

# GS Holdings Limited

Propelling into Greener, Cleaner, and Sustainable Future

## Sustainability Report

For the Financial Year Ended 31 December 2017



This sustainability report has been prepared by GS Holdings Limited (the "**Company**") and its contents have been reviewed by the Company's sponsor, UOB Kay Hian Private Limited (the "**Sponsor**") for compliance with the Singapore Exchange Securities Trading Limited ("**SGX-ST**") Listing Manual Section B: Rules of Catalyst. The Sponsor has not verified the contents of this sustainability report.

This sustainability report has not been examined or approved by the SGX-ST. The Sponsor and the SGX-ST assume no responsibility for the contents of this sustainability report, including the accuracy, completeness or correctness of any of the information, statements or opinions made or reports contained in this sustainability report.

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## 1 About This Report

GS Holdings Limited (“**GS**” or the “**Company**”) and its subsidiaries (collectively the “**Group**”) are pleased to present its first standalone sustainability report (“**Sustainability Report**”) covering its sustainability efforts in the financial year ended 31 December 2017 (“**FY2017**”). This Sustainability Report covers our Group’s strategy, initiatives and performances in relation to Economic, Environmental and Social matters.

### **Board Statements**

This year marks the publication of our Group’s inaugural Sustainability Report, which is set out on a “comply or explain” basis in accordance with Rule 711A, 711B and Practice Note 7F of the Listing Manual (Section B: Rules of Catalist) of the Singapore Exchange Securities Trading Limited (“**SGX-ST**”). As a leading centralised commercial dishware washing company that specialised in providing end-to-end cleaning services for Singapore’s food and beverage (“**F&B**”) industry, we are motivated by the prospect of being a benchmark creator in creating sustainable value for our shareholders and customers. We are committed to applying best practices in sustainability reporting and transparency to our various stakeholders.

Recognising the importance of sustainability, the Sustainability Reporting Committee (the “**SR Committee**”) within our Group leads sustainability efforts at our Group. The SR Committee reports directly to the Board, which has considered sustainability issues as part of its strategic formulation, determined the material Environmental, Social and Governance (“**ESG**”) factors and overseen the management and monitoring of these factors. With this inaugural Sustainability Report, which will be published annually, we would therefore like to reinforce our support and management of these newly prioritised matters through active engagement with senior management who will spearhead our Group’s sustainability efforts.

Moving forward, we urge our stakeholders to share our Group’s commitment to transparency and to work towards a common goal of improving the economic, environmental and social well-being of the communities we operate in.

### **Reporting Scope and Period**

The Sustainability Report was prepared based on GS’s financial year from 1 January 2017 to 31 December 2017. It also covers sustainability performance for our wholly-owned subsidiaries in Singapore, namely GreatSolutions Pte. Ltd., GS Cleaning Services Pte. Ltd., GS Equipment Supply Pte. Ltd., GS Stewarding Services Pte. Ltd., Hawkerway Pte. Ltd., and a partially owned subsidiary namely GS Hospitality Services Pte. Ltd. Our Group wishes to share its sustainability commitment with its various stakeholders, including employees, investors, customers, business partners, suppliers, the community and government. The data and information provided have not been verified by an independent third party.

To re-affirm our commitment towards sustainability, we will be publishing our report no later than 31 May on an annual basis from financial year ending 31 December 2018 onwards.

### **Reporting Process**

The SR Committee comprises representatives from different business units to initiate, drive, and monitor various aspects of our sustainability practices, ensuring that these are integrated into our business operations and complement corporate objectives.

In each reporting cycle, the SR Committee reviews the content of the report to ensure that the current and emerging material issues of significance pertaining to sustainability and the interests of our stakeholders are well addressed.

### **GRI Guidelines**

This Sustainability Report has been prepared in accordance with the core option of the Global Reporting Initiative (“GRI”) Standards. GRI is the most widely adopted global standards for sustainability reporting and it provides businesses and organisations worldwide a framework to measure, understand and communicate their critical sustainability issues on environmental, economic and social impacts to stakeholders.

### **Feedback**

We value feedback from our stakeholders as it allows us to continually improve our sustainability policies, processes and performance. Kindly address all feedback to the Investor Relationship Department at [SR@greatsolutions.com.sg](mailto:SR@greatsolutions.com.sg). Your feedback and suggestions are important to us and will be considered as part of our on-going initiatives to improve on our future reporting.

No hard copies of this Sustainability Report have been printed as part of our efforts to promote environmental conservation. You may visit SGX website or our company website <https://greatsolutions.com.sg/> for our Sustainability Report.

