SUSTAINABILITY AT TUAN SING

"In our sustainability strategy, we address the economic, environmental and social issues that are relevant to our business and important to our stakeholders"

MANAGING SUSTAINABILITY

While we have all along been practicing sustainability, we are pleased to have codified our Sustainability Policy during the year. The policy, approved by the Board of Directors, has been uploaded onto the Company's website and epitomises our belief in building sustainable businesses that deliver long-term value and growth to all our shareholders. We continue to strike a balance on our triple bottom line of Profits, People and Planet: Growing sustainable PROFIT; Caring for PEOPLE; and Nurturing our PLANET. The triple bottom line concept is embedded in our business decisions and processes.

Growing sustainable PROFIT

We secure sustainable growth and performance through maintaining a high standard of corporate governance and strengthening risk-centric culture.

Caring for PEOPLE

We are committed to nurturing and developing our employees through continuous training and development.

Nurturing our PLANET

We feel privileged to give back to community and society. We cultivate a green mind set among our employees and encourage them to volunteer for charitable causes.

OUR SUSTAINABILITY VISION AND OUR PROGRESS

SUSTAINABILITY VISION	KEY ACTIONS IN 2016
Governance	
• To ensure the highest standards of governance, transparency, honesty and integrity in our business operations; and also to ensure a clear management framework in our sustainable development.	• Strived to adhere to a high level of corporate governance, accountability and transparency. • Continued to carry out our business in an honest and responsible manner which is essential for the sustainability of the Group's performance as well as to create long-term value for all our stakeholders.
Sustainable buildings	
• To construct sustainable buildings that add significant tangible value to the communities we serve; and maintain those buildings with a strong priority on the triple bottom line of profit, people and planet.	• Continued to benchmark environmental performance of our new and existing buildings against international and local standards such as BCA or equivalent. • Implemented environmental initiatives targeting at reduction of energy and water consumption and waste generation for our buildings in Singapore and hotels in Australia.
Working environment	
• To ensuring a respectful, harmonious and safe working environment by providing training and career development opportunities and enabling our employees to act with integrity and feel motivated.	• Monitored remuneration package to ensure its competitiveness. • Provided staff training based on needs and requirements for all staff. • Delivered management training to enhance career development opportunities.
Community engagement	
• To acknowledge that we are an integral part of the communities we serve by becoming an active member and supporter of those communities in every way we can – strategically, financially and socially.	• Encouraged employees to volunteer their time and give financial support to the less fortunate groups in the society. • Increased donation and sponsorship by 10% compared to 2015.

SUSTAINABILITY CONTACT

Your feedback is an important way of improving our sustainability practices. If you have any comments or feedback on the matter, please send it to us at http://www.tuansing.com/contactus/feedback.aspx

INVESTOR RELATIONS

"Tuan Sing ranked 7th amongst 631 listed companies at the Singapore Governance and Transparency Index in 2016"

We believe we have over the years been conveying full, accurate and credible information in a timely manner to the shareholders and the investment community. The Group has an Investor Relations Policy to ensure that we engage the investor community in an open and transparent manner using various communication platforms. The policy is periodically reviewed and updated as it needed and is available on the Company's website at www.tuansing.com

COMMUNICATION WITH SHAREHOLDERS

We provide shareholders with quarterly result announcements within one month of the quarter's close as well as the audited statutory financial statements within one month after the financial year-end. Additional information is disclosed voluntarily in the releases so as to enhance readers' understanding of the subject matters. These disclosures are beyond a mere compliance with regulatory requirements. We also promote regular, effective and fair communication with shareholders. All press statements and quarterly financial statements are published on our website and the SGX website.

Our corporate website is kept updated regularly. Included therein is a separate "investor relations" section featuring past financial results announcements, press releases, investor presentations, half-yearly webcasts as well as downloadable annual reports, shareholders circulars and presentation slides. The section also allows financial information to be downloaded in Excel format to make it easier for investors to perform their own analysis on financial information. The website also provides contact details for investors to make enquiries and submit their feedback.

CONDUCT OF SHAREHOLDERS' MEETINGS

Tuan Sing encourages and values shareholders' participation at its shareholders' general meetings. Such meetings provide shareholders with the opportunity to share their views and to meet the Board and members of senior management. At the last Annual General Meeting ("AGM") held on 29 April 2016, the Group's financial performance for 2015 was presented to shareholders by the Group CFO. The Group's future development plans and investment strategies were presented by the Senior Vice President of Business Development. The AGM was well attended by many shareholders and the Chairman plays a pivotal role in fostering constructive dialogue between shareholders, Board members and the management.

