



SUSTAINABILITY REPORT

2018

INSIDE THIS REPORT



pg. 11



pg. 15



pg. 23

Table of Contents

01	About This Report	09	Key Performance Data
02	DTC at a Glance	11	Pillar 1: Our Business
03	CEO Message	14	Pillar 2: Our Environment
04	Our Locations	17	Pillar 3: Our People
05	Sustainability At DTC	22	Pillar 4: Our Communities
06	Governance	24	10 Principle of UN Global Compact
07	Stakeholder Engagement	25	GRI Index
08	Materiality Analysis		

About This Report

This is DTC World Corporation Pte Ltd ("DTC") inaugural sustainability report and covers our performance for the period 1 January 2018 to 31 December 2018 (FY2018). Our sustainability report has been prepared in accordance to the GRI standards "Core" Option and will be published on an annual basis. It is also available online on our corporate website.

The boundary of reporting for economic, social and environmental data in this Report covers our Singapore operations.

Feedback

We welcome feedback and comments on this sustainability report at:

feedback@dtc.com.sg

About Us

DTC World Corporation Pte Ltd is a corporate gift manufacturer with over 20 years of experience delivering innovative and creative marketing merchandise for some of the largest multinationals in the world. At DTC, we believe people connect best with an experience they can touch and take home. Our extensive supplier network across Asia Pacific offers our clients a competitive price including tax and tariffs.

Vision

To be South East Asia's largest distributor of innovative marketing merchandise sourced and manufactured responsibly.

Mission

Delivering high-quality, well-designed and well-constructed marketing merchandise for our clients while exceeding their expectations with our attention to detail and world-class customer service.

DTC AT A GLANCE



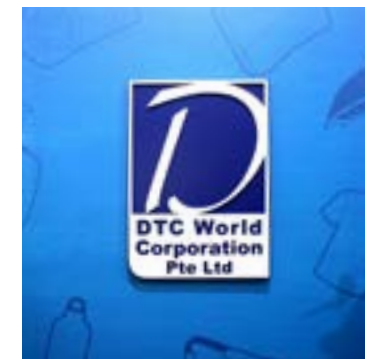
HEADQUARTERED IN
SINGAPORE

and have an extensive
supplier network of approximately
160 SUPPLIERS



500
PRODUCTS ACROSS
OUR RANGE

Every year we renew our range, launching 30 - 50 new products every year. We also strive to provide good quality products that have a long life span.



30% ECO FRIENDLY
PRODUCTS IN
OUR RANGE

We offer eco-friendly products made from natural materials such as cotton, and also re-usable materials such as woven bags.

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

ZERO INCIDENTS
OF PRODUCT RECALL

80%

of our products are
labelled with safety related
information

**SGD 12
MILLION**

TOTAL SALES IN FY 2018

26% absolute growth rate from 2014 to 2017. Listed on "Singapore's Fastest Growing Companies 2019", as featured on The Straits Times, 27 February 2019.



39%
MALES

61%
FEMALES

IN OUR SINGAPORE OPERATIONS

Each of our employees attend an average of 9 hours of training in 2018.

100%

NEW SUPPLIERS SCREENED BASED ON SOCIAL AND ENVIRONMENTAL CRITERIA

Approximately 60 high/medium risk suppliers undergo regular audits. Our key suppliers undergo regular audits on an annual or bi-annual basis.

CEO MESSAGE



MR. CHENG SONG CHUA
CEO of DTC World Corporation Pte Ltd

Welcome to DTC's 2018 Sustainability Report, which I am proud to share how we bring sustainability to life in our company.

DTC was founded in 2006 in Singapore, and we have grown over the last 13 years, initially with only 30 suppliers to now having more than 160 suppliers from Europe and Asia Pacific. As a major supplier of corporate gifts, we stay true to our belief of creating value for our business and society.

As we strive to be a leader in corporate citizenship and contribute to sustainable development, and are committed to operating our business activities in an economically, socially and environmentally responsible manner while balancing the interests of our diverse stakeholders. Our commitment to sustainability at DTC World Corporation ("DTC") enhances our position as the premier sustainability-focused corporate gifts & premiums supplier in Asia.

With consumers being more environmentally conscious and expecting companies to implement programs to improve their environmental practices, DTC has also progressively introduced more sustainable products in our offerings to our customers, with the aim of providing functional, high-quality, affordable and sustainable corporate gifts. We are looking at how we can support our customers for a circular economy that turns waste into a resource for new products. We are also sourcing our materials from more

sustainable sources and are also working with our suppliers to create a sustainable supply chain.

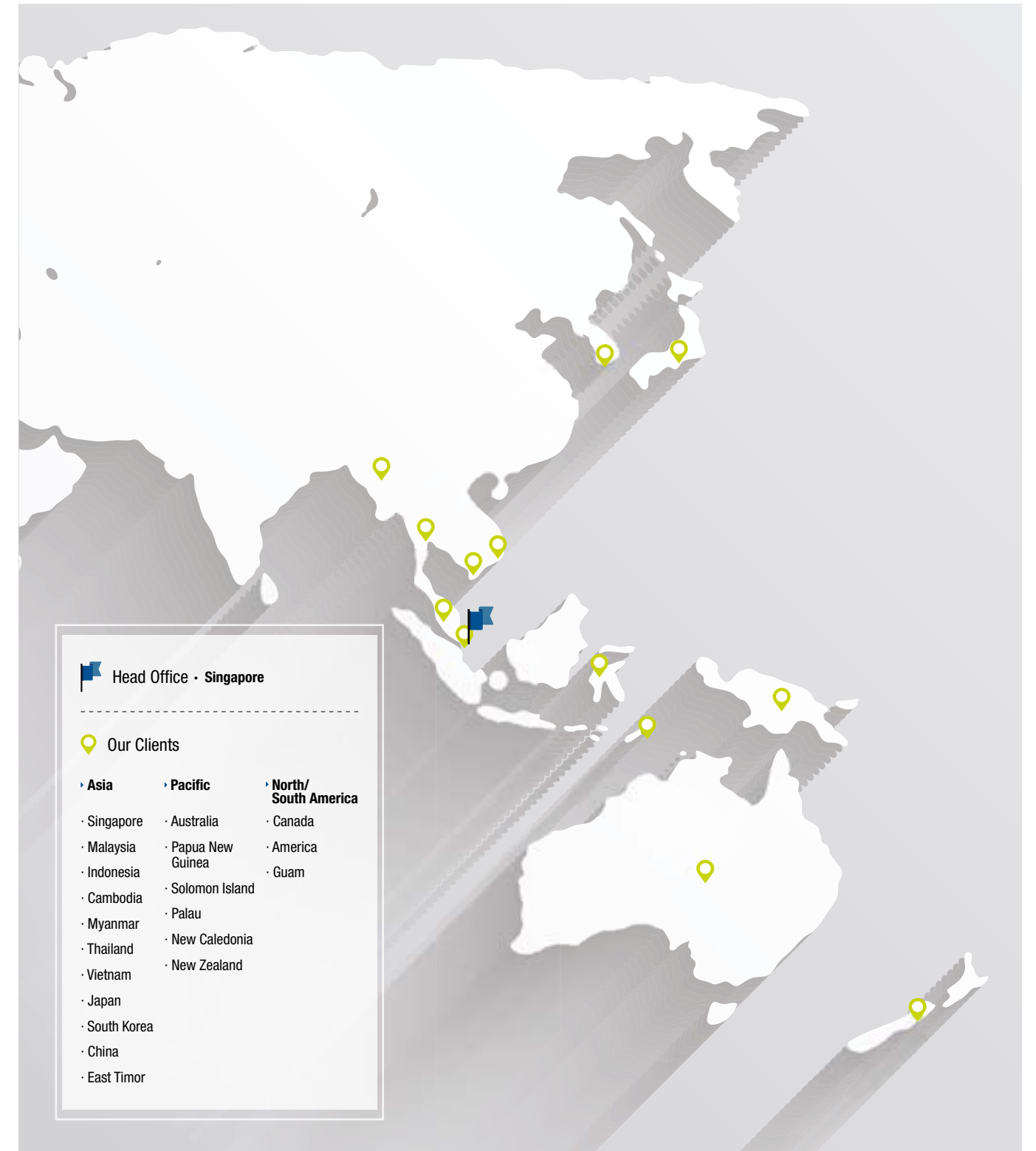
DTC's Sustainability Working Group comprising our CEO, supported by the Managing Director, General Manager and representatives from various business was established last year to oversee the company's sustainability risks and opportunities. The sustainability working group regularly review the material topics to ensure relevant importance over time with our stakeholders. In preparation for our inaugural sustainability report, we have also conducted our first materiality assessment analysis in 2019 identifying key material topics, which is further elaborated in this Sustainability Report.

