

SUSTAINABILITY REPORT 2021



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BOARD STATEMENT

The Board of Directors of the Company (the "Board") is pleased to present our fifth Sustainability Report, part of our continued commitment to share our sustainability journey with our stakeholders in a transparent manner. This report highlights our progress throughout the years, as well as our focus going forward, showcasing our continuing efforts towards providing solutions to address a global sustainable development objective.

Our organisation provides a wide spectrum of services which includes trading, recycling, refining of e-waste/metals, piling, construction, rental and servicing of machinery, property investments and property management, and conversion of waste plastics to fuel oil. In 2021, we completed acquiring Pastel Glove Sdn. Bhd., diversifying into the healthcare business. This will provide a new revenue stream for Enviro-Hub, ensuring long-term growth and helping the company to expand its healthcare product business division.

Embracing the concept of Circular Economy, we support these principles by providing environmental management solutions and services. We view this as an opportunity to grow our business while contributing to the development of a sustainable and resource-efficient society. We will continue to demonstrate our commitment in restoring the environment through incorporating Environmental, Social and Governance ("ESG") related aspects in our business strategy and operations.

The COVID-19 pandemic has impacted companies and industries across the globe. At Enviro-Hub, we were decisive in implementing our business continuity plan and the COVID-19 related measures as required by the government to protect the safety and health of our workforce and our communities. We continue to monitor changes to the guidelines to ensure the continued safety of our staff and our stakeholders.

To align our business objectives with our sustainability goals, especially as the pandemic has elevated the importance of ESG issues, the Board integrates sustainability issues as part of the strategic formulation of Enviro-Hub's business plans. The Board is responsible for the oversight and management of Enviro-Hub's sustainability performance and sets the strategic direction and goals in ensuring strong corporate governance, fair employment practices and efficient consumption of resources, beyond delivering robust financial results. The material ESG factors presented in this report have been formulated, approved and validated to be relevant for the current year by the Board.

We would like to thank the management team and all employees at Enviro-Hub, our partners and stakeholders for supporting our endeavours to advance our sustainability agenda, contributing to our sustainability journey. We look forward to keep sharing our sustainability performance with you.

Enviro-Hub Holdings Limited

Board of Directors

ABOUT THE REPORT

Report Scope and Boundary

This Sustainability Report is in its fifth edition, covering the Company's sustainability performance for the period of 1st January 2021 to 31st December 2021 ("2021"). The scope of the report includes performance and data of Cimelia Resource Recovery Pte Limited ("Cimelia"), Enviro-Metals Pte Limited ("Enviro-Metals") and HLS Environmental Pte Limited ("HLS"), which are Enviro-Hub's Singapore-based business operations in the recycling, refining of precious metals and trading of e-waste and metals. Other entities are excluded in this report as their revenue contribution are significantly lower as compared to the included entities. The inclusion of other business lines in the sustainability report will be assessed and considered in the future.

Reporting Standards and Compliance Requirements

The report has been prepared in accordance with the GRI Standards: Core option. The GRI Standards were selected as it is an internationally recognised reporting framework that covers a comprehensive range of sustainability disclosures suited to Enviro-Hub's industry and business model. This report is also aligned with the reporting requirements of Singapore Exchange ("SGX") Listing Rules 711A and 711B – Sustainability Reporting Guide.

Data Management

The data presented in the report relates to the operations mentioned in the reporting boundary. The financial data presented covers the whole Enviro-Hub Group. We publish our sustainability reports on an annual basis. All our sustainability reports are available on our Company's website¹. There are no restatements of data presented from the previous years' report.

Feedback

We value and welcome all feedback from all stakeholders as they are integral to the continuous improvements of our sustainability practices and reporting. Please send all comments and suggestions to info@enviro-hub.com.

¹ <http://www.enviro-hub.com/ir.html>

SUSTAINABILITY OVERVIEW

Material ESG Factors	FY2021 Performance Highlights	Targets for FY2021	Targets for FY2022
Environmental Compliance	Zero incidents of non-compliance with environmental laws and regulations	<i>Achieved</i> - Maintain zero incidents of non-compliance with environmental laws and regulations	Maintain zero incidents of non-compliance with environmental laws and regulations
Talent Attraction and Retention	Average monthly employee hires rate ² : 3.76% Average monthly employee turnover rate ³ : 2.60%	<i>Not achieved</i> ⁴ - Maintain an employee turnover rate within the industry average	Maintain an employee turnover rate within the industry average
Occupational Health and Safety	Total training hours: 311 Zero regulatory fines and penalties from breaching COVID-19 advisories	<i>Not achieved</i> - Increase OHS training hours ⁵ <i>Achieved</i> - Zero regulatory fines and penalties in line with COVID-19 advisories from government authorities.	Achieve zero regulatory fines and penalties in line with COVID-19 advisories from government authorities. Accident frequency rate (AFR) in FY2022 is zero Accident severity rate (ASR) in FY2022 is zero
Training and Education	Average training hours per employee: 3.34	<i>Achieved</i> - Roll-out incentive initiatives to encourage self-learning amongst employees for career development <i>Achieved</i> - Provide relevant internal and external training opportunities to improve	Increase average training hours per employee per year from FY2021 Roll-out incentive initiatives to encourage self-learning amongst employees for career development Provide relevant internal and external training

² Average monthly employees hires rate = total number of new employee hires during the financial year / total number of employees as of the last day of the financial year / 12

³ Average monthly turnover rate = total number of employee turnover during the financial year / total number of employees as of the last day of the financial year / 12

⁴ Refer to “Talent Attraction and Retention” section for more information on missed target.