To promote shareholders' participation, all resolutions at general meetings were put to vote by electronic poll and the results were announced by showing the number of votes casted for and against each resolution and the respective percentage. The results of the electronic poll voting were announced immediately after each resolution had been put to a vote, and the number of votes casted for and against and the respective percentage were displayed in real-time at the general meetings. We maintained an audit trail of all votes casted at the general meetings.

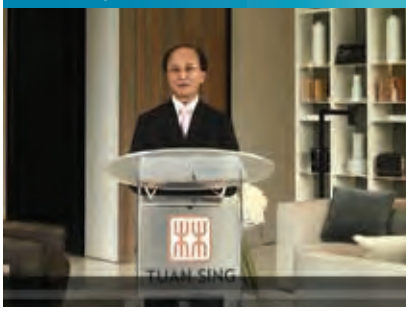
Starting from the general meetings held on the said 29 April 2016, the minutes of the meeting can be accessed via our website, including the attendance of the Directors, senior executives and the shareholders.

SINGAPORE CORPORATE AWARDS 2016 – BEST CHIEF EXECUTIVE OFFICER AND BEST INVESTOR RELATIONS

This year, Tuan Sing was privileged to have received two Singapore Corporate Awards. The event was co-organised by The Business Times, Institute of Singapore Chartered Accountants and Singapore Institute of Directors; and supported by the Singapore Exchange and the Accounting and Corporate Regulatory Authority to recognise exemplary corporate governance practices for listed companies in Singapore.

After winning various awards since 2010, from "Best Annual Report", "Best Investor Relations" to "Best Managed Board Award", Tuan Sing was conferred again with the "Best Investor Relations (Silver)" awards in 2016. To top it all, our Group CEO, Mr. William Liem, was also conferred "The Best CEO" award. ▶▶

FY2016
Results Announcement Webcast
26 January 2017



Timely and fair disclosure
Tuan Sing's corporate governance is underpinned by a strong culture of transparency and timely disclosure. Since 2014, webcasts on the Group's half-year and full year financial results have been recorded and uploaded to our website.

INVESTORS' CHOICE AWARDS 2016

During 2016, Tuan Sing was glorified with three wins at the 17th Investors' Choice Awards organised by Securities Investors Association (Singapore): Merit for the Singapore Corporate Governance Award, Merit for the Most Improved Category and winner of Most Transparent Company Award under Mainboard Small Caps Category. The Investors' Choice Awards recognise excellence in companies adopting good corporate governance practices.

MAXIMISE LONG-TERM VALUE FOR SHAREHOLDERS

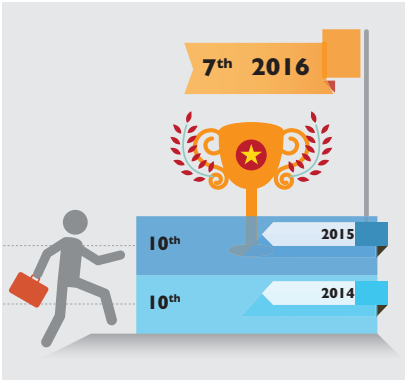
Tuan Sing continued to work towards creating long-term shareholders' value. For the past five years, we have delivered a cumulative profit attributable to shareholders of $325.1 million. Our average earnings per share was 5.6 cents per annum for the five-year period. In tandem, net asset value per share grew from 60.9 cents in 2012 to 77.7 cents in 2016. Please refer to our "Five-Year Performance" section in this Annual Report.

The Group has also declared yearly dividend since 2009. The Board of Directors has recommended 0.6 cent per share dividend totaling $7.1 million for the financial year ended 31 December 2016. Total gross payout for the years from 2009 to 2016 inclusive would have amounted to $43.2 million.

SINGAPORE GOVERNANCE AND TRANSPARENCY INDEX

Singapore Governance and Transparency Index ("SGTI") has replaced the Governance and Transparency Index in 2016 as the benchmark for corporate governance assessments among SGX-listed companies. It strengthens measurements for corporate practices and disclosures along these principles.