## 2 Statement from the Executive Chairman and Chief Executive Officer

Dear Stakeholders,

It is my honour to present our first Sustainability Report for year ended 31 December 2017. With years of establishment, corporate social responsibility is always embedded in our business philosophy and operation strategy. At all times, we strive our best to make commitment to ethical, safety and sustainable value creation for our shareholders, lenders, customers, employees and other stakeholders, and applies this philosophy when considering our impact on the local communities in which we operate.

From the date we incorporate the Company, we are determined to strive our best to enhance the well-being of the community and maintaining an environmentally sustainable way of conducting business. We also recognise our responsibilities to our employees, shareholders, business partners and the communities in which we operate, and are committed to achieving long-term mutually sustainable relationships with our stakeholders.

Our Group places a strong emphasis on environmental conservation and is committed to operate in a manner that minimises our potential impact on the environment. Technology is one of our future business directions and we are continuing developing automation and innovation for large scale ware-washing, and are interested in developing environmentally-friendly cleaning and waste management services for green building certification. We believe such business strategies will be well supported by the government in view of its call for increased productivity and efficiency to reduce reliance on manpower labour.

We operate in compliance with all relevant environmental regulations and strive to adopt pollution prevention and environmental best practices. We would like to continue engaging the relevant government authorities and/or government-linked organisations in our provision of cleaning and ware-washing services to hawker centres, restaurants, F&B tenants located in shopping malls, hospitals, coffee shops, and food courts, leveraging off grants which may be made available by these organisations to better attract customers as well as to develop critical technology to enhance our market competitiveness and profitability.

We are also committed to enhancing the career development of our employees and we endeavour to attract, employ, develop and retain capable employees by fostering a corporate culture that allows and encourages each individual employee to realise his potential. In order to develop the potential of our employees and to attract dedicated and experienced human capital, we believe in providing, and actively provide, further training and education to our employees.

On behalf of our Group and SR Committee, I would like to express my sincere appreciation for all our Group's customers, suppliers and other business partners for their relentless support over the years.

**Pang Pok**

Executive Chairman and Chief Executive Officer

3 Business Philosophy

**Corporate Vision**

- To be an established centralized commercial dishware washing company providing 'one stop shop' and end-to-end cleaning services for the food and beverage industry in Singapore
- Our aim is to reduce customers' reliance on manpower and allowing them to focus on their core business goals while increasing quality control of the cleanliness of the crockery and utensils

**Our Mission**

- To be Singapore's Leading Centralised Cleaning Specialist for the Food and Beverage Industry.

The SR Committee strongly believes in creating a sustainable business strategy compatible with its growth. The SR Committee is aware of the importance of corporate social responsibility and the impact of its operations on the environment. Therefore, our Group has continuously sought to minimise the impact of its activities through water, electricity and energy conservation. The Committee encourages our Group's employees to maximize usage of resources and materials across its operations. In addition, the Committee emphasises the need to provide and maintain a safe and healthy work environment for the employees. Our employees are further required to observe our Group's internal safety rules and regulations which are communicated to them regularly.

We are also committed to ensuring that our outsourced dish cleaning services meet the highest hygiene standards, and we always place the most emphasis on having stringent quality control measures in place to achieve this goal.



