



Sustainability Report 2019

Wing Tai Holdings Limited

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Board Statement

Wing Tai Holdings Limited (“the Company”) and its subsidiary companies (“the Group”) is pleased to issue its second annual sustainability report in line with the Singapore Exchange (“SGX”) guidelines on Sustainability Reporting.

The Group continues to value sustainability as an important part of its business strategy. This year, we are delighted to include our Malaysia operations as part of our sustainability reporting scope. Furthermore, to articulate its impact on common global goals, challenges and opportunities, the Group has aligned its material topics and sustainability efforts to relevant United Nations (“UN”) Sustainability Development Goals (“SDGs”). The Group recognises its duty as a global, corporate citizen, and hopes to continue improving its efforts in this regard.

In FY2019, The Garden Residences, received the Singapore Building Construction Authority’s (BCA)

Green Mark Gold Plus rating, adding to its growing list of certified developments. In FY2019, the Group also improved its employees health and wellness benefits to imbue a sense of joy at the workplace.

This financial year witnessed the launch of the group-wide Company’s Interest First Programme to champion a new mindset in the workplace, reinforced by its core values: Teamwork, Leadership, Integrity, Passion and Continuous Improvement. Employees embarked on 2 rounds of Intra-department and Inter-department projects to produce a series of new initiatives that were implemented across the Group.

Many other initiatives can be found in the report, which aims to provide a balanced account of the Group’s policies, efforts and ambitions towards becoming a responsible corporate citizen. The Board looks forward to continuing the widespread integration of sustainability throughout the Group.

About this Report

Reporting Scope and Period

This is the second annual Sustainability Report published by the Company which is headquartered in Singapore and listed on the Singapore Exchange Securities Trading Limited ("SGX").

The scope of this report covers the Group's property and retail business in Singapore and Malaysia. The specific operations included in the scope of this report are as follows:

Commercial Property *Directly managed*

- Winsland House I
- Winsland House II
- Winsland House Serviced Suites by Lanson Place

Residential Property *Developed for sale*

- Le Nouvel Ardmore
- The Crest
- The Garden Residences

Other Property *Currently in development*

- The M
- Taman Jasa Ria

Directly Managed Retail

Multiple store branches in Singapore and Malaysia

Other geographical areas where the Group operates include Hong Kong, the People's Republic of China and Australia, represented by Wing Tai Holdings' subsidiary companies such as Wing Tai China Pte. Ltd., as well as the Group's associated company, Wing Tai Properties Limited. These companies

collectively focus on property investment and development, lifestyle retail and hospitality management in key Asia Pacific markets.

Please refer to pages 121–124 of The Company's annual report for the entire list of entities (with the exception of inactive and dormant entities) included in the consolidated financial statements.

This report discusses the Group's sustainability performance for the financial year ended 30th June 2019 ("FY2019") and will be published annually in accordance with the SGX Listing Rules. The Group hopes to use this report to share its commitment to sustainability with its valued stakeholders, including employees, investors, customers, business partners, suppliers and contractors, national agencies and the communities it operates in.

Reporting Standard and Assurance

This report has been prepared in accordance to the Global Reporting Initiative ("GRI") standards: Core option. The report also includes reference to the UN SDGs.

The Company has not obtained any independent assurance of the information being reported this year, but will continue to work on enhancing its reporting processes, and consider obtaining independent assurance in the future.

Feedback

A softcopy of this report can be found online at www.wingtaiasia.com.sg. The Company welcomes any questions or feedback on this report and can be reached at investors@wingtaiasia.com.sg.

Corporate Statement

Purpose

Creating sustained value for stakeholders

Vision

The Tembusu, a long-lasting native tree, has a characteristic fissured bark, resilient core and deep roots; it spreads its branches upwards and outwards to offer shade, shelter and delightful blossoms, bearing fruit

Mission

Achieving sustained profitability in its core businesses through winning partnerships based on trust and respect