Tuan Sing has been consistently ranked among the top companies in the SGTI. The latest ranking was published on 4 August 2016 and Tuan Sing was advanced from the 10th position in 2015 to the 7th among 631 listed companies in Singapore. Tuan Sing has consecutively for three years been the only non-big-market-capitalisation company to have achieved the top 10 position as the other nine companies are all big-capped. ■



Tuan Sing ranked 7th amongst 631 listed companies at 2016 SGTI.

Financial publications

Tuan Sing publishes its annual report in both printed and CD-Rom format. Annual Report in PDF format may be downloaded at www.tuansing.com while printed annual reports may be requested via email to ir@tuansing.com

In addition to the annual report, quarterly financial results, presentations and press releases are available on the Company's website for downloading. Webcastings are also available at our website.

Shareholder services

Shareholders should notify the CDP (for CDP account holders) or Share Registrar (for script holders) on matters relating to their shareholding, such as account statement, transfer of shares, lost or misplaced share certificates, dividend payment and change of address.

The Central Depository (Pte) Limited
11 North Buona Vista Drive
#06-07 The Metropolis Tower 2
Singapore 138589
Tel: (65) 6535 7511

Share Registrar
B.A.C.S. Private Limited
8 Robinson Road, #03-00
ASO Building,
Singapore 048544
Tel: (65) 6593 4848
Fax: (65) 6593 4847

Queries

For investor queries and information:
http://www.tuansing.com/contactus/feedback.aspx

LABOUR PRACTICE & CONDUCIVE WORKPLACE

We recognise that employees are the Group's most important asset for the continued success and sustained growth of the Company. We believe that an engaged workforce contributes positively to motivating one another to bring the Company into new height. As such, we endeavour to provide our employees with a safe working environment, adequate learning and career advancement opportunities.

A SAFE WORKING ENVIRONMENT

In this respect, we promote and nurture mental health and well-being by preventing discrimination (including bullying and harassment) of any spectrum. New employees are briefed on the Company's policy and practices during the orientation programme.

The safety and health committees in GHG and GulTech have been in existence for many years and have regularly reviewed safety and health issues and sought ways to make working environment safer. As a result, an appropriate sum of capital expenditure had been incurred to improve work safety. A pandemic preparedness plan has also been in place that can be activated with short notice in Singapore, Australia and China. Our two hotels in Australia have specific pandemic preparedness plans for each potential high risk pandemic such as but not limited to Ebola, tuberculosis, measles and Zika.

In addition to having an Automatic External Defibrillator ("AED") in all buildings owned by Tuan Sing in Singapore and the two hotels in Australia, we had also trained and provided refresher course to our employees on Cardiac Pulmonary Resuscitation and the use of AED periodically to ensure that they are competent and confident enough to render help when it is necessary.

FAIR AND MERIT-BASED EMPLOYMENT

All employees are given amble opportunities to excel in their career with the Group, regardless of their background. Recognising that older workers can continue to contribute to the well-being of the Company by sharing their wealth of experiences with younger colleagues, it is our practice to continue re-employing employees beyond their retirement age.

The Company adopts an open performance appraisal approach and review appraisal criteria regularly to reflect more closely the changing expectations of different category and nature of employees. The last review was in year 2016.

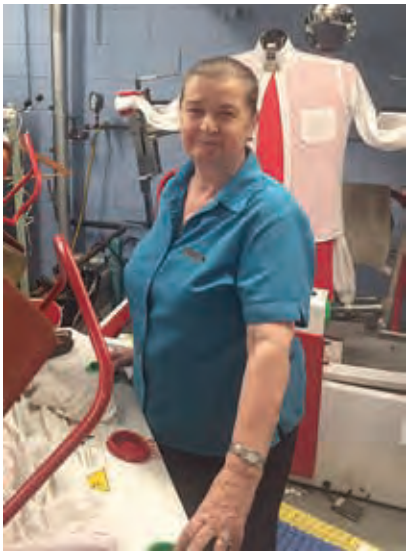
The Company's remuneration package comprises both fixed and variable components. The variable component is performance-based and is determined based on the Company's performance, business unit's performance as well as each individual's performance. Key performance indicators are agreed with the employees at the beginning of each year. They are designed to motivate employees and align their interests with that of the Company. That is to say, as an employee's position moves higher, more weight will be assigned to the assessment of performance of that employee's function and the Company's. Further, variable portion of remuneration of an employee increases as the employee moves up in the corporate ladder.

