

SUSTAINABILITY REPORT



PropNex

Service You Trust[®]
SINGAPORE
PROP Nex LIMITED



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BOARD STATEMENT

Our commitment to service excellence has enabled us to become Singapore's largest home-grown listed real estate agency and will continue to drive our business for years to come. We take pride in our motto "Service You Trust" and together with our Core Values, we steer ourselves ahead of the market in every of our business decisions.

Sustainability is fundamental to achieving our long-term vision of success. We incorporate considerations for environmental, social and governance (ESG) factors into the way we grow our business, cultivate our people and serve our communities. We would thrive only if our people are motivated, committed and empowered to continuously improve themselves and contribute back to the society.

With the support of the Sustainability Steering Committee (SSC), composed of our management team, we have identified the ESG factors that are material to our business and our stakeholders. Moving forward, the SSC will continue to assist the Board with integrating ESG considerations into our strategic formulation, as well as with the monitoring, managing and reporting of our ESG performance.

We are pleased to share with you our approach to sustainability in PropNex Limited's inaugural Sustainability Report. We invite you to continue to learn about our journey towards becoming a sustainable business.

Board of Directors
PropNex Limited

ABOUT THIS REPORT

This report summarises PropNex Limited's (PropNex) policies, practices, performance and targets for its material ESG factors as the Group presents its first annual Sustainability Report (the "Report") from 1 January to 31 December 2018 (FY2018). The scope of the report encompasses our real estate brokerage business in Singapore, namely PropNex Limited and PropNex Realty Pte Ltd.

This report has been prepared in line with the sustainability reporting requirements of the SGX-ST Listing Manual (Rules 711A and 711B), and with reference to the Global Reporting Initiative (GRI) Standards. This report references the following GRI Standards and topic-specific Disclosures:

- Disclosure 201-1 from GRI 201: Economic Performance 2016
- Disclosures 205-3 from GRI 205: Anti-corruption 2016
- Disclosure 401-1 from GRI 401: Employment 2016¹
- Disclosure 404-1 and 404-2 from GRI 404: Training and Education 2016²
- Disclosure 413-1 from GRI 413: Local Communities 2016
- Disclosure 418-1 from GRI 418: Customer Privacy 2016
- Disclosure 419-1 from GRI 419: Socioeconomic Compliance 2016

All information is disclosed in good faith and to the best of our knowledge. Your feedback is important to our sustainability journey: we look forward to receiving your comments on our sustainability practices and reporting at corpcomms@propnex.com.

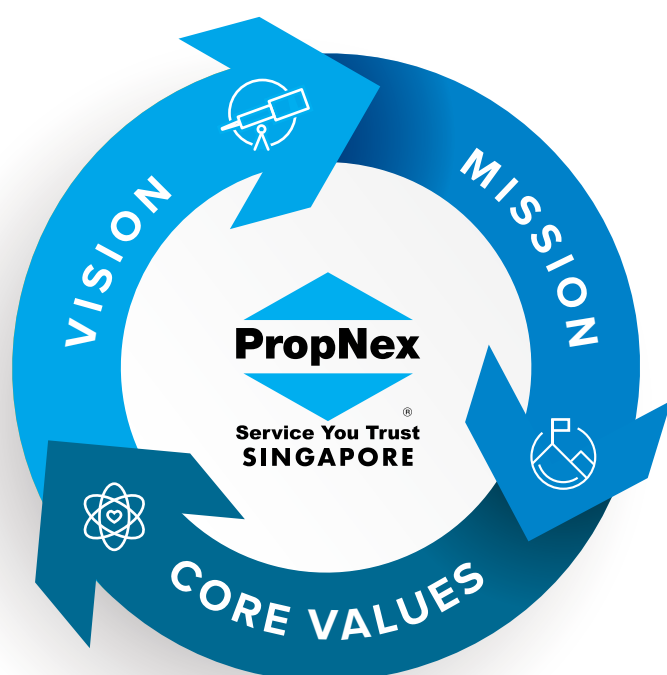


¹ For Disclosure 401-1, the total number and rate of new employee hires and employee turnover are disclosed in this report, without the breakdown by gender, age group and region.

