## 6 PERFORMANCE TABLE

### 6.1 Energy Usage and CO<sub>2</sub> Emissions

Direct and indirect CO<sub>2</sub> emissions as measure in GHG emissions are measured in tonnes (t-CO<sub>2</sub>) and kilowatt Hours (kWh), from electricity and fuel consumed. The electricity and fuel we purchase are both from non-renewable sources.

Our business and function grow over time; the GHG emissions and electricity consumption vary. To ensure consistency and comparability of the GHG emission and electricity consumption measures over time, we create a GHG emission index and electricity consumption index for our performance monitoring. The index adjusts the GHG emissions and electricity consumption for the size of our activities. We normalize the amount GHG emissions and electricity consumption by the amount of our revenues which we use as a proxy of the size of our activities. The GHG emission index is measured in t-CO<sub>2</sub> per SGD million and the electricity consumption index is measured in kWh per SGD million.

	Performance		Target	
	FY2017	FY2018	FY2018	FY2019
GHG Emission Index (t-CO <sub>2</sub> / million SGD)	49	27	48	27
Electricity Consumption Index (kWh /million SGD)	15,083	13,939	14,910	13,939

#### FY2018 Performance

As of FY2018, the GHG emission index stands at 27 t-CO<sub>2</sub>/million SGD and electricity consumption index stands at 13,939 kWh/million SGD. In subsequent year, we will track our performance with reference to this year.

This year GHG Emission Index stands at 27 t-CO<sub>2</sub>/million SGD, an improvement of 43.8% as compared to our target, Electricity Consumption Index stands at 13,939 kWh/million SGD, 6.5% improvement compared to the target, both are above the expectation.

In comparison to FY2017, we have achieved 44.9% and 7.6% improvement in GHG Emission Index and Electricity Consumption Index respectively.

We will continue to thrive to sustain our performance towards our 2030 goals.

## 6.2 Paper Consumption

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

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

	Performance		Target	
	FY2017	FY2018	FY2018	FY2019
<b>Reams of Paper Used for Office Printing</b>				
Total Weight of Paper Consumed (kg)	873	312	863	312
Total Weight of Paper from Programme for the Endorsement of Forest Certification (PEFC) Consumed (%)	100%	100%	100%	100%
Paper Consumption Index (kg / million SGD)	62	20	61	20

### FY2018 Performance

As of FY2018, we consumed 312kg paper which is 100% made from Programme for the Endorsement of Forest Certification (PEFC). As of FY2018, the paper consumption index stands at 20kg/million SGD. In subsequent year, we will track our performance with reference to this year.

This year Paper Consumption Index stands at 20kg/million SGD, 67.2% improvement compared to target. It is above the expectation.

In comparison to FY2017, We have achieved 67.7% year-to-year improvement.

We will continue to thrive to sustain our performance towards our 2030 goals.

## 6.3 Employment Profile

	Performance		Target	
	FY2017	FY2018	FY2018	FY2019
<b>Total Employees</b>	24	19	24	19
Men : Women ratio in non managerial positions	11:6 (Total = 17)	8:5 (Total = 13)	6:11 (Total = 17)	5:8 (Total = 13)
Men : Women ratio in managerial positions	2:1 (Total = 3)	1:1 (Total = 2)	2:1 (Total = 3)	1:1 (Total = 2)
Men : Women ratio in senior management positions	1:1 (Total = 4)	1:1 (Total = 4)	1:1 (Total = 4)	1:1 (Total = 4)

**FY2018 Performance** As of FY2018, our company has 19 employees. The men to women ratio in non-managerial, managerial and senior management positions are 8:5, 1:1 and 1:1 respectively.

## 6.4 Employees Engagement and Training

	Performance		Target	
	FY2017	FY2018	FY2018	FY2019
Average Training Hours per Employee	2.6	1.3	3	3

### FY2018 Performance

As of FY2018, the average training hours per employee stands at 1.3 hours. In subsequent year, we will track our performance with reference to this year.

This year Average Training Hours per Employee is 1.3 hours, which is 56.7% lower than target.

In comparison to FY2017, Average Training Hours per Employee decreased by 50%.

We will improve the average training hours per employee in the coming years.

## 6.5 Customer Feedback

	Performance		Target	
	FY2017	FY2018	FY2018	FY2019
Customer Compliments	2	2	4	4
Customer Complaints	0	0	0	0
Compliments vs. complaints ratio	2:0	2:0	4:0	4:0

### FY2018 Performance

As of FY2018, the compliments and complaints ratio stands at 2:0. In subsequent year, we will track our performance with reference to this year.

This year the compliments and complaints ratio is 50% lower than target.

In comparison to FY2017, compliments and complaints ratio stands at the same.

We will continue to thrive to improve the compliments and complaints ratio in the coming years.



## 6.6 Supplier Screening Using Environmental Criteria

	Performance		Target	
	FY2017	FY2018	FY2018	FY2019
Key Suppliers Screened for Sustainability Criteria (%)	13	22	20	22

**FY2018 Performance**

As of FY2018, the key suppliers screened for sustainability criteria stands at 22%. In subsequent year, we will track our performance with reference to this year.

This year Key Suppliers Screened for Sustainability Criteria increased by 10% compared to target. It is above the expectation.

In comparison to FY2017, we have achieved 69.2% year-to-year improvement.

## 6.7 Community Contribution

	Performance		Target	
	FY2017	FY2018	FY2018	FY2019
Donation & Fund Raising	1	0	1	1
Volunteer (Man-Hours)	0	0	1	1
Number of Beneficiaries	0	0	1	1

**FY2018  
Performance**

As of FY2018, we didn't participate in donation and volunteer activity.

