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eNVIRO**HUB** HOLDINGS LTD
Let's Restore The Environment!

SUSTAINABILITY
REPORT 2022

CONTENTS

BOARD STATEMENT

The Board of Directors of the Company (the "Board") is pleased to present our sixth Sustainability Report ('FY22 Report'), part of our continued commitment to share our sustainability journey with our stakeholders in a transparent manner. The FY22 Report highlights our progress throughout the years, as well as our plans for the future, demonstrating our continued efforts towards a more sustainable global economy.

Our organisation provides a broad spectrum of services including 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. In 2021, we completed the acquisition of Pastel Glove Sdn. Bhd., diversifying into the healthcare business. This will provide a new revenue stream for us, ensuring long-term growth and helping the company to expand its healthcare product business division.

Whilst workplace accidents are closely monitored and recorded, regrettably, there was one injury in FY22. We have performed an investigation and going forward, we have enhanced supervision and safety measures.

Embracing the concept of Circular Economy, we support these principles by providing environmental management solutions and services. We view this as an opportunity to grow our business while contributing to the development of a sustainable and resource-efficient society. We will continue to demonstrate our commitment to the environment through incorporating Environmental, Social and Governance ("ESG") related aspects in our business strategy and operations.

We integrate sustainability issues into our strategy and business plans to align our business objectives with our sustainability goals. Beyond financial performance, we are responsible for the oversight and management of our sustainability performance. It sets the strategic direction to ensure robust corporate governance, fair employment practices and the efficient consumption of resources. We have approved and validated the material ESG factors presented in the FY22 Report.

We are grateful to the management team and all our employees, our partners, and stakeholders for supporting our continued efforts to advance our sustainability agenda, and for contributing to our sustainability journey.

Enviro-Hub Holdings Limited

Board of Directors

ABOUT THE REPORT

Report Scope and Boundary

This Sustainability Report is in its sixth edition, covering the Company's sustainability performance for the period of 1st January 2022 to 31st December 2022 ("2022"). The scope of the FY22 Report includes performance and data of Cimelia Resource Recovery Pte Limited ("Cimelia"), Enviro-Metals Pte Limited ("Enviro-Metals") and HLS Environmental Pte Limited ("HLS"). These are Enviro-Hub's Singapore-based business operations in the recycling, refining of precious metals and trading of e-waste and metals. Pastel Glove Sdn Bhd ("Pastel Glove"), acquired in FY 2021, has also been included in this report. The remaining entities were excluded from this report as their revenue contributions were significantly lower than the included entities. We will assess and consider the inclusion of other business lines in future editions of the Sustainability Report.

Reporting Standards and Compliance Requirements

The report has been prepared with reference to the GRI Standards. The GRI Standards were selected as it is an internationally recognised reporting framework that covers a comprehensive range of sustainability disclosures suited to our industry and business model. In addition, this report is aligned with the reporting requirements of Singapore Exchange ("SGX") Listing Rules 711A and 711B – Sustainability Reporting Guide. We are preparing for reporting based on the Task Force on Climate-related Financial Disclosures in FY 2024.

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 and all our sustainability reports are publicly 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 essential 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://www.enviro-hub.com/ir.html

SUSTAINABILITY OVERVIEW

We have clearly set out our material ESG topics, performance and targets for FY22, as well as targets for FY23 (Table 1).

Table 1: Overview of material ESG topics, performance and targets

Material ESG Factors	FY2022 Performance Highlights	Targets for FY2022	Targets for FY2023
Talent Attraction and Retention	Average monthly employee hires rate[2]: 3.36% Average monthly employee turnover rate[3]: 4.92%	*Not achieved[4]* - Maintain an employee turnover rate within the industry average	Maintain an employee turnover rate within the industry average Enhance benefits set in our company policy by: - Including medical insurance therefore reducing employee co-share payments - Allowing dental claims for all employees
Occupational Health and Safety	Total training hours: 311 Zero regulatory fines and penalties from breaching COVID-19 advisories	*Achieved* - Zero regulatory fines and penalties in line with COVID-19 advisories from government authorities. *Not achieved* - Accident frequency rate (AFR) in FY2022 is zero *Not achieved* - Accident severity rate (ASR) in FY2022 is zero	Zero Accident frequency rate (AFR) Zero Accident severity rate (ASR)
Training and Education	Average training hours per employee: 3.34	*Achieved* - Increase average training hours per employee per year from FY2021	Maintain average training hours per employee per year from FY2022