⁵ Refer to “Training and Education” section for more information on missed target.

		workers' skills and knowledge	opportunities to enhance workers' skills and knowledge in new recycling processes which the Group planned to introduce in FY 2022
Local Communities	Collected 3582 tonnes of e-waste	<i>Achieved</i> - Collect a total of 3,000 tonnes of e-waste by HLS and Cimelia for reporting year 2021	Collect a total of 3,000 tonnes of e-waste by the Group for reporting year 2022 regardless of the uncertainty of the pandemic
Protection of Sensitive Information	Zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data	<i>Achieved</i> - Maintain zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data	Maintain zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data

OUR COMMITMENT DURING COVID-19

Our priority is always safeguarding and supporting our people - employees, as well as those in our communities. This commitment took special meaning as we navigate through the different stages of the coronavirus pandemic, and the consequent economic and social impacts across different geographies. We will continue to review and adapt to the COVID-19 related measures, as well as new working protocols implemented in line with advisories from government.

The Board is kept informed on the Group's performance at least twice a year, along with any potential impacts from COVID-19 on business operations. Management also updates the Board on timely actions undertaken to mitigate the negative impacts caused by COVID-19.

Business Continuity During COVID-19

The COVID-19 situation is ever-evolving and has forced our business to react quickly and decisively to ensure our workforce remains safe, the continuity of our business is not impacted and the movement of goods and people to and from our plant boundaries do not adversely impact the communities where we operate. Our resilience and Business Continuity Plan ("BCP") have manifested our ability to serve our clients and empowered our employees to quickly adjust to remote working arrangements.

The implementation of the lockdown and subsequent social distancing requirements affected the operational efficiency of both our customers and suppliers. COVID-19 procedures at supplier and customer sites made logistics more challenging and increased costs, as it took a longer time to enter the supplier or customer operation sites along with inefficiencies during loading and unloading. This was due to a reduction in manpower at the sites, which then constrained the ability of our logistic team to visit multi-sites in same day. The delays also caused our vehicles to be queued at our customers' sites, and additional external vehicles had to be used which also increased costs.

At the operation sites, processing times increased due to labour constraints and additional measures to comply with social distancing requirements. The regular collections and scrap volume from our customers were also affected as many customers had to shut down their offices or work with reduced teams. Various suppliers such as chemical disposal vendors and consumable suppliers have all had to scale down their operations, further impacting productivity of the Group's refinery plants.

The National Environment Agency (NEA) works closely with its partners and the community to develop and organise environmental and public health initiatives and programmes. This includes providing funding through grants that support their cause, such as the Productivity Solutions Grants (PSG). PSG in particular, is part of NEA's Environmental Services (ES) Industry Transformation Map (ITM) bid to encourage technological adoption to improve the operational efficiency of the ES industry. With the grant, we have been able to support our staff with flexible and remote working conditions by providing them with working laptops, facilitating their work-from-home process.

We also continually informed our customers in a timely manner, and they in return extended their support to Enviro-Hub during these challenging times. The Group's recycling businesses have also accommodated customer requests to assist them during these difficult times. For instance, HLS has

continued to waive the increased transportation charges for collections for the second year. By working closely with our customers, Enviro-Hub is confident we will emerge stronger from this pandemic.

Prioritising Stakeholder Well-being and Safety

We are fully committed to the safety of our employees. Our strategy has been to practice physical distancing, rely on early diagnosis of our workforce, and to prevent an outbreak by practicing remote working and sharing of knowledge and best practices across our business entities to ensure safe workplaces.

We established, documented, implemented, maintained and continually improved a Safe Management Measure System in accordance with Ministry of Manpower requirements for safe management measures at the workplace.

Following the outbreak of the COVID-19 pandemic, we implemented mandatory health and safety protocols issued by various government agencies. These protocols were regularly updated with the latest relevant public health advisories and restrictions and communicated to all employees. Safety and precautionary measures included telecommuting where possible, the appointment of Safe Management Officers at workplaces, the wearing of masks at work, temperature screening for employees and visitors, team segregation and staggered working hours, safe distancing measures and installation of physical barriers and partitions to allow for physical distancing at workplaces.

The Group has continued to provide hand sanitisers, disinfectants and masks to all employees and wearing of appropriate PPE was mandatory to ensure safety. Moreover, ART test kits were issued to all employees for them commence weekly testing for COVID-19 to ensure the safety of all staff. Staff members were provided transportation facilities in smaller group arrangements from work and back home on the daily basis, to mitigate the risk and exposure from public transport during the COVID-19 period and ensure safe distancing.

For more information on impacts related to COVID-19, please refer Annual report 2021⁶

SUSTAINABILITY GOVERNANCE

We endeavour to develop our strategic growth and sustainability strategies while maintaining the highest ethical standards of compliance, transparency, and business trust with our stakeholders that aligns with our values. Our sustainability governance model provides a foundation to integrate our sustainability priorities with the corporate agenda, while the robust governance structure, sound policies and monitoring system ensures that stakeholder confidence is intact.

The Board reviews sustainability issues as part of Enviro-Hub's strategic formulation and approves the ESG factors material to the business. The Sustainability Steering Committee ("SSC") is led by our Chief Financial Officer ("CFO"), and consists of senior management across functions. The SSC develops sustainability objectives, strategies and oversee overall sustainability performance before reporting it to the Board.

