



# ADVANCER GLOBAL LIMITED

(Company Registration Number: 201602681W)



# 2018

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Sustainability  
Report

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## MESSAGE FROM THE BOARD



**Mr. Desmond Chin Mui Hiong**  
*Executive Chairman*



**Mr. Gary Chin Mei Yang**  
*Chief Executive Officer & Executive Director*

We are pleased to present our 2018 Sustainability Report which covers the challenges, material issues and updates on the achievement of targets which are important to our stakeholders, our strategy in managing these challenges and issues, and how we have performed in terms of our key performance indicators. We also continue to take a strategic approach to our sustainability implementation and reporting efforts.

Despite a challenging global outlook and the slowdown in the Singapore market, we remain optimistic about the future. We are firm in our

vision of creating value and shaping the future by conducting our business operations in a manner that considers the environmental and social impact to sustain profitable growth. Our sustainability efforts are led by the senior management team who ensures that our commitments to sustainable development are in line with our business objectives. The Board has reviewed and set the Group's sustainability objectives and targets throughout the year. This Sustainability Report focuses on environmental, social and governance factors that have been selected to be material factors, given the Group's key operations.

*This Sustainability Report has been reviewed by the Company's Sponsor, SAC Capital Private Limited (the "Sponsor"),*

*This Sustainability Report has not been examined or approved by the Singapore Exchange Securities Trading Limited (the "Exchange") and the Exchange assumes no responsibility for the contents of this Sustainability Report, including the correctness of any of the statements or opinions made or reports contained in this Sustainability Report.*

*The contact person for the Sponsor is Mr. David Yeong (Telephone no.: 65-6232 3210) at 1 Robinson Road, #21-00 AIA Tower, Singapore 048542.*

# ABOUT THIS REPORT

Advancer Global Limited (the “**Company**” and together with its subsidiaries and associated companies, “**Advancer Global**” or the “**Group**”), recognises the importance and virtuous cycle of improvement of sustainability reporting and focusing on putting Environmental, Social and Governance at the centre of everything we do.

This year, we have further enhanced our reporting approach and have prepared the Advancer Global Sustainability Report 2018 in accordance with the GRI Standards ‘Core Option’ and SGX Catalist Rule 711B. We have not sought external assurance for the sustainability report covering the financial year from 1 January 2018 to 31 December 2018 (“**FY2018**”).

<p><b>Reporting Boundaries &amp; Standards</b></p>	<ul style="list-style-type: none"> <li>• <b>Materiality:</b> focusing on issues that impact business growth and are of utmost importance to stakeholders;</li> <li>• <b>Stakeholder Inclusiveness:</b> responding to stakeholder expectations and interests;</li> <li>• <b>Sustainability Context:</b> presenting performance in the wider context of sustainability; and</li> <li>• <b>Completeness:</b> including all information that is of significant economic, environmental and social impact to enable stakeholders to assess the Group’s performance.</li> </ul>
<p><b>Report Period and Scope</b></p>	<ul style="list-style-type: none"> <li>• This report covers the Group’s operations in Singapore for FY2018.</li> </ul>
<p><b>Accessibility &amp; Feedback</b></p>	<ul style="list-style-type: none"> <li>• The Group printed limited copies of this sustainability report as part of our environmental conservation efforts. Current electronic editions of the report is available at: <a href="http://advancer.sg/news_categories/sustainability-reports/">http://advancer.sg/news_categories/sustainability-reports/</a></li> <li>• We are fully committed to listening to our stakeholders and we welcome feedback on this report and any aspect of our sustainability performance. Please address all feedback to <a href="mailto:info@advancer.sg">info@advancer.sg</a></li> </ul>

# ORGANISATIONAL PROFILE

## Background

The Group was listed on the Singapore Exchange on 11 July 2016 under the stock code 43Q. The Group's headquarters is located at 135 Jurong Gateway Road, #05-317, Singapore 600135.

The Group operates through two (2) main business divisions: (i) Employment Services, and (ii) Facilities Management Services, to provide a holistic suite of solutions and services to its diverse base of customers in Singapore.

