



Vibrant Group Limited

SUSTAINABILITY REPORT 2020



BOARD STATEMENT

The Board of Directors (the “Board”) is pleased to present its third Sustainability Report (the “Report”) of Vibrant Group Limited (the “Group”, “Vibrant Group” or “we”) for the financial year ended 30 April 2020 (“FY2020”). This Report provides an overview of the Group’s commitment and approach towards sustainability through its operations and business practices in the industry.

The Report presents our environmental, social and governance (“ESG”) initiatives, plans and performances in a transparent manner and demonstrates our ongoing commitment to sustainable development. The Board believes this Report serves as a good platform to communicate with its stakeholders on the Group’s sustainability performance.

As one of the well-established logistics group in Singapore, the Board believes sustainability is the key for the Group to achieve continuous success. Being the Group’s long-term strategic approach, the Board is responsible for overseeing the performance of the Group by incorporating the concept of sustainability into its business operations. The Sustainability Steering Committee (“SSC”), formed by the Group’s senior management, works closely with the Board to establish the Group’s sustainability objectives, strategy and performance. The Board plays a significant role in identifying sustainability factors that are material to the Group’s business, and the feedback from stakeholders also help in the process of sustainability reporting. The sustainability factors are being managed and monitored through the cooperation between the Board and the management.

As an integrated service provider in logistics, real estate and financial services, the Group strives to establish the best sustainable practice within the industry while achieving a commercially successful business. To increase its competitiveness, the Group realises the importance of improving its sustainability performance by integrating sustainability approach in its operation. We aim to enhance our sustainability management and performance and make contributions to the environment, our employees, our business and the local communities.

The Board would like to take this opportunity to express its gratitude to our employees, customers and business partners for their continuous support over the past years. Looking forward, the Group will continue to expand our businesses and achieve sustainable corporate development by implementing sustainable practices.

Vibrant Group’s Board of Directors

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ABOUT VIBRANT GROUP

Vibrant Group Limited (formerly known as Freight Links Express Holdings Limited) was incorporated in 1986 and listed on the SGX-ST in 1995 on what was then known as SGX-SESDAQ. The listing was transferred to the SGX Main Board in 1997. The Group is a leading logistics service provider offering comprehensive range of integrated logistics solutions. The Group's cores business activities also include financial services business and real estate business.

With the vision to be a world-class integrated service provider in logistics, real estate and financial services, the Group operates with the mission to harness the synergistic effects of our capabilities in logistics, real estate and financial services, provide reliable and innovative services and deliver credible and sustainable business growth to our clients.

OUR SUSTAINABILITY EFFORTS

As a business that strives toward growth and development, we remain vigilant for emerging trends and developments that may present business opportunities. The changing business environment may offer opportunities for us to improve our sustainability performance, or sustainability opportunities may provide opportunities to improve our business performance. Our sustainability approach recognises the need to enhance our sustainability performance in order to increase our competitiveness. We are aware of the increasing importance of ESG factors among our stakeholders and the business landscape, and we aim to align our sustainability initiatives with our business strategy.

SUSTAINABILITY STEERING COMMITTEE

Sustainability at the Group is spearheaded by the SSC, which was formed by the Group's senior management, including the Chief Executive Officer and Chief Financial Officer. The Board works closely with SSC, whose role is to develop sustainability objectives and strategy, manage and monitor overall sustainability performance, and report to the Board.

Achieving a high level of corporate governance is important to the Group. Hence, we have set in place a sustainability framework that will be reviewed by the SSC every year.

The SSC is supported by the Sustainability Task Force ("STF"), which is responsible for driving the sustainability programme across the organisation. The STF comprises members of the senior management teams from different business units across the Group.



ABOUT THE SUSTAINABILITY REPORT

This Report presents Vibrant Group's sustainability performance for the period between 1 May 2019 and 30 April 2020. Unless specified otherwise, the scope of the Report covers the Group's most material business at our head office in Singapore, our freight and logistics business. Activities included are international freight forwarding, warehousing property and logistics as well as chemical storage and logistics operations. This Report also presents and summarises the Group's policies, practice and performance relating to the ESG aspects. The Group will strengthen its sustainability works in the future, and continue to expand its scope of disclosure subject to the materiality assessment and necessity.