⁶ <http://www.enviro-hub.com/misc/ar2020.pdf>

To ensure that sustainability efforts are implemented effectively into our strategic direction and business operations, the Sustainability Task Force (“STF”) was established and integrated as part of the company’s corporate governance. Representatives of the operations and finance divisions are represented in the STF to manage and monitor’s Enviro-Hub’s sustainability progress and performance.

The STF’s primary responsibilities include:




1. Reviewing and reporting to the Board on the sustainability approach, standards, priorities and goals, and overseeing Group-level strategies, policies and practices on sustainability matters to attain those standards and goals;
2. Overseeing, reviewing and evaluating sustainability performance against the prioritised material topics;
3. Reviewing and advising the Board on Enviro-Hub’s public reporting on the organisation’s performance on sustainability matters; and
4. Presenting the sustainability report for the Board’s approval.




STAKEHOLDER ENGAGEMENT

Believing in open and transparent dialogues with our stakeholders, we have been actively engaging both our internal and external stakeholders throughout the year, with their comments being the greatest source of inputs for our development activities. Fostering an inclusive approach towards all our stakeholders, we focus on understanding their needs, interests and expectations. This enables us to identify gaps and opportunities, creating value for both Enviro-Hub and our stakeholders. The table below summarises our stakeholder engagement methods, frequency and key topics of interest:

Key Stakeholders	Engagement Methods	Frequency	Key Topics of Interest




Investors and Shareholders 	Updates on financial results, announcements, business developments, press releases and other relevant disclosures via SGXNet and Enviro-Hub's website	Throughout the year	<ul style="list-style-type: none"> • Transparent reporting • Sound corporate governance practices • Business strategy and outlook
	Virtual investor conferences	Throughout the year	
	One-on-one meetings, mostly virtual	Throughout the year	
	Annual General Meeting	Annually	
Employees 	Induction programme for new employees	Throughout the year	<ul style="list-style-type: none"> • Equitable remuneration • Fair and competitive employment practices and policies • Safe and healthy work environment • Employee development and well-being
	Training and development programmes	Throughout the year	
	Career development performance appraisals	Annually	
	Recreational and wellness activities	Throughout the year	
	E-mails, meetings and town-halls sessions	Throughout the year	
Customers 	Feedback from customers	Throughout the year	<ul style="list-style-type: none"> • Comments and potential room for improvement in delivering goods and services
	Independent audit from our customers	Annually/ Biannual	<ul style="list-style-type: none"> • IP protection and data security


<p>Government and Regulators</p> 	<p>Meetings and dialogue sessions</p>	<p>Throughout the year</p>	<ul style="list-style-type: none"> • Compliance with and updates on changing laws and regulations
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MATERIALITY ASSESSMENT

The materiality assessment is a critical process that allows us to identify and thereby manage ESG risks and opportunities most relevant to our long-term viability as a business. In 2021, a detailed materiality assessment exercise was conducted to identify ESG risks and opportunities that are most important to our business and stakeholders. The identification of material topics involved conducting research on global and local trends in our industry, peer benchmarking, as well as industry best practices.

Results of this assessment exercise were reviewed by our senior management from the point of view of relevance and adequacy. Based on the review, the materiality topics were finalised. We will continue to assess these material topics on a regular basis to ensure their relevance and importance to our business. The table below depicts each corresponding topic with the specific GRI standards.

Category	Material Topic	GRI Standard	GRI Disclosures
Economic 	Economic Performance	GRI 201: Economic Performance	Disclosure 201-1: Direct economic value generated and distributed
Environment 	Environmental Compliance (including regarding Emissions, Effluents and Sludge, Auditing by our customers)	GRI 307: Environmental Compliance	Disclosure 307-1: Non-compliance with environmental laws and regulations
Social 	Talent Attraction and Retention	GRI 401: Employment	Disclosure 401-1: New employee hires and employee turnover
	Occupational Health and Safety	GRI 403: Occupational Health and Safety	Disclosure 403-9: Work-related injuries
	Training and Education	GRI 404: Training and Education	Disclosure 404-1: Average hours of training per year per employee

	Local Communities	GRI 413: Local Communities	Disclosure 413-1: Operations with local community engagement, impact assessments, and development programs
Customers 	Protection of Sensitive Information	GRI 418: Customer Privacy	Disclosure 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data

ECONOMIC PERFORMANCE

Sustainable economic performance is key to a sustainable business, and Enviro-Hub recognises the financial interconnectivity that our economic performance has with all our stakeholders. We seek to deliver sustainable returns to all stakeholders by driving constant economic growth and aiming to operate in a responsible manner.

Please refer to the financial statements in the Annual Report⁷ for more information regarding Enviro-Hub's economic performance.

ENVIRONMENTAL PERFORMANCE

Performance against 2021 targets	
<ul style="list-style-type: none"> Achieved 	<ul style="list-style-type: none"> Zero incidents of non-compliance with environmental laws and regulations
Targets for 2022	
<ul style="list-style-type: none"> Maintain zero incidents of non-compliance with environmental laws and regulations 	

Enviro-Hub recognises the potential environmental hazards and consequences associated with improper disposal of e-waste. In order to combat climate change and having grasped the concept of the scarcity of resources, we have focused our sustainability efforts on the development of our waste disposal facilities to recycle e-waste properly. Recycled materials can be used to make new products, and this reduces the need to mine limited raw materials from the earth.

