



SUSTAINABILITY REPORT 2023

2023

SERIAL SYSTEM LTD
serialsystem.com

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SUSTAINABILITY STRATEGY

About This Report

This is the seventh Group Sustainability Report by Serial System Ltd. It covers the sustainability performance of all subsidiaries for which Serial System Ltd ("Serial System" or together with its subsidiaries, the "Group") has management control, unless otherwise stated. For this year, we had included our 49%-owned Thailand subsidiary, Achieva Technology (Thailand) Company Limited's ("ACTH") office consumption into our report, which commenced consumer products distribution business besides managed print services in April 2022.

The Sustainability Report 2023 ("SR2023") covers the Group's sustainability strategies, initiatives and performance in relation to Environmental, Social and Governance ("ESG") issues for the financial year ended 31 December 2023 ("FY2023"). We had reviewed our previously submitted reports and made necessary changes in order to align with the current requirements by the Singapore Exchange ("SGX"). For this year, we had included Scope 1 CO₂ emissions from our fleet of vehicles, and recalculated our previously reported values in alignment with the GHG Protocol calculation methods and units as required in the SGX's List of Core Metrics. The Company had also changed the values used for calculating the employee attrition rate, and revised the total floor area, applying currently available information. In terms of our organization and supply chain, there were no significant changes during the reporting cycle.

Through this report, we hope to share our sustainability commitments with our various stakeholders, including shareholders, business partners, customers, suppliers, staff, the community, government and regulators.

International Standards and Guidelines

This report has been prepared in accordance with the sustainability reporting regulatory requirements set out in the Singapore Exchange Securities Trading Limited's (SGX-ST) Listing Manual Rules 711A and 711B and the International Sustainability Standards Board (ISSB) – which includes the Sustainable Accounting Standards Board (SASB), Global Reporting Initiative (GRI) Universal Standards 2021 and the Task Force on Climate-related Financial Disclosures (TCFD). For FY2023, we had included the 11 TCFD recommendations in our reporting (please see Appendix B).

Independent Assurance

The ESG performance data presented in this report have mainly been extracted from internal information systems and original records to ensure accuracy. The Group had not sought external assurance for this sustainability report but had relied on internal review of the sustainability processes.

Feedback

We are fully committed to listening to our stakeholders and welcome feedback on this report, as well as any aspect of our sustainability policies, processes and performance. Please address all feedback to sustain@serialsystem.com. Your feedback will be valuable for us in achieving our goals to build a sustainable and thriving business.

Message from the Board

Post-pandemic, the significance of ESG (Environmental, Social, and Governance) issues has been heightened, with sustainability becoming an increasingly integral aspect of Serial System's strategic plans. As the Group continues to grow and expand, we remain steadfast in building a sustainable business that gives back to society and the environment.

Serial System will continue to relentlessly review and enhance our ESG practices, seamlessly integrating sustainability into the Group's day-to-day business operations via our Sustainability Framework.

The Board expresses gratitude to the management team for their unwavering dedication to implement sustainability measures despite the challenges posed by the pandemic. Additionally, we extend our thanks to shareholders, business partners, customers, suppliers and staff for their steadfast support along our sustainability journey. We look forward to your continued partnership and support.

SUSTAINABILITY STRATEGY

About the Group

Corporate Profile

Established in 1988, listed since April 1997 and currently traded on the Mainboard of the Singapore Exchange, Serial System owns and operates a synergistic global distribution network built on strong partnerships with suppliers and customers.

Serial System has a customer base of more than 5,000, mostly across Asia, spanning a diverse range of industries such as consumer electronics, telecommunications, household appliances, industrial, electronics manufacturing services, security and surveillance, automotive and medical.

Major suppliers of electronic components distributed by Serial System include ON Semiconductor, OSRAM Opto Semiconductors, GigaDevice, Renesas, Goodix, Allegro MicroSystems, TE Connectivity, Micron, Littelfuse and Monolithic Power Systems Inc. Serial System has also been progressively expanding its product portfolio to support customers within emerging core technologies, such as 5G, Internet of Things (IoT), artificial intelligence, electric and autonomous vehicles, etc.

With 20 offices and 13 warehousing facilities in key Asian markets – Singapore, China, Hong Kong, India, Indonesia, Japan, Malaysia, Philippines, South Korea, Taiwan, Thailand and Vietnam – Serial System has one of the largest and most extensive distribution networks in the region.

Serial System also enhances demand for its suppliers' components and contributes to its customers' product development by adding value to their products through design and other initiatives.

Serial System's consumer products distribution business, which started in 2014, has since grown its product portfolio to offer computers and computer peripherals, printers and printer accessories, including computer accessories, notebooks, processors, motherboards, SSD, Dram, VGA and graphic cards, 3D printers, and printer ink and toner cartridges.

Serial System expanded its reach in 2017 with a new managed print service offering, with distribution networks in Singapore, Indonesia and Thailand. It began its first foray into 3D printing in 2020 through an Asia Pacific distribution partnership with Netherlands-based UltiMaker.

Major suppliers of consumer products distributed by Serial System include MSI, Gigabyte, AMD, Intel, PNY, AOC, Apacer, Lexmark, UltiMaker and Viewsonic.

Serial System will continue to help its partners to be more competitive in the marketplace, today and in the future.

OUR VISION



To be the leading electronic components and consumer products distribution partner, known for our dynamic demand creation activities, extensive network and strong local expertise.

OUR MISSION



To provide a wealth of growth opportunities for our stakeholders.

OUR VALUES



Progressiveness
Empowerment
Efficiency
Teamwork

Towards our partners

We provide market insights to our business partners to enable faster time-to-market. To our suppliers, we help expand their market reach. To our customers, we provide innovative and competitive solutions.

Towards our staff

By empowering our staff with the right resources and looking after their well-being, we help them to be their best at work, grooming them to be our leaders of tomorrow.

Towards our shareholders

We strive to make steady progress in every aspect of our business, providing our shareholders with consistent and favourable dividend yields.

Towards our community

By staying in touch with the community, we are able to contribute in ways that are close to their needs.

Progressiveness

Derived from the drive to achieve our targets and the courage to change for the better.

Empowerment

Encouraged by giving our staff the power to make decisions.

Efficiency

Arose from working smart, doing our work well, and using our resources effectively to serve our customers and suppliers well.

Teamwork

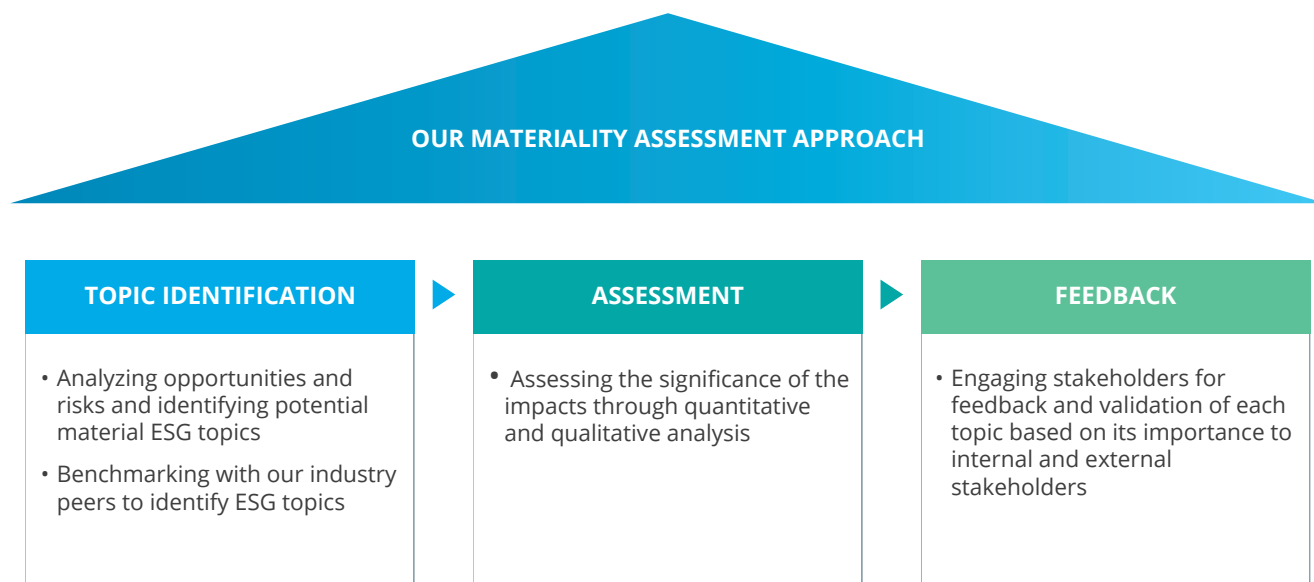
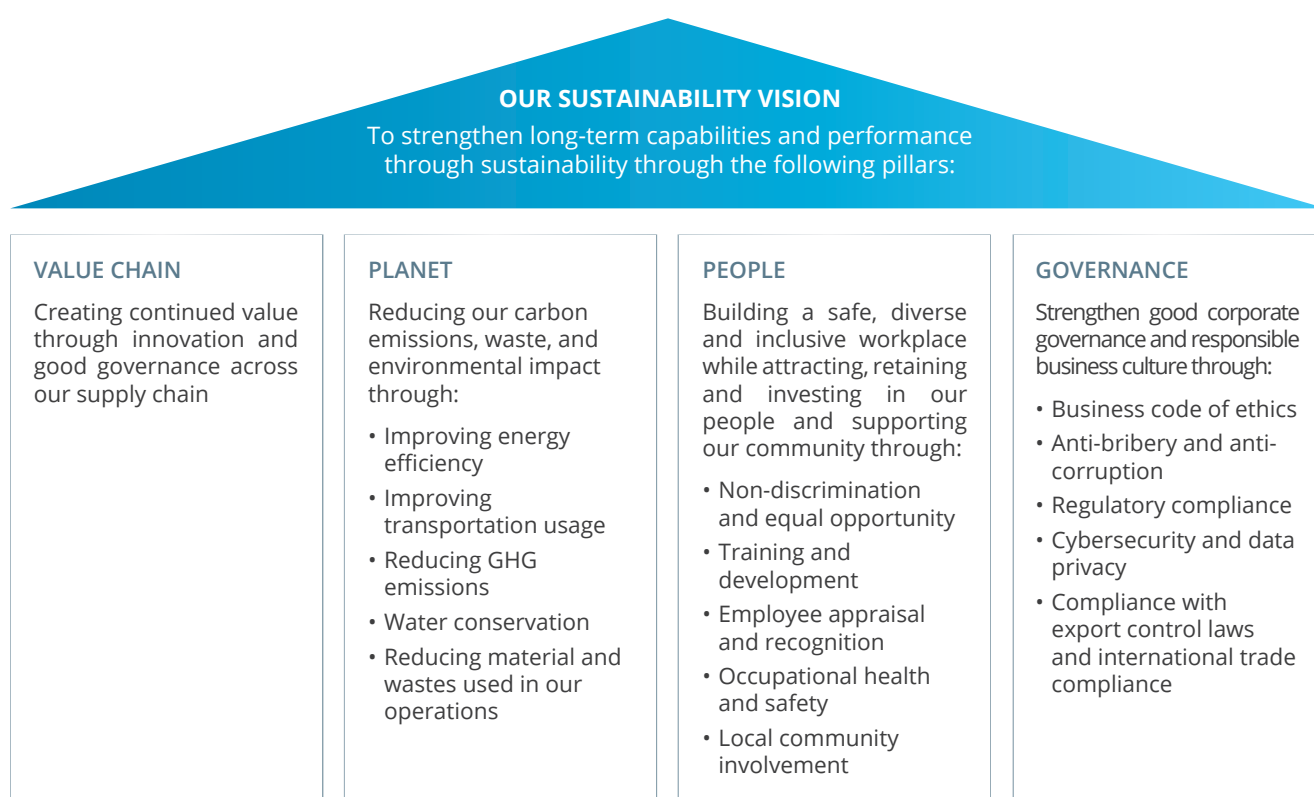
Striving towards a common goal in one spirit - despite our cultural or individual differences.

SUSTAINABILITY STRATEGY

Our Sustainability Approach

Sustainability Framework

As one of the leading distributors of semiconductor and electronic components, as well as consumer products in the Asia Pacific region, the Group strives for sustainable growth as we seek to generate long-term value and sustainable returns for our stakeholders in a socially and environmentally responsible manner. We maintained our sustainability framework for FY2023 from FY2022. It articulates how we embed sustainability into our business strategies and reflect our latest stakeholder engagement and materiality assessment. This framework is comprised of four mutually reinforcing pillars which underpin our vision for sustainability. Besides serving as the compass to direct our actions, this framework seeks to demonstrate how our strategy, governance, programs and performance lead to long-term business growth and value creation for stakeholders while protecting our environment.



SUSTAINABILITY STRATEGY

Stakeholder Engagement

The Group's sustainability journey involves identifying our stakeholders and material topics relevant to our business. Formal and informal channels of communication were adopted with both internal and external stakeholders to understand their needs, interests and priorities. This enables us to strategise our business decisions and operations, ensuring the growth of our operations and stakeholders' satisfaction.

