



SUSTAINABILITY REPORT 2020



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ENVIRO-HUB HOLDINGS LTD
Let's Restore The Environment!

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BOARD STATEMENT

The Board of Directors of the Company (the "Board") is pleased to present our "Sustainability Report" which is our continued commitment to share our sustainability journey with all our stakeholders in a transparent manner. In this report, we have shared highlights on how we have progressed and our focus going forward.

Our organisation provides a wide spectrum of services which includes trading, recycling, refining of e-waste/metals, piling, construction, rental and servicing of machinery, property investments and property management, and conversion of waste plastics to fuel oil. We continue to demonstrate our commitment to restoring the environment through incorporating Environmental, Social and Governance ("ESG") related aspects in our business strategy and operations.

The Board is responsible for the oversight of the management of Enviro-Hub's sustainability performance and is supported by a sustainability committee established to implement sustainability initiatives. The involvement of the Board in identifying material ESG topics is necessary to ensure that sustainability is embedded in our policies and procedures and is in line with our business strategy. The Board is also involved in the formulation and approval of the targets for each material ESG topic.

We have embraced the concept of Circular Economy by providing environmental management solutions and services. We view our involvement in supporting the circular economy principles as an opportunity to grow our business while contributing to the development of a sustainable and resource-efficient society.

The COVID-19 pandemic has impacted companies and industries across the globe. At Enviro-Hub, we were prompt in implementing our business continuity plan and the COVID-19 related measures as required by the government to protect the safety and health of our workforce and our communities. We continue to monitor changes to the guidelines to ensure the continued safety of our staff and our stakeholders. During this time, Enviro-Hub continued to raise environmental awareness through our e-waste recycling programmes and contributed to low income families through our community development programs.

Our fourth annual Sustainability Report showcases our continuing efforts towards providing solutions to address global sustainable development objective. The Board is grateful towards all the stakeholders for contributing to our journey of transformation towards sustainability.

Enviro-Hub Holdings Limited Board of Directors

ABOUT THE REPORT

Report Scope and Boundary

This Sustainability Report is in its fourth edition, covering the Company's sustainability performance for the period of 1st January 2020 to 31st December 2020 ("2020"). The scope of the report is limited to the performance and data of Cimelia Resource Recovery Pte Limited ("Cimelia"), Enviro-Metals Pte Limited ("Enviro-Metals") and HLS Environmental Pte Limited formally known as HLS Electronics Pte Limited ("HLS"), which are Enviro-Hub's Singapore-based business operations in the recycling, refining of metals and trading of e-waste and metals. The inclusion of other business lines in the sustainability report will be assessed and considered in the future.

Reporting Standards and Compliance Requirements

The report has been prepared in alignment with the GRI Standards "In Accordance-Core" option. The GRI Standards were selected as it is an internationally recognised reporting framework that covers a comprehensive range of sustainability disclosures suited to Enviro-Hub's industry and business model. This report is also aligned with the reporting requirements of Singapore Exchange ("SGX") Listing Rules 711A and 711B – Sustainability Reporting Guide.

Data Management

The data presented in the report relates to the operations mentioned in the reporting boundary. The financial data presented covers the whole Enviro-Hub Group. We publish our sustainability reports on an annual basis. All our sustainability reports, including the previous sustainability report published in May 2020, are available on our Company's website¹. There are no restatements of data presented from the previous years' report.

Feedback

We value and welcome all feedback from all stakeholders as they are integral to the continuous improvements of our sustainability practices and reporting. Please send all comments and suggestions to info@enviro-hub.com.

¹ <http://www.enviro-hub.com/ir.html>

OUR COMMITMENT DURING COVID-19

As we navigate the different stages of the coronavirus pandemic and the consequent economic and social impacts across different geographies, our priority is always safeguarding and supporting our people - employees, as well as those in our communities. We will continue to review and adapt to the COVID-19 related measures, as well as new working protocols implemented in line with advisories from government.

The Board is kept informed on the Group's performance at least quarterly, along with any potential impacts from COVID-19 on business operations. Management also updates the Board on timely actions undertaken to mitigate the negative impacts caused by COVID-19.

Business continuity during COVID-19

The COVID-19 situation is ever-evolving and has forced our business to react quickly and decisively to ensure our workforce remains safe, the continuity of our business is not impacted and the movement of goods and people to and from our plant boundaries do not adversely impact the communities where we operate. Our resilience and Business Continuity Plan ("BCP") have manifested our ability to serve our clients and empowered our employees to quickly adjust to remote working arrangements.

The implementation of the lockdown and subsequent social distancing requirements affected the operational efficiency of both our customers and suppliers. COVID-19 procedures at supplier and customer sites made logistics more challenging and increased costs, as it took a longer time to enter the supplier or customer operation sites along with inefficiencies during loading and unloading. This was due to a reduction in manpower at the sites, which then constrained the ability of our logistic team to visit multi-sites in same day. The delays also caused our vehicles to be queued at our customers' sites, and additional external vehicles had to be used which also increased costs.

At the operation sites, processing times increased due to labour constraints and additional measures to comply with social distancing requirements. The regular collections and scrap volume from our customers were also affected as many customers had to shut down their offices or work with reduced teams. Cimelia's suppliers such as chemical disposal vendors and consumable suppliers have all had to scale down their operations, further impacting productivity of the Group's refinery plants.

The Group's overseas collections were also affected due to various government restrictions and closure of ports. In cases where ports were operational, there were issues in booking of containers which resulted in requesting customers to delay collection till empty containers were available, requiring cooperation to store scrap materials in customer's warehouses.

