



SUSTAINABILITY REPORT *2019*

INSIDE THIS REPORT

ABOUT US

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

THE SUSTAINABILITY PHILOSOPHY

Our leaders believe in aligning with the global supply chain shift towards a more responsible and sustainable business model. From design to delivery, our consultants are trained in the Sustainability Philosophy to propose solutions that reduce the footprint as well as minimise wastage. As a company, we know that the shift will require the effort of the whole industry, and we are onboard.

Feedback

We welcome feedback and comments on this sustainability report at:

 feedback@dtc.com.sg

VISION

Asia's most recognised premiums and POS merchandise solution & fulfilment partner.

MISSION

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

OUR CORE VALUES

- Reliable
- Ethical & Sustainable Procurement
- Continuous Improvement
- Lateral Thinking
- Helpful

TABLE OF CONTENTS

DTC at a Glance.....	02	Sustainability at DTC.....	06	Our Business.....	12
CEO Message.....	03	Sustainability Governance.....	08	Our Environment.....	16
About This Report.....	04	Stakeholder Engagement.....	09	Our People.....	20
Our Locations.....	04	Materiality Analysis.....	10	Our Community.....	26
Our Corporate Structure.....	05	Key Performance Data & Targets.....	11	GRI Index.....	29

DTC AT A GLANCE

SGD18.4million

TOTAL SALES IN FY 2019

Merdama, DTC's in-house designed toy, was awarded the Rose Gold award in the product design category of the 2019 MUSE Design Awards.

100%

NEW SUPPLIERS SCREENED BASED ON
SOCIAL AND ENVIRONMENTAL CRITERIA

FIRST

COMPANY TO BE AWARDED

ECO OFFICE ELITE

DTC was the first company to receive Elite status under SEC's Eco-Office Plus certification programme in March 2019, demonstrating our outstanding performance and efforts in incorporating environmentally friendly practices into our daily business.

**ZERO INCIDENTS
OF PRODUCT RECALL**

80%

of our products are labelled with
safety related information

800 PRODUCTS

ACROSS OUR RANGE

Every year we renew our range, launching 150 – 200 new products and design annually. We also strive to provide good quality products with a long life span.

34% **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.

28% MALES

72% FEMALES

In all our operations each employee attended an average of

**9 TRAINING HOURS
IN FY2019**

CEO MESSAGE

I am pleased to share with you our 2019 Sustainability Report which outlines our progress against our sustainable business strategy and targets.

MR. CHENG SONG CHUA

CEO of DTC World Corporation Pte Ltd



2019 was a year of significant investments and business activity for our company. As we continue to grow and serve more clients, we remain steadfast in our commitment to integrate sustainability in our day-to-day operations. I am pleased to share with you our 2019 Sustainability Report which outlines our progress against our sustainable business strategy and targets. We have expanded our presence in Asia with two new regional offices operating in Vietnam and Malaysia. Our China office, which previously served as an external supplier, has now been added as an affiliate to the DTC family and is now our largest office outside of Singapore. At our Singapore headquarter, headcount has also grown and we have increased our office space to accommodate our bigger team.

DTC World Corporation embarked on our sustainability journey in 2018 where we conducted our first materiality assessment and published our inaugural sustainability report. Our Sustainability Working Group has since continued to engage various groups of stakeholders to assess and review the relevance of Environment, Social and Governance (“ESG”) issues on our business operations. I am proud of all the accomplishments we share in this year’s report. These include our progress in reducing greenhouse gas emissions, implementing responsible practices in our own operations and supply chain, and creating a positive and supportive work environment for our employees.

With an increasing customer demand for environmentally friendly and sustainable products, we have expanded our product line to include more sustainable choices. We are committed to accelerate the adoption of responsible, inclusive, and sustainable practices in our supply chain and continue to enforce stringent measures on our supply chain to reduce operational and business risk.

At DTC, we are mindful of how COVID-19 is causing much concern for many people, businesses, and establishments worldwide. During this time, we want to ensure our customers continue to have access to our products. Business continuity and the health of our customers, employees and partners are our primary concerns. Like so many, we have learned lessons and re-invented ways of working to safeguard the well-being of employees and securing of supplies, manufacturing and logistics every step of the way. We have also been working closely with local public health authorities, taking actions in accordance with their advisories. Steps to ensure the health and safety of our employees include enhanced sanitation of facilities, setting up temperature screenings and implementing safe entry check in/out system for all visitors. Care packages containing masks and sanitizers were distributed to every employee for personal use. We transitioned to working from home and all meetings continue to be conducted online.

We were mindful that staying at home for a lengthy period of time during the ‘circuit breaker’ might affect the mental health and well-being of our employees, thus we organised online talks on “How To Relief Stress” and worked with a fitness coach to produce exercise videos for all our employees to use at their own convenience.

Through the concerted efforts of our management team, employees, and partners, we are demonstrating the highest resilience with the goal of emerging stronger through this period of somewhat uncertainty. Notwithstanding the challenges the world and our country are facing today, we remain optimistic of the long-term prospects as we continue to develop and innovate for our many stakeholders.

A handwritten signature in black ink, appearing to read 'Cheng Song Chua'.

MR. CHENG SONG CHUA

CEO of DTC World Corporation Pte Ltd

ABOUT THIS REPORT

This is DTC's second sustainability report ("Report") and covers our performance for the period 1 January 2019 to 31 December 2019 ("FY2019").