#### 4 Overview of Our Group

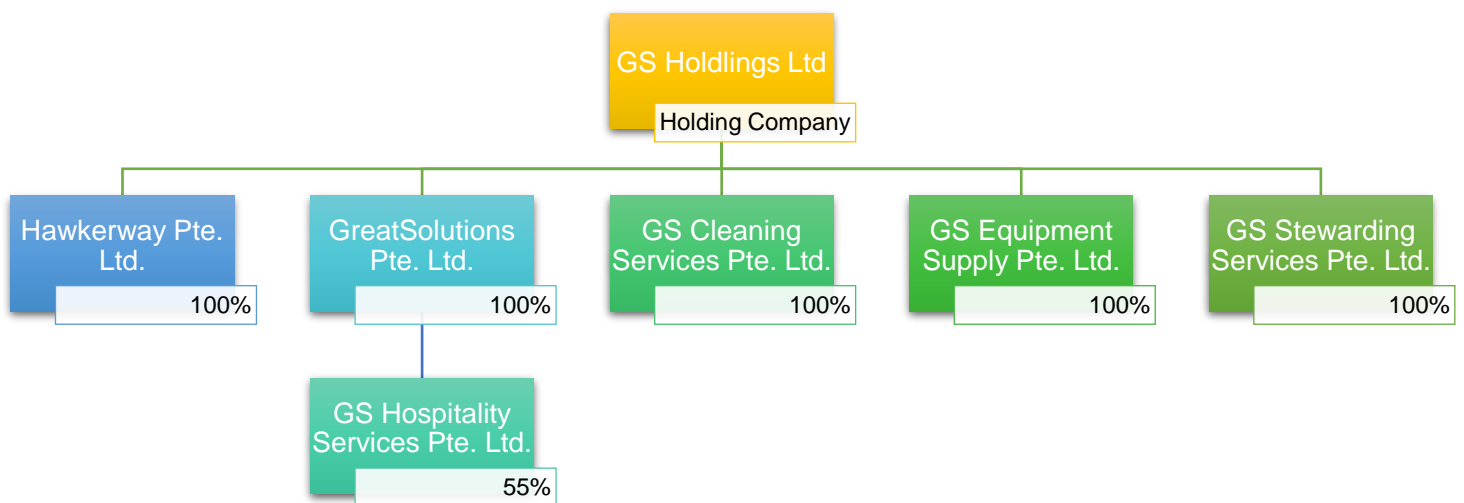
Centralised dishwashing services are broadly defined as the provision of outsourced dishwashing and wares-washing (i.e. crockery and utensils) solutions to F&B establishments on a continuous basis (i.e. on a long-term contract). Dishwashing is an essential activity within F&B establishments, enabling the replenishment and supply of clean crockery and cutlery. However, dishwashing is traditionally a labour-intensive process. Centralised dishwashing allows dishwashing to be conducted on a much larger scale, and with greater productivity, thus enabling F&B establishments to focus on their core businesses. Outsourced centralised dishwashing services will also result in significant savings, in terms of labour cost, as the process is less labour-intensive.

Ever since our Group started the centralised dishwashing services business in 2012, we have accumulated valuable experience in managing the operational challenges faced by our customers in respect of their cleaning requirements. We have fine-tuned and expanded the scope of our services from a pure-play centralised dishware washing business to include a range of dishware washing and cleaning related services, including:

- (a) on-site cleaning and stewarding services;
- (b) centralised dishware washing;
- (c) sale of dishware washing related equipment and consumables; and
- (d) cleaning and dishware washing consultancy services.

Our innovative approach and scope of services in providing comprehensive cleaning solutions for our customers has garnered strong support from our expanding client base, many of which have transitioned from using their own in-house on-site cleaning crew to completely adopting our full suite of dishware washing and cleaning related services.

#### Our group



## 5 Strategic Plans

### **Fundamental Beliefs**

Our Group recognises the importance of a sustainable business. Our Group's business strategy includes integrating the needs of the society and the environment into its business goals. Our Group strongly believes that to grow sustainably, our Group has to actively engage and deliver value to its stakeholders, from its employees to the community, and to be a responsible steward of its natural environment.

Our SR Committee has been tasked to establish a corporate social responsibility policy in the near future which includes the review of the following areas of our Group's activities:

- (i) to review and recommend our Group's policy in respect of corporate social responsibility issues;
- (ii) to review our Group's health, safety and environmental policies and standards;
- (iii) to review the social impact of our Group's business practices in the communities that we operate in;
- (iv) to review and recommend policies and practices with regard to key stakeholders (suppliers, customers and employees); and
- (v) to review and recommend policies and practices with regards to regulators.

### **Commitment**

Our commitment to sustainability stems from our sustainable management strategy of creating social, economic and environmental impact across our value chain. We uphold end customer safety to the highest priority and strive for zero food safety accident related to the dishware and utensils handled by our Group.

Our operations are strictly compliant with National Environment Agency (the "NEA")'s Food Safety Management System, which is a programme that identifies and controls food safety hazards at every stage of food preparation through a holistic system of controls, and we incorporate the principles of the Hazard Analysis Critical Control Points system which is a scientific and systematic approach to identify, prevent and reduce food-borne hazards in the food chain process.





Our centralised commercial dishware washing service provides a faster, much more efficient and effective dishwashing process whereby their crockery and utensils can be easily collected from their operating premises. With our specialised semi-automated cleaning process at our dishware washing facilities, we try our very best to delivery clean dishware and utensils back to our customers within 24 hours.

This means that in an increasingly constrained labour market, we can reduce our customer's dishware washing labour requirements and ensure that our customer's dishware and utensils are cleaned to a consistent standard.



### **Empowering our People**

With our people being a key driver of our growth, this means creating an impact on people both within and beyond our business. Within our business, we adopt good human resource policies and practices that promote equality and safety in our workplace. We also strive to promote individual accountability and teamwork, which is one of our core values. We are committed to creating a safe and conducive workplace for our people for them to perform optimally.



