

**ANNUAL REPORTS AND RELATED DOCUMENTS::**

## Issuer &amp; Securities

## Issuer/ Manager

CHASEN HOLDINGS LIMITED

## Securities

CHASEN HOLDINGS LIMITED - SG1X55941717 - 5NV

## Stapled Security

No

## Announcement Details

## Announcement Title

Annual Reports and Related Documents

## Date &amp; Time of Broadcast

04-Sep-2019 12:29:23

## Status

New

## Report Type

Sustainability Report

## Announcement Reference

SG190904OTHRAYX5

## Submitted By (Co./ Ind. Name)

Low Weng Fatt

## Designation

Managing Director and CEO

## Description (Please provide a detailed description of the event in the box below - Refer to the Online help for the format)

Please refer to the attachment.

## Additional Details

## Period Ended

31/03/2019

## Attachments

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[Chasen SR2019.pdf](#)

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Total size =5673K MB

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# CHASEN™

CHASEN HOLDINGS LIMITED



SUSTAINABILITY REPORT 2019

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## BOARD STATEMENT

At Chasen Holdings Limited (“Chasen”), we are committed to upholding a high standard of Environmental, Social and Governance (“ESG”) practices within our organization. While we are taking our first steps in the sustainability journey, we have taken the challenge of driving corporate sustainability with conviction and fervor.

Embracing sustainability reporting has challenged the Chasen Board and management team to review aspects of the way we do business. As a result, we have broadened our business approach to incorporate non-financial parameters.

We subscribe to the belief that sustainable growth and success is only possible with the sustainable development of the communities we operate in, be it social, business or national communities.

The Group will continue to explore and evaluate business opportunities (including but not limited to strategic investments, partnerships, or mergers and acquisitions) that have potential to generate value for the shareholders. While we continue to seek breakthrough for new growth, we recognize the increasing importance of strengthening the resilience and sustainability to our current business operations.

As a market leader in a niche logistics sector, we demonstrate our commitment through the adoption of

responsible business practices. The Group is committed to complying with all applicable laws and regulations in all the markets we operate in. The Board expects all Group employees to be vigilant to maintain the corporate values and high quality of the Group’s products and services.

Moving forward, we believe that long term investment in human capital is the key to the long term sustainable success of Chasen Group. Therefore, we are committed to invest in strengthening our staff training and development by increasing the total and average training hours by 20% in the next 1-3 years.

In terms of Environmental Health & Safety (“EHS”) excellence, we endeavor to enhance our EHS management system and processes. We regularly review and revise our existing Safety Management System. We have plans to measure the carbon footprint and the Greenhouse Gases Emission of our business operations progressively over the next three years.

For social impact, the Group plans to contribute in business and community initiatives in the next three years.

**ERIC J P NG**  
NON-EXECUTIVE CHAIRMAN



**ERIC J P NG**  
Non-Executive Chairman

## SCOPE OF REPORT

At Chasen Holdings Limited (“Chasen”), we recognize the importance of sustainability to our business. As we embark on our journey of sustainability reporting, the challenges and material issues that are important to our stakeholders, our strategy in managing these challenges and issues, and how we have performed in terms of our key performance indicators are highlighted in this report.

We adopted an international reporting framework, Global Reporting Initiative (“GRI”) Standards, in preparing our sustainability report.

For reference to the GRI Content Index, please refer to Page 27-33.

# OUR STRATEGIC APPROACH TO SUSTAINABILITY

With our vision and corporate values in mind, we aim to integrate sustainability into the businesses of Chasen so that it is systematic and seamless. Where possible, we incorporate sustainability considerations in our decision-making processes.

Our sustainability efforts are led by our senior management who ensures that the Company's business objectives are in line with our commitments to sustainable development. Senior management is responsible for on-going communication to the Board of Directors.

Chasen's senior management has determined focus areas where Chasen can have the greatest economic, environmental and social impact, as well as the areas that are most important to our stakeholders.

Chasen has taken efforts to seek the views of internal and external stakeholders either formally or informally to understand the needs and expectations of our key stakeholders so as to build mutually beneficial relationships.

**GOVERNANCE  
STRUCTURE**



## REPORTING BOUNDARIES AND STANDARDS

The report is also prepared in accordance with GRI Principles for defining report content, including:

- **Materiality:** focusing on issues that impact business growth and are of utmost importance to stakeholders;
- **Stakeholder Inclusiveness:** responding to stakeholder expectations and interests;
- **Sustainability Context:** presenting performance in the wider context of sustainability; and
- **Completeness:** including all information that is of significant economic, environmental and social impact to enable stakeholders to assess the Company's performance.

We use a consolidated operating approach to determine organizational boundaries. Our data is an aggregation of our operations in Singapore and our regional operations, except the United States, from this report onwards.

Our base year is fiscal year FY2018 (ending 31 March 2018).

## REPORT PERIOD AND SCOPE

This report covers data and information from 1 April 2018 to 31 March 2019 and discusses Chasen's achievements and performance towards Environmental, Social and Governance ("ESG") issues. This report has been prepared in accordance to the GRI Standards: Core Option.

As part of our environmental conservation efforts, current electronic edition of the report is available at:

[www.chasen.com.sg](http://www.chasen.com.sg)

# ACCOUNTABILITY TO STAKEHOLDERS

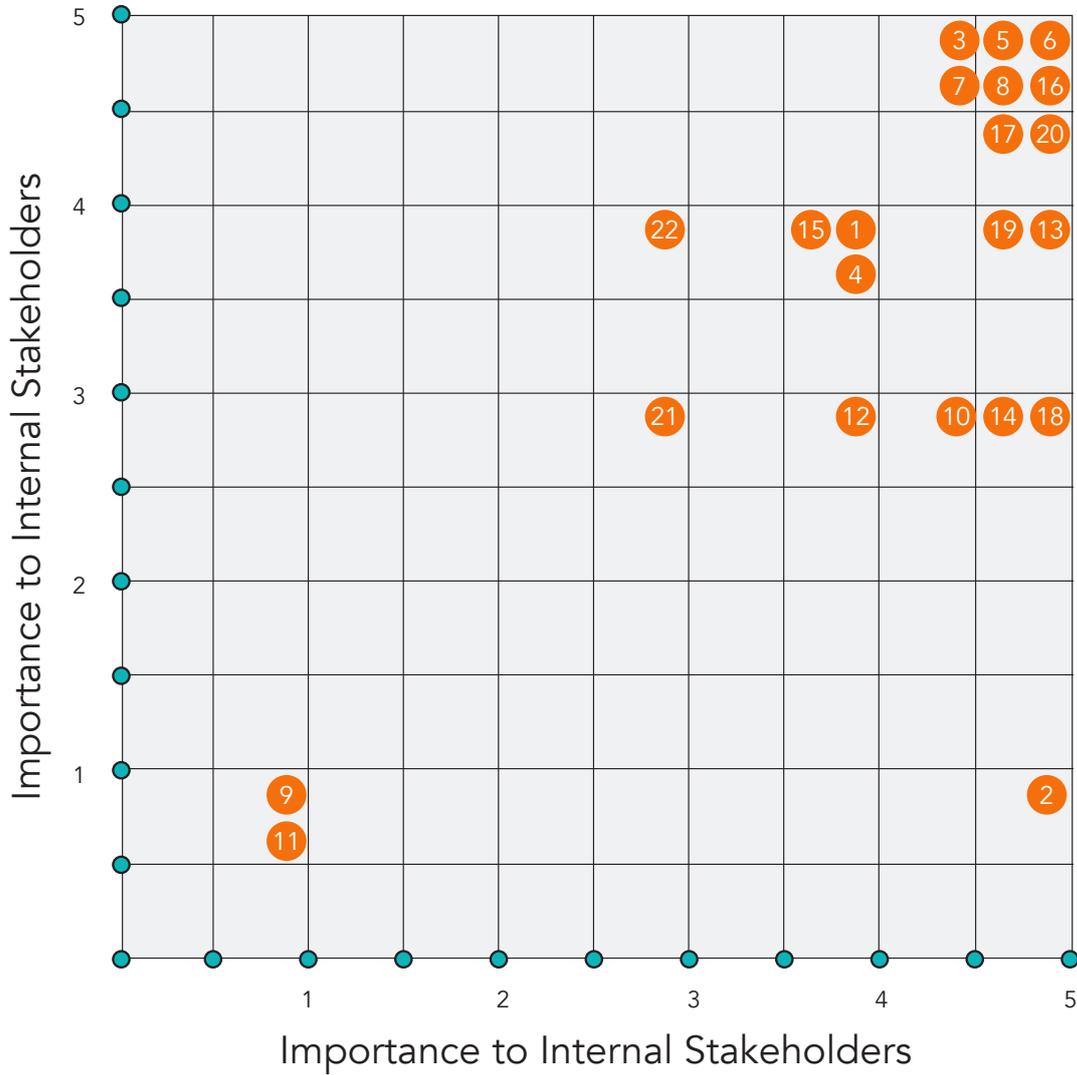
We strive to be a responsible corporate citizen by working closely with our stakeholders to understand their concerns and feedback. The stakeholder engagement provides valuable information for our sustainability reporting, particularly in determining the material environmental and social issues.

We will continue to engage our external stakeholders more extensively to identify areas that are material, sustainable and necessary for future development.

Our Key Stakeholders	How We Engage Them	Key Topics
Customers	<ul style="list-style-type: none"> <li>• Informal feedbacks</li> <li>• Public forums</li> <li>• Informal surveys conducted by management staff</li> </ul>	<ul style="list-style-type: none"> <li>• Product features, value proposition of Chasen</li> <li>• Customer feedback</li> </ul>
Shareholders and Financial Community	<ul style="list-style-type: none"> <li>• Quarterly Results briefing</li> <li>• Annual General Meeting</li> <li>• Emails and teleconferences</li> </ul>	<ul style="list-style-type: none"> <li>• Financial results</li> <li>• Key business developments such as new acquisitions, new business developments or new contract wins.</li> <li>• Investor relations</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Periodic town hall meetings</li> <li>• Performance appraisals</li> <li>• Team bonding and company events</li> <li>• Internal communication through emails and social media</li> </ul>	<ul style="list-style-type: none"> <li>• Information update by management to staff</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Regular meetings</li> <li>• Emails and telephone calls</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback on their products and services</li> <li>• Information of their new product or service</li> </ul>
Government and Regulatory Agencies	<ul style="list-style-type: none"> <li>• Consultations</li> <li>• Discussions</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory and industry standards and guidelines</li> </ul>
Local Community	<ul style="list-style-type: none"> <li>• Community outreach activities</li> </ul>	<ul style="list-style-type: none"> <li>• Partner with local not-for-profit charitable organizations to identify the target beneficiaries</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Media releases</li> <li>• Regular communication through emails and teleconferences</li> </ul>	<ul style="list-style-type: none"> <li>• Financial results</li> <li>• Key developments such as business updates</li> </ul>

# MATERIALITY MATRIX

## Importance to Stakeholders



ECONOMIC	1 Economic Contribution to Society	SOCIAL	14 Diversity and Equal Opportunity
	2 Wages and Local Hiring		15 Training and Education
	3 Sustainable Growth		16 Business Partners Engagement
	4 Innovation & Technology		17 Stakeholder Engagement
GOVERNANCE	5 Legal Compliance and Governance	18 Labour-Management Relations	
	6 Anti-Corruption and Anti-Fraud	19 Supply Chain & Procurement Practices	
	7 Service Quality & Responsibility	20 Customer Privacy & Data Protection	
	8 Employee/Public Health & Safety	21 Socio-Economic Compliance	
ENVIRONMENT	9 Water Conservation	22 Corporate Social Responsibility	
	10 Energy Management		
	11 Environmental Impact Assessment and Mitigation		
	12 Waste Management		
	13 Emission & Air Pollution		

## CORPORATE PROFILE

The Company was incorporated on 2 November 1999. It listed on SESDAQ on 8 August 2000 and was transferred from the SGX Catalist to Mainboard on 26 February 2013.