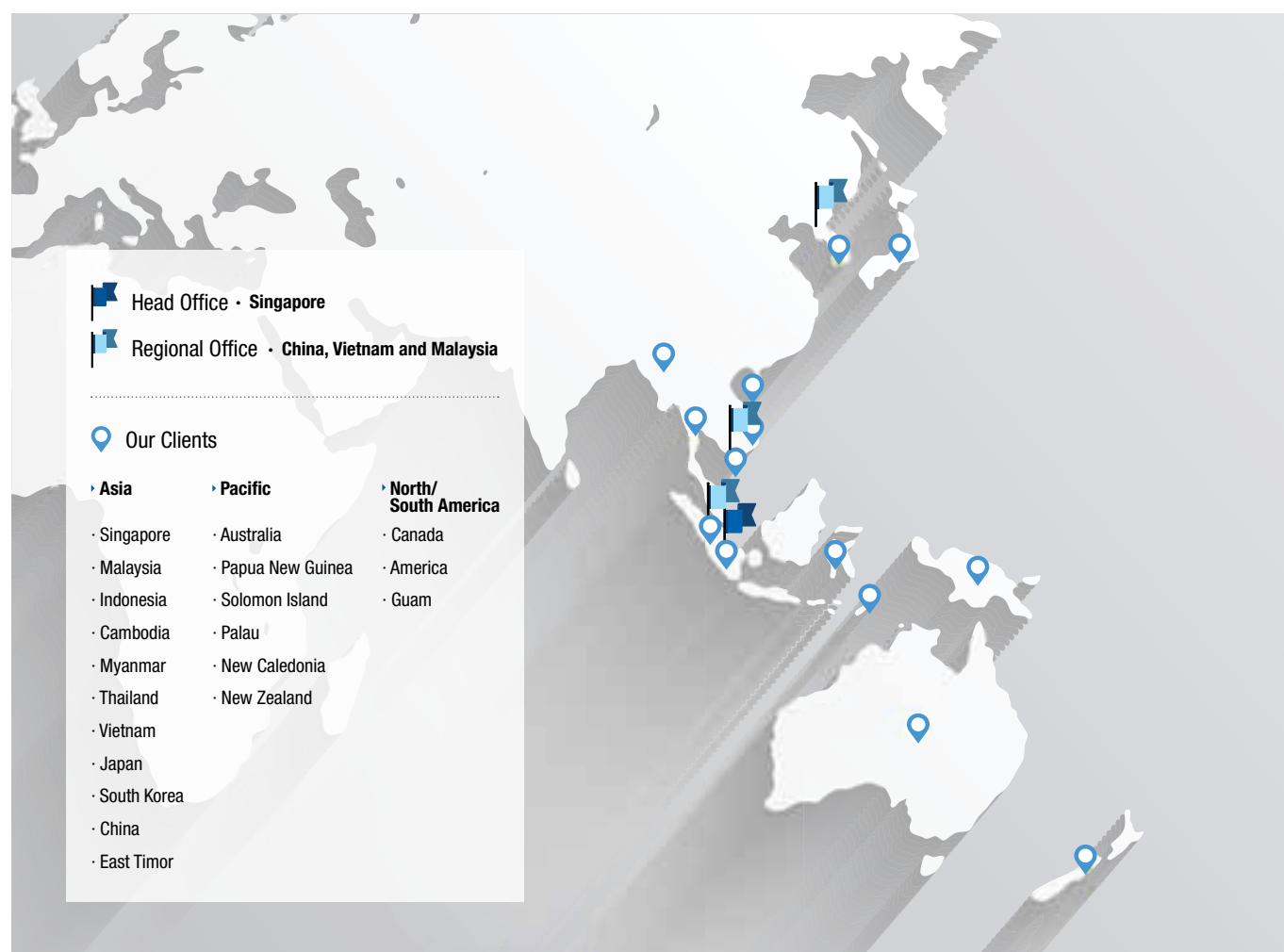
Our sustainability report has been prepared in accordance to the GRI standards "Core" Option and is published on an annual basis. It is made available online on our corporate website.

The boundary of reporting for economic, social and environmental data in this Report covers our Singapore, China, Malaysia and Vietnam operations. As our offices in Vietnam and Malaysia started operations in the second half of 2019, limited data was collected for these two locations. Where the boundary of reporting does not cover all locations, this is explained in the relevant data sets.

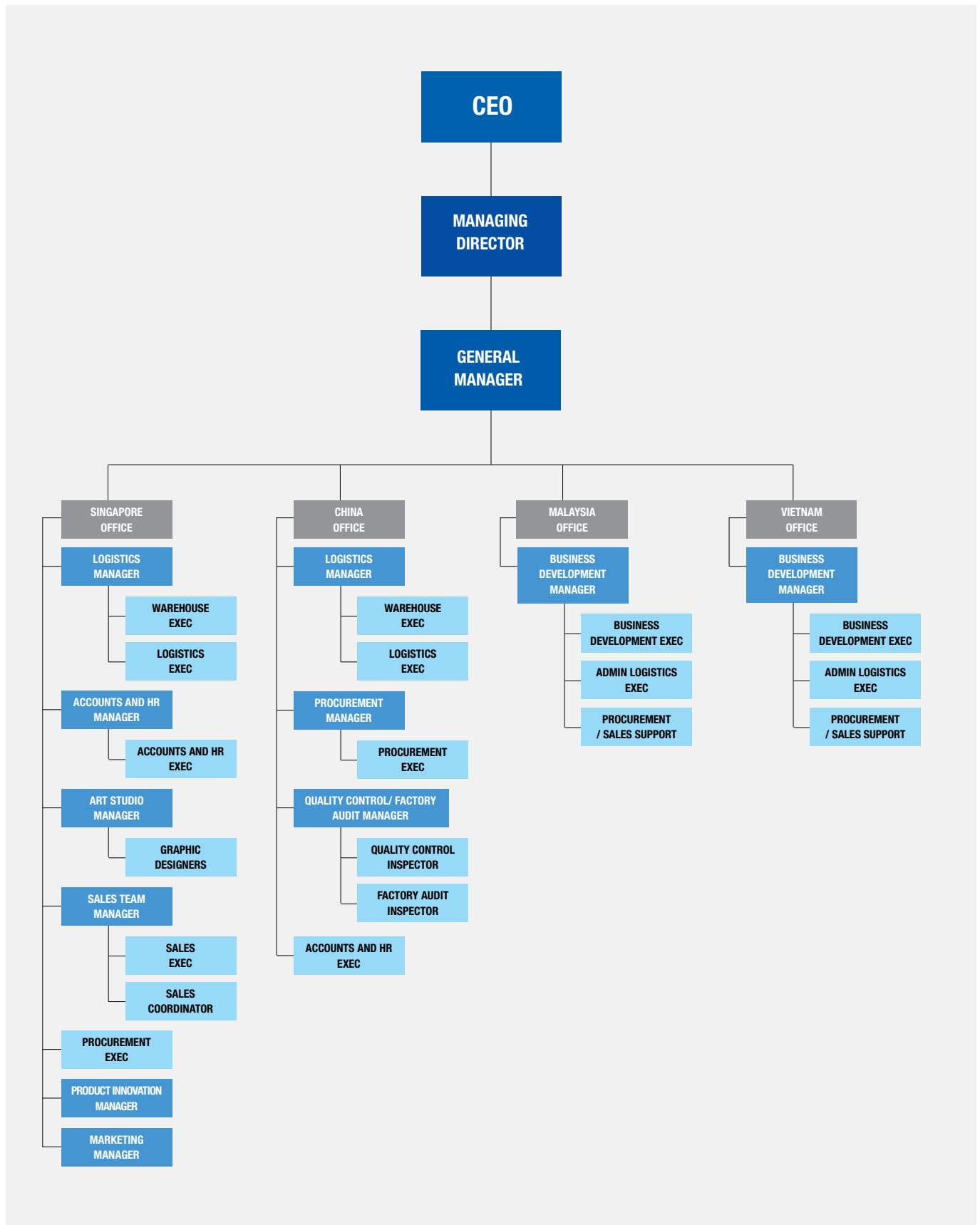
We welcome feedback and comments on this sustainability report at feedback@dtc.com.sg

OUR LOCATION

DTC is headquartered in Singapore with an extensive supplier network across Asia Pacific offering our clients a wide range of products at competitive prices. In 2019, we expanded our presence in Asia with 2 new regional offices located in Vietnam and Malaysia. Our China office serves as our focal point for all our main suppliers and partners based in China.



OUR CORPORATE STRUCTURE



SUSTAINABILITY AT DTC

DTC WORLD CORPORATION PTE LTD

Corporate Responsibility Pillars



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

Our sustainability pillars help to guide us in addressing our sustainability strategy and how we influence the people we work with, our impact on the environment and our impact on

the communities where we operate. Topics which are material to DTC (further explained under Materiality Analysis) are listed under each of our sustainability pillars.