² For Disclosure 404-1, the total average hours of training per employee is disclosed in this report, without the breakdown by gender and employee category.

ABOUT PROP Nex LIMITED

Established in 2000, PropNex Limited is Singapore's largest listed real estate agency, with leading market share in residential primary private market and residential HDB resale market. We also have the largest number of salespersons in Singapore, with over 7,565 salespersons as at 25 March 2019. Our vision, mission and values have propelled us to success for more than 18 years in the real estate industry.



Vision

To become the leader in any market we serve and revolutionise this organisation to have the strength of a big company combined with the leanness and agility of a small firm

Mission

To enhance customers' quality of life through value-added professional service

Core Values

Continuous self-improvement
Autonomy and Entrepreneurship
Respect and Concern for individuals
Ethics, Honesty and Integrity in all aspects of our business

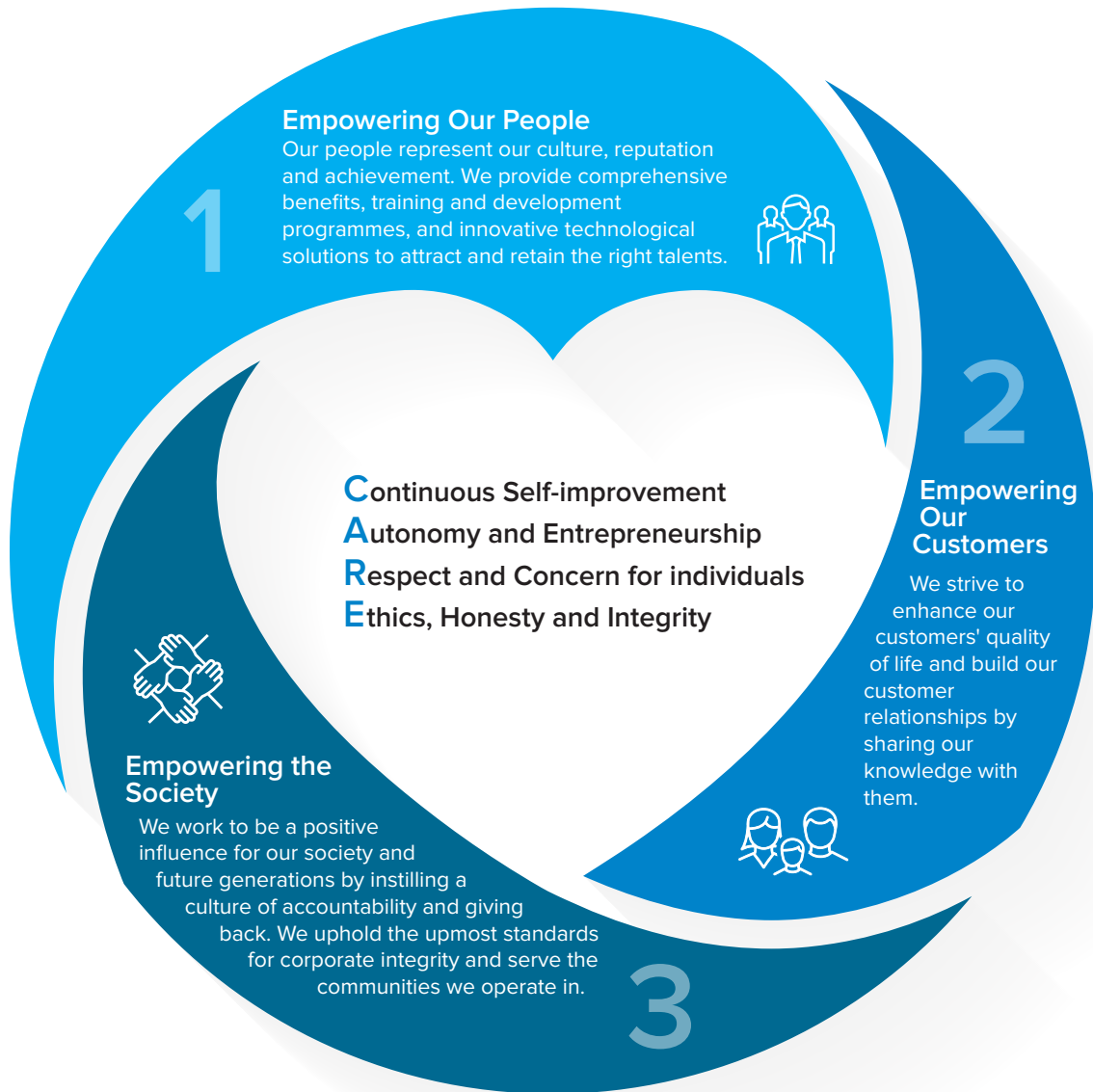
We are an integrated real estate services group, delivering services in real estate brokerage, project marketing, property management for boutique and high-end condominiums, and professional training in real estate agency work. Our core business segments are as follows.