During this time, we continually informed our customers in a timely manner, and they in return extended their support to Enviro-Hub during these challenging times. The Group's recycling businesses have also accommodated customer requests to assist them during these difficult times by waiving the increased transportation charges for collections. By working closely with our customers, Enviro-Hub is confident we will emerge stronger from this pandemic.

Prioritising stakeholder well-being and safety

We are fully committed to the safety of our employees. Our strategy has been to practice physical distancing, rely on early diagnosis of our workforce, and to prevent an outbreak by practicing remote working and sharing of knowledge and best practices across our business entities to ensure safe workplaces.

We established, documented, implemented, maintained and continually improved a Safe Management Measure System in accordance with Ministry of Manpower requirements for safe management measures at the workplace after Circuit Breaker (“CB”) period.

Following the outbreak of the COVID-19 pandemic, we implemented mandatory health and safety protocols issued by various government agencies. These protocols were regularly updated with the latest relevant public health advisories and restrictions and communicated to all employees. Safety and precautionary measures included telecommuting where possible, the appointment of Safe Management Officers at workplaces, the wearing of masks at work, temperature screening for employees and visitors, team segregation and staggered working hours, safe distancing measures and installation of physical barriers and partitions to allow for physical distancing at workplaces.

At the Group level, hand sanitizers, disinfectants and masks were provided to all employees, and wearing of appropriate PPE was mandatory to ensure safety. Staff members were provided transportation facilities in smaller group arrangements from work and back home on the daily basis, to mitigate the risk and exposure from public transport during the Covid period and ensure safe distancing.

A mask donation drive was also organised by HLS, wherein 25,000 masks were donated to low income families through Boon Lay CC.

For more information on impacts related to COVID-19 please refer Annual report 2020²

² <http://www.enviro-hub.com/misc/ar2020.pdf>

SUSTAINABILITY GOVERNANCE

We endeavour to maintain the highest ethical standards of compliance, transparency and business trust with our stakeholders while aligning with our values. The robust governance structure, sound policies and monitoring system ensures that this stakeholder confidence is intact. Our sustainability governance model provides a foundation to integrate our sustainability priorities with the corporate agenda.

The Board reviews sustainability issues as part of Enviro-Hub's strategic formulation and approves the ESG factors material to the business.

The Sustainability Steering Committee (SSC), led by our Chief Financial Officer ("CFO") and involves other senior management, develop sustainability objectives, strategies and oversee overall sustainability performance before reporting it to the Board.

To ensure that sustainability efforts are implemented effectively into our strategic direction and business operations, our sustainability efforts are driven by the Sustainability Task Force ("STF"), led by our CFO, which was established and integrated as part of the company's corporate governance. Representatives of the operations and finance divisions are represented in the STF to manage and monitor's Enviro-Hub's sustainability progress and performance.

The STF's primary responsibilities include:

1. reviewing and reporting to the Board on the sustainability approach, standards, priorities and goals, and overseeing Group-level strategies, policies and practices on sustainability matters to attain those standards and goals;
2. overseeing, reviewing and evaluating sustainability performance against the prioritised material topics;
3. reviewing and advising the Board on Enviro-Hub's public reporting on the organisation's performance on sustainability matters; and
4. presenting the sustainability report for the Board's approval.



STAKEHOLDER ENGAGEMENT

We believe in open and transparent dialogues with our stakeholders and this has been the greatest source of inputs for our development activities. Fostering an inclusive approach towards all our stakeholders by identifying and actively engaging with them, we focus on understanding their needs, interests and expectations. This has enabled us to create value for both Enviro-Hub and our stakeholders. We have identified both our internal and external stakeholders. By actively engaging our stakeholders, we continue to align our priorities with their needs. The table below summarises our stakeholder engagement methods, frequency and key topics of interest:

Key Stakeholders	Engagement Methods	Frequency	Key Topics of Interest
Investors and Shareholders 	Updates on financial results, announcements, business developments, press releases and other relevant disclosures via SGXNet and Enviro-Hub's website	Throughout the year	<ul style="list-style-type: none"> • Transparent reporting • Sound corporate governance practices • Business strategy and outlook
	Roadshows and investor conferences	Throughout the year	
	One-on-one meetings and site visits	Throughout the year	
	Annual General Meeting	Annually	
Employees 	Induction programme for new employees	Throughout the year	<ul style="list-style-type: none"> • Equitable remuneration • Fair and competitive employment practices and policies • Safe and healthy work environment • Employee development and well-being
	Training and development programmes	Throughout the year	
	Career development performance appraisals	Annually	
	Recreational and wellness activities	Throughout the year	
	E-mails, meetings and town-halls sessions	Throughout the year	

Customers 	Feedback from customers	Throughout the year	<ul style="list-style-type: none"> • Comments and potential room for improvement in delivering goods and services
	Independent audit from our customers	Annually/ Biannual	<ul style="list-style-type: none"> • IP protection and data security
Government and Regulators 	Meetings and dialogue sessions	Throughout the year	<ul style="list-style-type: none"> • Compliance with and updates on changing laws and regulations

MATERIALITY ASSESSMENT

A detailed materiality assessment exercise was conducted to identify ESG risks and opportunities that are most important to our business and stakeholders. The identification of material topics involved conducting research on global and local trends in our industry, peer benchmarking, as well as industry best practices. Results of this assessment exercise were reviewed by our senior management from the point of view of relevance and adequacy. Based on the review, the materiality topics were finalised.

We will continue to assess these material topics on a regular basis to ensure their relevance and importance to our business. The table below depicts each corresponding topic with the specific GRI standards.

