一合环保控股
ENVIRO-HUB HOLDINGS LTD
Let's Restore The Environment!

SUSTAINABILITY
REPORT
2019

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CONTENTS

RECYCLING THE PAST-PROTECTING THE FUTURE

There is growing trend among businesses to move towards a circular economy. Challenges like resource availability, volatile commodity prices and changing consumer preferences are forcing organisation's to rethink consumption and production models and patterns. This is what the United Nations Sustainable Development Goals envisaged, that for all businesses, corporates and governments to adopt Responsible Consumption and Production (UN SDG Goal 12).

At Enviro-Hub Holdings Limited, we foster an environment which aims to include provisions of total WEEE (waste electrical electronic equipment) solutions, recovery and refining of platinum group metals, as well as recycling of ferrous and nonferrous metals. These are part of our efforts to create a sustainable future and reinforce our brand presence around the globe.

The real sustainable future lies in developing diligent practices in our worldwide use of natural resources including conservation, recycling, and reuse of resources, and in the adoption of sustainable resource management strategies on both local and international levels. The transition to sustainable consumption and production of goods and services is necessary to reduce the negative impact on climate and the environment, and on people's health.

As governments and citizens become increasingly aware of their impact on the environment, demand for recycling and waste diversion programs are growing. We will continue to drive for efficiency and progress in order to enhance our organization's resilience, adaptability and sustainability. Through this report, we endeavor to bring forth to the reader how we operationalize sustainability in our organization.

BOARD STATEMENT

The Board is delighted to present Enviro-Hub Holdings Limited ("Enviro-Hub")' sustainability report for the reporting year of 2019.

In order to translate sustainability efforts to have an impact, the organisation needs to understand how its business impacts the people, the planet and the profits. This knowledge should then offer business opportunities and value to the organisation and its stakeholders. The Sustainable Development Goals (SDGs) enshrine the most ambitious efforts for sustainable development so far. At Enviro-Hub, we believe that SDGs present us with exciting opportunities to meaningfully impact and make a difference through our business operations around recycling and refining of metals as well as trading of electronic waste (e-waste) and metals.

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.

We endeavour to maintain a healthy working environment and safe operations to ensure the wellbeing of our human capital. We invest considerably in our resources for creating a meritocratic organisation that empowers people to work creatively and drive innovation. Recognising this, our value system strives to attract and retain the best talent, by continuously engaging and connecting with them.

The Board strives to ensure that environmental, social and governance (ESG) issues are incorporated into Enviro-Hub's overall strategy and is responsible for the oversight of the management of Enviro-Hub's sustainability performance. The Board 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 of the targets for each material ESG topic for this year's report.

This report is an effort to showcase our sustainability performance and share good practices. 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 is Enviro-Hub's third sustainability report, covering the sustainability performance for the period of 1st January 2019 to 31st December 2019 ("2019"). The scope of the report includes 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 recognized 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 2018, are available on our Company's website[1]. 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.

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[1] http://envirohub.listedcompany.com/sr.html

SUSTAINABILITY GOVERNANCE

We strongly believe that our ability to uphold the highest ethical standards of compliance, transparency and business conduct translates into our trust with our stakeholders which is in line with our values. We have a robust governance structure, sound policies and monitoring system which ensure this trust is intact with our stakeholders. 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, develops sustainability objectives, strategies and oversees 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 that strong and healthy relationships make successful businesses. 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	• 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	• 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	• Comments and potential room for improvement in delivering goods and services

	Independent audit from our customers	Annually/ Biannual	• IP protection and data security
Government and Regulators	Meetings and dialogue sessions	Throughout the year	• 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 Report[2] for more information regarding Enviro-Hub's economic performance.

ENVIRONMENTAL PERFORMANCE

Performance against 2019 targets	
• Achieved	• 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 2020
• Maintain zero incidents of non-compliance with environmental laws and regulations • Meet the Company Emergency Response Team (CERT)'s requirement from the Singapore Civil Defense Force (SCDF)

Improper disposal of e-waste leads to environmental pollution and may in turn harm human health. Recognizing 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 off responsibly when they reach the end of their lifespan.

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.

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.