The following illustrates the approach the Group undertakes to engage with our key stakeholders:

Stakeholders	Stakeholders' Key Concerns and Expectations	Engagement and Communication Channels	Our Response
Customers 	• Provide quality customer service and experience • Ensure product quality • Solve product's related technical problems • Competitive pricing and reasonable payment terms • On-time delivery • Quality control in place • Streamlining of business operations in distributing products to customers	• Regular meeting sessions and customer management • Regular communications via phone, email, website and/or circular • Contracts and agreements • Business reviews with customers	• Manage key accounts • Build and maintain a good relationship with customers • Expand product lines • Regularly review customers' needs • Seek and provide timely feedback
Business Partners 	• Collaborative partnerships and opportunity to nurture and expand the business	• Business meetings • Strategic partnerships	• Engage suitable business partners to pursue business objectives and work towards growth and profitability
Local Communities 	• Give back and serve the community • Help the less privileged	• Volunteering initiatives • Donations to charitable organizations	• Organize volunteer activities • Contribute to charitable causes
Government and Regulators 	• Regulatory compliance • Promote workplace health and safety • Address pertinent issues	• Regulatory filings and submissions • Governments and regulators websites	• Timely announcements of material information through SGXNet • Ensure compliance with prevailing laws and regulations • Submit annual report or circular
Employees 	• Competitive remuneration and benefits • Career growth and personal development • Work-life balance • Job security • Health and safety in the workplace	• Annual performance appraisal system • Training and career development programs • Employee feedback channels • Social and team-building activities • Health and safety trainings	• Establish and communicate human resource policies and practices which promote work-life balance and safe working environment • Reward good performance and long service employees • Provide opportunity for career development • Establish a platform for submission of staff suggestions and feedbacks to management

SUSTAINABILITY STRATEGY

Stakeholders	Stakeholders' Key Concerns and Expectations	Engagement and Communication Channels	Our Response
Suppliers 	- Fulfil contractual obligations and receive payments timely - Promote joint efforts on product development and growth - Supply good quality products - Develop value-added services	- Contracts and agreements - Regular meetings - Monthly/quarterly reviews with suppliers - Electronic data interchange	- Market the supplier's products - Regularly review whether we are meeting supplier's needs - Meet and exceed targets set
Investors and Shareholders 	- Group's strategy and long-term growth - Corporate governance - Risk management and internal controls - Deliver strong economic performance - Shareholders' return - Timely and accurate release of the Group's business progress and financial report.	- Timely announcement of financial results and relevant disclosures through SGXNet and corporate website - Annual / extraordinary general meeting - Annual reports - Meeting analysts and investors - Corporate governance and sustainability reports	- Strive for sustained and long-term growth - Adhere to the rules of the Singapore Exchange Securities Trading Limited and other regulatory requirements - Embrace good corporate governance, effective risk management and internal controls - Ensure timely and accurate disclosure of financial and non-financial information - Manage risks and take advantage of opportunities to further business operations

Material Topics

Using our materiality assessment approach, the following material topics were identified:

Material Topics		2025 Target (% Target Improvement from 2019 Base Year Performance)	FY2022 Performance	FY2023 Performance
Economic	Sustainable supply chain management	Expand the scope of verification for better transparency of the value and supply chain	Disclosure of environmental standard information regarding distributed product (REACH/RoHS) to our customers	Regular monitoring and updating of REACH/RoHS certifications
Environmental: GHG Emissions	Absolute GHG Emissions (Scope 1 and 2 only)	749.04 tons CO ₂ e (30% reduction from 2019 baseline of: 1,070.06 tons CO ₂ e)	712.48 tons CO ₂ e	782.24 tons CO ₂ e
	Absolute GHG Emissions (Scope 3 only)	1,511.51 tons CO ₂ e (20% reduction from 2022 ¹ of 1,889.39 tons CO ₂ e)	1,889.39 tons CO ₂ e	1,742.30 tons CO ₂ e
	Intensity by Revenue (Scope 1 and 2 only)	1.00 tons CO ₂ e/US \$M (30% reduction from 2019 baseline of 1.43 tons CO ₂ e/US \$M)	0.85 ton CO ₂ e/US \$M	1.03 tons CO ₂ e/US \$M
	Intensity by Revenue (Scope 3 only)	1.79 tons CO ₂ e/US \$M (20% reduction from 2022 ¹ of 2.24 tons CO ₂ e/US \$M)	2.24 tons CO ₂ e/US \$M	2.30 tons CO ₂ e/US \$M

¹ The Group revised the baseline year from 2019 to 2022, taking into consideration the significant rise in GHG emissions due to increased business operations and a shift in shipment mode towards higher-emission air transportation following the trend of the overall market demand.

SUSTAINABILITY STRATEGY

Material Topics		2025 Target (% Target Improvement from 2019 Base Year Performance)	FY2022 Performance	FY2023 Performance
Environmental: Energy	Absolute Energy Consumption	1,442 MWh (30% reduction from 2019 baseline of 2,059.59 MWh)	1,383.61 MWh	1,484.03 MWh
Environmental: Water	Absolute Water Consumption	5,874 m ³ (20% reduction from 2019 baseline of 7,342.50 m ³)	7,101.41 m ³	10,792.90 m ³
Environmental: Material and Waste	Compliance with National Environment Agency (NEA) mandatory packaging reporting (MPR) framework	Achieve 100% compliance with NEA's MPR framework	Completed the submission of our packaging data and 3R plans via NEA's Waste and Resource Management System portal	Maintained 100% compliance
	Absolute Paper Consumption	1.62 tons* 4.06 tons** (30% reduction from 2019 baseline of 2.31 tons* or 5.8 tons**)	1.38 tons* 4.60 tons**	1.41 tons* 4.39 tons**
Social: Employment	Total turnover (%)	NOT SET	22.3%	17.2%
	Non-discrimination and Equal Opportunity	Maintain zero incidents of harassment or unlawful discrimination against employee	Zero incidents	Zero incidents
	Occupational Health and Safety	Maintain a workplace injury rate below the national all-time industry average	Our safety statistics remained below industry average of wholesale and retail trade activities	No recorded incidents and fatality
		Maintain zero fatality	Zero fatality	
Social: Local Community Involvement	Local Community Involvement	Sustain our annual commitment to provide support and contributions to various charitable organizations and programs across diverse sectors	Total donations of S\$173,000 to various causes and organizations	Total donations of S\$219,000 to various causes and organizations
Social: Development and Training	Total Number of Training Hours	8,692 hours (30% increase from 2021 ¹ baseline of 6,686 hours)	5,135 hours	5,809 hours
Governance: Board Composition and Management Diversity	Board Independence	Maintain majority Board Independence	57.1%	57.1%
	Women on the Board	NOT SET	14.3%	14.3%
	Women in the Management Team	NOT SET	17.2%	14.0%

¹ The Group revised the baseline year from 2019 to 2021 as the target was only set in 2021.

SUSTAINABILITY STRATEGY

Material Topics		2025 Target (% Target Improvement from 2019 Base Year Performance)	FY2022 Performance	FY2023 Performance
Governance: Others	Business Code of Ethics	Uphold high standards of responsible business practices with no major disputes that result in regulatory fines and/or sanctions	Upheld high standards of responsible business practices and had no major disputes	Upheld high standards of responsible business practices and had no major disputes
	Anti-bribery and Corruption	Maintain zero incident	No confirmed incidents of corruption	No confirmed incidents of corruption
	Regulatory Compliance	Prevent any non-compliance of laws and regulations, including Export Control Laws and International Trade Compliance	No incidents of non-compliance	No incidents of non-compliance
	Cybersecurity and Data Privacy	Uphold high standards of data privacy protection and cybersecurity measures in adherence to Personal Data Protection Act in Singapore with zero major incident	Adhered to data protection laws in Singapore and had no incidents of major cybersecurity and personal data breach	Adhered to data protection laws in Singapore and had no incidents of major cybersecurity and personal data breach
* only accounts for Singapore Head Office ** accounts for all offices that have paper consumption				

OUR ECONOMIC

Sustainable Supply Chain Management

We are committed to embrace responsible business practices across our operations and supply chain by collaborating with transparent, ethical, environmentally and socially responsible suppliers. As such, we established a stringent pre-qualification and procurement process to ensure the quality of our supply chain. All our suppliers and customers are required to undergo restricted party screening through our automated denied party screening software which comprises database from government authorities and international organizations. In FY2023, we had changed our software provider from QAD to AEB to ensure sustainable operations, as the previous incumbent had significantly increased their prices. Our AEB “go-live” date was on September 1, 2023 and since then, it has been running smoothly due to the training & UAT conducted by AEB’s subject matter experts and immediate problem assistance provided by both their technical teams in Singapore and Germany. There was also no disruption in our processes upon its integration.

Our 3PL logistics service providers are also frequently assessed against their suitability and capability to meet our Group’s requirements, as well as their adherence with government customs requirements. In FY2023, we had undergone two rounds of audit by SG Customs: the first round was done in the fourth quarter of FY2023 by the Singapore Customs Schemes and Engagement Branch (SEB) Auditors and the second round was completed in February 2024 by the Singapore Customs Company Compliance (CCC) Auditors. We were awarded best-in-class TradeFIRST Premium Band and re-certified Secure Trade Partnership (STP). As part of our efforts to continually improve our company processes, we had started looking into more sustainable options for our transportation services. We are considering the technologies and alternatives being proposed by both our existing 3PL logistics service providers, such as FedEx’s use of Sustainable Aviation Fuel (SAF) and DHL’s use of electric vehicles in its commercial fleet. We are also reaching out to other third-party commercial transporters that use eco-friendly trucks and those that will be able to provide us with Renewable Energy Certificates (RECs).

As a distributor, we are not involved in the manufacturing processes of electronic components and consumer products we supply to our customers. Therefore, we are not privy and have no reasonable control over the specific substances contained or used in the products. However, we constantly keep track and verify whether the products we distribute meet environmental and social requirements. This is why we have a REACH and RoHS compliance certifications page placed on our company website to establish information transparency and customer awareness along the value chain. Through this page, any interested party can easily access the product manufacturer’s REACH and RoHS certifications; in addition, our ESG Steering Committee regularly monitors any changes to these. We aim to progressively strengthen our supply chain processes in FY2024 and jointly help build a sustainable global electronic supply chain.

OUR ENVIRONMENT

In lieu with the transition into ISSB standards in 2023 and SGX providing specialized training on this, we had relooked our processes with this new knowledge and for FY2023, we had recalculated most of our figures under this category to follow the reporting units required by the SGX and the calculation methods used by the GHG Protocol. Under energy consumption, we changed our reporting units from kWh to MWh. Under GHG emissions, we had relooked our processes with this new standard and included our vehicular fuel emissions under Scope 1 to be compliant. For Scope 2 emissions, we had recalculated our previously reported values and used location-based factors rather than US grid factors for FY2023. Moving forward, this will also be the calculation method used. For Scope 3 emissions, we had only included inbound and outbound transportation under our Singapore, China and Hong Kong offices, the same as with previous years. Under water consumption, no changes were made. Lastly, under materials and waste, we changed our reporting units from pieces of paper to tons of paper. It should be noted that paper here means paper used in our offices for printing and photocopying.

Goals and Targets

We aim to reduce our consumption in order to lower the use of utilities and paper, as well as lowering our greenhouse gas emissions. Quantitatively, we maintained our previously set targets. Given that we had recalculated most of our figures and included new material matters, the Board is currently in the process of setting new targets and re-evaluating our previously declared ones and aims to finish it by FY2024.

Material Topics	2025 Target (% Target Improvement from 2019 Base Year Performance)	FY2022 Performance	FY2023 Performance
GHG Emissions			
Absolute GHG Emissions (Scope 1 and 2 only)	749.01 tons CO ₂ e (30% reduction from 2019 baseline of 1,070.06 tons CO ₂ e)	712.48 tons CO ₂ e	782.24 tons CO ₂ e
Absolute GHG Emissions (Scope 3 only)	1,511.51 tons CO ₂ e (20% reduction from 2022 of 1,889.39 tons CO ₂ e)	1,889.39 tons CO ₂ e	1,742.30 tons CO ₂ e
Intensity by Revenue (Scope 1 and 2 only)	1.00 tons CO ₂ e/US \$M (30% reduction from 2019 baseline of 1.43 tons CO ₂ e/US \$M)	0.85 tons CO ₂ e/US \$M	1.03 tons CO ₂ e/US \$M
Intensity by Revenue (Scope 3 only)	1.79 tons CO ₂ e/US \$M (20% reduction from 2022 of 2.24 tons CO ₂ e/US \$M)	2.24 tons CO ₂ e/US \$M	2.30 tons CO ₂ e/US \$M
Energy Consumption			
Absolute Energy Consumption	1,441.71 MWh (30% reduction from 2019 baseline of 2,059.59 MWh)	1,383.61 MWh	1,484.03 MWh
Water Consumption			
Absolute Water Consumption	5,874.0 m ³ (20% reduction from 2019 baseline of 7,342.50 m ³)	7,101.41 m ³	10,792.90 m ³
Waste Generation (Paper Consumption)			
Absolute Paper Consumption	1.62 tons* 4.06 tons** (30% reduction from 2019 baseline of 2.31 tons* or 5.80 tons**)	1.38 tons* 4.60 tons**	1.41 tons* 4.39 tons**
* only accounts for Singapore Head Office ** accounts for all offices that have paper consumption			

OUR ENVIRONMENT

Environmental Protection

The Group continued to be committed in minimizing our environmental impact and utilizing our resources efficiently. In FY2023, our environmental impact is attributed to the use of electricity, water and paper in our offices and warehouses, as well as the use of fossil fuel in transportation for shipments and deliveries of inventories.

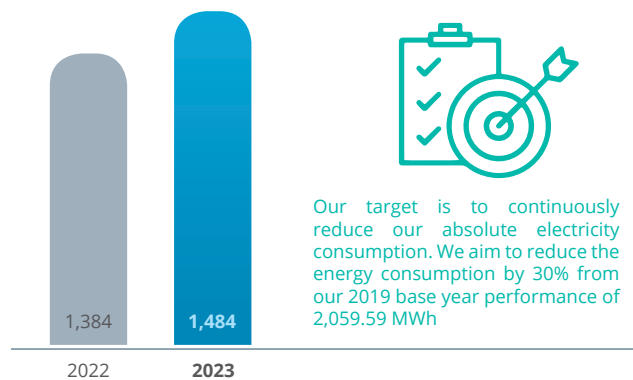
To lower our carbon footprint, we are continuing our efforts to reduce electricity, water, and paper consumption to mitigate the threats of climate change. We do this by encouraging our employees to think and act green by turning off lights and air conditioners when not in use, reduce printing, and recycle papers when possible. For FY2023, we had decided to place solar panels at our Singapore head office rooftop by the fourth quarter of FY2024; installed dual flush system in our toilets, started tapping into possible logistics partners which use alternative fuels and vehicles in their transportation services and the use of PaperCut MF Integration in our office printers.

We are also committed to conform to all local environmental laws and regulations in all locations we operate. In FY2023, there were no confirmed incidents of non-compliance and penalties pertaining to environmental issues.