Core Values

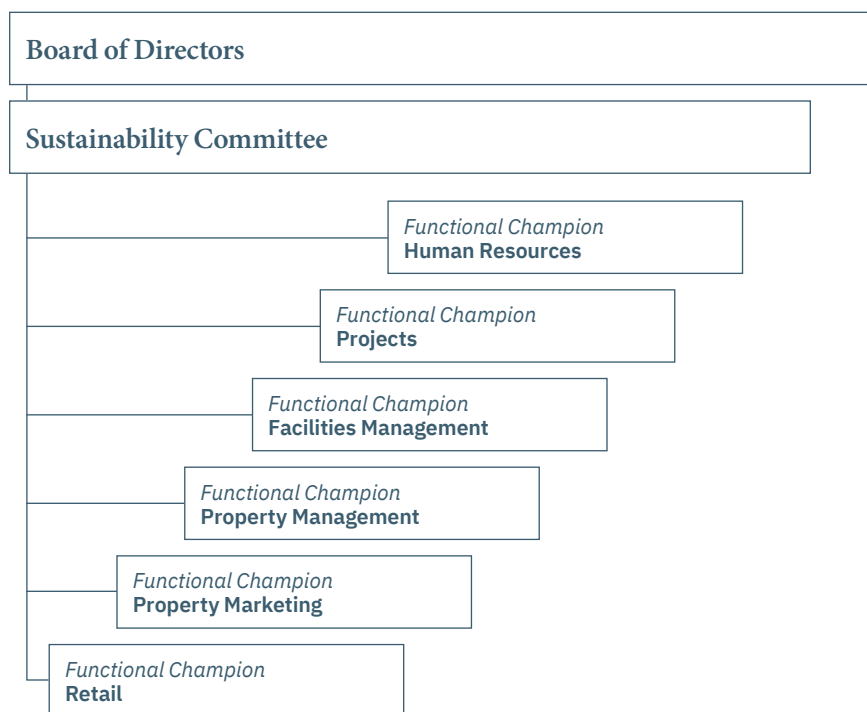
- Integrity
- Teamwork
- Leadership
- Passion
- Continuous Improvement

Sustainability Efforts

Sustainability Governance

The Sustainability Committee manages and integrates all sustainability practices for the Group, using the SGX sustainability guidelines to assist in their course of action. Through working closely with the Functional Champions (managers based in key departments of human

resources, projects, facilities management, property management, property marketing and retail) who are responsible for the guidance and consolidation of sustainability related information across the Group. The Sustainability Committee reports to the Board, which monitors and advises on progress and strategy.



Stakeholder Engagement

Engaging with its various stakeholders to understand their relevant demands or concerns is crucial to the Group's long-term success. The Group identifies and prioritises its stakeholders based on both their influence and their dependence on the business. Below is a table summarising its key stakeholders, the different methods of engagement and the relative outcomes.

Stakeholder	Frequency	Method	Topics Raised	The Group's Response
Employees	Biennial	Employee Engagement Survey	<ul style="list-style-type: none"> • Communication • Recognition and career growth • Younger generation employees' ideas generation 	<ul style="list-style-type: none"> • Enhance communication within the Group • Focus on non-financial recognition and communication of growth opportunities for employees • Provide support for younger generation employees to share ideas and opinions through open communication
	Quarterly	Employee Feedback Channel (where dedicated email addresses are set for the respective Strategic Business Units ("SBUs"))	Employees can provide feedback/suggestions for improvement on the following areas: <ul style="list-style-type: none"> • Processes and procedures • Workplace environment • Customer service 	Depending on the nature and complexity of issue(s) raised, Human Resources ("HR") will revert to employees within 10 working days, or inform employees that more time is required before they can adequately respond
	Ongoing	<ul style="list-style-type: none"> • S&R Activities • Company Interest First Programme (Values Update) 	<ul style="list-style-type: none"> • Activities fostering employee engagement <ul style="list-style-type: none"> – Team building activities e.g. bowling, laser tag – Lunch Talks/Workshops • Existing company values, work practices and employee attitudes towards newly established values. 	<ul style="list-style-type: none"> • Organise activities that promote team bonding and engagement • Implement Company Interest First programme to embed the core values in our workplace
Shareholders	<ul style="list-style-type: none"> • Annual • Quarterly 	<ul style="list-style-type: none"> • Annual report • Quarterly release of financial results 	<ul style="list-style-type: none"> • Financial performance • Corporate governance 	<ul style="list-style-type: none"> • Risk management framework • Corporate governance report
Clients/ Customers	Continuous	<ul style="list-style-type: none"> • In-store feedback • Social feedback • Post-handover survey 	<ul style="list-style-type: none"> • Product quality 	<ul style="list-style-type: none"> • Quick response and resolution of issues
Regulators/ Government	Continuous	Regulator site visits/ inspections	<ul style="list-style-type: none"> • Health and safety compliance • Environmental compliance 	<ul style="list-style-type: none"> • Regular reporting to regulators on compliance issues
Contractors	Continuous	On-site meetings	<ul style="list-style-type: none"> • Product quality • Occupational health & safety 	<ul style="list-style-type: none"> • bizSAFE STAR compliance

Materiality Assessment

The material topics determined last year remain relevant and valid and have been applied to the sustainability efforts and outcomes for 2019. These can be found below.