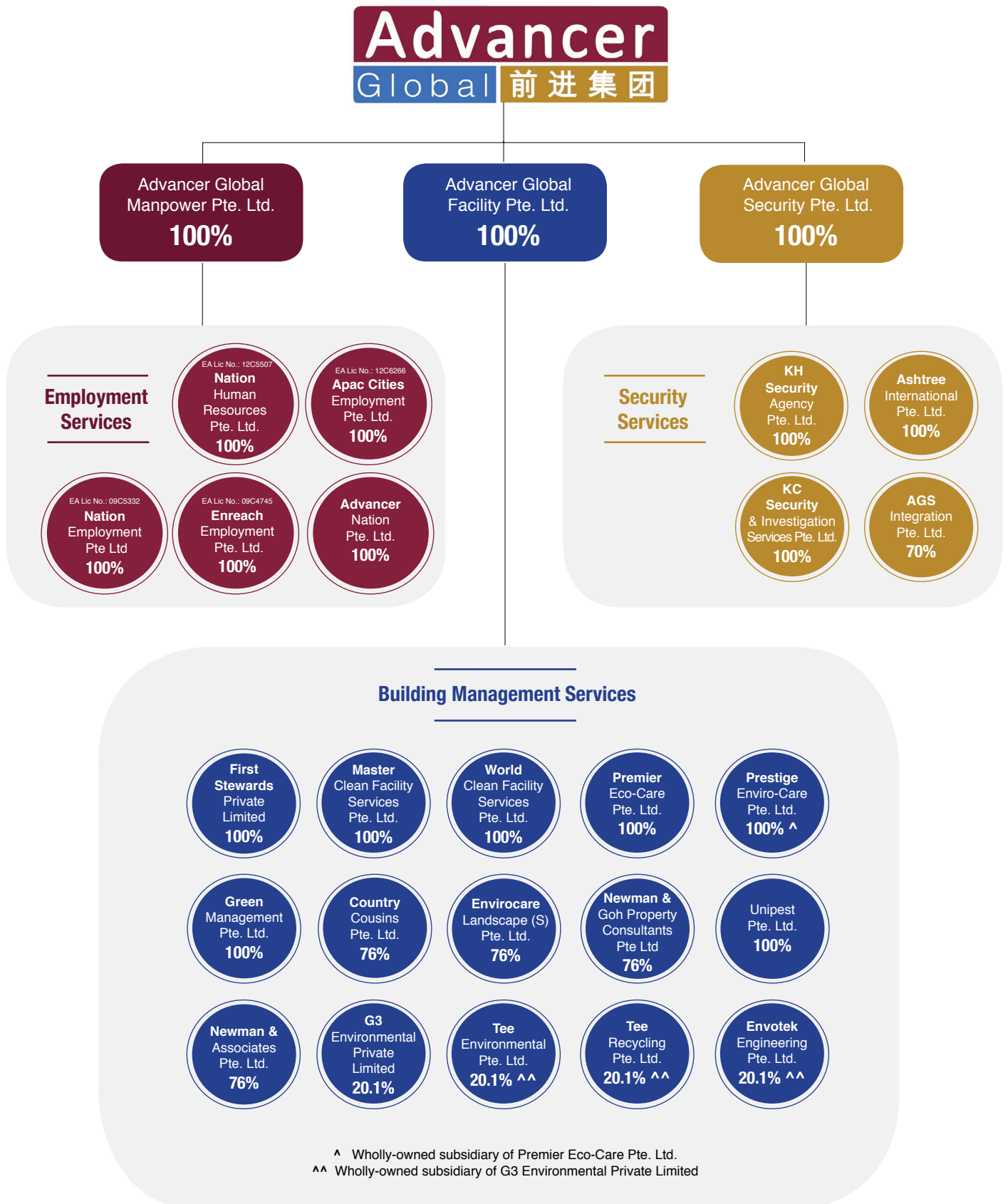
The Employment Services division offers integrated and comprehensive employment solutions including sourcing, recruitment, training and deployment of foreign domestic workers to households and foreign workers to corporations. The Group offers employment solutions and services through its well-recognised brands, "**Nation**" and "**Enreach**".

The Facilities Management Services division encompasses two (2) sub-divisions: (i) Building Management Services, and (ii) Security Services, through which the Group provides property management, security, pest control, cleaning and stewarding, gardening and landscaping, waste management and recycling services to a diverse base of customers including residential, commercial

and industrial properties, hospitals, schools and hotels. In FY2018, our Group acquired 76% of the shares in Country Cousins Pte. Ltd., whose principal activity is in the provision of landscape planting, care and maintenance services such as garden installation and maintenance, grass cutting, tree felling and pruning in Singapore.

The Employment Services division continues to generate stable and sustainable earnings for the Group while the subsidiaries and associate companies within the Facilities Management Services division continue to drive growth for the Group through cross-selling and integrated offerings to customers. The Group is capable of offering customised services to its customers through its integrated facility management services. It continues to enhance efficiency and bring effectiveness to its business platforms by integrating technology to enable greater convenience and satisfaction for its customers.

# ORGANISATIONAL PROFILE



# ORGANISATIONAL PROFILE

## Our Mission

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We are committed to deliver workforce solutions and services which meet the needs and exceed the expectations of our clients.

## Our Vision

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Building a world-class service organisation driven by passion and honour.

## Our Core Values

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### Quality

We strive to attain the highest quality standards for our people and the systems we operate.

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### Commitment

We are dedicated to deliver all our business and service commitments efficiently.

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### Reliability

We are trustworthy and reliable to support the needs and interests of our stakeholders.

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### Excellence Service

We devote ourselves to providing effective solutions and service to our clients with passion and integrity.

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### Leadership

We lead by example to create a learning organisation where we can learn and grow joyously to better ourselves, our corporation and the world around us.

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### Accountability

We are driven by courage to take on greater social responsibility and contribute our best in the interest of our corporation and the society.

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### Trust and Respect

We aspire to nurture respect, mutual understanding, gratitude and support among our stakeholders.

### Integrity

We are led by a strong sense of integrity, honesty and discipline in our daily business conduct, so as to garner a harmonious and respectful relationship with our stakeholders.

# ORGANISATIONAL PROFILE

## Supply Chain Management

We aim to select and work with suppliers who share our values and meet our standards for ethical conduct, human rights, workplace standards and the environment. Our major suppliers are the sub-contractors for our cleaning and stewarding business. Our sub-contractors are selected based on, amongst others, experience, expertise, service quality and past performance.

We have a Procurement Policy in place which provides procurement guidelines such as selection and evaluation of suppliers as well as continue aiming to build responsible and

sustainable supply chain by ensuring adequate diversification of suppliers which results in cost-effectiveness and prevention of operational disruptions.

Our Directors believe that our business and profitability are not materially dependent on any industrial, commercial or financial contract with any supplier and will not be materially affected by the loss of any single supplier.