Energy Efficiency

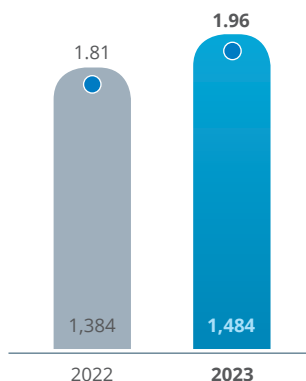
Electricity from the grid is the main and only source of energy consumed at our sites. As previously mentioned, we had included ACTH as part of the Group and added its consumption to the total electricity consumed. In summary, our offices in Singapore, Hong Kong and China accounted for 80% of the total electricity consumed. Based on available data through statements from utility providers in the territories that the Group operates in, the Group saw an increase in electricity consumption from 1,383.61 MWh (1,342.29 MWh without ACTH) in FY2022 to 1,484.03 MWh in FY2023. This is due to the fact that we had taken into account ACTH's whole year consumption in FY2023 unlike in FY2022 where we only had eight (8) months.

Absolute Energy Consumption (MWh)

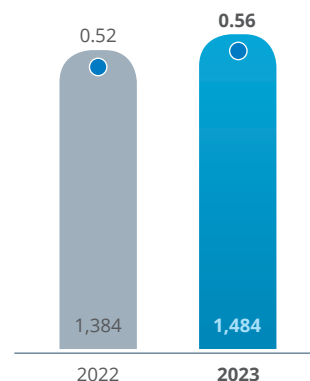


In terms of energy intensities, the intensity per employee increased from 1.81 MWh/emp in FY2022 to 1.96 MWh/emp in FY2023. Likewise, our building energy consumption intensity increased from 0.52 MWh/m² in FY2022 to 0.56 MWh/m² in FY2023. Still, these two parameters are significantly lower than our 2019 base year performance of 2.83 MWh/emp and 0.91 MWh/m², respectively. The equivalent greenhouse gas (GHG) emission intensity also increased from 0.25 tons CO₂e/m² (FY2022) to 0.27 tons CO₂e/m² (FY 2023). This represents our Scope 2 emissions.

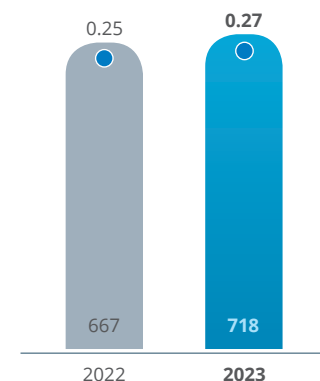
Energy Intensity by No. of Employees



Energy Intensity by Floor Area



Energy GHG Emission Intensity by Floor Area



Electricity Consumption (MWh)

Intensity by No. of Employees (MWh/emp)

Electricity Consumption (MWh)

Intensity by Floor Area (MWh/m²)

Electricity Consumption (MWh)

Intensity by Floor Area (tons CO₂e/m²)

OUR ENVIRONMENT

To conserve and reduce energy, we had placed notices in our offices to switch off office lights and air conditioners when not in use, as well as periodically send out reminders to our employees about it. In FY2023, we were already in discussion to install solar panels in our Singapore head office and explore feasibilities of replacing T5 fluorescent lightings with LED Lightings while instructing our other offices to consider the same. We aim to continuously reduce our building energy consumption.

Climate

Scopes 1 and 2

In lieu into the transition into ISSB standards in 2023 and SGX Regulators providing specialized training on this, we had relooked our processes with this new knowledge and included our vehicular fuel emissions under Scope 1. We were able to collect relevant information on this and the result is shown on the left. Under Scope 2, we had recalculated our previously reported values and used location-based factors instead of US grid factors this year. Moving forward, this will also be the calculation method used.

For FY2023, there was an increase in both Scopes 1 and 2 in comparison with FY2022. This increase is due to ACTH's increased number of trucks and increased demand to cater to their customers' needs for Scope 1 and the addition of their 12-month electricity consumption for Scope 2.

To reduce our Scope 1 emissions, we are considering reducing the number of owned vehicles when possible and to use more eco-friendly fuel alternatives such as biofuels or use of electric vehicles. To address our Scope 2 emissions, we were in discussion to install solar panels in our Singapore head office by the fourth quarter of FY2024. Since we rely heavily on electricity in our operations, we make it a point to remind our employees to conserve energy until it becomes a habit.

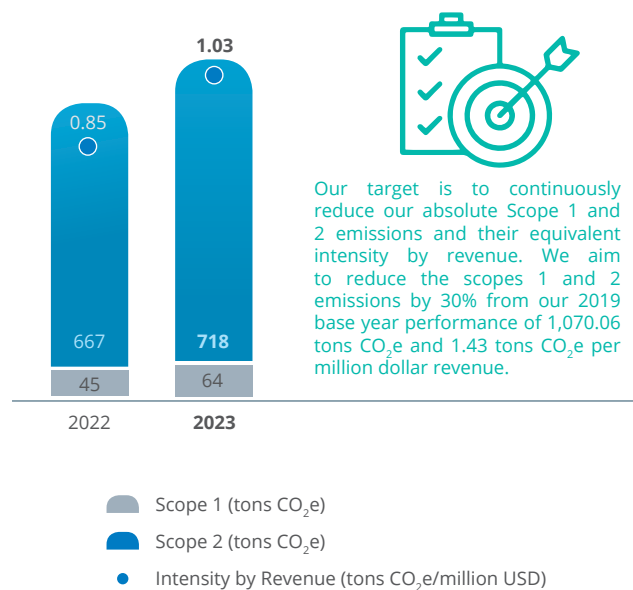
Scope 3

Currently, our Scope 3 data consists only of Category 4 (Upstream Transportation and Distribution) and Category 9 (Downstream Transportation and Distribution) from our Singapore, China and Hong Kong offices. These locations contribute to the Group's largest sales. For our other office locations, they will be included in our succeeding reports.

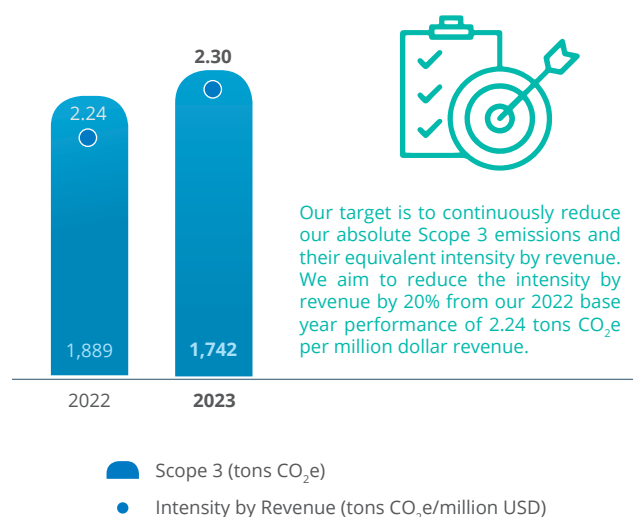
Our operations saw an increase in emission intensity by revenue in FY2023 (2.30 tons CO₂e/US \$M) from FY2022 (2.24 tons CO₂e/US \$M). In FY2023, the use of air freight shipment mode had again increased following the trend of the overall market demand. Our Scope 3 emissions by air freight remain the highest contributor since it is our main mode of transport and it has the highest CO₂ emission factor out of all the transportation modes the Group uses.

It is our goal to continually strive to reduce our CO₂ emissions and play our part to alleviate the impact of global warming. We hope to realize this objective in the coming years by better consolidating our inventories to be transported and reducing the use of air freight.

Scopes 1 and 2 Emissions



Scope 3 Emissions



OUR ENVIRONMENT

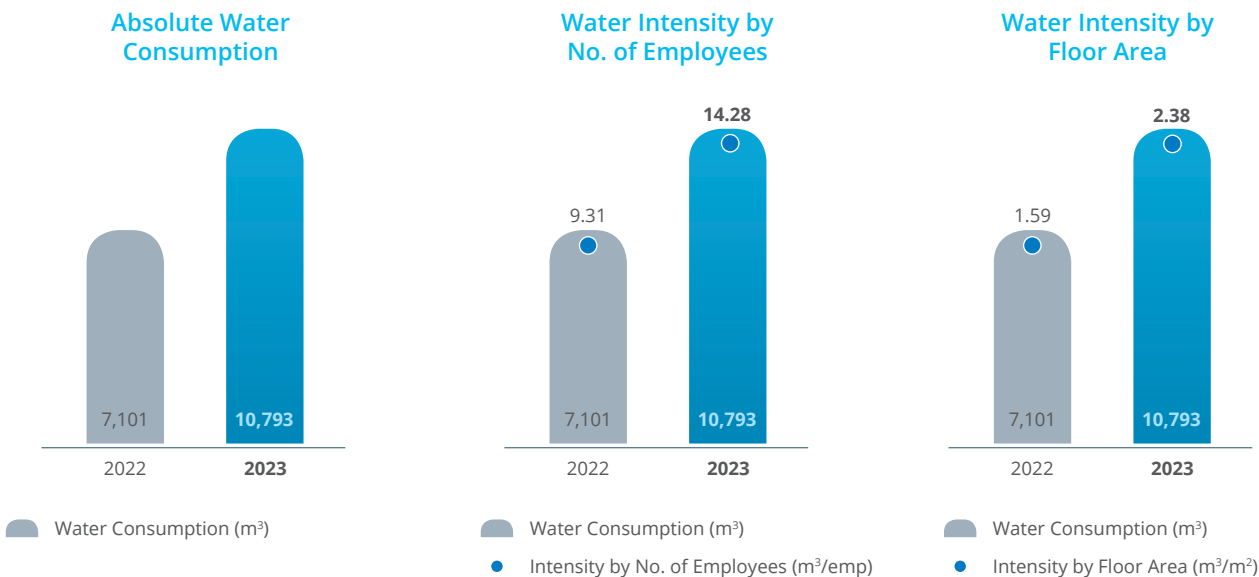
Water Conservation

In our offices, we use water for employee consumption and facility maintenance. Our water consumption significantly increased from 7,101.41 m³ (FY2022) to 10,792.90 m³ (FY2023) due to our Singapore head office's consumption. Similarly, our intensity per employee and per floor area increased from 9.31 m³/employee (FY2022) to 14.28 m³/employee (FY2023) and 1.59 m³/m² (FY2022) to 2.38 m³/m² (FY2023), respectively.

In FY2023, we continued to strive in reducing our water consumption. We installed dual flush systems in our head office to use water more efficiently. We remain steadfast in increasing employees' awareness in the importance of conserving water by displaying notices in designated areas and sending reminders to them.

Besides water conservation, we also take part in preventing water pollution as our operations can still be impacted in areas where the availability of clean water is lacking and sanitation is of concern. We do this by making sure we are not throwing out anything that can harm our waters.

For FY2024, we will strive to reduce our water consumption and by relation, its intensity.



Our target is to continuously reduce our absolute water consumption. We aim to reduce the water consumption by 20% from our 2019 base year performance of 7,342.50 m³.

OUR ENVIRONMENT

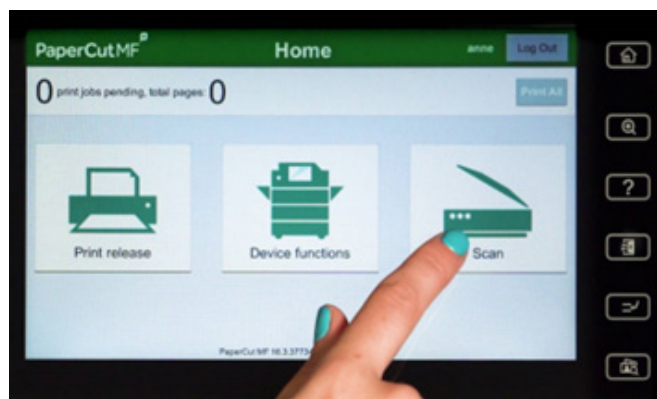
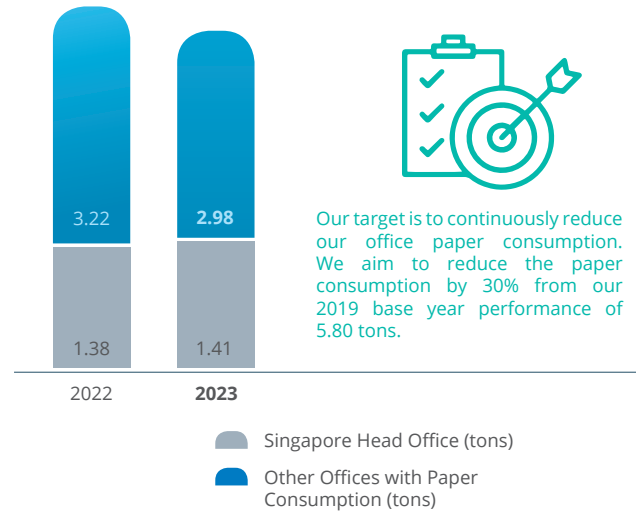
Materials and Waste

Packaging and corporate wastes such as paper and wood are key sources of waste generated across our Group's operations and value chain. We are committed to reducing, reusing, and recycling wherever possible and fully support the National Environment Agency (NEA) Packaging Partnership Program. Sustainable packaging directly and indirectly contributes to our carbon footprint across our value chain, from resource utilization to product packaging and management of their waste streams. We have complied with NEA's Mandatory Packaging Reporting (MPR) framework and completed the submission of our packaging data and 3R plans to the agency via their Waste and Resource Management System portal. In FY2023, the Group had used 15,263 kg of packaging material consisting of paper and wood. This is a significant increase from our FY2022 value of 9,600 kg. As we are a distributor, we don't have direct control over the packaging used in the products. However, for those that we can control (i.e. outer boxes), we reuse and recycle them as best we can.

We give focus on reducing and recycling our own waste to minimize our environmental impact in the value chain and continue to lower our environmental footprint by reducing paper costs from printing and photocopying in our Singapore head office. However, our paper consumption level increased from FY2022 (275,175 pieces) to FY2023 (313,072 pieces). For this year, we had also started collating the paper consumption of our other offices and changed the units used from pieces of paper to tons of paper, in alignment with the SGX's List of Core Metrics. Overall, we see a continuous reduction of paper consumption from our 2019 base year performance of 5.80 tons.