REPORTING FRAMEWORK

This Report has been prepared in accordance with the Practice Note 7.6 Sustainability Reporting Guide issued by the SGX-ST and with reference to the Global Reporting Initiative ("GRI") Standards, the latest sets of standards issued by the GRI Global Sustainability Standards Board. The GRI Standards sets out generic sustainability factors, general principles and indicators for the Group to report on sustainability policies, practices, performance and targets that is in line with the global best practices for reporting on economic, environmental and social topics.

In specific, the Report references to the following topic-specific disclosures:

GRI 102: General Disclosure 2016

GRI 103: Management Approach 2016

GRI 201: Economic Performance 2016

GRI 205: Anti-corruption 2016

GRI 302: Energy 2016

GRI 303: Water 2016

GRI 305: Emissions 2016

GRI 306: Effluents and Waste 2016

GRI 307: Environmental Compliance 2016

GRI 401: Employment 2016

GRI 403: Occupational Health and Safety 2016

GRI 404: Training and Education 2016

GRI 405: Diversity and Equal Opportunity 2016

GRI 416: Customer Health and Safety 2016

GRI 418: Customer Privacy 2016

GRI 419: Socioeconomic Compliance 2016

CONTACT US

We value and welcome feedback to continuously improve our sustainability reporting and practices. If you wish to provide comments or feedback, please send your comments, suggestions, or feedback to corporate@vibrant.com.sg.

STAKEHOLDER ENGAGEMENT

The Group values its stakeholders and their feedback regarding its businesses and sustainability aspects. In order to understand and address their key concerns, we have been maintaining close communication with our stakeholders that have direct and significant impacts on our business, and also those who will be affected by our operations. We will continue to increase our involvement with stakeholders via constructive conversation with a view to charting a course for long term prosperity.

In formulating operational strategies and sustainability measures, the Group takes into account the stakeholders' expectations and strives to improve its performance through mutual cooperation with the stakeholders, resulting in creating greater value for them. The following table summarises our key stakeholders and their concerns of discussions, together with their corresponding engagement methods and frequency.