2018 has been an exciting year for DTC and I look forward to updating you on our progress next year, as we continue to strive for long term improvements, a sustainable supply chain and operational excellence.

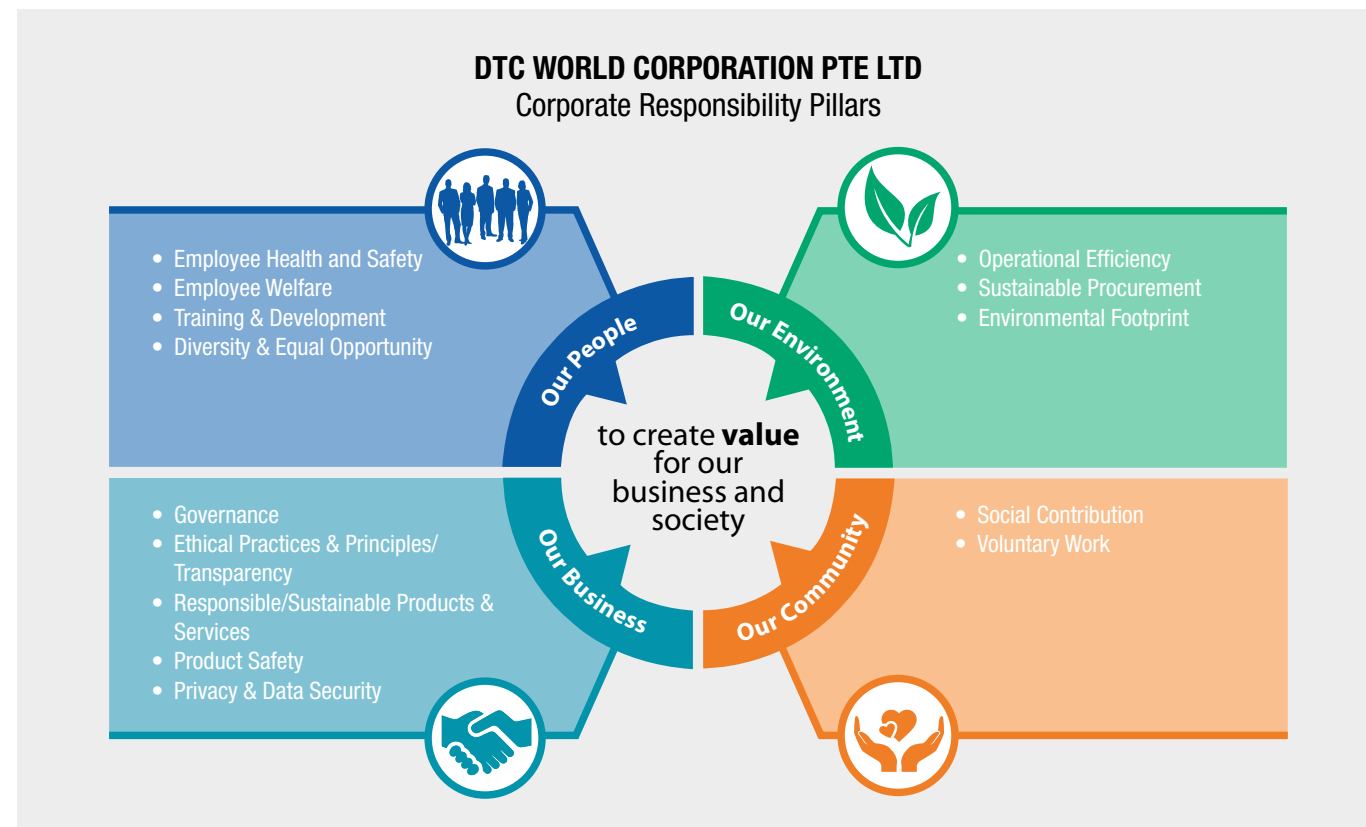
MR. CHENG SONG CHUA
CEO of DTC World Corporation Pte Ltd

OUR LOCATIONS

DTC specialises in providing promotional premiums that enhance clients' marketing campaigns. With over 20 years of experience, we deliver innovative and creative marketing merchandise for some of the largest multinationals in the world. Headquartered in Singapore with an extensive supplier network across Asia Pacific offers our clients a wide range of products at competitive prices.