As part of our Group's ongoing initiatives to go digital, we are moving towards electronic transactions to reduce paper usage and boost productivity. Since FY2021, we successfully streamlined current business processes through digitization of employees' claims submission, as well as the archival of finance and human resources related documents, to further reduce paper usage. At end of FY2023, our Group in Singapore had implemented PaperCut MF Integration to improve our paper reduction efforts. It has three key benefits: 1. Enhanced Accountability for Paper Usage and Carbon Footprint: With the software's advanced tracking capabilities, the Group gains precise insights into its paper consumption and associated carbon footprint. By monitoring and managing printing activities centrally, we promote responsible printing practices among employees. Its intuitive interface enables the Group to set print quotas, encourage duplex printing, and implement other measures to minimize paper wastage. This heightened accountability fosters a culture of environmental consciousness within the organization. 2. Reduction in Wastage with Secured Print Release: Secured print release feature reduces wastage significantly. By requiring user authentication at the printer, PaperCut MF ensures that only essential documents are printed, eliminating instances of abandoned print jobs and unclaimed documents. This streamlined approach not only conserves paper and other resources but also enhances data security by preventing unauthorized access to sensitive information. This allows the Group to achieve operational efficiencies while minimizing its environmental impact, contributing to a more sustainable future. 3. Actionable Reports Providing Insights into Paperless Technology Developments: The software is equipped with actionable reports that offer valuable insights into paperless technology developments. By analyzing printing patterns and trends, it helps identify opportunities to digitize documents, streamline workflows, and promote electronic communication and collaboration. These insights enable the Group to embrace paperless initiatives more effectively, reducing reliance on traditional printing methods and advancing towards a more sustainable, digitally-driven future. Through its proactive approach to technology adoption, the Group demonstrates its commitment to innovation and environmental stewardship.

Paper Consumption



PaperCut MF Integration Main Interface

OUR SOCIAL



Goals and Targets

We aim to keep our total turnover rate low as this parameter is correlated to employee job satisfaction. Quantitatively, this target will be set after management and Board review. To ensure that our employees maintain and upgrade their knowledge and skillsets, we provide them with trainings with the target as seen in the table below.

Material Topics	2025 Target (% Target Improvement from Indicated Base Year Performance)	FY2022 Performance	FY2023 Performance
Employment			
Total turnover (%)	NOT SET	22.3%	17.2%
Development and Training			
Total Number of Training Hours	8,692 hours (30% increase from FY2021 baseline of 6,686 hours)	5,135 hours	5,809 hours

OUR SOCIAL

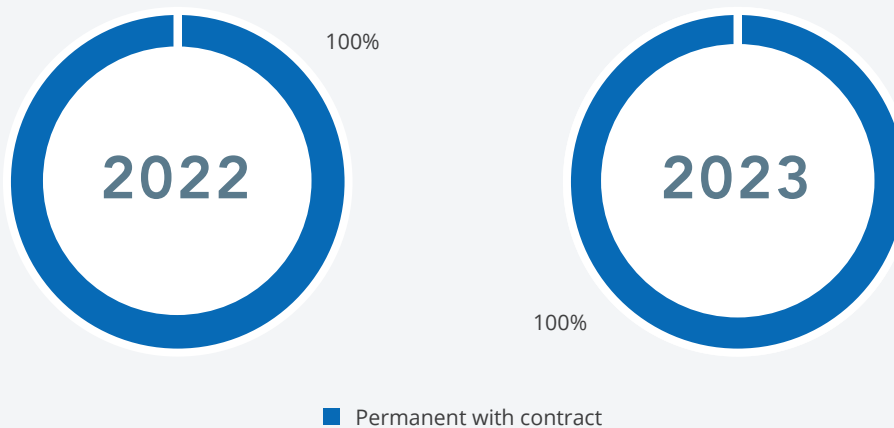
Workforce Profile

Our people, our greatest asset, are key to the Group's long term growth and success. We have a diverse workforce comprising employees across various regions. In FY2023, our total headcount decreased by 1% to 756 compared to 763 in FY2022. We also welcomed 124 new employees to our Group in FY2023.

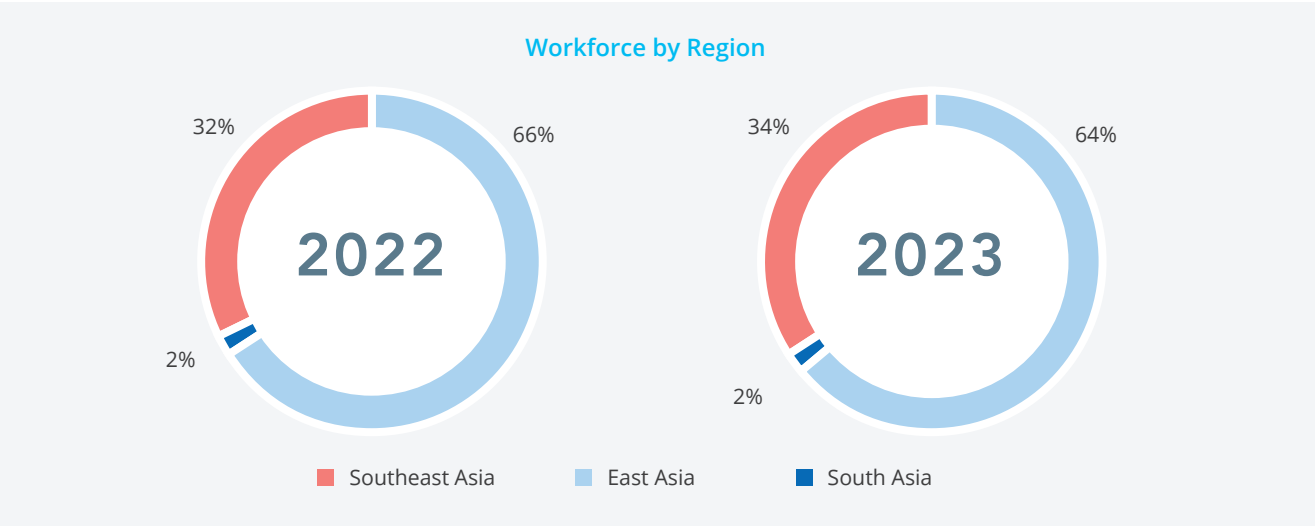
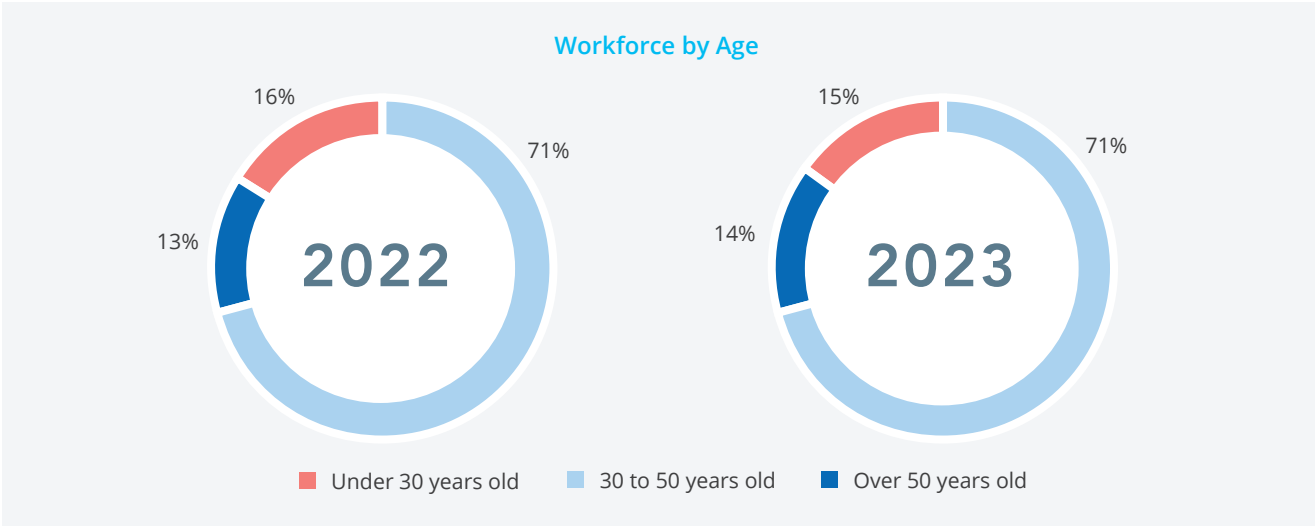
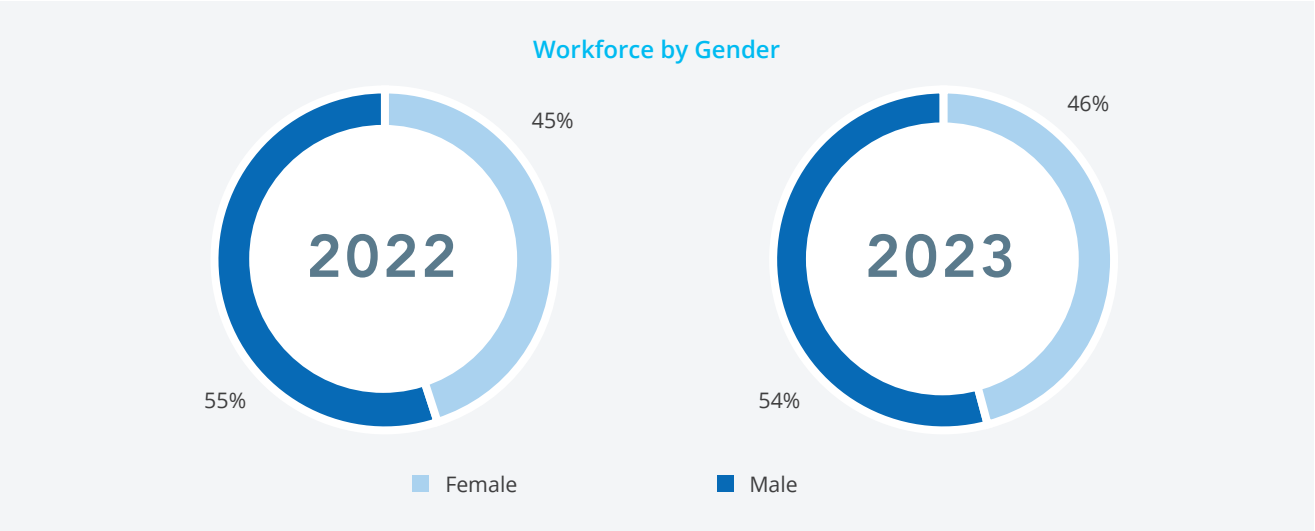
100% of our employees work full-time on a permanent contract. We have employees located in different regions mainly in Southeast, East, and South Asia. In FY2023, 64% of our employees are based in East Asia where majority of our business in electronic components distribution is based and 34% of our employees are based in Southeast Asia where majority of our business in electronic components and consumer products distribution are based. Most of our department heads in Singapore Head Office are Singaporeans or Permanent Residents hired from our local community. This also holds true for our other locations with majority of their employees from local community. Our global turnover rate decreased in FY2023 (17%) from FY2022 (22%).



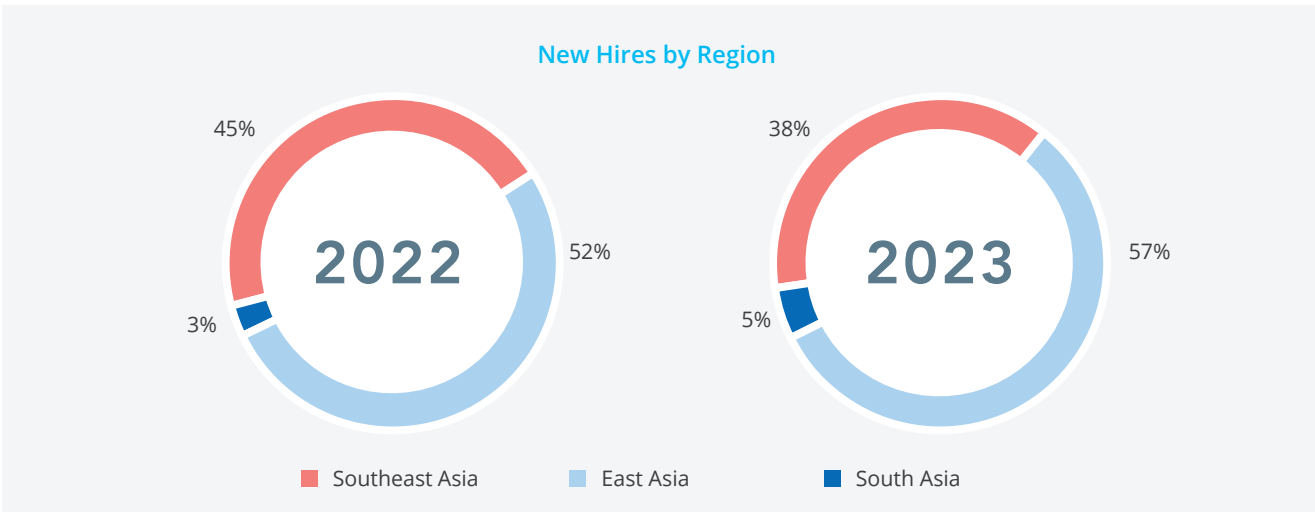
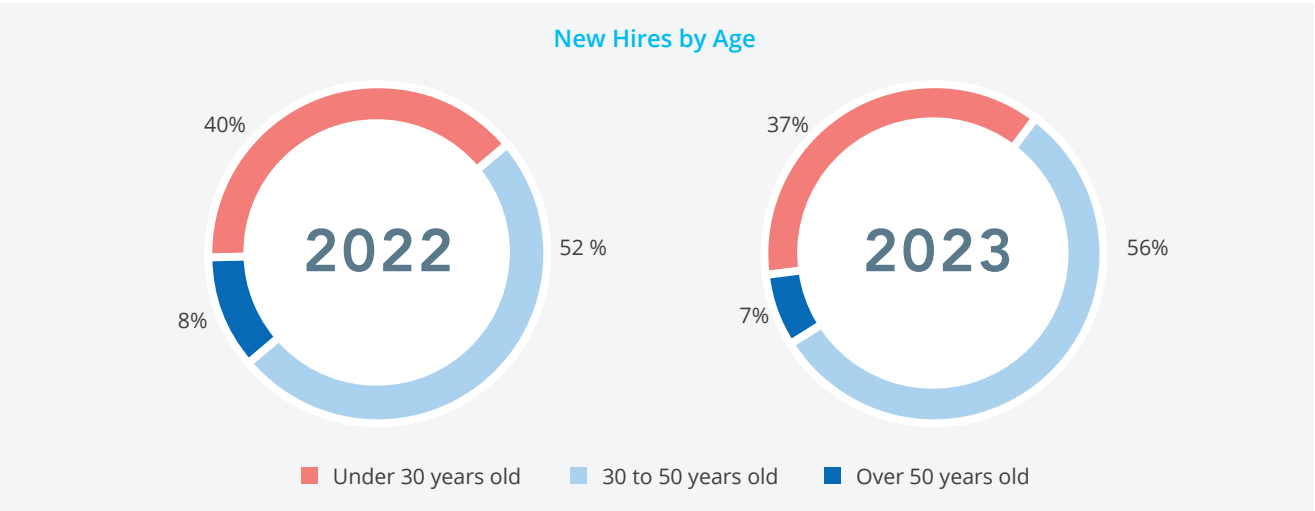
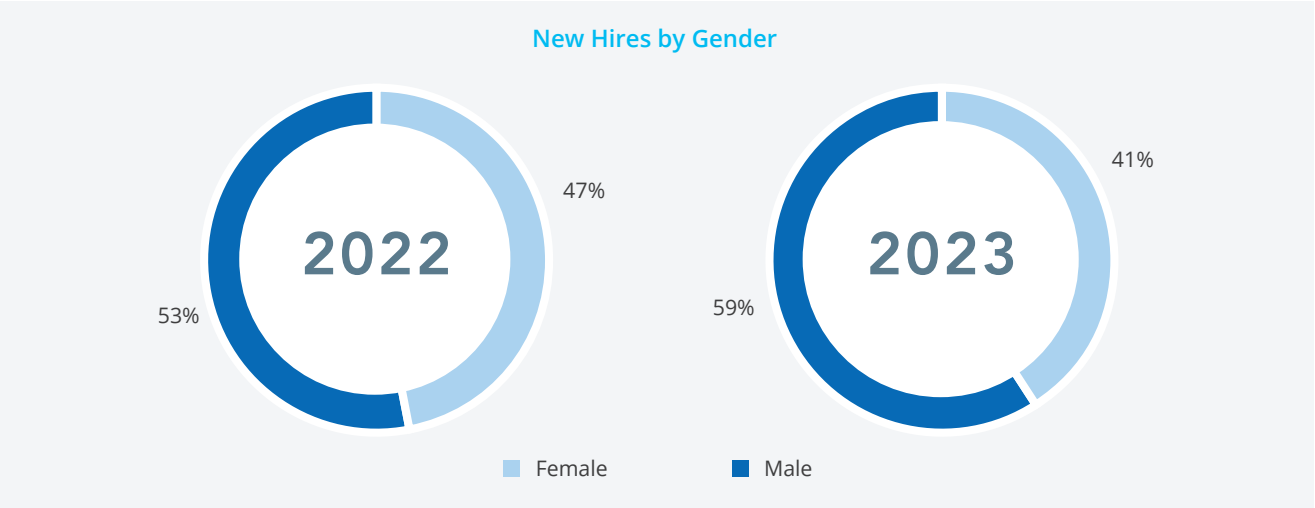
Workforce by Employment Type



