

DTC WORLD CORPORATION

# Sustainability Report

FY2022



# About Us

DTC World Corporation is a leading full-service premiums and point of sale (POS) merchandise solutions and global fulfilment partner. With more than 20 years of valuable experience in product design, conceptual development and sourcing, we understand the challenges and the need for innovation, co-creation, product development to sustainable sourcing, cost savings and fulfilment. Our in-house design team can help clients quickly adapt key visuals into unique merchandise while our expertise in product knowledge, factories and logistics network allow us to manage the project timeline efficiently. We specialise in highly customized (OEM) premiums and gifts, procurement web portal and Point of Sales (POS) merchandise serving some of the largest multinationals in the world. Supported by a supplier network of over 200 factories in Asia Pacific and offices in Singapore, Malaysia, Vietnam and China, we work closely with our clients to select the most cost effective and efficient location to produce the merchandise.

# Our Commitment

We are acutely aware of the footprint our industry has on the world at large. Our importing standards and practices play a big role in holding ourselves and others responsible for their sustainability practices throughout their business activities. From material sourcing and selection to fair human resource practices, sustainability goes beyond practices. Sustainability is to us a philosophy of doing business. We align our business with the global supply chain shift towards a more responsible and sustainable business model. From design to delivery, we work with our partners to reduce the carbon footprint of our products as well as minimise wastage.

## Vision

We strive to be a leader in corporate citizenship and contribute to sustainable development, caring for our employees and customers, seeking to enrich the quality of life for the communities in which we operate, and serve as good stewards of society and the environment.

## Mission

To help brand owners create, design and source high quality and cost effective sustainable premiums and POS merchandise from start to end.

# Our Value Proposition

 <p><b>Green</b></p>	 <p><b>Unique &amp; Fresh Ideas</b></p>
 <p><b>Customer Delight</b></p>	 <p><b>SIMPLIFY – Regional Merchandise Fulfilment</b></p>
 <p><b>Always RIGHT Quality</b></p>	 <p><b>Resourcefulness</b></p>

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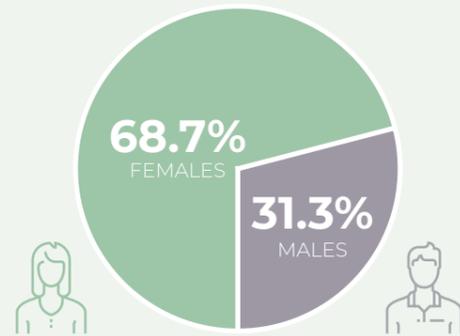
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# DTC World At A Glance

## ECOVADIS

BEST PERFORMER AMEA  
(ASIA PACIFIC, MIDDLE EAST AND AFRICA)

DTC World received an EcoVadis regional Sustainability Leadership Award in March 2022. The objective of this award is to recognise leading companies in sustainability performance, and award winners were selected based on their EcoVadis Sustainability Ratings in 2021. DTC World achieved EcoVadis Platinum Certification in 2021 and is placed in the top 1% of organisations rated for their sustainability performance.



In all our operations, each employee attended an average of

# 18.9 TRAINING HOURS

IN FY2021

# 46.4 TONNES

SCOPE 1 & 2 GREENHOUSE GAS EMISSIONS



We recorded a total of 46.4 metric tons of GHG operational emissions in FY2022.

# 67% PRODUCTS CATEGORIES

OFFER SUSTAINABLE CHOICES



We offer sustainable products made from eco-friendly materials or methods and provide items as a replacement for single-use disposables. Through meaningful company-customer engagement, we create awareness for our customers to ensure they are aware of sustainable choices.

# 0 ZERO

INCIDENTS OF PRODUCT RECALL

# 100% NEW SUPPLIERS SCREENED

BASED ON SOCIAL AND ENVIRONMENTAL CRITERIA

# Managing Director's Message

Dear valued stakeholders,

I am delighted to address you as the Managing Director of DTC World Corporation, a distinguished leader in the realm of full-service premiums and point-of-sale merchandise solutions. We stand proud as a company dedicated to delivering excellence and providing unparalleled fulfillment partnerships to our esteemed clients worldwide.

At DTC World, we have cultivated a culture of innovation, professionalism, and customer-centricity that drives our every endeavour. Our commitment to offering exceptional products and services has propelled us to the forefront of the industry, earning us the trust and loyalty of our clients. We take great pride in being a reliable partner that consistently exceeds expectations.

Headquartered in the vibrant city of Singapore, our strategic location has served as a springboard for our global expansion. As we continue to grow, we have established offices in Malaysia, China, and Vietnam, allowing us to connect with diverse markets and cater to the unique needs of our clientele in these regions. This widespread presence enables us to foster stronger relationships, enhance our understanding of local dynamics, and better serve our clients' aspirations.

At DTC World, we understand that success is not merely measured by the scale of our operations but by the positive impact we create. We embrace our responsibility to contribute to the growth and development of the communities we operate in. Through our sustainable practices, we strive to minimize our environmental footprint, nurture the wellbeing of our employees, and support various social initiatives. By doing so, we seek to be a catalyst for positive change and leave a lasting legacy of corporate citizenship.

As we look to the future, we remain committed to pushing boundaries and challenging the status quo. Our dedicated teams of experts continuously explore emerging trends, adopt cutting-edge technologies, and anticipate market shifts to ensure that we remain at the forefront of the industry. By embracing digitalization and leveraging our expertise, we will continue to revolutionize the premiums and point-of-sale merchandise landscape, providing our clients with innovative solutions that drive their success.

To our valued clients, partners, and employees, I extend my deepest gratitude for your unwavering support and trust. Your collaboration and feedback have been instrumental in our journey thus far, and we remain steadfast in our commitment to your satisfaction. Together, we will continue to elevate the standards of excellence and reshape the industry.

I am confident that, with the collective efforts of our talented workforce, our relentless pursuit of innovation, and our unwavering commitment to quality, DTC World Corporation will scale new heights and further solidify its position as a leader in the industry.

Thank you.

Mr. Jason Cheng



# About This Report

This is DTC World’s fifth sustainability report (“Report”) and covers our performance for the period from 1 January 2022 to 31 December 2022 (“FY2022”).

Our sustainability report has been prepared with reference to the GRI Standards and is published on an annual basis. This report is also available online on our corporate website.

The boundary of reporting for economic, social and environmental data in this Report covers all our operations in Singapore, China, Malaysia and Vietnam. Where the performance data being reported does not cover all locations, it is explained in the relevant data sets.

We welcome feedback and comments on this sustainability report at [feedback@dtcworld.com](mailto:feedback@dtcworld.com)

# Our Corporate Structure

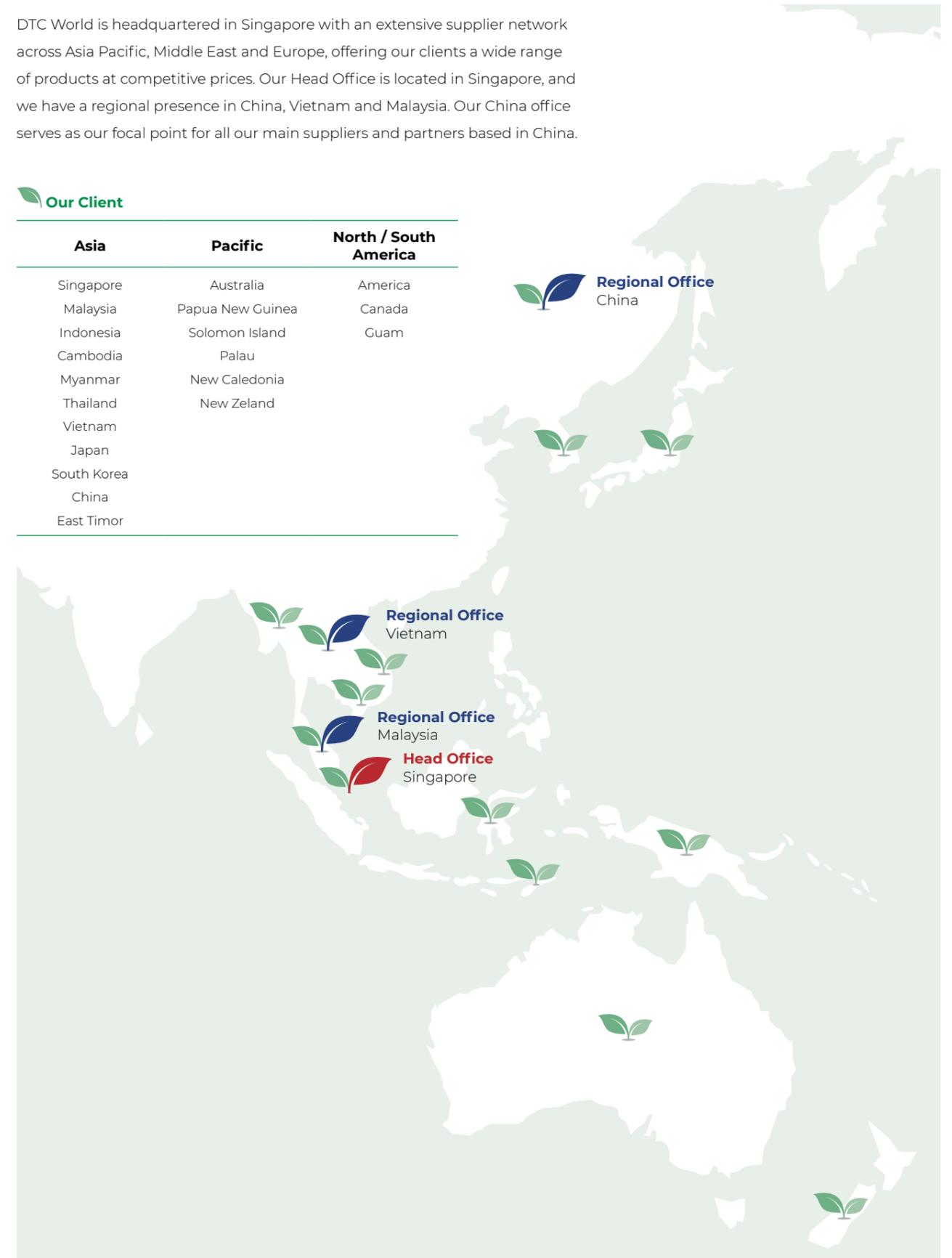


# Our Locations

DTC World is headquartered in Singapore with an extensive supplier network across Asia Pacific, Middle East and Europe, offering our clients a wide range of products at competitive prices. Our Head Office is located in Singapore, and we have a regional presence in China, Vietnam and Malaysia. Our China office serves as our focal point for all our main suppliers and partners based in China.