The Company changed its name from China Entertainment Sports Ltd to Chasen Holdings Limited ("Chasen") on 17 May 2007 following the completion of the reverse takeover exercise in February 2007 whereby the Company acquired the entire issued and paid up capital of Chasen Logistics Services Limited. As a result of the reverse takeover, the Company acquired a new core business in specialist relocation solutions for manufacturing industries that utilize sophisticated machineries and equipment.

Chasen is an investment holding company. Its Group businesses now extend further up the global supply chain to include third party logistics, technical and engineering services in Singapore, Malaysia, the People's Republic of China, Vietnam, Thailand and USA. The Group diversified revenue sources cover industries such as wafer fabrication, TFT display panel production, semiconductor, chip testing and assembly, solar panel assembly, consumer electronics, telecommunications, marine, ordnance and construction sectors in the following business segments:

Specialist Relocation – providing specialist manpower equipped with specialized material handling tools, equipment and vehicles to relocate the machinery and equipment of our customers within their premises, from one location to another location within a country, or from one country to another. The Chasen Group acts as a strategic partner to its customers in the management

of their global relocation needs through projects or maintenance contracts. The Group is equipped to handle very sensitive machinery and equipment in cleanroom and "raised floor" environment.

Third Party Logistics – including packing, packaging, trucking, distribution, freight forwarding, warehousing and related services. We pack machinery and equipment to Original Equipment Manufacturer ("OEM") specifications utilizing specialized packaging material before they are transported to their new locations. Our cross-border trucking services are capable of delivering goods from Singapore through Peninsular Malaysia into Thailand, Myanmar and across Indo-China, Vietnam and into China. Most of our warehouses are air conditioned and humidity controlled, with floor level space for heavy equipment/ machinery or racked for palletized goods storage.

Technical & Engineering Services – covering design, fabrication and installation of steel structures, mechanical and electrical installations including hook-up for production facilities, parts refurbishment, engineering and spares support, facilities management, scaffolding equipment and services, contract manufacturing, water treatment and process engineering services.

The Group's diversified revenue base and longstanding customer relationship provide a strong fundamental that would enable the Group to weather business cycles in specific industry. Its business model and growth strategy have positioned the Group to benefit from growth opportunities in the region and to increase the proportion of recurring income in Group revenue.

### The three core business segments are as follows:



#### SPECIALIST RELOCATION

Serves as the strategic partners to our customers in the management of their global relocation needs through projects or maintenance projects.

We provide specialist manpower equipped with specialized material handling tools, equipment and vehicles to relocate our customers' machinery and equipment, either within their premises or from one location to another location.



#### THIRD-PARTY LOGISTICS

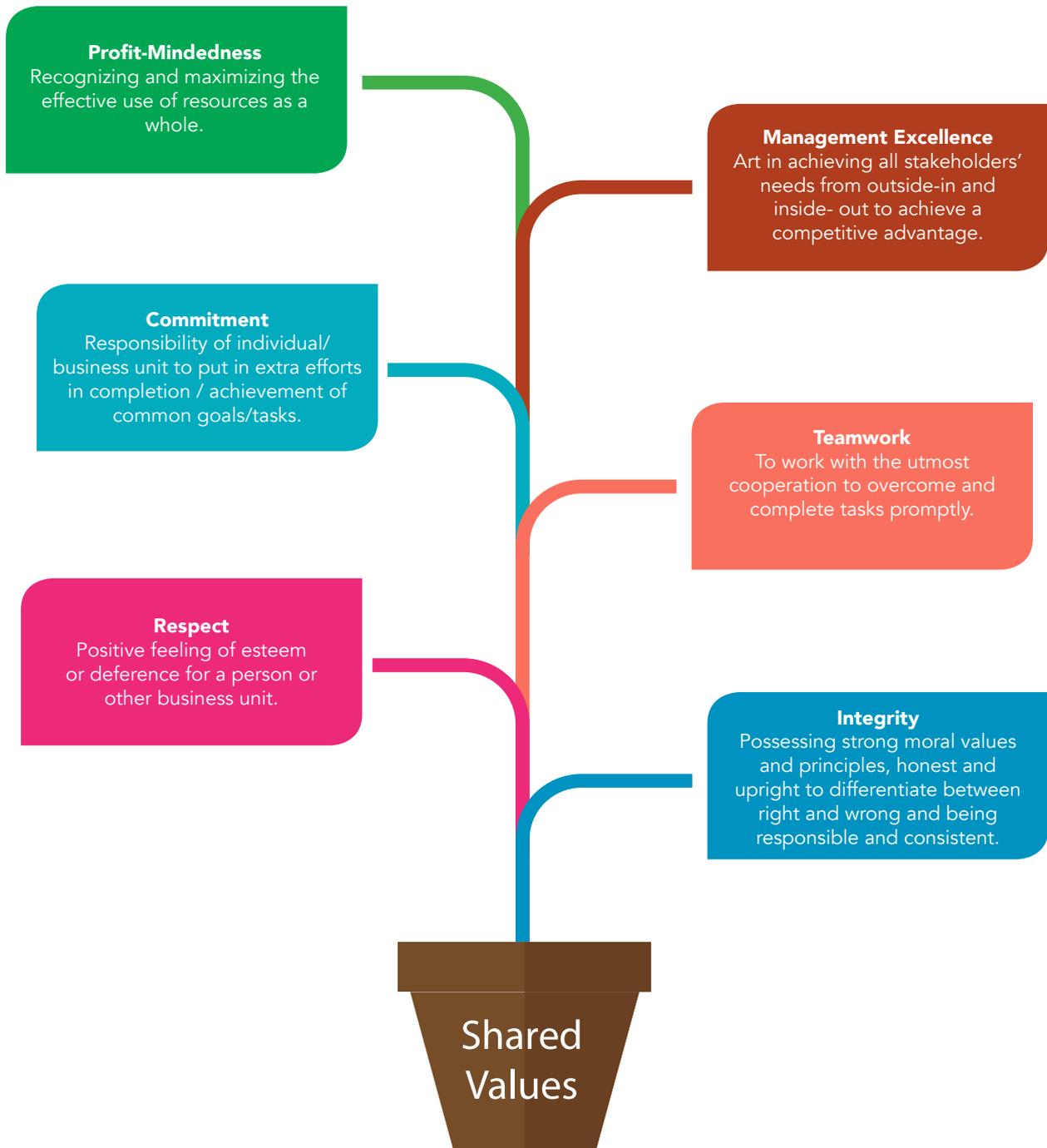
Provides packing, packaging, trucking, distribution, freight forwarding, warehousing and related services.

We pack machinery and equipment to the Original Equipment Manufacturers' (OEM) specifications utilizing specialized packaging materials before they are relocated to new destination.



#### TECHNICAL & ENGINEERING SERVICES

Provides design, fabrication, and installation of steel structures, as well as mechanical and electrical installation including hook-up for production facilities, parts refurbishment, engineering and spares support, facilities management, scaffolding equipment and services, contract manufacturing, and water treatment and process engineering services.



## ECONOMIC CONTRIBUTION TO SOCIETY

Headquartered in Singapore, with operations across Asia and extending to the United States of America, Chasen Group manages our operations in accordance with our sustainability principles. Management work closely with our operation staff to identify and consider any sustainability opportunity and risk that may arise.

Chasen operates with close purview of long term sustainability risks and opportunities. We therefore view our business performance beyond short term gains and financial bottomline. Our conviction is to achieve a balanced triple bottomline, i.e. People, Profit, Planet, for sustained growth for the organization and the community it operates in.

The success of our business is highly dependent on the commitment of our management and staff. Their knowledge, professional expertise and their job satisfaction are key to our economic sustainability.

More importantly, we strive to contribute positively to society through our economic presence by serving as Singapore's leading specialist relocation company in South-East Asia, China and the United States of America, while maintaining good stewardship of the resources we manage and generating good shareholders' value.

Our business model focuses on cost leadership without compromising our service level and highest priority on customer's interest. We seek organic growth from the existing business units as well as through the acquisition of new businesses that reap good returns.

The Group's vision is to be a leading global integrated service provider with turnkey capabilities in supporting the development of new or relocated manufacturing and service operational facilities in this region and beyond. To achieve this, the Group continues to conduct internal reviews to further develop the capability and synergize the operations of its diverse business segments.

During the financial year ended 31 March 2019 ("FY2019"), all three business segments of the Chasen Group reported improved sales through greater market reach and traction.

Our business has remained relatively unaffected by the on-going global trade tensions as the strategic initiatives

being implemented by the relevant group subsidiaries have continued to bear fruit. The Group achieved our highest-ever full-year gross profit of S\$32.1 million and annual revenue of S\$131.9 million since our listing on the Singapore Exchange.

The Group expects to be well on its way to achieve its target of S\$200 million in revenue by 2020 through the following strategies:

- I. Scaling up relocation business in China, Malaysia, Vietnam and the US;
- II. Growing the 3PL cross-border land freight business; and
- III. Streamlining Singapore operations, particularly the Technical & Engineering operations, to improve internal cost efficiencies.

Chasen as a whole continues to leverage on our expertise and track record to strengthen our foothold in existing markets, as well as expand into new markets such as the USA and India. To that end, the Group remains committed to continuous review and follow through with its strategic initiatives in the year ahead that include:

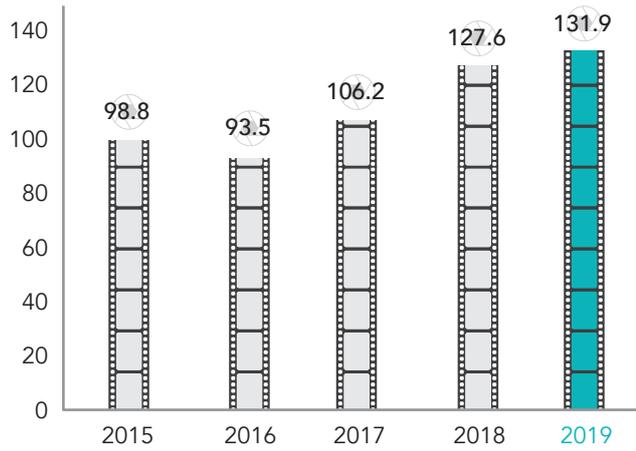
- Providing complementary services to our relocation clients in China, such as air-conditioned & humidity control warehousing, cleanroom facilities for equipment refurbishment;
- Growing the geographical and service coverage of its 3PL cross-border land freight business; and
- Streamlining Singapore operational facilities and refining the cost structure of our T&E business segment.