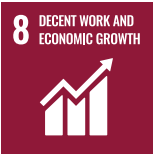

DTC is signatory to the United Nations Global Compact (UNGC) and upholds the 10 Principles of the UNGC. We are a participating member of SEDEX; a global membership organisation for buyers, suppliers and auditors that manages data on responsible sourcing, and have been Sedex certified since 2018. DTC 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 since 2018, demonstrating our continual efforts to improve our sustainability processes. DTC remains committed 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 AT DTC

United Nations Sustainable Development Goals (UN SDGs)

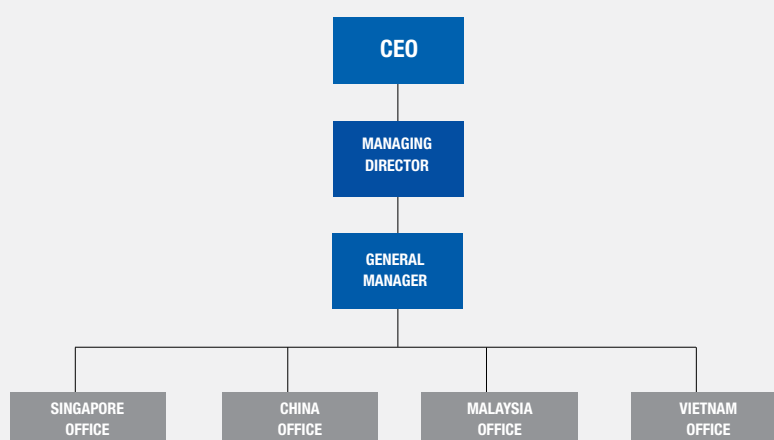
DTC is committed to supporting the UN SDGs in its operations.

SDG	Material Topics	Our Contribution
 <p>5 GENDER EQUALITY</p>	Employee Welfare	In FY2019, 72% of DTC's total employees across all locations comprised of females. Females are represented widely at the executive as well as management positions, with 55% of females in management positions. All employees are trained in discrimination, harassment and disciplinary policies.
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	Employee Welfare Health & Safety of Employees	<p>DTC does not discriminate based on gender and promotes equal pay for equal work of equal value for both women and men. The average wages for both genders are solely based on job responsibility and will remain the same.</p> <p>DTC prohibits any form of forced labour including child labour, human trafficking and modern slavery across all business activities including in our supply chain. Regular supplier audits are conducted to ensure that social and environmental standards are maintained by our suppliers. There were no cases of child labour in FY2019 in our operations and suppliers.</p> <p>DTC promotes a strong work safety and well-being culture to ensure business activities run smoothly and risks of hazards are minimised. There were zero cases of injuries and fatalities across all locations in 2019.</p>
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	Environment Footprint Sustainability at DTC Ethical Sourcing	<p>DTC encourages reducing, reusing and recycling at our offices. 545kg of waste was recycled in FY2019.</p> <p>DTC started publishing our sustainability report in FY2018 and this is DTC's second sustainability report with updated sustainability performance and progress. DTC will continue to publish sustainability reports on an annual basis.</p> <p>DTC has implemented a sustainable procurement policy and action plan since FY2018 with updated priorities for FY2020.</p>
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	Ethics and Compliance	<p>DTC does not tolerate any form of corruption and bribery in all its business activities as well as dealings with suppliers. All employees are provided with DTC's policies, procedures and code of conduct. A whistleblowing channel has been established for all DTC's employees and other stakeholders.</p> <p>DTC prohibits any form of discrimination based on race, colour, religion, or political inclination that could have impaired equality of opportunity or treatment in employment or development opportunities.</p> <p>There were zero incidents of corruption and bribery across all locations in FY 2019.</p>

SUSTAINABILITY GOVERNANCE

DTC's Sustainability Working Group comprises of our CEO, supported by the Managing Director, General Manager and Sustainability Team which is supported by representatives from our various offices. Representatives are selected based on their duties, gender and age so as to provide different perspectives on sustainability topics. The Sustainability Team reports to the General 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.

SUSTAINABILITY WORKING GROUP



SUPPLIER MANAGEMENT TEAM



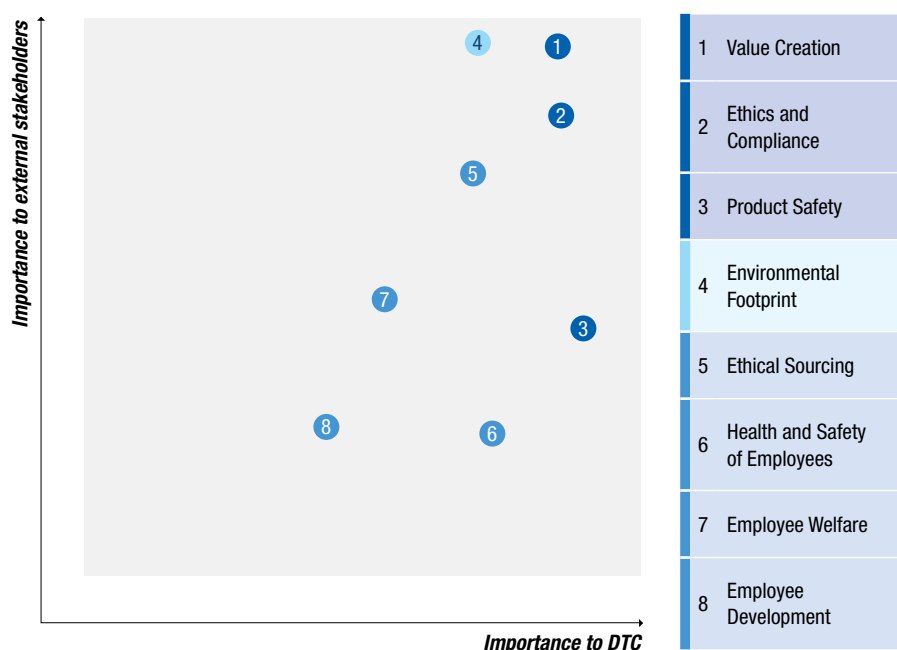
STAKEHOLDER ENGAGEMENT

Our Sustainability Working Group, which was established in 2018, continues to engage our various stakeholders to address key areas of concern. This extends our commitment to deliver continual success in value creation for all our stakeholders. We use a broad range of communication channels to engage our stakeholders throughout the year. As DTC continues to expand, we are committed to review the relevance and significance of our stakeholders on an annual basis and include new stakeholders who become relevant to the business. Our stakeholders include suppliers, employees and customers and their areas of concerns in 2018 remained relevant in 2019.

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"> • Ethical sourcing 	<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

In 2018, DTC conducted our first materiality assessment and identified key topics that were material to our business and stakeholders. The materiality matrix mapped out the issues that had an economic, environmental and social influence on our business risks and stakeholders' confidence. To ensure the relevance and significance of the material topics to our business both internally and externally, we review them annually. In 2019, we have reviewed these material topics and assessed that there are no changes.