OUR SOCIAL



OUR SOCIAL

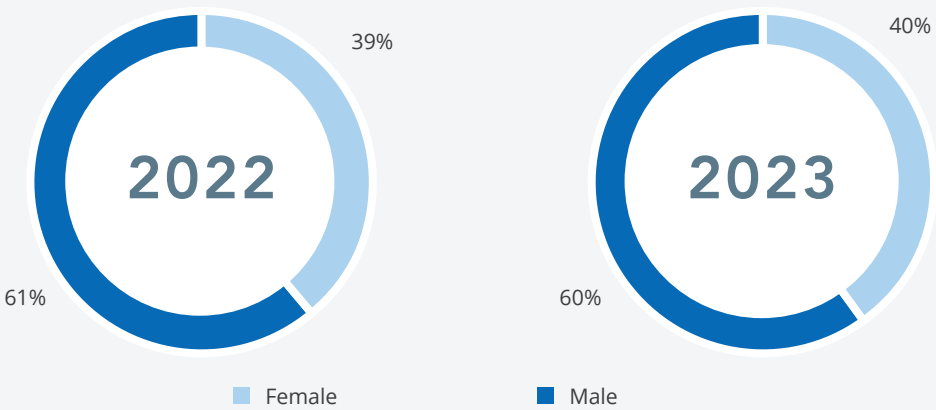


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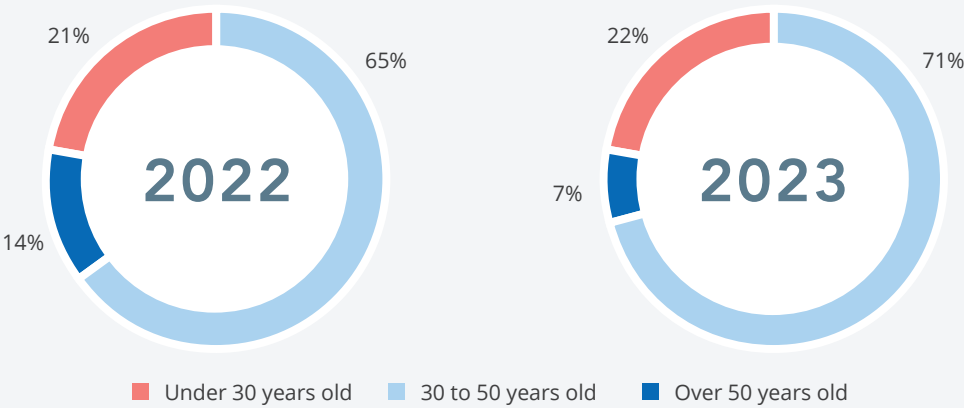
Turnover Rate



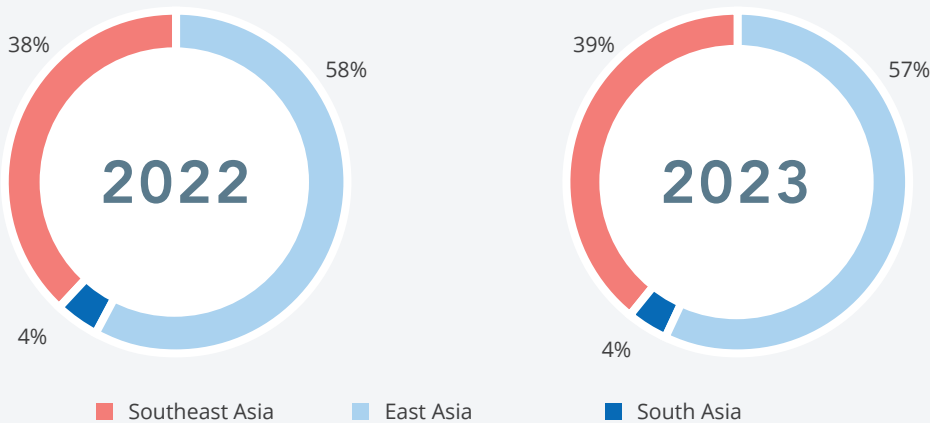
Resigned Employees by Gender



Resigned Employees by Age



Resigned Employees by Region



OUR SOCIAL

Non-Discrimination and Equal Opportunity

We are committed to providing an inclusive workplace with equal opportunities throughout employment including remuneration, training, and promotion of staff regardless of age, gender, race, nationality and family status.

Our Group has a diversified workforce across all age groups. In FY2023, about 46% of our workforce consists of millennials who have helped infuse new perspectives, passion and efficiency. We maintained a balanced female-male ratio (46% female and 54% male) in our workforce across all regions. In FY2023, there was a decrease in the new hire rate of female employees in our Group by 6% over FY2022, as well as a slight decrease of 3% in hiring more employees in the under 30 age category.

We respect and support the international principles on human rights. Our HR policies ban child labor, forced or compulsory labor, as well as discrimination. Clear guidelines on workplace abuse, harassment and disciplinary matters are established and communicated to all employees. They are also encouraged to report any grievances to their immediate supervisor should they experience any of the stated offenses. Further assistance and investigation will be handled by the HR department. For FY2023, no violations and grievances on human rights were recorded.



Training and Development

Learning and development within our Group is a decentralized function as each country adopts its own approach based on employees' needs and resources. We actively encourage our employees to enhance and continuously develop their skills and knowledge. We do this by providing sponsorship to those that express a desire to attend external courses and seminars. By empowering our staff with equitable access to the right resources and looking after their well-being, we help them become their best at work and groom them to be our future leaders. Apart from these external/formal trainings, our employees also receive in-house and on-the-job trainings to develop their technical knowledge and relevant skillsets. We continue to explore other means to enhance their knowledge and skills to build a resilient workforce.

In FY2023, our employees had benefited from a total of 5,809 hours of training, averaging to 7.68 hours per employee. The increased training hours in FY2023 from FY2022 (5,135 hours) were mainly from our China group which mostly consisted of product and system trainings. We aim to increase this number in the next year.



Employee Appraisal and Recognition

Serial strives to ensure that our employees are provided with the right platform to progress their careers. We carry out our annual performance appraisal reviews which provide employees with constructive feedback based on their performance, goals they set at the beginning of the year, and a set of shared leadership competencies. Promotions are also given to those who had performed well. We also linked rewards to performance and had established the Long Service Award to recognize employees' commitment and hard work to the Group. This is monitored by our HR department.

OUR SOCIAL

We are pleased to announce the 2023 Long Service Award recipients as follows:

2023 Long Service Awardees

No.	Name	Company	Length of Service (Years)
1	Tan Lye Seng	Serial Microelectronics Pte Ltd	30
2	Rosalind Wee Lay Tin	Serial Microelectronics Pte Ltd	20
3	Cheong Wai Hon	Serial System Ltd	15
4	Janine Yong Xiu Ling	Serial System Ltd	15
5	Jennifer Concepcion	Serial Microelectronics Pte Ltd	15
6	David Ng Kee Hoe	Serial Microelectronics Sdn. Bhd.	15
7	Sharon Fam Ik Sieng	Serial System Ltd	10
8	Eddie Yeo Puay Leng	Serial Multivision Pte. Ltd.	10
9	Prakash Ramakrishna	Serial Microelectronics India LLP	10
10	Ellen Yap Wai Fong	Achieva Technology Sdn. Bhd.	5



Dato' Seri Dr. Derek Goh with Mr. Tan Lye Seng



Dato' Seri Dr. Derek Goh with Ms. Sharon Fam Ik Sieng

OUR SOCIAL



Occupational Health and Safety (OH&S)

Our employees' occupational health and safety is of utmost importance to us. Effective OH&S Management is part of risk management and expected to enhance business efficiency and staff morale. Across our Group, we adopted and complied with ISO45001:2018 Occupational Health & Safety (OH&S) standards, along with its respective policy, which was put in place to guide the implementation of initiatives that promote OH&S. As we are also ISO22301:2019 (Business Continuity Management System) certified, it is required that we measure, monitor, evaluate and analyze our OH&S. Proactively tracking and taking accountability of reportable and reported incidents help to create awareness on the importance of a safe and healthy workplace.

To ensure compliance, we constantly communicate the importance of complying with all relevant laws and legislations in countries where we operate to all our business divisions. Our employees had attended formal safety trainings, including first-aid and response to fire incidents. Any case of non-compliance will be directly reported to our HR department and management for prompt follow-up actions. In FY2023, we recorded zero fatalities, severe injuries and ill health.

Local Community Involvement



As a responsible corporate citizen, Serial shares the concerns of our community and takes on the responsibility for its improvement by actively giving back to them to enrich people's lives. We do this through our various Corporate Social Responsibility (CSR) initiatives and efforts. Over the years, we had supported several activities for the elderly, the poor, and the needy, as well as in areas like healthcare, education, youth development, arts, culture, and heritage.

Since FY2019, due to health guidelines from the Singapore government aimed at curbing the spread of COVID-19, we have temporarily suspended our annual Lunar New Year celebration visit to Tai Pei Old Folks Home. Nonetheless, we remain steadfast in our commitment to Corporate Social Responsibility, continuing our yearly donations to various charitable foundations and programs.

In FY2023, we donated a total of S\$119,000 to various causes and organizations in Singapore. The Group has also pledged to donate S\$100,000 annually to Sian Chay Medical Institution since 2017, for a total period of 10 years which amounts to S\$1 million, to provide medical services to low income families of diverse cultural and religious background. For more details on the Company's CSR efforts, please refer to the "Corporate Social Responsibility" on page 18 in the Serial System Ltd Annual Report 2023.