At Enviro-Hub, we ensure our due diligence by complying to the relevant environmental laws and regulations such as the Environmental Protection and Management Act and Regulations, the Hazardous Waste Act, the Prevention of Pollution of the Sea Act and the Fire Safety Act. As an e-waste recycler, Cimelia and HLS has supported the extended producer responsibility law, which came into effect in 2021. It ensures that producers of electrical and electronic equipment in Singapore have their products are collected, recycled or disposed of responsibly when they reach the end of their lifespan. In line with this, we started submitting reports to NEA quarterly on waste collected through Waste and Resource Management System.

Furthermore, Enviro-Hub has also developed various internal policies such as the Cimelia Quality, Environmental, Health and Safety (QEHS) Policy, endorsed by senior management to ensure that we adhere to the relevant environmental laws and regulations. We constantly keep abreast of the latest changes in environmental laws and regulations to understand how we can do our part to protect the environment.

⁷ <http://www.enviro-hub.com/misc/ar2020.pdf>

To improve our environmental management and ensure that we are compliant with the various environmental standards, we have implemented internationally recognised standards such as ISO 14001: 2015 (Environmental Management Systems), ISO 9001:2015 (Quality Management Systems) and OHSAS 45001: 2018 (Occupational Health and Safety). We are also certified under R2:2013 which is responsible recycling standard for effective recycling of electronic waste.

Similarly, we require our outsourced vendors and suppliers to have the same environmental value as us. They are required to undergo a rigorous assessment and evaluation process to ensure that they demonstrate compliance with all applicable environmental laws and regulations. All incidents of non-compliance will be investigated so that corrective actions can be taken. In 2021, there were zero incidents of non-compliance with environmental laws and regulations reported.

With the availability of the PSG grant, the Group applied for the PSG to subsidise their purchase of 3 electric forklifts and managed to get the maximum level support of 80% subsidy, with a grant of approximately \$90,000. The electric forklifts are battery operated, which promotes a cleaner environment with less smoke, dust generation and noise pollution. Apart from these direct environmental benefits reaped, indirect benefits also include good branding for HLS, which is useful in achieving ISO standards.

In 2021, NEA honoured the exceptional contributions and commitment of the Environmental Services (“ES”) workforce by awarding 389 workers with congratulatory certificates as part of the annual ES Workforce Day. The congratulatory certificates recognise top employees in the ES industry across the three sectors – cleaning, waste management, and pest management services. Based on performance and contribution to a clean and green Singapore, 5 congratulatory certificates were presented to Cimelia employees in recognition of their outstanding contribution and commitment.

Furthermore, one of our Group’s plant manager completed an exam by the Sustainable Energy Association of Singapore (“SEAS”), successfully registering as a Singapore Certified Energy Manager. This certificate is testament to the manager’s ability to come up with energy efficient solutions, reduction in energy consumption and moving towards more sustainable uses of energy in the entire process. With that, we are confident in seeing greater energy savings and a reduction in emissions in the future.

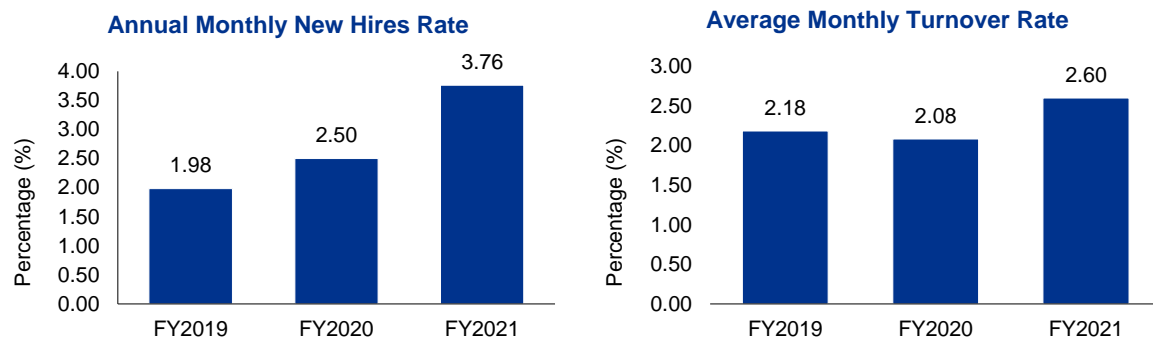
SOCIAL PERFORMANCE

Talent Attraction and Retention

Performance against 2021 targets	
<ul style="list-style-type: none"> Not achieved 	<ul style="list-style-type: none"> Maintain an employee turnover rate within the industry average
Targets for 2022	
<ul style="list-style-type: none"> Maintain an employee turnover rate within the industry average 	

Our employees contribute an important part towards the company's long-term success, and we endeavour to dedicate our efforts to develop their careers and provide a nurturing work environment to maintain a motivated workforce.

Enviro-Hub has policies and procedures that encompass our values of inclusivity while achieving productivity. These include fair recruitment, training and career development opportunities and employee recognition and awards. Our human resources policy also incorporates various guiding principles and offer competitive working hours, leave and other employment benefits, remuneration, bonuses (and conflict of interests). As part of our efforts to maintain and improve communication, we are also proud to announce that all our employees receive performance evaluation reviews annually.