## Our Client

Asia	Pacific	North / South America
Singapore	Australia	America
Malaysia	Papua New Guinea	Canada
Indonesia	Solomon Island	Guam
Cambodia	Palau	
Myanmar	New Caledonia	
Thailand	New Zeland	
Vietnam		
Japan		
South Korea		
China		
East Timor		

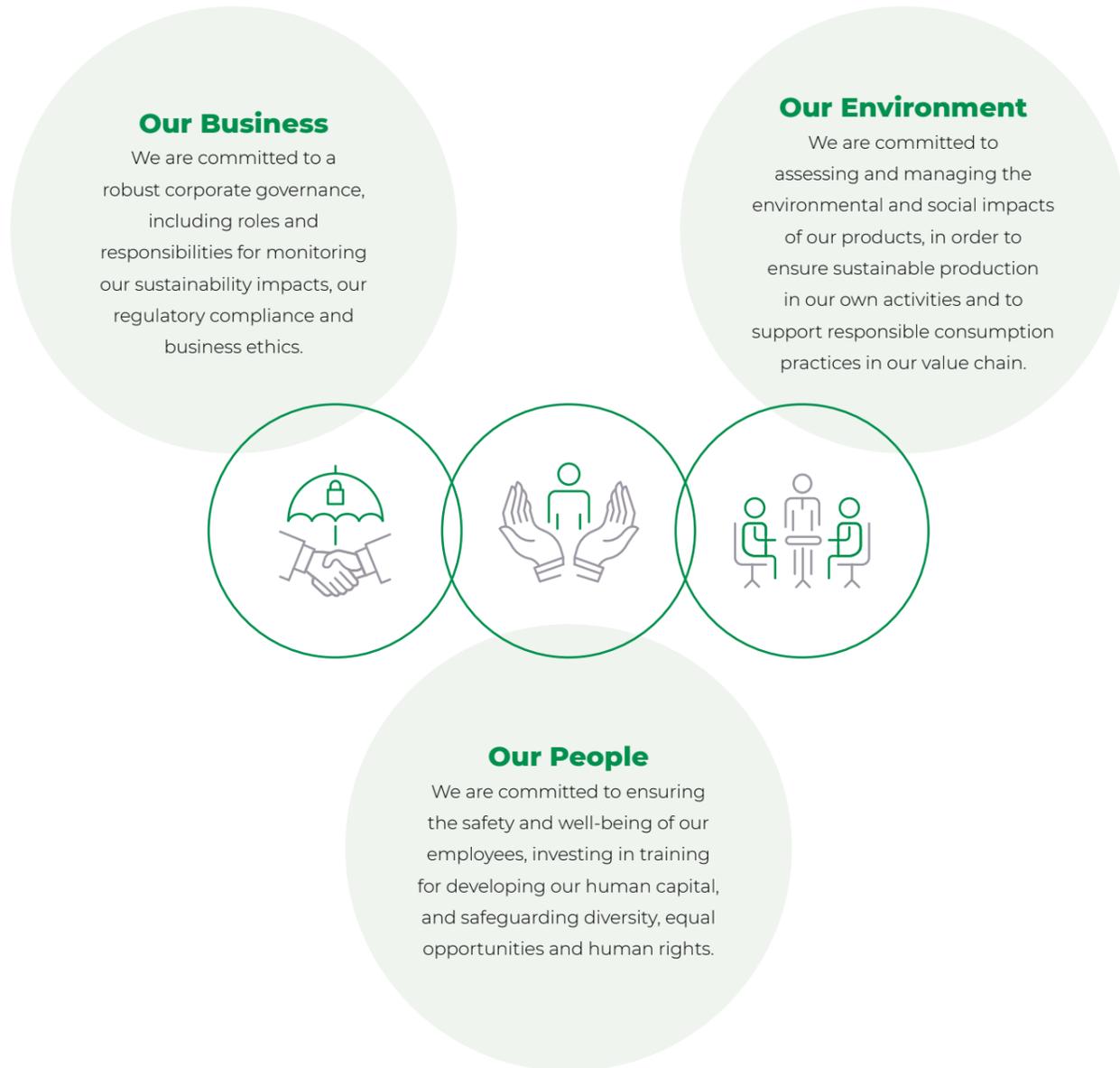


# Sustainability At DTC World

At DTC World, sustainability is a philosophy of business continuity. We position ourselves as the leading sustainability-focused corporate gifts & premium supplier in Asia. We believe that our standards and practices play a big role in holding our stakeholders and ourselves responsible for our sustainability practices throughout our business activities.

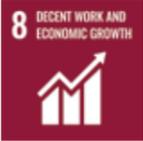
Our sustainability pillars help to guide us in addressing our sustainability strategy and how we influence the people we work with, our impact on the environment and our impact on the communities where we operate. Topics which are material to DTC World (further explained under Materiality Analysis) are listed under each of our sustainability pillars.

## Our Sustainability Pillars



## United Nations Sustainable Development Goals (UN SDGs)

DTC World is committed to supporting the UN SDGs in its operations.

SDG	Material Topics	Our Contribution
	<b>Employee Welfare</b>	In FY2022, 68.7% of DTC World's total employees across all locations comprised of females.  Females are represented widely at the executive as well as management levels, with 58.3% of females in management positions. All employees are trained in discrimination, harassment and disciplinary policies
	<b>Employee Welfare</b>  <b>Health &amp; Safety of Employees</b>	DTC World does not discriminate based on gender and promotes equal pay for equal work of equal value for both women and men. The average wage for both genders are solely based on job responsibility and will remain the same.  DTC World prohibits any form of forced labour including child labour, human trafficking and modern slavery across all business activities, including the supply chain. Regular supplier audits are conducted to ensure that social and environmental standards are maintained by our suppliers. There were no cases of child labour in both internal operations and suppliers for FY2022.  DTC World promotes a strong work safety and well-being culture to ensure business activities run smoothly and risks of hazards are minimised. There were zero cases of injuries and fatalities across all locations in FY2022.
	<b>Environment Footprint</b>  <b>Ethical Sourcing</b>	DTC World has implemented a sustainable procurement policy to evaluate and assess new and existing suppliers based on various labour, human rights, environmental, health and safety and business ethics criteria. We have screened 100% of our new suppliers in FY2022.  In our offices, we encourage our staff to reduce, reuse and recycle materials. A total of 612.4kg of waste and 220 pcs of pallets were recycled in FY2022.
	<b>Ethics and Compliance</b>	DTC World prohibits any form of discrimination based on race, colour, religion, or political inclination that could have impaired equality of opportunity or treatment in employment or development opportunities.  DTC World does not tolerate any form of corruption and bribery in all its business activities as well as dealings with suppliers. All employees are provided with DTC World's policies, procedures and code of conduct. A whistleblowing channel has been established for all DTC World's employees and other stakeholders. There were zero incidents of corruption and bribery across all locations in FY2022.

## Sustainability Governance

DTC World's Sustainability Working Group comprises of our CEO, supported by the Managing Director, General Director and Sustainability Team which is supported by representatives from the various offices. Representatives are selected based on their duties, gender and age so as to provide different perspectives on sustainability topics. The Sustainability Team reports to the General Director and provides updates on sustainability performance and targets. The purpose of the Sustainability Working Group is to manage the organisation's sustainability efforts, brainstorm possibilities for improvements, and coordinate and support the organisation's sustainability initiatives and efforts



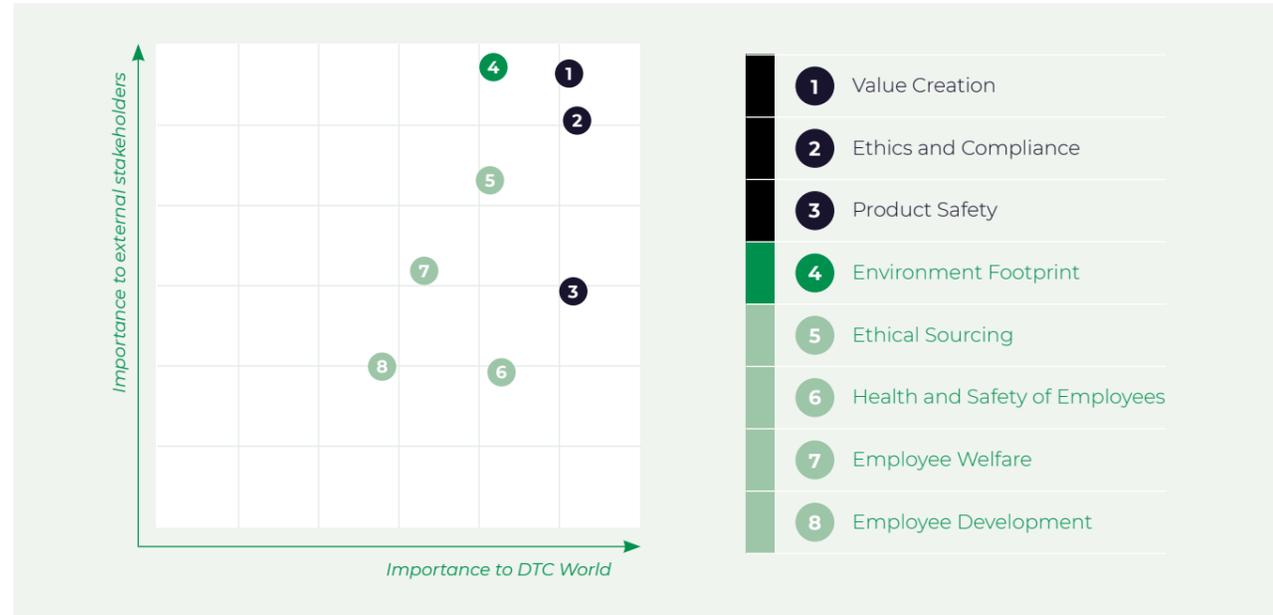
## Stakeholder Engagement

Our Sustainability Working Group, which was established in 2018, continues to engage the various stakeholders to address key areas of concern. This extends our commitment to deliver continual success in value creation for all our stakeholders. We use a broad range of communication channels to engage our stakeholders throughout the year. As DTC World continues to expand, we are committed to review the relevance and significance of our stakeholders on an annual basis and include new stakeholders who are relevant to the business. Our stakeholders include suppliers, employees and customers, and their areas of concerns in 2018 remain relevant in FY2022.