Since 2016, we have begun to expand our reach regionally. Our regional footprint can be found in Malaysia, Indonesia and Vietnam.

SUSTAINABILITY AT PROPnex

Our core values, C.A.R.E., is at the heart of everything we do. We believe realising our core values is the key to ensuring the sustainability of our business. With our core values as the foundation, our approach to sustainability is defined by three pillars: empowering our people, empowering our customers, and empowering the society.



FY 2018 HIGHLIGHTS



MANAGING SUSTAINABILITY

Sustainability Governance Structure

We adopt a top-down approach to the management of sustainability issues material to our business and our stakeholders. The Board of Directors spearheads our sustainability agenda, including determining the material ESG factors that we focus on. The Board is supported by the SSC in the implementation of the sustainability agenda, which consists of the Chief Executive Officer, Key Executive Officer, Financial Controller, Chief Operating Officer and the Director of Corporate Communications and Marketing. The SSC is responsible for developing sustainability strategy and targets, implementing action plans, and monitoring and managing our sustainability performance. The SSC reports to the Board regularly.

Stakeholder Engagement

Our core values C.A.R.E. is ingrained in the way we interact with our key stakeholders. We ensure our communications with our stakeholders are regular and transparent so that we could address their concerns with respect.

Key Stakeholders	Engagement Methods	Engagement Frequency
	<ul style="list-style-type: none"> • Customer feedback channel • Publications • Consumer empowerment seminars • Consumer Showflat Talks • PropNex Privilege Membership programme 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year • Throughout the year • Throughout the year • Throughout the year
Employees/ Salespersons	<ul style="list-style-type: none"> • Staff performance appraisals • Staff satisfaction survey • Staff suggestion form • Training and development programmes for staff and salespersons, including orientation • Quarterly Conventions • Team Leaders and Team Managers' Meetings • Strategic / Department meetings • Morning Parades • Salespersons' Recognition platforms • Jumpstart Training • Annual Dinner and Dance (salespersons & staff) • Team Leaders' Retreat • Staff Service Awards • Staff Outings and Christmas party 	<ul style="list-style-type: none"> • Annually • Annually • Throughout the year • Throughout the year • Quarterly • Monthly • Monthly • Monthly • Monthly • Bi-annually • Annually • Annually • Annually • Annually
Investors/ Shareholders	<ul style="list-style-type: none"> • Financial results briefings • Annual General Meeting • Timely updates, announcements and press releases on key business decisions and developments via SGXNet and corporate website 	<ul style="list-style-type: none"> • Quarterly • Annually • Throughout the year
Government/ Regulators	<ul style="list-style-type: none"> • Meetings, discussions and consultations • Compliance with reporting requirements 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year
Industry peers	<ul style="list-style-type: none"> • Co-broking transactions • Cross-agency collaboration 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year
Local communities/ non-governmental organisations	<ul style="list-style-type: none"> • Corporate Social Responsibility (CSR) initiatives • Division charity initiatives • PropNex Cares Programme • Sponsor-A-Child Programme 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year • Monthly • Throughout the year

Materiality Assessment

To identify and prioritise material ESG factors that are important to our business and key stakeholders, we conducted a three-step materiality assessment process that is in line with GRI Standards' Materiality Principle.