OUR GOVERNANCE

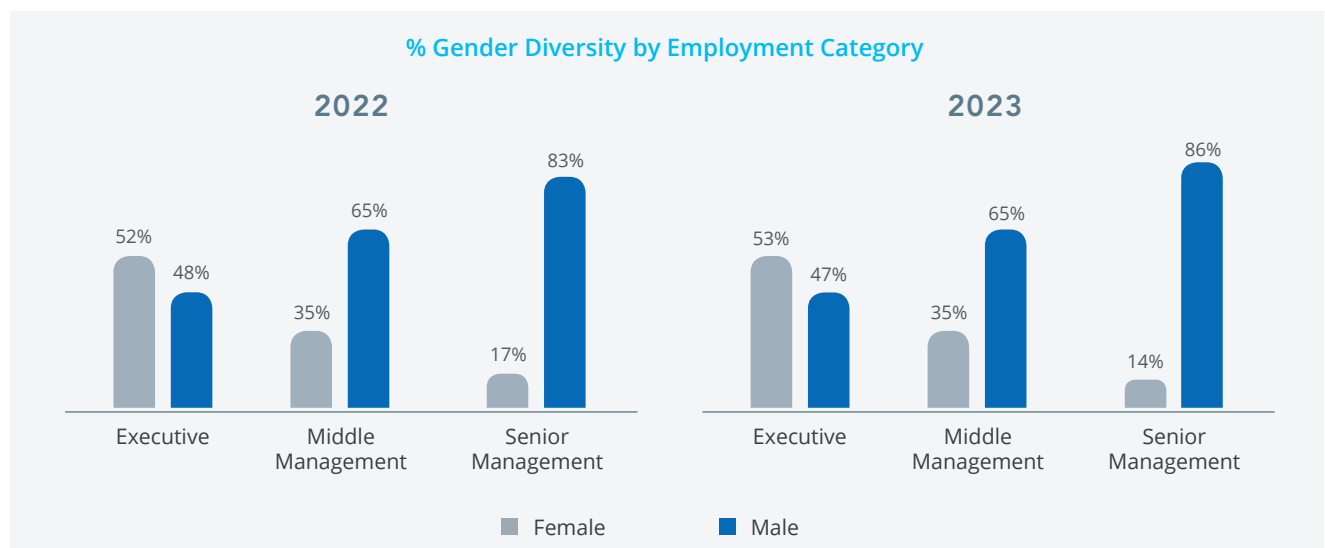
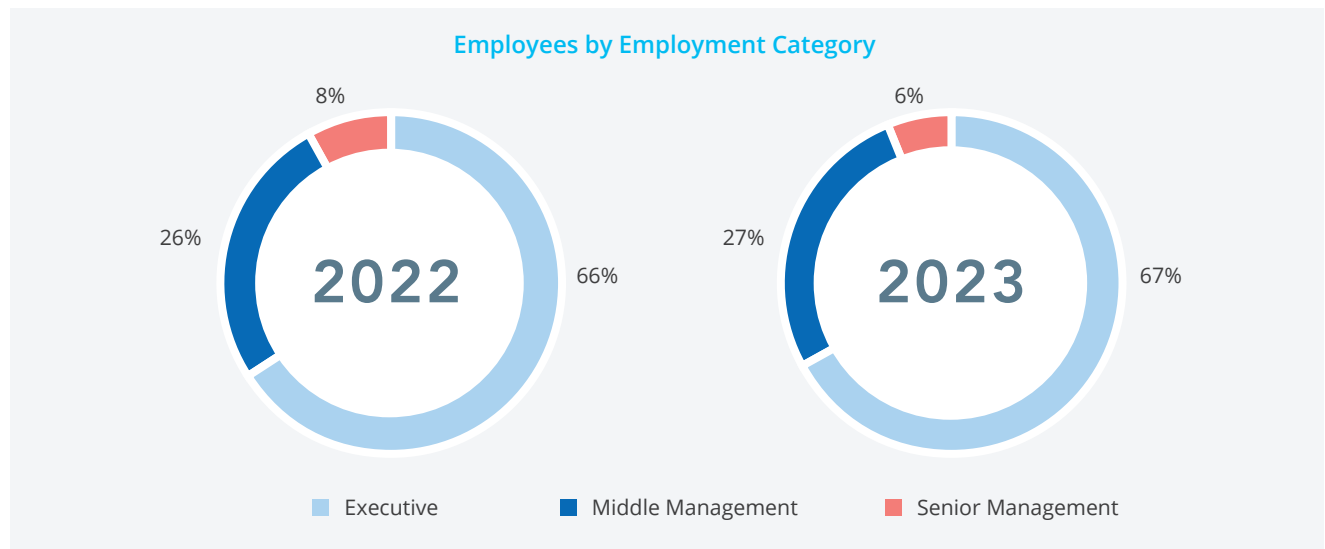
Goals and Targets

In compliance with the new standards set by the SGX, we had included the following material matters under Governance. We aim to increase female leaders in our senior management team and on the Board. Quantitative targets will be set after Management and Board review in FY2024.

Material Matter	2025 Target	FY2022 Performance	FY2023 Performance
Board Composition and Management Diversity			
Board Independence	Maintain majority Board independence	57.1% (4 of 7)	57.1% (4 of 7)
Women on the Board	NOT SET	14.3% (1 of 7)	14.3% (1 of 7)
Women in the Management Team	NOT SET	17.2% (10 of 58)	14.0% (6 of 43)

Board and Management Profile

In FY2023, our Board consists of seven members whose skills, experience and background contribute to the development of the Group's long-term strategy and business performance. There are four (4) independent and one (1) female member in it. Across our entire group, our employees are divided into three categories: senior management, middle management and executive.



OUR GOVERNANCE

Board Structure



The Board has overall responsibility for the Group's sustainability and ensures that its growth is sustainable in the long term. The Board oversees and monitors the management of Serial System's material ESG factors for the implementation of sustainability strategies, policies, key performance indicators, targets and initiatives.

The Board had established a Sustainability Steering Committee ("SSC") comprising department heads from Singapore in FY2022. In FY2023, we had included our Procurement/Asset Director into the committee. He is responsible in coordinating with our suppliers to ensure that they are in line with our sustainability goals (i.e. making sure that products are certified to environmental and social sustainability standards, etc.). The SSC supports the Board to provide oversight on Serial System's overall sustainability performance and drive its sustainability programs across the organization. For FY2023, the Board and the SSC conducted quarterly meetings to discuss updates on the following:

- Material ESG Factors
- Transition risks and opportunities (i.e. compliance with supplier's ESG initiatives, proposal on the use of renewable energy in Serial's buildings, search for a third-party database system for Scope 3 emissions data)
- Serial's performance versus set targets

These updates help guide the Board towards making informed decisions in business strategies and financial planning. To ensure that the Board is up-to-date on these matters, members of the SSC attended mandatory trainings conducted by the SGX. Important topics for discussion were then relayed to the rest of the SSC.

Corporate Governance

We believe that good corporate governance nurtures sound business decisions and organizational performance resulting in strengthened resilience and competitive advantage. The Group remains focused in complying with the principles of the Code of Corporate Governance 2018 (Code) while achieving operational excellence and delivering long-term strategic objectives. The Board of Directors is responsible for the Company's corporate governance standards and policies, emphasizing their importance to the Group.

The Board had considered the diversity of each member's skills, experience and background, maintaining the view that the Board's current size and structure are adequate for the existing business operations of the Group. Each director had been appointed on the strength of their calibre, experience and stature and is expected to bring their valuable range of experience and expertise to contribute to the development of the Group's long-term strategy and business performance.

OUR GOVERNANCE

We scored 79 points and ranked 154 in 2023 from the list of about 474 listed companies in the Singapore Governance and Transparency Index 2023 by CPA Australia, NUS Centre for Governance and Sustainability and Singapore Institute of Directors.

For detailed disclosure on the application of our corporate governance practices with reference to the Code, please refer to the “Corporate Governance Report” on page 27 to 49 in the Serial System Ltd Annual Report 2023. Where there are deviations from any of the principles of the Code, an explanation has been provided within the “Corporate Governance Report” in the Serial System Ltd Annual Report 2023.

Business Practices

Business Code of Ethics

Our business principles and practices regarding subjects that may face ethical implications are outlined in our internal code of business and ethical conduct. The Code of Conduct provides clear guidance for employees to observe our principles such as integrity, honesty, responsibility and accountability across all levels of our organization in the course of carrying out their duties. It is published on our corporate website and is easily accessible by all employees and stakeholders. The Code of Conduct provides guidance on matters such as:

- Conflict of interest and their appropriate disclosures
- Maintaining fair dealings in the conduct of our business and in our relationship with customers, suppliers and employees
- Our stance against bribery and corruption
- Safeguarding personal data and proper handling of confidential information
- Compliance with applicable laws and regulations including those relating to insider trading and personal data protection

New hires, as part of their induction program, are oriented with information about our Code of Conduct as well as other related corporate policies, including anti-bribery and anti-corruption, whistleblowing and business continuity.

Anti-Bribery and Anti-Corruption

Corruption can result in significant damage to the organization, such as loss of financial and social capital. We adopt a zero-tolerance approach towards corruption and continue to manage the exposure to these risks by applying and emphasizing good corporate governance, business ethics, and transparency while applying robust internal controls.

At Serial System Ltd, we prohibit corruption in any form, including but not limited to extortion and bribery. We require all employees, officers and directors to conduct business worldwide with integrity, transparency, and in compliance with all applicable legal requirements relating to anti-bribery, anti-corruption, anti-money laundering and anti-terrorism financing. This has been made clear to all employees, customers, suppliers and business partners.

We have a whistleblowing policy in place which enables an employee to report or raise concerns over any wrongdoings across the Group related to unlawful conduct, financial malpractice or dangers to the public or environment directly to the Chairman of the Audit Committee. The whistleblower who had acted in good faith is provided confidentiality, as well as victimization and harassment protection. The whistleblowing channels (either via postal address, telephone, mobile or email address) are accessible via our corporate website: <https://www.serialsystem.com>. Through this secure platform, all stakeholders can raise their concerns without worry. Wrongdoings include fraud, corruption, theft, abuse of authority, breach of regulations or non-compliance with the Group's internal controls and procedures. This policy is covered during employee trainings and is periodically communicated via e-mail to all employees as part of the Group's efforts to promote awareness on anti-corruption and fraud prevention.

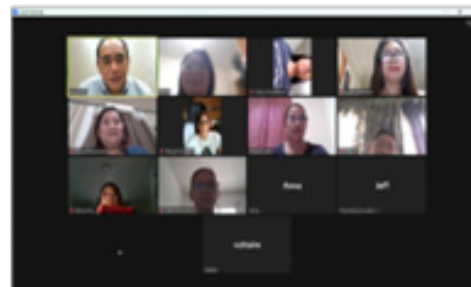
OUR GOVERNANCE



FCPA Awareness Training by Ernst & Young in South Korea



Internal FCPA Awareness Training in China



Internal FCPA Awareness Training (Online) in Philippines

We regularly review our policies on anti-bribery and anti-corruption, as well as on whistleblowing to ensure that they are updated, taking into account any related changes in legal and regulatory requirements. Besides this, we also conduct internal audits to ensure the efficiency and effectiveness of our internal controls, risk management and governance processes. To ensure all of our employees are knowledgeable and comply with our anti-bribery and anti-corruption policies, Foreign Corrupt Practice Act (FCPA) Awareness Training had been conducted thus far for our South Korea, China and the Philippines offices. For our Singapore office, training by Singapore Corrupt Practices Investigation Bureau (CPIB) was conducted in April 2024. While for the rest of our Group, training would be planned accordingly.

In FY2023, there were no incidents of corruption within the Group. We aim to keep this track record in subsequent reporting periods.

Regulatory Compliance

The Group has not been subjected to any fines or sanctions for contravention of any laws or regulations globally, including those relating to infringements of environment, health and safety, anti-money laundering, anti-terrorism financing and international trade compliance. We strive to maintain this track record and ensure all queries/allegations received are promptly investigated and addressed, failure of which may result in either public allegations of non-compliance or significant fines being levied on the Group.

Through our materiality assessment, we recognize that our core business faces increased risks related to export control laws, anti-bribery and anti-corruption, and data governance due to its nature and workforce presence across various countries and regions. We are committed to complying with all existing laws and regulations wherever the Group operates in. Regular training and communication are provided to keep employees updated on compliance issues that may affect their functions.

The Group had introduced various policies to guide its business conduct, including Export Control Compliance Policy (ECCP), Anti-Bribery and Anti-Corruption Policy ("ABAC" Policy) and Personal Data Protection Policy (PDP Policy).

Cybersecurity and Data Privacy

The pace of digitalization has far exceeded regulation to control and manage data privacy and protection, resulting in data breaches and data compromise that can cost millions. We continue to invest in cybersecurity infrastructure and systems to enhance our defense against cyber threats and attacks. In addition, we have in place appropriate measures to handle data confidentiality and integrity.

We continue to rigorously enforce our Group-wide IT policies and procedures on cybersecurity to meet ISO22301: 2019 Business Continuity Management System ("BCMS") requirements. In addition, our Group IT has:

- Implemented access controls and data security;
- Raised employees' IT security awareness by emailing notices or articles covering the latest cyber threats and their prevention measures, phishing alerts and cyberattacks;
- Conducted an annual IT disaster recovery exercise to ensure business recovery objectives are met; and
- Engaged licensed external cybersecurity vendor to carry out VAPT (Vulnerable Assessment and Penetration Test) on the Group's systems periodically so as to proactively address system gaps.

OUR GOVERNANCE

Safeguarding our stakeholders' personal data is of utmost importance to us. We conduct our business in compliance with the Personal Data Protection Act (PDPA) in Singapore. Accordingly, we had put in place a PDP Policy which governs the collection, use, disclosure and care of personal data. This policy is available to the public on our corporate website. In accordance with the PDPA, we had designated Data Protection Officers who had undergone proper training conducted by a qualified compliance solution provider.

All new employees are required to go through our PDP Policy and acknowledge their understanding over the prevailing risks, handling and protection of sensitive corporate data. We continue to educate our employees by conducting training programs, especially when there are changes in the legislation.

In FY2023, apart from no major cybersecurity incidents, there was zero substantiated complaint from outside parties and from the Personal Data Protection Commission. We will continue to improve our existing processes to safeguard personal data and confidential information through periodic review of our PDP Policy.

Export Control Laws

We do our part in maintaining international peace and security by having in place country-specific Internal Compliance Program (ICP). This sets the framework of operational controls and protocols for the respective business division transactions to be conducted in compliance with applicable export control laws and regulations. In order to facilitate our screening reviews, we engaged the system and service of an ISO-certified third-party outsourced vendor. Likewise, any updates to existing laws and regulations are programmed accordingly by them. In FY2023, we had changed our vendor to AEB and its integration in our processes had been smooth. Through AEB, we are able to monitor the items that would be shipped out and comply with the applicable laws for such transactions. Our International Trade Compliance (ITC) team also periodically reviews and communicates major/urgent updates to key personnel or regional ITC gatekeepers and management on a need-to-know basis.

To further strengthen our commitments and minimize the risk of non-compliance, the Group requires all new employees to undergo an export control awareness training. Additionally, all existing employees are required to attend a refresher training every 18 months to keep them up-to-date on the compliance issues that may affect their functions.

In FY2023, similar to FY2022, we had complied with all relevant export control laws and worked with suppliers, customers, 3PLs, local and international authorities to minimize disruption to our Group's business operations. We endeavor to maintain our compliance status in the following years.

International Trade Compliance

Complying with trade compliance laws and regulations is vital to protect the safety and security of countries where we operate and to ensure that our products do not fall into the hands of entities or persons that seek to do harm. The nature and scope of the Group's distribution business also makes it highly susceptible to falling victim to international fraud and unlawful activities. For this reason, the Group engages an ITC Officer to ensure the Group complies with international trade laws and regulations. He is also responsible to regularly update the management and key personnel on developments in international and local trade regulations.