# ORGANISATIONAL PROFILE

## Membership Of Associations And Certificates

### Advancer Global Manpower Pte. Ltd.

- TUV SUD ISO 9001:2015 (Foreign Maid Employment Placement)

### Enreach Employment Pte. Ltd.

- TUV SUD ISO 9001:2015 (Foreign Maid Employment Placement)

### Nation Employment Pte Ltd

- TUV SUD ISO 9001:2015 (Foreign Maid Employment Placement)
- Certificate of Accredited Training Provider for Employers' Orientation Program (MOM- Foreign Manpower Division)
- CaseTrust Accreditation for Employment Agencies Business
- Trainer of Elite Housekeeper Butler Training Program (British Butler)
- Pearson assured by Pearson Education Limited for selected FDW training programs

### Nation Human Resources Pte Ltd

- TUV SUD ISO 9001:2015 (Foreign Maid Employment Placement)
- May Day Award 2019

### Advancer Global Facility Pte. Ltd.

- EQA IMS ISO 9001:2015 (Provision of Contract Cleaning, Stewarding and Housekeeping Maintenance Services)
- EQA IMS SS506:PART 1:2009  
BS OHSAS 18001:2007 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)

### First Stewards Private Limited

- bizSAFE Star Level Certificate
- MW02 Housekeeping, Cleansing, Desilting And Conservancy Service Level 5
- EQA IMS ISO 9001:2015 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)
- EQA IMS SS506:Part 1:2009  
BS OHSAS 18001:2007 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)

# ORGANISATIONAL PROFILE

## Membership Of Associations And Certificates

<b>Master Clean Facility Services Pte. Ltd.</b>
<ul style="list-style-type: none"> <li>EQA IMS SS506 Part 1:2009 BS OHSAS 18001:2007 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)</li> </ul>
<ul style="list-style-type: none"> <li>MW02 Housekeeping, Cleansing, Desilting And Conservancy Service Level 5</li> </ul>
<ul style="list-style-type: none"> <li>NEA Clean Mark Silver Award</li> </ul>
<ul style="list-style-type: none"> <li>EQA IMS ISO 9001:2015 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)</li> </ul>
<ul style="list-style-type: none"> <li>bizSAFE Star Level Certificate</li> </ul>
<ul style="list-style-type: none"> <li>Member Of Environmental Management Associations Of Singapore (EMAS)</li> </ul>
<ul style="list-style-type: none"> <li>Member Of The Singapore Business Federation</li> </ul>

<b>World Clean Facility Services Pte. Ltd.</b>
<ul style="list-style-type: none"> <li>MW02 Housekeeping, Cleansing, Desilting &amp; Conservancy Service Level 4</li> </ul>
<ul style="list-style-type: none"> <li>EQA IMS ISO 9001:2015 (Provision of Contract Cleaning, Stewarding and Housekeeping Maintenance Services)</li> </ul>
<ul style="list-style-type: none"> <li>EQA IMS SS506 Part1: 2009 BS OHSAS 18001:2007 (Provision of Contract Cleaning, Stewarding and Housekeeping Maintenance Services)</li> </ul>
<ul style="list-style-type: none"> <li>Participant in Employers’ Pledge of Fair Employment Practices</li> </ul>
<ul style="list-style-type: none"> <li>NEA Clean Mark Silver Award</li> </ul>
<ul style="list-style-type: none"> <li>bizSAFE Star Level Certificate</li> </ul>

<b>Newman &amp; Goh Property Consultants Pte. Ltd.</b>
<ul style="list-style-type: none"> <li>Accredited Managing Agents (Category A)</li> </ul>
<ul style="list-style-type: none"> <li>SGS ISO 9001:2015 (Property Management and Valuation Services)</li> </ul>
<ul style="list-style-type: none"> <li>SGS- Service Certification Criteria for Property Management and Valuation- Service</li> </ul>
<ul style="list-style-type: none"> <li>Certification Criteria for Property Management and Valuation Services</li> </ul>

<b>Premier Eco-Care Pte. Ltd.</b>
<ul style="list-style-type: none"> <li>Member of Singapore Pest Management Association</li> </ul>
<ul style="list-style-type: none"> <li>Australian Fumigation Accreditation Scheme (AFAS)</li> </ul>
<ul style="list-style-type: none"> <li>Management in Food Plants, Hazard Analysis Critical Control Point (HACCP)</li> </ul>
<ul style="list-style-type: none"> <li>bizSAFE Star Level Certificate</li> </ul>
<ul style="list-style-type: none"> <li>GIC ISO 9001:2015</li> </ul>
<ol style="list-style-type: none"> <li>Pest Control, Bird Control</li> </ol>
<ol style="list-style-type: none"> <li>Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])</li> </ol>
<ol style="list-style-type: none"> <li>Soil Treatment</li> </ol>
<ol style="list-style-type: none"> <li>Disinfection Services</li> </ol>
<ol style="list-style-type: none"> <li>Sales of Ecological Care Products</li> </ol>

# ORGANISATIONAL PROFILE

## Membership Of Associations And Certificates

<b>Premier Eco-Care Pte. Ltd.</b>	
•	GIC OHSAS 18001:2007
	1. Pest Control, Bird Control
	2. Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])
	3. Soil Treatment
	4. Disinfection Services
	5. Sales of Ecological Care Products
•	GIC ISO 14001:2015
	1. Pest Control, Bird Control
	2. Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])
	3. Soil Treatment
	4. Disinfection Services
	5. Sales of Ecological Care Products

<b>AGS Integration Pte Ltd</b>	
•	Member of Association of Certified Security Agencies (ACSA)

<b>Ashtree International Pte. Ltd.</b>	
•	TQCSI ISO 9001:2015 (Provision of Security Services, Training of Security Personnel, and Business and Management Consultancy Services)
•	TQCSI OHSAS 18001:2007 (Provision of Security Services, Training of Security Personnel, and Business and Management Consultancy Services)
•	Certified Anti-Terrorism Practitioner (CATP)
•	Certified Force Protection Professional (CFPP)

<b>KC Security &amp; Investigation Services Pte. Ltd.</b>	
•	Singapore Police Force’s Annual Grading Exercise for Security Agencies-Grading B (2018)
•	ISO 9001:2015 Quality Management Systems
•	bizSAFE Level 4 Certificate