The assessment yielded seven material ESG factors, which have been approved by the Board. We will continue to review the list of material ESG factors annually to ensure their relevance.

Material ESG Factors	Materiality to PropNex	Corresponding Topic-specific GRI Standards
Economic Performance³	As a listed company, driving the growth and economic performance of our company is the first and foremost step to ensuring the sustainability of our business.	<ul style="list-style-type: none"> • GRI 201: Economic Performance 2016
Compliance with Laws and Regulations	To maintain our stakeholders' trust in us, we uphold high standards of integrity and conduct business in full compliance with all applicable laws and regulations.	<ul style="list-style-type: none"> • GRI 205: Anti-corruption 2016 • GRI 418: Customer Privacy 2016 • GRI 419: Socioeconomic Compliance 2016
Employment	Our people are the cornerstone to our success. We are committed to attracting and retaining dedicated individuals that will inspire others.	<ul style="list-style-type: none"> • GRI 401: Employment 2016
Training and Education	Our people's capabilities to deliver relevant information and excellent customer service determine our reputation in the market. We carry out training programmes to help our people to excel professionally and personally.	<ul style="list-style-type: none"> • GRI 404: Training and Education 2016
Technological and Digital Innovation	We support our salespersons with technological solutions that help enhance their productivity, maintain service excellence, and meet evolving client needs.	<ul style="list-style-type: none"> • Not applicable (non-GRI topic)
Consumer Empowerment	Customer trust and loyalty is paramount to our business sustainability. We cultivate customer rapport by empowering our customers to pursue property opportunities that they strive for.	<ul style="list-style-type: none"> • Not applicable (non-GRI topic)
Local Communities	Serving the communities around us is a core belief that contributes to our success. We strive to empower both our people and the less fortunate through our CSR initiatives.	<ul style="list-style-type: none"> • GRI 413: Local Communities 2016

³ Please refer to the financial statements set out in our Annual Report 2018 for more information.

EMPOWERING OUR PEOPLE

We work to help our people to establish a fulfilling career by offering them the care, resources and tools they need to continuously improve themselves, exercise entrepreneurship and achieve autonomy.

Employment

We believe that the collective sum of our people, including their life experiences, knowledge, creativity and talent represents not only our culture, but also our reputation and achievement. We are committed to recruiting, cultivating and retaining staff and salespersons that believe in our core values and always work to provide service that our customers trust.

Recruitment

Staff

Our Recruitment & Selection Policy and Diversity Policy guides the recruitment of our employees. We embrace and encourage our employees' differences in age, color, ethnicity, marital status, gender, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation and other characteristics that make our employees unique.

At PropNex, we take cultivating a culture of diversity and inclusion seriously. Employees who believe they have been subjected to any kind of discrimination that conflicts with our Diversity Policy are encouraged to seek assistance from their immediate superior or the Human Resources Department. Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

We also have a referral programme in place to encourage our staff and salespersons to recommend suitable candidates to apply for job openings at PropNex. Upon appointment and subsequent confirmation in the position, an S\$500 referral fee will be awarded to the referral.

Salespersons

For the recruitment of salespersons, we help cultivate salespersons before they even become a PropNexian by providing assistance to new real estate salespersons (RES) candidates. Any person interested in becoming a RES is welcomed to participate in our Real Estate Exploration/Experiential Programme (REEP), where we train and guide new RES candidates during the preparation of the RES exam. Once they pass the RES exam, they will be eligible to participate in our recruitment activities.