Apart from challenges faced by the individual business units' operation in their respective markets, the Group remains mindful of macro-economic factors that can dampen business and investment confidence in the new fiscal year.

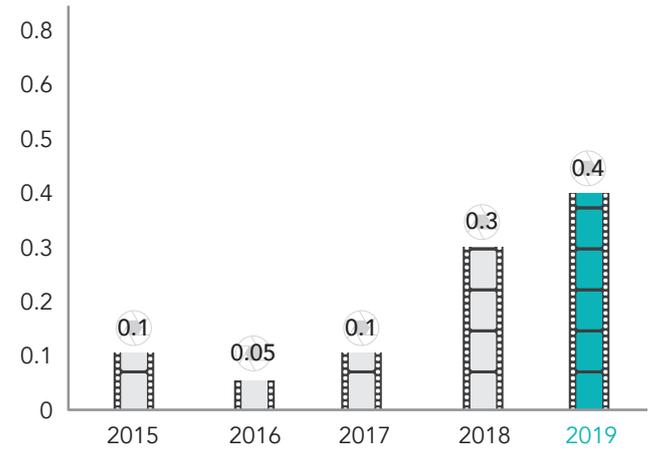
For more information on Chasen's financial and business performance, please refer to financial highlights in page 9-10 in this report and the annual report FY2019.

## FINANCIAL HIGHLIGHTS

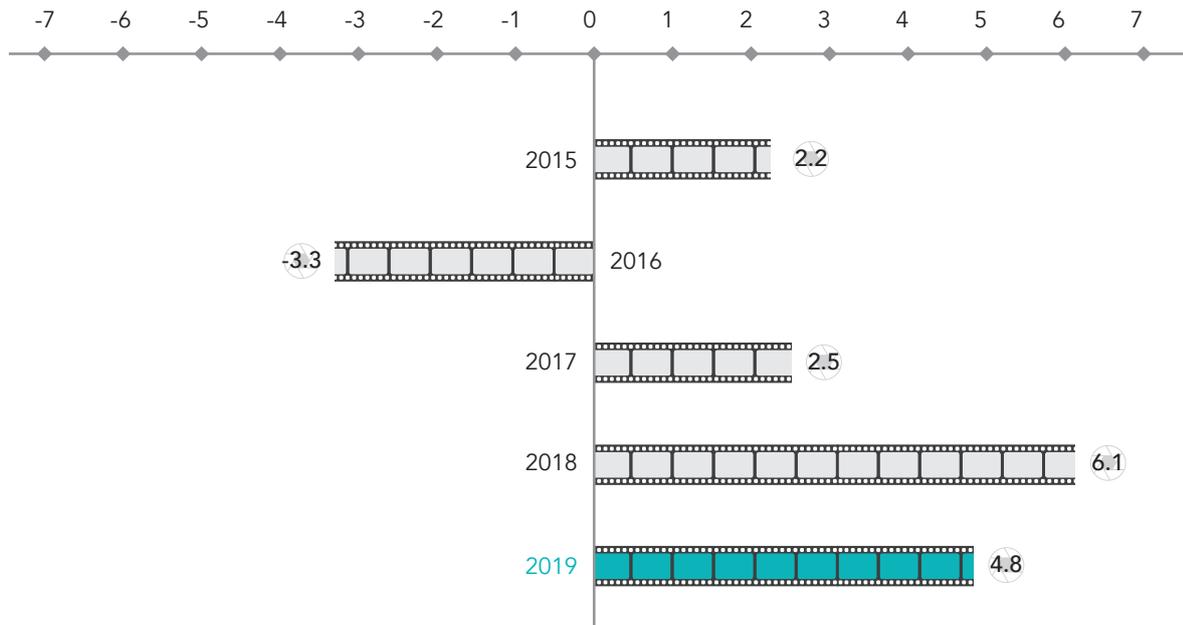
### REVENUE ANALYSIS (S\$'MIL)