# ORGANISATIONAL PROFILE

## Membership Of Associations And Certificates

<b>KH Security Agency Pte. Ltd.</b>
• Singapore Police Force's Annual Grading Exercise for Security Agencies-Grading A (2018)
• Member of Association of Certified Security Agencies (ACSA)
• Member of Union of Security Employees (USE)
• bizSAFE Star Certificate
• Total Defence Awards (2009-2013)
• NTUC May Day Awards – 2013
• Meritorious Home Team Partner Award 2013

# GOVERNANCE & SUSTAINABILITY APPROACH

## Governance Structure

The Board of Directors comprises the following members, all of whom have diversity of experience and appropriate core competencies which enable them to effectively contribute to the Group:

### Audit Committee

Francis Yau Thiam Hwa (Chairman)  
Loy Soo Chew  
Vincent Leow

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### Nomination Committee

Vincent Leow (Chairman)  
Loy Soo Chew  
Gary Chin Mei Yang

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### Remuneration Committee

Loy Soo Chew (Chairman)  
Francis Yau Thiam Hwa  
Vincent Leow

### Executive Directors

Desmond Chin Mui Hiong (Executive Chairman)  
Gary Chin Mei Yang (Chief Executive Officer)  
Ong Eng Tiang

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### Independent Directors

Loy Soo Chew (Lead)  
Francis Yau Thiam Hwa  
Vincent Leow

.....

### Non-Executive Non-Independent Director

Takehito Hirano

# GOVERNANCE & SUSTAINABILITY APPROACH

## Continual Commitment to Enhance Corporate Governance

Advancer Global believes that enhancing corporate governance is one of the most important and ongoing targets for its business. We are committed to maintaining a high standard of corporate governance by adhering to the principles and guidelines set out in the Code of Corporate Governance 2012. We continue to maintain a high standard of corporate governance and having an effective corporate practices to safeguard against fraud with the aim of protecting shareholders’ interests, maximising long-term success of the Group as well as maintaining business transparency. We have established policies for issues such as Conflict of Interest, Insider Trading, Fraud and Whistleblowing. We are proud to announce that there were no incidents of significant non-compliance with all relevant social, training and environmental laws and regulations.

<p><b>Conflict of Interest Policy</b></p>	<p>Our Group has adopted a conflict of interest policy to guide our employees in the identification and management of conflicts of interests. All of our key management staff, including but not limited to our Executive Directors and Executive Officers, are to complete the annual conflict of interest disclosures to our Board.</p>
<p><b>Insider Trading Policy</b></p>	<p>Our Group has adopted an insider trading policy to preserve the reputation and integrity of our Group and affiliates. In accordance with the policy, any person who possesses material, non-public information relating to our Company, or any other publicly-traded company, including our customers and suppliers, obtained in the course of employment or by association with our Group, is considered an insider to such information.</p>
<p><b>Fraud and Whistleblowing Policy</b></p>	<p>Our Group is committed in maintaining high ethical standards, honesty and accountability and eliminating fraud and corruption when conducting business. As such, our Group has adopted a fraud and whistleblowing policy which is made known to our stakeholders. The Company’s whistleblowing policy is available on the company’s website of <a href="http://advancer.sg/our-company/whistleblow/">http://advancer.sg/our-company/whistleblow/</a>.</p>

# GOVERNANCE & SUSTAINABILITY APPROACH

## Sustainability Approach

Our Group's senior management periodically assesses focus areas where our Group can have the greatest economic, environmental and social impact, as well as areas that are most important to our stakeholders. Senior management is responsible for the ongoing communication to the Board of Directors.

Our Group has made efforts to seek the opinions of many stakeholders either through informal or formal means. We evaluate the needs and expectations of our key stakeholder groups which are significant to our Group's value creation strategy and strive to build mutually beneficial relationships.



# STAKEHOLDER ENGAGEMENT

We have identified our diverse stakeholder groups based on their level of influence in our business. We also regularly engage and consult all stakeholder groups for any feedback and suggestions. Where appropriate and relevant to our business, we have incorporated their feedback into the Group's plans and actions.

Stakeholder Group	Engagement Activities	Stakeholders' Expectations
<b>Customers</b>	<ol style="list-style-type: none"> <li>1. Enquiry and Feedback</li> <li>2. Customer service hotlines</li> <li>3. Direct customer meeting</li> </ol>	<ol style="list-style-type: none"> <li>1. Top notch customer service</li> <li>2. Additional after-sales services</li> </ol>
<b>Suppliers</b>	<ol style="list-style-type: none"> <li>1. Quotations</li> <li>2. Periodic discussion</li> <li>3. Supplier evaluation</li> </ol>	<ol style="list-style-type: none"> <li>1. Compliance with terms and conditions of purchasing policies and procedures</li> <li>2. Maintenance of ethical standards</li> </ol>
<b>Employees</b>	<ol style="list-style-type: none"> <li>1. Induction and orientation program</li> <li>2. Staff appraisal</li> <li>3. Internal memos</li> <li>4. Employee training</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff rights and welfare</li> <li>2. Personal development</li> <li>3. Good working environment</li> </ol>
<b>Investors</b>	<ol style="list-style-type: none"> <li>1. Annual meetings</li> <li>2. Board meetings</li> <li>3. Circulars to shareholders</li> </ol>	<ol style="list-style-type: none"> <li>1. Profitability</li> <li>2. Transparency</li> <li>3. Timely reporting</li> <li>4. Fair purchasing practices</li> </ol>
<b>Government and Regulators</b>	<ol style="list-style-type: none"> <li>1. Discussions with government agencies and departments</li> </ol>	<ol style="list-style-type: none"> <li>1. Environmental-friendly business approach</li> <li>2. Compliance with regulations</li> <li>3. Timely reporting and resolution of issues</li> </ol>