Category	Material Topic	GRI Standard	GRI Disclosures
Economic 	Economic Performance	GRI 201: Economic Performance	Disclosure 201-1: Direct economic value generated and distributed
Environment 	Environmental Compliance (including regarding Emissions, Effluents and Sludge, Auditing by our customers)	GRI 307: Environmental Compliance	Disclosure 307-1: Non-compliance with environmental laws and regulations
Social 	Occupational Health and Safety	GRI 403: Occupational Health and Safety	Disclosure 403-9: Work-related injuries
	Talent Attraction and Retention	GRI 401: Employment	Disclosure 401-1: New employee hires and employee turnover
	Training and Education	GRI 404: Training and Education	Disclosure 404-1: Average hours of training per year per employee

	Local Communities	GRI 413: Local Communities	Disclosure 413-1: Operations with local community engagement, impact assessments, and development programs
Customers 	Protection of Sensitive Information	GRI 418: Customer Privacy	Disclosure 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data

ECONOMIC PERFORMANCE

Enviro-Hub recognises the financial interconnectivity that our economic performance has with all our stakeholders. We seek to deliver sustainable returns to all stakeholders by driving constant economic growth and aiming to operate in a responsible manner.

Please refer to the financial statements in the Annual Report³ for more information regarding Enviro-Hub's economic performance.



³ <http://www.enviro-hub.com/misc/ar2020.pdf>

ENVIRONMENTAL PERFORMANCE

Performance against 2020 targets	
<ul style="list-style-type: none"> • Achieved • Achieved 	<ul style="list-style-type: none"> • Zero incidents of non-compliance with environmental laws and regulations • Complied with the required Singapore Civil Defence Force (SCDF) – National Company Emergency Response Team (CERT) standard
Targets for 2021	
<ul style="list-style-type: none"> • Maintain zero incidents of non-compliance with environmental laws and regulations 	

Improper disposal of e-waste leads to environmental pollution and may in turn harm human health. Recognising the potential environmental hazards and consequences associated with improper disposal of e-waste, we have focused our sustainability efforts on the development of our waste disposal facilities to recycle e-waste properly. Recycled materials can be used to make new products, and this reduces the need to mine limited raw materials from the earth.

At Enviro-Hub, we ensure our due diligence by complying to the relevant environmental laws and regulations such as the Environmental Protection and Management Act and Regulations, the Hazardous Waste Act, the Prevention of Pollution of the Sea Act and the Fire Safety Act. As an e-waste recycler, Cimelia and HLS will support the extended producer responsibility law, that is due to take effect by 2021. It ensures that producers of electrical and electronic equipment in Singapore have their products are collected, recycled or disposed of responsibly when they reach the end of their lifespan. In line with this we will submit reports to NEA on waste collected through Waste and Resource Management System.

Furthermore, Enviro-Hub has also developed various internal policies such as the Cimelia Quality, Environmental, Health and Safety (QEHS) Policy, endorsed by senior management to ensure that we adhere to the relevant environmental laws and regulations. We constantly keep abreast of the latest changes in environmental laws and regulations to understand how we can do our part to protect the environment.

To improve our environmental management and ensure that we are compliant with the various environmental standards, we have implemented internationally recognised standards such as ISO 14001 (Environmental Management Systems), ISO 9001 (Quality Management Systems) and OHSAS 45001:2018 (Occupational Health and Safety). We are also certified under R2:2013 which is responsible recycling standard for effective recycling of electronic waste.

Similarly, we require our outsourced vendors and suppliers to have the same environmental value as us. They are required to undergo a rigorous assessment and evaluation process to ensure that they demonstrate compliance with all applicable environmental laws and regulations. All incidents of non-

compliance will be investigated so that corrective actions can be taken. In 2020, there were zero incidents of non-compliance with environmental laws and regulations reported.

The National Environment Agency (NEA) works closely with its partners and the community to develop and organize environmental and public health initiatives and programmes. This includes providing funding through grants that support their cause, such as the Productivity Solutions Grants (PSG). PSG in particular, is part of NEA's Environmental Services (ES) Industry Transformation Map (ITM) bid to encourage technological adoption to improve the operational efficiency of the ES industry. The grant covers up to 80% of the qualifying cost, with a cap of \$350,000 per company valid till 30 September 2021. With the availability of the grant, HLS applied for the PSG to subsidise their purchase of 3 electric forklifts. HLS managed to get the maximum level support of 80% subsidy and had a grant amount of \$90,960.00 approved. The electric forklifts are battery operated, which leads to promoting a cleaner environment with less smoke, dust generation and reduction in noise pollution. Apart, from these direct environmental benefits reaped, indirect benefits also include good branding for HLS, which is useful in achieving ISO standards.

NEA honoured the exceptional contributions and commitment of the Environmental Services workforce by awarding 27 recipients with the ES Star Awards and 350 workers with congratulatory certificates as part of the annual ES Workforce Day. The ES Star Awards recognises the top employees in the ES industry across the three sectors – cleaning, waste management, and pest management services. Based on performance and contribution to clean and green Singapore Cimelia plant manager was awarded Environmental Services (ES) Star Awards 2020. Congratulatory certificates were presented to 3 other employees from Cimelia in recognition of their outstanding contribution and commitment.

SOCIAL PERFORMANCE

Occupational Health and Safety

Performance against 2020 targets	
<ul style="list-style-type: none"> Achieved Not Achieved⁴ 	<ul style="list-style-type: none"> Attain ISO 45001:2018 certification (HLS) Increase Occupational Health and Safety (“OHS”) training hours
Targets for 2021	
<ul style="list-style-type: none"> Increase OHS training hours Achieve zero regulatory fines and penalties in line with COVID-19 advisories from government authorities. 	