EMPLOYEE RELATIONS

Employees are updated regularly on their respective business units' performance as well as the Group's. We have an open door policy to facilitate and encourage formal and informal interaction and discussion among employees at all levels.

Our open performance appraisal system promotes two-way communication, allowing employees to discuss freely on their past performance and their future career aspiration, thus ensuring a better job match and happier employees on the whole.

Committed to having a team of happy employees, employee grievances are dealt with promptly. Whistle-blowing Policy has been in place for years and made known to all employees. A Whistle-blowing Committee ("WBC") had been tasked to look into any feedback from our employees on unfair practices, corruption and misconduct. Our last survey on Singapore-based employees' satisfaction was conducted in May 2016; some of the feedback obtained had been taken into consideration in rolling out HR practices and activities for the employees. ▶▶



Ms Urszula Jurczyk, is not only the longest serving employee at Grand Hyatt Melbourne but also the most "senior" staff member. She has been with the hotel since 18 August 1986 as a pre-opening team member in preparation for the November 1986 official opening.

Urszula in fact retired in April 2013 but missed her workplace so much that she returned to work less than three months later.

Over many years, Urszula has pressed and dry-cleaned thousands of garments belonging to celebrities, head of States and people from all walks of life. She is very proud of her work and is a very loyal and well-liked employee.

EMPLOYEE DEVELOPMENT

Committed to be a preferred employer, Tuan Sing strives to develop employees to reach their maximum potential through training, job rotation and internal promotion opportunities. Training needs for each employee are identified annually and mutually agreed with for implementation in the ensuing years. We encourage employees to equip themselves with relevant job-related skills and to share with their fellow colleagues, knowledge and skills that they gain from trainings. Training materials are also made available to all employees who are interested. Eligible employees are also granted sponsorship for higher studies and examination leaves.

SUCCESSION PLANNING

Tuan Sing strives to continually groom and retain a diverse and robust talent pool to ensure that our employees are ready for the future needs and are in place to handle change. Employees are given priority whenever there is a job vacancy within the Group. Quite a number of employees have benefited from this, broadening their exposure and skill-set across business functions.

EMPLOYEE CODE OF CONDUCT

Tuan Sing upholds a strong sense and belief in integrity and professionalism in conducting our business activities and expects our employees to embrace, practice and adopt these values as well. To ensure employees understand the Group's philosophy in this aspect, an Employee Handbook that provides guidelines on Code of Conducts is available to all employees through intranet. As a reminder to employees that they should act in the best interest of the Group and avoid situations that may create conflict of interest, employees are required at each year-end to make a declaration on whether they had been involved in any situation of conflict of interest and if they had complied with the Code of Conducts. A formal "Anti-bribery and Anti-corruption Policy" had been codified and published during the year.

EMPLOYEE WELLNESS AND WORK-LIFE BALANCE

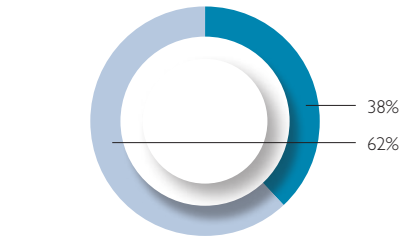
In addition to having five-day work-week, we promote a holistic and balanced lifestyle for our employees in various ways. These include allowing employees to work from home when their need requires them to do so and to decide on their own starting and finishing work time in a day for a period.

Employees are also free to use the swimming pool and jacuzzi facility available at the corporate head office's premises. Complimentary basic health screenings are made available for employees and their family members annually. Comprehensive health screening packages, dental services and telecommunication services were also offered at preferential corporate rates.

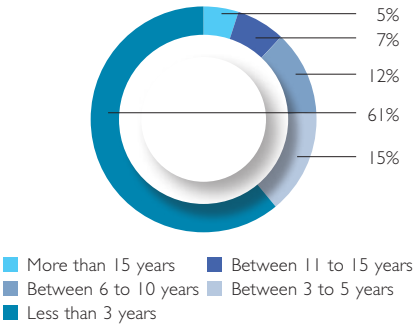
Our employees in Australia get complimentary hotel stay at participating Hyatt hotels worldwide. ■