To improve our environmental management and ensure that we are compliant with the various environmental standards, we have implemented internationally recognized standards such as ISO 14001 (Environmental Management Systems), ISO 9001 (Quality Management Systems) and OHSAS

18001 (Occupational Health and Safety). We are also certified under R2:2013 which is responsible recycling standard for effective recycling of electronic waste.

In 2019, there were zero incidents of non-compliance with environmental laws and regulations reported.

ACID AND CYANIDE SCRUBBERS AT CIMELIA

Cimelia strives to prevent the improper disposal and treatment of electronic waste (e-waste), which contains toxic heavy metals such as lead and calcium that can have adverse impacts on both the environment and human health. The e-waste collected is dismantled and segregated into different streams. Part of the e-waste may be sent for crushing and grinding.

Cyanide and acids are used to treat e-waste in order to recover the metals contained in the waste. Toxic cyanide and acid fumes generated through this process are treated before being discharged into the atmosphere in order to reduce their adverse effects on human health. Also, scrubbers are installed to neutralise these toxic gases as a means of reducing emissions.

SOCIAL PERFORMANCE

Occupational Health and Safety

Performance against 2019 targets	
• Not achieved[3] • Not achieved[4] • Achieved	• Maintain/achieve zero fatalities/or injuries • Attain ISO 45001:2018 certification (HLS) • Increase occupational health and safety training hours
Targets for 2020	
• Attain ISO 45001: 2018 certification (HLS) • Increase occupational health and safety training hours	

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 18001

- 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

- 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.

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[3] One injury incident reported by HLS in May 2019. Employee injured his left palm while collecting E-waste scraps at a customer's place. This incident has been reported to MOM and employees were re-trained on safety awareness regulations.
[4] In 2019, HLS warehouse office was relocated from 99TBD to 3Gul. We are re-targeting to achieve this certification before June 2020.

In 2019, 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:

- Carrying out environment, health and safety (EHS) and fire safety inspections monthly 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

- 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

- Conducting monthly site meetings with project consultants to discuss health and safety (injuries), environmental (e.g. mosquito breeding, noise) and any other ad-hoc matters

- Conducting daily tool box meetings to raise and discuss any EHS concerns from operational staff members

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.

Occupational Health and Safety Training Hours
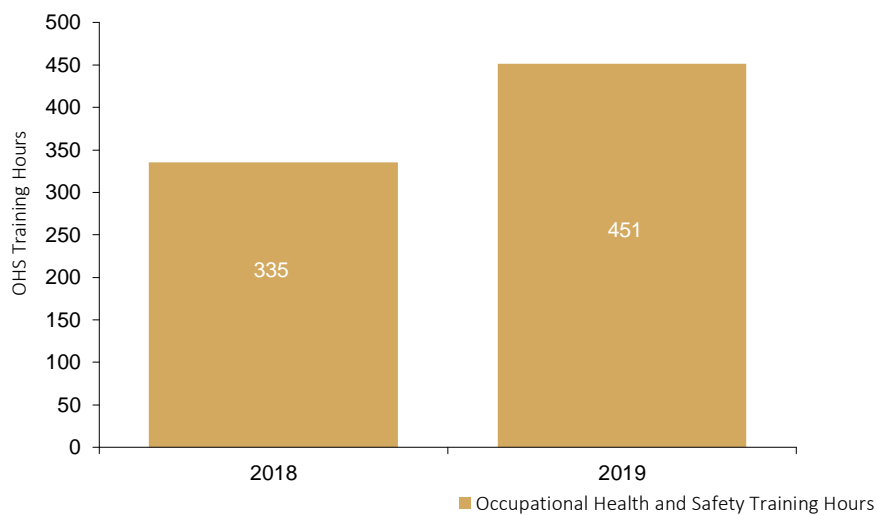
In 2019, our employees received a total of 451 training hours on occupational health and safety, a 34.63% increase from the previous year. We are committed towards health and safety of our workforce and will work towards conducting awareness sessions and trainings aimed at increasing safety.

Talent Attraction and Retention

Performance against 2019 targets	
• Achieved	• Maintain an employee turnover rate within the industry average
Targets for 2020	
• Maintain an employee turnover rate within the industry average	

Our employees are pivotal in contributing to the company's long-term success and we dedicate our efforts to develop their careers, provide a nurturing work environment and maintain a talented 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.