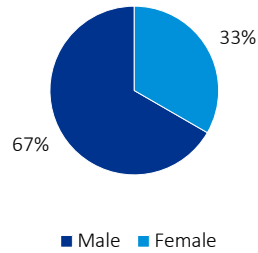


As of 31 December 2021, Enviro-Hub has 93 employees, all of them based in Singapore. The average monthly new hire rate for the year was 3.8%, higher than the sector average of 2.2%⁸. The average monthly turnover rate was 2.6%, which is also higher than the sector average of 1.9%⁹. In 2021, there was an increase in employee turnover attributed to the COVID-19 pandemic, where employees resigned to return to their home country. This is expected to improve as borders reopen. Our employee diversity performance can be seen in the charts below.

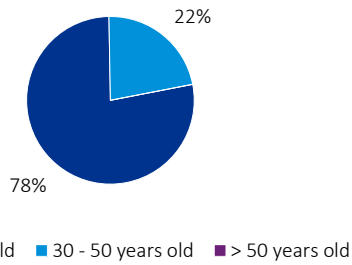
⁸ Average monthly recruitment rate in 2021: 2.2% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower, <https://stats.mom.gov.sg/Pages/LabourTurnoverTimeSeries.aspx>

⁹ Average monthly resignation rate in 2021: 1.9% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower, <https://stats.mom.gov.sg/Pages/LabourTurnoverTimeSeries.aspx>

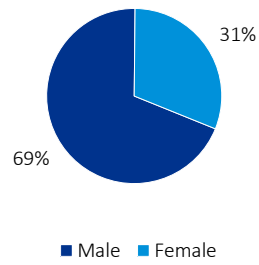
Employees by Gender



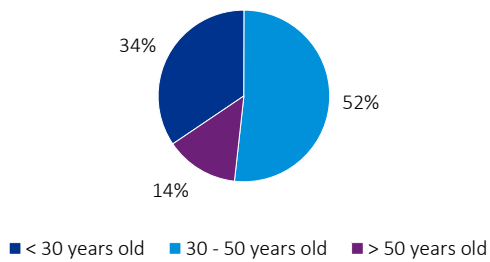
New Hires by Age



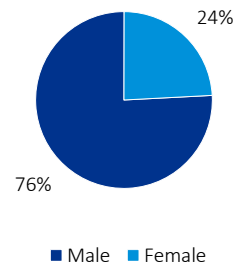
New Hires by Gender



Employee Turnover by Age



Employee Turnover by Gender



We do not discriminate against age during our recruitment processes and aim to continue applying fair employment practices. If the need arises, we also offer our employees unpaid leave of up to two months, giving them time to attend to personal matters.

Occupational Health and Safety

Performance against 2021 targets	
<ul style="list-style-type: none"> • Not Achieved¹⁰ • Achieved 	<ul style="list-style-type: none"> • Increase Occupational Health and Safety (“OHS”) training hours • Achieve zero regulatory fines and penalties in line with COVID-19 advisories from government authorities
Targets for 2022	
<ul style="list-style-type: none"> • Zero regulatory fines and penalties in line with COVID-19 advisories from government authorities • Zero Accident frequency rate (AFR) • Zero Accident severity rate (ASR) 	

At Enviro-Hub, protecting the health and safety of our employees are of utmost importance. We believe that inculcating a strong safety culture in the workplace will protect the company’s most valuable asset – our people. In order to stay committed to protecting our employees, we provide them with a safe working environment by adhering to local safety laws and regulations, which includes the Workplace Safety and Health (WHS) Policy, the Employment of Foreign Workers Act, the Environmental Protection and Management Act and Regulation, the Work Injury Compensation Act, the Environmental Public Health Act and the Fire Safety Act.

A health and safety committee has been established to ensure that health and safety policies are fully implemented. Several processes have been set in place to ensure the strong implementation of these policies. Some of the processes are as follows:

- Carrying out environment, health and safety (EHS) and fire safety inspections and taking corrective action(s) for violations of EHS rules and regulations.
- Reporting monthly Fire Safety Inspection results to management.
- Reviewing operations risk assessment, taking steps to eliminate or reduce potential risks.
- Maintaining related certifications e.g. bizSAFE certification, OHSAS 45001:2018. In 2020, HLS has obtained the bizSAFE Star certification certified by the Workplace Safety and Health Council. Following suit, Cimelia obtained the certification in 2021. The Level 3 certification requires the Group to implement a risk management plan in the workplace to address all risks, and is valid till mid-2023.
- Providing employees with health and safety training and information on the potential health risks and safety hazards in the work environment and the proper precautions to undertake.
- Conducting inspection at planned intervals with project consultants to discuss in house safety rules, and safe work practices.
- Investigating and executing corrective actions upon any reported incidents.

¹⁰ Refer to “Training and Education” section for more information.

- Conducting meetings to raise and discuss any health and safety and environmental concerns.
- Forming a Trained Company Emergency Response Team (CERT) to respond in emergency situations.
- Establishing, documenting, implementing and maintaining an updated Safe Management Measure System (SMMs) in accordance with MOM's requirements for safe management measures at the workplace.
- Ensuring accurate calibration of monitoring equipment.
- Conducting biannual internal audits for any non-conformance to system procedures.
- Requiring the presence of a safety manager who conducts bi-annual spot checks and timely investigation and execution of preventive and corrective actions based on incidents reported by employees and visitors.
- Holding regular site meetings with project consultants to discuss health and safety (injuries), environmental (e.g. mosquito breeding, noise) and any other ad-hoc matters.

Recognising that communicating Workplace Health & Safety (WHS) rules and guidance to our employees are crucial and essential in managing WHS risks, we provide our employees with regular occupational health and safety training.