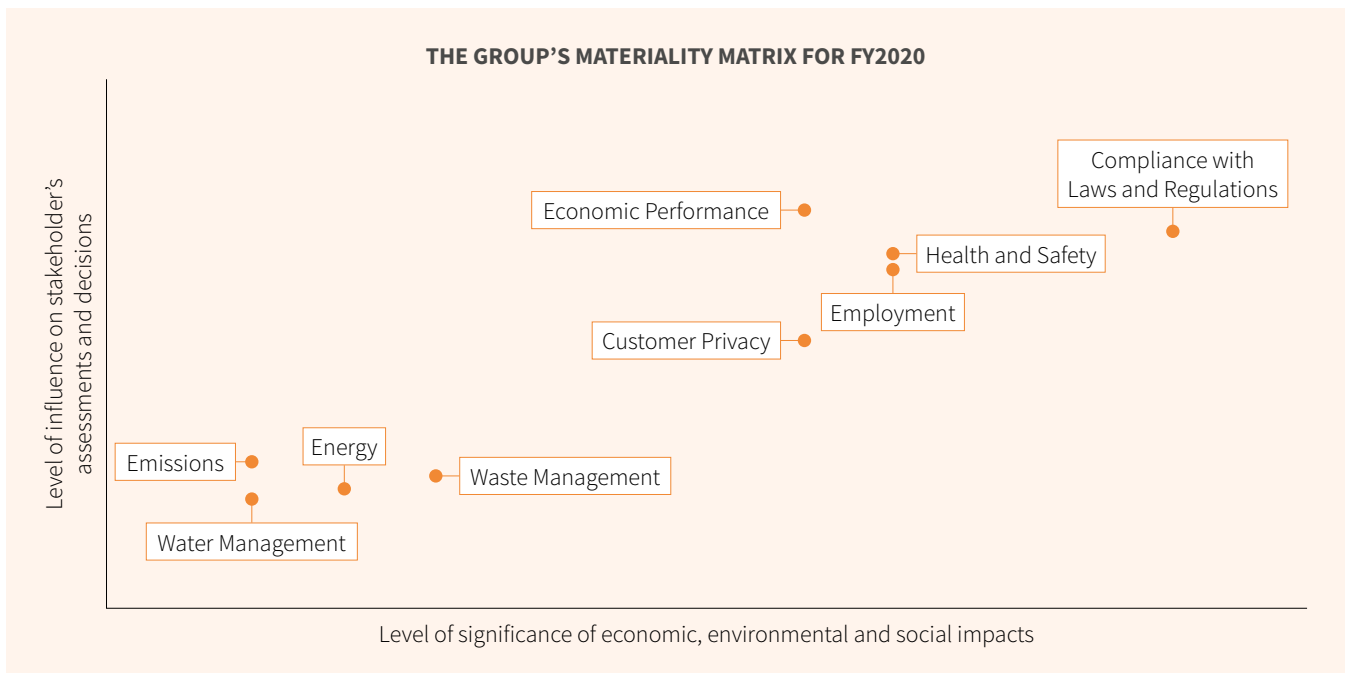
Stakeholders	Concerns of Discussions	Methods of Engagement	Frequency
Investors and Shareholders	<ul style="list-style-type: none"> Sustain profitability and enhance shareholder return Transparent reporting Sound corporate governance practices Long-term growth of business 	Timely updates of financial results and announcements, business developments, press releases, and other relevant disclosures via SGXNet and website	Throughout the year
		Annual General Meeting	Annually
Customers	<ul style="list-style-type: none"> Expanding connectivity and maximising cost efficiency Responsiveness to customer requests and feedback 	Regular formal or informal meetings and feedback sessions to exchange ideas and update on important initiatives and matters	Throughout the year
		Channels of communication for freight and logistics services provided	
Employees	<ul style="list-style-type: none"> Equitable remuneration Fair and competitive employment practices and policies Safe and healthy work environment Focus on employee development and wellbeing 	Induction programme for new employees	Throughout the year
		Training and development programmes	
		Recreational and wellness activities	
		Career development performance appraisals	Annually
Business Partners (Third Party Service Providers)	<ul style="list-style-type: none"> Equitable treatment of business partners Regular and punctual payments upon enlistment of service 	Regular dialogue sessions with service providers	Throughout the year
		Established channels of communication	
Government and Regulators	<ul style="list-style-type: none"> Compliance with, and keep abreast of, ever-changing laws and regulations 	Meetings and dialogue sessions	Throughout the year
Trade Associations		Membership in industry associations such as the Singapore Logistics Association, the Singapore Business Federation, the Singapore Aircargo Agents Association, the International Air Transport Association, etc.	

MATERIALITY ASSESSMENT

A materiality assessment in the form of survey was conducted in FY2020, where we identified material sustainability matters to our business operations. Employees of various positions from different business units across the Group were involved in completing the materiality survey. During the materiality assessment, we took into consideration the following factors:

- Global and local emerging sustainability trends;
- Material topics identified by industry peers;
- Industrial best practices; and
- Sustainability reporting frameworks.

The Group has considered feedback from relevant stakeholders in determining the Group’s material sustainability aspects to be covered in this Report. The Group’s materiality matrix for FY2020 is presented as follows:



Category	Material Topics
Governance	Compliance with Laws and Regulations
Economic	Economic Performance
Environment	Emissions
	Waste Management
	Energy
	Water Management
Social	Employment
	Health and Safety
	Customer Privacy























The Group will further disclose its performance of the above material topics in this Report, and we consider the results as important reference points for the planning of sustainability management in the following financial years.

The Group confirmed that appropriate and effective management policies and internal control policies for the ESG issues are in place.

SUSTAINABILITY TARGETS PERFORMANCE


To better manage the Group's material topics and its performance on those aspects, the Group has set quantifiable targets in FY2019 for FY2020 covering aspects such as anti-corruption, emissions control, waste management, and employment, etc.

The table below summarises the Group's progress and achievement towards the sustainability targets set for FY2020. In FY2020, we will continue to work for the targets set for the following year.