Beyond our business, we also strive to positively impact and contribute back to our community. Our Group proactively collaborates with local organisations to directly impact and interact with these communities at ground level. Our various initiatives aim to create social impact amongst less privileged communities and to empower and develop them.

### **Protecting our Environment**

We also commit to sustainable practices to reduce our environmental footprint as we strive to make our operations more energy-efficient. As responsible stewards, we uphold our responsibility in preserving the environment and reducing negative impacts.

Over the years, we have streamlined our processes to increase energy-efficiency and reduce waste production. Our Group intends to further invest in and install dishware washing machines with improved automation at our dishware washing facilities and utilise the latest green technology such as solar energy and water re-cycling treatment plants, in line with our environment conservation objectives.



Our Group continues to play its part in ensuring energy conservation in its facilities and offices by cutting down on their energy consumption, which have resulted in greater operational efficiency and reduced environmental impacts.

### **Supply Chain**

Our purchases include purchases of chemicals, detergents and factory supplies, transport costs, utilities expenses and sub-contracting costs.

We do not have any long-term contracts with any of our major suppliers as this provides us with the flexibility to evaluate and select new suppliers based on pricing, quality of products and services (as the case may be), delivery and credit terms.



### Goals and Achievements

Our Group aims to continuously seek for business opportunities in line with our strategic growth and to deliver value to our customers and stakeholders as we continue to explore and expand our business operations. Within the industry, we have also upheld a reputation for quality and high standards in our operations, as well as excellence in our operations management.

Our dishware washing process utilises semi-automated dishware washing lines to put our customers' crockery and utensils through a dishware washing process (which includes a Halal certified dishwashing line). Our dishware washing lines have the flexibility to process dishware ranging from melamine, stainless steel and even porcelain and glass. The dishware and utensils are washed at a high temperature with an approved cleaning detergent and rinsing chemical. We have obtained the ISO 22000:2005<sup>1</sup> food safety management certification, which to the best of our knowledge, makes us one of the first dishware washing specialists in Singapore with ISO 22000:2005 certification and Halal certification<sup>2</sup>.



Halal Certified

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<sup>1</sup> ISO 22000 is a standard developed by the International Organization for Standardization dealing with food safety. It is a general derivative of ISO 9000.

<sup>2</sup> Halal certification is issued by Majlis Ugama Islam Singapura ("MUIS") to companies who have met MUIS' Halal certification conditions in Singapore.

## 6 Sustainability Approach

### Our Approach

GS's strategic approach has transformed across the years, from a classical economic-based strategy to a sustainability-oriented approach. This approach encompasses balancing holistic goals of economic, environmental and social perspectives with our commitment to actively engage stakeholders throughout the value-delivery process; our sustainability approach extends beyond meeting stakeholder requirements to enhancing stakeholder participation in our chain of sustainable value creation.

Recognising key challenges and risks involved in sustainable development under the backdrop of our competitive servicing industry, we have established a SR Committee to balance our sustainable goals with our dedication to delivering quality performance to our stakeholders.

### Committee Structure

The SR Committee is headed by the Executive Chairman and CEO, Mr Pang Pok, and formed by the senior management from critical business functions, such as finance, operations, human resources and procurement, across all the subsidiaries. The focus of the SR Committee lies in the areas of formulating, implementing and reviewing our Group's sustainable policies and practices, sustainability development programs and initiatives. Periodical reviews are made to ensure the effective implementation and engagement of our Group as a whole and in-line with our Group's strategic developments.

## 7 Identifying Material ESG Factors

A robust process was undertaken to identify and prioritise our Group's material ESG issues. Our Group engaged a team of external sustainability consultants to assist our Group's SR Committee in identifying and prioritizing issues that are most material and relevant to our Group and its stakeholders. These issues are then linked to the overall strategy management and corporate social responsibility. The ESG Materiality Assessment was performed with the facilitation of the team of external consultants, where each ESG factor in the GRI ESG universe was thereafter ranked by the SR Committee members according to the influence on stakeholders' decisions and significance of environmental and social impacts. Subsequently, a reporting plan on the identified GRI factors has been established based on the aggregated assessment results.