Environmental Responsibility
<ul style="list-style-type: none"> Energy and Emissions
Valuing Talent
<ul style="list-style-type: none"> Human Capital Management Occupational Health & Safety
Market Responsibility
<ul style="list-style-type: none"> Product Quality, Health & Safety Corporate Governance, Ethics and Anti-Corruption Product Innovation
Social Responsibility
<ul style="list-style-type: none"> CSR & Philanthropy

The United Nations established 17 SDGs to act as a blueprint to address global issues, with the aim of creating a better and more sustainable future for all. The Group is committed to advancing its sustainability efforts to align with the UN SDGs. To demonstrate its commitment,






the Group has reviewed and identified how it is creating a positive impact on the UN SDGs.

It is currently addressing approximately 6 of the 17 SDGs, which are listed below:

	SDG 5	Gender Equality
	SDG 8	Decent Work and Economic Growth
	SDG 9	Industry, Innovation and Infrastructure
	SDG 10	Reduced Inequalities
	SDG 11	Sustainable Cities and Communities
	SDG 16	Peace, Justice and Strong Institutions

Beyond assessing how its material topics relate to the SDGs, the Group has conducted further assessments on potential risks that it has faced, should it chooses not to address those material topics.

The table below demonstrates its thinking.

Material Topics		Risks	Relevant SDGs
Environmental Responsibility	Energy & Emissions	The introduction of carbon taxes are anticipated to create hikes in energy prices. This impacts its operational costs	
Valuing Talent	Human Capital Management	Without continuous development and management of its people, operational efficiency would be affected and achieving sustained growth will be at risk	 
	Occupational Health & Safety	Worker performance and productivity are at risk when OHS requirements are not met. Customer well-being and safety can risk the Group's reputation and operational costs due to legal fees	
Market Responsibility	Product Quality, Health & Safety	Failure to deliver a high quality, safe product or service risks the Group's reputation and standing	 
	Corporate Governance, Ethics & Anti-Corruption	The financial and reputational losses that occur when the Group partakes in these activities is almost always irreparable	
	Product Innovation	Products and services of conventional business models are running the risk of displacement due to new and disruptive technologies	 
Social Responsibility	CSR & Philanthropy	The community in which the Group operates is crucial to its success. Building a thriving community, strengthens the operations or the Group runs the risk of losing its social license to operate by ignoring the well-being of its community	

Environmental Responsibility

Energy & Emissions

Why this is Material

The Group is committed to managing its environmental impact as a real estate developer, owner and manager. Managing this impact allows the Group to align with national priorities, mitigate policy and physical risks and reduce operational costs. This report is focused on the energy and emission impacts of the Group's Singapore and Malaysia operations.

Both Singapore and Malaysia have committed to reduce their emissions in accordance with the Paris Agreement. Singapore has pledged a reduction in emission intensity of 36% by 2030 from 2005 levels. Malaysia aims to reduce its greenhouse gas (GHG) emissions intensity of gross domestic product (GDP) by 45% from 2005 levels by 2030. This consists of an unconditional reduction of 35%, and a further 10% reduction dependent on the receipt of climate finance and technology transfer from more developed countries¹.

The Building and Construction Authority (BCA) of Singapore aims to both have 80% of buildings in Singapore achieve the BCA Green Mark standard by 2030 to improve the overall energy efficiency of the buildings. Similarly, the Malaysian government has developed initiatives

and programmes, such as the Green Technology Master Plan, the Energy Efficiency Action Plan and the Low Carbon Cities Framework to achieve its GHG target by 2030. Through the implementation of a green buildings rating scheme, the Malaysian government anticipates a potential emission reduction of 858.40 (kt CO₂ eq.) in 2020, from the 2013 emission reduction of 60.40 (kt CO₂ eq.). Our Group is inspired by these respective targets and national commitments, and is motivated to contribute towards their achievement. Beyond the positive environmental impact of its resource conservation measures, there is also a direct impact on operational costs. The development of energy and water efficient buildings will reduce the Group's environmental footprint, as well as costs to customers.

Developing Green Mark buildings

The Group's commitment to environmentally sustainable practices means that it designs spaces and buildings that not only enhance the experiences of people living there, but also bear minimal impact on the environment. For achievements in creating sustainable design and lifelong value, the Group's buildings have received Green Mark Gold or Green Mark Gold Plus certification over the years.