	Target for FY2020	Result	Target for FY2021
Governance			
	Anti-corruption No incidents of corruption		<ul style="list-style-type: none"> No confirmed incidents of corruption / public legal cases regarding corruption brought against the Group No termination of contracts with business partners due to violations related to corruption
	Economic Compliance No incidents of non-compliance with relevant anti-corruption laws and regulations that would have a material impact to the Group		<ul style="list-style-type: none"> No incidents of non-compliance with relevant anti-corruption laws and regulations that would have a material impact to the Group
Environmental			
	GHG Emissions Maintain or reduce GHG's intensities below FY2019's level		<ul style="list-style-type: none"> Maintain or reduce both Scope 1 and Scope 2 GHG emission intensities level below FY2020's level
	Waste Management Maintain zero spills		<ul style="list-style-type: none"> Maintain zero spills
	Energy Maintain or reduce electricity and diesel intensities below FY2019's level		<ul style="list-style-type: none"> Maintain or reduce electricity and diesel intensities below FY2020's level
	Water Management Formulate relevant procedures to improve water management		<ul style="list-style-type: none"> Formulate relevant procedures to improve water management Maintain or reduce water consumption intensity below FY2020's level
	Environmental Compliance No incidents of non-compliance with relevant environmental laws and regulations that would have a material impact to the Group		<ul style="list-style-type: none"> No incidents of non-compliance with relevant environmental laws and regulations that would have a material impact to the Group
Social			
	Employment Maintain an employee turnover rate of 25% or below		<ul style="list-style-type: none"> Maintain an employee turnover rate of 25% or below
	Health and Safety <ul style="list-style-type: none"> Maintain or reduce lost time injury rate of 0.16 Maintain zero incidents of non-compliance resulting in regulatory breaches related to relevant health and safety legislation 		<ul style="list-style-type: none"> Maintain or reduce lost time injury rate of 0.16 Maintain zero incidents of non-compliance resulting in regulatory breaches related to relevant health and safety legislation
	Customer Privacy Maintain zero breaches and substantiated complaints of customer privacy and losses of data		<ul style="list-style-type: none"> Maintain zero breaches and substantiated complaints of customer privacy and losses of data
	Socio-economic Compliance No incidents of non-compliance with relevant socio-economic laws and regulations that would have a material impact to the Group		<ul style="list-style-type: none"> No incidents of non-compliance with relevant socio-economic laws and regulations that would have a material impact to the Group

Key:

 Met target

 Working towards target

GOVERNANCE

Vibrant Group strives to uphold good corporate governance practices to maintain trust from its stakeholders. The Group has developed a sound system of risk management and internal control to provide reasonable assurance that assets are safeguarded, operational controls are adequate, business risks are suitably protected. The audit committee of the Company (the “Audit Committee”) oversees and ensures that such system has been appropriately implemented and monitored.

COMPLIANCE WITH LAWS AND REGULATIONS

We recognise the importance of maintaining high standards of business integrity and complying with applicable laws and regulations, including relevant environmental laws and regulations. Thus, we have implemented measures to ensure that our employees comply with the Group’s policy and procedures. We have also put stringent monitoring and enforcement mechanisms in place to manage our economic, social and environmental performance. We provide related training to our employees to equip them with knowledge on compliance with laws and regulations to aspects including but not limited to anti-corruption, environmental emissions, employment, etc.

ANTI-CORRUPTION

As a corporation that upholds business integrity, we have zero tolerance towards any forms of bribery and any forms of corruption. The Group has established related anti-corruption policies, which are specified in the Code of Conduct and Corporate Policy on Exchange of Gifts, all employees are required to adhere to the policies strictly. The policies specify requirements in record keeping and documentation.

In addition, a Whistle-blowing Policy has been put in place for employees to report their concerns about suspected fraud, corruption, dishonest practices, misconducts, or other similar matters. Employees are encouraged to report any suspicious practices or inappropriate activities and bring them immediately to the attention of the chairman or any member of the Audit Committee and/or the Board. Appropriate action will be taken if an employee is found guilty of fraud, dishonesty or criminal conduct in relation to his/her employment. It is also the Group’s policy to protect the identity of the whistleblower. The Group views any harassment or retaliation in any forms or manners against the whistleblower seriously, and has zero tolerance against victimisation of the whistleblower. Any acts of reprisal or victimisation of the whistleblower by members of the Group or management will result in disciplinary actions, including termination of employment.