At Enviro-Hub, protecting the health and safety of our employees are of utmost importance. We believe that inculcating a strong safety culture in the workplace will protect the company’s most valuable asset – our people. We provide our people with a safe working environment by adhering to local safety laws and regulations, which includes the Workplace Safety and Health (WHS) Policy, the Employment of Foreign Workers Act, the Environmental Protection and Management Act and Regulation, the Work Injury Compensation Act, the Environmental Public Health Act and the Fire Safety Act.

A health and safety committee has been established to ensure that health and safety policies are fully implemented. Several processes have been set in place to ensure the strong implementation of these policies. Some of the processes are as follows:

- Reporting monthly Fire Safety Inspection results to management.
- Reviewing operations risk assessment, taking steps to eliminate or reduce potential risks.
- Maintaining related certifications e.g. bizSAFE certification, OHSAS 45001:2018. In 2020, HLS has obtained the bizSAFE Star certification certified by the Workplace Safety and Health Council. The Level 3 certification requires the Company to implement a risk management plan in the workplace to address all risks.
- Investigating and executing corrective actions upon any reported incidents.
- Forming a Trained Company Emergency Response Team (CERT) to response in emergency situations.
- Ensuring accurate calibration of monitoring equipment.
- Conducting biannual internal audits for any non-conformance to system procedures.

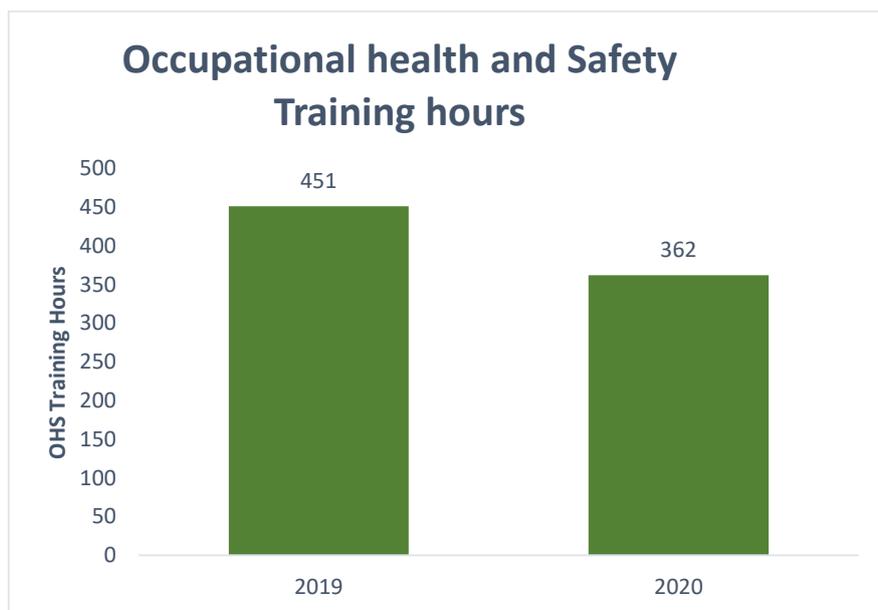
⁴ Owing to COVID-19 social distancing measures, the capacity of people was restricted in training rooms which resulted in decrease in number of OHS training hours.

- Requiring the presence of a safety manager who conducts bi-annual spot checks and timely investigation and execution of preventive and corrective actions based on incidents reported by employees and visitors.
- Holding monthly site meetings with project consultants to discuss health and safety (injuries), environmental (e.g. mosquito breeding, noise) and any other ad-hoc matters.

In 2020, we continue implementing our Occupational Health and Safety Improvement Plan which includes various initiatives to improve the management of occupational health and safety, such as:

- We established, documented, implemented, maintained and continually improved a Safe Management Measure System (SMMs) in accordance with MOM's requirements for safe management measures at the workplace after CB period.
- Carrying out environment, health and safety (EHS) and fire safety inspections and taking corrective action(s) for violations of EHS rules and regulations.
- Providing employees with health and safety training and information on the potential health risks and safety hazards in the work environment and the proper precautions to undertake.
- Conducting inspection at planned intervals with project consultants to discuss in house safety rules, and safe work practices.
- Conducting meetings to raise and discuss any health and safety and environmental concerns.

Recognising that communicating Workplace Health & Safety (WHS) rules and guidance to our employees are crucial and essential in managing WHS risks, we provide our employees with regular occupational health and safety training.



In 2020, our employees received a total of 362 training hours on occupational health and safety, a 19.7% decrease from the previous year. This was mainly due to reduced capacity of people in training

rooms owing to COVID-19 restrictions. We are committed towards health and safety of our workforce and will work towards conducting awareness sessions and trainings aimed at increasing safety.

Workplace accidents are closely monitored and recorded by the operational and human resources department. We are pleased to report that there have been no fatalities or accidents resulting in permanent injuries involving our employees in Singapore. In 2020, Accident Frequency Rate⁵ was 8.74 (per million manhours worked) and Accident Severity Rate⁶ was 288.46 (per million manhours worked). There was two workplace accident reported were amongst the contractual employees working in Cimelia and Enviro Metals. This accident in Cimelia occurred while the employee was working in mechanical crushing plant and his ring finger was injured while moving stationary objects and the other in Enviro-Metals while turning the stand fan for repair job by accidentally injuring the left thumb. Due to these accidents, the employees lost 61 workdays from Cimelia and 5 workdays from Enviro-Metals. The medical bills for the employee were fully covered under the Company's project insurance. Following this incident, all employees were briefed on the incidents during the safety meetings.