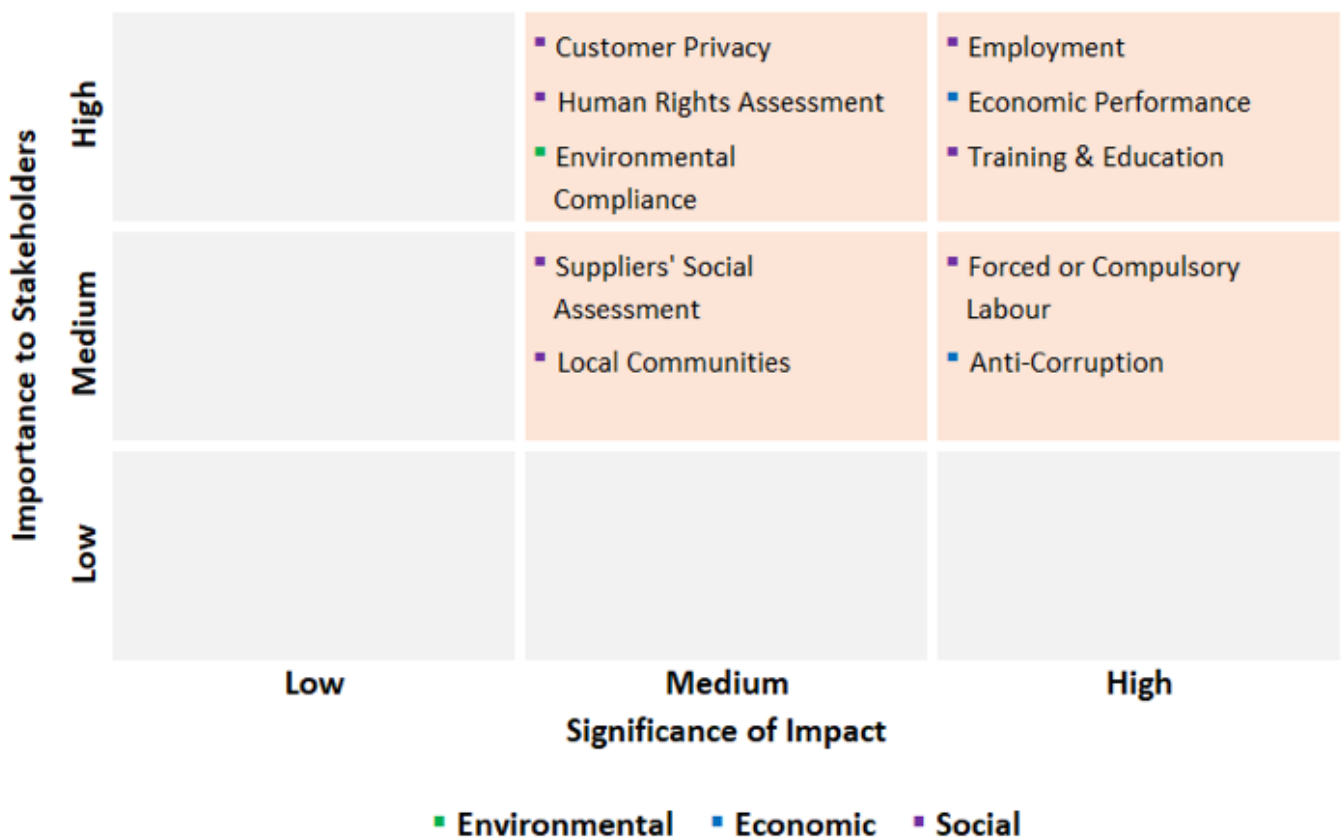


# MATERIAL TOPICS

Based on feedback gathered from our internal and external stakeholders, we have evaluated and prioritised factors which would have significant economic, environmental and social impacts and are material to the organisation and stakeholders.

In year 1, the Group has assessed the possible material topics and selected several material factors that were deemed to be of high importance and/or high impact to the Group. In our year 2 Sustainability Report, the Group would like to showcase our ongoing efforts in giving back to our community and creating good, which is another area of focus after engaging and consulting our stakeholders on the Group’s sustainability initiatives. We continue to review our material topics annually in light of fresh stakeholders’ feedback and updates to our business objectives and developments.