During FY2020, there were neither any confirmed incidents of corruption or public legal cases regarding corruption brought against the Group, nor any termination of contracts with business partners due to violations related to corruption. Moreover, the Group did not identify any material non-compliance with relevant anti-corruption laws and regulations. We aim to maintain this trend for the forthcoming year.

More details of the Group’s corporate governance practices can be found in the “Corporate Governance Report” (pages 21 to 33) of the Group’s annual report 2020.

ECONOMIC

Vibrant Group sees economic performance as a material factor as we believe our business economic viability is important to our stakeholders. We aim to attain sustainable economic growth to provide desirable returns to our shareholders annually.

To keep the Group abreast with the latest industrial information, the Group holds a membership in industry associations such as the Singapore Logistics Association, the Singapore Business Federation, the Singapore Aircargo Agents Association, the International Air Transport Association, etc.

Our financial performance for FY2020 can be found in the Group's Financial Highlights (pages 08 to 09) and Financial Statements section (pages 34 to 140) of the annual report 2020.

ENVIRONMENTAL

There is an increasing awareness to environmental issues such as climate change. As a global integrated logistics provider, Vibrant Group recognises the impacts of its business on the environment, especially the use of fossil fuels in vehicles and other resources consumed in our operation. The Group believes that environmentally friendly practices complement business efficiency and advocates corporate social responsibility towards the environment by incorporating these processes in its daily operations. As a socially responsible corporation, the Group strictly complies with related environmental regulations and all employees share responsibilities in monitoring the Group's environmental performances. Employees are encouraged to report any suspected violation to the Group, and the management will look into the reported issues in a serious manner. In FY2020, the Group achieved the target of maintaining zero incidents of non-compliance with relevant environmental laws and regulations that would have a material impact to the Group. We aim to maintain the record of zero incidents for non-compliance for the forthcoming year.

EMISSIONS

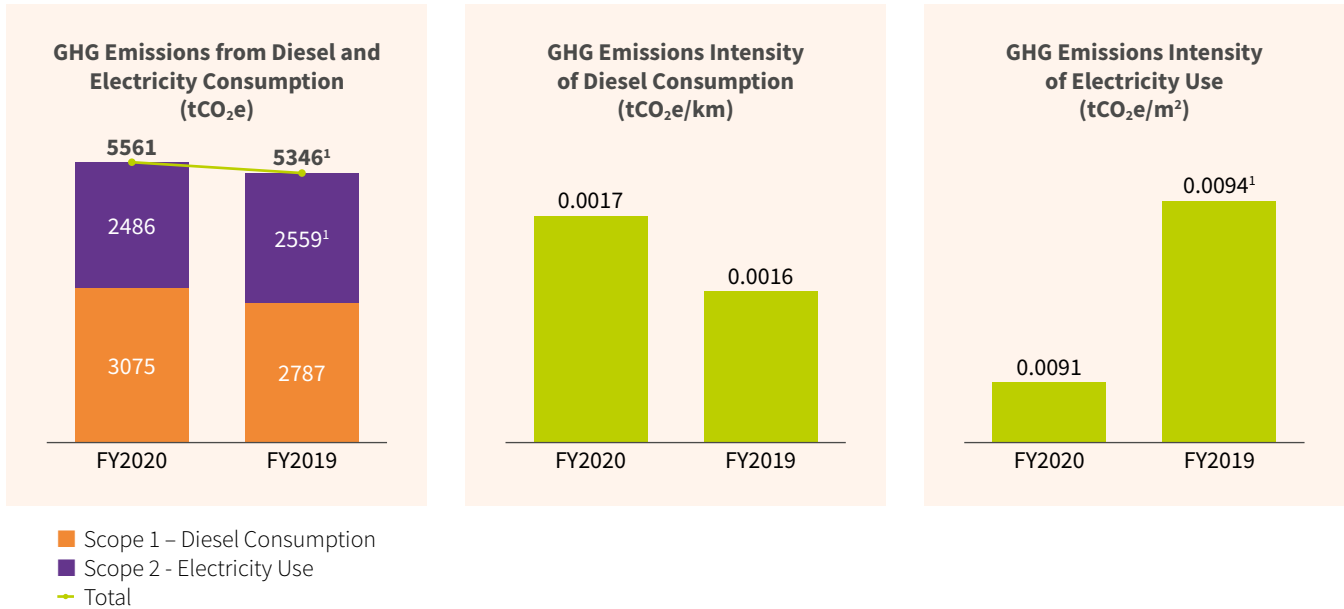
Realising the business nature of the Group is closely related with emissions, we strive to minimise our environmental impacts in our operations. We aim at reducing our emissions by introducing various practices and initiatives, while increasing our efficiency and lowering costs. We have implemented related environmental policies and initiatives, including but not limited to those listed below, to reduce the Group's emissions:

- Conduct regular checks on our vehicles to ensure that they comply with environmental regulations as well as monitor our diesel consumption;
- Educate employees to turn off engines for idling vehicles; and
- Actively adopt other emission reduction measures which are described in the "Energy" section.

To echo with the global efforts in reducing Greenhouse Gas ("GHG") emissions that lead to climate change, Vibrant Group has adopted a series of measures and initiatives to reduce GHG emissions. Such measures and initiatives range from vehicle inspection to electricity conservation. Please refer to the section "Energy" for more details regarding energy conservation initiatives.

The Group's major sources of GHG emissions were originated from fuel consumed by vehicles (Scope 1) and purchased electricity (Scope 2). In FY2020, we have partially achieved the target of maintaining or reducing our GHG intensities below FY2019's level, for which there was an increase in GHG intensity from diesel consumption, while there was a decrease in GHG intensity from electricity consumption. We aim to maintain and reduce both Scope 1 and Scope 2 GHG intensities for the forthcoming year.

In FY2020, the Group’s total GHG emissions has increased by about 4% compared to FY2019. In particular, the GHG emissions intensity of diesel consumption (Scope 1) had increased by about 6% from FY2019’s level to approximately 0.0017 tCO₂e per kilometers travelled in FY2020; while the GHG emissions intensity from electricity consumption (Scope 2) has decreased by about 3% from FY2019’s level¹ to approximately 0.0091 tCO₂e per square meter in FY2020. The following graphs show the GHG performances of Vibrant Group in FY2020 and FY2019.



¹ FY2019 electricity data was restated to include the gross floor area of two locations.

WASTE MANAGEMENT

The Group is committed to handling and disposing all wastes generated by our business activities in a proper manner, and strives to minimise the environmental impact during the waste management process.

The general wastes are centrally collected and disposed, and we assign designated staff to check the waste collection area regularly to ensure the tidiness of the surroundings. We also encourage employees to conduct waste separation at source and develop the habit of waste recycling as a daily practice by placing recycling bins in accessible areas.

In regard to hazardous wastes, the Group has established the Chemical Safety Policy to govern the use, storage of chemicals, and the disposal of such wastes. Chemical wastes must be disposed in accordance with prevailing regulatory requirements and accumulation of wastes must be avoided. All hazardous wastes are required to be labelled clearly according to national and international codes. We engaged licensed third party in handling hazardous wastes. Regular training are also conducted to ensure the competency of our staff in handling hazardous wastes and the latest legal requirements concerning regulated substances.

In addition to the above measures, the Chemical Safety Policy has also stated the best practices for the use, storage, and disposal of chemicals in the workplace. Each warehouse is subjected to regular inspections, via an inspection or audit programme by the safety committee and if necessary, by the Office of Health, Safety and Environment (“HSE”). Emergency action plans concerning any accidental release of hazardous wastes, and responding to chemical incidents such as fires, spills, and explosions are also required to be established. All incidents shall be reported to the safety committee and HSE and subsequently be investigated by higher management to minimise the recurrence. We also conducted regular drills and training for employees to educate them the appropriate mitigation measures to be taken in case of any accidental spillage.