The Group will continue to implement and enforce the government safe management measures and requirements and have set an additional target for next year to achieve zero regulatory fines and penalties in line with COVID-19 advisories from government authorities.

Talent Attraction and Retention

Performance against 2020 targets	
<ul style="list-style-type: none"> Achieved 	<ul style="list-style-type: none"> Maintain an employee turnover rate within the industry average
Targets for 2021	
<ul style="list-style-type: none"> Maintain an employee turnover rate within the industry average 	

Our employees contribute an important part towards the company's long-term success, and we endeavour to dedicate our efforts to develop their careers and provide a nurturing work environment to maintain a motivated workforce.

Enviro-Hub has policies and procedures that encompass our values of inclusivity while achieving productivity. These include fair recruitment, training and career development opportunities and employee recognition and awards. Our human resources policy also incorporates various guiding principles and offer competitive working hours, leave and other employment benefits, remuneration, bonuses (and conflict of interests). As part of our efforts to maintain and improve communication, we are also proud to announce that all our employees receive performance evaluation reviews annually.

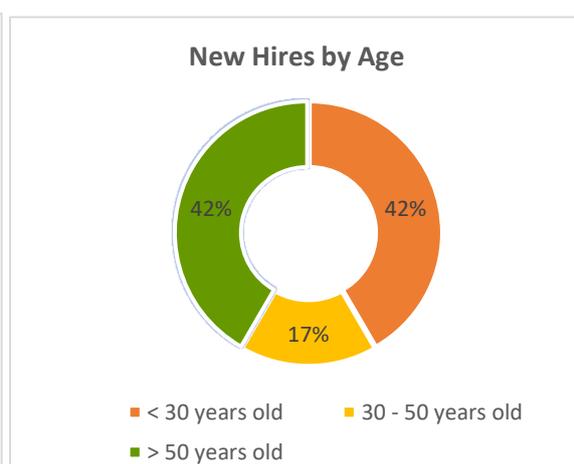
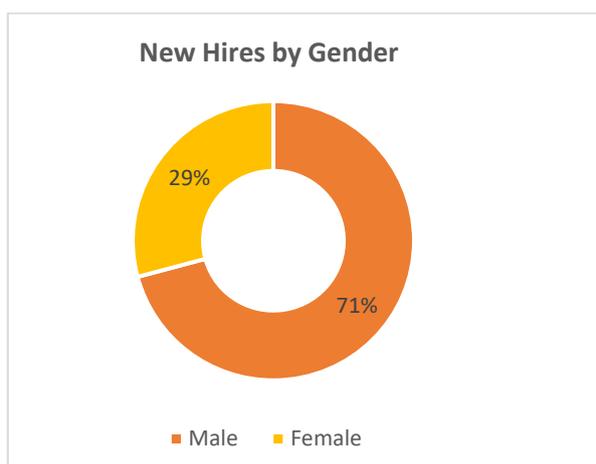
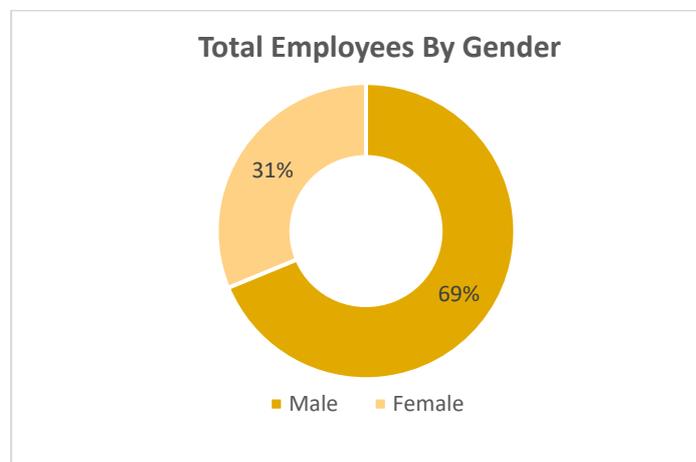
In this year of unforeseen circumstances of the pandemic, Enviro Hub's launched BCP for COVID-19. Enviro Group's BCP are designed plans to quickly recover business operations after a significant

⁵ Accident Frequency Rate (as per Ministry of Manpower of Singapore) = Number of injuries /Number of man-hours worked *1,000,000. A lost-time injury is a workplace injury that results in at least 1 day of medical leave

⁶ Accident Severity Rate (as per Ministry of Manpower of Singapore) = Number of lost days/Number of man-hours worked *1,000,000. A lost day is a day of medical leave as a result of a lost-time injury.