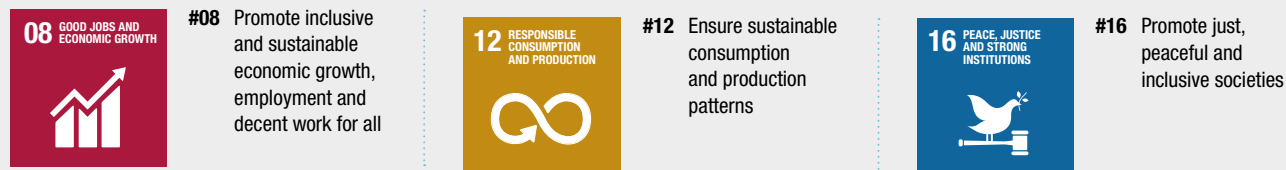
SUSTAINABILITY AT DTC



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

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

Through our Ambitions, we are Supporting these Sustainable Development Goals

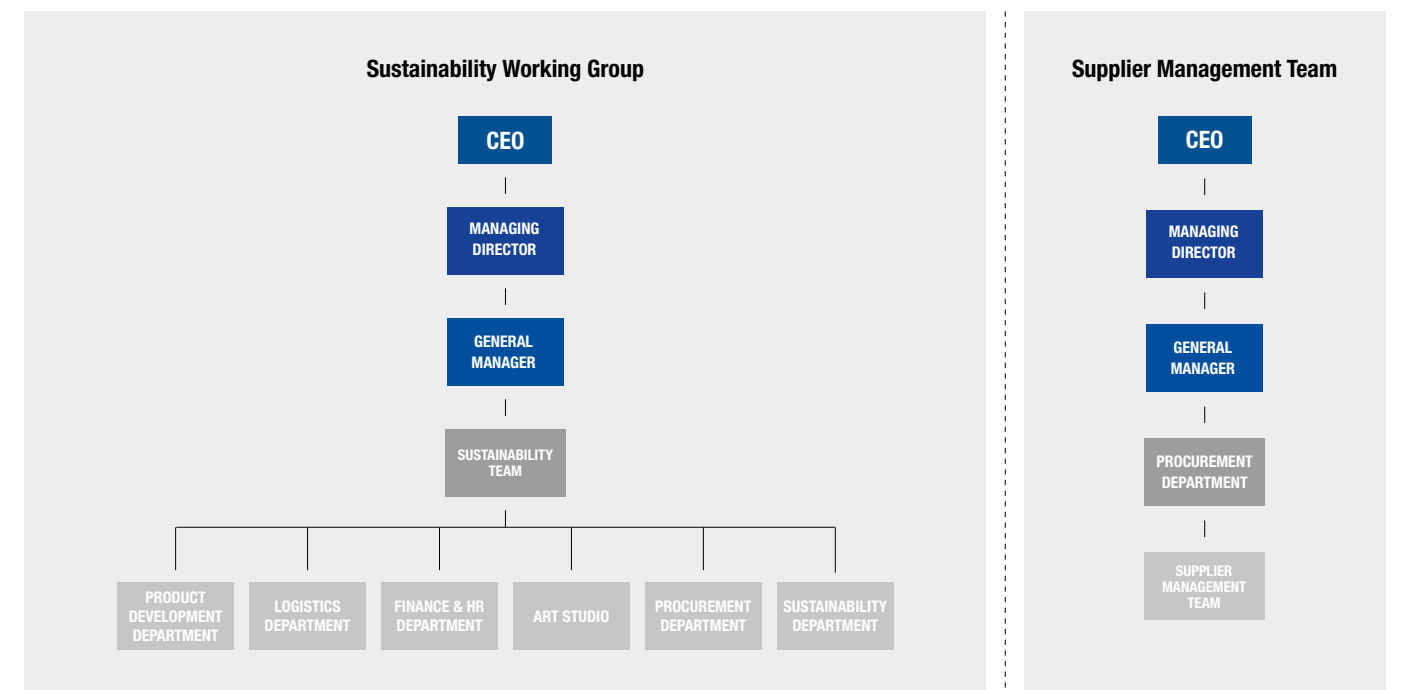
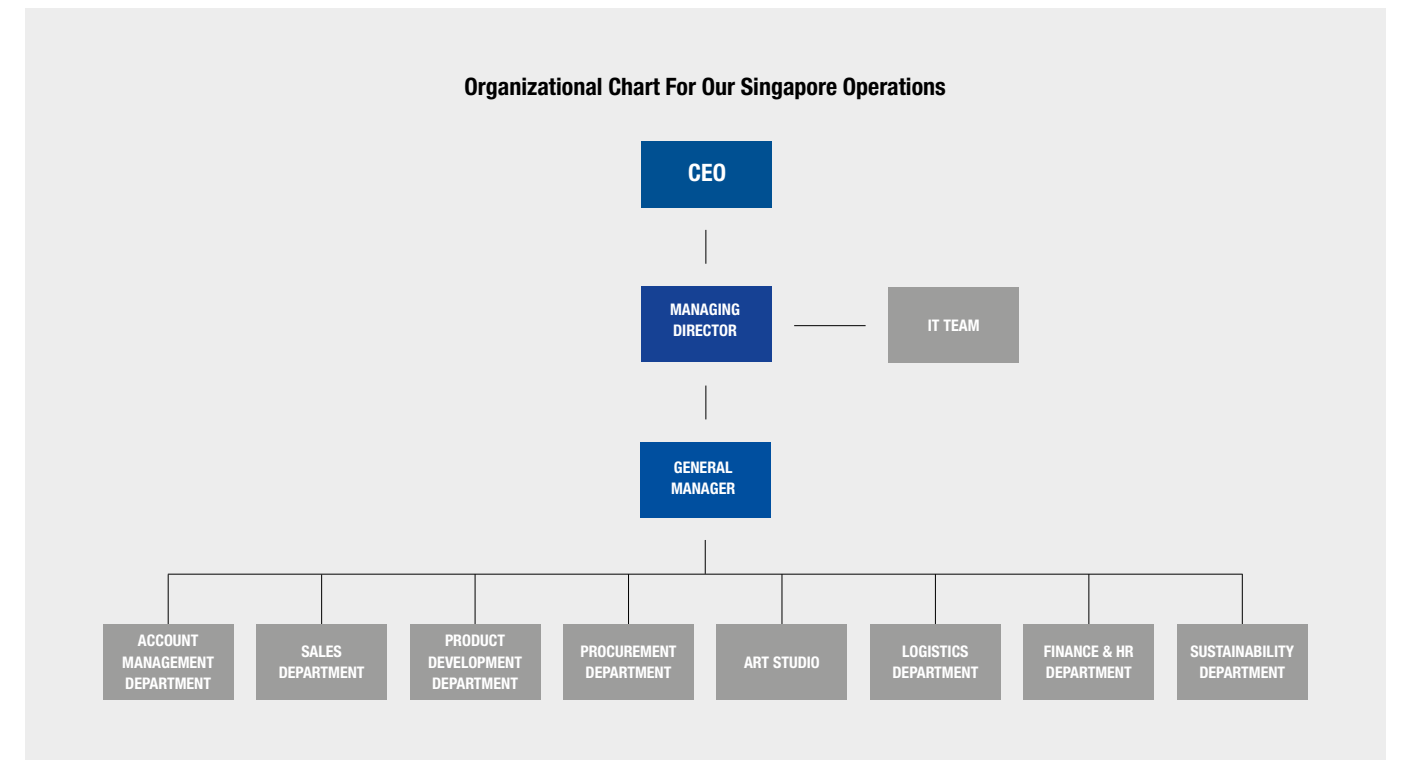


DTC is signatory to the United Nations Global Compact (UNGC) and upholds the 10 Principles of the UNGC. We are a participating member of SEDEX; a global membership organisation for buyers, suppliers and auditors that manages data on responsible sourcing, and have been Sedex certified since 2018. DTC is also a member of the Gifts Association of Singapore; a network of suppliers and customers in the corporate advertising and premium gifts industry.

We have also achieved Gold certification in EcoVadis and made a commitment against modern slavery as part of 'The Business Pledge' at Mekong Club; a membership-based organisation that works with businesses to eradicate modern slavery.