## Advancer Global Materiality Matrix



### Sustainability Topics Selected:

1. Economic Performance
2. Employment
3. Local Communities
4. Training and Education
5. Customer Privacy

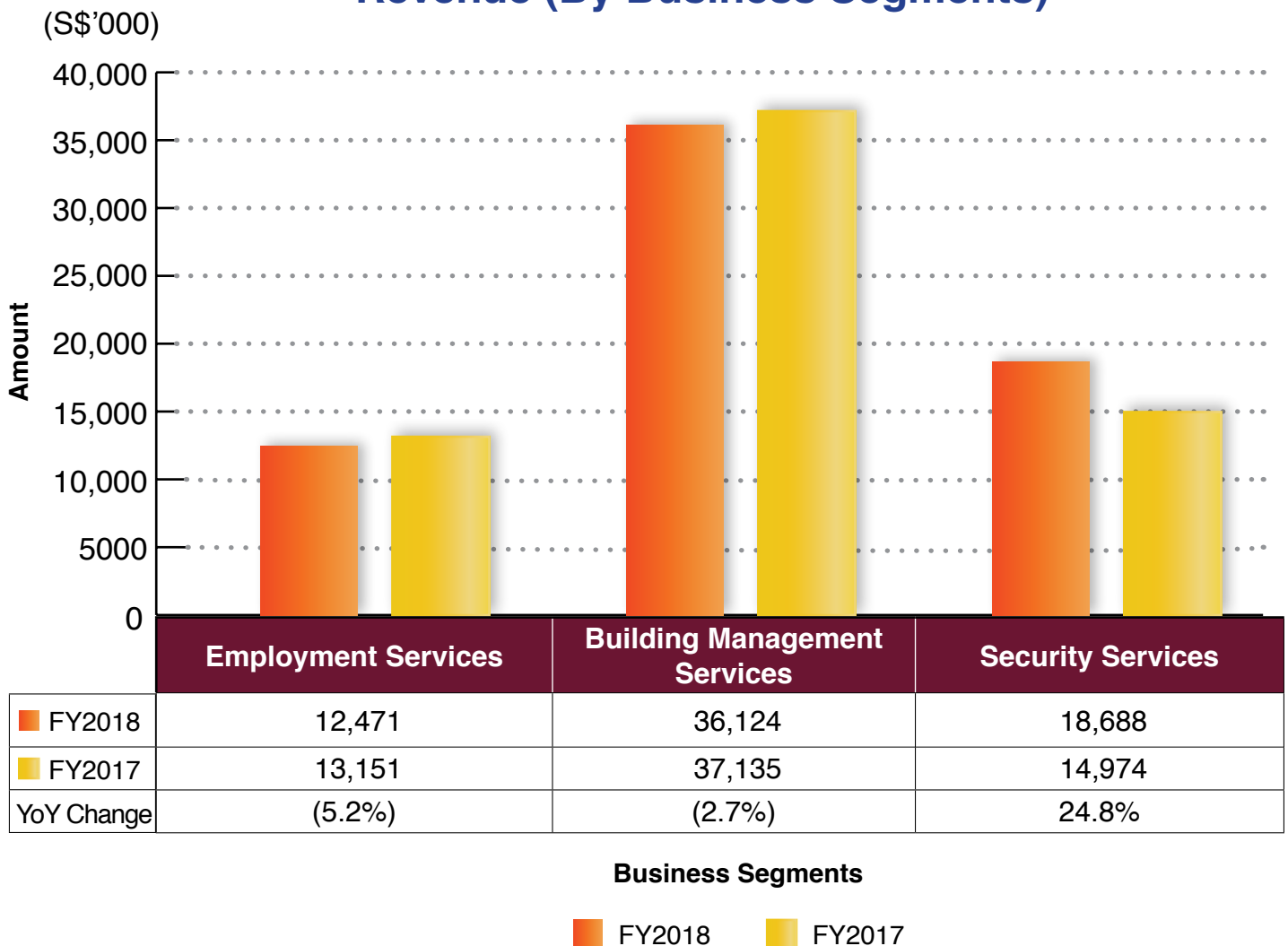
# ECONOMIC PERFORMANCE

## Financial Highlights

Financial performance of the Group is one of the key concern of stakeholders. We are proud to announce that during FY2018, the Group registered a 3.1% growth in revenue from S\$65.3 million in FY 2017 to S\$67.3 million in FY2018 attributed by the increase in service income from the Facilities Management Services division, comprising (i) new and on-going security projects, (ii) property management services, and (iii) gardening and landscaping services. However, the increase was offset by the decrease in (i) the number of FDWs that the Group has placed out to Singapore households, and (ii) service income from cleaning services and pest control services.

The Group maintained its high retention rate from existing customers, at 87.9% for its Building Management Business and 85.8% for its Security Services Business. As at 31 December 2018, the Group had service contracts (with varying contract periods) amounting to approximately S\$3.7 million monthly from its facility management projects.

### Revenue (By Business Segments)



# EMPLOYMENT

Employees are our most valuable assets as they support Advancer Global in achieving its business strategy and goals and continues to be sustainable. In order to continue to be successful, we want to acquire, develop and retain the best talents for Advancer Global. We offer an inspiring and challenging working environment with flexible and a value-oriented leadership style.

We continue to focus in providing equal access to opportunities for all employees. Workplace productivity can be enhanced when employees feel that they are part of an inclusive environment, where their contributions are recognised and valued, and where they feel supported and motivated to do their best.

## Talent Retention

The Group continues to hire a diversity of employees across all our various industries. We have established policies and practices to ensure transparency and fairness for our employees.

## New Employee Onboarding and Turnover Rates

We believe that diversity in both gender and age are key to sustaining our dynamic workforce. Providing equal employment opportunities for these groups are part of our employment policies. All our employees are full-time employees.

### New Employee Hires Sorted by Age Groups

Category / Year	2018	2017
Under 30 Years Old	162	93
Between 30 to 50 Years Old	299	219
Over 50 Years Old	338	339

Category / Year	Male		Female		Total	
	2018	2017	2018	2017	2018	2017
Number of Employees	809	772	320	281	1,129	1,053
Number of New Employees	577	489	222	162	799	651
Number of Resigned Employees	558	406	176	139	734	545
Average Monthly Turnover Rate	4.1%	3.2%	1.3%	1.1%	5.4%	4.3%

# EMPLOYMENT

## Benefits for Employees

The Group provides the following benefits to full-time employees:

- Healthcare subsidies
- Tie-ups with Insurance
- Option of stock ownerships under Employee Share Option Scheme
- Disability Coverage (WICI)

We will continue to review our employment policies and strive towards greater gender equality and a more inclusive workforce.

**Target Setting:** To lower the employee average monthly turnover rate for creating a harmonious working environment within the Group.



# TRAINING AND EDUCATION

At Advancer Global, we believe in ensuring our employees are adequately trained and continuously kept abreast of any updates in standards throughout the various industries. New hires are given the opportunity to learn on the job with the guidance of experienced employees and to familiarise themselves with our operations.