Workplace accidents are closely monitored and recorded by the operational and human resources department. We are pleased to report that there have been no fatalities or accidents resulting in permanent injuries involving our employees in Singapore.

In 2021, Accident Frequency Rate¹¹ and Accident Severity Rate¹² were both zero (per million manhours worked). There was no workplace accident reported were amongst the contractual employees working in the Group.

The Group will continue to implement and enforce the government safe management measures and requirements and have set additional targets for next year to achieve zero Accident frequency rate (AFR) and Zero Accident severity rate (ASR).

¹¹ Accident Frequency Rate (as per Ministry of Manpower of Singapore) = Number of injuries /Number of man-hours worked *1,000,000. A lost-time injury is a workplace injury that results in at least 1 day of medical leave

¹² Accident Severity Rate (as per Ministry of Manpower of Singapore) = Number of lost days/Number of man-hours worked *1,000,000. A lost day is a day of medical leave as a result of a lost-time injury.

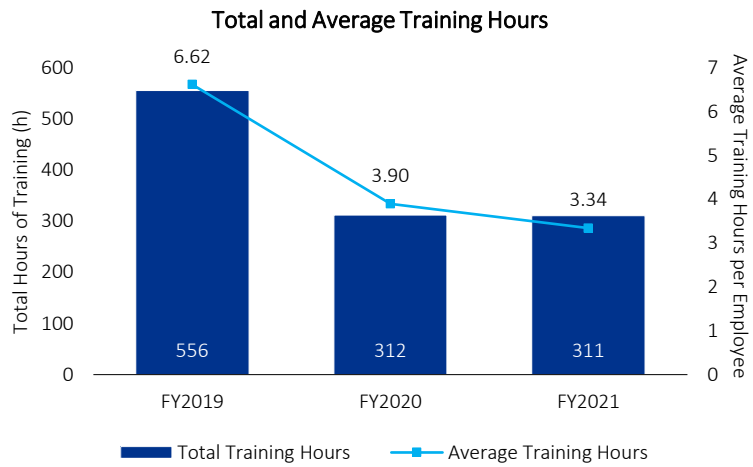
Training and Education

Performance against 2021 targets	
<ul style="list-style-type: none"> Achieved Achieved 	<ul style="list-style-type: none"> Roll-out incentive initiatives to encourage self-learning amongst employees for career development Provide relevant internal and external training opportunities to improve workers' skills and knowledge
Targets for 2022	
<ul style="list-style-type: none"> Increase average training hours per employee per year from FY2021 Roll-out incentive initiatives to encourage self-learning amongst employees for career development Provide relevant internal and external training opportunities to enhance workers' skills and knowledge in new recycling processes which the Group planned to introduce in FY 2022 	

We strive to meet the industry's needs and standards by equipping our employees with relevant skills to remain abreast of the changing market. This is majorly done by providing training for the employees throughout the year. Training includes WSQ Operate Forklift Course, Forklift Refresher Course, Risk Management Implementation and First Aid Course Training. In order to improve certain technical skills like Android Basics Nanodegree and Introduction to Programming Nanodegree, we conduct IT related courses for our employees. Another pivotal training that we provide is the Human Resources related training to enhance the management of human capital. These different types of training are about engaging newly hired Professional Management and Executives (PMEs) in a Subject Matter Expert (SME) and building Human Capital in SME.

In 2021, Cimelia received a grant of \$3,782 from Workforce Singapore (WSG) for the P-Max Place and Train Programme. This programme allows employees to learn new skills in interpersonal relations, leadership and communication, which are essential qualities of the future economy.

We endeavour to constantly upgrade our training programmes by developing enhanced trainings for our employees in the fields of IT, Digital and System Applications and Products in Data Processing (SAP). In order to encourage career improvement and initiate communications, both formal and informal learning programmes are developed for the employees. This is done by evaluating the progress of our employees to provide them with the required support. The competence of the trainees is gauged by relevant parties through the Training & Evaluation Form, or competency assessment checklist. Additional trainings are provided to the employees who do not match the required expectations.



In 2021, our employees received a total of 311 training hours on occupational health and safety. As per the previous year, targeted training hours were not achieved due to the impact of COVID-19, where the training centre cancelled classes due to a limit in class size to conduct training. Furthermore, high staff turnover rate made it hard to conduct classes. However, we are committed towards training of our workforce, and will work towards conducting more relevant awareness sessions and trainings for our employees.

Local Communities

Performance against 2021 targets	
<ul style="list-style-type: none"> Achieved 	<ul style="list-style-type: none"> Collect a total of 3,000 tonnes of e-waste by HLS and Cimelia for reporting year 2021
Targets for 2022	
<ul style="list-style-type: none"> Collect a total of 3,000 tonnes of e-waste by the Group for reporting year 2022 regardless of the uncertainty of the pandemic 	

In FY2021, Cimelia and HLS recovered 1742 and 1840 tonnes of e-waste respectively, totalling 3582 tonnes collected. Striving to build a circular and sustainable economy, we have a history of engaging and working with local communities to drive and improve waste management. Internally, our employees are constantly involved in CSR activities held throughout the year. This helps us to walk together with our community towards being a zero-waste society, adding value to our standard of living.

We build close relationships with local communities by supporting and partnering with them. Partnerships include local schools for awareness programmes, town councils and businesses for e-waste take back and recycling programmes etc. Our efforts to increase awareness about environmental protection also includes encouraging the local community members to reuse waste items, recycle electronic waste and providing information on the environmental impacts resulting from the improper disposal of electronic waste.