¹ Green Technology Master Plan, Ministry of Energy, Green Technology and Water Malaysia, (2017). Found at <https://www.mestec.gov.my/web/wp-content/uploads/2019/04/9.-Green-Technology-Master-Plan-Malaysia-2017-2030-English.pdf>

The Group has implemented strategies and good practices to manage and reduce its energy consumption across its assets in both Singapore and Malaysia.

In March 2019, The Garden Residences was added to the Company's list of achievements, receiving a Green Mark Gold plus rating. In the construction of this development, the Company is proud to have engaged the services of a BCA award-winning "green and gracious" builder.

The key features of its Green Mark properties include motion sensors, solar panels, green perimeters and rainwater harvesting, amongst others.

Energy Saving Practices

The Group has implemented strategies and good practices to manage and reduce its energy consumption across its assets in both Singapore and Malaysia.

Its investment properties, Winsland House I and II both obtained Green Mark Gold Plus certifications through efficiency improvements in LED lighting, chillers, air handling units and lifts.

Beyond these projects, the Group is working towards improving its daily energy management practices in its corporate offices. There has been growing awareness on adopting a "green mind-set", such as switched off lighting when not in use and an increase usage of fans in lieu of air conditioning at its distribution centres. The Group also prepared a Green Building User Guide for tenants in Winsland House I & II. The guide includes information on non-toxic and green label options for paints, adhesives, furniture, and flooring as well as information on energy saving practices and technology. The guide will help its tenants and support them in reducing their environmental footprints, creating a healthier indoor environment, and reduce their operating costs.

The Group's Malaysia operations have incorporated an array of energy saving and environmentally responsible practices in its developments, while taking into account the well-being of its tenants. For example, its Malaysia's developments are designed to have a North-South orientation to optimise daylight hours and reduce the amount of heating and cooling required.

At Le Nouvel KLCC in Kuala Lumpur, energy saving lifts, motion sensor lighting have been installed and most recently, electric vehicle charging stations were made available to tenants. Other measures such as restricted air-conditioning in lift lobbies at peak hours are implemented to reduce energy use. In addition, this development incorporates energy saving features such as rainwater harvesting and dual flush water saving toilets. Le Nouvel KLCC was also strategically designed and built with a gentle slope to not only effectively channel water runoff, but also to provide easier access for the elderly and the disabled. This development features vertical planting on its façade, which acts as a shade agent, cooling down the surrounding area and reducing the need for air-conditioning. The green façade has the added benefit of positively affecting the well-being of tenants through the calming effect of nature.

Performance

Energy Consumption (kWh) FY2019

	Singapore (Winsland House I & II)	Malaysia (Kuala Lumpur & Penang's Investment Properties)	Total
Total electricity consumption for FY2018 (kWh)	3,396,503	Not reported	3,396,503
Total electricity consumption for FY2019 (kWh)	3,777,955	113,991	3,891,946
GHG Scope 2 emissions for FY2019 (tCO ₂)	5,701,387	267, 970	5,969,357

The increase in energy use at Winsland House I & II in FY2019 is due to the reopening of Winsland Serviced Suites by Lanson Place, which was closed for renovations last year. This, along with the inclusion of our recently incorporated Malaysia operations, has led to the increase in our reported Scope 2 emissions for FY2019.

Targets

Moving forward, the Group has set the following targets:

Singapore Developments:

- Replace common area lighting in Winsland House I with LED alternatives
- Engage a lighting consultant to study the potential for reduction in common area lighting for Winsland House II. Based on recommendations, implement digital building management systems to monitor and manage energy and cost savings
- Obtain a Green Mark Gold Plus certification at our new development, The M, in FY2020
- Begin collection of waste data of Singapore properties for future reporting

Malaysia Developments:

- Targeted to achieve 10% energy savings through:
 - Gradually replace fluorescent lighting with LED alternatives
 - Switch off lighting, air conditioners and appropriate electronic equipment when not in use (e.g. lunch hours)
 - Set air conditioners to auto mode

Valuing Talent

Human Capital Management

The Group aims to be an employer of choice, which is why employee welfare tops the list of principles underpinning its human resource management approach. The Group stays true to its corporate philosophy of achieving winning partnerships with its business partners, customers and employees. The Group's unwavering commitment to building trust and long-term relationships has achieved strong employment relations and quality products and services for its customers.