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 205-3 Anti-Corruption GRI 206-1 Anti-Competitive Behaviour
	Product Safety	GRI 416-2 Customer Health and Safety GRI 417-1 Marketing and Labelling
	Ethical Sourcing	GRI 308-1 Supplier Environmental Assessment GRI 414-1 Supplier Social Assessment
	Information Security	
Our Environment 	Environment Footprint	GRI 302-1 Energy GRI 305-1, 305-2 Emissions GRI 306-2 Waste
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
	Diversity and Equal Opportunity	GRI 405 -1 Diversity and Equal Opportunity

KEY PERFORMANCE DATA & OUR TARGETS

Sustainability Focus Area & Material Topics	What we have achieved in FY2019	FY2020 Targets
Our Business		
Ethics and compliance	No reported cases of anti-corruption and anti-competitive violations across all locations	Strive to maintain zero cases of corruption and competitive cases. Fully comply with all rules and regulations in all locations that we operate in.
Product safety	Zero reported cases of product recall	Zero product recall for all locations
Ethical sourcing	100% screening of new suppliers	100% screening of new suppliers
Information security	Zero cases of violations in privacy breaches, data loss or copyright infringement	Strive to maintain zero cases in privacy breaches, data loss or copyright infringement
Our Environment		
Energy intensity	0.039 MJ / Million revenue	Strive to maintain similar energy intensity
Carbon emissions intensity	0.003 kgCO ₂ / Million total revenue	Strive to maintain similar emissions intensity
Waste	100% of wooden pallets and carton boxes sent for recycling	<ul style="list-style-type: none"> • Strive to maintain 100% recycling rate for wooden pallets and carton boxes • To recycle other packaging waste • To send all e-waste to vendors for recycling
Eco-Products	34% of our products are in the eco-range	Strive to increase new products in our eco-range by 5%
Our People		
Employee hiring rate	45.3%	Strive to have a comparable hiring rate
Employee turnover rate	30.2%	Strive to have less than 10% total turnover rate across all locations
Average training hours	9 hours	Average of 11 training hours per person
Work-related accidents or injuries	Zero cases of work accidents and injuries across all locations	Strive to maintain zero cases of work accidents and injuries across all locations

OUR BUSINESS



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

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 200 suppliers in Asia Pacific, ranging from hand crafted items to factory manufactured goods. Our suppliers and customers are located globally and we encourage procuring products from suppliers localised to the area or region to reduce transport costs, lower carbon footprint and to support local businesses.

	Singapore	China	Vietnam	Malaysia
Percentage of local procurement budget spend on local suppliers	22%	98%	82%	43%
Type of suppliers included	<ul style="list-style-type: none"> • Printing • Embroidery • Apparel • Bags • Stationery • Toiletries • Transportation 	<ul style="list-style-type: none"> • Bags • Apparel • Paper Products 	<ul style="list-style-type: none"> • Bags • Apparel • Paper products 	<ul style="list-style-type: none"> • Transportation • Paper Products • Branded consumer products and electronic distributors

Our Performance

In FY2019, our revenue stands at S\$18.4 million. Approximately 28% was distributed while another 72% 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 Statista in 2019*.

REVENUE

S\$18.4 million

OPERATING COSTS

S\$3.15 million

EMPLOYEE WAGES AND BENEFITS

S\$1.75 million

PAYMENTS TO GOVERNMENTS (TAXES)

S\$0.059 million

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

OUR BUSINESS

	2018 SGD (Singapore office only)	2019 SGD (Singapore, Vietnam, China, Malaysia)
Direct Economic Value Generated¹	11.96 M	18.44 M
Economic Value Distributed²	2.39 M	5.16 M
Economic Value Retained³	9.57 M	13.27 M

Our Target in FY2020

We aim to widen our global network of suppliers so that each region/country has a number of local suppliers to choose from, which will also help to reduce our reliance on one sole supplier.

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 employees, suppliers and other stakeholders that we do business with.

Our Performance

In FY2019, we reported zero cases of anti-competitive behaviour and anti-corruption across all of the countries that we operate in. We have maintained zero violations in the last 2 years and remain vigilant to ensure full compliance across all our operations.

Our Target in 2020

We aim to maintain zero cases of anti-competitive behaviour and corruption violations in FY2020.

¹ Direct economic value generated is calculated based on revenue.

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

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

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

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

PRODUCT SAFETY

416-2, 417-1

Our Approach

Chemical substances are useful in many of the products we sell, providing beautiful colours, giving texture and serving as a protective layer. Most chemicals are safe to use, but some may pose a health risk. At DTC, 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. Our products are sourced from manufacturers in China, Vietnam and Malaysia who meet our environmental and social criteria and possess the necessary product certifications.

Where possible, we have also started to use eco-friendly inks for the printing of our products in 2019. Eco-friendly inks are typically water-based, as compared to traditional petroleum-based inks. Eco-friendly inks are also much lower in Volatile Organic Compounds (VOCs), phthalate plasticisers and polyvinylchloride (PVC) resins which can cause a number of health problems. Our eco-friendly ink used is RoHS⁴ compliant. Where required by our customers, our products will also comply with obligations under REACH⁵.



OUR BUSINESS

Our Performance

Our product range includes food contact items and toys for children less than 6 years old, which require usage instructions to be provided with the products. In 2019, 80% of our products have such user information on our products. 80% of our products also contain labelling such as BPA free, CE approved or biodegradable. If our customers require our products to be tested based on EU standards, we will ensure the required testings are conducted. In 2019, we have no cases of products non-compliance to Health & Safety standards and zero reports of product recall.

DTC has maintained zero product recall in the last 2 years due to our continuous stringent product safety measures, which we will continue to enforce.

	Singapore	China	Vietnam	Malaysia
No. of non-compliance cases related to health & safety impacts of products	0	0	0	0
No. of cases of product recall	0	0	0	0

Our Target in FY2020

We aim to maintain zero cases of non-compliance cases and product recall in FY2020.

Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
Product safety	Number of product recalls	Achieved zero product recall across all locations.	Continue to achieve zero product recall for all locations.

ETHICAL SOURCING

308-1, 414-1

Our Approach

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

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

Before establishing any business partnership with any new suppliers, DTC 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 before they are included on our list of approved suppliers.

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

OUR BUSINESS



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

Our Performance

In FY2019, we screened 100% of our new suppliers based on environmental and social criteria. 11 suppliers (or 7.7%) of suppliers were not approved due to significant and potential negative environmental impacts identified.

	All Countries FY 2019
% of suppliers completed CSR (Supplier Code of Conduct) Acknowledgment	100%
% of suppliers who were screened using environmental and social criteria	100%
Total no. of environmental and social assessments carried out for suppliers	108
No. of suppliers who were assessed as having significant actual and potential negative environmental and / or social impact and terminated	1

Our Target in FY2020

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

Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
New suppliers screenings	% screenings for environment & social criteria	Achieved 100% of screening for new suppliers	Aim to achieve 100% screening of new suppliers

INFORMATION SECURITY

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

We are committed to build a robust information security infrastructure. As a general rule, DTC complies with all applicable regulations and standards on personal data protection and privacy guidelines as per PDPA guidelines respective of each country. Our Information Security Policy and Information Technology Procedure guides our general IT processes as well as establishes safeguards to protect sensitive information from unauthorised access and disclosure.