As of 31 December 2019, Enviro-Hub has 84 employees, all of them based in Singapore. The average monthly new hire rate for the year was 1.98%[5] while the average monthly turnover rate was 2.18%, which is below the industry average of 2.2%[6]. An exit interview is conducted when an employee leaves the company, gathering feedback for further improvement. The decrease in new hires in 2019 can be attributed to efforts in improving the efficiency of our recycling facilities by streamlining our operations and exploring automated processes.

Total Employees By Gender

- Male
- Female

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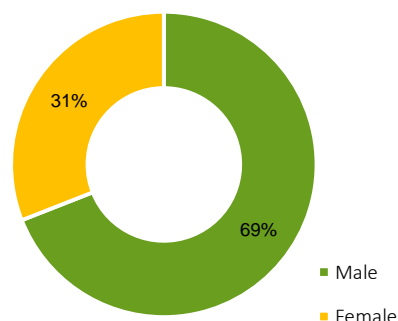
[5] Average monthly recruitment rate in 2019: 2.5% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower
[6] Average monthly resignation rate in 2019: 2.2% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower

New Hires by Gender

- Male 80%
- Female 20%

New Hires by Age

- < 30 years old 30%
- 30 - 50 years old 50%
- > 50 years old 20%

Employee Turnover by Gender

- Male 82%
- Female 18%

Employee Turnover by Age

- < 30 years old 32%
- 30 - 50 years old 54%
- > 50 years old 14%
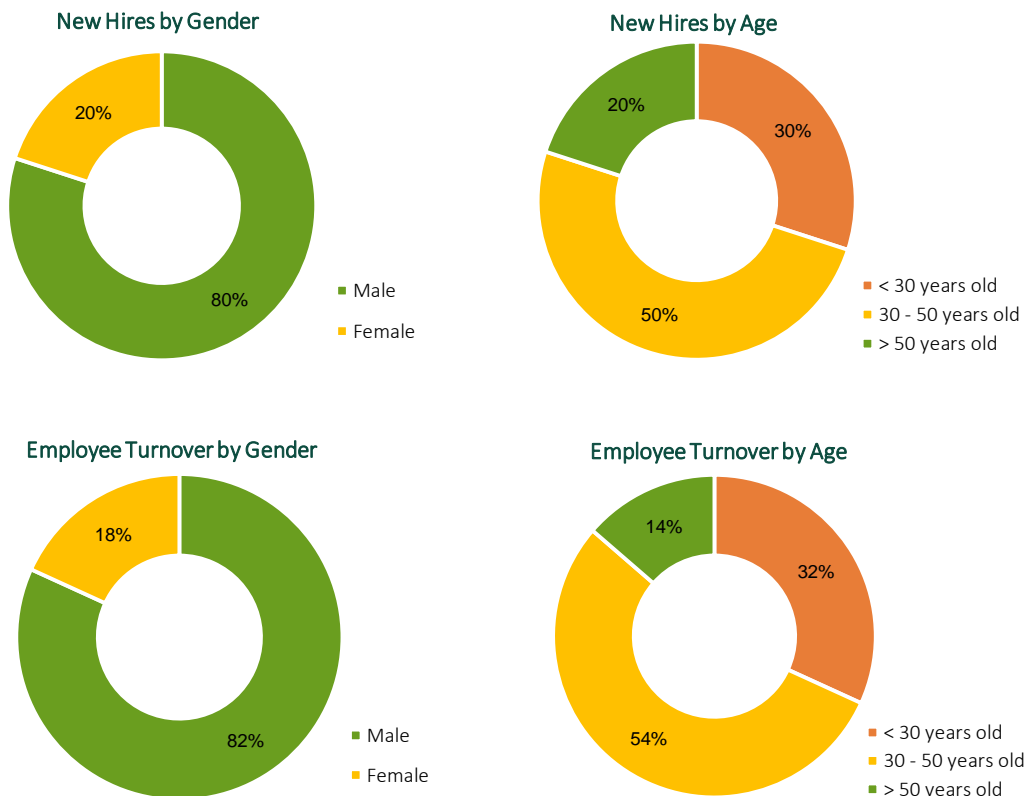
We actively engage our employees and provide programmes and activities throughout the year such as lunch time talks, annual Christmas lunch and end-of-year celebration. These events encourage open communication and transparency between all stakeholders and support our employees in sharing their ideas and give constructive feedback.