SUSTAINABILITY GOVERNANCE

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



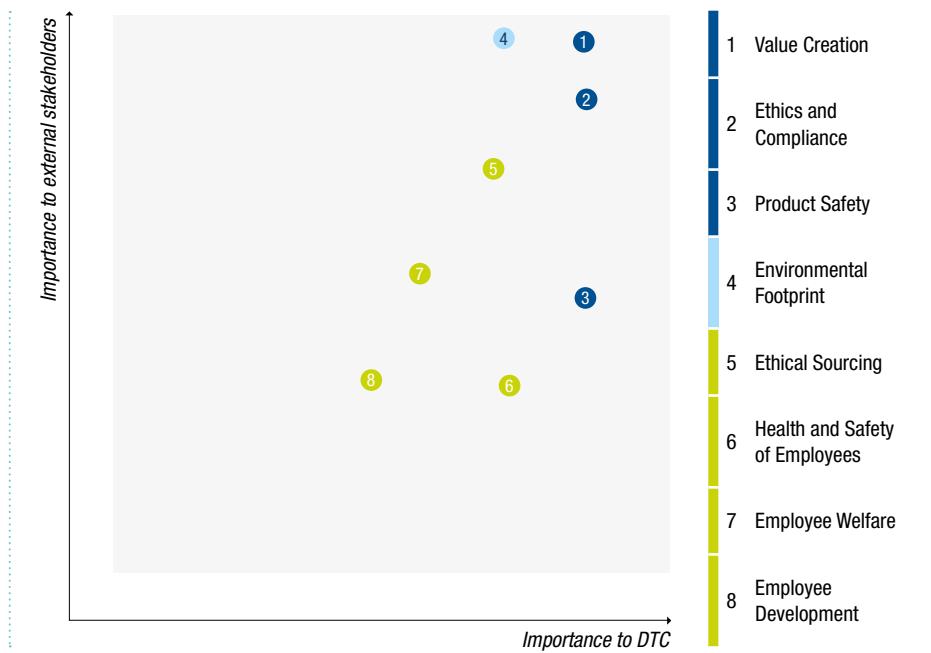
STAKEHOLDER ENGAGEMENT

Our Sustainability Working Group has continual engagement with various groups of stakeholders throughout the year, covering suppliers, employees and customers. In early 2019, we have sought feedback from our suppliers and customers through an email survey to better understand their concerns on sustainability issues. A workshop was also carried out internally with DTC employees to identify issues that matter to them most. These are tabulated in the table below under "Areas of concern". We will continue to engage our other stakeholder groups and plan to cover any changes in material issues in subsequent reports.

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

MATERIALITY ANALYSIS

Based on the stakeholder engagement surveys carried out in 2019, we have identified a range of material issues that can have an economic, environmental and social influence on DTC. We have mapped out, reviewed and prioritised the material issues based on its level of significance on the impact on business risks and stakeholders' confidence. Using our sustainability pillars as a guide to help us better focus on these material issues, we have identified material issues relevant under each sustainability pillar. This will also allow us to identify approaches and set targets for the various material issues. We have also selected GRI Standards to be used for reporting our performance for the various material issues, this is elaborated in the tables below.



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

KEY PERFORMANCE DATA & OUR TARGETS

Our Business				
	2016	2017	2018	2021 Target
Percentage of Women in Total Workforce	50%	57%	60.90%	-
Percentage of Women in Management Role	35%	40%	40%	-
Annual Employee Turnover Rate	16.22%	14.29%	12.77%	10%
Annual Absenteeism Rate	0.94%	0.55%	0.53%	0.5%
Average Number of Training Hours per Employee	6 hrs	8 hrs	9 hrs	12 hrs
Business Ethics Incident Reported	0	0	0	0

Commitment to Our Suppliers				
	2016	2017	2018	2021 Target
Number of & Percentage of Suppliers completed CSR (Supplier Code of Conduct) Acknowledgment	50	60	100%/160	To have 100% of our suppliers complete the CSR Supplier Code of Conduct Acknowledgement
Number of High-Risk Suppliers Audited/Scheduled %	11	12	100%/15	
Number of Medium Risk Suppliers Audited/Scheduled %	3	8	100%/20	
Number of New Suppliers Audited/Scheduled %	28	30	100%/38	To complete 100% of scheduled supplier audits.
Number of Suppliers with Relevant Sustainability Environment Certification Audited/Scheduled %	10	15	30%/48	
Number of Suppliers with Critical Issue	0	0	0	-

Safety, Health and Environmental				
	2016	2017	2018	2021 Target
Annual Number of Work Related Accidents and Injuries Per 100 Workers	0	0	0	0
Lost Day Work Case Per 100 Workers	0	0	0	0
Total Electrical Consumption Per Annum	12,150kwh	12,266kwh	12,886kwh	12,800kwh
Average Electrical Consumption Per Employee Per Month	54.73kwh	49.46kwh	46.70kwh	46kwh
Water Usage Per Employee Per Month	0.58cum	0.57cum	0.63cum	0.600cum
Paper Used Per Employee Per Month	113 sheets	101 sheets	94 sheets	40 sheets
Vehicle Fuel Consumption % Over Operating Expenses	1.08%	1.06%	1.05%	1.03%
Air Freight Charge % Over Total Sales Revenue	1.58%	1.57%	3.31%	2%
Percentage of Eco Friendly Products Sold	21.04%	23%	28%	40%
% of Eco-Friendly Products in Our Product Range	20%	22%	30%	40%
% of Products which has Eco Friendly or Zero Packaging	-	-	12%	20%
Number of Product Recalls	0	0	0	0
Weight of Carton Boxes Recycled	-	-	359kg	We aim to recycle all the packaging waste that we receive. We will also send our electronic waste to waste vendors to be recycled.
Weight of Plastic Recycled	-	-	48kg	
Weight of Paper Recycled	-	-	165kg	
Weight of Electronic Waste Recycled	-	-	10kg	

PILLAR 1: OUR BUSINESS



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



VALUE CREATION

201-1, 202-1, 204-1

Our Approach

Our outstanding performance is possible only through the commitment, energy, and imagination of our employees. To create value for our employees in order to motivate and enable them includes treating them respectfully, giving them meaningful work, excellent compensation opportunities and continued training and development. In Singapore, our employees are paid an average of 20% higher than the industry average (with reference to Adecco Salary Guide).

Our Performance

In FY2018, DTC World Corporation Pte Ltd has achieved approximately SGD 12 million in sales. Approximately 33% was distributed while another 66% was retained. We were listed as one of Singapore's 85 fastest growing companies based on a report compiled by The Straits Times and Germany-based global research firm Statistic, and have demonstrated an 8% compound annual growth rate based on our company's revenue growth from 2014 to 2017¹.

¹<https://www.straitstimes.com/85-fastest-growing-companies>

	SGD ('000)
Direct Economic Value Generated (Revenue)	11.96M
Economic Value Distributed (Operating costs + Employee Wages and benefits + Payments to taxes + Community Investments)	2.39M
Economic Value Retained	9.57M

DTC creates value not only for our clients and our employees but also the suppliers we work with. We have an extensive network of more than 160 suppliers in Asia Pacific that we work with, ranging from hand crafted items to factory manufactured goods. We prioritise procurement of goods and services from local suppliers who meet the standards we require, and in FY 2018, 15% of our goods were sourced locally in Singapore.