The ITC Officer also leads the Group on all ISO Quality Accreditation initiatives. In FY2023, the Group's various entities obtained the following Trade & ISO Certifications:

- Serial Microelectronics Pte Ltd – ISO9001:2015 Quality Management System (QMS) surveillance audit on 4 January 2023
- Serial Microelectronics Inc. – Taiwan International Trade Administration (ITA) Internal Compliance Program (ICP) re-certification on 31 March 2023
- Contract Sterilization Services Pte Ltd – ISO 13485:2016 Medical Devices Quality Management System (QMS) certified since 15 August 2005, re-certified on 15 May 2023 and valid until 14 May 2026
- Serial Microelectronics (HK) Limited - ISO9001:2015 Quality Management System (QMS) re-certification on 23 May 2023.
- Serial Microelectronics Pte Ltd - ICC SME360 X Singapore Green Exporter Program Certificate by SBF/MT1 on 3 August 2023
- Serial Microelectronics Pte Ltd - ISO22301:2019 Business Continuity Management System (BCMS) surveillance audit on 14 August 2023
- Serial Microelectronics Korea Limited – ISO45001:2018 Occupational Health & Safety Management System (OH&S) surveillance audit on 20 November 2023
- Serial Microelectronics Korea Limited – ISO14001:2015 Environmental Management System (EMS) surveillance audit on 20 November 2023

OUR GOVERNANCE

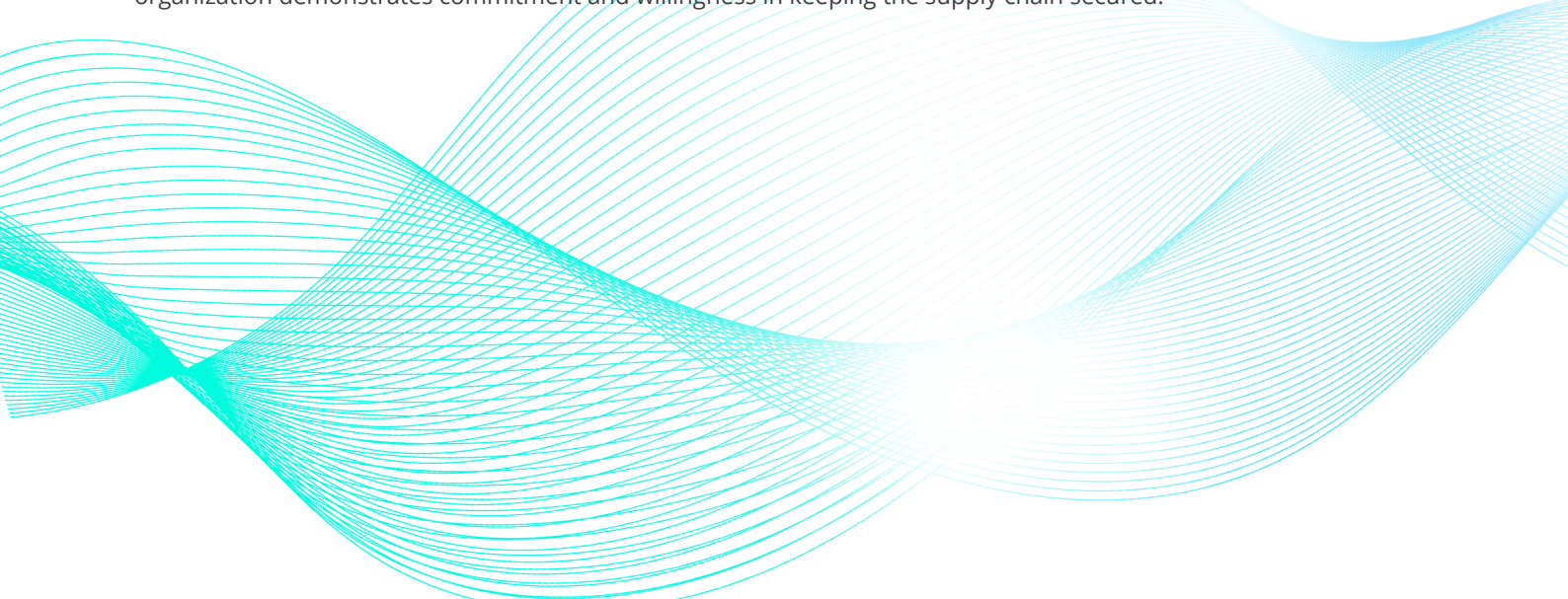
The following Trade & ISO Certifications are planned for undergoing re-certification and surveillance audit in FY2024:

- Serial Microelectronics Pte Ltd – ISO9001:2015 Quality Management System (QMS) surveillance audit by 4 January 2024 and major re-certification on 7 - 9 December 2024.
- Serial Microelectronics Inc. – Taiwan International Trade Administration (ITA) Internal Compliance Program (ICP) re-certification on 31 March 2024
- Serial Microelectronics (HK) Limited - ISO9001:2015 Quality Management System (QMS) surveillance audit by 31 May 2024
- Serial Microelectronics Pte Ltd - ISO22301:2019 Business Continuity Management System (BCMS) major re-certification on 16 - 19 Sep 2024.
- Serial Microelectronics Pte Ltd – SG Customs TradeFIRST re-certification before 31 March 2024
- Serial Microelectronics Pte Ltd – SG Customs Secure Trade Partnership (STP) re-certification before 31 March 2024
- Serial Microelectronics Korea Limited – South Korea Ministry of Trade, Industry & Energy (MOTIE) Internal Compliance Program (ICP) Accreditation re-certification before 19 March 2024

Owing to Serial Microelectronics Taiwan Inc.'s strong commitment in trade compliance for strategic high-tech commodities since 6 December 2016 (and re-certified on 31 March 2023), we had been accredited with Taiwan International Trade Administration (ITA) Certificate No. 1052850475 as the 50th organization in the entire country to do so and awarded the prestigious membership into ITA's quarterly roundtable meetings organized by the Ministry of Economic Affairs (MOEA) – Taiwan.

Serial Microelectronics Korea Limited's strong management support and commitment in trade compliance and export controls matters helped our Serial Group to be certified by South Korea Ministry of Trade, Industry & Energy (MOTIE) with Internal Compliance Program (ICP) Accreditation since 19 March 2018 and re-certified on 19 March 2024, valid until 18 March 2027. Issuance of the certificate will be by early April 2024.

Similarly, Serial Microelectronics Pte Ltd on 16 March 2018 was awarded both the TradeFIRST "Best-In-Class" Premium Band and Secure Trade Partnership (STP) Accreditations in recognition of our partnership with Singapore Customs to make trade easy, fair and secure. The company was re-certified on 13 February 2024 (valid for 3 years). Serial Microelectronics Pte Ltd is recognized as a "Secure Trade Partner" with Singapore Customs under the Secure Trade Partnership (STP) Program and granted a STP Certification Membership No. AEOSG12022018001T. It is mutually recognized by the World Customs Organization (WCO), matching the standards of Authorized Economic Operator (AEO) and U.S. CBP Customs-Trade Partnership Against Terrorism (C-TPAT). From FY2018 to FY2023, Serial Microelectronics Pte Ltd had been listed in the Singapore Customs Website "Hall of Fame", together with 105 companies, as STP Companies. The STP is a voluntary certification program consistent with the WCO SAFE Framework of Standards to secure and facilitate global trade. The program encourages companies to adopt robust security measures, using a risk-based approach in their trading operations to improve global supply chain security. By participating in the program, an organization demonstrates commitment and willingness in keeping the supply chain secured.



APPENDIX A:

CALCULATION METHODS USED

This section explains the definitions, calculation boundaries, methodologies, and assumptions used in the computation of Serial's floor area, energy, water, greenhouse gas (GHG) emissions, waste and employee-related information.

Environment

Serial System Ltd adopts the Operational Control Approach, as outlined in the GHG Protocol Corporate Standard, which was used to determine organizational boundaries. This means that the Company accounts for 100% of the emissions from operations over which it or one of its subsidiaries has operational control. As at 31 December 2023, the Group accounted for our offices, namely in Singapore, China, South Korea, Malaysia and Thailand. Data from ACTH is a new addition for this year's reporting.

Floor Area

Upon reviewing our data, it was found that the floor area for our Taiwan office had been reporting in Taiwanese ping instead of square meters. For this year, we had acknowledged this oversight and applied the appropriate conversion factor to make the units uniform.

Energy Consumption within the organization

The Group consumes energy from purchased electricity and it is expressed in megawatt-hour (MWh). This was previously expressed in kilowatt-hour (kWh).

Water Consumption within the organization

The Group consumes municipal water and is expressed in cubic meters (m3).

Greenhouse Gas (GHG) Emissions

Scope 1 emission was calculated from the consumption of diesel fuel, expressed in tons CO₂e. This is a new addition to our sustainability reporting as it was not previously included. Data came from seven (7) offices of our Group and was retraced back to 2019 (base year).

Scope 2 emission was calculated based on the Group's energy consumption, expressed in tons CO₂e. For FY2023, we recalculated previously reported values as it was found that we had used US grid factors instead of location-based ones.

Scope 3 emission was calculated based on the shipment data from our Singapore, China and Hong Kong offices as most of our business is done over these locations. This had been the reported values since 2019 and is expressed in tons CO₂e.

GHG Emission Factors

For Scopes 1 and 3: We had used the emission factors from the UK Government GHG Conversion Factors for Company Reporting.

Type	Value*	Unit
Diesel (100% mineral diesel)	2.65937	kg CO ₂ e/L
HGV (diesel), Rigid (>3.5 to 7.0 tons), Average-laden	0.51228	kg CO ₂ e/tonne-km
Railway	0.02779	kg CO ₂ e/tonne-km
Cargo Ship (average of general cargo and container ship)	0.01467	kg CO ₂ e/tonne-km
Air Freight	1.09903	kg CO ₂ e/tonne-km
*The value used here already accounts for CO ₂ , CH ₄ and N ₂ O emissions.		

APPENDIX A:

CALCULATION METHODS USED

For Scope 2:

Country	Electricity Factor (gCO ₂ e/kWh)	Source
Singapore	416.8	Singapore Energy Statistics 2022 by the Energy Market Authority (Singapore)
Malaysia	550.0	Sustainability Report 2022 by TNB
South Korea	411.3	Climate Transparency Report 2022 for South Korea
Taiwan	495.0	2022 Electricity Carbon Emission Factor by the Ministry of Economic Affairs Energy Administration (Taiwan)
Hong Kong	680.0	Sustainability Report 2022 by HK Electric Investments
China	570.3	Notice on the management of greenhouse gas emission reports of enterprises in the power generation industry from 2023 to 2025 by the Ministry of Ecology and Environment of the People's Republic of China
Thailand	442.0	Energy CO ₂ Statistics by the Ministry of Energy (Thailand) Energy Policy and Planning Office

Intensity (Energy, Water, and GHG)

For energy and water intensities, we had reported them on the basis of two factors (floor area and number of employees). For GHG intensities, these were reported separately as Scopes 1 and 2 (together) and Scope 3 on the basis of our revenue (in million USD).

Waste

To be specific, this only accounts for office paper use (printing and photocopying). For this year, we had changed the reporting units from pieces of paper to tons of paper, as well as adding data from our different offices as we had only reported the paper usage of our Singapore head office from FY2019 to FY2022. We had only included the offices that had the complete data from 2019 to 2023, along with ACTH that commenced consumer products distribution business in April 2022.

For FY2023 calculations, the following assumptions were made:

- A4-sized papers are used which weigh 5g per sheet.
- For offices that have the actual number of printed sheets, it was assumed that 20% of the time they had used back-to-back printing. This means that for every 10 prints, 9 papers were used (8 were used one-sided and 1 was used back-to-back).
- For offices that only have the number of reams bought, it was assumed that 75% of the total papers were used.

Social

Total number of employees

For this report, it means the number of current employees (existing employees and new hires).

% Employee Turnover or Attrition Rate

To get this percentage, we had used the formula: number of resigned employees divided by the total number of employees. The total number of employees used here comprises the current employees and the number of resigned employees.

Average Training Hours per Employee (Group and by gender)

For the Group, this is calculated as the total number of hours of training provided to employees over the reported total number of employees.

APPENDIX B:

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD)

Key Area	Serial's Approach
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Governance

- a. Describe the board's oversight of climate related risks and opportunities
- The Board has overall responsibility for the Group's sustainability and ensures that its growth is sustainable in the long term.
- b. Describe the management's role in assessing and managing climate related risks and opportunities
- The Board has established a Sustainability Steering Committee comprising management from Singapore in FY2022.
- Please refer to "Board Structure section under Our Governance" on page 24 of this report for more details.

Strategy

- a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term
- b. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning
- c. Describe the resilience of the organization's strategy, taking into consideration different climate related scenarios, including a 2 C or lower scenario

Transition Risks:

	Risk Scenario 1	Risk Scenario 2	Risk Scenario 3
Risk Type	Use of renewable energy (specifically solar energy)	Use of sustainable alternatives in transportation	Carbon tax regulation
Description	With the implementation of carbon taxing and the goal to reduce carbon emissions, we had been looking into lowering electricity costs in our offices and warehouses by integrating the use of solar energy.	Fossil fuels are still widely-used in the Group's day-to-day business activities, especially in shipment of goods.	The Singapore government started carbon taxing in 2019, charging facilities/ companies that emit more than 25,000 tons CO ₂ e annually. It is currently charging S\$5/tCO ₂ e and would increase to S\$10-S\$15/tCO ₂ e by 2030.
Time Frame	Short-term	Medium-term	Medium-term
Possible Impacts	If not used, there would be no reduction in carbon emissions from purchased electricity which could lead to more costs due to the carbon tax.	If processes continue without change, it would lead to non-reduction in carbon emissions which in turn, could acquire more costs due to the carbon tax.	Increased costs in the Group's daily operations
Company's Response	In FY2023, we sourced from various providers for the installation of solar panels in our Singapore head office. We plan to commence installation by the fourth quarter of 2024. For our other offices in Asia, we plan to progressively install solar panels where feasible or applicable.	In FY2023, some of Serial System's subsidiaries had been encouraged to use sea rather than air freights as this emits lower carbon emissions. In cases where it is applicable, we are considering the use of either electric vehicles or biofuels in our processes. In addition, we are also constantly looking for more sustainable business partners in the supply chain to minimize carbon emissions.	In FY2023, Serial System had been looking into installing solar panels in our Singapore head office and planning for other offices to do the same. As our operations heavily emit carbon due to shipments, we are looking into more sustainable alternatives, especially with our logistics partners.