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[2] Average monthly employees hire rate = total number of new employee hires during the financial year / total number of employees as of the last day of the financial year / 12

[3] Average monthly turnover rate = total number of employee turnover during the financial year / total number of employees as of the last day of the financial year / 12

[4] Refer to "Talent Attraction and Retention" section for more information on missed target.

		Achieved - Roll-out incentive initiatives to encourage self-learning amongst employees for career development *Achieved* - Provide relevant internal and external training opportunities to enhance workers' skills and knowledge in new recycling processes which we planned to introduce in FY 2022	Continue with relevant internal and external training opportunities to enhance workers' skills and knowledge in new recycling processes
Local Communities	Collected 3582 tonnes of e-waste	*Achieved* - Collect a total of 3,000 tonnes of e-waste for reporting year 2022 regardless of the uncertainty of the pandemic	Collect a total of 3,000 tonnes of e-waste by for reporting year 2023.
Protection of Sensitive Information	Zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data	*Achieved* - Maintain zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data	Maintain zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data

OUR COMMITMENT TO OUR PEOPLE AND TO THE ENVIRONMENT

Business Continuity During the COVID-19 Pandemic and Beyond

Our priority is always to safeguard and support our people – employees and those in our communities. This commitment took special meaning during the COVID-19 pandemic. We navigated through the different stages of the pandemic and the consequent economic and social impacts across different geographies. Beyond the pandemic, we continue to safeguard our employees and communities.

The Board is kept informed on our performance on a quarterly basis, at a minimum. During the pandemic, this included any potential impacts from COVID-19 on business operations, and timely action taken to mitigate the adverse impacts.

The COVID-19 pandemic forced our business to react quickly and decisively to ensure the safety of our employees and business continuity, as well as avoiding any adverse impacts on the community. The pandemic posed challenges to the business, such as longer times required for supplier and customer operation sites, reductions in manpower, and impacts to regular collections and scrap volumes from customers.

Nonetheless, our resilience and Business Continuity Plan ("BCP") demonstrated our ability to serve our clients and empowered our employees to adjust quickly to remote working arrangements. We also continued to keep our customers informed promptly. In return, our customers extended their support to us during those challenging times. Our recycling businesses also accommodated customer requests to assist them during these difficult times. For instance, HLS waived increased transportation charges for collections. We have emerged stronger from the pandemic by working closely with our customers and by remaining committed to the safety of all our employees through our Safe Management Measure System. We implemented mandatory health and safety protocols issued by various government agencies, including telecommuting where possible, temperature screening and staggered working hours. Furthermore, we 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. We also provided our employees with hand sanitisers, disinfectants, masks and ART kits for COVID-19 testing.

In a post-pandemic world, we are committed to ensuring business continuity, by working closely with our customers and business partners. This includes monthly virtual meetings with clients where needed, to keep close to the issues faced the ground, and to serve as a communication channel for notable upcoming projects.

Our Commitment to the environment

We have integrated environmental issues into our strategy, recognising the potential environmental hazards and consequences associated with improper disposal of e-waste. To mitigate the effects of climate change and to optimise scarce resources, 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, reducing the need to mine limited raw materials from the earth.

Additionally, we ensure our due diligence complies with 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. We highlight the role of Cimelia and HLS as e-waste recyclers, which have supported the extended producer responsibility law (effective from 2021). This law ensures that producers of electrical and electronic equipment in Singapore have their products collected, recycled or disposed of responsibly when they reach the end of their lifespan. As such, we began submitting reports to NEA quarterly on e-waste collected through Waste and Resource Management System. We also highlight that in FY22, HLS expanded its service offering to include materials refinery. Therefore, HLS has also implemented new fume scrubber systems to remove air contaminants and discharge air quality that meets or exceed the required emissions air standards.