Key Stakeholders	Type of Engagement	Areas of Concern	Our Response (Action)
<b>Regulators, Local authorities</b>	<ul style="list-style-type: none"> <li>i. Meetings</li> <li>ii. Active participation in various industry sustainability-related forums organised by the local government agency or association</li> </ul>	<ul style="list-style-type: none"> <li>i. Compliance with local regulations</li> </ul>	<ul style="list-style-type: none"> <li>i. Due diligence on local laws &amp; regulators</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>i. Annual General Meetings</li> <li>ii. Site-Audits</li> <li>iii. Company Policies</li> <li>iv. Surveys &amp; questionnaires</li> </ul>	<ul style="list-style-type: none"> <li>i. Economic performance</li> <li>ii. Procurement practices</li> <li>iii. Anti-corruption</li> <li>iv. Compliance</li> <li>v. Waste management</li> <li>vi. Emissions</li> <li>vii. Supplier assessments</li> <li>viii. Customer health and safety</li> <li>ix. Marketing and labelling</li> </ul>	<ul style="list-style-type: none"> <li>i. Supplier management program including risk management</li> <li>ii. Product recall process</li> </ul>
<b>Customers e.g., Corporates</b>	<ul style="list-style-type: none"> <li>i. Company Website</li> <li>ii. Customer Feedback</li> <li>iii. Surveys &amp; questionnaires</li> <li>iv. Workshop</li> </ul>	<ul style="list-style-type: none"> <li>i. Compliance to international environmental and social standards</li> <li>ii. Environmentally friendly products</li> <li>iii. Product safety</li> </ul>	<ul style="list-style-type: none"> <li>i. Eco-Products</li> <li>ii. Greater disclosure on product composition</li> <li>iii. Carbon footprint of products</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>i. Orientation</li> <li>ii. Company Intranet</li> <li>iii. Company Policies</li> <li>iv. Training</li> <li>v. Materiality Workshop</li> <li>vi. Feedback box</li> </ul>	<ul style="list-style-type: none"> <li>i. Employee health and safety</li> <li>ii. Environmental footprint</li> <li>iii. Governance</li> <li>iv. Ethical sourcing</li> <li>v. Respecting human rights in the supply chain</li> <li>vi. Employee welfare and development</li> </ul>	<ul style="list-style-type: none"> <li>i. Feedback mechanism</li> <li>ii. Training &amp; Development</li> <li>iii. More benefits to staff</li> </ul>
<b>Local Community</b>	<ul style="list-style-type: none"> <li>i. Outreach programmes</li> <li>ii. Charity drives</li> </ul>	<ul style="list-style-type: none"> <li>i. Ethical sourcing</li> </ul>	<ul style="list-style-type: none"> <li>i. Monetary donation</li> <li>ii. Goods donation</li> <li>iii. Employees Volunteer</li> <li>iv. Active participation in various sustainability-related forums organised by UN Global Compact and Singapore Environment Council</li> </ul>

## Materiality Analysis

In 2018, DTC World conducted the first materiality assessment and identified key topics that were material to our business and stakeholders. The materiality matrix mapped out the issues that had an economic, environmental and social influence on our business risks and stakeholders' confidence. To ensure the relevance and significance of the material topics to our business both internally and externally, we review them annually. In FY2022, we reviewed these material topics and assessed that there are no changes.



Sustainability Pillars	Material Topics	Corresponding GRI Topic-Specific Disclosure
Our Business	Value Creation	GRI 201-1 Economic Performance GRI 204-1 Procurement
	Ethics and Compliance	GRI 205-3 Anti-Corruption GRI 206-1 Anti-Competitive Behaviour
	Product Safety	GRI 416-2 Customer Health & Safety GRI 417-1 Marketing and Labelling
	Ethical Sourcing	GRI 308-1 Supplier Environmental Assessment GRI 414-1 Supplier Social Assessment
	Information Security	-
Our Environment	Environment Footprint	GRI 302-1 Energy GRI 305-1, 305-2 Emissions GRI 306-4 Waste
Our People	Health & Safety of Employees	GRI 403-1, 403-9 Occupational Health & Safety
	Employee Welfare	GRI 202-1 Market Presence GRI 401-1, 404-2, 404-3 Employment GRI 406-1 Non-Discrimination
	Employee Development	GRI 404-1 Training & Education
	Diversity and Equal Opportunity	GRI 405-1 Diversity and Equal Opportunity

## Key Performance Data and Targets

Sustainability Focus Area & Material Topics	FY2022 Targets	What we have achieved in FY2022	Our targets for FY2023	
Our Business	Ethics and compliance	<ul style="list-style-type: none"> <li>Strive to maintain zero cases of corruption and competitive cases.</li> <li>Fully comply with all rules and regulations in all locations that we operate in.</li> </ul>	<ul style="list-style-type: none"> <li>No reported cases of anti-corruption and anti-competitive violations across all locations</li> </ul>	<ul style="list-style-type: none"> <li>Strive to maintain zero cases of corruption and competitive cases.</li> <li>Fully comply with all rules and regulations in all locations that we operate in.</li> </ul>
	Product safety	<ul style="list-style-type: none"> <li>Zero product recall for all locations.</li> </ul>	<ul style="list-style-type: none"> <li>Zero reported cases of product recall.</li> </ul>	<ul style="list-style-type: none"> <li>Zero product recall for all locations.</li> </ul>
	Ethical sourcing	<ul style="list-style-type: none"> <li>100% screening of new suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>100% screening of new suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>100% screening of new suppliers.</li> </ul>
	Information security	<ul style="list-style-type: none"> <li>Strive to maintain zero cases in privacy breaches, data loss or copyright infringement.</li> </ul>	<ul style="list-style-type: none"> <li>Zero cases of violations in privacy breaches, data loss or copyright infringement.</li> </ul>	<ul style="list-style-type: none"> <li>Strive to maintain zero cases in privacy breaches, data loss or copyright infringement.</li> </ul>
Our Environment	Energy intensity	<ul style="list-style-type: none"> <li>Strive to maintain similar energy intensity.</li> </ul>	<ul style="list-style-type: none"> <li>16.2 GJ/ million revenue</li> </ul>	<ul style="list-style-type: none"> <li>Strive to maintain similar energy intensity.</li> </ul>
	Carbon emissions intensity	<ul style="list-style-type: none"> <li>Strive to maintain similar emissions intensity.</li> </ul>	<ul style="list-style-type: none"> <li>1.72tCO<sub>2</sub>e/ million revenue</li> </ul>	<ul style="list-style-type: none"> <li>Strive to maintain similar emissions intensity.</li> </ul>
	Waste	<ul style="list-style-type: none"> <li>Strive to maintain 100% recycling rate for wooden pallets and carton boxes.</li> <li>To recycle other packaging waste</li> <li>To send all e-waste to vendors for recycling.</li> </ul>	<ul style="list-style-type: none"> <li>100% of wooden pallets and carton boxes sent for recycling.</li> </ul>	<ul style="list-style-type: none"> <li>Strive to maintain 100% recycling rate for wooden pallets and carton boxes.</li> <li>To recycle other packaging waste</li> <li>To send all e-waste to vendors for recycling.</li> </ul>
	Eco-Products	<ul style="list-style-type: none"> <li>Strive to increase new products in our eco-range by 5%.</li> </ul>	<ul style="list-style-type: none"> <li>37.5% of our products are in the eco-range.</li> </ul>	<ul style="list-style-type: none"> <li>Strive to increase new products in our eco-range by 5%.</li> </ul>
Our People	Employee hiring rate	<ul style="list-style-type: none"> <li>Strive to have a comparable hiring rate.</li> </ul>	<ul style="list-style-type: none"> <li>44.4%</li> </ul>	<ul style="list-style-type: none"> <li>Strive to have a comparable hiring rate.</li> </ul>
	Employee turnover rate	<ul style="list-style-type: none"> <li>Strive to have less than 10% total turnover rate across all locations.</li> </ul>	<ul style="list-style-type: none"> <li>18.2%</li> </ul>	<ul style="list-style-type: none"> <li>Strive to have less than 10% total turnover rate across all locations.</li> </ul>
	Average training hours	<ul style="list-style-type: none"> <li>Average of 16 hours per person.</li> </ul>	<ul style="list-style-type: none"> <li>18.9 hours per person.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain average of 16 hours per person.</li> </ul>
	Work-related accidents or injuries	<ul style="list-style-type: none"> <li>Strive to maintain zero cases of work accidents and injuries across all locations.</li> </ul>	<ul style="list-style-type: none"> <li>Zero cases of work accidents and injuries across all locations.</li> </ul>	<ul style="list-style-type: none"> <li>Strive to maintain zero cases of work accidents and injuries across all locations.</li> </ul>

# Our Business

DTC World creates value for the clients through our continuous stream of products and services that offer unique benefits. This is achieved by having a team that is constantly involved in innovating, understanding the changing needs of our customers and creating win/win partnerships with customers, employees, and suppliers. By having strong business ethics among employees and our suppliers, DTC World is committed to conduct our business fairly and ethically, and do not tolerate any form of anti-competitive behaviour, non-compliance or malpractices. Ensuring correct labelling of our products with adequate safety instructions and component composition is also important to guide our customers who use our products.



## Value Creation

GRI 201-1, 204-1

### Our Approach

DTC World creates value not only for our clients and our employees but also the suppliers we work with. We have an extensive network of more than 200 suppliers in Asia Pacific, ranging from hand crafted items to factory manufactured goods. Our suppliers and customers are located globally and we encourage procuring products from suppliers localised to the area or region to reduce transport costs, lower carbon footprint and to support local businesses.

### Our Performance

In FY2022, we have continued to work with suppliers in Singapore, China, Vietnam and Malaysia, with China having the largest procurement budget spent on local suppliers, followed by Vietnam, Malaysia and then Singapore.

	Percentage of local procurement budget spent on local suppliers	Type of suppliers included
Singapore	3%	<ul style="list-style-type: none"> <li>• Printing</li> <li>• Embroidery</li> <li>• Apparel</li> <li>• Stationery</li> <li>• Logistics Forwarder</li> </ul>
China	95%	<ul style="list-style-type: none"> <li>• Bags</li> <li>• Apparel</li> <li>• Packaging</li> <li>• Ceramic Products</li> <li>• Household Products</li> <li>• Electronic Products</li> <li>• Metal Products</li> </ul>
Vietnam	30%	<ul style="list-style-type: none"> <li>• Bags</li> <li>• Apparel</li> <li>• Ceramic Products</li> <li>• Towels</li> <li>• Point of Sales Materials</li> </ul>
Malaysia	5%	<ul style="list-style-type: none"> <li>• Logistics Forwarders</li> <li>• Stockist</li> <li>• Paper/box manufacturer</li> <li>• Branded distributor, e.g. Tefal, Philips</li> </ul>

Our efforts in expanding our service offerings to customers and increasing our network of suppliers in the key countries of operations has shown positive results. In FY2022, DTC World reported a 37% year-on-year increase in revenue from S\$19.7 million in FY2021 to S\$27 million<sup>1</sup> in FY2022, on an increased contribution from our business in Vietnam office shows the greatest revenue growth, 235% growth over FY2021. Approximately 20.5% of the Group's total revenue was distributed<sup>2</sup> while another 79.5% was retained<sup>3</sup>.