Notes:

Description of Time Frames:

- Short-term: within two years
- Medium-term: two to ten years
- Long-term: more than ten years

APPENDIX B:

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD)

Key Area

Serial's Approach

Strategy (continued)

Physical Risks – Acute Impact:

	Risk Scenario 1	Risk Scenario 2
Description	Unprecedented storms had been recorded in recent years and may cause widespread flooding, especially in low-lying areas.	Risks that weather events like extreme heat will affect the business (i.e. heat stress on workers which would cause the use of more energy for cooling systems, possible damaged goods due to hot temperatures, etc).
Time Frame	Short to medium-term	Short to medium-term
Possible Impacts	- Flooding may damage goods, especially since the Group stores electrical components and consumer products which could lead to financial loss. - Strong winds and flooding may lead to delayed arrivals and shipment of goods.	- Heat stress on employees. - Use of more electricity for air conditioning.
Company's Response	- For owned warehouses, all possible entries of water are secured. For rented storage, we ensure that they are in good condition with minimal chances of flooding in the area before continuing with the partnership. - In anticipation of strong typhoons, planned shipments are made so that delays are taken into account. If there would be any delays, customers are notified timely and can make alternate plans accordingly.	- To reduce our purchased electricity, we planned to install solar panels by the fourth quarter of 2024. - Employees are encouraged to wear light-colored shirts and reminded to drink lots of water, especially during warm season.

Physical Risks – Chronic Impact:

	Risk Scenario 1	Risk Scenario 2
Description	Singapore is a low-lying city state which makes it vulnerable to rising sea levels and extreme weather events.	Risks associated with prolonged and more severe droughts can affect the business (i.e. increased costs due to water scarcity).
Time Frame	Medium to long-term	Medium to long-term
Possible Impacts	Affected locations may be submerged over time, resulting to a loss of office or warehouse space.	Water scarcity could lead to higher water costs.
Company's Response	The Company widened its footprint by expanding its office and warehouse locations specifically in Asia. In the event that submerging occurs, the operations and goods will be moved to a safer area.	Implement water conservation practices.

APPENDIX B:

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD)

Key Area	Serial's Approach
Risk Management a. Describe the organization's processes for identifying and assessing climate related risks b. Describe the organization's processes for managing climate related risks c. Describe how processes for identifying, assessing, and managing climate related risks are integrated into the organization's overall risk management	In FY2023, Serial System had focused more on its sustainability journey by appointing a new SSC Chair and employing a dedicated Engineer to collect, review and consolidate data required for reporting. In addition, they are also responsible in initiating the identification and assessment of climate-related risks. These are then presented to the rest of the SSC during quarterly meetings so that they may place their insights and departmental perspectives, resulting to a more holistic view of these risks. So far, we had decided to invest resources into lowering our purchased electricity by installing solar panels, starting with our Singapore head office. Part of Serial's ongoing efforts to mitigate climate-related risks was to set targets last 2019 to reduce its energy, water and office paper consumptions. In FY2023, the Company reviewed its reported data and found areas of improvement, starting with the alignment of metrics and their units to the SGX List of Core Metrics and following the calculation methods by the GHG Protocol. These were presented to the SSC and later disseminated to the heads of other offices to ensure that the entire Group are aligned. With this, we aim to help the Board make more sound decisions based on the actual performance of the Group. The Board aims to review the proposed material topics in this report, set targets for new ones and re-evaluate existing ones in the following year due to the recalculated values. In FY2023, we had started to integrate climate-related risks in our overall risk management mainly due to regulatory compliance. So far, the Group had decided to lower its purchased electricity consumption by installing solar panels in our Singapore head office by the fourth quarter of FY2024 and planning for our other offices to do the same where feasible or applicable. We also aim to get a better grasp of our Scope 3 emissions by capturing relevant data from our suppliers and customers through the use of a third-party system, the process of which is still ongoing. Ultimately, the goal is to have a complete view on the Company's current climate-risk status and to come up with ways to manage these risks.
Metrics and Targets a. Describe the metrics used by the organization to assess climate related risks and opportunities in line with its strategy and risk management process b. Describe Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks c. Describe the targets used by the organization to manage climate related risks and opportunities, and performance against targets	Serial System reports its consumption in absolute and/or intensity values, specifically for energy consumption, greenhouse gas emissions, water consumption and waste generation (i.e., paper), in accordance to the Singapore Exchange Securities Trading Limited's Listing Manual Rules 711A and 711B and the International Sustainability Standards Board (ISSB) – which includes the Sustainable Accounting Standards Board (SASB), Global Reporting Initiative (GRI) Universal Standards 2021 and the Task Force on Climate-related Financial Disclosures (TCFD). Please refer to the "Material Topics section under Sustainability Strategy" on page 6 to 8 of this report for more details. In FY2023, we had reviewed our reported data, recalculated, and re-classified them according to their appropriate category. These were expounded in the sections mentioned above. The % target reduction indicated remains unchanged for FY2023 from our FY2019 base year, but the values used for comparison were changed where necessary in accordance to the SGX's reference guide and calculation methods in the GHG Protocol. Targets for new material matters will be looked into while existing ones will be re-evaluated in the following year. These targets will be made in line with the Company's expanding business operations, taking into account its multiple office and warehouse locations.

APPENDIX C:

SUSTAINABLE ACCOUNTING STANDARDS BOARD (SASB)

We used the Multiline and Specialty Retailers & Distributors in the Consumer Goods category as our SASB industry as it is the most applicable to our business model. The following information was prepared in accordance with the SASB Standards Application Guidance.

Topic	SASB Code	Metrics	Page number(s) and/or URL(s)
Energy Management in Retail & Distribution	CG-MR-130a.1	(1) Total energy consumed, (2) percentage grid electricity	SR, page 11
Data Security	CG-MR-230a.1	Description of approach to identifying and addressing data security risks	SR, page 25-26
	CG-MR-230a.2	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of customers affected	SR, page 26
Labor Practices	CG-MR-310a.1	(1) Average hourly wage and (2) percentage of in-store and distribution center employees earning minimum wage, by region	No labor law violations for FY2023
	CG-MR-310a.2	Voluntary and turnover rate for in-store and distribution center employees	SR, page 19
	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	No labor law violations for FY2023.
Workforce Diversity & Inclusion	CG-MR-330a.1	Percentage of gender for (a) executive management, (b) non-executive management and (c) all other employees	SR, page 19, 22
	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	No employee discrimination for FY2023.
Product Sourcing, Packaging & Marketing	CG-MR-410a.2	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	SR, page 9
	CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	SR, page 14

Activity Metric	SASB Code	Unit of Measure	Page number(s) and/or URL(s)
Number of: (1) retail locations and (2) distribution centers	CG-MR-000.A	Number	AR, page 3
Total area of: distribution centers	CG-MR-000.B	Square meters (m ²)	22,251.00 m ²

APPENDIX D

GRI CONTENT INDEX

GRI Standard	Disclosure	Title	Page number(s) and/or URL(s)
Organizational Profile			
GRI 2: General Disclosures 2021	2-1	Organizational details	SR, page 3 AR, page 3-17
	2-2	Entities included in the organization's sustainability reporting	AR, page 3, 100, 106-112
	2-3	Reporting period, frequency and contact point	SR, page 2
	2-4	Restatements of information	SR, page 2. This is the seventh year of reporting and there were no restatements except for re-alignment of reported values as required by the SGX's List of Core Metrics.
	2-5	External assurance	The Company did not seek external assurance on this report but plans to do so in the future.
	Activities and Workers		
	2-6	Activities, value chain and other business relationships	SR, page 3 AR, page 3-17
	2-7	Employees	SR, page 16-19
	2-8	Workers who are not employees	There are no workers who are not employees.
	Governance		
	2-9	Governance structure and composition	SR, page 22-27 AR, page 27-49
	2-10	Nomination and selection of the highest governance body	SR, page 22-23 AR, page 31-36
	2-11	Chair of the highest governance body	SR, page 23 AR, page 32
	2-12	Role of the highest governance body in overseeing the management of impacts	SR, page 2, 22-23 AR, page 27
	2-13	Delegation of responsibility for managing impacts	SR, page 23 AR, page 27
	2-14	Role of the highest governance body in sustainability reporting	SR, page 6-8, 22-23 AR, page 27
	2-15	Conflicts of interest	SR, page 24 AR, page 28, 172-179
	2-16	Communication of critical concerns	SR, page 2, 5-6 AR, page 30, 33, 44
	2-17	Collective knowledge of the highest governance body	AR, page 20-23

APPENDIX D

GRI CONTENT INDEX

GRI Standard	Disclosure	Title	Page number(s) and/or URL(s)
	2-18	Evaluation of the performance of the highest governance body	AR, page 36-37
	2-19	Remuneration policies	AR, page 37-38
	2-20	Process to determine remuneration	AR, page 38-39
	2-21	Annual total compensation ratio	Unable to disclose due to confidentiality reasons. However, the Company has disclosed the remunerations of Directors and Group CEO, and the remuneration band of the top five key management personnel (excluding the Directors or the Group CEO) in page 40 of the Annual Report 2023.
	Strategies, Policies and Practices		
	2-22	Statement on sustainable development strategy	SR, page 2, 4
	2-23	Policy commitments	SR, page 4
	2-24	Embedding policy commitments	SR, page 4
	2-25	Processes to remediate negative impacts	SR, page 4
	2-26	Mechanisms for seeking advice and raising concerns	SR, page 4
	2-27	Compliance with laws and regulations	SR, page 25-26
	2-28	Membership associations	SR, page 26
	Stakeholder Engagement		
	2-29	Approach to stakeholder engagement	SR, page 5-6
	2-30	Collective bargaining agreements	There are no collective bargaining agreements in place.
Identification of Material Topics			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	SR, page 2, 6-8
	3-2	List of material topics	SR, page 6-8
	3-3	Management of material topics	SR, page 6-8
Material Topics			
Economic Performance			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	SR, page 9 AR, page 59-160
	201-2	Financial implications and other risks and opportunities due to climate change	SR, page 30-32

APPENDIX D

GRI CONTENT INDEX

GRI Standard	Disclosure	Title	Page number(s) and/or URL(s)
GRI 203: Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	SR, page 9
Energy			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	SR, page 10-11
	302-3	Energy intensity	SR, page 10-11
	302-4	Reduction of energy consumption	SR, page 10-11
Greenhouse Gas Emissions			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	SR, page 12
	305-2	Energy indirect (Scope 2) GHG emissions	SR, page 12
	305-3	Other indirect (Scope 3) GHG emissions	SR, page 12
	305-4	GHG emissions intensity	SR, page 12
	305-5	Reduction of GHG emissions	SR, page 12
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	SR, page 12
Water			
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	SR, page 13
	303-5	Water consumption	SR, page 13
Materials and Waste			
GRI 301: Materials 2016	301-1	Materials used by weight or volume	SR, page 14
Human Capital			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	SR, page 17
Occupational Health and Safety			
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	SR, page 21
	403-2	Hazard identification, risk assessment, and incident investigation	SR, page 21
	403-4	Worker participation, consultation, and communication on occupational health and safety	SR, page 21
	403-5	Worker training on occupational health and safety	SR, page 21
	403-6	Promotion of worker health	SR, page 21
	403-8	Workers covered by an occupational health and safety management system	SR, page 21
	403-9	Work-related injuries	SR, page 21
	403-10	Work-related ill health	SR, page 21

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GRI CONTENT INDEX

GRI Standard	Disclosure	Title	Page number(s) and/or URL(s)
Training and Development			
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	SR, page 20
	404-2	Programs for upgrading employee skills and transition assistance programs	SR, page 20
	404-3	Percentage of employees receiving regular performance and career development reviews	SR, page 20
Diversity			
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	SR, page 22-23
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	No incidents of discrimination for FY2023.
Human Rights			
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	No incidents of child labor for FY2023.
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	No incidents of forced or compulsory labor for FY2023.
Local Community Involvement			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	SR, page 21
Business Ethics			
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	SR, page 24-25
	205-2	Communication and training about anti-corruption policies and procedures	SR, page 24-25
	205-3	Confirmed incidents of corruption and actions taken	No incidents of corruption for FY2023.
Compliance			
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	SR, page 25
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR, page 24-26
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	SR, page 24-27

APPENDIX E

SGX'S LIST OF CORE METRICS

Topic	Metric	Unit	Page number(s) and/or URL(s)
Environmental			
Greenhouse Gas Emissions ("GHG")	Absolute emissions by: (a) Total; (b) Scope 1, Scope 2; and (c) Scope 3, if appropriate	tons CO ₂ e	SR, page 12
	Emission intensities by: (a) Total; (b) Scope 1, Scope 2; and (c) Scope 3, if appropriate	tons CO ₂ e /revenue (in million USD)	SR, page 12
Energy Consumption	Total energy consumption	MWh	SR, page 11
	Energy consumption intensity	MWh/m ² MWh/employee	SR, page 11
Water Consumption	Total water consumption	m ³	SR, page 13
	Water consumption intensity	m ³ /m ² m ³ /employee	SR, page 13
Waste	Total waste generated	tons	SR, page 14
Social			
Gender Diversity	Current employees by gender	Percentage (%)	SR, page 18
	New hires and turnover by gender	Percentage (%)	SR, page 17
Age-Based Diversity	Current employees by age groups	Percentage (%)	SR, page 16
	New hires and turnover by age groups	Percentage (%)	SR, page 17
Employment	Total turnover	Number and Percentage (%)	SR, page 18
	Total number of employees	Number	SR, page 16
Development & Training	Average training hours per employee	Hours/employee	SR, page 20
Occupational Health & Safety	Fatalities	Number of cases	SR, page 21
	High-consequence injuries	Number of cases	SR, page 21
	Recordable injuries	Number of cases	SR, page 21
	Recordable work-related ill health cases	Number of cases	SR, page 21
Governance			
Board Composition	Board independence	Percentage (%)	SR, page 22
	Women on the board	Percentage (%)	SR, page 22
Management Diversity	Women in the management team	Percentage (%)	SR, page 22
Ethical Behavior	Anti-corruption disclosures	Discussion and number of standards	SR, page 24
	Anti-corruption training for employees	Number	SR, page 24-25
Certifications	List of relevant certifications	List	SR, page 26-27
Alignment with Frameworks	Alignment with frameworks and disclosure practices	GRI/ TCFD/ SASB	SR, page 28-38
Assurance	Assurance of sustainability report	Internal	The Company did not seek external assurance on this report but had relied on internal review of the sustainability processes by our in-house Internal Auditor.
AR – Annual Report 2023			
SR – Sustainability Report 2023			