All employment conditions, including responsibilities and split of commission are stated in the Associate Agreement that our salespersons sign with us. We require our salespersons to review their contract with us at least once every two years to ensure that they fully understand their employment conditions. For our Team Leaders, we ask that they sign an additional contract when they become Team Leaders to ensure they understand their role and responsibilities.⁴



⁴Please see "Training and Education" Section for more information on Team Leaders at PropNex.

Benefits

Staff

We provide a suite of benefits to ensure that our staff is well taken care of, including:

- Festive advance for salaries and festive leave for staff's choice of festive period
- Birthday vouchers
- Discounted medical consultation and health screenings for staff and their family through Make Health Connect Corporate Programme
- Discounted premium rates on group term life and personal accident insurance
- Discounts and promotion schemes for telecommunication services

Salespersons

We also offer various benefits to our salespersons, including:

- Discounted premium rates on group term life and personal accident insurance
- 10-year pension scheme programme for performing Team Leaders
- Legacy Planning Programme for Team Leaders to receive passive income after retirement
- Spouse protection scheme for deceased Team Leaders
- Discounted medical consultation fees for our salespersons and dependents at over 500 participating clinics
- PX MediCare app developed exclusively for PropNexians to access medical services with ease
- Professional indemnity insurance that includes individual coverage
- Discounts and promotion schemes for telecommunication services
- Special advertising rates in the classified sections of local publications

Recognition

We believe one of the key ways of engaging our staff and salespersons is to recognise their contribution and achievements. We have put in place the below schemes to showcase our gratitude towards staff and salespersons who exhibit excellence and dedication.



Service awards for staff

- Staff who has served the Company for at least 4.5 years is awarded the Good Service Award trophy and a crossed cheque of \$500.
- Staff who has served the Company for at least 9.5 years is awarded the Long Service Award trophy and a gift item valued at \$1,000.



PropNex Ambassadors for Salespersons

- Salespersons who has a proven track record of the below are selected as PropNex Ambassadors:
 - Been with PropNex for 5, 10 or 15 years
 - Established a niche for themselves in the real estate industry
 - Contributed to business continuity and client engagement
- Actively participated in PropNex's CSR initiatives
- PropNex Ambassadors are recognised and presented with their charity plaques at our quarterly mega conventions.

10-year PropNex Ambassador: Mr. James Gan

James, currently our Advisory Associate Branch District Director, rose through the ranks when he joined PropNex. He was in the Singapore Police Force for 10 years before he decided to become a Real Estate Salesperson. He saw a lot of opportunities in the real estate industry and he liked the idea of being an entrepreneur and being “answerable to himself”. He chose to join PropNex in May 2008, as he felt that the agency is more systematic and he believes that the company will help him to grow much more.

James has successfully excelled in his personal sales and converted his success to team management. He emerged as one of our Top Senior Associate District Directors in PropNex for being able to successfully groom more downlines and manage a team of 312.

He was awarded as a 10-year PropNex Ambassador in August 2018 for his exemplary conduct with numerous commendations from clients, loyalty with PropNex, being an iconic leader in our cohort of Team Leaders, and enthusiastic participation in charity causes.



“When I made it as a top producer, I was elated. But when my associates are recognised for their outstanding performance, I am even happier. It was never really about me. My success belongs to my salespersons. It is when I help them to achieve breakthrough results, that I feel successful.”

Mr. James Gan

10-year PropNex Ambassador

Performance in 2018 ^{5,6,7}		2019 Target
Number of new employee hires	38	Continue to provide benefits, recognition and incentives to attract and retain employees and salespersons
Annual rate of new employee hires	43.18%	
Monthly average rate of new employee hires	3.84%	
Number of employee turnover	19	
Annual rate of employee turnover	21.60%	
Monthly average rate of employee turnover	1.92%	
Number of salespersons recruited	1,174	

Training And Education

One of PropNex’s core values is continuous self-improvement. We view training and education for our employees and salespersons as critical for the sustainability of our business. We provide customised and comprehensive training programmes to enable our people to achieve their potential, both personally and professionally.