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 2019 targets	
• Achieved	• Roll-out incentive initiatives to encourage self-learning amongst employees for career development
• Achieved	• Provide relevant internal and external training opportunities to improve workers' skills and knowledge

Targets for 2020
• 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 equip our employees with skills to remain relevant in the changing market by meeting industry needs. As such, regular training is provided throughout the year which includes WSQ Operate Forklift Course, Forklift Refresher Course, Risk Management Implementation and First Aid Course Training. IT-related courses are conducted to improve specific technical skills such as Android Basics Nanodegree and Introduction to Programming Nanodegree. We also include Human Resources related training such as engaging newly hired Professional Management and Executives (PMEs) in a Subject Matter Expert (SME) and building Human Capital in SME.

We are constantly improving our training programmes and have developed a training plan for 2019 that includes IT, Digital and Systems Applications and Products in Data Processing (SAP). Moreover, formal and informal employee learning and development interventions and programmes are present to initiate communication and career improvement.

The progress of our employees is evaluated to provide them with the attention and support that they need. The competency of the trainees is assessed by relevant parties through the Training & Evaluation Form or competency assessment checklist. Additional trainings are offered to employees who do not meet performance expectations. As of 31st December 2019, 84 employees at Enviro-Hub received an average of 7 hours of training. At the same time, we prioritise our employees, and offer various career advancement opportunities to internal employees before hiring externally.

Local Communities

Performance against 2019 targets	
• Achieved • Achieved	• Organise Global Environment Day with staff • Collect 10 tonnes of e-waste through the Singtel x SingPost Recycle Programme
Targets for 2020	
• 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	

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.

Global Environment Day

HLS has organized a beach cleaning up activity called "Global Environment Day" to do our part as an organisation to clean up the environment during 2019.

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 1,122 kg of e-waste were collected from residents from 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.

AWARENESS ON RECYCLING

HLS is working with Schneider Electric to create awareness about recycling by encouraging its employees to recycle electronic waste. Items such as metals, plastics, aluminum, stainless steel and copper are collected from Schneider Electric and recycled by HLS. All proceeds from this recycling programme goes to the charity organization, Willing Hearts, to provide hot meals for lower-income families. Since October 2017, 1000 beneficiaries have benefited from this programme. Schneider Electric continually expands this initiative to other countries such as Malaysia, Vietnam, Indonesia and Thailand. A total of 106 tonnes of e-waste was collected from Schneider in 2019. In 2020, we aim to raise our e-waste collection to 120 tonnes.

CUSTOMERS

Performance against 2019 targets	
• Achieved	• Zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data.
Targets for 2020	
• 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.
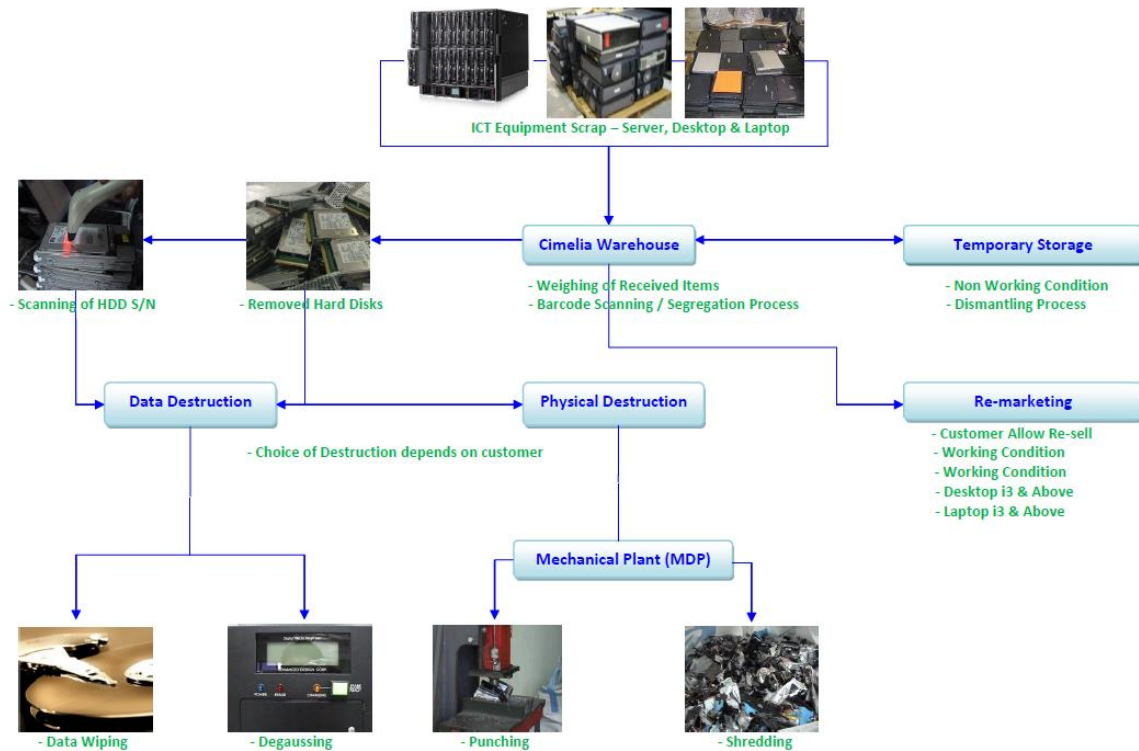
Cimelia's Process Flowchart for ICT Recycling and Data Destruction