## Average Training Hours & Training Programs

With the rapid technological and market changes in our industry, it is vital for our employees to keep themselves abreast of the latest industry developments and be future-ready. The yearly average training hours per employee stands at 28 hours (2017: 16 hours) for our operations staff and 12 hours (2017: 12 hours) at the management level. Programs for upgrading employee skills and certificates are available across business segments as shown in the following diagrams:



Sector	Descriptions
<b>Administrative/ General</b>	<ul style="list-style-type: none"> <li>• Apply Employment Act in HR Practices and HR Processes</li> <li>• Occupational First AID Course</li> <li>• Team Learning &amp; Engagement Workshop</li> <li>• Workshop for CEO / Top Management</li> <li>• Workshop for FRS 115 Revenue from Contracts with Customers and Singapore &amp; International Tax Considerations</li> <li>• Workshop for FRS 109 Financial Instruments and Singapore &amp; International Tax Considerations</li> <li>• WSQ Plan and Conduct Interviews to facilitate hiring decisions</li> </ul>
<b>Cleaning/Stewarding</b>	<ul style="list-style-type: none"> <li>• BMS-SRAA Rope Access Level 1</li> <li>• Clean Furniture And Furnishings</li> <li>• Clean Vertical Surfaces, Glass And Ceiling</li> <li>• Demonstrate Understanding of the Local Cleaning Industry Environmental</li> <li>• Implement Maintenance Of Cleaning Tools And Equipment</li> <li>• Implement Work Plans And Monitor Performance</li> <li>• Perform Basic Cleaning Of Hard Floor Surfaces</li> <li>• Perform Basic Cleaning of Washrooms</li> <li>• Plan And Implement Environmentally Sustainable Work Practices</li> <li>• Provide Quality Service</li> <li>• Restore Natural Stone Surface</li> <li>• Supervisor Services Operation</li> </ul>

# TRAINING AND EDUCATION

Sector	Descriptions
Cleaning/ Stewarding	<ul style="list-style-type: none"> <li>• WSQ Comply With Workplace Safety And Health Policies And Procedures</li> <li>• WSQ Environmental Cleaning</li> </ul>
Employment	<ul style="list-style-type: none"> <li>• Certificate of Employment Intermediaries (Basic)</li> <li>• Certificate of Employment Intermediaries (Key Appointment Holders )</li> </ul>
Security	<ul style="list-style-type: none"> <li>• Advanced certificate in training and assessment</li> <li>• Airports Council International-International Civil Aviation Organization Aerodrome Training</li> <li>• bizSAFE Level 2-Workforce Skills Qualifications (WSQ) Develop a Risk Management Implementation Plan</li> <li>• Construction safety course for project managers</li> <li>• Handling Bomb Threat and Fire Evacuation Courses</li> <li>• Handling Bomb Threat and Fire Evacuation &amp; Scenario of Bomb Package</li> <li>• Handle Security Incidents &amp; Services</li> <li>• International Maritime Model Course 3.21-Port Facility Security Officer</li> <li>• Manage a Diverse Service Environment</li> <li>• Managing Security Operations</li> <li>• Managing Site Emergency</li> <li>• Online Safety Management training course</li> <li>• Provide Guard and Patrol Services</li> <li>• Recognised Terrorist Threat</li> <li>• Scenarios of Bomb Package Courses</li> <li>• WSQ Lead And Manage a Team of Security Officers</li> <li>• WSQ Manage Security Operations</li> <li>• WSQ Manage Disorderly Conduct</li> <li>• WSQ Operate Basic Security Equipment</li> <li>• WSQ Supervise Security Officers</li> <li>• WSQ Work safety &amp; health policies procedures</li> </ul>
Gardening/ Landscaping	<ul style="list-style-type: none"> <li>• BioMax Soil mixing workshop</li> <li>• Comply With Workplace Safety and Health Policies and Procedures</li> <li>• Develop an Integrated Plant &amp; Landscape Health Management Programs</li> <li>• Identify Landscape Materials, Horticultural Product Course</li> <li>• Identify Landscape Material Course</li> <li>• Managing Work At Height</li> <li>• Treat Tree Health Problems course</li> <li>• WSQ Certificate in Landscape Operator Operations</li> </ul>
Pest Control	<ul style="list-style-type: none"> <li>• Adult First Aid Refresher Course</li> <li>• Apply Workplace Safety &amp; Health in Process Plant</li> <li>• Hazmat Transport Driver Permit Course</li> </ul>

# TRAINING AND EDUCATION

Sector	Descriptions
Pest Control	<ul style="list-style-type: none"> <li>• Pest Management Course</li> <li>• Shipyard Safety Instruction Course (SSIC) Worker General Trade</li> </ul>
Property Consultancy/ Property Facilities Management	<ul style="list-style-type: none"> <li>• Certified First Aid with CPR And AED</li> <li>• Implement Incident Management Process</li> <li>• Managing Work At Height</li> <li>• Management &amp; Admin Incident Management Process</li> <li>• Procurement of Facilities Management Services</li> <li>• Respond to Fire Incident in Workplace</li> <li>• Singapore Realtors Conferences</li> <li>• RECC Training course on Maintenance of Fire Protection</li> <li>• WSQ Comply With Workplace Safety And Health Policies And Procedures</li> </ul>

## Performance and Career Development Review

According to our Group policy, all of our employees undergo the annual performance appraisal. This exercise allows the managers and employees to set expectations, and address potential gaps in their performance. Regular and ad-hoc feedback are also given to employees. These practices to develop and improve employees' performance have contributed to improve organisational performance. Furthermore, these practices allows the Group to monitor the skill-sets of employees and to develop human capital within the organisation. As at reporting date, all employees have concluded their annual performance review for the year ended 2018.