Employee Profile in Singapore

	Property	Retail	Corporate	Total
Male	38	134	38	210
Female	47	375	84	506
Non-Executive (Office)	26	75	27	128
Non-Executive (Shop floor)	0	366	0	366
Executive (Office)	59	55	95	209
Executive (Shop floor)	0	13	0	13

Employee Profile in Malaysia

	Property	Retail	Corporate	Total
Male	42	143	9	194
Female	48	297	24	369
Non-Executive (Office)	30	56	12	98
Non-Executive (Shop floor)	0	321	0	321
Executive (Office)	60	59	21	140
Executive (Shop floor)	0	4	0	4

The tables above demonstrate the Group's commitment to retaining a diverse group of employees and closing the gender gap in the workplace.

Why this is Material

Employees form the backbone of the Group's core businesses in property, retail and hospitality and their performance and retention is key to sustainable business results.

Managing Talent

The Group looks at five areas as part of its human capital management strategy.



Talent Attraction

The Group recruits through various platforms and focused on hiring and cultivating the right talent through partnerships with institutions of higher learning and government agencies, participating in SkillsFuture Earn and Learn programme, which is a work-learn programme to help fresh graduates from Polytechnics and Institutes of Technical Education build skills and work experience as Retail Management Trainees.

Growth and Development

The Group believes in providing learning and development opportunities to its employees to enable them to achieve personal growth and performance excellence for the business. It encourages and supports the growth and development of its employees, advancing their knowledge and skills so that they stay responsive to changes in the work environment and contribute optimally.

Employees regularly attend workshop (mandatory and optional) to enhance knowledge on subjects such as GST regulations, building materials, cloud computing, digital marketing, data analytics, product familiarisation, seamless payment, e-commerce, etc.

Outward Mindset Programme

To bring about a new mindset and encourage greater engagement, the Group developed and implemented Outward Mindset Workshops for its employees.

The “outward mindset” workshops were implemented from FY2018. Employees learn through role-playing activities, stepping into the shoes of their colleagues and customers to practice empathy and learn better communication. Participants consistently reported positive feedback, commending the mindset shift that they achieved as a result of the workshops. Currently, the Group has four in-house trainers to conduct the workshops, and looks forward to extending the workshop to more of its employees.

The Group believes in providing learning and development opportunities to its employees... advancing their knowledge and skills so that they stay responsive to changes in the work environment and contribute optimally.

In order to remain flexible to its employee's needs, the Group sources training programmes and encourages employees to take ownership in their personal development. These include learning through various e-learning platforms.

As a part of the Retail Division's mandatory training, all new employees are required to undergo an induction programme with a minimum set of mandatory training hours featuring

job-specific modules. These new employees are also partnered with a "buddy" to better integrate them into the company.

The Retail Division also participated in the Singapore Retailers Association's Digital Learning Pilot Run, where a series of Retail Sales and Service Programmes, including Managing People, were conducted via mobile applications: 6one5 and Upskill Mobile.

Performance

Average Training Hours by Gender

	Singapore	Malaysia
Male	12	2
Female	9	4

Average Training Hours by Employee Category

	Singapore	Malaysia
Non-Executive	9	2
Executive	12	7

All employees received annual performance and career development reviews.

Target

- Maintain average training hours per employee at no less than 8 training hours per employee per year
- Organise at least one health and wellness lunch talk or workshop every quarter
- Develop training programmes in other languages for shop floor staff
- Align the 2020 employee engagement survey across the region

Our Core Values				
Integrity	Teamwork	Leadership	Passion	Continuous Improvement
Practising honesty, displaying trustworthiness, delivering on our promise of quality and standards.	Embracing diversity and being proactive in sharing appropriate and relevant information with others to contribute resources and strengths to work towards a common goal.	Leading by example, as individuals and as an organisation. Focusing on effective and continuous communication, as we strive for market leadership.	Having a strong sense of purpose and relentless focus. Not being afraid of failure, to try new things and go the extra mile.	Being open to change and digital disruptions, constantly having a positive mindset. Always benchmarking ourselves against the best to help us learn and improve.

Employee Engagement

In FY2019, the Group implemented the Company's Interest First programme which was launched during the Company's 55th anniversary to encourage employees to embrace a new mindset and champion its core values in the workplace.

This programme raises staff awareness and encourages them to identify areas for cooperation to take the extra step and put the Company's interest first. This year, it facilitated the growth of this initiative and saw positive responses from its staff, as highlighted by a 99% participation rate for the intra-department projects being implemented.

Through employee engagement methods such as surveys, town halls, Q&A sessions and appraisals, the Group finds ways to drive employee performance. In FY2020, it plans to align its employee engagement surveys across regions. All its employees can provide feedback and suggestions for improvement via dedicated email addresses.