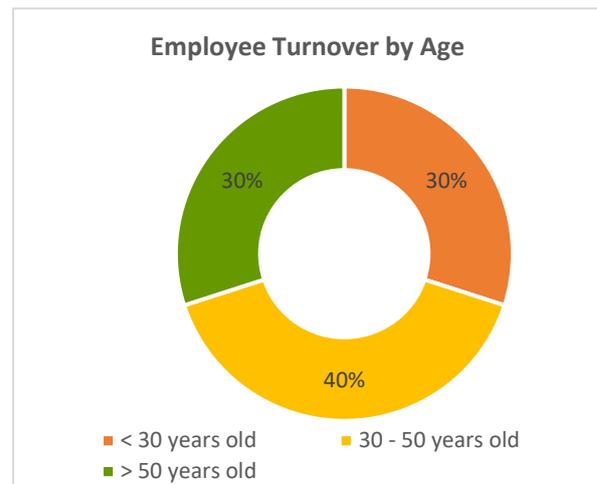
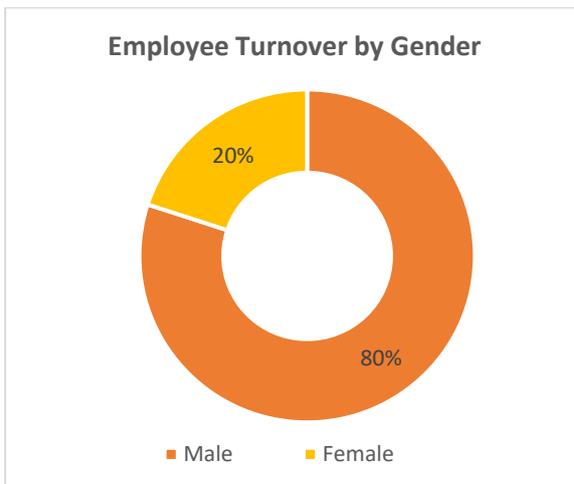
business disruption and respond by safeguarding our employees and property, while making a financial and operational assessment, and allowing our customers to transact business. Work from home arrangements during the CB period and alternate teams were deployed at different work locations to mitigate the challenges caused for the smooth functioning of business operations.

As of 31 December 2020, Enviro-Hub has 80 employees, all of them based in Singapore. The average monthly new hire rate for the year was 2.5%⁷ which is on par with the industry average of 2.5% while the average monthly turnover rate was 2.1%, which is below the industry average of 2.2%⁸. The decrease in employee turnover in 2020 can be attributed to new policies implemented within the organisation like flexible working hours which include alternate team arrangement due to COVID-19, change in working hours to non-peak commuting hours, allowing remote working from overseas during difficult times and improved IT facilities enabling employees to work virtually.



⁷ Average monthly recruitment rate in 2020: 1.7% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower

⁸ Average monthly resignation rate in 2020: 2% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower



We do not discriminate against age during our recruitment processes and aim to continue applying fair employment practices. If the need arises, we also offer our employees unpaid leave of up to two months, giving them time to attend personal matters.

Training and Education

Performance against 2020 targets	
<ul style="list-style-type: none"> Achieved Achieved 	<ul style="list-style-type: none"> Roll-out incentive initiatives to encourage self-learning amongst employees for career development Provide relevant internal and external training opportunities to improve workers' skills and knowledge
Targets for 2021	
<ul style="list-style-type: none"> Roll-out incentive initiatives to encourage self-learning amongst employees for career development Provide relevant internal and external training opportunities to improve workers' skills and knowledge 	

We strive to meet the industry needs and standards by equipping our employees with relevant skills to remain abreast with the changing market. This is majorly done by providing trainings to the employees throughout the year. Trainings include WSQ Operate Forklift Course, Forklift Refresher Course, Risk Management Implementation and First Aid Course Training. In order to improve certain technical skills like Android Basics Nanodegree and Introduction to Programming Nanodegree, we conduct IT related courses for our employees. Another pivotal training that we provide is the Human Resources related training to enhance the management of the human capital. These trainings are about engaging newly hired Professional Management and Executives (PMEs) in a Subject Matter Expert (SME) and building Human Capital in SME.

We endeavour to constantly upgrade our training programmes by developing enhanced trainings for our employees in the fields of IT, Digital and System Applications and Products in Data Processing (SAP).

Also, in order to encourage career improvement and initiate communications, both formal and informal learning programmes are developed for the employees.

The progress of our employees is evaluated to provide them with the required support and ensure proper checks and balances. The competence of the trainees is gauged by relevant parties through the Training & Evaluation Form or competency assessment checklist. Additional trainings with required attention are provided to the employees who do not match the required expectations. As of 31st December 2020, 80 employees at Enviro-Hub received an average of 4 hours of training. Also, we prioritise and offer various career advancement opportunities to internal employees before hiring externally to give our existing employees chances to grow.

Local Communities

Performance against 2020 targets	
<ul style="list-style-type: none"> Achieved Achieved Achieved 	<ul style="list-style-type: none"> Collect 8 tonnes of e-waste through Singtel x SingPost Recycle Programme Collect 3 tonnes of e-waste for Clean Up South West Community Development Council (SWCDC) Collect 120 tonnes of e-waste from Schneider Electric
Targets for 2021	
<ul style="list-style-type: none"> Collect a total of 3,000 tonnes of e-waste by HLS and Cimelia for reporting year 2021 	

Striving to build a circular and sustainable economy, we engage and work with local communities to improve waste management. Internally, our employees are constantly involved in CSR activities held throughout the year. This helps us to walk together with our community towards being a zero-waste society, adding value to lives around us.

We build close relationships with local communities by supporting and partnering with them. Partnerships include local schools for awareness programmes, town councils and businesses for e-waste take back and recycling programmes etc. Our efforts to increase awareness about environmental protection also includes encouraging the local community members to reuse waste items, recycle electronic waste and providing information on the environmental impacts resulting from the improper disposal of electronic waste.

SINGTEL X SINGPOST E-waste recycling programme

Cimelia undertook the initiative to organise an E-Waste recycling programme which enabled the people to have a proper channel to dispose their electronic waste. This encouraged people to dispose of their redundant mobile or internet related devices at Recycle Bins or by mailing it through the post box. This initiative helped in the collection 17,784 kg of e-waste.

Cleaning events with SOUTH WEST COMMUNITY DEVELOPMENT COUNCIL (SWCDC)

Cimelia's employees participated in a series of events in collaboration with the South West Community Development Council (SWCDC). These events include Clean Up South West ECO Day Out and Recycle-Our-E-Waste, where a total of 2,040 kg of e-waste were collected from residents and 2,524 kg from corporates of the South West District in exchange for groceries or vouchers. This recycling drive is part of a larger masterplan initiative to advocate for sustainable zero-waste practices and recycling habits.