ETHICS AND COMPLIANCE

205-3, 206-1

Our Approach

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

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

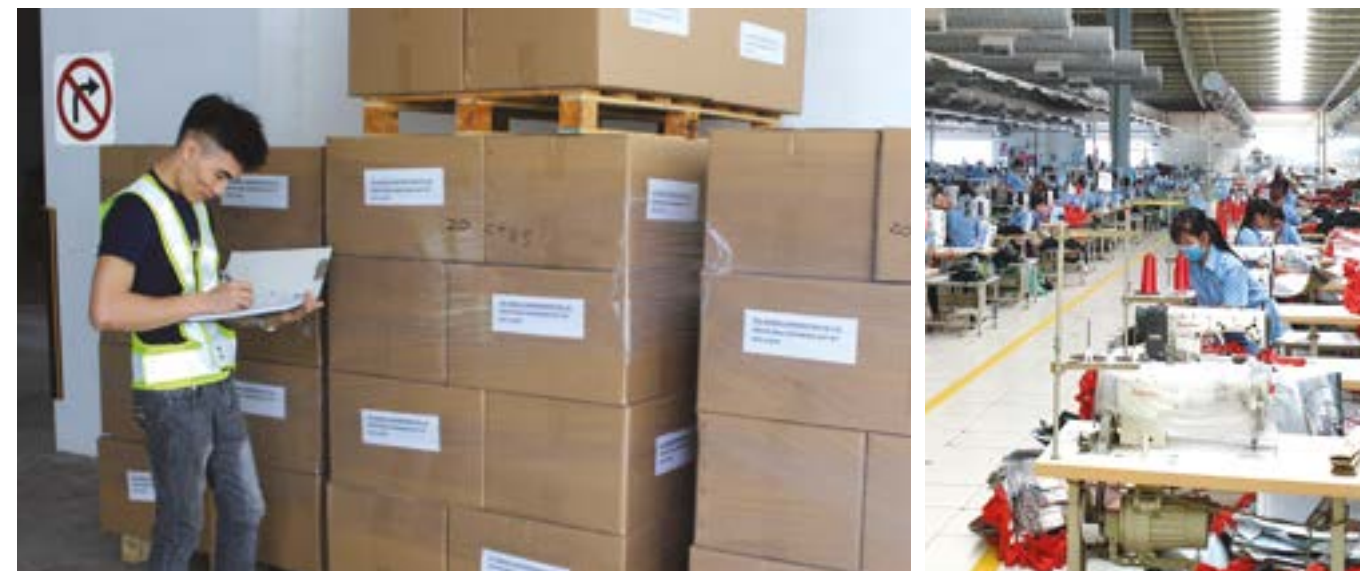
The DTC Business Ethics Policy and the Supplier Code of Conduct establishes our standards for ethical and responsible business conduct, our core ethical values and our basic policies on important topics. Our whistleblowing channel is also available to both employees, suppliers and other stakeholders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

Our Performance

In FY2018, we have no reported anti-competitive behaviour or anti-trust violations.

Our Target in 2019

We strive to maintain zero cases of anti-competitive behaviour and anti-trust violations.





PRODUCT SAFETY

GRI 416-2

Our Approach

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

We are committed to ensure that our products do not harm our customers' well-being and safety. Ensuring correct labelling of our products with adequate safety instructions and component composition is important to guide our customers who use our products. Currently, 80% of our products are labelled with information such as BPA free, CE approved or biodegradable. We plan to increase this in the coming year, and have up to 90% of our products labelled with safety related information.

Our Performance

None of our products were recalled in FY 2018.

Our Target in 2019

We strive to maintain zero cases of product recall.

ETHICAL SOURCING

308-1, 414-1

Our Approach

With global presence across many countries, DTC recognises the broad impact of our operating activities and the need for a more responsible and sustainable global supply chain. Our customers and suppliers are concerned about how they impact the world, and we share their sentiments, and align with them, and together, we want to leave the right type of impact on the

world together. We hold our suppliers to the same high ethical standards of conducting their business, maintaining compliance to all applicable laws and operating in a socially responsible manner.

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

Before establishing any business partnership with any new suppliers, DTC requires all our suppliers to comply with our Supplier Code of Conduct. As part of our procurement screening process where we only select quality suppliers with sustainable business practices, DTC conducts background checks and on-site audits to ensure suppliers understand and are compliant with our Supplier Code of Conduct before they are included on our list of approved suppliers. We perform annual on-site reviews for all our high risk suppliers to ensure there is no breach to our Supplier Code of Conduct.

Through the Corporate Social Responsibility (CSR) risk analysis carried out on our suppliers, we have also identified suppliers most at risk of labour rights, human rights and environmental violations. The risk analysis is carried out based on the geographical location of the supplier, the type of work carried out, whether migrant workers are employed at the supplier's premises and the amount of business with DTC. On-site audits are conducted annually by DTC to ensure that violations, if any, are remedied or the supplier may be terminated if there are serious or repeated violations.

Our Performance

This year, we have done a thorough CSR risk analysis on our existing suppliers to determine our high risk and medium risk suppliers. Out of a total of 160 existing suppliers that were assessed for social and environmental risks, 15 suppliers were classified as high risk, while another 43 suppliers were classified as medium risk. High-Risk Suppliers would be audited once a year, while Medium-Risk Suppliers would be audited once in two years. The Low-Risk Suppliers will be audited only prior to an order.

On-site audits were also conducted on 38 new suppliers this year, 29 suppliers were added to our approved supplier list. As of 31 Dec 2018, based on the audits carried out on our suppliers, we have not encountered any cases of child labour, forced labour or compulsory labour in our suppliers' sites; We will continue to look for further opportunities to collaborate with our suppliers in specific projects to improve social and environmental sustainability.

Our Target in 2019

We will closely monitor and follow up with our suppliers to ensure corrective actions are closed within six months.

PILLAR 2: OUR ENVIRONMENT



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

We aim to reduce the environmental impact of our products by applying eco-design principles and using fewer or more sustainable materials. This also answers growing demand from our customers to help them reduce the environmental impact of the products that they purchase from us.

ENERGY

Our Approach

In 2016, we started our journey to reduce our electrical consumption by switching to energy saving electrical appliances. All our lights in our offices and warehouses have been changed to LED lights. Our toilet light has been changed to motion sensor light. The air-conditioning temperature in our office is set by default at 25 degrees to further conserve energy. Employees at DTC are encouraged to embrace our energy conservation efforts. Posters are put up in our offices to keep us in mind to switch off our devices, lights and air-conditioning when not in use. Energy saving tips is communicated to all employees in an electronic booklet format. We want to empower our employees to be stewards in promoting environmental responsibility and practice these in their own personal lives.

Our Performance

DTC's fuel consumption is mainly from the use of our vehicles. We currently have 1 lorry and 1 van that are used for delivery purposes. The minivan and the 3 cars are used for transporting our employees and management personnel. We have also transitioned to more fuel-efficient and low carbon emissions Euro VI delivery vehicles

DTC has implemented other measures to reduce fuel consumption. Drivers plan in advance their delivery routes and submit to the Logistics Executive to check that there is no overlapping of routes amongst the drivers. Regular servicing is scheduled for vehicles every 3-6 months to ensure the vehicles maintain in top form.

Our Target in 2019

To lower vehicle fuel consumption percentage over operating expenses to 1.04%.

EMISSIONS

302-1, 305-1, 305-2

In our bid to reduce emissions, we encourage the use of sea freight instead of airfreight. In order to allow for adequate time for the delivery of our products, planning 3-6 months ahead of a scheduled promotion is required. We work with our regular sea freight forwarder to consolidate our products into one shipment. We are looking to expand our factory network to include more places in Europe to shorten the distance between our clients and our suppliers' factories.