Furthermore, we have 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. In addition, we keep up to date with 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: 2015 (Environmental Management Systems), ISO 9001:2015 (Quality Management Systems) and OHSAS 45001: 2018 (Occupational Health and Safety). We are also certified under R2:2013, the responsible recycling standard for effective recycling of electronic waste. Similarly, we require our outsourced vendors and suppliers to hold the same environmental values as we do. They are required to undergo a rigorous assessment and evaluation process to ensure that they demonstrate compliance with all applicable environmental laws and regulations. We investigate all incidents of non-compliance so that corrective actions can be taken.

Finally, with regards to renewable energy, Pastel Glove has installed solar panels on the factory building roof, resulting in energy savings of approximately 6,500 kWh per month. HLS Environmental also have plans to install solar panels on their building.

SUSTAINABILITY GOVERNANCE

Aligned with our values, we endeavour to develop our growth and sustainability strategy while maintaining the highest ethical standards of compliance, transparency, and business trust with our stakeholders.

Our sustainability governance model (Figure 1) sets the foundation for integrating our sustainability priorities with the corporate agenda, while our robust governance structure, sound policies and monitoring system ensure that stakeholder confidence is maintained. The sustainability issues and ESG factors material relevant for the business are reviewed and approved by the Board as part of our strategic formulation. Our Sustainability Steering Committee ("SSC") develops sustainability objectives, strategies and oversees overall sustainability performance before reporting it to the Board. SSC is led by our Head of Finance and consists of senior management across functions.

To ensure that sustainability efforts are implemented effectively into our strategic direction and business operations, the Sustainability Task Force ("STF") 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 our 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 our public reporting on the organisation's performance on sustainability matters; and
4. Presenting the sustainability report for the Board's approval.

Figure 1: Enviro-Hub's Sustainability Governance Model

STAKEHOLDER ENGAGEMENT

As we prioritise open and transparent dialogues with our stakeholders, we have been actively engaging both our internal and external stakeholders throughout the year. This has been our greatest source of input for our development activities, helping us focus on their needs, interests, and expectations. This also enables us to identify gaps and opportunities, creating value for us and for our stakeholders. Our stakeholder engagement methods, frequency and key topics of interest are summarised in Table 2.

Table 2: 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 our website	Throughout the year	• Transparent reporting • Sound corporate governance practices • Business strategy and outlook
	Investor conferences	Throughout the year	
	One-on-one meetings	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

The materiality assessment allows us to identify and manage ESG risks and opportunities which are most relevant to our stakeholder and our long-term viability as a business. In 2022, we conducted a detailed materiality assessment exercise to identify ESG risks and opportunities that are most important to our business and stakeholders. This involved research on global and local trends in our industry, peer benchmarking, as well as industry best practices.

The results of this assessment exercise were reviewed by our senior management, with particular consideration given to relevance and adequacy. Based on the review, the materiality topics were finalised. We will continue to assess these material topics regularly, to ensure their relevance to our business. Table 3 below depicts each corresponding topic with the specific Global Reporting Initiative (GRI) standards.

Table 3: Material Topics and Corresponding 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
Environmental	Water and Effluents	GRI 303: Water and Effluents	In light of the latest updates to the GRI standards in 2021, we have begun collating information on water and effluents for reporting in subsequent years
Social	Talent Attraction and Retention	GRI 401: Employment	**Disclosure 401-1:** New employee hires and employee turnover
	Occupational Health and Safety	GRI 403: Occupational Health and Safety	**Disclosure 403-9:** Work-related injuries
	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

Sustainable economic performance is key to a sustainable business, and we recognise the financial interconnectivity that our economic performance has with all our stakeholders. Therefore, 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[5] for more information regarding our economic performance.

WATER AND EFFLUENTS

In light of the latest updates to the GRI in 2021, we have begun collating information on water and effluents for reporting in subsequent years.

Additionally, we have also implemented policies and procedures for water and effluents. For example, Pastel Glove has engaged contractors to construct an Industrial Effluent Treatment System (IETS), which enables water to be reintroduced to the laboratories, hence minimises water usage via a circular economy.