The SR Committee has identified the following material ESG factors for FY 2017:

- GRI 201 – Economic Performance
- GRI 307 – Environmental Compliance
- GRI 401 – Employment
- GRI 416 – Customer Health and Safety

**Material ESG Factor Summary**

<b>Focus</b>	<b>Impact to Stakeholders</b>	<b>FY2017 Performance</b>	<b>Commitments &amp; Targets</b>
Economic Performance	Financial performance is one of the key factors which affects our shareholder confidence level	<ul style="list-style-type: none"> <li>• Changi airport facility commenced operations in October</li> <li>• Achieved higher turnover during the year</li> </ul>	<ul style="list-style-type: none"> <li>• Keep strengthening our financial performances</li> <li>• Strive to reduce current administration and operating expenses</li> </ul>
Environmental Compliance	Non-compliance with NEA's requirements will result in fines and disciplinary actions.	<ul style="list-style-type: none"> <li>• Full compliance with NEA's requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Full compliance with NEA's requirements</li> <li>• Continuously invest in environment friendly and automated dish washing equipment</li> </ul>
Employment	Fair and merit-based employment practices are important to our employees, investors, regulators, and community as they affect our ability to attract, retain and develop local talents under the direct hire of our Group's offices and operations.	<ul style="list-style-type: none"> <li>• Sustainable and manageable attrition rate</li> <li>• Training courses and programs relevant to individual's job scope are sponsored by our Group</li> </ul>	<ul style="list-style-type: none"> <li>• Clear employee rights set out in Staff Handbook available to all employees</li> <li>• Turnover rate to be improved by 5-10%</li> <li>• Internal and external training courses relevant to the job scopes of office staff</li> <li>• To introduce and promote work life balance</li> </ul>
Customer Health and Safety	End customers' safety is amongst the highest concerns to our stakeholders.	<ul style="list-style-type: none"> <li>• Full compliance with NEA's requirements</li> <li>• Zero reported food safety incident related to the dishware and utensils handled by our Group</li> </ul>	<ul style="list-style-type: none"> <li>• Full compliance with NEA's requirements</li> <li>• Maintain zero food safety incident</li> </ul>

## 8 Stakeholder Engagement

A great collaboration with stakeholders supports us in addressing sustainability challenges. We continue to promote ongoing communication and active engagement with our stakeholders. We incorporate shareholders' feedback into our planning and actions where appropriate and relevant to our businesses. Their feedback has helped us in strengthening the relevance of our reporting and approach to managing GS's material issues.

In identifying the key groups of stakeholders, we assessed the level of significance of the stakeholders' interests in sustainability issues, the potential impact and influence of these stakeholders on our Group's businesses and operations.

The following five key stakeholder groups have been identified:

- i. Our Employees
- ii. Our Customers
- iii. Our Shareholders and Investors
- iv. Our Business Partners
- v. Our Community

The potential impact and significance of these stakeholders on our Group's businesses and operations, key issues of each stakeholder and our ways of engaging each of them are summarised below:

**Stakeholder Engagement Summary**

Stakeholders	Impact and Significance	Key Issues	Engagement Platforms
Employees	Our employees are part of our human capital whose competencies and well-being are fundamental to our Group's operational effectiveness.	<ul style="list-style-type: none"> <li>• Talent retention and attraction</li> <li>• Employee safety and well-being</li> <li>• Training and development opportunities</li> <li>• Efforts to promote work-life balance</li> <li>• Remuneration and benefits</li> <li>• Employee welfare and well-being</li> <li>• Employee volunteerism</li> </ul>	<ul style="list-style-type: none"> <li>• Regular staff dialogue sessions</li> <li>• Training programs and courses</li> <li>• Safety briefings and courses</li> <li>• Annual appreciation events and festival celebrations</li> </ul>
Customers and End Customers	Maximising our customers' satisfaction, understanding our customers' needs and expectations and building long lasting relationships with our customers are of great importance to us in improving our economic performance.	<ul style="list-style-type: none"> <li>• Customer satisfaction and experience</li> <li>• Quality products and services</li> <li>• Environmental conservation</li> <li>• Communication</li> <li>• Full compliance with NEA's Food Safety Management System</li> <li>• No reported food safety incident related to the dishware and utensils handled by GS</li> </ul>	<ul style="list-style-type: none"> <li>• Regular site visits to customers' business premises</li> <li>• Face-to-face meetings</li> <li>• Customer satisfaction survey</li> </ul>
Shareholders and Investors	Shareholders and investors play an important role in the financing, operations, governance and growth aspects of a business.	<ul style="list-style-type: none"> <li>• Financial stability</li> <li>• Long-term growth plans</li> <li>• Market diversification</li> <li>• Risk management</li> <li>• Corporate governance</li> <li>• Sustainability efforts</li> </ul>	<ul style="list-style-type: none"> <li>• GS' company website</li> <li>• Half-yearly financial results announcements</li> <li>• Annual reports</li> <li>• Annual General Meeting</li> <li>• Extraordinary General Meeting, where necessary</li> </ul>
Business Partner	Close partnership with suppliers and subcontractors in our value chain helps us to ensure that all our operations are carried out in line with industry leading practices and sustainability efforts.	<ul style="list-style-type: none"> <li>• Quality assurance</li> <li>• Certifications</li> <li>• Supply chain management</li> <li>• Occupational health</li> <li>• Safety practices</li> <li>• Personal Data Protection Act (PDPA) Compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Supplier's Code of Conduct</li> <li>• Regular supplier visits / meetings</li> <li>• Annual performance evaluation</li> <li>• Safety briefings and courses</li> </ul>
Community	Being a responsible corporate citizen to the society, environment and the people around us is important as it can attract positive publicity, help to attract and retain good employees, and improve relationship with customers and their communities.	<ul style="list-style-type: none"> <li>• Doing our part as a responsible corporate citizen</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteering and charitable events</li> <li>• Participated in Standards for Dishwashing Workgroup</li> </ul>