EMPLOYEE PROFILE 2016

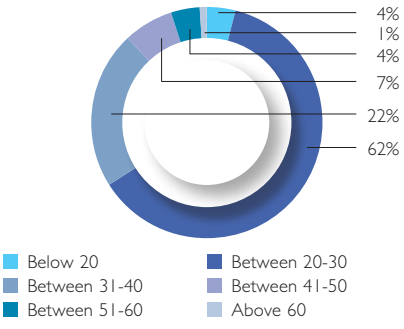
EMPLOYEES BY GENDER



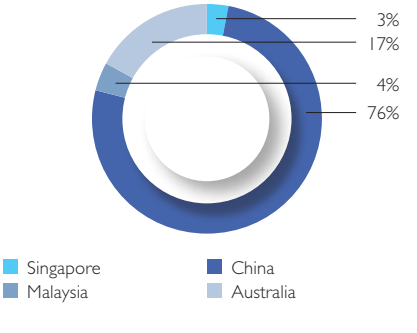
EMPLOYEES BY YEARS OF SERVICE



EMPLOYEES BY AGE BAND



EMPLOYEES BY COUNTRY



Note: Including HQ, subsidiaries and associates.

SUPPLY CHAIN MANAGEMENT

"Supply chains built on strong, transparent and trusted partnerships, are critical to ensuring product and service quality for our customers"

SUSTAINABLE SOURCING

Tuan Sing proactively engages contractors, consultants and suppliers on areas relating to quality of work and commitment to environment, health and safety.

We select our suppliers, consultants, contractors and vendors based on their ability to complement our guiding principles of producing high quality products and services while adhering to environment, health and safety standards or practices. Reflecting our belief in a more efficient use of resources, for the selection of vendors, we give preference to those who use eco-friendly and recycled materials and products, or who are ISO 14001 or OHSAS18001 certified.

The BCA Construction Quality Assessment System (CONQUAS) has been the industry benchmark for quality and workmanship standards for construction projects in Singapore. Although it is not mandatory for private sector projects to subscribe to CONQUAS, we successfully convinced our main contractors for Sennett Residence and Cluny Park Residence projects to submit their work for such assessment. Sennett Residence achieved an above average CONQUAS score which enhances quality assurance to our customers and further strengthens the marketability of our new projects going forward.

In 2016, the carpark at the Grand Hyatt Melbourne was converted to using LED based lighting. The conversion involved the replacement of 1,087 light fixtures and tubes resulting in an energy saving of 70% and a carbon dioxide reduction of 3,924 tonnes per annum.

CUSTOMER SATISFACTION AND SERVICE EXCELLENCE

Our commitment to excellence in customer service for the two hotels in Australia is recognized by various bodies and a number of prestigious awards were conferred to us over the years. Grand Hyatt Melbourne indeed is one of the only few hotels in Melbourne that is deemed fit to host distinguished US government officials. In this respect, we are proud to have Mr. Joe Biden, the then Vice President of the USA and his delegation stayed in our hotel in July 2016.

To underscore our commitment in upholding a high standard of food safety and thus customer satisfaction, our hotels undergo an annual food safety audit conducted by an independent food safety auditor. The audit encompasses an assessment of the operations of our hotels and the food documentation relating to food safety. Such audits contribute to the continual improvement of our hotels in delivering quality and reliable food and services. The 2016 audit results were the best ever as both hotels achieved scores exceeding the excellent mark of 85%. ▶▶

Grand Hyatt Melbourne rolled out red carpet for the 3-day stay by the former US Vice President Mr. Joe Biden and his entourage.

SUSTAINABLE PROPERTY PORTFOLIO

We recognise that each property purchase is a significant investment for the buyers. We therefore make it a priority to deliver aesthetically pleasing, good workmanship development projects.

Our sustainability policy for development projects aims to enable us to comply with applicable sustainability practices which include meeting the Building and Construction Authority of Singapore's ("BCA") Green Mark certification standard, ISO 26000: 2010 Guidance on Social Responsibility, ISO 14001 Certificate of Developers, Main Builder, M&E Consultant and Architect, ISO 14064-1 Greenhouse Gas (GHG) Emission and SS 557: 2010 Code of Practice for Demolition.