The Group's employee engagement also extends to its respect of the diversity of its operation. It embarks on programmes to improve the social engagement of its staff and foster a sense of community and team spirit.

Engagement Activities

The Group organised social and recreational activities such as monthly lunch talks, workshops, sales bazaars and team bonding activities to promote social well-being and engagement amongst staff.

While it is important to ensure staff participate in activities, attendance is not compulsory as it allows staff to sign up based on their interests. The relaxed and voluntary nature of the scheme has contributed to its success.

In Malaysia, activities were conducted through new and exciting ways to engage staff. These include movie days, outings to Escape Rooms, physically challenging activities at the Trampoline Park, and festive celebrations like Christmas Parties. In FY2019, employees participated in an adrenaline-pumping battle of Laser Tag. It is proud of the joy and excitement these activities have brought and look forward to evolving and growing. In the future, it looks to implement more socially-minded activities that its young employees are passionate about.

Employee Well-Being

Well-being of its employees is of utmost importance, the Group invests significantly in an array of employee wellness programmes.

The Group ensures employees' health and wellness is taken care of by having a comprehensive Flexible Benefits programme with health and wellness options. It offers staggered work hours to office employees to help them balance work and family commitments. In addition to flexible work hours, the Group has enhanced the annual leave model for certain employee categories in Singapore. Our employees also receive health talks, financial talks as well as medical check-ups and wellness benefits, to promote a healthy, engaged and happy workforce.

Enhanced benefits that were introduced this financial year include:

- The maximum Annual Leave entitlement for staff has been increased by 1 day on the 7th year of service
- Increase in Flexible Benefits Dollars
- The co-payment for Medical Specialist coverage has been removed and the Annual Limit enhanced.

- Enhancements to Group Hospitalisation & Surgical and increasing the critical illness coverage
- Enhancement of Critical Illness Leave

Wellness programmes carried out in FY2019 include:

Lunch Talks and Workshops

- SkillsFuture Advice workshop
- Decode the Label (Product Label Reading)
- Stroke – Awareness, Prevention and Support
- Eye Health Talk
- Christmas decoration workshop
- E-learning workshop
- Say YES to Heart-Smiling Eating
- Cactus/Succulent Terrarium workshop

Fair Labour Practices

The Group complies with labour legislations and guidelines such as Tripartite Alliance for Fair and Progressive Employment Practices ("TAFEP") and is a member of the Human Capital Partnership Programme.

Occupational Health and Safety

Why this is Material

The health and safety of employees, tenants and customers is fundamental to the Group's ability to turn its vision into tangible developments, and to the daily functioning of its retail and property business.

Managing the Safety of Workers

Stringent Risk Assessments

The Company is bizSAFE 3 qualified and covered by the Workplace Safety and Health Act ("WSHA") in Singapore, and continues to assess workplace risks to maintain high standards of occupational health and safety. The Group has put in place a stringent pre-qualification criteria that requires our contractors in Singapore to meet international standards such as ISO 14001, ISO 9001 and OHSAS 18001. Each of its development projects are assigned to a project manager, who is responsible for overseeing and ensuring that all safety standards and protocol are being met by workers and contractors.

In the Group's Malaysia developments, monthly on-site meetings and site walks are carried out by the Safety and Health Office ('SHO') or Site Safety Supervisor (SSS) to address any concerns regarding the safety practices on site. Furthermore, a police superintendent accompanies its managers on the site walks to demonstrate the importance of worker safety.

In its Penang development, its comprehensive contractor selection criteria include:

- CIDB certification (Construction Industry Development Board Malaysia)
- JKR certification (Department of Public Works)
- Previous applicable work experience
- Industry due diligence

The Group keeps its commitment to safety in the maintenance and improvement work it performs on its developments, such as installing vertical and horizontal safety netting on every floor, among other safety procedures precautions.

Performance

In 2019, there were no work-related fatalities or high consequence work-related injuries in its Singapore and Malaysia operations. There were 3 reported incidents of minor work related injuries in Singapore, which happened during Retail Division's stock-take exercise, which were reported and measures were taken to identify the cause of injuries to prevent future incidents.

Targets

Ideally, the Group would like to standardise, develop and maintain its OHS targets across its operations. Its targets include:

- Development of a group-wide occupational health and safety ("OHS") policy. In particular, its Malaysia operations aim to adopt the Guideline on Occupational Safety & Healthy in Construction Industry (Management) 2017 from the Department of Occupational Safety & Health (DOSH) Malaysia, as a template for the Group's OHS Policy
- Commitment to zero work-related injuries and illnesses

Market Responsibility

Product Quality, Health & Safety

Why this is Material

The Group has consistently set itself apart through building a brand reputation based on the superior quality of its developments and operations, which its customers have come to expect the best of it.