### Our Target in FY2023

We aim to widen our global network of suppliers which will also bring opportunities such as introducing new products, improving our price between current and potential new suppliers and also shortening time-to-market. DTC World expects a double digit revenue growth in FY2023 and will continue to invest in building an efficient organisation that will enable us to meet the needs of our clients and support strong and profitable growth.

## Ethics and Compliance

GRI 2-27, 205-3, 206-1

### Our Approach

DTC World understands that our commitment to ethical business conduct provides a competitive advantage. Our senior management is committed to promoting our ethical culture throughout our organisation, and leads by example. Senior management continuously and repeatedly communicate the importance of being true to our core ethical values. Their commitment is supported by a robust ethics and compliance program aligned with integral business processes including policies and procedures, training and audits.

All new employees are provided with a list of our company policies, guidelines and code of conduct. At DTC World, we support a healthy and free competition to ensure fair business practices for all employees, suppliers and any other stakeholders.

The DTC World Business Ethics Policy and the Supplier Code of Conduct establishes our standards for ethical and responsible business conduct, our core ethical values and our basic policies on important topics. Our whistleblowing channel is also available to employees, suppliers and other stakeholders that we do business with.

### Our Performance

In FY2022, we reported zero cases of anti-competitive behaviour and anti-corruption across all the countries that we operate in. We have maintained zero violations in the last 3 years and remain vigilant to ensure full compliance across all our operations.

### Our Target in FY2023

We aim to maintain zero cases of anti-competitive behaviour and corruption violations in FY2023.

<sup>1</sup> Direct economic value generated is calculated based on revenue.

<sup>2</sup> Economic value distributed is calculated based on sum of operating costs, employee wages & benefits, payments to providers of capital, payments for taxes and community investments.

<sup>3</sup> Economic value retained is calculated based on difference between direct economic value generated (footnote 1) and economic value distributed (footnote 2).

## Product Safety

GRI 416-2, 417-1

### Our Approach

Chemical substances are useful in many of the products we sell, providing beautiful colours, giving texture and serving as a protective layer. Most chemicals are safe to use, but some may pose a health risk. At DTC World, we have a responsibility to ensure that the chemicals in our products are safe, and that the products are produced in a way that protects co-workers and the environment.

We are committed to ensuring that our products do not harm our customers' well-being and safety. Ensuring correct labelling of our products with adequate safety instructions and component composition is important to guide our customers who use our products. Our products are sourced from manufacturers in China, Vietnam and Malaysia who meet our environmental and social criteria and possess the necessary product certifications.

All suppliers will receive a copy of DTC World Environmental Standards for Merchandise Materials. The objective of the DTC World Environmental Standards for Merchandise Materials is to set a specification for the Base Materials to include what the merchandise materials are composed of, to ensure compliance with safety and environmental legislation. It is mandatory for all suppliers to comply with the DTC World Environmental Standards for Merchandise Materials when purchasing merchandise materials for our products.

In 2019, we started using eco-friendly inks for the printing of our products. Eco-friendly inks are typically water-based, as compared to traditional petroleum-based inks and are much lower in Volatile Organic Compounds (VOCs), phthalate plasticisers and polyvinylchloride (PVC) resins which can cause a number of health problems. Our eco-friendly ink is also RoHS<sup>4</sup> compliant. Where required by our customers, our products will also comply with obligations under REACH<sup>5</sup>.

### Our Performance

Our product range includes food contact items and toys for children below 6 years old, which require usage instructions to be provided with the products. Our products also contain labelling such as BPA free, CE approved or biodegradable. If our customers require our products to be tested based on EU standards, we will ensure the required testings are conducted. In FY2022, we have no cases of products being non-compliant to Health & Safety standards and zero reports of product recall. DTC World has maintained zero product recall in the last 3 years due to our continuous stringent product safety measures, which we will continue to enforce.

### Our Target in FY2023

We aim to maintain zero cases of non-compliance cases and product recall in FY2023.

Indicator	Metrics measured	Performance in FY2022	Target for FY2023
Product safety	Number of product recalls.	Achieved zero product recall across all locations.	Continue to achieve zero product recall for all locations.

<sup>4</sup> RoHS stands for Restriction of Hazardous Substances. RoHS, also known as Directive 2002/95/EC, originated in the European Union and restricts the use of specific hazardous materials found in electrical and electronic products (known as EEE).

<sup>5</sup> REACH stands for (EC) Regulation No 1907/2006 on Registration, Evaluation, Authorization and Restriction of Chemicals, which establishes procedures to assess and manage the risks posed by chemicals.

## Ethical Sourcing

GRI 308-1, 414-1

### Our Approach

Advancing accountability and improving performance across our supply chain creates value for DTC World and our customers by helping us reduce risks, improve product quality, and achieve environmental and social goals. Through communication, assessments and capability-building programs, we work to ensure that our supply chain is resilient, responsible, and respectful of human rights.

Our Supplier Code of Conduct provides the basis of our expectations and requirements of all our suppliers on the social and environmental front for their activities. This Code of Conduct establishes standards on safe working conditions, humane working conditions, labour rights for workers and environmentally responsible business operations. We also ensure suppliers in our supply chain are aware of and compliant with the international labour laws and respective countries regulations.

Before establishing any business partnership with any new suppliers, DTC World requires all our suppliers to comply with our Supplier Code of Conduct. As part of our procurement screening process where we only select quality suppliers with sustainable business practices, DTC World conducts background checks and on-site audits before they are included in our list of approved suppliers.

Our Supplier Management Team performs annual on-site reviews for all our high-risk suppliers to ensure there is no breach to our Supplier Code of Conduct. Our supplier development, monitoring, and enforcement efforts are integrated across our Procurement and Supplier Management teams. This integration allows us to influence suppliers that may be reluctant to meet our requirements. We communicate our expectations in our supplier contracts and hold annual meetings with our suppliers.

As part of the CSR analysis for potential suppliers, environmental and social criteria are applied to assess the level of risk associated with the suppliers. Social criteria assessed include housing facilities provided by the supplier and risk of forced labour. Environmental criteria take into consideration handling of hazardous materials, legal violations and risk of pollution due to the types of activities carried out on site. The frequency of on-site audits is based on the risk rating of the supplier. Suppliers are required to address their audit findings within 6 months and those with repeated violations identified through our supplier audits would be removed from the approved supplier list.

### Our Performance

In FY2022, DTC World added another 34 new suppliers from China and Vietnam. 100% of our new suppliers were screened based on environmental and social criteria. No existing suppliers were terminated due to significant and potential negative environmental impacts identified.

All countries - FY2022			
<b>100%</b> of new suppliers who were screened using environmental and social criteria	<b>73</b> Total no. of environmental and social assessments carried out for new and existing suppliers	<b>8</b> No. of new / existing suppliers who were assessed as having significant actual and potential negative environmental and / or social impact	<b>0%</b> of existing suppliers terminated due to significant actual and potential negative environmental and / or social impact

### Our Target in FY2023

We will strive to maintain 100% screenings for all new suppliers in environmental and social criteria, as well as address closure of corrective actions arising from our new suppliers within six months.

Indicator	Metrics measured	Performance in FY2022	Target for FY2023
New supplier screenings	% screenings for environment & social criteria	Achieved 100% of screening for new suppliers	Aim to achieve 100% screening of new suppliers

## Information Security

Building strong relationships with our stakeholders based on mutual trust and confidence is a key strategic priority for DTC World's business success and credibility. To uphold their trust, it is vital that we have in place robust internal information security control frameworks to prevent any breach in data privacy, loss of data, intellectual property mishandling and cybersecurity threats. It is our responsibility to safeguard the information provided by our stakeholders as well as our own intellectual property, in a safe and secure manner.

We are committed to build a robust information security infrastructure. As a general rule, DTC World complies with all applicable regulations and standards on personal data protection and privacy guidelines as per PDPA guidelines respective of each country. Our Information Security Policy and Information Technology Procedure guides our general IT processes as well as establish safeguards to protect sensitive information from unauthorised access and disclosure. All new hires are trained on information security, data privacy and intellectual property rights during their orientation period. They are also required to sign a Non-Disclosure Agreement ("NDA") to acknowledge their understanding and agreement in protecting our company's intellectual property and any information or data deemed confidential.

Our dedicated IT representative provides support in setting up of hardware, software installations, help raise awareness among employees on phishing mails or suspicious emails, as well as provide support on back-ups and security.

There were no cases of violations in privacy breaches, data loss or copyright infringement in FY2022. As we continue to grow, DTC World will invest in improving our internal controls and keep up to date with information on security developments and threats across all the locations that we operate in.

## Our Environment

At DTC World, we are passionate to protect the environmental ecosystems and conserving energy. We recognise the impact our actions can have on the environmental ecosystems and we are committed to improve our environmental practices to protect the ecological systems and reduce our footprints. We strive to conserve our energy and water usage and manage our waste responsibly. Our actions also have an indirect positive impact on our financial bottom-line. DTC World's environmental policy guides us in upholding our environmental practices. We monitor our environmental performance with realistic goals and KPIs, and are kept in check by our sustainability working group.

We aim to reduce the environmental impact of our products by applying eco-design principles and using more sustainable materials, which is also what we are hearing from our customers, who wish to reduce the environmental impact of the products that they purchase from us.



### Energy

GRI 302-1

#### Our Approach

The energy consumed across our operations arises from fuel and electricity use – fuel is used primarily for staff travelling or goods transportation, and electricity use is from our offices and warehouse. In addition to implementing various energy saving measures at our offices, we have also started to find ways to reduce our fuel consumption internally and also through working with our third-party logistics partners. Examples of initiatives we have taken to reduce our fuel and transportation include:

- i. Replacement of physical audits at supplier sites with online audits where possible; physical audits are done only if there are critical issues identified during the online audit;
- ii. Quality checks to be done through viewing of videos from production facility and random batch checking of raw materials. For goods that are less than RMB50K, we will arrange factory to deliver 2-3 cartons of the finished goods to our China warehouse for quality checks instead. This is more efficient as the delivery of the goods would be consolidated with other shipments that are being delivered to the same area (either by the supplier of a third-party logistics provider).