## 9 Business Performance and Economic Aspects

Our Group reported a revenue of S\$9.9 million in the financial year ended 31 December 2017 (“FY2017”) as compared to S\$9.2 million in the financial year ended 31 December 2016 (“FY2016”), an increase of 8% or S\$0.7 million. The increase was mainly due to additional cleaning contracts secured from coffee shops. Details of our Group’s economic performance can be found in our Group’s FY2017 Annual Report.

Going forward, the trend towards centralisation of cleaning services off-site and the push for greater productivity and lower reliance on foreign manpower by the government, improves our growth prospects. We are well-positioned to help companies remain competitive by streamlining their operations through the outsourcing of their non-core, labour intensive cleaning functions.

As Singapore makes strides towards becoming a smart nation, we will, likewise, take direction from national initiatives to adopt automation and other cutting-edge technology in order to remain competitive. With the ultimate goal of increasing returns to our stakeholders and the continued strength of our Group, we will ensure our readiness to compete in the future. We will continuously identify and implement measures to improve operational efficiencies.

Our Group is also currently exploring and evaluating other business opportunities to complement its existing business so as to enhance shareholders’ value in the long term.

## 10 Environment Management



We recognise that our business activities form an integral part of the environment and thus is committed to conserving and protecting the environment in which we operate. We strive to be a good corporate citizen by continually improving our environmental performance. Our Group believes in and adheres to the following policies:

- (i) we integrate the consideration of environmental concerns and impact into all of our decision-making and activities;
- (ii) we promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner;
- (iii) we promote efficient use of materials and resources including water, electricity, and raw materials, particularly those that are non-renewable;
- (iv) we avoid unnecessary use of hazardous materials and products, seek environmentally friendly substitutes when feasible, and take all reasonable steps to protect human health and the environment when such materials must be used, stored or disposed of; and
- (v) we strive to continually improve our environmental performance and minimise the social impact and damage of our activities by periodically reviewing our environmental policy in light of our current and future activities.

As part of our efforts at environmental conservation and protection, our flight machines<sup>3</sup> used in the dishware washing process are eco-friendly and maximises usage of water and energy in the cleaning process. We have also taken the initiative to use a compactor machine to ground the solid waste accumulated in the process of dishware washing into powder for disposal purposes.

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<sup>3</sup> Flight machine refers to commercial dishware washing machine made of heavy gauge stainless steel, through which dishware is run through for washing, rinsing and blow-drying



### High Standards on Food Hygiene

The push for centralised dishwashing will also be supported by increasing requirements and expectations on food hygiene. In 2013, NEA lowered the threshold limit for the Demerit Point System from 24 points to 12 points. Furthermore, with NEA's mandatory grading system, consumers can demand a higher standard of food hygiene, while F&B services establishments are encouraged to adopt best practices in food hygiene. The NEA also requires food caterers to submit a Hazard Analysis Critical Control Point based Food Safety Management System. Such measures will increase the standards of hygiene in the centralised dishwashing sector.



NEA Licensed

## 11 Social Responsibility

### Our talent, our future

Our Group is committed to growing with our people and making the company a vibrant workplace. We provide our people with a work environment that supports professional and personal development, offers a variety of career opportunities and creates high performance and collaborative teams.

