

# SUSTAINABILITY AT TUAN SING

## MANAGING SUSTAINABILITY

Sustainable practices have been progressively embedded into the day-to-day operations of Tuan Sing Holdings Limited (“Tuan Sing”) since the implementation of the Company’s Sustainability Policy in 2016. Today, these practices guide the Group in the conduct of its business, and is an integral part of our business strategy.

The three pillars of our Sustainability Policy are as follows: to nurture our PLANET, to care for our PEOPLE and to grow sustainable PROFIT.



Nurture Our Planet	Care For Our People	Grow Sustainable Profit
<p>As an advocate of the spirit of “caring” for our society and the environment, we actively encourage our employees to volunteer for charitable causes and to practise eco-friendly behaviour when and where possible.</p>	<p>We are committed to the professional development of our employees through the provision of training and upskilling opportunities, as well as the creation of an inclusive and collaborative work environment.</p>	<p>We strive for sustainable growth and performance as a company by adhering to a high standard of corporate governance and embracing a risk-centric culture.</p>

## SCOPE OF THIS SUSTAINABILITY REPORT

We present Tuan Sing and its subsidiaries’ annual sustainability report for the financial year ended 31 December 2019. This report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core Option, issued by the Global Sustainability Standards Board. We are also guided by the Practice Note 7F of the Sustainability Reporting Guide issued by SGX-ST. This sustainability report has not been audited by an external entity, but may be considered in future.

## BOARD STATEMENT

In compliance with SGX-ST Listing Rule 711, the Board acknowledges that its members are collectively responsible for the long term strategic direction of the Company, and states that it has specifically considered sustainability issues including environmental, social and governance factors during the formulation of its strategies.

The journey towards long-term sustainability is one that requires collective and continuous effort by all employees of Tuan Sing. To align and achieve the sustainability targets set as an organisation, it is essential to have good governance in place as the Board manages and monitors the sustainability performance of all employees.

This report covers the primary components as set out in paragraph 4 of the Practice Note 7F Sustainability Reporting Guide issued by SGX-ST and focuses on the material topics identified. This report is issued with the approval of the Board.

## SUSTAINABILITY CONTACT

Your feedback is valuable to us in improving our sustainability practices. If you have any comments or feedback, please send your views to us at <http://www.tuansing.com/contactus/feedback.aspx>

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## STAKEHOLDER ENGAGEMENT

At Tuan Sing, we understand the importance of having frequent communications with our stakeholders. It is only through timely engagements that allow us to better understand our stakeholders' expectations and concerns. This is fundamental to the formulation of our business strategies and plays a crucial role in business development to achieve sustainable growth. We identified our key stakeholders by assessing their influence and involvement in our business.

The following table summarises our engagement approach with our key stakeholders:

Our Stakeholders	Frequency	Engagement Platforms	Key Topics and Concerns Raised	Our Response
Investors	Throughout the year	<ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Site visits</li> <li>Corporate website</li> <li>Investor Relations email</li> <li>Annual Report</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable returns</li> <li>Corporate governance practices</li> <li>Risk management practices</li> </ul>	Refer to "Message to Shareholders", "CEO's Review of Operations", "Corporate Governance", "Managing Risk in Delivering Our Strategy" and "Business Dynamics & Risk Factors Statement" of the Annual Report.
Employees	Throughout the year	<ul style="list-style-type: none"> <li>Performance appraisal discussions</li> <li>Weekly meetings</li> <li>E-communications</li> </ul>	<ul style="list-style-type: none"> <li>Remuneration and welfare</li> <li>Working environment</li> <li>Training opportunities</li> </ul>	Refer to "Labour Practices & Conducive Workplace" within the sustainability report.
Customers	Throughout the year	<ul style="list-style-type: none"> <li>Tenant meetings</li> <li>Show flat</li> <li>Email correspondence</li> <li>Feedback forms</li> </ul>	<ul style="list-style-type: none"> <li>Quality of products and services</li> </ul>	Refer to "Sustainable Supply Chain Management" within the sustainability report.
Business Partners	Throughout the year	<ul style="list-style-type: none"> <li>Meetings</li> <li>On-site inspections</li> </ul>	<ul style="list-style-type: none"> <li>Ethical and fair trading</li> </ul>	Refer to "Labour Practices & Conducive Workplace" within the sustainability report.
Community	Throughout the year	<ul style="list-style-type: none"> <li>Community service engagements</li> </ul>	<ul style="list-style-type: none"> <li>Environmental and social impact</li> </ul>	Refer to "Community Involvement" and "Environmental Initiatives" within the sustainability report.

## MATERIAL TOPICS

Having taken into consideration the outcome of our stakeholder engagements, Tuan Sing has identified the following material topics to be discussed in this sustainability report in accordance with its level of significance to Tuan Sing's economic, environmental and social impact, as well as their importance to our stakeholders.

Material Topics	GRI Standard Reported	Impact Boundary	Read more in the following sections
<ul style="list-style-type: none"> <li>Energy consumption</li> </ul>	GRI 302-1 – Energy consumption within the organisation	All business segments	"Environmental Initiatives" within the sustainability report
<ul style="list-style-type: none"> <li>Water consumption</li> </ul>	GRI 303-5 – Water consumption	All business segments	"Environmental Initiatives" within the sustainability report
<ul style="list-style-type: none"> <li>Employee hires and turnover</li> </ul>	GRI 401-1 – New employee hires and employee turnover	Employees	"Labour Practices & Conducive Workplace" within the sustainability report
<ul style="list-style-type: none"> <li>Diversity</li> </ul>	GRI 405-1 – Diversity of governance bodies and employees	Employees	"Labour Practices & Conducive Workplace" within the sustainability report
<ul style="list-style-type: none"> <li>Training hours</li> </ul>	GRI 404-1 – Average hours of training per year per employee	Employees	"Labour Practices & Conducive Workplace" within the sustainability report