Over the years, Tuan Sing has been recognised in Singapore for our efforts in promoting sustainability. We have garnered a good number of awards and accolades for development and investment properties as listed below. ■

AWARDS AND ACCOLADES FOR DEVELOPMENT PROPERTIES

Seletar Park Residence

- Asia Pacific Property Awards under the category of Architecture Multiple Residence for Singapore

Mont Timah

- Best Residential Design (Cluster Housing) at the SIA Architectural Design Awards
- Best Housing at the South East Asia Property Awards
- PAM Award Gold (Overseas) at the PAM (Pertubuhan Akitek Malaysia) Awards
- Green Mark (Gold) Award by the Building Construction Authority of Singapore

Botanika

- SIA Architectural Design Award for Best Residential Design

The award-winning Botanika is a perfect fusion of architectural elegance and tranquil nature.

AWARDS AND ACCOLADES FOR INVESTMENT PROPERTIES

Robinson Tower Redevelopment

- Green Mark (Gold^{plus}) Award by the Building Construction Authority of Singapore
- BCI Asia Awards of Top Ten Developers
- MIPIM Asia Awards – Best Futura Project (Silver)

Robinson Point

- Green Mark (Gold) Award by the Building Construction Authority of Singapore

Another green building under our extensive portfolio – Robinson Point.

ENVIRONMENT INITIATIVES

"To care for the environment and to conserve resources whilst going about our business of seeking profitability"

As an early adopter of sustainability with our first dedicated section of sustainability reporting published in our 2011 Annual Report, we continue with our practice of minimising environmental impact, implementing appropriate energy-efficient processes and technologies, seeking resource conservation and pollution prevention as well as other measures towards reducing resource depletion, greenhouse gas emission and waste generation.

GREEN BUILDINGS: SUSTAINABLE DEVELOPMENT

Tuan Sing develops a range of properties from mass market condominiums to luxury homes. We believe that resource-efficient buildings can be a differentiator and we aim to let all our new buildings in Singapore achieve the Building and Construction Authority of Singapore's (BCA) Green Mark Gold rating.

Our Robinson Point building has the BCA Green Mark Award (Gold) and has many green features such as energy efficient air-conditioned plant, naturally well-ventilated car park, sub-meters that track energy and water consumption by tenants, and recycling waste management system. The building was also named by BCA as one of the "Top 10 Commercial Buildings (Private Offices)" in Singapore in terms of energy performance last year.

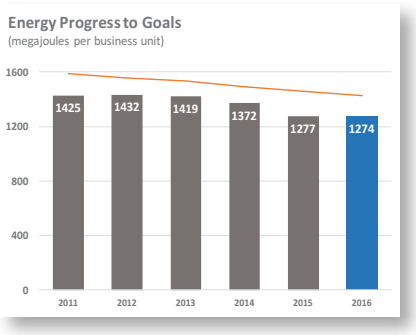
The Robinson Tower redevelopment which is expected to complete by end 2018, has obtained BCA Green Mark Gold^{Plus} rating in January 2017. Some of the significant features include the efficient use of energy and water in having energy-efficient air-conditioning system, lifts and escalators systems, extensive use of LED lightings on all areas within the building, excellent building envelope system using high performance glazing to minimise heat gain into the building, as well as efficient water fittings which will be fitted in the new building. Provision of greenery such as rooftop gardens with lush landscaping at roof terraces on different levels will also be included in the design. During its construction, there will be extensive use of eco-friendly and sustainable materials complying with the Singapore Green Label Certificate.

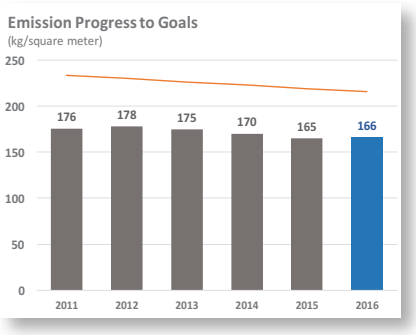
GREEN INITIATIVES AT HOTEL OPERATIONS

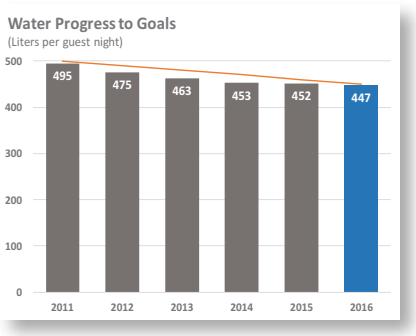
During 2016, Grand Hyatt Melbourne ("GHM") continued its commitment to care for our planet by focusing on using resources thoughtfully. Compared with 2011, GHM achieved 11% reduction in energy intensity and 6% reduction in greenhouse gas emission. In addition, GHM achieved a 10% reduction in water intensity from the 2011 level. Landfill waste diversion rate is expected to reach the goal of 40% by the end of 2016 as a result of new on-site food composting.