		Energy Consumed
Fuel Type (Non-Renewable)	Diesel	313,666 MJ
	Petrol	206,395 MJ
Electricity Used		46,389.6 MJ
Total Energy Consumed		566,450.6 MJ
Scope 1 GHG Emissions		37,471 kg CO ₂
Scope 2 GHG Emissions		5,401 kg CO ₂
Total Scope 1 & Scope 2 GHG Emissions		42,872 kg CO ₂

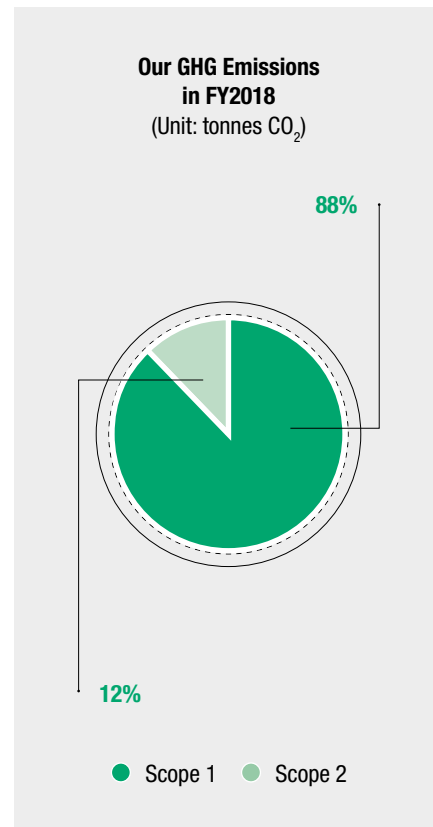
* Based on GHG Protocol Emission Factors from Cross Sector Tools (2017)

Based on Average Operating Margin (0.4192 kg CO₂/kWh) EMA Electricity Grid Emission Factor (2018)

Our total Scope 1 and Scope 2 carbon emissions is approximately 42 tonnes, with Scope 1 emissions comprising 88% of the total carbon emissions.

Our Target in 2019

We will continue to monitor our emissions and identify areas for improvement.



WASTE

306-2

Our Approach

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

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

Our Performance

In 2018, DTC recycled a total of 582kg of waste comprising carton boxes, plastic (largely from shrink wrap), paper and electronic waste. As we continue to collect and report on our data, we will analyse our progress and look into ways to reduce our waste.

Paper usage per employee has dropped substantially from 113 sheets to 94 sheets from 2016. Our efforts to reduce the use of paper and to gradually digitise our records where possible, has also contributed to less paper being used

Our Target in 2019

Recycle 100% of wooden pallets and carton box received

Waste Recycled

Type Of Waste	Total Weight (Kg)	Disposal Method
Electronic Waste	10 (1.7%)	Recycling

Non-Hazardous Waste Recycled

Type Of Waste	Total Weight (Kg)	Disposal Method
Wooden Pallets		
Carbon Box	359 (61.7%)	Recycling
Plastic	48 (8.2%)	Recycling
Paper	165 (28.4%)	Recycling

ECO-PRODUCTS

417-1

We educate our consumers through creating awareness of products that can be reused or recycled. For example, by declaring the grade of plastics on our products to ensure that they are recycled correctly, and for reusable products such as refillable pens, we print the relevant information on the packaging to give it a second life.

Definition of Eco-Products

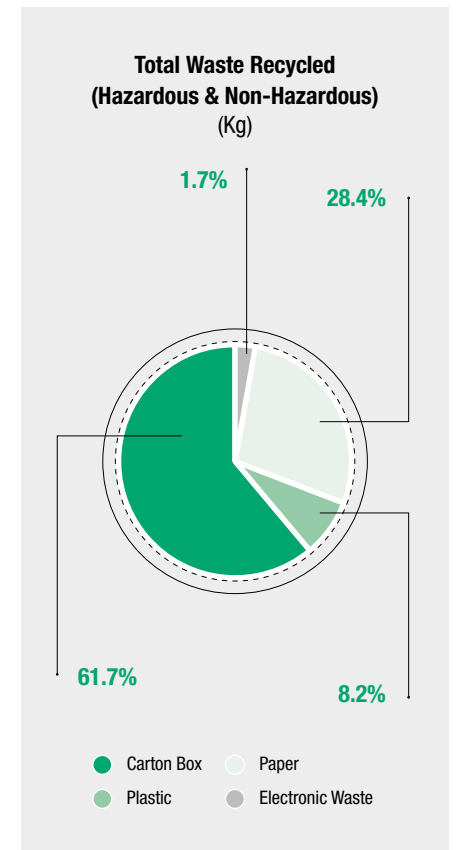
Our Eco-Products are products that are either

- Made from recycled products

- Made from sustainable source
- An alternative to plastic or,
- Biodegradable

Our Approach

Through meaningful company-customer engagement, we create awareness for our customers to ensure they are aware of making sustainable choices. Approximately more than 25% of our products sold are eco-friendly. The sale of our eco-friendly product range has increased from 21.04% to 28% since 2016. The result is encouraging to us and we will continue to promote our eco range. We are currently applying for an eco-label for our cork



materials, our latest eco material from our eco range. Others in our eco range include cotton bags, jute bags, RPET bags, eco friendly pens, notebooks, notepads, bamboo fibre lunch boxes, mugs, wheat straws tumblers, cutlery set, bowls, plates and many more.

Our Target in 2019

To increase the number of eco products in our range by 10%

PILLAR 3: OUR PEOPLE



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

EMPLOYEE WELFARE

401-1, 401-2, 401-3, 406-1

Our Approach

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

By promoting equal opportunities, DTC ensure our hiring practices are solely based on relevant and objective factors. We condone any form of discrimination based on colour, race, religions, political inclination and any other type of distinguishing characteristics.

Our Performance

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

We have no reported cases of discrimination in FY2018.

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

Our employees at DTC are a close-knit family. To build on strengthening our relationship with our employees, we host birthday celebrations, organise frequent staff gatherings and go on an annual company trip. By fostering a culture of understanding and respect for everyone. We promote a strong employee engagement, which in turn drive our retention numbers.

DTC understands the challenges of having children while juggling a full-time career. We strive to lighten the load of new parents by promoting parental leave for all employees with newborns. In 2018, all DTC employees who were entitled for parental leave took theirs and retain their positions when they return to work. Mothers with young children can take advantage of DTC's flexible working arrangements and work from home. By providing such incentives, DTC hope to boost employees' retention, productivity and morale.

Profile of our employees in Singapore as of 31st Dec 2018

Total employees by gender	FY2018	
Male	9	
Female	14	
Total employees	23	
Total employees by employment contract and gender	Male	Female
Full time employees	9	14
Part time employees	0	0
Permanent contract	8	13
Temporary contract	1	1

GRI 404-1

Employee Profile		No. Of New Hires	Hiring Rate (%)	No. Of Employee Turnover	Rate Of Employee Turnover (%)
By Age Group	Under 30 years old	5	21.7%	3	12.77%
	30-50 years old	0	0	0	0
	Over 50 years old	0	0	0	0
By Gender	Male	1	4%	1	4%
	Female	4	17%	2	9%

Our Target in 2019

To reduce the rate of employee turn over to 10%

We offer comprehensive personnel benefits

GRI 401-2, GRI 401-3

All employees in Singapore are provided statutory benefits as well as other company benefits such as for physical exercise, cultural activities and commuting, which in 2019 expands to cover wellbeing services.