We target to participate in more volunteer activities in the coming years.

## 7 GRI CONTENT INDEX

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards Core option. We did not seek external assurance for this report.

N.B.: AR = Annual Report, SR = Sustainability Report (i.e. this report)

GRI Reference	Disclosure	Response	
<b>General Standard Disclosure</b>			
Organization Profile	102-1	Name of the organization	SR Section 3
	102-2	Activities, brands, products, and services	AR Page 2-4
	102-3	Location of headquarters	AR Page 8
	102-4	Location of operations	AR Page 8
	102-5	Ownership and legal form	AR Page 8
	102-6	Markets served	AR Page 2-4
	102-7	Scale of the organization	AR Page 8
	102-8	Information on employees and other workers	SR Section 5.2.3
	102-9	Supply chain	AR Page 8, SR Section 5.4, 5.4.1, 5.4.2, 5.4.3
	102-10	Significant changes to the organization and its supply chain	Nil
	102-11	Precautionary Principle or approach	SR Section 3.2, 3.3, 4, 4.1, 5, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1
	102-12	External initiatives	SR Section 4.4
	102-13	Membership of associations	SR Section 4.4
Strategy	102-14	Statement from senior decision-maker	SR Section 1
Ethics and Integrity	102-16	Values, principles, standards, and norms of behaviour	AR Page 1, SR Section 3.1, 3.3
Governance	102-18	Governance structure	AR Page 8, SR Section 5.4, 5.4.1, 5.4.2, 5.4.3
Stakeholder Engagement	102-40	List of stakeholder groups	SR Section 5, 5.1, 5.2, 5.3, 5.4, 5.5
	102-41	Collective bargaining agreements	SR Section 5.2.6
	102-42	Identifying and selecting stakeholders	SR Section 5
	102-43	Approach to stakeholder engagement	SR Section 5
	102-44	Key topics and concerns raised	SR Section 4.2, 5
Reporting Practice	102-45	Entities included in the consolidated financial statements	AR Page 1
	102-46	Defining report content and topic boundaries	SR Section 2.1, 2.2, 2.3
	102-47	List of material topics	SR Section 4.2
	102-48	Restatements of information	No restatements of information
	102-49	Changes in reporting	No changes in reporting
	102-50	Reporting period	SR Section 2.1
	102-51	Date of most recent report	SR Section 2.1
	102-52	Reporting cycle	SR Section 2.1
	102-53	Contact point for questions regarding the report	SR Section 2.4

GRI Reference		Disclosure	Response
	102-54	Claims of reporting in accordance with the GRI Standards	SR Section 2.2
	102-55	GRI content index	SR Section 7
	102-56	External assurance	SR Section 2.2
<b>Economic</b>			
Economic Performance	201-1	Direct economic value generated and distributed	AR Page 1
	201-2	Financial implications and other risks and opportunities due to climate change	SR Section 5.1.4
	201-3	Defined benefit plan obligations and other retirement plans	SR Section 5.2.4.2
	201-4	Financial assistance received from government	Nil
Anti-corruption	205-1	Operations assessed for risks related to corruption	SR Section 4.2
	205-2	Communication and training about anti-corruption policies and procedures	SR Section 3.3
	205-3	Confirmed incidents of corruption and actions taken	No incident has been reported
Anti-competitive Behaviour	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	No legal action has been reported
<b>Environment</b>			
Energy	302-1	Energy consumption within the organization	SR Section 5.1.2
	302-4	Reduction of energy consumption	SR Section 5.1.2, 6.1
	302-5	Reductions in energy requirements of products and services	SR Section 6.1
Emissions	305-1	Direct (Scope 1) GHG emissions	SR Section 5.1.2, 6.1
	305-2	Energy indirect (Scope 2) GHG emissions	SR Section 5.1.2, 6.1
	305-3	Other indirect (Scope 3) GHG emissions	SR Section 5.1.2, 6.1
	305-5	Reduction of GHG emissions	SR Section 5.1.2, 6.1
Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	No case has been reported
Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	SR Section 5.4.3, 6.6
<b>Social</b>			
Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR Section 5.2.4
	401-3	Parental leave	SR Section 5.2.1 5.2.2.1, 5.2.4
Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	SR Section 5.2.2
Occupational Health and Safety	403-1	Workers representation in formal joint management–worker health and safety committees	SR Section 5.2.5
	404-1	Average hours of training per year per employee	SR Section 5.2.2.4, 6.4

GRI Reference		Disclosure	Response
Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	<i>SR Section 5.2.2.4, 6.4</i>
	404-3	Percentage of employees receiving regular performance and career development reviews	<i>SR Section 5.2.2.1 5.2.2.4, 6.4</i>
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	<i>SR Section 5.2.3</i>
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	<i>No incident has been reported</i>
Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples	<i>No incident has been reported</i>
Human Rights Assessment	412-2	Employee training on human rights policies or procedures	<i>SR Section 5.2.2.1, 5.2.6</i>
Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	<i>SR Section 5.4.1, 5.4.2, 5.4.3, 6.6</i>
Public Policy	415-1	Political contributions	<i>No contributions</i>
Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	<i>SR Section 5.3.1, 5.3.3</i>
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<i>No incident has been reported</i>
Marketing and Labelling	417-2	Incidents of non-compliance concerning product and service information and labelling	<i>No incident has been reported</i>
	417-3	Incidents of non-compliance concerning marketing communications	<i>No incident has been reported</i>
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<i>No incident has been reported</i>
Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	<i>No non-compliance</i>