### DIVIDEND PER SHARE (CENTS)

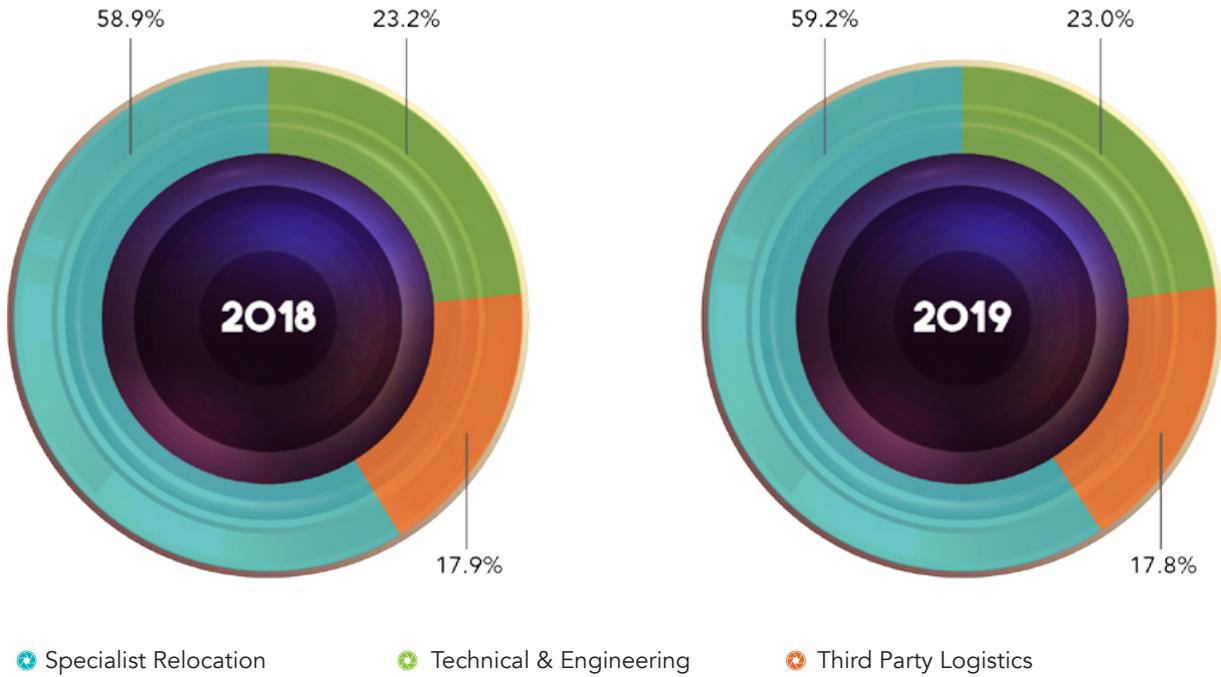


### PROFIT/ (LOSS) AFTER TAX (S\$'MIL)

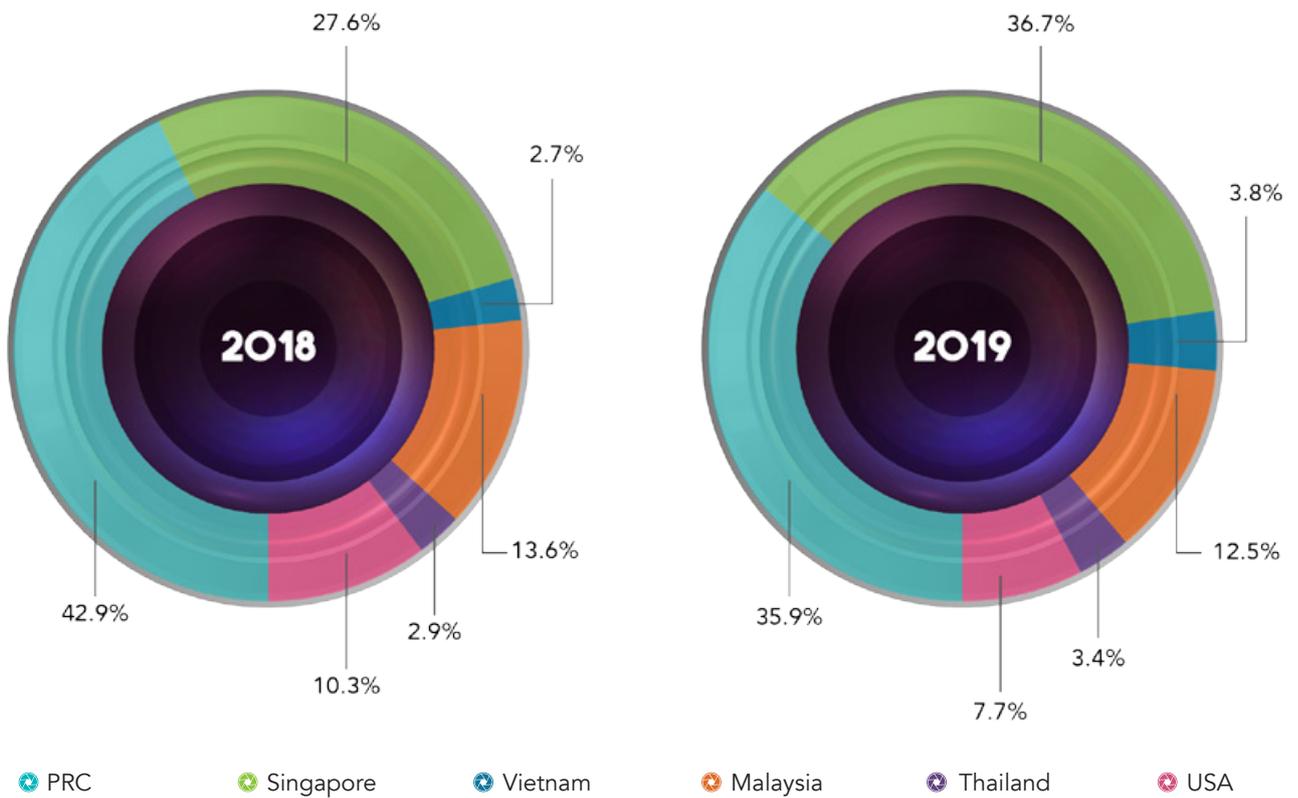


## FINANCIAL HIGHLIGHTS

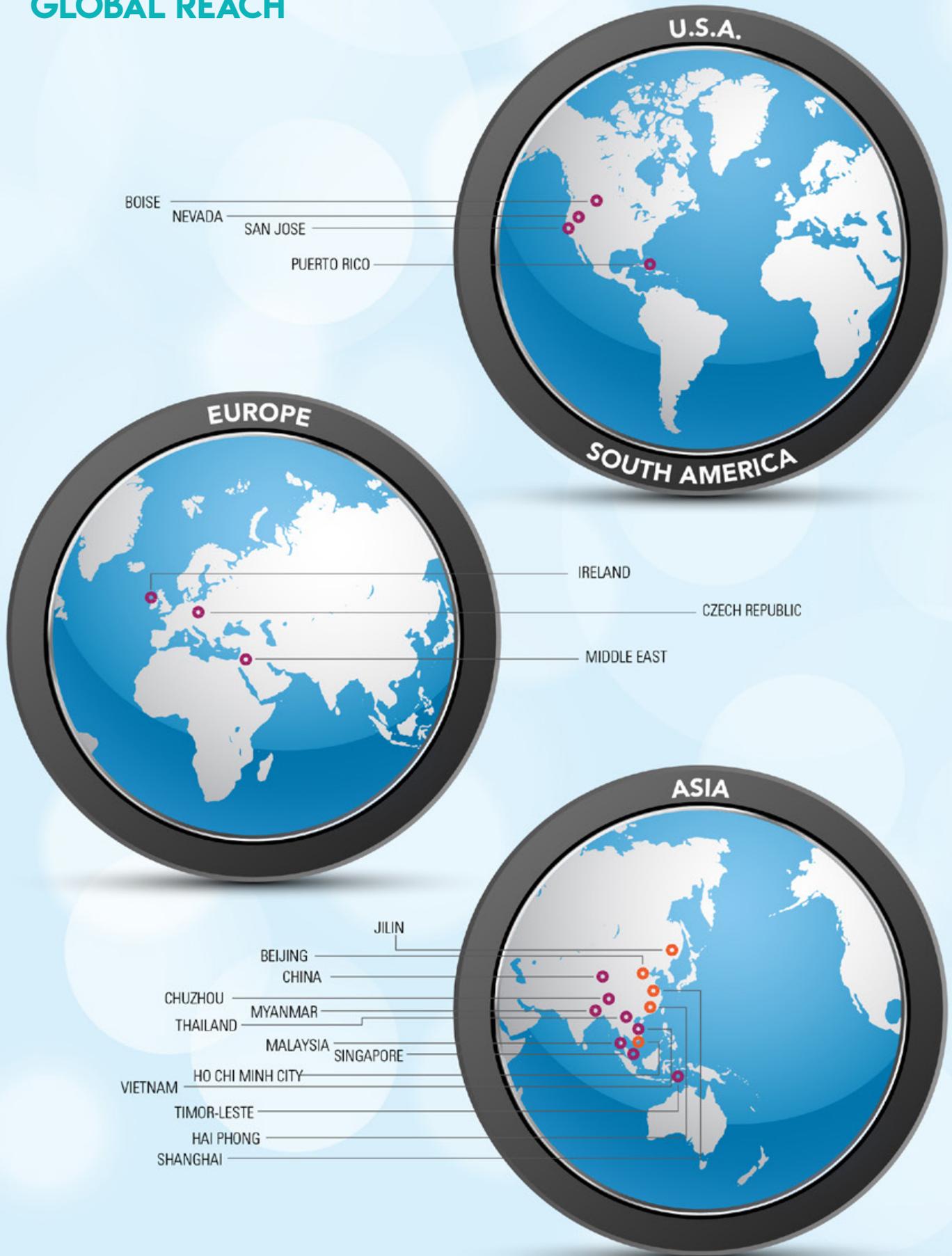
### REVENUE BREAKDOWN BY BUSINESS SEGMENT



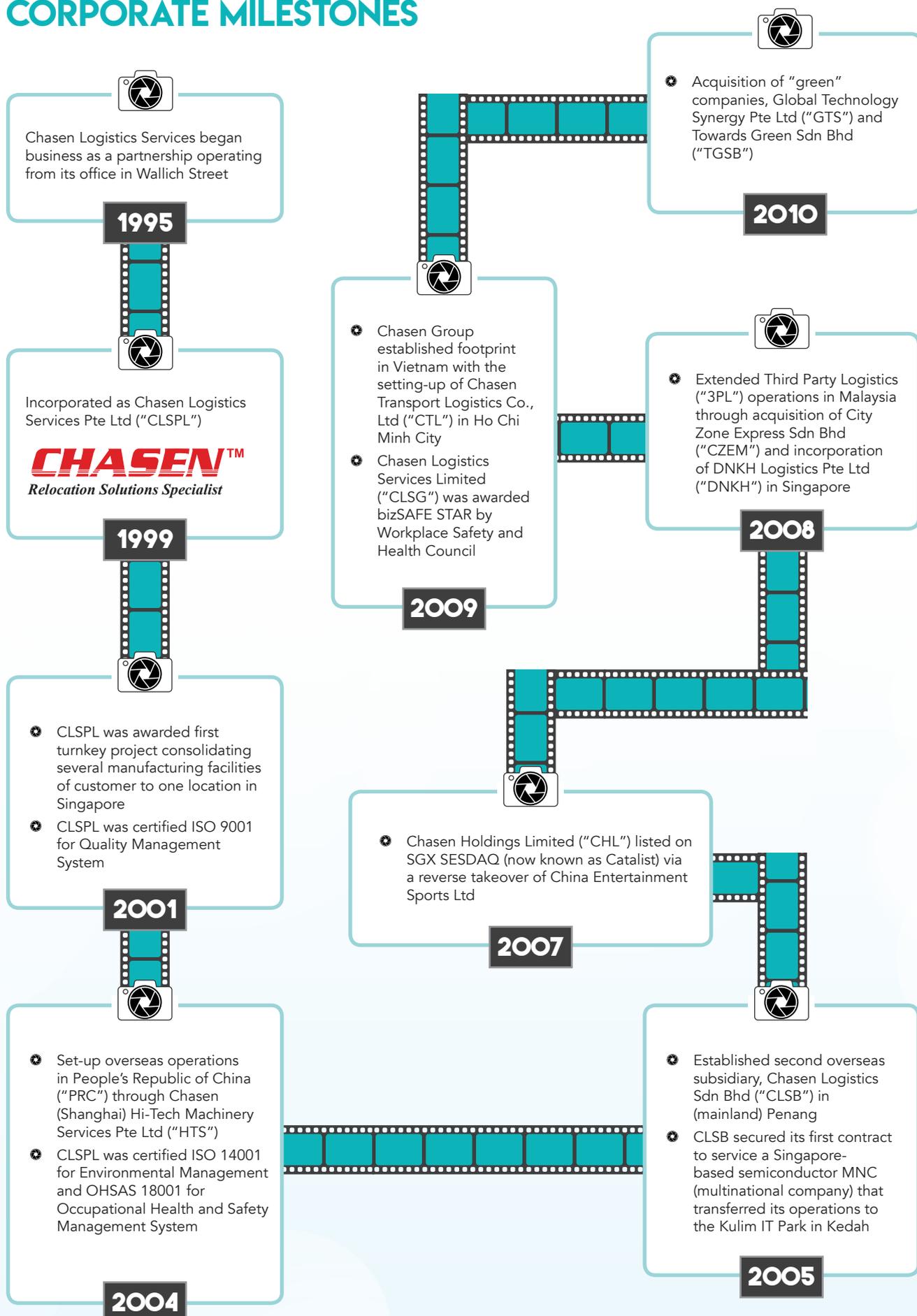
### REVENUE BREAKDOWN BY GEOGRAPHICAL REGION



## GLOBAL REACH



## CORPORATE MILESTONES





- Surpassed FY2018 historical high by 3% at S\$131.9 million
- 3PL subsidiary, CZEM secured MNC contracts for cross-border land freight from Malaysia to Vietnam and China to Singapore with complementary warehousing in Singapore and Malaysia
- 3PL CZE Group established an office in Shanghai
- CLSG certified ISO 620:2016 for Good Distribution Practice for Medical Devices

**2019**



- Chasen Group achieved its highest revenue to date at S\$127.9 million
- HTS secured relocation contract for pilot phase of the world's first 11th Generation TFT LCD plant in Shenzhen, PRC
- 3PL established bonded warehouse in Penang and office in Vietnam to manage cross-border land freight business
- C-USA secured the third phase of automobile product manufacturing plant project valued at US\$9.3 million

**2018**



- Chasen Group exceeded S\$100 million revenue benchmark for second time amassing S\$106.2 million
- HTS achieved highest contracts secured totalling S\$50 million (RMB245 million)
- 3PL established air and sea freight business in Thailand to complement its cross-border trucking operations

**2017**



- Established a joint venture 3PL company in Thailand, City Zone Express Company Limited ("CZET") with operating offices in Bangkok and Songkhla
- C-USA clinched US\$12 million (S\$17 million) project for handling of inbound cargo and move-in of equipment and materials for an automobile product manufacturing plant
- Incorporated Strategic Business Plan for each business unit that would support the Group strategy in achieving our Corporate Vision

**2016**



- Established a global marketing office, Chasen (USA), Inc. ("C-USA") in San Jose, California, USA

**2015**



- HTS was awarded first major Korean project to relocate an OLED (organic light-emitting diode) production line from Busan, South Korea to Shanwei, Guangdong Province, PRC
- CHL was awarded the Certificate of Excellence in "Best Investor Relations by a SGX-Catalist Company" at the IR Magazine South East Asia Awards 2011

**2011**



- Chasen Group achieved record historical high revenue of S\$99 million since listing (in 2007)
- CHL was recognized as one of the World's Top 1000 Fastest Growing Public Companies in 2011 by the International Business Times (announced in January 2012)

**2012**



- Chasen was transferred from Catalist to the Main Board of the SGX-ST on 26 February 2013
- Ho Chi Minh City-based CTL awarded its first major move-in and installation project worth of US\$0.9 million (S\$1.1 million) by a Japanese tyre manufacturer in Hai Phong, Vietnam
- Singapore-based CLSG secured its maiden relocation project worth of US\$4.25 million (approximately S\$5.4 million) from the Middle East.
- CLSG and REI Technologies Pte Ltd ("REI") collaborated in building 100k cleanroom to house a Facilitized Refurbishment and Testing Centre ("FRTC") and supporting logistics services for the refurbishment of wafer fab machine tools for a Japanese OEM (original equipment manufacturer)

**2013**



- Chasen Group surpassed S\$100 million revenue mark for the first time in its corporate history
- Chasen Group introduced Shared Values as the basis to develop our corporate culture and growth strategy

**2014**

## OUR SUSTAINABILITY VISION



### ECONOMIC

- Generate good return to shareholders  
Cost & Skills Leadership
- Maintain market leadership position
- Drive consistent business prospects through organic growth & acquisition



### ENVIRONMENTAL

- Promote a strong environmental friendly culture
- Environmental conservation through adopting "Reduce, Reuse, Recycle" and energy efficient practices



### SOCIAL

- Build a resilient organization and caring society
- Provide the financial mechanism to promote greater support for the short-term micro-financing in society
- Build partnership and bonds with stakeholders
- Personal development focuses on KPIs, training and employee engagement program



### GOVERNANCE

- Focus on risk management by having good corporate governance and well-developed policies and procedures which are periodically checked for compliance
- Compliance management with all applicable laws and regulations.