Delivering the Highest Quality

The Group has established quality, health and control for its residential properties or retail products. To start, its property team works closely with the project and design teams to ensure that the floor plans are robust, functional, and efficient and meet its high standards. Safety consultants are brought in at this stage to share feedback and recommendations on the proposed design.

It engages responsible, trusted and reputable contractors to take on its property developments. The construction goes through rigorous checks before completion. The contractors and property management teams then provide their final feedback, ensuring that various standards pertaining to materials used, electrical safety, and obstructions are all met before handover. Its commitment to product quality extends to the point that senior or executive level management will attend intermittent site visits to confirm that the Group's standards are upheld.

It facilitates and conducts workshops to ensure staff are equipped with the best product knowledge, which translates to higher standards of customer service.

Product Knowledge Workshops (Property Division) covers:

- Product knowledge – Daikin Air-conditioning
- Product knowledge – Interior refurbishment, building safety, clean maintenance
- Product knowledge – Integrated smart home system
- Property knowledge – Good practices for painting, care and maintenance

The Retail Division ensures that all its customers are delivered the highest quality products with uncompromised customer satisfaction. Customer feedback is collected at stores through in-person feedback and feedback forms, and through social media. It employs mystery shoppers to test and maintain its standards of customer service.

Performance

All property developments and retail products were assessed for health and safety impacts.

Targets

The Group will continue to assess any health and safety risks arising from its property developments and retail products. The Group is also investigating the possibility of a digital 'building register' for the development's end user, to help its customer better enjoy its products. The register would document the entire development process from design through to handover, and would include risk assessments and corresponding preventative actions.

Corporate Governance, Ethics and Anti-Corruption

Why this is Material

The Group is built on a foundation of trust, integrity and strong relationships with stakeholders. It is a fundamental priority to continue propagating and enforcing stringent policies relating to honest marketing, customer data privacy and legal compliance to avoid this risk.

Relationships Built on Trust and Ethics

Customer Data Privacy & Whistle-Blowing Policy

To protect customers and other stakeholders, the Group is committed to enhancing good corporate governance, transparency and accountability. It collects personal data of customers across both Retail and Property businesses and recognises the need to take utmost care in storing and handling this information. The Group continues to abide by strict guidelines under the Personal Data Protection Act (PDPA) and works closely with third-party real estate agents to ensure high standards of customer data privacy through all transactions.

The Group continues the implementation of its whistle-blowing policy to discourage practices and activities that are in violation of its work ethics and rules.

Customer Satisfaction through Responsible Marketing

In FY2019, the Group carried out its responsible marketing efforts in both Singapore and Malaysia to create brand trust.

In Singapore, the Group adheres to stringent regulations to maintain its license to operate and strengthen the trust of its customers. Relevant regulatory authorities monitor its marketing videos and advertisements in Singapore. They include:

- The Council for Estate Agents (CEA)
- Controller of Housing, Code of Advertising Practice
- Building and Construction Authority (BCA)
- Urban Redevelopment Authority (URA)

In Malaysia, its sales employees work alongside real estate agents, ensuring no irresponsible marketing activities take place. For instance, a mock-up unit is constructed to allow customer to get a sense of the structural material and spatial quality of the unit. The Customer Care Unit (CCU) also maintains good relationships with the clients to provide solutions and respond to feedback.

Performance

In FY2019, the Group faced zero incidents of corruption, unethical marketing or behaviour and bribery. Further, there were zero breaches of customer data.

Cementing Sustainability through Innovation

Why this is Material?

As the world moves rapidly towards digitisation, it is imperative that industries innovate to meet these technological changes. The Group continues to innovate and implement digital solutions to keep up with consumers' lifestyle demands.

Adapting for E-commerce

To enhance its competitiveness for longer-term prospects, the Group has put together an e-commerce team to achieve digital innovation in the business.

The Retail Division has rolled out a new CRM system in Singapore enabling it to develop consumer insights through customers' feedback, deploy right solutions and shape interactions with customers in a new way.