SOCIAL PERFORMANCE

Talent Attraction and Retention

Table 4: Talent Attraction and Retention - Performance and Targets

Performance against 2022 targets	
• Not achieved	• Maintain an employee turnover rate within the industry average
Targets for 2023	
• Maintain an employee turnover rate within the industry average	

Our employees are key to the company's long-term success, and we are committed to developing their careers and provide a nurturing work environment to maintain a motivated workforce.

We have 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. Additionally, we encourage employee feedback and open communication between employees and management. Our human resources policy also incorporates various guiding principles and offer competitive working hours, leave and other employment benefits, remuneration,

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[5] http://www.enviro-hub.com/misc/ar2022.pdf

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.
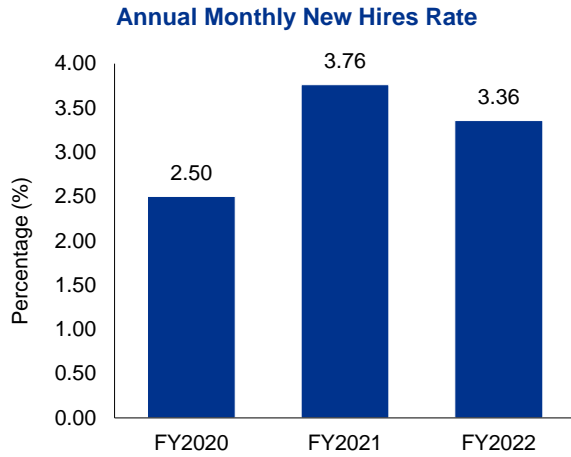
Annual Monthly New Hires Rate

Figure 3: Annual Monthly New Hires Rate

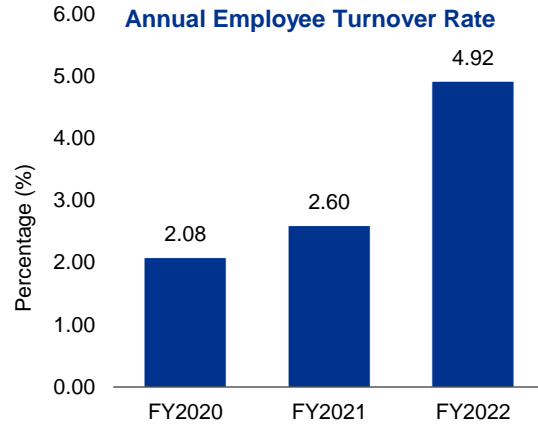**Annual Employee Turnover Rate**

Figure 2: Annual Employee Turnover Rate

As of 31 December 2022, we have 144 employees, all of them based in Singapore and Malaysia. The average monthly new hire rate for the year was 3.36% (Figure 2), approximately equal to the sector average of 3.2%[6]. The average monthly turnover rate was 4.92% (Figure 3), which is also higher than the sector average of 1.8%[7] (Table 4). The increase in employee turnover in 2022 was attributed to PGSB.

Our employee diversity performance can be seen in Figure 4 below and on the next page.

Employees by Gender

■ Male ■ Female
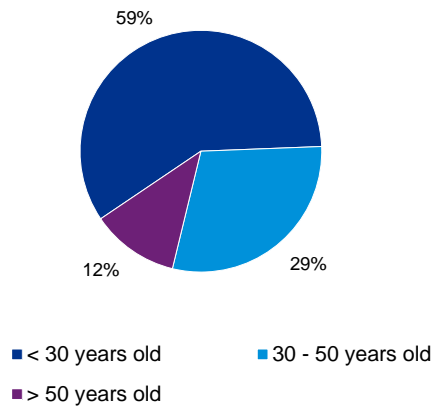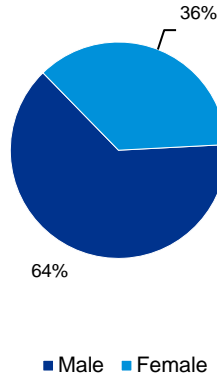
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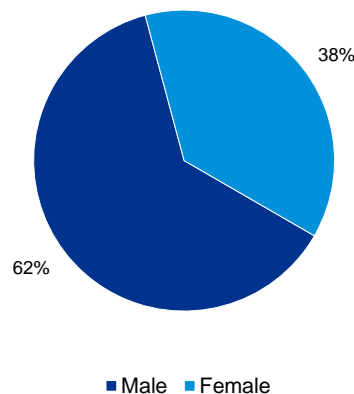
[6] Average monthly recruitment rate in 2022: 3.2% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower
[7] Average monthly resignation rate in 2022: 1.8% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower

Employee Turnover by Age

59%

29%

12%

■ < 30 years old   ■ 30 - 50 years old

■ > 50 years old

Employee Turnover by Gender

36%

64%

■ Male   ■ Female

New Hires by Age

19%

45%

36%

■ < 30 years old ■ 30 - 50 years old ■ > 50 years old
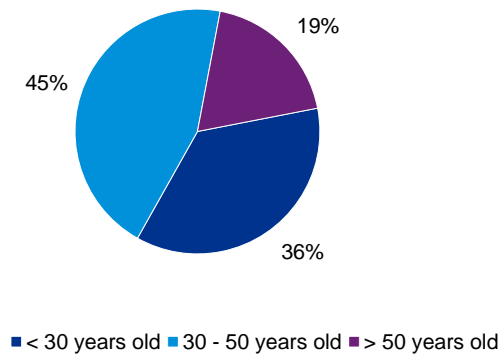
New Hires by Gender

36%

64%

■ Male   ■ Female
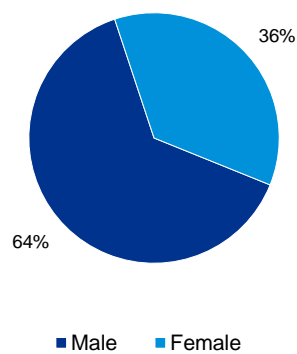
Figure 4: Employee Diversity Performance for 2022

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

Occupational Health and Safety

Table 5: Occupational Health and Safety - Performance and Targets

Performance against 2022 targets	
• Achieved[8] • Not Achieved • Not Achieved	• Zero regulatory fines and penalties in line with COVID-19 advisories from government authorities • Zero Accident frequency rate (AFR) • Zero Accident severity rate (ASR)
Targets for 2023	
• Zero Accident frequency rate (AFR) • Zero Accident severity rate (ASR)	

It is of utmost importance to us that we protect the health and safety of our employees. We believe that inculcating a strong safety culture in the workplace will protect our most valuable asset – our people. As aligned with our commitment to protect our employees, we provide them with a safe working environment by adhering to local safety laws and regulations, which includes the Workplace Safety and Health (WSH) 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:

- Carrying out environment, health and safety (EHS) and fire safety inspections and taking corrective action(s) for violations of EHS rules and regulations.

- 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. Following suit, Cimelia obtained the certification in 2021. The Level 3 certification requires us to implement a risk management plan in the workplace to address all risks and is valid till mid-2023.

- 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.

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[8] Refer to "Training and Education" section for more information.

- Investigating and executing corrective actions upon any reported incidents.

- Conducting meetings to raise and discuss any health and safety and environmental concerns.

- 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.

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

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.

Workplace accidents are closely monitored and recorded by the operational and human resources department. Unfortunately, during an unexpected circumstance, there was one injury in FY22 (Table 5) when a staff member was manipulating materials. We have performed an investigation and noted that the incident was not due to a lack of safety procedures. In future, enhanced supervision and full protection gear will be required for staff in all subsequent operations.

In 2022, the Accident Frequency Rate[9] was 3.04 and the Accident Severity Rate[10] was 152.97 (per million manhours worked). There was one workplace accidents reported amongst our contractual employees working in Enviro-Hub as described in the paragraph above.

We will continue to implement and enforce the government safe management measures and requirements and have set additional targets for next year to achieve zero Accident frequency rate (AFR) and Zero Accident severity rate (ASR).