## LEGAL COMPLIANCE AND CORPORATE GOVERNANCE

Corporate governance and compliance have always been one of the top priorities for the Company. The decision-making process in the Company is strictly in line with legal and regulatory requirements and in compliance with the Code of Corporate Governance issued by Monetary Authority of Singapore and the Singapore Companies Act.

The Company has not received any correspondences or notifications in relation to any non-compliance of legal and regulatory requirements or the Code of Corporate Governance from any government and regulatory agencies in FY2019. The Audit Committee received no whistle-blowing letters during the year.

## ETHICS & INTEGRITY

We promote 'an ethical and act with integrity' culture throughout the Company. We seek to conduct our business in an ethical manner and in compliance with the best practices in the different industries we operate in. All Directors, operations and management staff are required to fully comply with our principles set in our Employee Handbook and employment contract.

The Employee Handbook details our expected standards of employee's professional behavior towards our business partners whom we have business dealings with, to the community whom we serve and towards each other as employees of the Company. Above all, we are inculcated with strong corporate values to act with integrity.

## ANTI-CORRUPTION AND ANTI-FRAUD

With zero-tolerance policy to bribery and corruption, we have put in place effective monitoring and management control systems to detect bribery, fraud or other malpractice activities directly at the source.

We have established a whistle-blowing mechanism for employees and any other concerned stakeholders such as customers and their families, suppliers, competitors and contractors.

Serious concerns relating to financial reports, unethical or illegal conduct can be reported in writing and dispatch via fax, electronic mail or snail-mail to the Company Secretary. The matter will be brought to the attention of the Chairman of the Audit Committee.

Our stakeholders can be assured that all reports or suspicions of potential breaches of our Employee guidelines are taken seriously by the Group.

## COMPLIANCE WITH LAWS AND REGULATIONS

The Group is proactive in ensuring its compliance with all relevant laws and regulations. Our management team is responsible to review and monitor the Group's policies and practices in respect to legal and regulatory requirements across all operations.

Any non-compliance of the relevant laws and regulations and the proposed resolutions will be reported to the Board of Directors on a quarterly basis.

The Group has put in place policies and procedures to ensure compliance with the relevant laws and regulations to all the national jurisdictions we operate in.

At corporate level, we also ensure that we are in compliance, both in substance and in spirit, with the Listing rules of SGX Securities Trading (SGX-ST), Securities and Futures Act and Singapore Companies Act.

Any new enactment of or changes to the relevant laws and regulations will be communicated to all operations and management staff via emails and small group meetings. Such communication is necessary to ensure that all staff are aware of the changes and can carry out the necessary steps and actions to ensure compliance.

While we seek to leverage our data to serve our customers responsibly, we adhere and uphold the Personal Data Protection Act ("PDPA"). We have put in place policies to ensure we are in compliance with PDPA and we respect our customers' choices in respect of their personal data and the protection of our customers' privacy.

There is no incidence of product and service misinformation and labelling or marketing communications.

## RISK MANAGEMENT

The Group recognizes the importance of risk management and how business risks may adversely affect Chasen's business performance.

While it is the responsibility of the Audit Committee, as delegated by the Board of Directors, to oversee the effectiveness of our risk management and internal controls. The core function of internal audit is the responsibility of the Board.

For the financial year ended 31 March 2019, the Board has received assurance from the Managing Director and CEO as well as the Chief Financial Officer that the financial records have been properly maintained and the financial statements give a true and fair view of the Group's operations and finances; and the Group's risk management and internal control systems are sufficiently effective.

## SUPPLY CHAIN & PROCUREMENT PRACTICES

We have maintained a strong partnership with the local and regional suppliers for our specialist relocation, third party logistics and technical & engineering services.

We believe in transparency in our supply chain and our approach is to positively engage with suppliers if we

identify any issues. Any non-compliance with the guidelines of local and international regulatory bodies will result in us not embarking on or discontinuing the procurement and business relationship with them.

## SERVICE QUALITY AND RESPONSIBILITY

For an integrated logistics services provider like Chasen, our service quality and responsibility to our customers ranks high for the sustainable success of the Company.

We are committed to providing reliable and high quality logistics solutions to our customers. We emphasize on service excellence to every customer.

Our operations and professional staff serve our customers professionally and ethically.

**Target:**

We plan to introduce customer satisfaction survey to measure and monitor the customer satisfaction among our clients.

We strive to embrace environmental sustainability by managing environmental conservation through adopting 'Reduce', 'Reuse', 'Recycle' and energy efficient practices. As part of our initial efforts, we will align our environmental performance in our Singapore operations to key evaluation

criterion for water consumption and energy conservation for both electricity and diesel consumption.

There is no incident of non-compliance with environmental laws and regulations reported.

## WATER AND ENERGY CONSERVATION

In Singapore. Our water supply we tapped upon is provided by Public Utilities Board and we disposed used water into the public sewage system. In our overseas operations, the water supply is drawn from the local utilities companies.

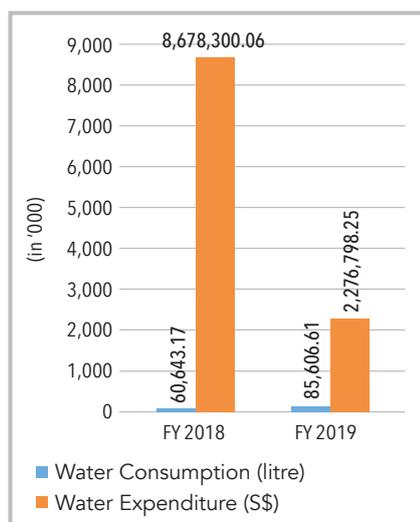
At the regional level, our water consumption increased by 73.8% and expenditure increased by 41.2% respectively. In terms of electricity, our consumption and expenditure increased by 3.05% and 11.9% respectively. For diesel, our consumption decreased by 5.52% and expenditure increased by 2.15% respectively.

For FY2019, our water consumption in Singapore decreased by 38.4% and expenditure increased by 29.7% respectively. In terms of electricity, our consumption and expenditure decreased by 5.99% and 2.68% respectively. For diesel, our consumption increased by 20.73% and expenditure increased by 103.6% respectively.

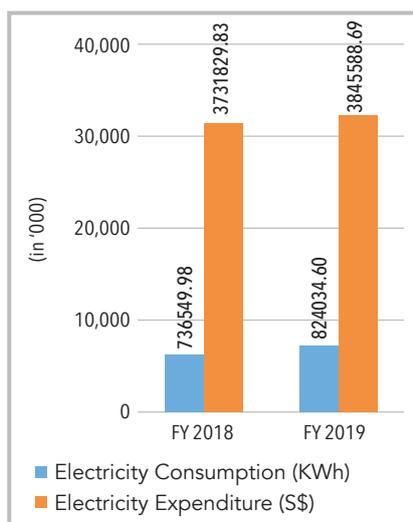
While we take conscientious efforts to conserve water and electricity, we are currently reviewing our utilization rates and will implement measures to reduce the utilization rates.

### CHASEN GROUP

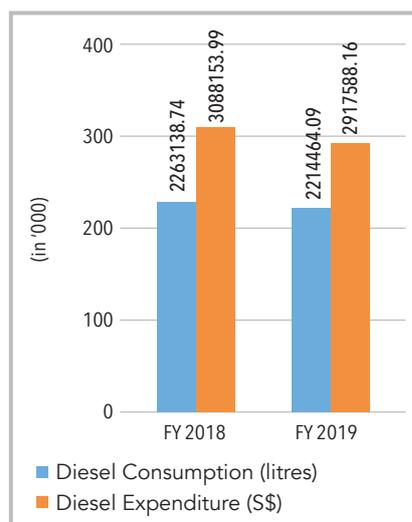
#### Water (FY 2018-2019)



#### Electricity (FY 2018-2019)

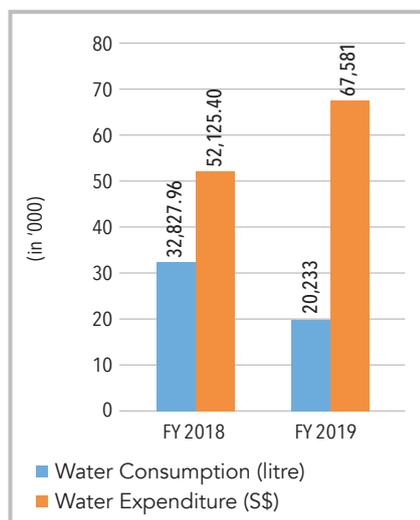


#### Diesel (FY 2018-2019)

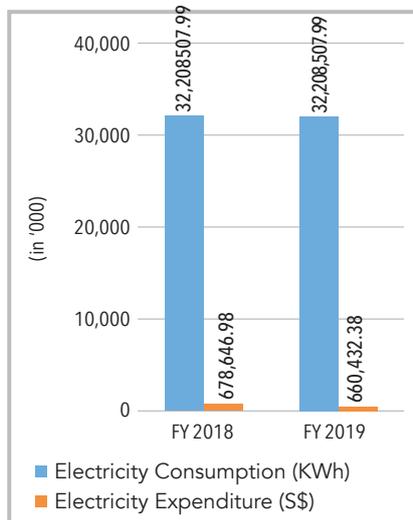


### CHASEN SINGAPORE

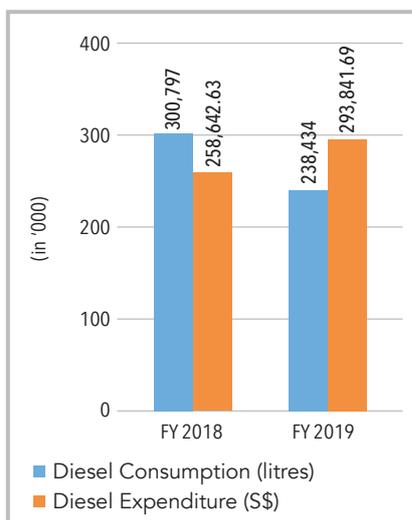
#### Water (FY 2018-2019)



#### Electricity (FY 2018-2019)



#### Diesel (FY 2018-2019)

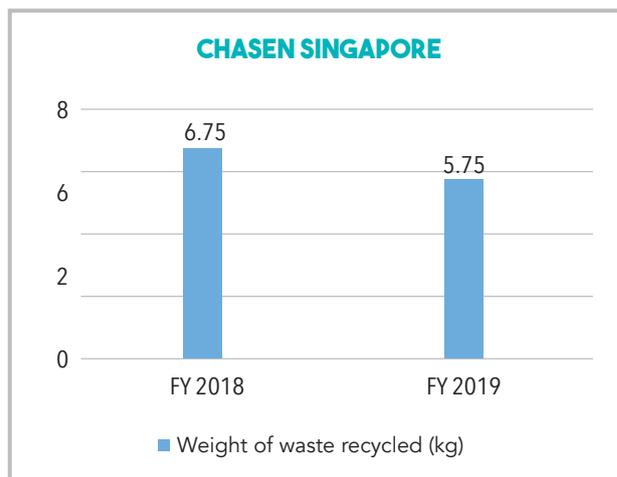


## WASTE MANAGEMENT

The Group also takes a concerted approach to ensure we adopt a responsible waste management process within our business operations.