All new hires are trained on information security, data privacy and intellectual property rights during their orientation period. They are also required to sign a Non-Disclosure Agreement ("NDA") to acknowledge their understanding and agreement in protecting our company's intellectual property and any information or data deemed confidential.

There were no cases of violations in privacy breaches, data loss or copyright infringement in FY2019. As we grow, DTC will continue to invest in improving our internal controls and keep up to date with information security developments and threats across all the locations that we operate in.



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.

OUR ENVIRONMENT

ENERGY

302-1

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 and the air-conditioning in our office is set by default to 25 degrees Celsius 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 while energy saving tips are 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.

- Measures implemented to optimise vehicle fuel use
- Advance planning of delivery routes to ensure no overlapping of routes amongst the drivers
- Drivers are taught fuel efficient driving techniques
- Drivers are encouraged to maintain air conditioning temperature at 24 degree Celsius when driving
- Employees carpool when heading to the same area for meetings
- Regular servicing is scheduled for vehicles every 3-6 months to ensure the vehicles are well-maintained and in compliance with all necessary local regulations

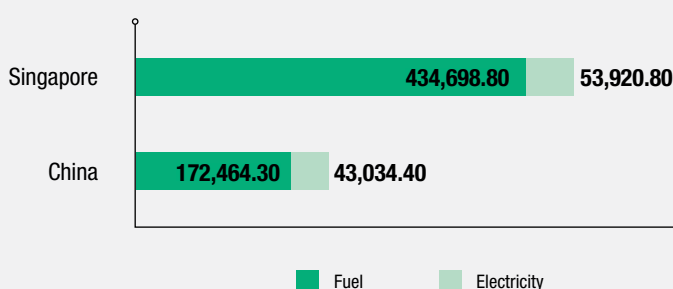
Our Performance

DTC's total energy consumption from our Singapore and China operations in FY2019 was 704,118 MJ, of which approximately 70% is attributed to fuel use from our Singapore operations. Our energy intensity in FY2019 is 0.039 MJ / per million revenue.

Our Target in 2020

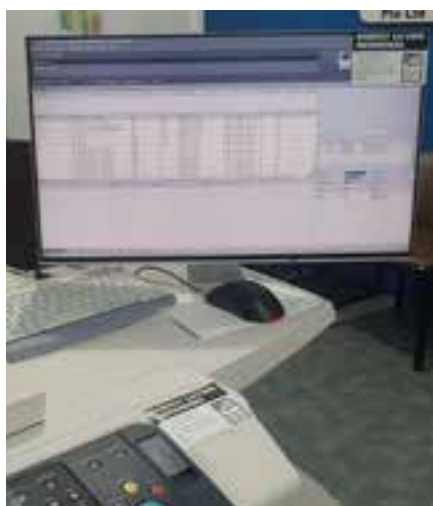
We aim to maintain similar energy intensity.

Total Energy in 2019 (MJ)



Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
Energy Intensity	Total Energy Consumed (China and Singapore) / Total Revenue (China and Singapore)	0.039 MJ / million total revenue	To maintain similar energy intensity

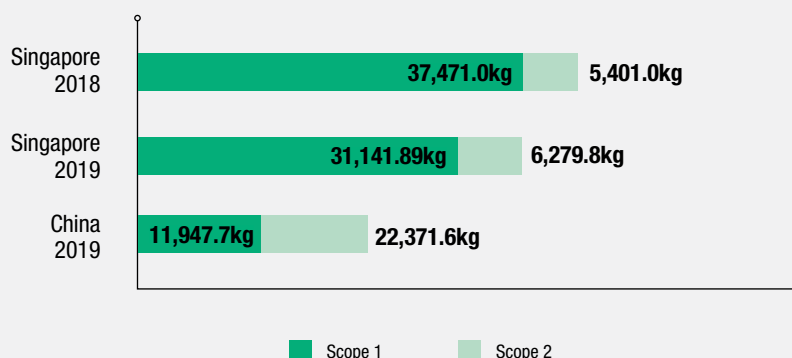
OUR ENVIRONMENT



As part of our long-term goal to be carbon neutral, we are monitoring our own emissions and identifying opportunities to reduce our carbon footprint. Through a combination of good practices such as route optimisation and consolidation of shipments, we have reduced the frequency of deliveries which in turn has helped us to reduce 16.8% of our Scope 1 emissions in Singapore.

To offset our emissions, we participated in carbon offset projects which have been independently verified. In FY2019, we were carbon neutral and voluntarily reduced our annual carbon emissions through a carbon-offset project based in Zhengzhou, China, which features the largest fleet of hybrid and electric buses worldwide with more than 3,100 units, 100 km of bus-only lanes and an integrated smart ticketing system. The project is also expected to promote reduction of the social and economic costs of congestion, thus improving social well-being as a result of achievement of less time lost by citizens in congestion, less respiratory diseases in citizens due to less particulate matter pollution, less noise pollution and fewer accidents per passenger transported. This carbon-offset project allowed us to contribute to social and environmental benefits outside of our organisation in addition to the emission reduction.

Total Scope 1 & Scope 2 GHG Emissions (kg CO₂)



Emission factors for fuel are sourced from Emission Factors from Cross Sector Tools, March 2017. Grid emission factors for Singapore were sourced from EMA Singapore, grid emission factors for China were sourced from Institute for Global Environmental Strategies (2019). List of Grid Emission Factors, version 10.7.

Our Target in 2020

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

EMISSIONS

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 ASEAN to shorten the distance between our clients and our suppliers' factories.

Our Performance

In FY2019, the total Scope 1 and Scope 2 carbon emissions from our Singapore and China operations was approximately 60 tonnes. Our Scope 1 emissions accounts for 72% of the total carbon emissions and our GHG intensity was approximately 0.003 kg CO₂/million total revenue.

Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
GHG Emissions Intensity	GHG Emissions (China and Singapore) / Million Revenue (China and Singapore)	0.003 kg CO ₂ / million total revenue	To maintain similar emissions intensity

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.

OUR ENVIRONMENT

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

Recycling Initiatives

DTC accumulates excess stock of various items such as apparel, containers, stationary, etc every year. These items are in good condition and are donated to organisations that recycle these items in various forms either by reusing or repurposing.