We had also achieved our target set for 2018, an average of 40 hours of training and development where the Group initial target was set at 20 hours.

Target Setting: To maintain yearly average training hours per operation staff and management staff at 28 hours and 12 hours respectively

## LOCAL COMMUNITIES

The Group is committed to being a responsible corporate citizen in the businesses that we are doing, driving positive and sustainable change for our communities. During the financial year, the Group have also made donations to several events/parties e.g. SGX Bull Charge Charity Golf 2018 and others. The Group partnered with NGOs (Non-Government Organisations) such as the Centre for Domestic Employees, Foreign Domestic Workers Association for Social Support and Training and Humanitarian Organisation for Migration Economics and support their initiatives to build a better environment for Foreign Domestic Workers. In FY2018, our employees participated in Pink Ribbon Walk organised by Breast Cancer Foundation, for supporting the Breast Cancer Awareness. The Group will continue to engaging to the communities by giving support to the societies.

Target setting: to participate or contribute to social events.



*Employees participated at the Pink Ribbon Walk 2018*



# CUSTOMER PRIVACY

Our materiality assessment has indicated that customer data privacy and protection is of paramount importance to our stakeholders, making this one of the material topic for the Advancer Global. We understand that with the advancement of technology, there is a growing trend of concerns for individuals on how their personal data are being collected, managed and used.

## Personal Data Protection Act

With the establishment of the Personal Data Protection Act (PDPA) in 2012, personal data is protected in Singapore by various rules governing the collection, use, disclosure and care of personal data. Protection of the personal data of our stakeholders, including but not limited to, customers and employees are vital to our ability to conduct operations.

We have in place a PDPA policy which includes procedures on responsible data handling, use of data and compliance monitoring. Customers' data are stored in secure databases where we have established safeguards in place against impending IT security threats for instance, periodic change of passwords, installation of anti-virus and firewalls. These policies and procedures are disseminated to all employees and our operating entities in the Group. Every operational manager is expected to establish and implement the Group's PDPA policy and monitor for compliance.

We are very proud to announce that we have not received any substantiated complaints or had any breaches or loss of customer data. Our customers' privacy is of utmost importance to our Group and we consistently monitor and update our PDPA policy in accordance with new requirements and business developments. Subsequent to FY2018, we target to achieve zero complaints and PDPA breaches on a yearly basis.

Target setting: to achieve zero complaints and PDPA breaches on a yearly basis.

# GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
<b>GENERAL DISCLOSURE</b>		
GRI 102: General Disclosures 2016	<b>Organizational Profile</b>	
	102-1 Name of the organisation	4
	102-2 Activities, brands, products, and services	5
	102-3 Location of headquarters	5
	102-4 Location of operations	5
	102-5 Ownership and legal form	5
	102-6 Markets served	5
	102-7 Scale of the organisation	19
	102-8 Information on employees and other workers	19
	102-9 Supply chain	8
	102-10 Significant changes to the organisation and its supply chain	NIL
	102-11 Precautionary principle or approach	14
	102-12 External initiatives	24
	102-13 Membership of associations	9-12
	<b>Strategy</b>	
	102-14 Statement from senior decision maker	3
	<b>Ethics and Integrity</b>	
	102-16 Values, principles, standards, and norms of behaviour	7
	<b>Governance</b>	
	102-18 Governance structure	13
	<b>Stakeholder Engagement</b>	
	102-40 List of stakeholder groups	16
	102-41 Collective bargaining agreements	NIL
	102-42 Identifying and selecting stakeholders	16
102-43 Approach to stakeholder engagement	16	
102-44 Key topics and concerns raised	17	

# GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
<b>GENERAL DISCLOSURE</b>		
GRI 102: General Disclosures 2016	<b>Reporting Practice</b>	
	102-45 Entities included in the consolidated financial statements	Annual Report 2018
	102-46 Defining report content and topic boundaries	4
	102-47 List of material topics	17
	102-48 Restatements of information	NIL
	102-49 Changes in reporting	NIL
	102-50 Reporting period	4
	102-51 Date of most recent report	Sustainability Report 2017
	102-52 Reporting cycle	4
	102-53 Contact point for questions regarding the report	4
	102-54 Claims of reporting in accordance with the GRI Standards	4
	102-55 GRI content index	26-28
	102-56 External assurance	NIL
<b>MATERIAL TOPICS</b>		
<b>ECONOMIC PERFORMANCE</b>		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	18
	103-2 The management approach and its components	18
	103-3 Evaluation of the management approach	18
GRI 201: Economic Performance 2016	201-1 Direct Economic value generated and distributed	18
<b>EMPLOYMENT</b>		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	19
	103-2 The management approach and its components	19
	103-3 Evaluation of the management approach	19
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	19

# GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
<b>MATERIAL TOPICS</b>		
<b>TRAINING &amp; EDUCATION</b>		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	21
	103-2 The management approach and its components	21
	103-3 Evaluation of the management approach	21-23
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	21 & 23
	404-2 Programs for upgrading employee skills and transition assistance programs	21-23
	404-3 Percentage of employees receiving regular performance and career development reviews	23
<b>LOCAL COMMUNITIES</b>		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	24
	103-2 The management approach and its components	24
	103-3 Evaluation of the management approach	24
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	24
	413-2 Operations with significant actual and potential negative impacts on local communities	24
<b>CUSTOMER PRIVACY</b>		
GRI 418: Customer Privacy 2016	103-1 Explanation of the material topic and its boundaries	25
	103-2 The management approach and its components	25
	103-3 Evaluation of the management approach	25
GRI 418: Customer Privacy 2016	481-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	25