We have also implemented various initiatives in the offices and warehouse to reduce our electricity

Other initiatives to reduce fuel consumption when staff are required to travel by company vehicles:

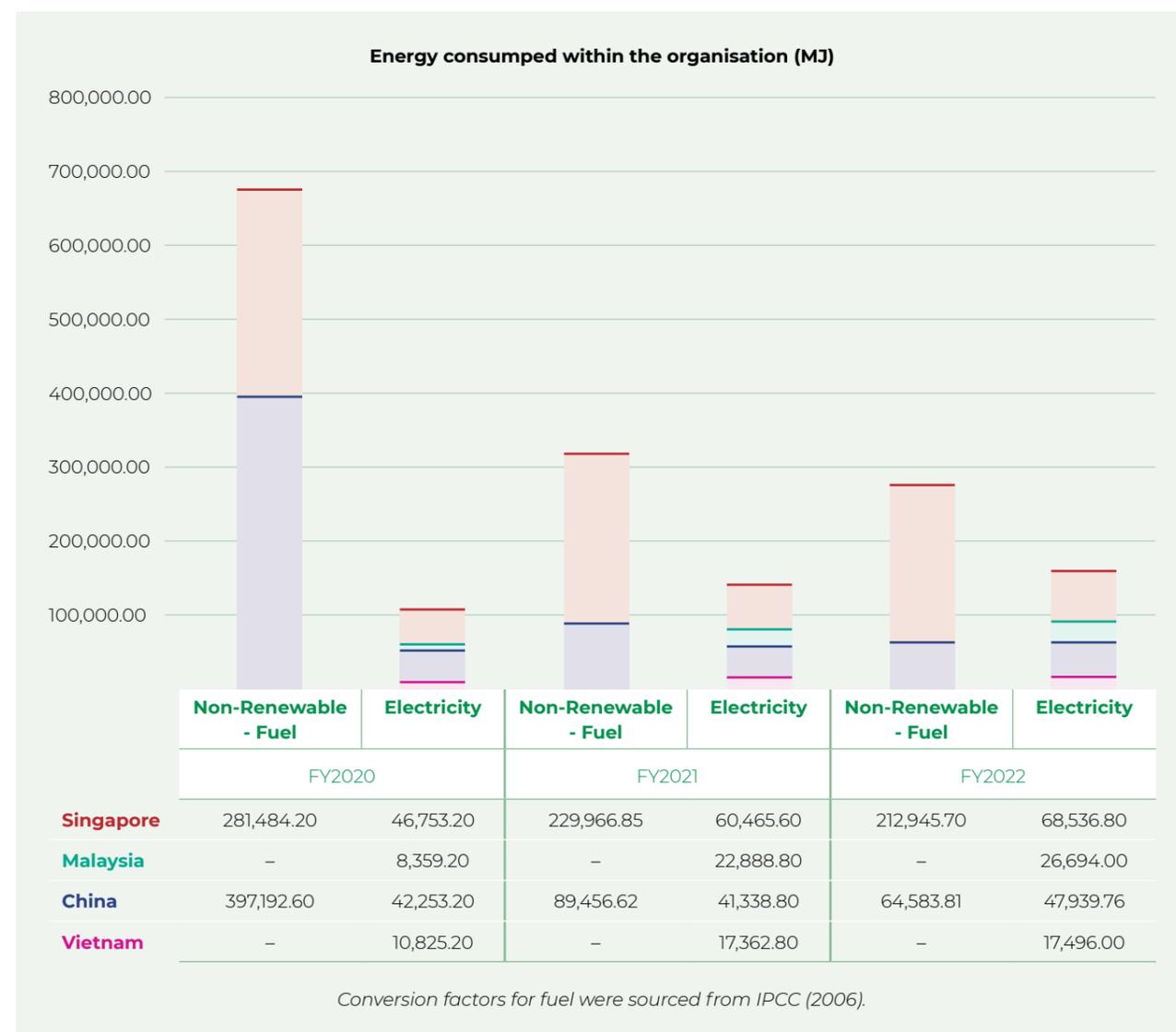
- Drivers are taught fuel-efficient driving techniques
- Employees carpool when heading to the same area for meetings
- Regular servicing is scheduled for vehicles every 3-6 months to ensure the vehicles are well-maintained and in compliance with all necessary local regulations

**Our Performance**

DTC World's total energy consumption from all our locations in FY2022 was 438 GJ. China and Singapore's energy use is mostly from fuel for transportation, however the energy from fuel for China has been reduced substantially as we have put in place various initiatives to reduce the number of trips that need to be made, be it for quality checks at suppliers' sites or last mile delivery of goods to our customers. Overall, our energy use in FY2022 has reduced by approximately 5% compared to FY2021's consumption of 461 GJ. Our average energy intensity for FY2022 is 16.2 GJ/million revenue, which is also an improvement from our FY2021 energy intensity of 23.44 GJ/million.

**Energy consumed within the organization (MJ)**

*(All energy consumed is from non-renewable sources)*



Indicator	Metrics measured	Performance in FY2022	Target in FY2023
Energy Intensity	Total Energy Consumed (All Locations) / Total Revenue (All Locations)	16.2 GJ / S\$ million revenue	To maintain similar energy intensity

**Emissions**

GRI 305-1, 305-2

**Our Approach**

We are aware that the majority of our greenhouse gas (GHG) emissions arise from Scope 3 emissions in our value chain, in particular, our upstream and downstream transportation and distribution, as well from the manufacturing of the products from our suppliers. As we have greater control on Scope 1 and Scope 2 GHG emissions which arise from activities within our organisation, we have implemented various programs to reduce the emissions. These include ways to reduce the electricity use in offices and warehouses, as well as a reduction in the amount of travelling by our staff.

In order to reduce our Scope 3 emissions, we encourage our customers to use sea freight instead of airfreight. To allow for adequate time for the delivery of our products, we also recommend our customer to plan at least 3-6 months ahead of a scheduled promotion. To optimise container utilisation, we work with our regular sea freight forwarder to consolidate our products into one shipment so as to achieve a full container load. We have also expanded our factory network to include Thailand, Indonesia, India and Pakistan to shorten the distance between our clients and our suppliers' factories. We aim to achieve a mixture of global and local sourcing.

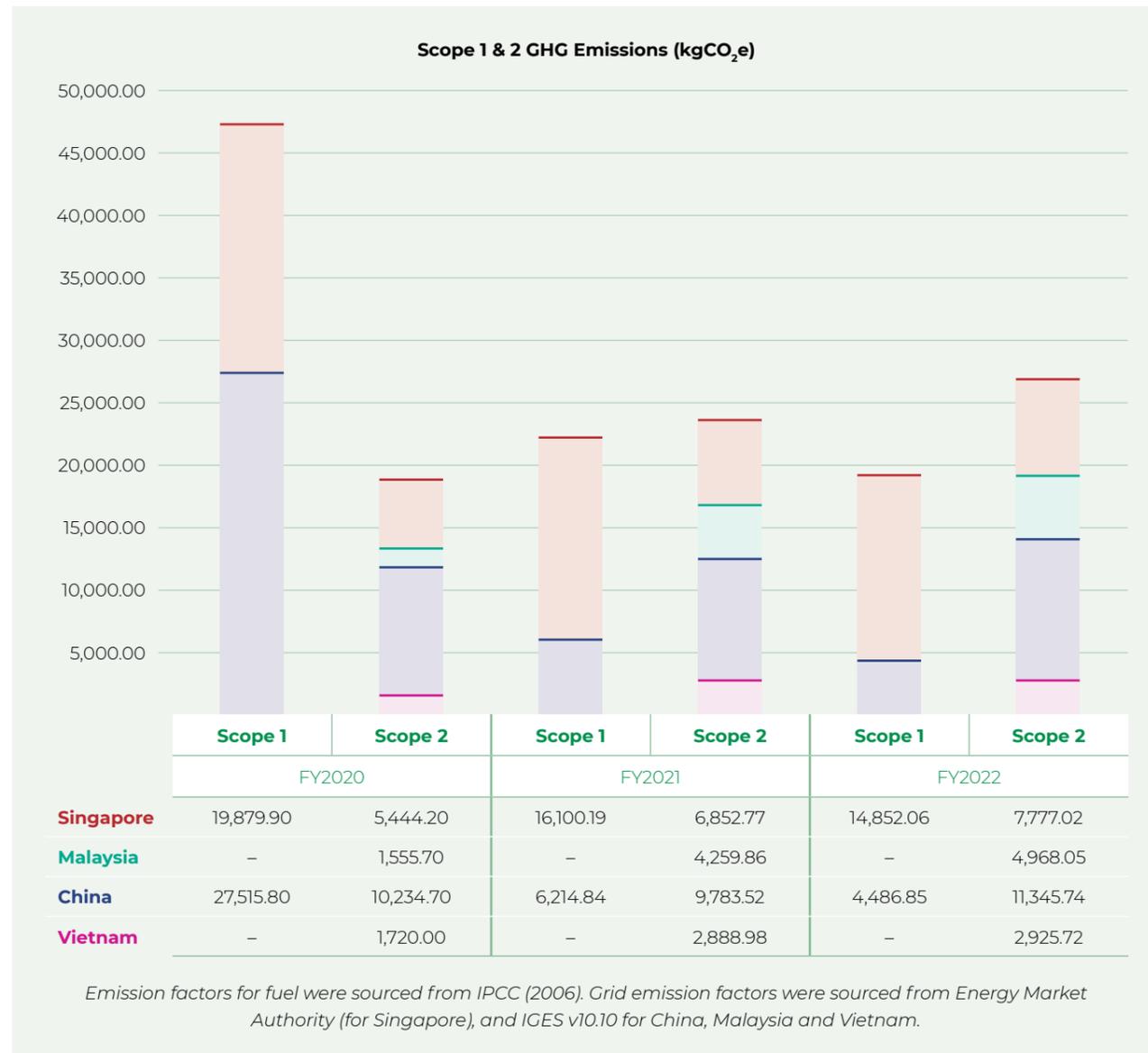
**Our Performance**

In FY2022, the total Scope 1 and Scope 2 carbon emissions from all our locations was 46.4 tonnes, which is an increase of 0.6% emissions compared to FY2021. Our Scope 1 emissions in FY2022 accounted for 42% of our overall emissions, while Scope 2 emissions accounted for the remaining 58% of our emissions. Our GHG intensity in FY2022 was 1.72 tCO<sub>2</sub>e / million Singapore dollars revenue, which is a 26% reduction compared to our energy intensity in FY2021, which was 2.34 tCO<sub>2</sub>e / million Singapore dollars revenue.