Training and Education

Table 6: Training and Education - Performance and Targets

Performance against 2022 targets	
- Achieved - Achieved	- Increase average training hours per employee per year from FY2021 - Roll-out incentive initiatives to encourage self-learning amongst employees for career development

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[9] 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

[10] 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.

• Achieved	• Provide relevant internal and external training opportunities to enhance workers' skills and knowledge in new recycling processes which we planned to introduce in FY 2022
Targets for 2023	
• Maintain average training hours per employee per year from FY2022 • Provide relevant internal and external training opportunities to enhance workers' skills and knowledge in new recycling processes which we planned to introduce in FY 2023	

We strive to meet the industry's needs and standards by equipping our employees with relevant skills to remain abreast of the changing market. This is largely done by providing training for the employees throughout the year. Training includes WSQ Operate Forklift Course, Forklift Refresher Course, Risk Management Implementation and First Aid Course Training. These different types of training 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). To encourage career improvement and initiate communications, both formal and informal learning programmes are developed for the employees. This is done by evaluating the progress of our employees to provide them with the required support. The competence of the trainees is gauged by relevant parties through the Training & Evaluation Form, or competency assessment checklist. Additional trainings are provided to the employees who do not match the required expectations.
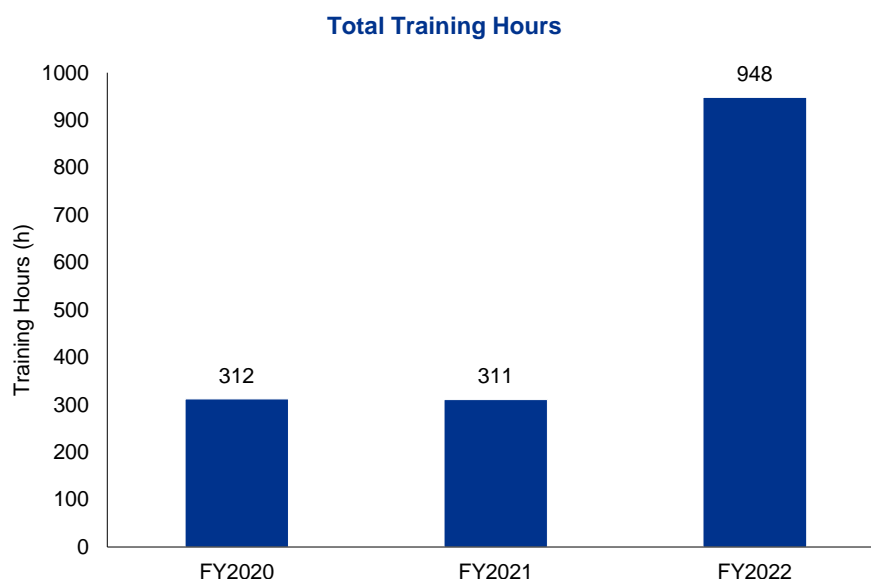
Total Training Hours

Figure 5: Total Training Hours

In 2022, our employees received a total of 166 training hours on occupational health and safety. We are committed towards training our workforce and will work towards conducting more relevant awareness sessions and trainings for our employees (Table 6).

Local Communities

Table 7: Local Communities - Performance and Targets

Performance against 2022 targets	
• Achieved	• Collect a total of 3,000 tonnes of e-waste for reporting year 2022 regardless of the uncertainty of the pandemic. We collected a total of 3,000 tonnes of e-waste for reporting year 2022 regardless of the uncertainty of the pandemic
Targets for 2023	
• We aim to collect a total of 3,000 tonnes of e-waste for reporting year 2023	

In FY2022, Cimelia and HLS recovered 2,300 tonnes and 1,800 tonnes tonnes of e-waste respectively, totalling 4,100 tonnes collected (Table 7). Striving to build a circular and sustainable economy, we have a history of engaging and working with local communities to drive and improve waste management. Additionally, our employees are constantly involved in CSR activities held throughout the year. This helps us to walk together with our community in the transition towards a zero-waste society, adding value to our standard of living.

We build close relationships with local communities by supporting and partnering with them. Example of partnerships include local schools for awareness programmes, town councils and businesses for e-waste take back and recycling programmes. Our efforts to raise awareness about environmental protection also include 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.