E-Waste Collection at SWCDC and Condominiums

Cimelia’s employees participated in a series of events in collaboration with the South West Community Development Council (SWCDC) and various condominiums. These events include Clean Up South West 2021, where a total of 405 kg of e-waste were collected from residents in the South West District and 365 kg of e-waste from condominiums. This recycling drive is part of a larger masterplan initiative to advocate for sustainable zero-waste practices and recycling habits.

Corporate Clients Office Recycling Programmes

In September 2021, Cimelia initiated in-office e-waste recycling programmes for most of their existing and targeted customers, including Capitaland. Customers were offered free rental of their small yellow bins to be placed at their office. This allowed clients to dispose their obsolete electronic items to a reliable vendor and at the same time to raise awareness on shared responsibility of recycling and provide an integrated platform for tenants in CapitaLand to recycle their unwanted electronic waste.

Employee Engagement and Education at NEC and Robert Bosch

In early 2021, HLS initiated a project with NEC and Robert Bosch to conduct online sharing sessions on the importance of e-waste recycling and how the e-waste recycling process at HLS. HLS also provided bins for NEC and Robert Bosch to store the e-waste and will collect them when its full. To extend the recycling education further, HLS provided them with posters on the appropriate items that can be placed in the e-waste recycling bin.

CUSTOMERS

Performance against 2021 targets	
<ul style="list-style-type: none"> Achieved 	<ul style="list-style-type: none"> Zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data
Targets for 2022	
<ul style="list-style-type: none"> Maintain zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data 	

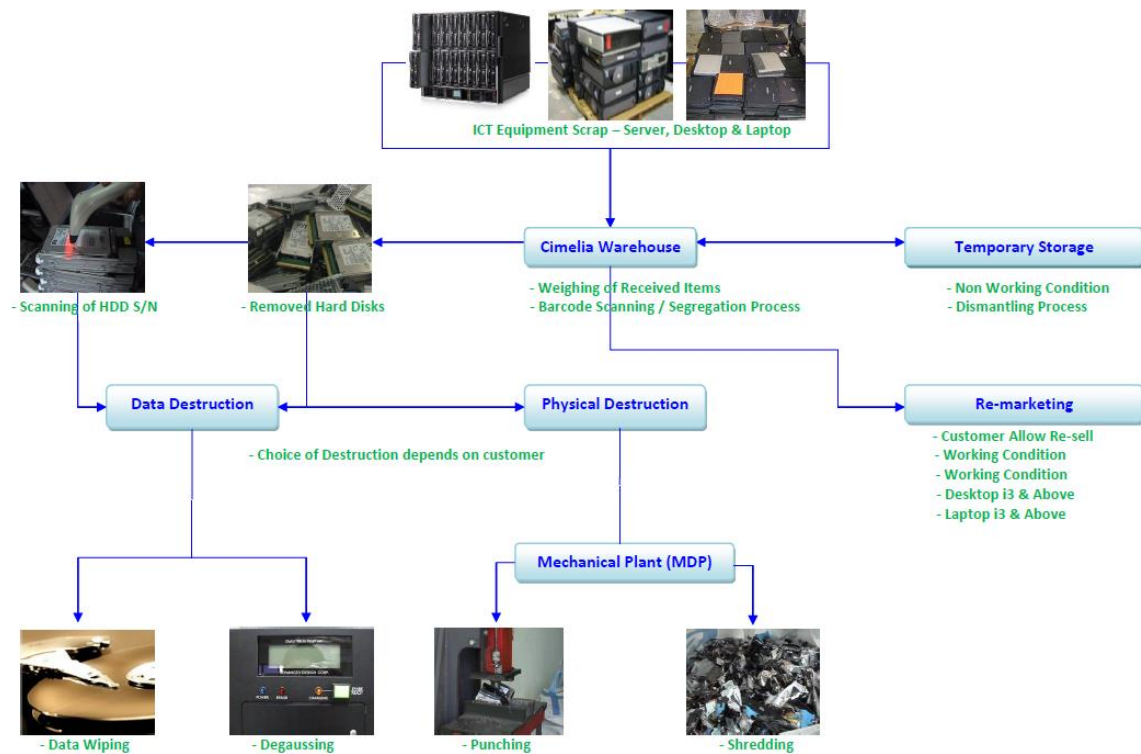
Protecting customer data and respecting customer privacy are of paramount importance to Enviro-Hub. With an increasing number of electronic devices becoming obsolete each year, the disposal of electronic waste is a rapidly growing disproportionate to our operations. The improper disposal of electronic waste poses a threat to the environment as well as increases the risk of data theft, where highly sensitive data and information can be stolen or reused without consent.

Taking pride in having robust privacy and security policies, Enviro-Hub implemented measures to protect customer data, by complying with the requirements of data protection laws and regulations, ensuring that information and data stored on clients' electronic devices are completely removed before they are recycled or reused.

Our e-waste recycling services involve the following processes, which are designed to protect our customers' sensitive information:

- Data wiping
- Degaussing (hard-disk drives only)
- Punching of hard-disk drives
- Manual physical destruction/recycling
- Shredding
- Mechanical plant crushing
- Access limited to authorise personnel
- Non-Disclosure Agreements (NDA)
- Servers complying with the minimum-security Standards for Sensitive Devices
- Closed-circuit television (CCTV) cameras installed to protect the company's assets and customers' intellectual property (IP)

Notably at one of our entity, a U.S. National Security Agency (NSA) certified degausser model MW 1B is used to remove data stored on hard drives and magnetic tapes. Shredding machines enable scrap materials to reach a reduction of less than 15mm. The Group is also a certified as R2:2013 electronics recycler that adheres to the National Institute of Standards and Technology's (NIST's) Guidelines for Media Sanitization – Special Publication 800-88.