We will be reviewing and fine tuning our waste management system to ensure optimal recycling for the all the raw materials, mainly wood and steel, are properly disposed or recycled.

In FY 2019 alone, we have recycled 5.75kg of waste in Singapore, a decrease in 14.8% of waste from the previous year.

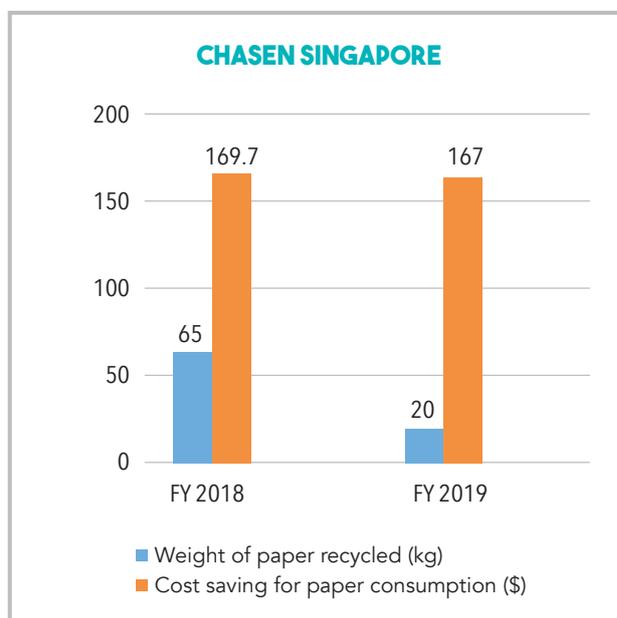


## PAPER USAGE

We have launched our Go-Green initiatives across all our operations and Corporate Office. The implemented initiatives aim to encourage the 'Reuse', 'Recycle' and 'Reduce' of papers through the following ways:

- 'Reduce' the use of papers through double-sided printing and print only when necessary.
- 'Reuse' the blank side of printed papers for non-confidential and draft documents. We plan to roll out the daily operations reports to be electronic and paperless form, going forward.

In Singapore, we have successfully recycled 20kg of paper in FY2019, a decrease of 69% from the past year. This reflect an efficiency in the paper usage of the company as there are less waste paper to be recycled.



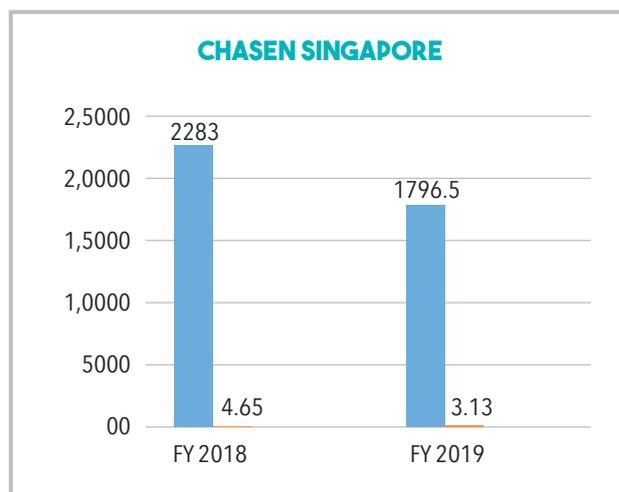
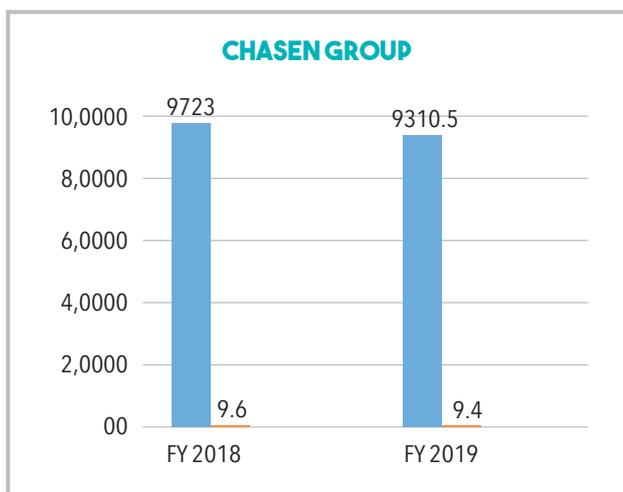
## EHS TRAINING & DEVELOPMENT

We strive to maintain a high commitment in training and development for our workforce. However, in FY2019, our total training hours and average training hours per employee had declined due to the increase in our staff strength.

In Singapore, both the total training and average training hours per employee have declined 21.3% and 32.7% respectively.

At the Group level, total training and average training hours per employee have declined 4.2% and 2.39% respectively.

Hence, we have set our goals to raise the bar for EHS training and EHS hours by 20% in the next three years.



	FY 2018	FY 2019
Total Training Hours (Hr)	9723	9310.5
Average Training Hours per employee (Hr)	9.6	9.4

	FY 2018	FY 2019
Total Training Hours (Hr)	2283	1796.5
Average Training Hours per employee (Hr)	4.65	3.13

### Target:

We have set our goals to raise the bar for EHS training and EHS hours by 20% in the next three years.

We have plans to measure the carbon footprint and the Greenhouse Gases (GHG) Emission of our business operations progressively over the next three years.

## PEOPLE

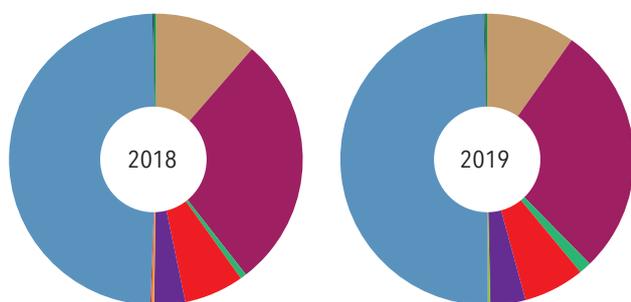
Pivotal to our success is our people performing at their best. We value the vital contributions by all employees towards sustaining Chasen's long term success.

To underscore our care and commitment towards our employees, Chasen drives a holistic human resource ("HR") strategy focused on fair remuneration and equal

opportunities, training and development, employee wellness and engagement, and work-life harmony. We are taking progressive steps to go beyond compliance with labor laws in Singapore to develop and implement policies and staff engagement programs that aim to help employees build long-term, fulfilling careers with Chasen.

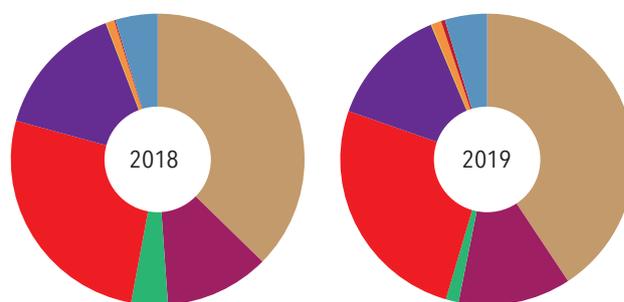
## DIVERSITY & EQUAL OPPORTUNITY

**CHASEN GROUP**  
NATIONALITIES (%)



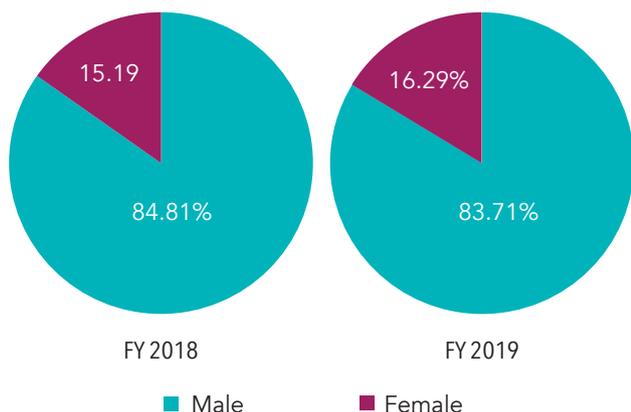
Nationality	FY 2018 (%)	FY 2019 (%)
Singaporean	11.34	9.75
Malaysian	28.16	27.95
Filipino	0.68	1.36
Indian	6.6	6.73
Bangladeshi	3.41	3.87
Indonesian	0.02	0.01
Myanmar	0.28	0.23
Thai	0.11	0.03
Chinese (PRC)	49.03	49.69
Vietnamese	0.1	0.1
Americans	0.28	0.28
<b>Total</b>	<b>100</b>	<b>100</b>

**CHASEN SINGAPORE**  
NATIONALITIES (%)

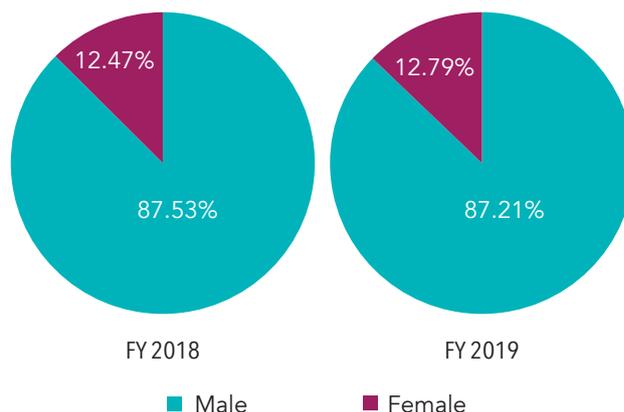


Nationality	FY 2018 (%)	FY 2019 (%)
Singaporean	40.71	37.36
Malaysian	12.41	11.52
Filipino	1.41	4.03
Indian	25.84	26.37
Bangladeshi	13.37	14.96
Indonesian	0.06	0.05
Myanmar	1.1	0.91
Thai	0.44	0.14
Chinese (PRC)	4.65	4.66
<b>Total</b>	<b>100</b>	<b>100</b>

**CHASEN GROUP**  
GENDER RATIO (%)



**CHASEN SINGAPORE**  
GENDER RATIO (%)



Identifying, recognizing and rewarding quality employees is essential in our hiring and retention strategy. We advocate fair employment practices by ensuring equal opportunities for recruitment, fair compensation, career progression and training opportunities. We provide fair employment opportunities to all, regardless of age, gender, race, or nationality.