Employee Engagement and Education at Schneider Electric and NEC
We work with companies such as Schneider Electric and NEC, conducting sharing sessions to educate their staff on the importance of e-waste and the e-waste recycling process at HLS. These programmes encourage staff to bring e-waste from their homes and provides recycling bins for their staff to leave their e-waste. HLS then dismantles these items and any income generated is donated to a charity of the company's choice. HLS also matches the amount raised. This year, Schneider Electric recycled 2,000kg of e-waste, whilst NEC recycled 6,300kg of e-waste.

E-Waste Collection at SWCDC and Condominiums

Cimelia's employees participated in a series of events in collaboration with the South West Community Development Council (SWCDC) and various condominiums and corporate clients. These recycling drives are part of a larger masterplan initiative to advocate for sustainable zero-waste practices and recycling habits.

Corporate Clients Office Recycling Programmes

Cimelia continued with in-office e-waste recycling programmes for most of their existing and targeted customers, including Capitaland. Customers were offered free rental of their small yellow bins to be placed at their office. This allowed clients 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.

CUSTOMERS

Table 8: Customers – Performance and Targets

Performance against 2022 targets	
• Achieved	• Maintain zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data.
Targets for 2023	
• Maintain zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data	

It is of utmost importance to us to protect customer data and respect customer privacy. With an increasing number of electronic devices becoming obsolete each year, the disposal of electronic waste is a growing rapidly. The improper disposal of electronic waste poses a threat to the environment and increases the risk of data theft, where highly sensitive data and information can be stolen or reused without consent.

Aligned with robust privacy and security policies, Enviro-Hub has implemented 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 (Table 8).

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 one of our entity, 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. We are 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. We are also 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.
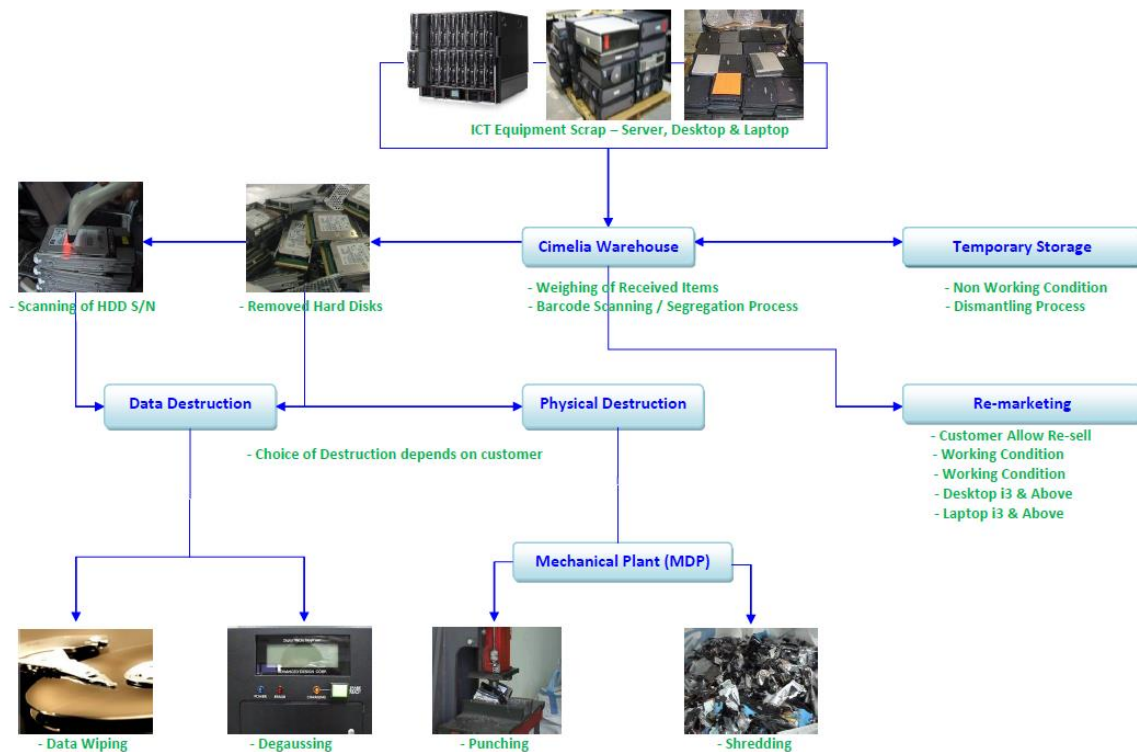