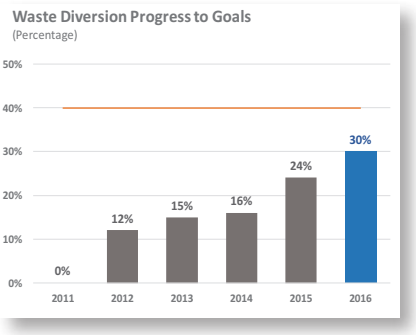
For Hyatt Regency Perth ("HRP"), it has continued during the year to focus on implementing strategies and innovation to reduce the hotels impact on the environment. There have been significant increases in landfill waste diversion increasing from 13% in 2014, to 55% in 2015 and to 63% in 2016. This is attributable to training of hotel staff on proper food waste segregation. In addition, HRP achieved energy reduction of 3.9% and greenhouse gas emissions reduction of 6.3% using 2011 as the base year. Whilst water consumption has seen an increase in 2016, new initiative is planned for 2017 to assist in the reduction of litres per guest night. Continued monitoring and focus to meet the water reduction goal of 348 litres per guest night will be undertaken. ▶▶

GRAND HYATT MELBOURNE – ENVIRONMENTAL GOAL TREND

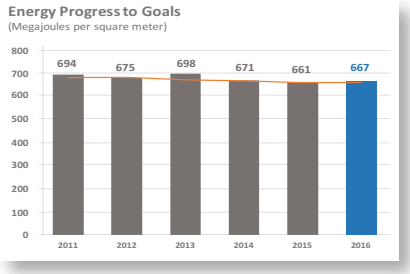


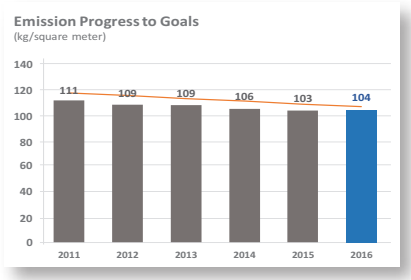


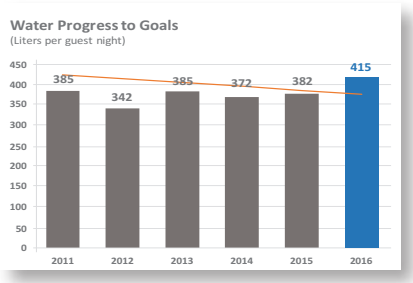


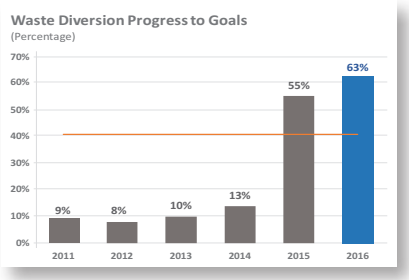


HYATT REGENCY PERTH – ENVIRONMENTAL GOAL TREND









Notes:

Red lines in graphs above indicate year 2020 goals:

- 25% reduction in energy use and greenhouse gas emission compared to 2006
- 25% reduction in water use per guest night compared to 2006
- Minimum of 40% in landfill waste diversion

2016 data is rolling 12 months from previous quarter

"CLOSED LOOP" ORGANICS COMPOSTER

Grand Hyatt Melbourne installed a "Closed Loop" Organics Unit (Composter) in March 2016, revolutionising the hotel's sustainability practices and making it the first five-star hotel in Victoria, Australia to implement this sustainable recycling program. A video on this closed loop sustainability project can be viewed at http://www.tuansing.com/sustainability/closedloop.mp4

With the installation, approximately 500 kilograms (kg) of food waste are processed every day at Grand Hyatt Melbourne and diverted from landfill. Food waste from meal preparation and plate scrapings from the hotel's restaurant is now collected and composted on-site, producing a nutrient rich organic fertiliser.

Transforming food wastage into compost, the organics unit poses multiple environmental benefits, reducing food wastage by up to 90 per cent in 24 hours. The innovative technology of the unit will also result in at least 160,000 plus kg of avoided landfill per year, 150,000 plus kg of avoided Carbon Emissions ("Green House Gases") per year and 30,000 kg of Composted Organic Fertiliser harvested as a resource.