We aim to support these initiatives by systematically recording environmental incidents such as spills as well as maintaining appropriate approvals for the handling of hazardous chemicals. We had achieved the target set in FY2019, for which there were zero spills recorded in FY2020. We aim to continue achieving this target in the forthcoming year.

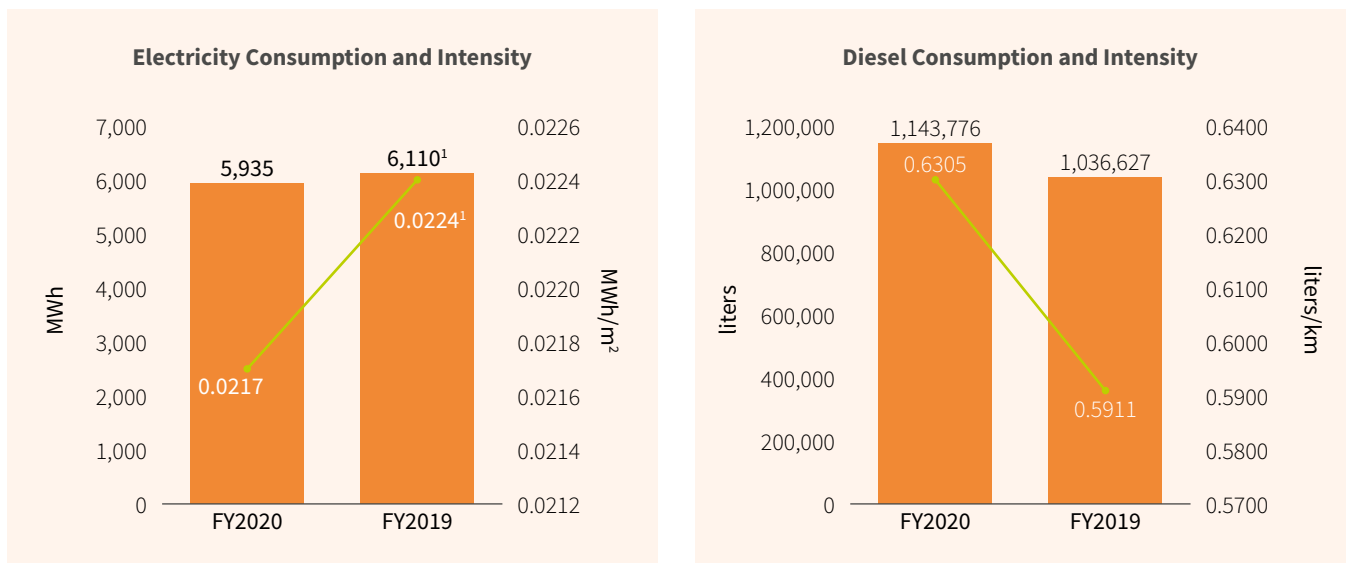
ENERGY

The Group is committed to reducing energy consumption and ensuring energy efficiency in our business activities. Related energy management plan and measures have been developed as one of the Group's fundamental policies so as to strive for energy conservation and efficiency. The Group has developed energy objectives and targets to continuously enhance the Group's energy consumption performance and hence reduce our GHG emissions in an effective manner. The usage of electricity, fuel and other materials is regularly monitored. Unexpected high consumption of such resources will be investigated to find out the root cause and corresponding preventative measures will be taken when deemed necessary.

Given our business nature, the energy consumption is mainly the consumption of fuels for vehicles and purchased electricity for our operation. The Group has introduced various measures and initiatives to achieve the goal of electricity saving and efficient consumption. Such measures and initiatives include but are not limited to the following:

- Explore energy efficient technologies to implement in operations;
- Use of technology to track and control direct energy usage for example, use of diesel in vehicle fleet;
- Achieve transparency by enhancing data quality; and
- Promote effective environmental management among suppliers and external contractors.

The Group is committed to strictly executing the measurement and tracking the effectiveness of the above policies and initiatives. During FY2020, we have partially achieved FY2019's target of reducing our electricity intensity for about 3% below FY2019's level, yet diesel intensity has increased by about 7% above FY2019's level. Our target for FY2021 will be to maintain or reduce our electricity and diesel intensities below FY2020's level. The following graphs show the electricity and diesel performances of Vibrant Group in FY2020 and FY2019.