Figure 6: Process Flowchart for ICT Recycling and Data Destruction

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

Enviro Hub has reported the information cited in this GRI content index for the period 1 January 2022 to 31 December 2022 with reference to the GRI Standards.

GRI Standards	Disclosure	Location
GRI 2: General Disclosures 2021		
The organization and its reporting practices		
2-1	Organizational details	Annual Report 2022 – Corporate Profile, Page 2
2-2	Entities included in the organization's sustainability reporting	About the Report, Page 4
2-3	Reporting period, frequency and contact point	About the Report, Page 4
2-4	Restatements of information	There has been no restatement of figures or information disclosed in our previous report.
2-5	External assurance	We have not sought external assurance on this report but may do so in the future.
Activities and workers		
2-6	Activities, value chain and other business relationships	Annual Report 2022 – Corporate Profile, Page 2 and Corporate Review, Page 12

Social Performance, Pages 14-16 |
2-7	Employees	Social Performance, Pages 14-16
2-8	Workers who are not employees	Social Performance, Pages 14-16
Governance		
2-9	Governance structure and composition	Annual Report 2022 – Corporate information, Page 1

Sustainability Governance, Pages 8-9 |
2-10	Nomination and selection of the highest governance body	Annual Report 2022 – Corporate Governance Report, Pages 19-21
2-11	Chair of the highest governance body	Annual Report 2022 – Corporate information, Page 1
2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability Governance, Pages 8-9
2-13	Delegation of responsibility for managing impacts	Sustainability Governance, Pages 8-9
2-14	Role of the highest governance body in sustainability reporting	Sustainability Governance, Pages 8-9

2-15	Conflicts of interest	Annual Report 2022 – Corporate Governance Report, Pages 14 and 20
2-18	Evaluation of the performance of the highest governance body	Annual Report 2022 – Corporate Governance Report, Page 21 Sustainability Governance, Pages 8-9
2-19	Remuneration policies	Annual Report 2022 – Corporate Governance Report, Pages 22-24
2-20	Process to determine remuneration	Annual Report 2022 – Corporate Governance Report, Pages 22-24
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Board Statement, Page 3
2-23	Policy commitments	Annual Report 2022 - Corporate Vision; Corporate Mission, Page B Sustainability Governance, Pages 8-9
2-24	Embedding policy commitments	Annual Report 2022 - Corporate Vision; Corporate Mission, Page B Sustainability Governance, Pages 8-9
2-27	Compliance with laws and regulations	Our Commitment to the Environment, Pages 7-8
2-28	Membership associations	Enviro-Hub is a member of the Waste Management & Recycling Association of Singapore.
Stakeholder engagement		
2-29	Approach to stakeholder engagement	Stakeholder Engagement, Pages 10-11
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	About the Report, Page 4 Materiality Assessment, Pages 12-13
3-2	List of material topics	Materiality Assessment, Pages 12-13
Material Topics		
Economic Performance		
3-3	Management of material topics	Economic Performance, Page 14
201-1	Direct economic value generated and distributed	Annual Report 2022 – Audited financial statements, Pages 49-56
Talent Attraction and Retention		
3-3	Management of material topics	Social Performance, Pages 14-16
401-1	New employee hires and employee turnover	

Occupational Health and Safety

3-3	Management of material topics	Social Performance, Page 17-18
403-9	Work-related injuries	

Training and Education

3-3	Management of material topics	Social Performance, Pages 18-19
404-1	Average hours of training per year per employee	

Local Communities

3-3	Management of material topics	Social Performance, Pages 20-21
413-1	Operations with local community engagement, impact assessments, and development programs	

Protection of Sensitive Information

3-3	Management of material topics	Customers, Pages 22-23
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	