Although work is in progress for us to calculate our significant Scope 3 emissions, we have started to establish ties with more forwarders in China so that distance taken for the goods to be delivered from the factory to forwarder's warehouse can potentially also be reduced. As part of our long-term goal to be carbon neutral, we are also implementing good practices such as route optimisation and consolidation of shipments.

Since FY2019, we have voluntarily offset all our emissions through participation in carbon offset projects in China. In FY2022, we have offset our emissions through the Ningxia Shapotou Hydropower Project of Yellow River located in Ningxia, China. This offset project involves the run-of-river hydro power which is connected to the Northwest Power Grid (NWPG). This project could replace partial electricity of NWPG and reduce GHG emission of NWPG which is dominated by fossil fuel power generation.

Scope 1 & Scope 2 GHG Emissions



Our Target in FY2023

We will continue monitoring our emissions and strive to maintain a similar emissions intensity.

Indicator	Metrics measured	Performance in FY2022	Target in FY2023
GHG Emissions Intensity	GHG Emissions (All Locations) / million revenue (All Locations)	1.72 tCO <sub>2</sub> e / million Singapore dollars revenue	To maintain similar emissions intensity.

Waste

GRI 306-4

Our Approach

Our first priority is to always reduce waste and not create additional wastage. Our waste is managed effectively ensuring that it is either properly transported, reused, recycled or disposed of responsibly. DTC World operations in Singapore do not generate any hazardous waste. All of our non-hazardous waste is sent for recycling. Recycling bins are also placed in our offices to collect non-hazardous waste which can be recycled. Electronic waste is gathered and disposed of responsibly at RENEW (Recycling the Nation's Electronic Waste) recycling bins available at several locations.

We have centralised our printing to one multifunction printer with an energy saving feature. It allows for printing on both sides of the paper, which will save the company a considerable amount of paper usage. Employees are encouraged to use ink toner-saving modes for printing drafts that do not require high-quality printouts. Used ink and toner cartridges are set aside for refill or recycling.

Recycling Initiatives

DTC World accumulates excess stock of various items such as containers, apparels and cutlery every year. These items are in good condition and are donated to the Salvation Army and other charitable organisation annually for reuse and recycling.

Our Performance

In FY2022, DTC World recycled a total of 612.4kg of waste – this included carton boxes, plastic (largely from shrink wrap), paper and electronic waste, and 220 pcs of pallets. DTC World has been practising reducing and reusing our otherwise unwanted waste and wooden pallets are either reused or sent for recycling. At our warehouse, we have also replaced the wooden pallets with plastic pallets which are able to last longer and which would avoid the need for frequent replacements due to wear and tear.

Our Target in FY2023

We aim to maintain a 100% recycling rate for our wooden pallets and carton boxes received, as well as recycle other packaging waste.

Indicator	Metrics measured	Performance in FY2022	Target for FY2023
Recycling	Wooden pallets and carton boxes	100% of wooden pallets and carton boxes were sent for recycling	<ul style="list-style-type: none"> <li>Maintain 100% recycling rate for wooden pallets and carton boxes</li> <li>Aim to recycle other packaging waste received</li> <li>All electronic waste to be sent to e-waste vendors for recycling</li> </ul>

**Hazardous waste recycled**

Type of Waste	Total Weight (kg)					
	2020		2021		2022	
	SG	VN	SG	VN	SG	VN
Electronic Waste	0	0	0	0.23	0	0.30

**Non-hazardous waste recycled and reused**

Type of Waste	Unit	FY2020				FY2021				FY2022				Total		
		SG	MY	CN	VN	SG	MY	CN	VN	SG	MY	CN	VN	FY2020	FY2021	FY2022
Carton boxes	kg	96.5	4.0	137.8	13.5	242.5	11.0	84.0	6.4	305.5	37.0	90.0	5.0	251.8	343.9	437.5
Pallet	pcs	-	-	-	-	-	-	-	-	220.0	-	-	-	-	-	220.0
Paper	kg	38.0	0.0	43.2	2.1	38.0	0.0	108.0	4.8	54.0	6.0	96.0	11.0	83.3	150.8	167.0
Plastic	kg	0.0	1.0	0.0	0.7	0.0	7.0	0.0	0.0	0.0	5.0	0.0	2.9	1.7	7.0	7.9
<b>Total Kg</b>		<b>336.8</b>				<b>501.7</b>				<b>612.4</b>						
<b>Total Pcs</b>		<b>0.0</b>				<b>0.0</b>				<b>220.0</b>						

**Eco-Products**

GRI 417-1

**Our Approach**

As part of our goal to educate consumers and advocate the use of products that can be reused or recycled, we ensure that our products are labelled with the appropriate information. This may include the type of plastic used in the product, and whether it is reusable or recyclable.

**Definition of Eco-Products**

Our Eco-Products are products that are either

- Made from recycled products
- Made from sustainable sources
- An alternative to plastic or,
- Biodegradable

Through meaningful company-customer engagements, we create awareness for our customers to ensure they are aware of the sustainable choices available.

**Our Performance**

As customers become more environmentally conscious, they are looking for more sustainable promotional gifts. We are continuously introducing more sustainable varieties in our product ranges to meet the increasing demand for sustainable products, such as jute bags and recycled stainless steel cups. 67% of our product categories offered sustainable choices in FY2022. Examples of sustainable choices in our product range include cotton bags, recycled polyethylene terephthalate or recycled PET bags, bamboo fiber lunchboxes, wheat straw tumblers, and sustainably sourced notebooks and notepads. Since FY2020, we have also worked with our suppliers to make our plastic products biodegradable.

**Our Target in FY2023**

We aim to increase the percentage of product categories that offer sustainable choices by 5% in FY2023.

Indicator	Metrics measured	Performance in FY2022	Target for FY2023
Product categories that offer sustainable choices	% of product categories that offer sustainable choices	67% of our product categories offer sustainable choices	To increase % of product categories that offer sustainable choices by 5% to have an overall 80% of product categories that offer sustainable choices by 2025.

# Our People

At DTC World, we believe that our employees are our biggest asset and are critical to the long-term success of our business. We are committed to provide an inclusive working environment with opportunities for continual development in an inclusive nurturing and safe working environment. Keeping our employees engaged is key to high productivity and retention rates. DTC World places high importance in the highest standards of health and safety practices.



Singapore Office



China Office



Vietnam Office



Malaysia Office

## Employee Welfare

GRI 202-1, 401-1, 401-2, 401-3, 405-1, 406-1

### Our Approach

DTC World cultivates a positive working environment with a commitment to fair employment practices and only hire based on merit. Employee retention is key to maintaining continuous sustainable success at DTC World, thus boosting employee morale is crucial in creating a positive influence on retaining our employees. Creating a positive work environment where employees are inspired to perform at their best reduces our employee turnover rates.

By promoting equal opportunities, DTC World ensures our hiring practices are solely based on relevant and objective factors. We don't condone any form of discrimination based on colour, race, religion, political inclination and any other type of distinguishing characteristics.

At DTC World, we ensure the well-being of all our employees are taken care of. We are guided by the Tripartite Alliance for Fair Employment Practices (TAFEP) and Ministry of Manpower Singapore on our relationship with our employees with regards to remuneration and benefits requirements. As Singapore wage laws do not impose a minimum wage, DTC World uses the Adecco Salary Guide as reference to industry average to determine a fair and competitive compensation package for our employees as shown below. In China, Vietnam and Malaysia, localised minimum wage regulations apply to our employees.

For all new hires, we provide an orientation session to guide them on our internal policies, standards and requirements at DTC World. Our code of conduct is also communicated out to reflect our expectations of all our employees and their individual rights as an employee. We ensure an adequate and fair remuneration based on progress in reaching their individual key performance indicators. DTC World strive to select the right people in our recruitment drives and provide a comparable and fair remuneration package and benefits accordingly. By boosting our remuneration package and benefits, DTC World aims to increase employee productivity. We believe their well-being and health is predominant in ensuring consistent productivity and we provide medical and dental compensation as well as annual checkups for all.

### Our Performance

In China, Vietnam and Malaysia, localised minimum wage regulations apply to our employees. There is no difference in pay between male and female employees at the entry-level across all countries with minimum wage laws. DTC World provides employees with competitive remuneration packages and welfare in countries without minimum wage laws. DTC World hires based on merit and objective factors. There were no reported cases of discrimination in FY2022 across all the countries that we operate in

As our business continues to grow in Singapore and in our new regional offices, we needed additional headcount to manage our operational activities. In FY2022, our hiring rate across all locations was 44%. Our total staff strength as of 31 Dec 2022 was 99, comprising 68 females and 31 males. The Singapore office has the largest headcount at 35 employees and we are actively hiring for our Vietnam and Malaysia offices to manage our growing operations in the region. Our new hires in FY2022 comprised an equal proportion of employees aged below 30 years old, and those aged between 30 to 50 years old.

By fostering a culture of understanding and respect for everyone, we promote a positive work environment. We also realise that hybrid work is likely to replace pandemic mandated remote work for many people, with the balance between home and office becoming increasingly important for employees. We have implemented hybrid work arrangements since 2021 so that staff can be in the office on alternate weeks. This continued even after the pandemic measures were being scaled back. Staff were given the option to work from home for 5 days each month; some of our Malaysian colleagues who used to be based in the Singapore office were also allowed to work from home in Malaysia as they had family commitments. This, coupled with the competitive benefits offered to our employees and robust employee engagement process, are programs we put in place help reduce employee turnover. In spite of our efforts, the average turnover rate was 18.2% across the Group, which is approximately 5% more than in FY2021.

### Our Target in FY2022

We continue to prioritise the welfare and well-being of our employees and strive to reduce the employee turnover rate.

Indicator	Metrics measured	Performance in FY2022	Target in FY2023
Employee turnover rate	Rate of employee turnover	18.2% overall turnover rate across all locations.	Aim to have less than 10% overall turnover rate

**We offer comprehensive employee benefits:**

All employees are provided with statutory benefits as well as other company benefits, which are reviewed from time-to-time. Employees also receive an additional day of leave on their birthdays.