Fostering a culture of diversity and inclusion has played a key role in the sustained success of our workforce. Valuing diversity at our Group means respecting and supporting these differences – gender, age, ethnicity, language, cultural background, physical ability, religious belief and lifestyle choice – and harnessing the richness of our varied backgrounds, ideas and perspectives.

Our Group's Code of Conduct for employees governs how we always conduct ourselves in a multicultural environment and treat fellow colleagues with respect and consideration, respecting the basic tenets of human rights. These principles are applied in our interactions, internally and externally, with our people, community and marketplace.

Across our Group, we leverage relationships with local and academic institutions, as well as social media platforms and career fairs to promote employment with our companies in our Group. Our monthly average number of employees is about 300 and our monthly turnover rate maintains at approximately 4% during the reporting period.

We will continue to build a strong pipeline of technical specialists and leaders to support our Group's sustainable growth. Hence, attracting and retaining talent is our priority and we create a workplace environment where our people can develop at both professional and personal levels.

Our Group also believes in providing employees with the necessary training to ensure that they are equipped with the right skillset for proper job performance. We place great emphasis on improving and upgrading our employee's technical knowledge and skills that are relevant to their department. As such, employees trainings are conducted based on the requirements for each department to increase their level of competency and expertise.

Our staff are trained according to NEA requirements and licensing, with our cleaning staff placed on 'on-the-job' training. Our staff managing the quality control of the cleanliness of crockery and utensils which have been put through our dishwashing facility line are trained to reject crockery and utensils that do not meet the NEA guidelines.

**Health and well-being**

We understand the importance of meeting both work and family demands. Our employees are provided with a comprehensive range of benefits that may include paid vacation leave, medical benefits, group insurance plans and so on.

Below is the list of benefits we are providing to our staffs and we review these benefits regularly to make them more competitive.

<b>Item</b>	<b>Benefits</b>	<b>Descriptions</b>
1	Medical Insurance	All our employees are covered under insurance for work-related injuries. This accords them with some financial protection in the event of incidents arising under working circumstances.
2	Year-end and performance bonus	Employees are entitled to year-end and performance bonuses depending on the performance of our Group and individual upon appraisal.
3	Paid annual leave	We recognize our employee for their long-term commitment and we offer them with paid annual leave up to 21 days.
4	Annual appreciation events and festival celebrations	We organise company events annually to celebrate and recognise the effort of our employees. Embracing diversity and to honour our rich heritage and culture, we celebrate important festivals as a company and often provide festive gifts to our employees.

**Employee Safety**

For the reporting year ended 31 December 2017, there were 14 employees in total who have suffered work-related injuries (mostly minor injuries) during the work. They were all sent to clinics or hospital for necessary treatments.

Ensuring the health and safety of our employees is our top priority. We strive to take care of our employees' safety, work-life balance and mental health. Our Group's sustainable growth would not have been possible without our dedicated and healthy employees working in a safe environment.

With our on-going focus on the health and safety of our employees, our Human Resource ("HR") department supervises and ensures that workplace health and safety regulations are strictly complied with. Operations department oversees our Group's operations to ensure that safety standards are always upheld and up to industry best practices. In addition, the role of Operations department includes reviewing, effectively implementing and reinforcing safety standards to ensure all areas of safety are adequately covered.

All near-miss incidents and accidents will be promptly reported to the Operations department, which will further provide timely incident analysis briefings to the employees. These safety briefings aim to strengthen the safety awareness of our employees and to remind them of established safety measures and precautions, as well as safety protocols in the event of similar incidents.

We also have obtained bizSAFE STAR<sup>4</sup> and OHSAS 18001:2007<sup>5</sup> which demonstrates our ability to operate an occupational safety and health management system in the provision of automated dishwashing services



bizSAFE Star



OHSAS 18001

### **End Customer Safety**

We uphold customer safety to the highest priority and strive for zero accident to our end customers. In FY2017, there were no reports of food safety incidents related to the dishware and utensils handled by our Group from our Group's customers. Our operations are strictly compliant with NEA's Food Safety Management System and we incorporate the principles of the Hazard Analysis Critical Control Points system to identify, prevent and reduce food-borne hazards in the food chain process.

Furthermore, our Group has obtained the ISO 22000: 2005 food safety management certification which to the best of our knowledge, made us the first and only ISO 22000:2005 certified dishware washing hub in Singapore. The ISO 22000: 2005 maps out what an organisation needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe, and can be used by any organisation regardless of its size or position in the food chain. We have also obtained Halal certification on our dishware washing line, which enabled Muslim crockery to be washed at our centralised dishware washing facilities.

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<sup>4</sup> bizSAFE Star is the highest level of the certification awarded by "The Workplace Safety and Health Council".