Targets

- Maintain zero incidents of unethical behaviour in marketing, governance and customer data protection
- Fully align its Malaysia operations' standard operating procedures (SOPs) around whistle-blowing, anti-corruption, anti-competition, anti-bribery with its Singapore operations' SOPs by FY2020

Caring for the Community

CSR & Philanthropy

Why this is Material

The Group understands the importance of a thriving community to its success and wellbeing. It strongly believes in fulfilling its corporate citizenry in nation building and caring for the society.

Giving Back

Wing Tai Foundation

The Wing Tai Foundation offers financial aid, including donations and grants, to the needy elderly and underprivileged young. Through this Foundation, the Group hopes to recognise the contribution the elderly have made to Singapore's

progress and nation-building, to nurture the younger generation, and enrich lives.

Singapore

Repurpose Fashion

In conjunction with Earth Hour, the Group's Retail Division partnered with World Wide Fund for Nature-Singapore (WWF-Singapore) to raise consumer awareness to dispose garments responsibly. Garment recycle bins were placed at its retail stores from 30 March to 31 December 2019 so customers could drop off pre-owned or unwanted garments for repurposing. This was met with positive response; over 1,000 kgs of garments were collected as at 30 June 2019.

CSR Outreach Activity Overview

CSR Outreach Programme	No. of Beneficiaries	No. of Participants	Total Time Spent (hrs/days)
Kwong Wai Shiu Hospital – Food Donation Drive	220 residents	All staff from Corporate, Property & Retail Divisions	10 working days

Kwong Wai Shiu Hospital provides subsidised healthcare to the less-privileged elderly in Singapore, regardless of race, language, or religion. The patients they serve include those who do not have caregivers to look after them in their homes.

The Group organised a food donation drive in support of the Hospital's commendable efforts to care for the needy by encouraging our staff to donate essential food items generously. A total of over 1,000 food and household items were collected. Since the food drive coincided with Mid-Autumn Festival 2018, the Group donated mooncakes for the hospital's festive celebration.

CSR Outreach Activity Overview

CSR Outreach Programme	No. of Beneficiaries	No. of Participants	Total Time Spent (hrs/days)
Willing Hearts Soup Kitchen	5,000 meals (over 40 locations nationwide)	35 employees from Corporate, Property & Retail Divisions	1 day

Willing Hearts is a secular, non-affiliated charity that operates year round to provide free daily meals to the underprivileged, the needy and other marginalised members in Singapore. They mostly rely on volunteers to run their services.

The Group's volunteers arrived at 6.30am to help out with cooking, packing lunch boxes, cleaning trays and utensils, delivery, and preparing ingredients for the following day.

The Boys' Brigade: Share-A-Gift Project	35,000 households	Employees of Wing Tai and Tenants at Winsland House I & II	15 working days
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The Boy's Brigade organises an annual Share-A-Gift project to help the less fortunate by collecting and redistributing basic food items and daily necessities.

The Group supported the initiative by setting up collection points at the main lobby of Winsland House 1 and the reception area of Retail Division's Ang Mo Kio office in Singapore. Over 3,000 items were collected.

Malaysia

Tree Planting

Doing its part for the environment and benefitting future generations, 37 of the Group's staff volunteers in Malaysia participated in a tree-planting activity at Raja Musa Forest Reserve, where they planted 96 tree saplings.

CSR Outreach Activity Overview

CSR Outreach Programme	No. of Beneficiaries	No. of Participants	Total Time Spent (hrs/days)
Share-A-Joint Efforts Zebra Crossing Painting Project with local authorities	Drivers and pedestrians using the service road at Bandar Perda	27 employees from Penang Property Division	½ day

In Malaysia, the Group's Penang office organised a Share-A-Joint efforts community project with a local authority's department to paint a Zebra Crossing at a service road in Bandar Perda to create a stronger visual impact to the drivers as well as making it more noticeable to help pedestrians avoid accidents.

Other Activities

Beyond these key initiatives, the Group participated in ad-hoc community programmes and allocates a specific amount for annual donations.

Target

Increase employees' participation in CSR activities

Memberships, External Initiatives and Charters

ISO 9001, ISO 14001 & OHSAS 18001 Certification

bizSAFE 3 Certification

Building and Construction Authority Green Mark Gold and Gold Plus Certification

Workplace Safety and Health Act

Real Estate Developers' Association of Singapore

Singapore Retailer's Association

Human Capital Partnership Programme

Tripartite Standards on Employment of Term Contract Employees, Flexible work arrangement, Grievance Handling and Employment Practices

Singapore National Employers Federation

International Real Estate Federation (FIABCI) Malaysian Chapter

Real Estate and Housing Developers' Association Malaysia

Malaysia Retailers Association

Malaysia Employers Federation

GRI

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