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

1 Medical/ Hospitalisation Insurance	2 Workers Compensation Insurance	3 Medical/ Dental Reimbursement of up to S\$300/annum	4 Annual Eye Check and Talk, Annual Body Check Up	5 Daily Lunch Provided
6 Bonus Scheme (Annual wage supplement and special bonus)	7 Annual Company Trip	8 Lunch Time Talks	9 Get Together Activities (birthday celebrations, festivities celebrations, e.g. during Chinese New Year, Christmas and Halloween)	10 Wellness Programs

Other incentives:

1 Flexible working arrangements. e.g. work from home	2 Opportunities to be involved in projects of employees' interest.	3 Staff recognition awards i.e. long service award, best employee.
---------------------------------------------------------------	-----------------------------------------------------------------------------	-----------------------------------------------------------------------------

Total employees by employment contract and gender	Male	Female
Total number of employees that were entitled to parental leave ¹	1	6
Total number of employees that took parental leave	1	6
Total number of employees that returned to work from after parental leave ended (Period of 1 Jan 2018 - 31 Dec 2018)	1	6
Total number of employees that returned to work after parental leave ended and were still employed 12 months after return to work	1	4
Return to work rate of employees that took parental leave	100%	100%
Retention rate of employees that took parental leave	100%	100%

¹ This include paternity, maternity and childcare leaves.



EMPLOYEE DEVELOPMENT

GRI 404-1

Our Approach

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

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

Our Performance

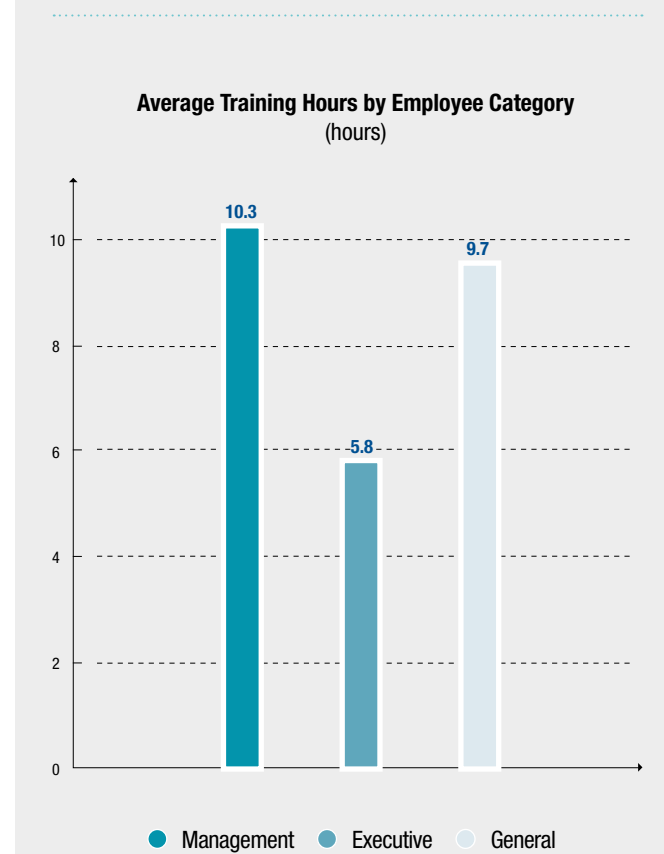
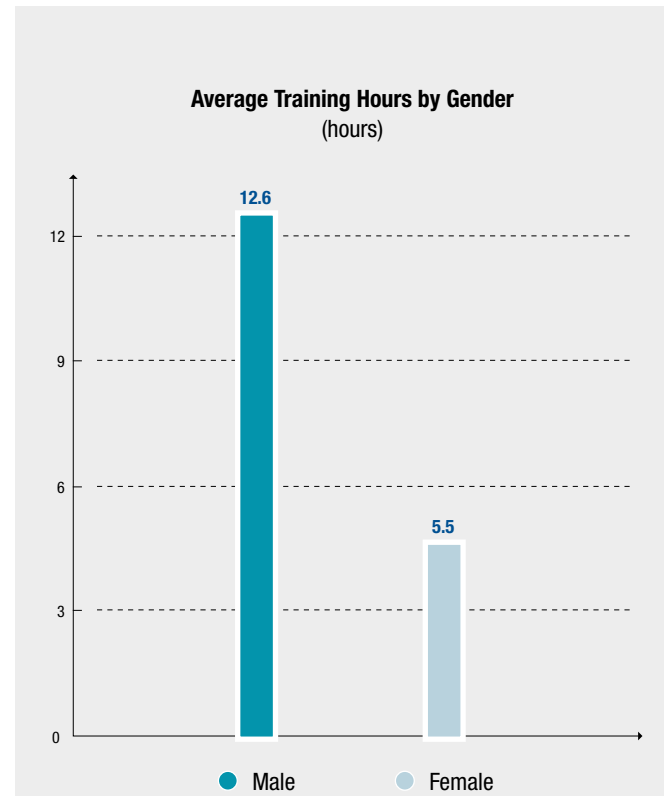
DTC provide a variety of learning and development opportunities for our employees to enhance their potential and drive progress. In 2018, our employees spent an average of 9 hours in training. Training needs of every employee are also identified to enhance employee competencies in their specific line of work.

Examples of training that our employees attended in 2018 include:

1 Forklift Training	2 Financial Intelligence	3 Effective Communication at Work
4 Unlock Your Creativity	5 Business Ethics Training	6 Supply Chain & Sustainable Procurement

We will continue expanding our variety of development programmes to cater to the changing needs of the industry and that of our employees.

Training hours
GRI 404-1



HEALTH & SAFETY OF EMPLOYEES
GRI 403-2

Our Approach

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

We introduced a Workplace Safety policy that addresses our high expectations of safety control in our company, which is communicated to all employees, contractors and other stakeholders. Training and education in occupational health and safety are provided to ensure employees understand to avoid unsafe situations.

Our Performance

A risk assessment team was introduced at DTC to oversee all our health and safety processes and identify hazards and actions to minimise the dangers. We also work with a risk assessment consultant to assess our workplace and advise us on any hazards and actions, which can minimize any dangers.

DTC adheres to the Workplace Safety and Health Act (Ministry of Manpower) in Singapore. We set ambitious goals and have maintained zero work related accidents over the past 3 years and will continue to work at maintaining this while looking at improving processes for a greater safety culture in the workplace. In 2018, an accident on the road occurred for one of our employees during non office hour. In light of this, DTC has implemented the Safe Work Procedure Training to encourage safe driving practices among our employees.

We also conduct safety trainings and some of the trainings that have been completed include forklift trainings for our drivers and storekeepers.

	2016	2017	2018
Annual Number of Work-Related Accidents and Injuries per 100 Workers	0	0	0
Lost Day Work Case per 100 Workers	0	0	0

Our Target in 2019

To Maintain zero work related accident and injuries

PILLAR 4: OUR COMMUNITY



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

WORLD VISION

As part of our CSR 2018 initiative, DTC launched a donation drive, together with our suppliers and customers to raise funds for Children in Crisis, a programme under World Vision. The objective of this donation drive was to provide hope and assistance to this vulnerable group of children who are trapped in extreme poverty and slavery. We raised a total of SGD 3,000 which went into:

- 1 Provide children with emergency shelter, protection, and daily necessities
- 2 Provide children with access to essential social services
- 3 Provide children with access to continued education or vocational training
- 4 Conduct community education on child right, child protection, and life skills
- 5 Develop partnerships with governments to ensure that children are protected

SHARELLA

As part of the Share Umbrella initiative by Republic Polytechnic (RP) students. We distributed our excess stock of 80 umbrellas to 2 locations around the surrounding office area: Sun Plaza and a crossing on Sembawang Vista. This initiative allows the sharing of umbrellas when crossing the road on rainy days. The umbrellas are placed on both sides of the road and anyone can simply use the umbrella and drop it off after using it.