- Salvation Army
- We donate new stationary, clothes, towels, food containers, water bottles, etc. on an annual basis
- H&M Clothes Donation

In 2019, we donated 35kg apparel wear to H&M under its Garment Collecting Programme – this programme is a global initiative that collects unwanted apparel and textiles to prevent them from going to landfill. The garments will be reused, recycled or repurposed

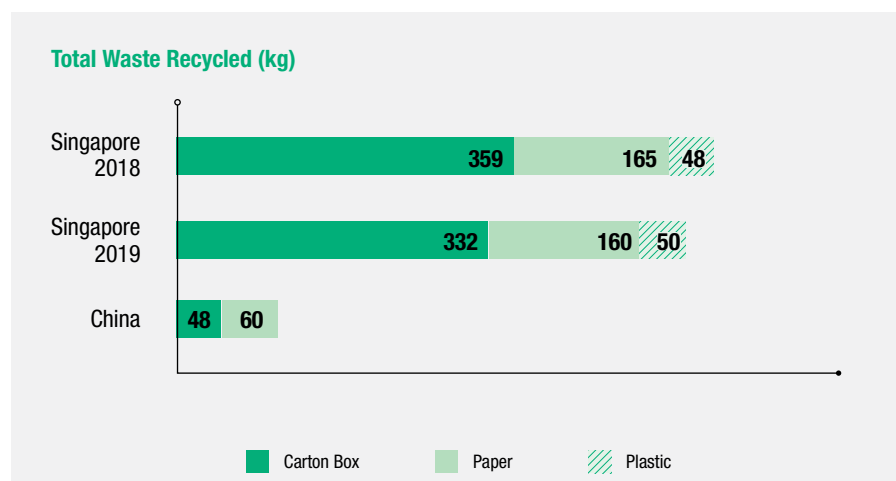
Our Performance

In FY2019, 100% of wooden pallets and carton boxes were sent for recycling. DTC recycled a total of 545kg of waste, comprising carton boxes, plastic (largely from shrink wrap), paper and electronic waste. DTC has been practising reducing and reusing our otherwise unwanted waste.

Our Target in 2020

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

Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
Recycling	Wooden pallets and carton boxes	100% of wooden pallets and carton boxes were sent for recycling	<ul style="list-style-type: none"> • Maintain 100% recycling rate for wooden pallets and carton boxes • Aim to recycle other packaging waste received • All electronic waste to be sent to e-waste vendors for recycling



OUR ENVIRONMENT

ECO-PRODUCTS

417-1

Our Approach

We educate our consumers through creating awareness of products that can be reused or recycled. For example, we have a recycle/reuse note included with each product to encourage consumers to recycle and reuse.

Definition of Eco-Products

Our Eco-Products are products that are either

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

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

Our Performance

As customers are becoming more environmentally conscious, they are looking for more eco-friendly promotional gifts. We are constantly introducing more varieties in our eco range to meet the increasing demand of eco-friendly products, such as jute bags. Our range of eco-friendly products increased to 34% in FY2019. Examples of other products in our eco-friendly range include cotton bags, recycled polyethylene terephthalate or recycled PET bags, eco-friendly pens, bamboo fibre lunchboxes, wheat straw tumblers and sustainably sourced notebooks and notepads,

Our Target in 2020

We aim to increase new products in our eco-friendly product range by 5% in FY2020.

Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
Eco-friendly products in our products range	Range of eco-friendly products	Approximately 34% of our products are in the eco range	Aim to increase new products in our eco range by 5%

OUR PEOPLE



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 ensures our hiring practices are solely based on relevant and objective factors. We condone any form of discrimination based on colour, race, religion, political inclination and any other type of distinguishing characteristics.

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. In other countries where we operate, we comply with local employment laws and regulations. All our employees in Singapore, China, Vietnam and Malaysia are offered attractive staff welfare and benefits, as shown under the section “ Employee Benefits ”.

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 Performance

DTC hires based on merit and objective factors. There were no reported cases of discrimination in 2019 across all the countries that we operate in.

DTC embraces diversity in gender with 72% female employees.

As our business continues to grow in Singapore and in our new regional offices, we require additional headcount to manage our operational activities. In FY2019, our hiring rate across all locations was 45.3%*.

By fostering a culture of understanding and respect for everyone, we promote a positive work environment. By providing competitive benefits to our employees and having a robust employee engagement process, we aim to keep our turnover rate low. In FY2019, our turnover rate across all locations was 30.2%*.

We further strengthen our close, family type atmosphere through birthday celebrations for colleagues, regular staff get-togethers and an annual company trip.

* The hiring rate and turnover rate is calculated based on total number of new employees hired in 2019 or total number of employees who left in 2019, using a denominator of total number of employees as at 31 Dec 2019

OUR PEOPLE

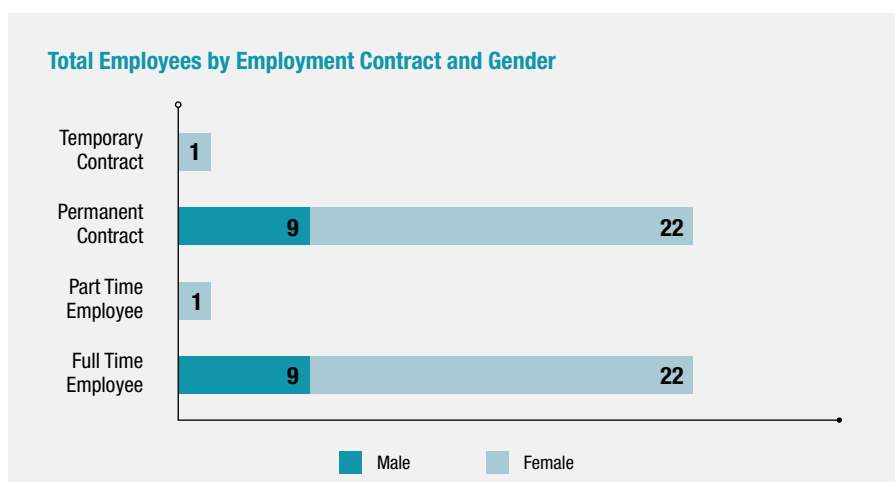


DTC understands the challenges of having children while juggling a full-time career. We strive to lighten the load of new parents by promoting parental leave for all employees with newborns. While parental leave continues to be provided, no parental leave was taken in 2019. Mothers with young children can take advantage of DTC's flexible working arrangements including the option to work from home. By providing such flexibility for our employees, DTC continues to boost employees' retention, productivity and morale.

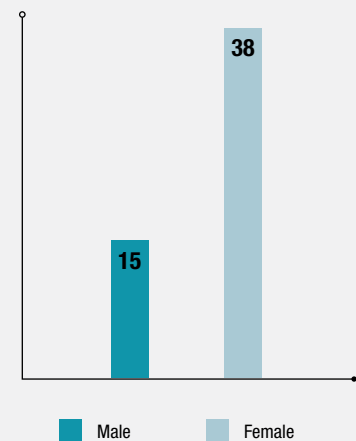
Our Target in FY2020

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

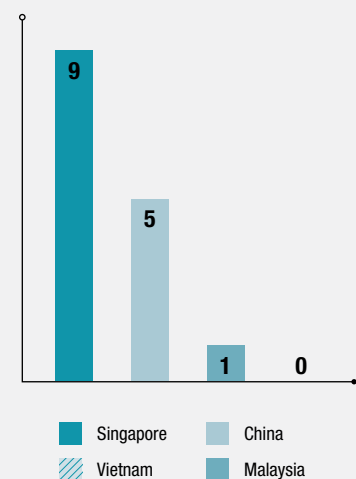
Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
Employee turnover rate	Rate of employee turnover	30.2% overall turnover rate across all locations	Aim to have less than 10% overall turnover rate