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 unauthorized 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 2019 – Corporate Profile, Page 2	
102-3	Location of headquarter	Annual Report 2019 – Corporate Information, Page 1	
102-4	Location of operations	Annual Report 2019 – Corporate Information, Page 1	
102-5	Ownership and legal form	Annual Report 2019– Group Structure, Page 3	
102-6	Markets served	Annual Report 2019– Corporate Profile, Page 2	
102-7	Scale of the organisation	Annual Report 2019– Financial Highlights, Page 12 Social Performance, Page 14-15	
102-8	Information on employees and other workers	Social Performance, Page 14-15	
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 2019	
102-11	Precautionary principle or approach	Sustainability Governance, Page 5 Environment Performance, Page 10	
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 2019 Corporate Vision; Corporate Mission	
Governance			
102-18	Governance structure	Sustainability Governance, Page 5 Annual Report 2019 – Group Structure, Page 6-9	
Stakeholder Engagement			
102-40	List of stakeholder groups	Stakeholder Engagement, Page 6-7	
102-41	Collective bargaining agreements	Not applicable, no collective bargaining agreements are in place.	
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, Page 6-7	
102-43	Approach to stakeholder engagement	Stakeholder Engagement, Page 6-7	
102-44	Key topics and concerns raised	Stakeholder Engagement, Page 6-7	
Reporting Practice			
102-45	Entities included in the consolidated financial statements	Annual Report 2019– Audited Financial Statements, Page 37-121	
102-46	Defining report content and topic boundaries	About the Report, Page 4 Materiality Assessment, Page 8	
102-47	List of material topics	Materiality Assessment, Page 8	
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, Page 8	

102-50	Reporting period	About the Report, Page 4	
102-51	Date of most recent report	The Sustainability Report 2018 was published on 31 May 2019.	
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 21-24	
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, Page 8 Annual Report 2019– Audited Financial Statements, Pages 37-121	
103-2	The management approach and its components		
103-3	Evaluation of the management approach	Economic Performance Pages 9 Environmental Performance Pages 10-11 Social Performance Pages 12-18 Customers Pages 19-20	
Material Topics			
GRI 201: Economic Performance			
201-1	Direct economic value generated and distributed	Economic Performance, Page 9 Annual Report 2019– Audited Financial Statements, Pages 37-121	
GRI 307: Environmental Compliance			
307-1	Non-compliance with environmental laws and regulations	Environmental Performance, Pages 10-11	
GRI 401: Employment			
401-1	New employee hires and employee turnover	Social Performance, Pages 14-15	
GRI 403: Occupational health and safety			

403-9	Work-related injuries	Social Performance, Page 12	
GRI 404: Training and Education			
404-1	Average hours of training per year per employee	Social Performance, Pages 13,15-16	
GRI 413: Local Communities			
413-1	Operations with local community engagement, impact assessments, and development programs	Social Performance, Pages 16-18	
GRI 418: Customer Privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customers, Pages 19-20	