**All employees are provided statutory benefits as well as other company benefits.**

Benefits provided to all full-time permanent employees at DTC World include:

- Medical / Dental Reimbursement
- Annual Body Check Up
- Wellness programs
- Lunch Time Talks
- Daily lunch provided /daily lunch allowance\*
- Company team-bonding activities
- Informal rewards program
- Workers Compensation Insurance\*
- Bonus Scheme (Annual wage supplement and special bonus)
- Medical / Hospitalisation Insurance

Other incentives:

- Flexible working arrangements, e.g. work from home
- Opportunities to be involved in projects of employees' interest
- Recognition Award

\*benefit only apply to Singapore and Vietnam locations

	FY2022	
	Male	Female
No. of employees entitled to parental leave	0	1
No. of employees that took parental leave	0	1
No. of employee that returned to work after parental leave ended	0	1
No. of employee still employed 12 months after parental leave ended	0	0
Return to work rate	0%	100%

\* Parental leave refers to paternity and maternity leave

**Demographics of our employees as of 31st Dec 2022**

**No. of full-time employees**

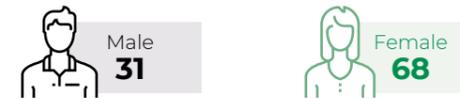


**No. of part-time/ contract / temporary employees**



**TOTAL 99**

**No. of Permanent Employees**



**No. of Temporary Employees**



**TOTAL 99**

**Employee Category**

**Management**



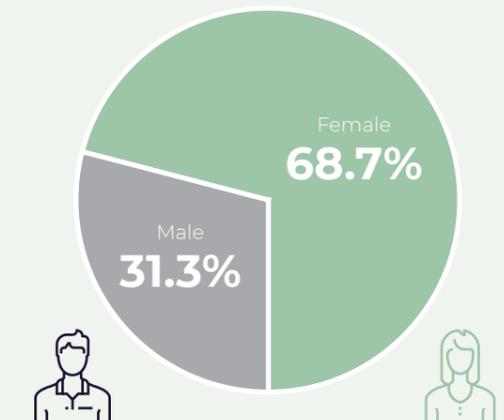
**Executive**



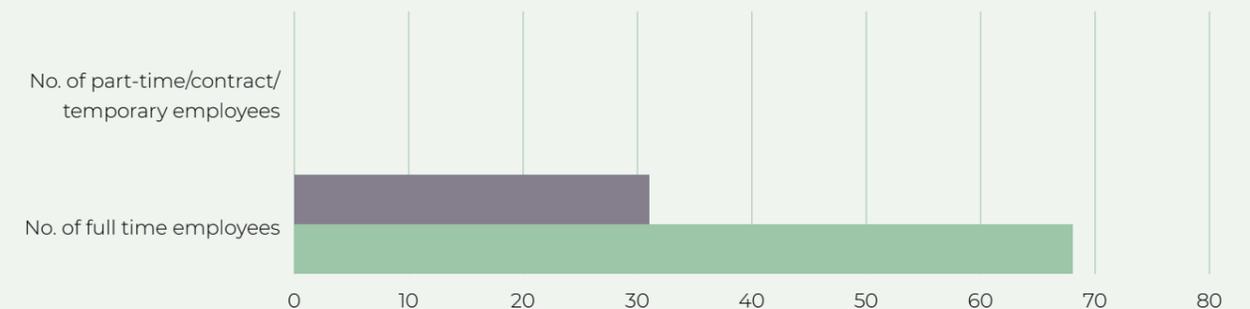
**General**



**Total No. of Employees by Gender FY2022**



**Total No. of Employees by Employment Contract and Gender**



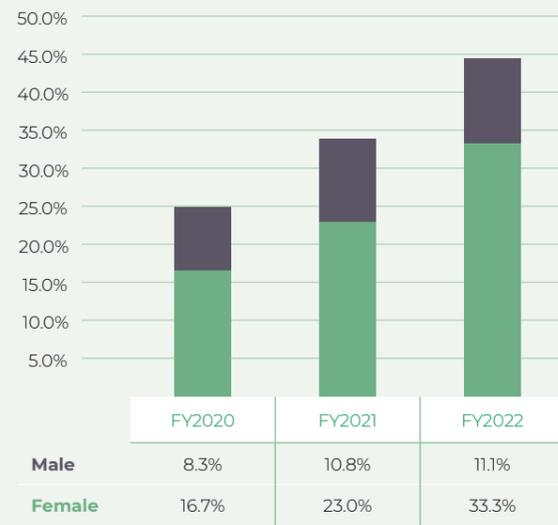
	No. of full time employees	No. of part-time/contract/temporary employees
Male	31	0
Female	68	0

## Employee Hiring

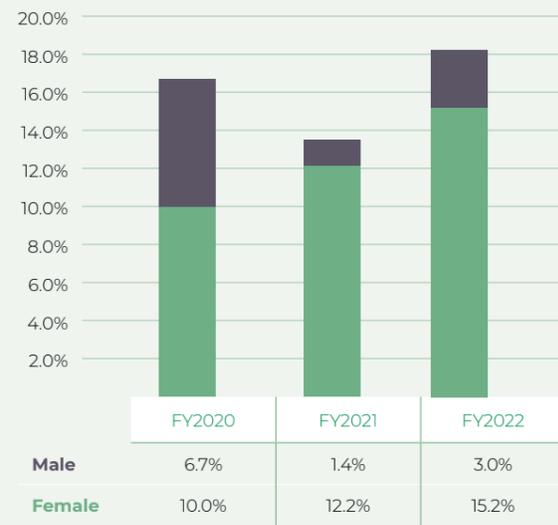
GRI 401-1, 405-1

		Hiring Rate			Turnover Rate		
		FY2020	FY2021	FY2022	FY2020	FY2021	FY2022
Gender	Male	8.3%	10.8%	11.1%	6.7%	1.4%	3.0%
	Female	16.7%	23.0%	33.3%	10.0%	12.2%	15.2%
	<b>Total</b>	<b>25.0%</b>	<b>33.8%</b>	<b>44.4%</b>	<b>16.7%</b>	<b>13.5%</b>	<b>18.2%</b>
Age	Under 30 years old	20.0%	31.1%	22.2%	8.3%	12.2%	8.1%
	30-50 years old	5.0%	2.7%	22.2%	8.3%	1.4%	9.1%
	Over 50 years old	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%
	<b>Total</b>	<b>25.0%</b>	<b>33.8%</b>	<b>44.4%</b>	<b>16.7%</b>	<b>13.5%</b>	<b>18.2%</b>

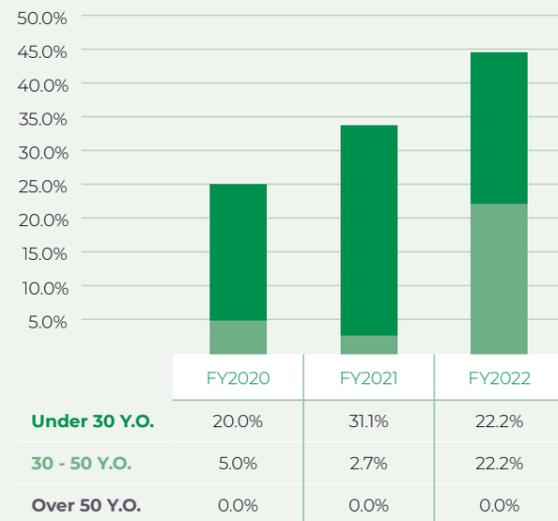
Hiring Rate by Gender



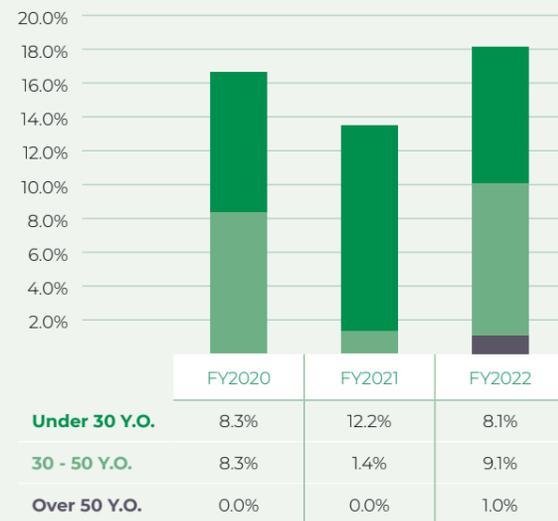
Turnover Rate by Gender



Hiring Rate by Age Group



Turnover Rate by Age Group



## Employee Development

GRI 404-1

### Our Approach

At DTC World, we recognize the importance of developing our employees and provide continuous learning opportunities to ensure they stay relevant with changing times. Appropriate development and training are essential for our employees to be better equipped to contribute effectively and at optimal levels to DTC World's performance. Creating the freedom for our employees to grow professionally will boost their morale and in return, reduce our turnover rates.

Performance appraisals are conducted annually to help ensure a clear career route for our employees so that individual capability and competency can be met. Performance appraisal provides a great career management perspective, which evaluates the competency and capability of our employees as well as setting out a clear career route for all our employees.

### Our Performance

DTC World provide a variety of learning and development opportunities for our employees across all locations to enhance their potential and drive progress. In FY2022, each employee attended an average of 18.9 hours of training which was above our target of 16 hours of training per employee per year.

All new hires are required to attend the DTC World Orientation Internal Training which includes DTC World Business Ethics, DTC World Information Security Procedures, DTC World HR Policy, DTC World Human Rights & Labour, DTC World Environment Sustainability, DTC World Whistleblowing, Eco Office Guidelines and Fuel Efficient Driving Techniques.

Some of the training courses attended by the management level staff include people management, improving procurement processes, leadership, effective communications and change management. Executive and non-executive staff attended technical courses relevant to their job scope, such as design, sales, quality control and procurement and soft skills such as time management, communication and critical thinking. In-house training was also conducted on DTC World's labour, ethics, environmental and health and safety policies for all employees in the various offices.