The compost produced from the organics unit has been used at the hotel's own rooftop herb garden and assisted in organic farming of locally sourced herbs and ingredients. In addition, the compost has been used in the city of Melbourne to grow thriving vegetable gardens and productive urban farms. Our collaboration with City Harvest on compost not only delivers a social and environmental solution to turn local waste into a resource, it has also provided skilled and accredited horticultural training programs for Melbourne's disadvantaged youth.

At Grand Hyatt Melbourne, locally sourced produce is of prime importance and is reflected in the hotel's food philosophy, where meat, seafood, vegetables and fruit are sourced from small boutique producers from across regional Victoria.

Not only can guests be assured that the food served at the hotel's signature restaurant, Collins Kitchen, is of high quality and locally sourced, but is presented in a sustainable practice, by reducing carbon emissions and empowering individuals to make a positive impact to the future of our sustainable environment.

Grand Hyatt Melbourne

25%
Reduction in energy use and Greenhouse Gas Emission

25%
Reduction in water use per guest night

40%
Diversion of waste from landfill

150,000 kg
Of avoided Carbon Emissions per year

30,000 kg
of Composted Organic Fertiliser harvested as a resource

ENVIRONMENT INITIATIVES

Another Green Initiative at Grand Hyatt Melbourne – Organic Composter avoiding 160,000 plus kg of landfill per year.

GREEN AWARENESS AND EFFORT AMONGST ALL OUR PEOPLE

Our green effort starts with our people and we spur them towards adopting a sustainable green and environmentally-friendly culture. We have our intranet promoting go-green practices and ideas to our employees to integrate green awareness in their daily work life. These include reducing electricity consumption by turning off lights and machines during lunch time and after office hours, reducing paper and print usage via digital file storage as well as regular waste paper collection for recycling in the office.

This year is the sixth consecutive year that Forest Stewardship Council™ ("FSC™") certified environmental-friendly paper is used for printing this annual report. Our announcements and annual reports are available electronically on the corporate website and SGXNET. We have digital CD Annual Reports to reduce paper usage as well. Implementing sustainable practices in our various activities evidences our eco-efforts to reduce paper utilisation, carbon footprint and to protect the environment in our daily operations. ■

SUSTAINABILITY REPORT

COMMUNITY INVOLVEMENT

"Serving and contributing to the communities in which we live and work"

As a good corporate citizen, we seek to give back to society through our volunteerism movement. We believe that volunteerism not only helps the communities we serve, but also develops character and empathy among our employees. This year again we continue to contribute to the well-being of the communities and care for the underprivileged.

CARING FOR THE COMMUNITY

Our colleagues recognize that businesses have a part to play in providing assistance to people who are less fortunate than others. For the fifth consecutive year, we joined hands with RSVP Singapore, a non-profit organisation, to organise a Company-sponsored event at Bollywood Veggies Farm. This is a learning journey for the senior beneficiaries under the Enriching Lives of Seniors Programme (ELSP). ELSP is a RSVP programme caters to seniors who live in one-room or two-room flats and not staying with their family members or have no family members.

On 14 October 2016, more than forty seniors took part in the farm tour and game activities that were specially designed to boost their physical, mental and emotional well-being. Our staff joined the event and spent time with the seniors. The seniors were treated to a sumptuous lunch and gifted with goodies bags of necessity supplies after the farm tour. The farm was lit up by the seniors' laughter, parading along the farm. It was a rewarding experience for the seniors and our employees.

Over the years, Tuan Sing also provides donations and sponsorships to a number of community services and organisation. This year, we contributed to various bodies which included National Heart Centre Singapore towards the funding of essential healthcare programmes, Roxy Foundation to grant financial assistance to underprivileged children from primary, secondary and tertiary institutions, and the UOB Heartbeat Run/Walk to raise funds for a good cause in support of programmes for children.

HOTELS PHILANTHROPY

In 2016, Grand Hyatt Melbourne ("GHM") held several "Casual for a Cause Day" events to raise funds for nominated charity. GHM also took part in various events organised by Salvation Army which included volunteering at the Hamodava Café for Breakfast and Lunch service and participation in Salvation Army Christmas. In July, GHM staff also dedicated time and donated food to 160 less-privileged people at Bourke Street, Melbourne. ■

Blood donation by the hotel employees in April 2016.

A happy learning journey with the senior beneficiaries at the Bollywood Veggies Farm, Singapore.