Recycling initiative in EAST COAST GRC

Cimelia also undertook the initiative for twenty-one divisions and RC Zone residents to recycle their unwanted e-waste. This led to the collection of 3,507 kg of e-waste. This initiative highlighted the importance of recycling habits and encouraged sustainability amongst the residents.

Recycling programme at CapitaLand properties

Electronic waste recycling programme was also organised at CapitaLand Properties to allow the participants to dispose their obsolete electronic items to a reliable vendor and at the same time to raise awareness on shared responsibility of recycling and provide an integrated platform for tenants in CapitaLand to recycle their unwanted electronic waste. In the reporting year, 4,468 kg of e-waste was collected.

Mask donation through Boon Lay Community Club

Amid the uncertainty of the COVID-19 pandemic, Enviro-Hub organised mask donation at HLS to distribute 25,000 pieces of masks to low income families through Boon Lay CC. Around 1,250 households benefitted through this initiative. This activity was undertaken with proper safe distancing measures and all regulations were followed.

In 2020, "Recycling Awareness" programmes that were organised by HLS at Grundfos, NEC and Thales to spread awareness on recycling were put on hold due to COVID-19. In light of the unpredictable working arrangements for some of our businesses and partnerships, we have amended our 2021 target to collect a total of 3,000 tonnes of e-waste across HLS and Cimelia.

CUSTOMERS

Performance against 2020 targets	
<ul style="list-style-type: none"> Achieved 	<ul style="list-style-type: none"> Zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data.
Targets for 2021	
<ul style="list-style-type: none"> Maintain zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data. 	

Protecting customer data and respecting customer privacy are of paramount importance to Enviro-Hub. With an increasing number of electronic devices becoming obsolete each year, the disposal of electronic waste is a rapidly growing disproportionate to our operations. The improper disposal of electronic waste poses a threat to the environment as well as increases the risk of data theft, where highly sensitive data and information can be stolen or reused without consent.

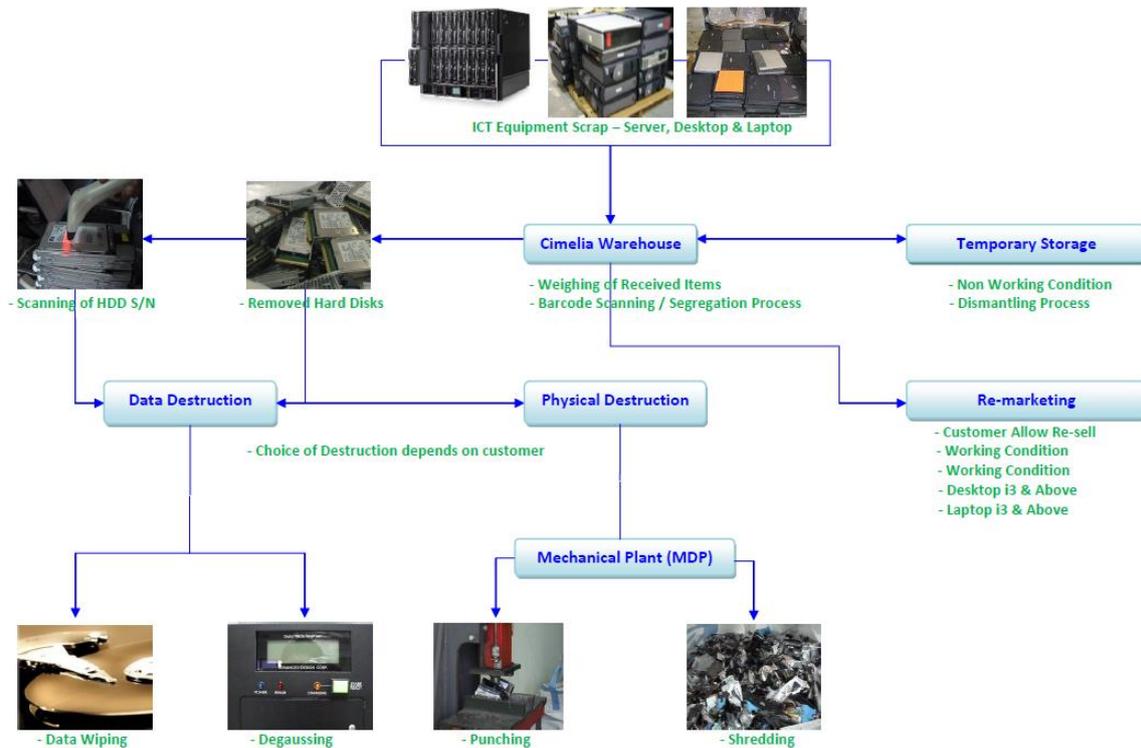
Enviro-Hub has implemented some measures to protect customer data, by complying with the requirements of data protection laws and regulations, ensuring that information and data stored on clients' electronic devices are completely removed before they are recycled or reused.

Our e-waste recycling services involve the following processes, which are designed to protect our customers' sensitive information:

- Data wiping
- Degaussing (hard-disk drives only)
- Punching of hard-disk drives
- Manual physical destruction/recycling
- Shredding
- Mechanical plant crushing
- Access limited to authorise personnel
- Non-Disclosure Agreements (NDA)
- Servers complying with the minimum-security Standards for Sensitive Devices
- Closed-circuit television (CCTV) cameras installed to protect the company's assets and customers' intellectual property (IP)

Notably at Cimelia, a U.S. National Security Agency (NSA) certified degausser model MW 1B is used to remove data stored on hard drives and magnetic tapes. Shredding machines enable scrap materials to

reach a reduction of less than 15mm. Cimelia and HLS is also a certified as R2:2013 electronics recycler that adheres to the National Institute of Standards and Technology's (NIST's) Guidelines for Media Sanitization – Special Publication 800-88.