⁵ Computation of new employee hires rate and employee turnover rate include full-time permanent staff only.

⁶ Annual rate of new employee hires/employee turnover = total number of employee hired/resigned ÷ total number of employees as of 31 December 2018

⁷ Monthly average rate of new employee hires/employee turnover = sum of every month's new employee hires/employee turnover rate during 2018 ÷ 12

Staff

We provide a variety of training programmes for our staff to ensure that they are equipped with the right skills to achieve personal and professional growth. We discuss with our employees about their career path, monitor their training progress, and identify their training needs during the annual performance review. The Human Resources Department would then consolidate training needs for discussion and coordinate relevant trainings.



Orientation Programme

Introduction on PropNex's core values, organisational structure, welfare and benefits, Code of Conduct, Staff Handbook and internal systems and platforms.



Built to Last Programme

A 6-session customised training programme personally facilitated by our CEO to align our staff towards PropNex's values and to equip our staff to practice continual innovation.



Customer Service Training Programme

This programme is offered annually to ensure that our staff are trained adequately to provide excellent service, including management of challenging internal and external customers.



Supervisory Training Programme

Head of Department / Supervisors are trained on effective communication, coaching, supervisory and delegation skills to enable them to be an effective supervisor.



Property-related Training

Staff is required to complete property-related training based on their job scope, such as property laws and HDB ruling through the Life Mastery Academy.



Personal Enrichment Programme

This is a series of personal development programmes to realise an individual's natural potential to bring fulfillment to career, family, and life. Human Resources Department identifies key management and supervisory staff to attend trainings annually.

Salespersons

We have developed a comprehensive world-class training roadmap for our salespersons that provides a clear path of professional progression, which could be customised based on each salesperson's needs, level of experience and career aspirations. Our impressive training roadmap focuses on providing trainings in the following three main aspects: market segment and specialised skills, policies and regulations, and mindset training. Advanced training programmes are also available to experienced salespersons or those who have chosen to become a Team Leader through the Dual Career Path Scheme.



Introductory Training (Compulsory)

- Orientation programme
- Professional Start-up Programme (Basic or Advanced)



Market Segment and Specialised Skills Training

- Courses on project presentation, closing techniques, digital prospecting and more
- Quarterly updates on market outlook, including development in specific regions and of specific projects



Mindset Training

- Salespersons' Bootcamp
- Leadership Bootcamp



Continuous Training

- Bite-size talks to provide updates, such as Winning Wednesdays, Fantastic Fridays
- Monthly legal workshops



Dual Career Path Scheme

- Salespersons who have completed specific training courses and achieved certain commission targets may be elected to become a Team Manager, and subsequently may be promoted to Team Leader. Team Managers and Leaders are responsible for recruiting, supervising and mentoring salespersons.



Team Build Training

- Trainings provided to Team Leaders to help them better build and lead their teams



Asset Progression Consultant Training

- Trainings provided to experienced salespersons who are interested in advanced concepts such as asset progression and wealth management

Through our Virtual Office platform and mobile phone application, our salespersons are able to sign up for training courses, track their training progress and make sure that they have completed all compulsory trainings, including those required by PropNex and continuing professional development (CPD) credits mandated by Council of Estate Agencies' (CEA) regulatory framework.

Performance in 2018		2019 Target
Average training hours completed per staff	21	Continue to review training roadmaps and provide comprehensive training programmes for our staff and salespersons

Technological & Digital Innovation

Property technology has disrupted and increasingly transformed how business is conducted in the real estate market. One of our key strategies is thus to empower our people through enhancing our technological capabilities. We are committed to help improve our salespersons' productivity by providing the right technological support.

Our Information Technology (IT) Working Committee has developed the PropNex IT Roadmap to guide our future investments in technological and digital innovation. Through brainstorming with our salespersons, we come to understand their needs and identify their pain points, which are then translated into modules in our Roadmap that we will focus on. We continuously enquire and evaluate our IT needs internally and adjust our IT Roadmap accordingly throughout the year.