<sup>5</sup> OHSAS 18001, Occupational Health and Safety Assessment Series, is a British Standard for occupational health and safety management systems. Compliance with it enables organizations to demonstrate that they have a system in place for occupational health and safety.

**GRI Content Index**

<b>Category</b>	<b>Disclosure</b>	<b>Description</b>	<b>Page Reference and Remarks</b>
GRI 102: General Disclosures	102-1	Name of the organization	Cover Page of Annual Report FY2017
	102-2	Activities, brands, products, and services	Page 2 of Annual Report FY2017
	102-3	Location of headquarters	Page 3 of Annual Report FY2017
	102-4	Location of operations	Page 3 of Annual Report FY2017
	102-5	Ownership and legal form	Pages 61 of Annual Report FY2017
	102-6	Markets served	Page 2 of Annual Report FY2017
	102-7	Scale of the organization	Pages 56 to 57 of Annual Report FY2017 and page 18 of Sustainability Report
	102-8	Information on employees and other workers	Page 18 to 20 of Sustainability Report
	102-9	Supply chain	Page 9 of Sustainability Report
	102-10	Significant changes to the organization and its supply chain	None
	102-11	Precautionary Principle or approach	Page 11 of Sustainability Report
	102-12	External initiatives	Page 6 to 9 of Sustainability Report
	102-13	Membership of associations	None
GRI 102: Strategy	102-14	Statement from senior decision-maker	Page 3 of Sustainability Report
GRI 102: Ethics and Integrity	102-16	Values, principles, standards, and norms of behaviour	Page 4 of Sustainability Report
GRI 102: Governance	102-18	Governance structure	Page 13 to 45 of Annual Report FY2017 Page 11 of Sustainability Report
GRI 102: Stakeholder Engagement	102-40	List of stakeholder groups	Page 13 to 14 of Sustainability Report
	102-41	Collective bargaining agreements	None

**GS Holdings Limited – FY2017 Sustainability Reporting**

<b>Category</b>	<b>Disclosure</b>	<b>Description</b>	<b>Page Reference and Remarks</b>
	102-42	Identifying and selecting stakeholders	Pages 13 to 14 of Sustainability Report
	102-43	Approach to stakeholder engagement	Pages 13 to 14 of Sustainability Report
	102-44	Key topics and concerns raised	Page 13 to 14 of Sustainability Report
GRI 102: Reporting Practice	102-45	Entities included in the consolidated financial statements	Page 5 of Sustainability Report
	102-46	Defining report content and topic Boundaries	Pages 1 to 2 of Sustainability Report
	102-47	List of material topics	Page 11 to 12 of Sustainability Report
	102-48	Restatements of information	Not applicable as this is the first year of SR reporting
	102-49	Changes in reporting	Not applicable as this is the first year of SR reporting
	102-50	Reporting period	FY2017 (1 January 2017- 31 December 2017)
	102-51	Date of most recent report	Not applicable as this is the first year of SR reporting
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	Page 2 of Sustainability Report
	102-54	Claims of reporting in accordance with the GRI Standards	Core options (33 items)
	102-55	GRI content index	Page 21 to 23 of Sustainability Report
	102-56	External Assurance	None



Category	Disclosure	Description	Page Reference and Remarks
GRI 201: Economic Performance	DMA	Disclosure of Management Approach	Page 15 of Sustainability Report
	201-1	Direct economic value generated and distributed	Page 15 of Sustainability Report
	201-2	Financial implications and other risks and opportunities due to climate change	Page 15 of Sustainability Report
	201-3	Defined benefit plan obligations and other retirement plans	Page 15 of Sustainability Report
	201-4	Financial assistance received from government	Page 15 of Sustainability Report
GRI 307: Environmental Compliance	DMA	Disclosure of Management Approach	Page 16 to 17 of Sustainability Report
	307-1	Non-compliance with environmental laws and regulations	Page 16 to 17 of Sustainability Report
GRI 401: Employment	DMA	Disclosure of Management Approach	Page 18 to 20 of Sustainability Report
	401-1	New employee hires and employee turnover	Page 18 to 20 Sustainability Report
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 18 to 20 of Sustainability Report
	401-3	Parental leave	Page 18 to 20 of Sustainability Report
GRI 416: Customer Health and Safety	DMA	Disclosure of Management Approach	Page 20 of Sustainability Report
	416-1	Assessment of the health and safety impacts of product and service categories	Onsite cleaning and stewarding services and centralised dishware washing services are assessed on the safety impacts.
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Page 20 of Sustainability Report