Chasen advocates a policy of harnessing diversity in human resource as evidenced by a fair distribution of employees from different nationalities and age groups to support our key markets in Singapore.

In FY2019, Chasen Group has increased by 4.8% with a stable labor force of 1220 with continued expansion in

all four major regions. In FY2019, Chasen's employee strength in Singapore has expanded by 16.9%. Overall, there is a well-balanced diversity of 9 nationalities within Chasen's workforce.

At Chasen Group level, there is a male dominance of 83.71% in the staff strength largely due to the nature of logistics and engineering industries. We ensure that fair work practices and remuneration are ascertained based on individual work performance and not on any gender consideration. No form of discrimination is tolerated within our organization. There has been no incident of gender discrimination.

## FAIR & OPEN EMPLOYMENT POLICY

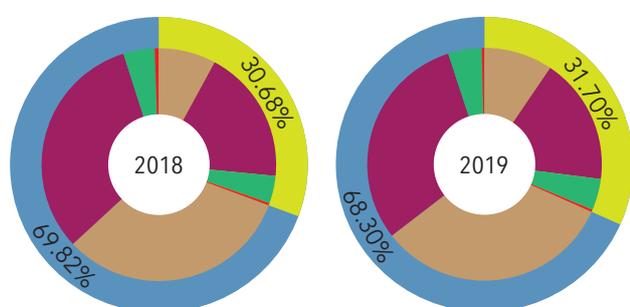
Chasen maintains a policy of fair and open employment policy through providing fair employment opportunities to both young and older workers above aged 65 years old. In Singapore, its workforce has a good balance of age distribution, with 27.1% under the 30-year old group and 2.23% above the 65 years old age group.

At the regional level, 42.27% under the 30-year old group and 0.66% above the 65 years old age group.

As at 31 March 2019, the youngest staff is 22 years old while the oldest employee is 72 years old.

### CHASEN GROUP

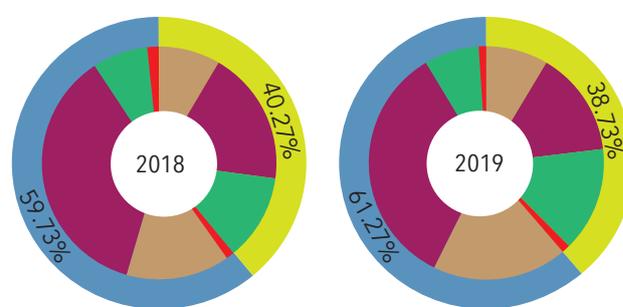
#### EMPLOYEE AGE PROFILE (%)



	FY 2018	FY 2019
<b>EXECUTIVES</b>		
Below 30 yrs	7.89	9.46
31 to 50 yrs	18.66	17.57
51 to 65 yrs	3.83	4.38
Above 65	0.30	0.29
<b>GENERAL WORKERS</b>		
Below 30 yrs	32.40	32.81
31 to 50 yrs	32.04	30.49
51 to 65 yrs	4.32	4.64
Above 65	0.56	0.37
<b>Total</b>	<b>100</b>	<b>100</b>

### CHASEN SINGAPORE

#### EMPLOYEE AGE PROFILE (%)



	FY 2018	FY 2019
<b>EXECUTIVES</b>		
Below 30 yrs	8.46	8.54
31 to 50 yrs	18.67	14.54
51 to 65 yrs	11.95	14.5
Above 65	1.19	1.15
<b>GENERAL WORKERS</b>		
Below 30 yrs	14.29	18.58
31 to 50 yrs	36.24	34.08
51 to 65 yrs	7.63	7.53
Above 65	1.58	1.08
<b>Total</b>	<b>100</b>	<b>100</b>

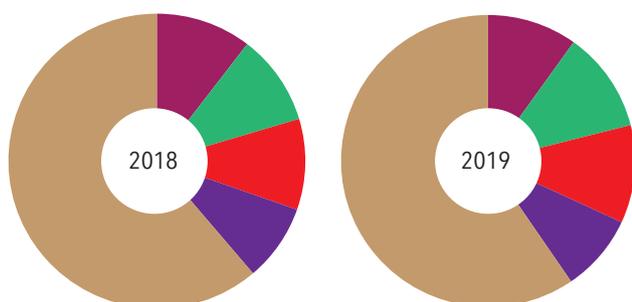
Our strategy for recruitment and retention of talents include cooperation with professional institutions, talent pool development and retention, and staff grievance mechanism.

In terms of employee skills profile, we have maintained a fair proportion of professional and management team to lead and drive the business growth in our three

business segments. Our business is highly dependent on senior experienced staff with over 10-20 years of experience between them. Through the organic growth of complementary businesses over the years, we have also strengthened the retention of our pool of senior staff whose professional expertise and strong customer relationship have been critical in the sustainable success in the three business segments.

## CHASEN GROUP

### PMET CLASSIFICATION (%)



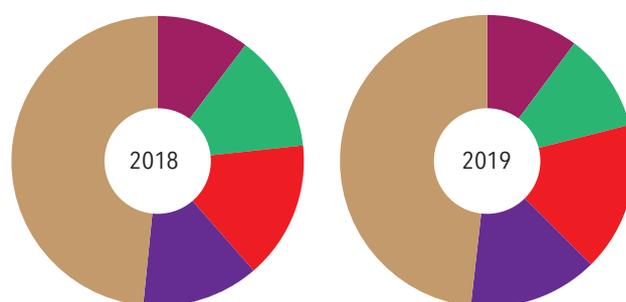
PMET Classification	FY 2018 (%)	FY 2019 (%)
Professional	10.41	9.88
Management	9.97	11.17
Executive	9.97	10.85
Technical	8.44	8.56
Others	61.21	59.54
<b>Total</b>	<b>100</b>	<b>100</b>

We are continuously recruiting talents, particularly younger talents and grooming them through mentorship and on-the-job training program.

Our recruitment policy is based on meritocracy and the pre-requisite skills and academic qualifications required to perform the required job scope. During recruitment, we

## CHASEN SINGAPORE

### PMET CLASSIFICATION (%)



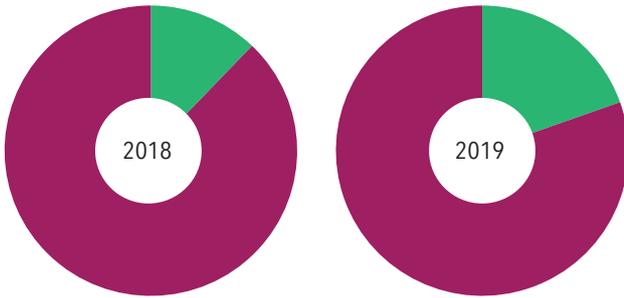
PMET Classification	FY 2018 (%)	FY 2019 (%)
Professional	10.25	10.1
Management	13.04	10.92
Executive	15.33	16.5
Technical	12.97	14.26
Others	48.42	48.23
<b>Total</b>	<b>100</b>	<b>100</b>

have implemented stringent shortlisting process to ensure we recruit people with the same values as we do.

We focus on retention of talents by providing fair and sustainable financial and non-financial incentives, and learning and development opportunities. Our compensation and benefits policies are determined by guidelines proposed.

## CHASEN GROUP

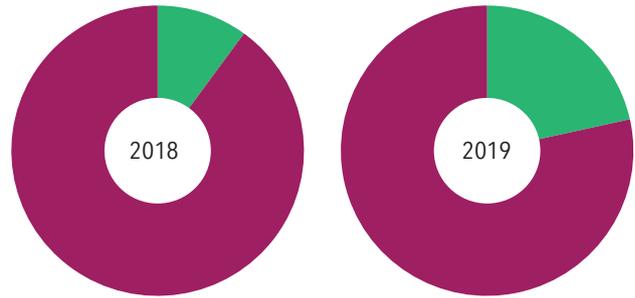
### STAFF TURNOVER (%)



	FY 2018 (%)	FY 2019 (%)
Staff Turnover	12.16	19.58
Staff Retention Rate	87.84	80.42

## CHASEN SINGAPORE

### STAFF TURNOVER (%)



	FY 2018 (%)	FY 2019 (%)
Staff Turnover	10.05	21.53
Staff Retention Rate	89.95	78.47

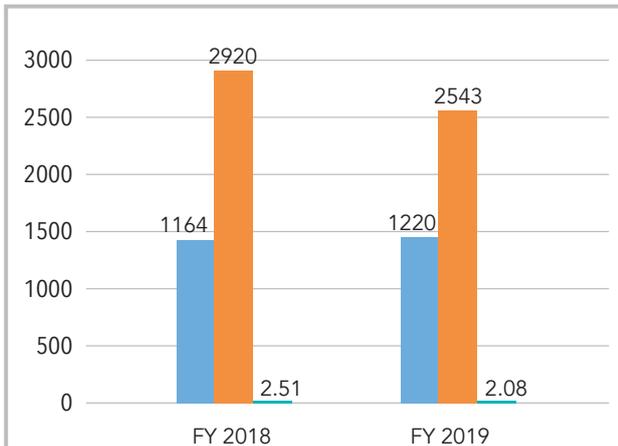
## EMPLOYEE TRAINING & DEVELOPMENT

We practise equal opportunities for skills training and career development for all staff and this has contributed to our high retention rate of 78.43% in Singapore and 80.42% at the Chasen Group level in FY2019 respectively.

Despite the increase in total training hours in Singapore, there is a marginal decrease in the average training hours per employee for employee training & development in FY2019 at both the Singapore and Group level.