Overall, we aim to achieve the following objectives through the implementation of our IT Roadmap:

- Digitise manual procedures and processes
- Reduce redundancies amongst procedures and processes
- Facilitate collaboration and sharing of resources amongst salespersons
- Enable consumers to access relevant property information more easily

As of 2018, we have developed several technological solutions that aim to assist our salespersons, as summarised below.

Virtual Office/ Virtual Office Mobile	Through a web-browser or their smartphones, our salespersons are able to access policy updates, submit listings, obtain prompt updates on completed transactions, download submit transaction documents, register for training courses, and monitor receivable commission on the go.
PropNex Cobroker	This app allows co-broking salespersons to check on the accuracy of the co-broke commission and the payment date of the co-broke commission
PropNex Projects	This platform enables salespersons to access property-related information on a real-time basis, including updated unit availability and pricing, interactive charts, and floor plans.
SoReal Prop	Developed by ERA, Huttons and PropNex, SoReal Prop provides property advisors and consumers with real-time up to date data on residential and commercial properties to facilitate timely and intelligent decision making.

Performance in 2018		2019 Target
Technologies developed and available to our salespersons, as described above		Continue to enhance technological support to our salespersons to raise productivity and maintain service excellence

EMPOWERING OUR CUSTOMERS

Our mission is to enhance customers' quality of life through value-added professional service. We understand that property purchases are big and important decisions, and we are committed to sharing our knowledge with our customers and consumers at large to help them make the right choices.



Consumer Empowerment

As Singapore's largest listed home-grown real estate agency, we pride ourselves on being in the best position to give consumers with detailed insights to property investment. We champion the empowering of homebuyers and investors since 2013 by imparting updates on the latest property trends, outlook of the real estate market, and knowledge and strategies to navigate the changing real estate landscape.

We develop our consumer empowerment roadmap annually to plan out consumer empowerment initiatives to be implemented for the year, including topics of focus and channels and mediums through which to engage consumers. We monitor and review the results of our consumer empowerment initiatives to help us better plan our roadmap for the forthcoming year.

We actively engage and empower consumers, as well as prospective and existing customers through the below channels.

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Consumer Empowerment Seminars	Consumer Showflat Talks	PropNex Privilege Membership Programme	Consumer Guides
Keynote speakers from our management team, including our Executive Chairman and CEO Mr. Ismail Gafoor and Executive Director Mr. Kelvin Fong, share valuable tips, insights to market sentiments, risks and investment opportunities in current property market, and knowledge on specific property segments such as HDB and Core Central Regions with consumers.	We hold sharing sessions at showflats of new projects to share with consumers about the unique selling points of a particular project. These seminars are conducted by PropNex Management and the Project Leaders.	We provide insights and updates from our property experts and analysts to our members on property related news, policies and market outlook.	We have published Property Insights Guides for North, North-East, West and Central Region of Singapore. The Guides contain current market overview, latest prices and outlook of different property types, Urban Redevelopment Authority's Masterplan and valuable real estate investment tips to help consumers make better informed decisions.

Performance in 2018		2019 Target
Number of Consumer Empowerment Seminars held	9	Continue to hold Consumer Empowerment Seminars at least quarterly
Number of Consumer Showflat Talks held	30	Continue to hold Consumer Empowerment Showflat Talks at least monthly

EMPOWERING THE SOCIETY

We believe the key to being a positive influence for our society and future generations is to act on core values integral to our corporate DNA: integrity and respect and concern for others. We ensure that the way we conduct our business and serves as a role model for others, and we champion making a difference by reaching out and helping less privileged communities.



Compliance With Laws and Regulations

We uphold ethics, honesty and integrity in all aspects of our business. We do not tolerate any acts of fraud and corruption, and abide to all laws and regulations relevant to our business. Our employees and salespersons must abide to the Code of Conduct, Staff Handbook, Associate Agreements and various corporate policies, such as the Conflict of Interest Policy, and conduct themselves in a professional and ethical manner. For our salespersons, we implement the Annual CEA License Renewal Exercise Policy to check and verify their license to practice annually.