### Our Target in FY2022

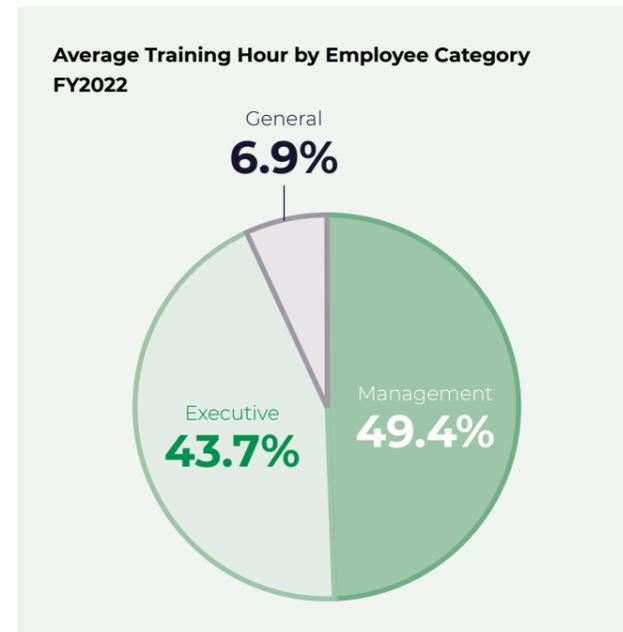
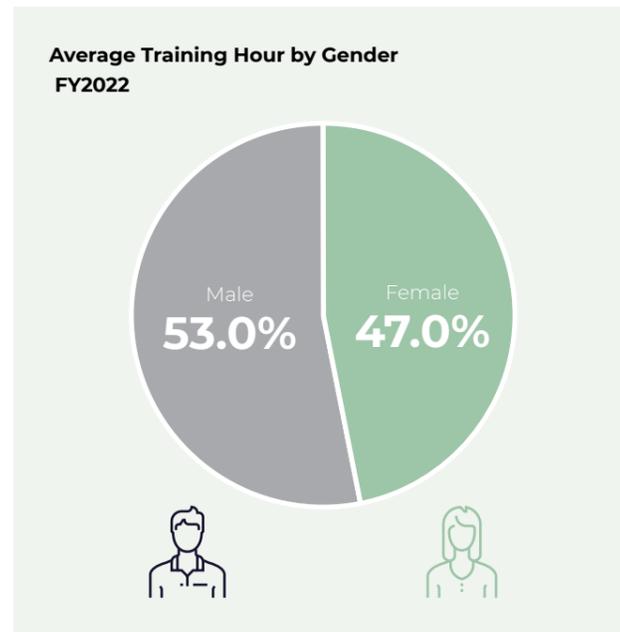
We will continue expanding our variety of development programmes to cater to the changing needs of the industry and that of our employees, and continue to maintain at least 16 hours of training for each employee.

Indicators	Scope	Performance in FY2022	Target for FY2023
Training hours	Average number of training hours for each employee	Achieved an average of 18.9 training hours for each employee	Aim to maintain at least 16 hours of training for each employee

Training hours as of 31st Dec 2022 for all employees

	Average Training Hours	FY2020	FY2021	FY2022
By Gender	Male	23.8	14.9	20.5
	Female	12.8	10.7	18.2
By Employee Category	Management	19.4	23.1	21.6
	Executive	13.8	7.6	19.1
	General	0.0	4.0	3.0
	<b>Overall Average</b>	<b>16.1</b>	<b>12.1</b>	<b>18.9</b>

Average Number of Training Hours



Health & Safety of Employees

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-9

Our Approach

A safe working environment is of prominent importance at DTC World. It is our duty to protect our employees from occupational hazards and work-related accidents. We enforce a strong work safety and well-being culture to allow our employees to perform their best in their daily work activities.

Our Singapore office has in place a bizSAFE Level 3 certificate while the other offices are expected to implement a Workplace Safety policy that addresses our high expectations of safety control in our company. This is communicated to all employees, contractors and other stakeholders. Training and education in occupational health and safety are provided to ensure employees understand to avoid unsafe situations.

A risk assessment team was introduced at DTC World to oversee all the health and safety processes and identify hazards and actions to minimise the dangers. We also work with a risk assessment consultant to assess our workplace and advise us on any hazards and actions, which can minimize any safety and health risks. During the COVID-19 pandemic, we had in place Safe Management Measures (SMM) procedures for the workplace covering physical interactions and ensure safe, use of personal protective equipment, cleaning of the workplace and managing potential COVID-19 cases at the workplace.

All employees are briefed on health and safety topics during their onboarding process and also through the annual refresher training. Employees from each office are also represented in the local health and safety committees, their responsibilities include conducting risk assessments for all routine, non-routine, ad-hoc and abnormal work activities of the company; to identify all hazards/risks at the workplace and establish means to manage, control these risks; continual improvement of workplace safety and health performance in the company; and establish safe work procedures for significant hazards/risks identified. The health and safety committees from the different offices convene a joint meeting once every six months.

Our Performance

DTC World adheres to the Workplace Safety and Health Act (Ministry of Manpower) in Singapore, as well as other applicable local regulations in countries that we operate in. We set ambitious goals and have maintained zero work related accidents over the past 3 years and in FY2022 maintained zero lost days and zero work-related accidents and injuries across all our operations. For ensuring continual workplace safety, DTC World achieved the BizSafe Level 3 certification in 2018, and was re-certified in 2021.

We will continue to work at maintaining a clean record while looking at improving processes for a greater safety culture across all our offices. DTC World championed safe driving practices and have implemented the Safe Work Procedure Training and Vehicle on time to encourage our employees to take the necessary precautionary measures when driving.

Our Target in FY2023

We strive to maintain zero work related accidents and injuries across all the countries that we operate in.

Indicators	Scope	Performance in FY2022	Target for FY2023
Work related accidents & injuries	Annual number of work-related accidents and injuries per 100 workers	Zero cases of work accidents and injuries across all locations	Continue to maintain zero cases of work accidents and injuries across all locations

# Our Community

At DTC World, we are driven by our core values to look after our communities that we operate in. We seek to enrich the quality of life of our communities and serve as good stewards of society. Our corporate social responsibility approach is instilled with the culture of giving back to our communities in need. In FY2022, DTC World contributed to several charity organisations and worked with a number of community programmes in Singapore, Malaysia and Vietnam.

## Project Refresh

Project Refresh is a collaboration between North East Community Development Council (NECDC) and Young NTUC. This programme aims to improve the living environment of seniors/low-income families through a series of refurbishment works including painting, cleaning, bed fumigation and decluttering.

13 personnel from DTC World, in collaboration with NECDC and Young NTUC, participated in a one-day activity on 10 Dec 2022 to spruce up the homes of the elderly and seniors staying in Punggol Coast and Punggol West Divisions through cleaning and painting their home. Our team managed to paint 2 houses that day.



## Donation for Flood Victims in Malaysia

Due to continuous heavy rains in Malaysia in December 2022, many local residents in Johor, Kelantan, Pahang, Perak and Terengganu were displaced had to be evacuated to relief centres.

DTC World Malaysia collaborated with a local non-governmental organisation ("Uncle Kentang"), to raise funds to purchase a total of 270 rice cookers which were donated to families in Pahang who were displaced.



## Food Donation Drive

On 29 October 2022, DTC World Vietnam staff volunteered at Kỳ Quang II Pagoda for our annual CSR event. Kỳ Quang II Pagoda is a place of worship but also operates as a home to care for abandoned and disabled children. DTC World Vietnam staff donated items such as milk powder, diapers, cooking oil and detergent, which were purchased using monetary donations from the company and additional donation pooled together from the staff. These items were donated to the approximately 150 children currently living at Kỳ Quang II Pagoda. The DTC World team then spent the rest of the day playing and interacting with the children at the home.



### DTC World is a proud signatory of the United Nations Global Compact, a voluntary Corporate Responsibility Initiative.

The Global Compact requests participating companies to pursue two complementary goals:

- 1) Internalize the Ten Principles within the company's strategies, policies and operations, and
- 2) Undertake projects to advance the broader development goals of the United Nations, particularly the Sustainable Development Goals.

DTC World is committed to the UN Global Compact's Principles in the areas of human rights, labour, environment and anti- corruption.



### The Ten Principles of the UN Global Compact

#### Human Rights



#### Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

#### Principle 2

Make sure that they are not complicit in human rights abuses.

#### Labour



#### Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

#### Principle 4

The elimination of all forms of forced and compulsory labour;

#### Principle 5

The effective abolition of child labour; and

#### Principle 6

The elimination of discrimination in respect of employment and occupation.

#### Environment



#### Principle 7

Businesses should support a precautionary approach to environmental challenges;

#### Principle 8

Undertake initiatives to promote greater environmental responsibility; and

#### Principle 9

Encourage the development and diffusion of environmentally friendly technologies.

#### Anti-Corruption



#### Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

# GRI Content Index

**Statement of use** DTC World Corporation Pte Ltd has reported the information cited in this GRI content index for the period 1 Jan 2022 to 31 Dec 2022 with reference to the GRI Standards

**GRI 1 used** GRI 1: Foundation 2021

GRI Standard	Disclosure	Location
<b>GRI 2 General Disclosures (2021)</b>	2-27 Compliance with laws and regulations	15
<b>GRI 201 Economic Performance (2016)</b>	201-1 Direct economic value generated and distributed	14
<b>GRI 202 Market Presence (2016)</b>	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	26
<b>GRI 204 Procurement Practices (2016)</b>	204-1 Proportion of spending on local suppliers	14-15
<b>GRI 205 Anti-Corruption (2016)</b>	205-3 Confirmed incidents of corruption and actions taken	15
<b>GRI 206 Anti-Competitive Behaviour (2016)</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	15
<b>GRI 302 Energy (2016)</b>	302-1 Energy consumption within the organization	19-20
<b>GRI 305 Emissions (2016)</b>	305-1 Direct (Scope 1) emissions	21-22
	305-2 Energy indirect (Scope 2) emissions	21-22
<b>GRI 306 Waste (2020)</b>	306-4 Waste diverted from disposal	23-24
<b>GRI 308 Supplier Environmental Assessment (2016)</b>	308-1 New suppliers that were screened using environmental criteria	17
<b>GRI 401 Employment (2016)</b>	401-1 New employee hires and employee turnover	26-27, 30
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	26-28
	401-3 Parental leave	28

<b>GRI 403 Occupational Health and Safety (2018)</b>	403-1 Occupational health and safety management system	33
	403-2 Hazard identification, risk assessment, and incident investigation	33
	403-3 Occupational health services	33
	403-4 Worker participation, consultation, and communication on occupational health and safety	33
	403-5 Worker training on occupational health and safety	33
	403-6 Promotion of worker health	33
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	33
<b>GRI 404 Training and Education (2016)</b>	404-1 Average hours of training per year per employee	31-32
	<b>GRI 406 Non-Discrimination (2016)</b>	406-1 Incidents of discrimination and corrective actions taken
<b>GRI 414 Supplier Social Assessment (2016)</b>	414-1 New suppliers that were screened using social criteria	17
<b>GRI 417 Marketing and Labeling (2016)</b>	417-1 Requirements for product and service information and labeling	18



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