Cimelia's Process Flowchart for ICT Recycling and Data Destruction

In addition, closed-circuit television (CCTV) cameras have been installed to protect the company's assets and customers' intellectual property (IP). In the reporting year, there were zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data.

Data storage media destruction

At Cimelia, several measures have been taken to protect customers' sensitive information and intellectual property. These measures include providing customers with locked recycling bins to collect e-waste, which will be brought to Cimelia's facility where data destruction work is carried out. Locks are provided to customers to prevent their electronic devices from theft and to protect their data from unauthorised access if lost or stolen. Also, security seals with serial numbers are used to ensure that the recycling bins are not tampered with. The bins will be collected when they are about 75% filled.

GRI CONTENT INDEX

GRI Content Index for 'In Accordance' Core option

GRI Standards	Disclosure	Page Number	Omissions
GRI 102: General Disclosures 2016			
Organisational Profile			
102-1	Name of the organisation	Enviro-Hub Holdings Limited	
102-2	Activities, brands, products, and services	Annual Report 2020 – Corporate Profile, Page 2	
102-3	Location of headquarter	Annual Report 2020 – Corporate Information, Page 1	
102-4	Location of operations	Annual Report 2020 – Corporate Information, Page 1	
102-5	Ownership and legal form	Annual Report 2020 – Group Structure, Page 3	
102-6	Markets served	Annual Report 2020 – Corporate Profile, Page 2	
102-7	Scale of the organisation	Annual Report 2020 – Financial Highlights, Page 12 Social Performance, Pages 18-19	
102-8	Information on employees and other workers	Social Performance, Pages 18-19	
102-9	Supply chain		Not applicable, supply chain is minimal and insignificant.
102-10	Significant changes to organisation and its supply chain	No significant changes during 2020	
102-11	Precautionary principle or approach	Sustainability Governance, Page 7 Environment Performance, Pages 13-14	
102-12	External initiatives	Enviro-Hub supports and complies with the International Organisation for Standardisation (ISO) and Responsible Recycling practices for Use in Accredited Certifications Programmes (R2) standards.	
102-13	Membership of associations	Enviro-Hub is a member of the Waste Management & Recycling Association of Singapore.	

Strategy			
102-14	Statement from senior decision-maker	Board Statement, Page 3	
Ethics and Integrity			
102-16	Values, principles, standards, and norms of behaviour	Annual Report 2020 Corporate Vision; Corporate Mission	
Governance			
102-18	Governance structure	Sustainability Governance, Page 7 Annual Report 2020 – Group Structure, Page 6-9	
Stakeholder Engagement			
102-40	List of stakeholder groups	Stakeholder Engagement, Pages 8-9	
102-41	Collective bargaining agreements	Not applicable, no collective bargaining agreements are in place.	
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, Pages 8-9	
102-43	Approach to stakeholder engagement	Stakeholder Engagement, Pages 8-9	
102-44	Key topics and concerns raised	Stakeholder Engagement, Pages 8-9	
Reporting Practice			
102-45	Entities included in the consolidated financial statements	Annual Report 2020 – Audited Financial Statements, Pages 41-118	
102-46	Defining report content and topic boundaries	About the Report, Page 4 Materiality Assessment, Pages 10-11	
102-47	List of material topics	Materiality Assessment, Pages 10-11	
102-48	Restatements of information	There has been no restatement of figures or information disclosed in our previous report.	
102-49	Changes in reporting	Materiality Assessment, Pages 10-11	
102-50	Reporting period	About the Report, Page 4	
102-51	Date of most recent report	The Sustainability Report 2019 was published on 29 May 2020.	
102-52	Reporting cycle	About the Report, Page 4	
102-53	Contact point for questions regarding the report	About the Report, Page 4	
102-54	Claims of reporting in accordance with GRI Standards	About the Report, Page 4	
102-55	GRI content index	GRI Content Index, Pages 24 - 26	

102-56	External assurance	Enviro-Hub has not sought external assurance on this report but may do so in the future.	
GRI 103: Management Approach 2016			
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Pages 10-11 Annual Report 2020 – Audited	
103-2	The management approach and its components	Financial Statements, Pages 41 - 118 Economic Performance, Page 12	
103-3	Evaluation of the management approach	Environmental Performance, Pages 13-14 Social Performance, Pages 15-21 Customers, Pages 22-23	
Material Topics			
GRI 201: Economic Performance			
201-1	Direct economic value generated and distributed	Economic Performance, Page 12 Annual Report 2020 – Audited Financial Statements, Pages 41 - 118	
GRI 307: Environmental Compliance			
307-1	Non-compliance with environmental laws and regulations	Environmental Performance, Pages 13-14	
GRI 401: Employment			
401-1	New employee hires and employee turnover	Social Performance, Pages 17-19	
GRI 403: Occupational health and safety			
403-9	Work-related injuries	Social Performance, Pages 15-17	
GRI 404: Training and Education			
	Average hours of training per year per employee	Social Performance, Pages 16-17, 19-20	
GRI 413: Local Communities			
413-1	Operations with local community engagement, impact assessments, and development programs	Social Performance, Pages 20-21	
GRI 418: Customer Privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customers, Pages 22-23	