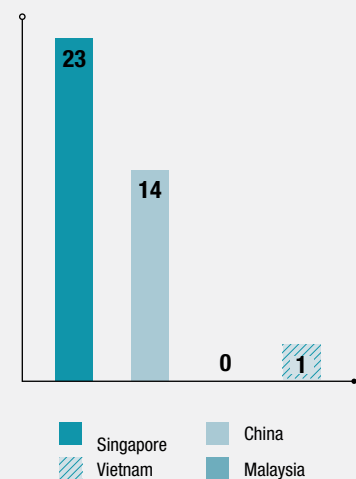
Total Employees by Gender



Male



Female



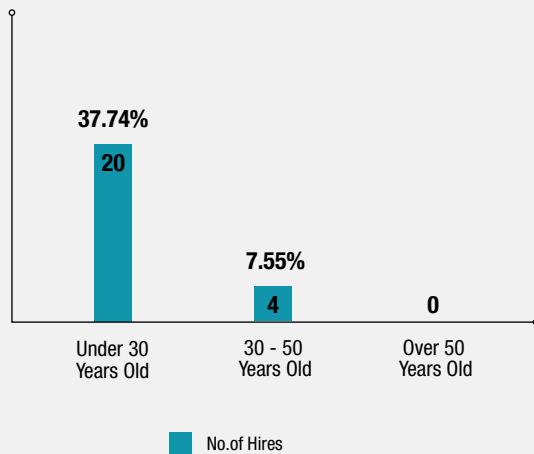
OUR PEOPLE

Employee Hiring

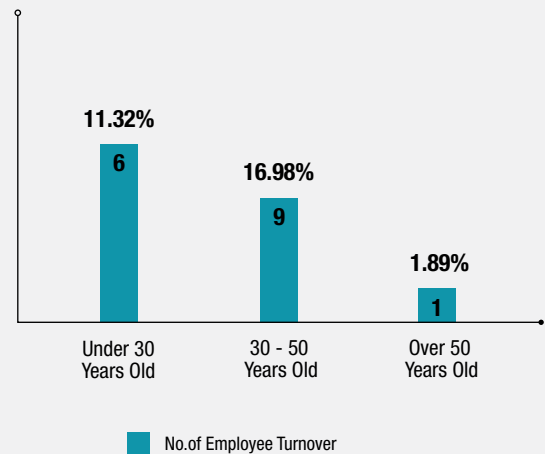
GRI 401-1, GRI 405-1

The figures below are consolidated numbers based on employees from Singapore, China, Vietnam and Malaysia.

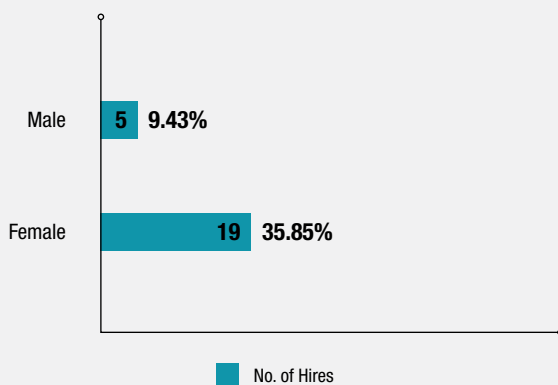
Hiring Number & Rate by Age Group



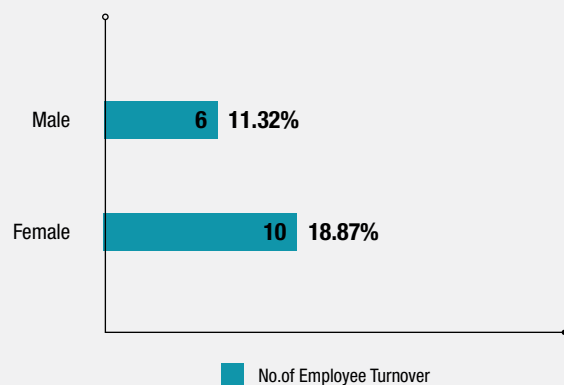
Employee Turnover by Age Group



Hiring Number & Rate by Gender



Employee Turnover by Gender



OUR PEOPLE

Employee Benefits

GRI 401-2, GRI 401-3

All employees are provided statutory benefits as well as other company benefits such as for physical exercise, cultural activities and commuting, which in FY2019, expanded to cover wellbeing services. To recognise and reward the contributions of our long-service employees, we initiated the Recognition Award in FY2019. Our employees will be awarded a generous special reward of \$1,000 for every 5 years of service at DTC.

Benefits provided to full-time permanent employees

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 / Daily Lunch Allowance*
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.
--	--	--

(* Benefits also apply to China, Vietnam and Malaysia Locations)

GRI 401-3

Parental Leave (Paternity & Maternity Leave)	Male	Female
Total number of employees that were entitled to parental leave ¹	0	0
Total number of employees that took parental leave	0	0
Total number of employees that returned to work from after parental leave ended (Period of 1 Jan 2019 - 31 Dec 2019)	1	4
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 includes paternity, maternity and childcare leave.

OUR PEOPLE

EMPLOYEE DEVELOPMENT

GRI 404-1

Our Approach

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

Our Performance

DTC provides a variety of learning and development opportunities for our employees across all locations to enhance their potential and drive progress. In FY2019, each employee attended an average of 9.3 hours of training.

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

Other training courses that our employees in Singapore attended include:

- Emergency Evacuation and Readiness, Healthy and Safe Office
- Sustainability Reporting
- Future Proof Your Business
- How to build a brand in the Digital Age
- Applying Design Thinking to SME

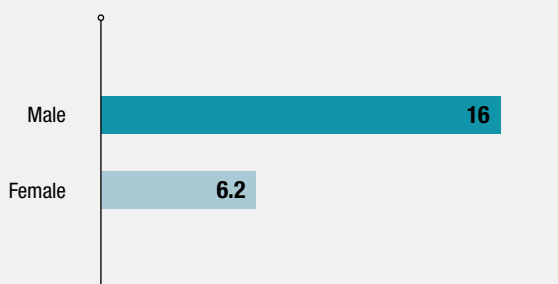


In China, our employees attended courses in:

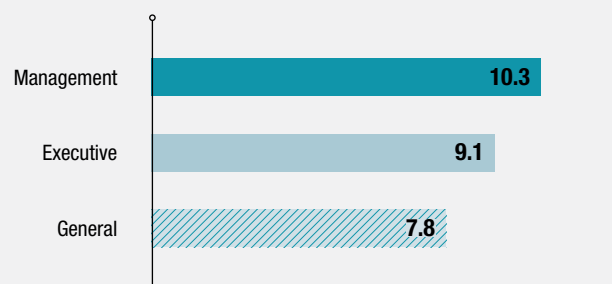
- International logistics,
- Supplier Management,
- improving procurement process,
- China responsible supply chain,
- Internal auditor course,
- Quality Control,
- Emergency Evacuation and Readiness,
- Healthy and Safety Office,
- Protecting our vision,
- Safework Procedure

GRI 404-1 Training hours as of 31st Dec 2019

Average No. of Training Hours by Gender



Average No. of Training Hours by Employee Category



OUR PEOPLE

Our Target in FY2020

We will continue expanding our variety of development programmes to cater to the changing needs of the industry and that of our employees and increase our training hours per employee.

Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
Training Hours	Average number of training hours for each employee	Achieved an average of 9 training hours for each employee	Aim to have average of 11 hours of training for each employee

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, so as to minimize any safety and health risks.

DTC adheres to the Workplace Safety and Health Act in Singapore, as well as the local health and safety rules and regulations in the other countries where we operate. We set ambitious goals and have maintained zero work related accidents over the past 3 years and in 2019 maintained zero work related accidents and injuries across all countries that we operate in. For ensuring continual workplace safety, DTC achieved the BizSafe Level 3 certification in 2018.

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

Our Target in 2019

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

Indicator	Metrics Measured	Performance in FY2019	Target for FY2020
Work related accident & injuries	Annual number of work related accidents and injuries per 100 workers	Zero cases of work accidents and injuries across all locations	Continue to maintain zero cases of work accidents and injuries across all locations

OUR COMMUNITY



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 corporate social responsibility 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 in Singapore and China.

PLANT A TREE PROGRAMME

DTC pledged our support in the greening of our City In Nature by Gardens City Fund. We contributed to a small donation and planted trees in Yishun Park. Garden City Fund is an independent charity established by NParks.



OUR COMMUNITY

SHARELLA

As part of the Share Umbrella initiative by Republic Polytechnic (RP) students. We distributed our excess stock of 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.



VISIT TO OLD FOLKS HOME

The DTC team in China visited an old folks' home in Guangzhou where they spent a day doing simple cleaning chores and keeping the elderly company by chatting with them, sharing the latest news, learning about and solving their problems. We also presented them with flasks to keep their drinks warm.

VISIT TO CHILDRENS HOME

The DTC team in China visited a children's home in Yiwu, Central Zhejiang province, where they spent a day doing simple cleaning chores and playing with the children. The majority of the children in the home suffer from some form of illness or disability and had been abandoned by their parents.



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	Our Environment	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	Our Environment	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

GRI Standard	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. 1	
102-3	Location of headquarters	Pg. 4	
102-4	Location of operations	Pg. 4	
102-5	Ownership and legal form		
102-6	Markets served	Pg. 4	
102-7	Scale of the organization	Pg. 4	
102-8	Information on employees and other workers	Pg. 20-22	
102-9	Supply chain	Pg. 14	
102-10	Significant changes to the organization and its supply chain	Pg. 14	
102-11	Precautionary Principle or approach	Pg. 6-7	
102-12	External initiatives	Pg. 7	
102-13	Membership of associations	Pg. 7	
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. 8	
102-40	List of stakeholder groups	Pg. 9	
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. 9	
102-43	Approach to stakeholder engagement	Pg. 9	
102-44	Key topics and concerns raised	Pg. 10	
102-45	Entities included in the consolidated financial statements	Pg. 12	For Singapore only
102-46	Defining report content and topic Boundaries	Pg. 4	
102-47	List of material topics	Pg. 10	
102-48	Restatements of information	None	
102-49	Changes in reporting	Pg. 4	
102-50	Reporting period	Pg. 4	
102-51	Date of most recent report	Pg. 4	

GRI CONTENT INDEX

GRI Standard	Disclosure	Page No.	Omission
GRI 102: GENERAL DISCLOSURES 2016			
102-52	Reporting cycle	Pg. 4	
102-53	Contact point for questions regarding the report	Pg. 4	
102-54	Claims of reporting in accordance with the GRI Standards	Pg. 4	
102-55	GRI content index	Pg. 29-32	
102-56	External assurance		
GRI 201: Economic Performance 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 12-13	
103-2	The management approach and its components	Pg. 12-13	
103-3	Evaluation of the management approach	Pg. 12-13	
201-1	Direct economic value generated and distributed	Pg. 12-13	
GRI 202: Market Presence 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 12	
103-2	The management approach and its components	Pg. 12	
103-3	Evaluation of the management approach	Pg. 12	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Pg. 12	
GRI 204: Procurement Practices 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 12	
103-2	The management approach and its components	Pg. 12	
103-3	Evaluation of the management approach	Pg. 12	
204-1	Proportion of spending on local suppliers	Pg. 12	
GRI 205: Anti-Corruption 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	
205-3	Confirmed incidents of corruption and actions taken	Pg. 13	
GRI 206: Anti-Competitive Behavior 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	
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Pg. 13	

GRI CONTENT INDEX

GRI Standard	Disclosure	Page No.	Omission
GRI 302: Energy 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	
302-1	Energy consumption within the organization	Pg. 16	
GRI 305: Emissions 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	
305-1	Direct (Scope 1) GHG emissions	Pg. 17	
305-2	Energy indirect (Scope 2) GHG emissions	Pg. 17	
GRI 306: Effluents and Waste 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	
306-2	Waste by type and disposal method	Pg. 17-18	
GRI 308: Supplier Environmental Assessment 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 14-15	
103-2	The management approach and its components	Pg. 14-15	
103-3	Evaluation of the management approach	Pg. 14-15	
308-1	New suppliers that were screened using environmental criteria	Pg. 14-15	
GRI 401: Employment 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 20-23	
103-2	The management approach and its components	Pg. 20-23	
103-3	Evaluation of the management approach	Pg. 20-23	
401-1	New employee hires and employee turnover	Pg. 20-23	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pg. 20-23	
401-3	Parental leave	Pg. 23	
GRI 403: Occupational Health and Safety 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 25	
103-2	The management approach and its components	Pg. 25	
103-3	Evaluation of the management approach	Pg. 25	
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Pg. 25	

GRI CONTENT INDEX

GRI Standard	Disclosure	Page No.	Omission
GRI 404: Training and Education 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 24	
103-2	The management approach and its components	Pg. 24	
103-3	Evaluation of the management approach	Pg. 24	
404-1	Average hours of training per employee	Pg. 24	
GRI 405: Diversity and Equal Opportunity 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 22	
103-2	The management approach and its components	Pg. 22	
103-3	Evaluation of the management approach	Pg. 22	
405-1	Diversity of governance bodies and employees	Pg. 22	
GRI 406: Non-Discrimination 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 20	
103-2	The management approach and its components	Pg. 20	
103-3	Evaluation of the management approach	Pg. 20	
406-1	Incidents of discrimination and corrective actions taken	Pg. 20	
GRI 414: Supplier Social Assessment 2016			
103-1	Explanation of the material topic and its Boundary	Pg. 14-15	
103-2	The management approach and its components	Pg. 14-15	
103-3	Evaluation of the management approach	Pg. 14-15	
414-1	New suppliers that were screened using social criteria	Pg. 14-15	
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	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Pg. 13	
GRI 417: Marketing and Labelling 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	
417-1	Requirements for product and service information and labelling	Pg. 13	

WWW.DTCWORLD.COM.SG

Awards/Certifications



bizSAFE₃



Sedex



Members of