Cimelia's Process Flowchart for ICT Recycling and Data Destruction

In addition, closed-circuit television (CCTV) cameras have been installed to protect the company's assets and customers' intellectual property (IP). In the reporting year, there were zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data.

Data storage media destruction

At Cimelia, several measures have been taken to protect customers' sensitive information and intellectual property. These measures include providing customers with locked recycling bins to collect e-waste, which will be brought to Cimelia's facility where data destruction work is carried out. Locks are provided to customers to prevent their electronic devices from theft and to protect their data from unauthorised access if lost or stolen. Also, security seals with serial numbers are used to ensure that the recycling bins are not tampered with. The bins will be collected when they are about 75% filled.

GRI CONTENT INDEX

GRI Content Index for 'In Accordance' Core option

GRI Standards	Disclosure	Page Number	Omissions
GRI 102: General Disclosures 2016			
Organisational Profile			
102-1	Name of the organisation	Enviro-Hub Holdings Limited	
102-2	Activities, brands, products, and services	Annual Report 2021 – Corporate Profile, Page 2	
102-3	Location of headquarter	Annual Report 2021 – Corporate Information, Page 1	
102-4	Location of operations	Annual Report 2021 – Corporate Information, Page 1	
102-5	Ownership and legal form	Annual Report 2021 – Group Structure, Page 3	
102-6	Markets served	Annual Report 2021 – Corporate Profile, Page 2	
102-7	Scale of the organisation	Annual Report 2021 – Financial Highlights, Page 12 Social Performance, Pages 16 - 17	
102-8	Information on employees and other workers	Social Performance, Pages 16 -17	
102-9	Supply chain		Not applicable, supply chain is minimal and insignificant.
102-10	Significant changes to organisation and its supply chain	No significant changes during 2021	
102-11	Precautionary principle or approach	Sustainability Governance, Page 8 Environment Performance, Pages 14	

102-12	External initiatives	Enviro-Hub supports and complies with the International Organisation for Standardisation (ISO) and Responsible Recycling practices for Use in Accredited Certifications Programmes (R2) standards.	
102-13	Membership of associations	Enviro-Hub is a member of the Waste Management & Recycling Association of Singapore.	
Strategy			
102-14	Statement from senior decision-maker	Board Statement, Page 4	
Ethics and Integrity			
102-16	Values, principles, standards, and norms of behaviour	Annual Report 2021 – Corporate Vision; Corporate Mission	
Governance			
102-18	Governance structure	Sustainability Governance, Page 8 Annual Report 2021 – Group Structure, Page 6 - 9	
Stakeholder Engagement			
102-40	List of stakeholder groups	Stakeholder Engagement, Pages 9	
102-41	Collective bargaining agreements	Not applicable, no collective bargaining agreements are in place.	
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, Pages 9 - 11	
102-43	Approach to stakeholder engagement	Stakeholder Engagement, Pages 9 - 11	
102-44	Key topics and concerns raised	Stakeholder Engagement, Pages 9 - 11	
Reporting Practice			
102-45	Entities included in the consolidated financial statements	Annual Report 2021 – Group Structure, Pages 3	
102-46	Defining report content and topic boundaries	About the Report, Page 4 Materiality Assessment, Pages 12	
102-47	List of material topics	Materiality Assessment, Pages 12-13	

102-48	Restatements of information	There has been no restatement of figures or information disclosed in our previous report.	
102-49	Changes in reporting	Materiality Assessment, Pages 12 - 13	
102-50	Reporting period	About the Report, Page 4	
102-51	Date of most recent report	The Sustainability Report 2020 was published on 31 May 2021.	
102-52	Reporting cycle	About the Report, Page 4	
102-53	Contact point for questions regarding the report	About the Report, Page 4	
102-54	Claims of reporting in accordance with GRI Standards	About the Report, Page 4	
102-55	GRI content index	GRI Content Index, Pages 4	
102-56	External assurance	Enviro-Hub has not sought external assurance on this report but may do so in the future.	
GRI 103: Management Approach 2016			
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Pages 12 Annual Report 2020 – Audited	
103-2	The management approach and its components	Financial Statements, Pages 41 - 122	
103-3	Evaluation of the management approach	Economic Performance Pages 14 Environmental Performance Pages 14 - 15 Social Performance Pages 16 - 23 Customers Pages 24 – 25	
Material Topics			
GRI 201: Economic Performance			
201-1	Direct economic value generated and distributed	Economic Performance, Page 14 Annual Report 2021 – Audited Financial Statements, Pages 47 - 54	
GRI 307: Environmental Compliance			
307-1	Non-compliance with environmental laws and regulations	Environmental Performance, Pages 14	

GRI 401: Employment			
401-1	New employee hires and employee turnover	Social Performance, Pages 16 - 17	
GRI 403: Occupational health and safety			
403-9	Work-related injuries	Social Performance, Pages 18 - 19	
GRI 404: Training and Education			
	Average hours of training per year per employee	Social Performance, Pages 20- 21	
GRI 413: Local Communities			
413-1	Operations with local community engagement, impact assessments, and development programs	Social Performance, Pages 22 - 23	
GRI 418: Customer Privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customers, Pages 24 - 25	