WILLING HEARTS

As part of our community engagement programmes to raise awareness of the needy in Singapore, about 10 DTC staff participated in voluntary work for half a day at the Chai Chee Willing Hearts Centre. Our staff helped to prepare and deliver lunch to the elderly beneficiaries around Singapore.



SALVATION ARMY

DTC makes an annual donation to the Salvation Army. We contributed our excess stock of new items such as stationary, clothes, towels, food containers, water bottles, etc.



CLUB RAINBOW

As part of their annual fundraising programme – Ride for Rainbow in 2018, DTC sponsored about 400 cotton tote bags for the beneficiaries of Club Rainbow. We also provided design work at minimal cost.

10 PRINCIPLES OF UN GLOBAL COMPACT

Principles	Report Section	Report Page
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	Employee Welfare Pg. 17-19
Principle 2	Make sure that they are not complicit in human rights abuses	Ethical Sourcing Pg. 13
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Employee Welfare GRI 102-41
Principle 4	Elimination of all forms of forced and compulsory labour	Ethical Sourcing Pg. 13
Principle 5	Effective abolition of child labour	Ethical Sourcing Pg. 13
Principle 6	Elimination of discrimination in respect of employment and occupation	Employee Development Pg. 20
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges	Pg. 14-16
Principle 8	Undertake initiatives to promote greater environmental responsibility	Our Environment Pg. 14-16
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	Pg. 14-16
Anti-corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	Ethics and Compliance Pg. 12

GRI CONTENT INDEX

Disclosure	Disclosure	Page No.	Omission
GRI 102: GENERAL DISCLOSURES 2016			
102-1	Name of the organization	Pg. 1	
102-2	Activities, brands, products, and services	Pg. 4	
102-3	Location of headquarters	Pg. 4	
102-4	Location of operations	Pg. 4	
102-5	Ownership and legal form	Pg. 1	
102-6	Markets served	Pg. 4	
102-7	Scale of the organization	Pg. 4	
102-8	Information on employees and other workers	Pg. 17-18	
102-9	Supply chain	Pg. 13	
102-10	Significant changes to the organization and its supply chain	Pg. 13	
102-11	Precautionary Principle or approach	Pg. 5-6	
102-12	External initiatives	Pg. 5	
102-13	Membership of associations	Pg. 5	
102-14	Statement from senior decision-maker	Pg. 3	
102-16	Values, principles, standards, and norms of behaviour	Pg. 1	
102-18	Governance structure	Pg. 6	
102-40	List of stakeholder groups	Pg. 7	
102-41	Collective bargaining agreements	There is currently no Union within the Company. As signatories to the UN Global Compact we recognise employees' right to belong to unions, and we also follow the local Law in this regard.	
102-42	Identifying and selecting stakeholders	Pg. 7	
102-43	Approach to stakeholder engagement	Pg. 7	
102-44	Key topics and concerns raised	Pg. 8	
GRI 102: GENERAL DISCLOSURES 2016			
102-45	Entities included in the consolidated financial statements	Pg. 11	For Singapore only
102-46	Defining report content and topic Boundaries	Pg. 1	
102-47	List of material topics	Pg. 5	
102-48	Restatements of information	None	
102-49	Changes in reporting	Pg. 1	
102-50	Reporting period	Pg. 1	
102-51	Date of most recent report	Pg. 1	

Disclosure	Disclosure	Page No.	Omission
GRI 102: GENERAL DISCLOSURES 2016			
102-52	Reporting cycle	Pg. 1	
102-53	Contact point for questions regarding the report	Pg. 1	
102-54	Claims of reporting in accordance with the GRI Standards	Pg. 1	
102-55	GRI content index	Pg. 25-28	
102-56	External assurance		
GRI 201: Economic Performance			
103-1	Explanation of the material topic and its Boundary	Pg. 11-12	
103-2	The management approach and its components	Pg. 11-12	
103-3	Evaluation of the management approach	Pg. 11-12	
201-1	Direct economic value generated and distributed	Pg. 11-12	
GRI 202: Market Presence 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 11	
103-2	The management approach and its components	Pg. 11	
103-3	Evaluation of the management approach	Pg. 11	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Pg. 11	
GRI 206: Anti-Competitive Behaviour 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 12	
103-2	The management approach and its components	Pg. 12	
GRI 206: Anti-Competitive Behaviour 2016			
103-3	Evaluation of the management approach	Pg. 12	
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Pg. 12	
GRI 302: Energy 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 15	
103-2	The management approach and its components	Pg. 15	
103-3	Evaluation of the management approach	Pg. 15	
302-1	Energy consumption within the organization	Pg. 15	
GRI 306: Effluents and Waste 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 16	
103-2	The management approach and its components	Pg. 16	
103-3	Evaluation of the management approach	Pg. 16	
306-2	Waste by type and disposal method	Pg. 16	
GRI 308: Supplier Environmental Assessment 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 13	
103-2	The management approach and its components	Pg. 13	
103-3	Evaluation of the management approach	Pg. 13	
308-1	New suppliers that were screened using environmental criteria	Pg. 13	

Disclosure	Disclosure	Page No.	Omission
GRI 401: Employment 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 17-18	
103-2	The management approach and its components	Pg. 17-18	
103-3	Evaluation of the management approach	Pg. 17-18	
401-1	New employee hires and employee turnover	Pg. 17-18	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pg. 17-18	
401-3	Parental leave	Pg. 19	
GRI 403: Occupational Health and Safety 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 21	
103-2	The management approach and its components	Pg. 21	
103-3	Evaluation of the management approach	Pg. 21	
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Pg. 21	
GRI 404: Training and Education 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 20-21	
103-2	The management approach and its components	Pg. 20-21	
103-3	Evaluation of the management approach	Pg. 20-21	
404-1	Average hours of training per employee	Pg. 20-21	
GRI 406: Non-Discrimination 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 17	
103-2	The management approach and its components	Pg. 17	
103-3	Evaluation of the management approach	Pg. 17	
406-1	Incidents of discrimination and corrective actions taken	Pg. 17	
GRI 414: Supplier Social Assessment 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 13	
103-2	The management approach and its components	Pg. 13	
103-3	Evaluation of the management approach	Pg. 13	
414-1	New suppliers that were screened using social criteria	Pg. 13	
GRI 416: Customer Health and Safety 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 13	
103-2	The management approach and its components	Pg. 13	
103-3	Evaluation of the management approach	Pg. 13	
406-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Pg. 13	

Disclosure	Disclosure	Page No.	Omission
GRI 417: Marketing and Labelling 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 16	
103-2	The management approach and its components	Pg. 16	
103-3	Evaluation of the management approach	Pg. 16	
414-1	Requirements for product and service information and labelling	Pg. 16	

WWW.DTCWORLD.COM.SG

Awards/Certifications



Members of