## CHASEN GROUP

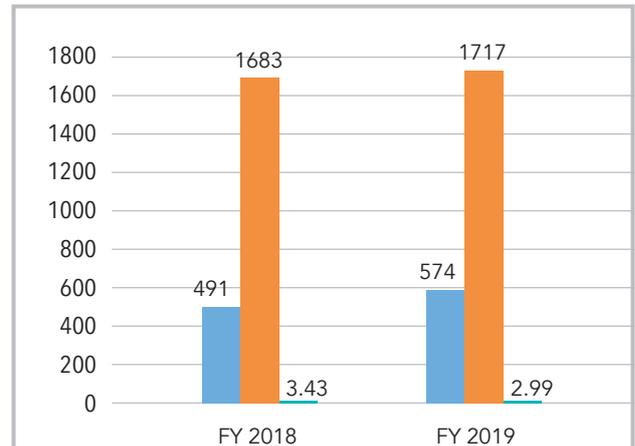
### TRAINING & EDUCATION (%)



	FY 2018	FY 2019
Total Staff Strength	1,164	1,220
Total Training Hrs (Hr)	2,920	2,543
Avg Training Hrs per EE (Hr)	2.51	2.08

## CHASEN SINGAPORE

### TRAINING & EDUCATION (%)



	FY 2018	FY 2019
Total Staff Strength	491	574
Total Training Hrs (Hr)	1,683	1,717
Avg Training Hrs per EE (Hr)	3.43	2.99

## EMPLOYEE WELLNESS & BENEFITS

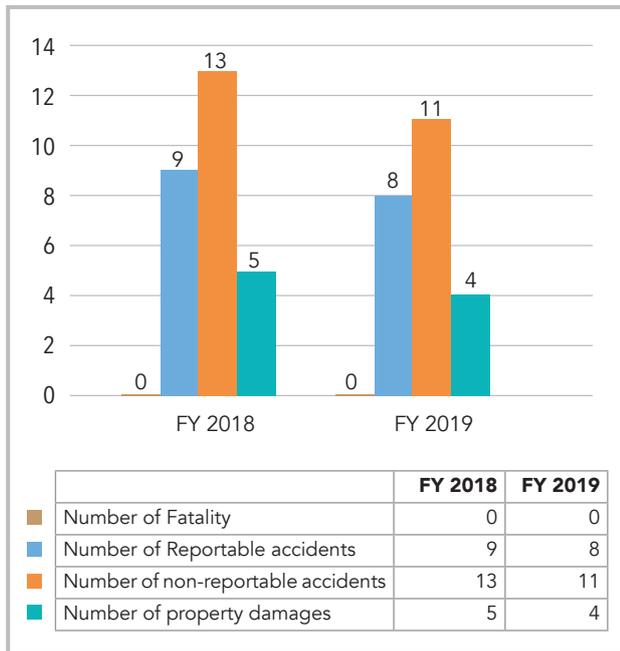
### Health and Safety

The Chasen Group is committed to embracing the highest standards of workplace safety and health (“WSH”) and environmental practices inculcating the best practices in the Chasen Group. We are guided by the steadfast

commitment to our employees for a safe working environment in which one can work and excel with full confidence.

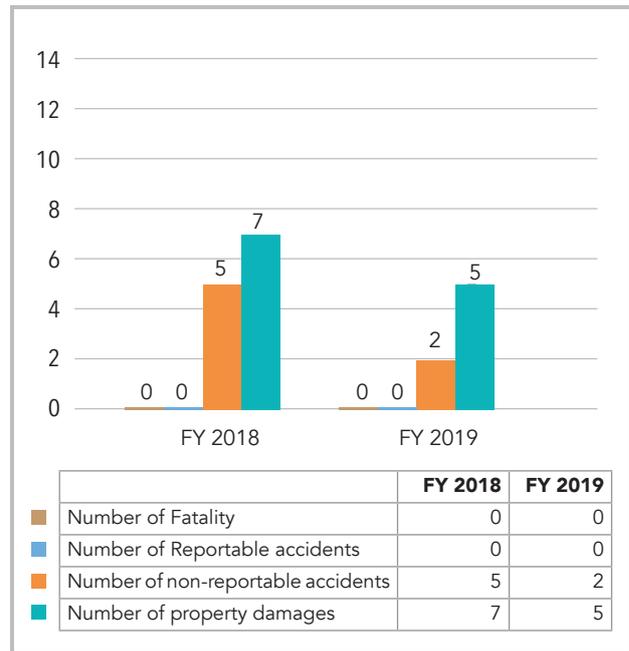
#### CHASEN GROUP

##### WORKPLACE HEALTH & SAFETY



#### CHASEN SINGAPORE

##### WORKPLACE HEALTH & SAFETY



The management team sets a strong foundation by providing clear direction within the organization of the value of an effective occupational health and safety management approach to foster risk-free and environmentally-friendly premises. We are building the environmental awareness and green practices to lead the group in adhering to all WSH regulations as stipulated by the Ministry of Manpower (“MOM”) and all the relevant authorities of the national jurisdictions we operate in.

Our operations are closely monitored and reviewed by our appointed safety officers, who ensure all employees comply to the codes of practice and safety procedures they have set out. Our emphasis on promoting workers’ health and improving occupational safety has resulted in

low numbers of accidents in our workplace and we will continue to uphold our mandate to target zero injuries and fatalities amongst our workforce.

Two of our business units have been bizSAFE STAR certified since 2012.

In terms of workplace health and safety records in Singapore, we had succeeded in reducing the number of reportable accidents and non-reportable accidents by 60% and 28.6% respectively. Likewise, at the regional level, we have managed to reduce the number of reportable accidents and non-reportable accidents by 12.5% and 15.4% respectively.

## LABOUR-MANAGEMENT RELATIONS

It is important to have effective communication between management and employees, so that employees are more engaged with the organization, and have a more positive attitude towards their work and loyalty to the Chasen Group.

Employees are provided with frequent management updates and adequate notice period regarding operational changes. We often engage our employees in the following ways:

- **Weekly Meetings**

Team managers have weekly meetings with the management team to review the operations.

- **Monthly Meetings**

The Audit Committee meets the business units' heads and accountants to review the monthly financials and to address to their business-related concerns.

- **Quarterly Meetings**

The Board of Directors meets to evaluate business progress and development and to review the Group's quarterly financial performance.

- **Informal Small Group Meetings**

Meetings are often held by management to listen and understand our employees' concerns and grievances.

## BUSINESS PARTNER & STAKEHOLDER ENGAGEMENT

We actively engage our business partners and stakeholders regularly to keep them abreast of the developments of our businesses.

Please see the section on Accountability to Stakeholders on page 4 for more information.

## CUSTOMER PRIVACY & DATA PROTECTION

The nature of our business warrants high level of security and confidentiality of our clients' personal data as well as the business transactions they have undertaken.

We adhere strictly to the guidelines set by the Personal Data Protection Act (PDPA). We have invested to ensure

our proprietary IT system meets the highest standards for IT security.

There is no incident of non-compliance with laws and regulations in the social and economic area reported.

## CORPORATE SOCIAL RESPONSIBILITY



### FOR OUR BUSINESS PARTNERS & STAKEHOLDERS

*Transparency & ethical practices*



### FOR OUR PLANET EARTH

*Stewarding resources for future generations*



### FOR OUR COMMUNITIES

*Helping develop thriving and resilient communities*

As a responsible corporate citizen, Chasen has vigilantly upheld the principle of corporate social responsibility ("CSR") in serving the communities we operate in, looking after the welfare of our employees, and building goodwill for our Group.

We took full responsibility of all the environmental and social resources under our stewardship. As a result, the Company has established a CSR policy which encompassed the review of the Group's activities in the following areas:

- To review and recommend the Group's policy with regards to CSR issues;
- To review the Group's environmental policies and standards;
- To review the social impact of the Group's business practices in the communities that it operates in;
- To review and recommend policies and practices with regard to key stakeholders (suppliers, customers and employees); and
- To review and recommend policies and practices with regard to regulators.

### OUR CSR FRAMEWORK

The Company aims to be recognized as an organization that is transparent and ethical in all its business operations as well as making a positive contribution to the communities, which it operates in. We are deeply committed to our Shared Values underpinning our CSR framework in the fulfilment of our social responsibility in achieving sustainable development for our future generations:

- Clear direction, strong leadership and open communication;
- Customer focus;
- Equality, fairness and transparency;
- Development of positive working relationships with others; and
- Respect for people

In FY2019, we have made annual donations to beneficiaries under the purview of the Lions Club Singapore and The Singapore Statutory Boards Employees' Co-operative T&L Society.

#### Target:

We plan to support more charitable organizations in Singapore and the regional markets we are operating in the next 1-3 years.

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201-2	Financial implications and other risks and opportunities due to climate change	N.A. This will be tackled when we embark on the carbon footprint measurement in the next 1-3 years.
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202-1	Ratios of standard entry level wage by gender compared to local minimum wage	N.A. There is no minimum wage in Singapore
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301-1	Materials used by weight or volume	N.A.
301-2	Recycled input materials used	18
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302-2	Energy consumption outside of the organization	N.A.
302-3	Energy intensity	N.A.
302-4	Reduction of energy consumption	This will be undertaken in the next 1-3 years
302-5	Reductions in energy requirements of products and services	N.A.
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303-1	Water withdrawal by source	17
303-2	Water sources significantly affected by withdrawal of water	N.A.
303-3	Water recycled and reused	N.A.
<b>Topic: Biodiversity</b>		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N.A.
304-2	Significant impacts of activities, products, and services on biodiversity	N.A.
304-3	Habitats protected or restored	N.A.
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	N.A.
<b>Topic: Emissions</b>		
305-1	Direct (Scope 1) GHG emissions	This will be undertaken in the next 1-2 years
305-2	Energy indirect (Scope 2) GHG emissions	This will be undertaken in the next 1-2 years
305-3	Other indirect (Scope 3) GHG emissions	This will be undertaken in the next 1-2 years
305-4	GHG emissions intensity	N.A.
305-5	Reduction of GHG emissions	N.A.
305-6	Emissions of ozone-depleting substances (ODS)	N.A.
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	N.A.

Universal Standard Disclosure		Page Reference
<b>Topic: Effluents and Waste</b>		
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306-2	Waste by type and disposal method	This will be undertaken in the next year
306-3	Significant spills	N.A.
306-4	Transport of hazardous waste	N.A.
306-5	Water bodies affected by water discharges and/or runoff	N.A.
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307-1	Non-compliance with environmental laws and regulations	17
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308-1	New suppliers that were screened using environmental criteria	N.A.
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<b>Aspect: Employment</b>		
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<b>Topic: Child Labor</b>		
408-1	Operations and suppliers at significant risk for incidents of child labor	N.A.
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410-1	Security personnel trained in human rights policies or procedures	N.A.
<b>Topic: Rights of Indigenous Peoples</b>		
411-1	Incidents of violations involving rights of indigenous peoples	N.A.
<b>Topic: Human Rights Assessment</b>		
412-1	Operations that have been subject to human rights reviews or impact assessments	N.A.
412-2	Employee training on human rights policies or procedures	N.A.
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	N.A.
<b>Topic: Local Communities</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	N.A.
413-2	Operations with significant actual and potential negative impacts on local communities	N.A.
<b>Topic: Supplier Social Assessment</b>		
414-1	New suppliers that were screened using social criteria	N.A.
414-2	Negative social impacts in the supply chain and actions taken	N.A.
<b>Topic: Public Policy</b>		
415-1	Political contributions	N.A.

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<b>Topic: Customer Health and Safety</b>		
416-1	Assessment of the health and safety impacts of product and service categories	N.A.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	N.A.
<b>Aspect: Marketing and Labeling</b>		
417-1	Requirements for product and service information and labeling	N.A.
417-2	Incidents of non-compliance concerning product and service information and labeling	N.A.
417-3	Incidents of non-compliance concerning marketing communications	N.A.
<b>Aspect: Customer Privacy</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	16
<b>Aspect: Socioeconomic Compliance</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	16

**Note:**

Chasen Group takes a phased approach to the adoption of GRI indicators and will review the relevance of indicators marked as N.A. to its operations annually.

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