All departments have also put in place policies and processes to ensure that our operations comply with applicable laws and regulations. Our Compliance Department is responsible for monitoring our performance on regulatory compliance. Internal audits are conducted annually to evaluate the effectiveness of compliance controls in place. We have also put in place a whistleblowing policy for our employees and salespersons to have proper channels to raise their concerns about possible improprieties and misconduct.

Additionally, we regularly provide relevant briefings and trainings to update our staff and salespersons on changes in laws and regulations. For instance, we inform staff and salespersons via compulsory monthly Morning Parade briefings, circulars, e-mail broadcasts, and company announcements in Virtual Office.

Performance in 2018		2019 Target
Number of non-compliant incidents with relevant laws and regulations that resulted in significant fines or legal actions	0	Maintain zero non-compliant incidents with relevant laws and regulations that resulted in significant fines or legal actions
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	0	Maintain zero substantiated complaints concerning breaches of customer privacy and losses of customer data
Number of confirmed incidents of corruption	0	Maintain zero confirmed incidents of corruption

Local Communities

Since 2000, we have been involved in various charity events and championed numerous meaningful causes. Our CSR Philosophy, “Empowering Future Generations through Education”, has guided our CSR initiatives over the years. We review current initiatives and plan for future CSR direction and initiatives during our Strategic meetings, which are led by our management team.



At PropNex, we are firm believers of contributing back to the communities around us both at the company and individual levels. We believe that we can only truly help our communities when the culture of contributing is instilled in each and every one of our employees and salespersons. We have thus established the below programmes and mechanisms to enable our employees and salespersons to easily be involved with and contribute to our CSR initiatives.

SHARE Programme

- Monthly deduction of commission or salaries from salespersons or staff who opted in to the programme. Salespersons and staff donate in denominations of S\$500 or S\$3,000.

Sponsor-A-Child Programme

- Pairing contributing staff and salespersons with a child they sponsor to spend time and enjoy a day of outing together.

Division Charity Initiatives

- Different teams within PropNex take the lead and regularly organise charity initiatives among themselves.

PropNex has adopted Community Chest as its main charity beneficiary since 2013. Through Community Chest’s work, we are able to support an umbrella of social service programmes that assist over 300,000 people in need in Singapore. Additionally, we have also put an emphasis on adopting schools and centres that cater to children with special needs and disabilities as beneficiaries to further align our contribution with our CSR philosophy.

Continuing our annual contribution of S\$500,000 since 2015, we contributed a total of S\$522,822 to Community Chest in 2018 through our monthly giving SHARE programme and company's contribution, exceeding our annual target of S\$500,000. The funds raised will help to improve facilities and programmes provided at our adopted beneficiaries, namely Rainbow Centre – Margaret Drive School and Rainbow Centre – Yishun Park School, which work with children with multiple disabilities.



In addition to monetary contribution, we also took 40 children from Community Chest Day Care Centre out for a Festive Bake Out at Pastamania on 5 December 2018 through the Sponsor-A-Child programme.



In addition to monetary contribution, we also took 40 children from Community Chest Day Care Centre out for a Festive Bake Out at Pastamania on 5 December 2018 through the Sponsor-A-Child programme.

We were recognised for our work with Community Chest and received the Community Chest Platinum Award in 2018.

Performance in 2018		2019 Target
Monetary contribution to local community initiatives	S\$522,822, exceeding the target of S\$500,000	Contribute at least a total of S\$500,000 to local community initiatives and an accumulative amount of S\$2.3 million by 2023



Sustainability is fundamental to achieving our long-term vision of success. We incorporate considerations for environmental, social and governance (ESG) factors into the way we grow our business, cultivate our people and serve our communities. We would thrive only if our people are motivated, committed and empowered to continuously improve themselves and contribute back to the society.



SINGAPORE • INDONESIA • MALAYSIA • VIETNAM

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