WATER MANAGEMENT

The water consumed by the Group was mainly domestic water in office areas and warehouses. The Group has adopted a wide range of water conservation measures to reduce water consumption. Apart from encouraging all employees and customers to develop the habit of conserving water consciously, the Group has also been strengthening our water-saving promotion, posting water-saving slogans and educating employees to use water reasonably. We are working towards formulating relevant procedures to improve our water management, and we hope that such policy could be introduced in the near future.

During FY2020, the Group had consumed approximately 22,488m³ water with an intensity of approximately 0.08m³ per square meter. The Group will continue to strive our best in maintaining the water consumption intensity for the forthcoming year.

SOCIAL

Socioeconomic compliance is one of the key factors for the Group to obtain social license to operate. The management of the Group regularly reviews the business activities, sets up clear policies and procedures in advance to prevent potential infringement of related laws and regulations. Employees are also encouraged to report suspected cases of violation in any laws and regulations. In FY2020, there were zero incidents of non-compliance with relevant material socio-economic laws and regulations, and we aim to maintain this trend for the forthcoming year.

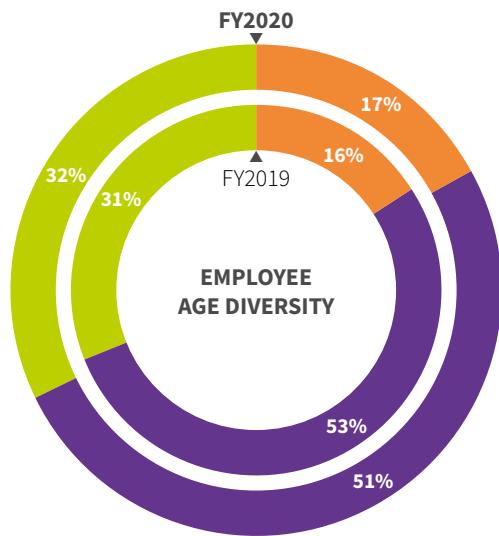
EMPLOYMENT

We recognise that human capital is the backbone in supporting the development of the Group. Our employees are involved in warehouse operations and management as well as the processing and distribution of shipments and goods. Their skills and expertise are vital to our business success. Thus, attracting and retaining talent are part of Vibrant Group’s strategy for ensuring sustainable growth for our business.

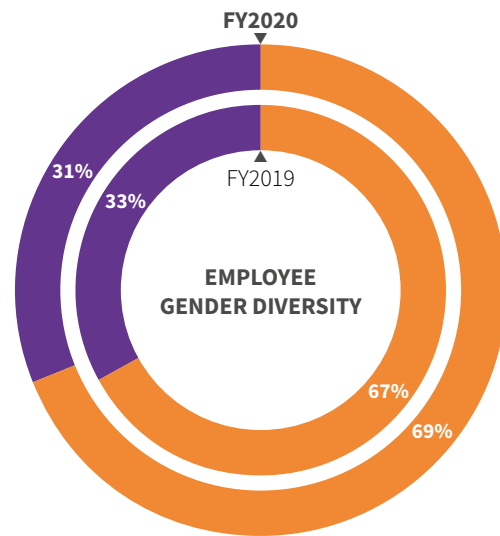
The Group adopts a people-oriented management approach and realises the full potentials of our employees. The Group has formally established the Employee Handbook, covering the aspects of recruitment, compensation, promotion, working hours and rest periods, diversity and equal opportunity, etc. The Group reviews the Employee Handbook and its employment practices on a periodic basis to ensure continuous improvements of the employment standards and compliance with relevant employment laws and regulations.

Apart from the employment policies, the remuneration committee is also established to review and recommend the general framework of remuneration policies to the Board. The remuneration committee is also responsible for reviewing and recommending the Board the specific remuneration packages for key management personnel and directors. Key terms of references can be found in the Group’s annual report.

In FY2020, there were 435 employees at Vibrant Group in respect to the Reporting scope. The following graphs show the age and gender diversity of employees of the Group.

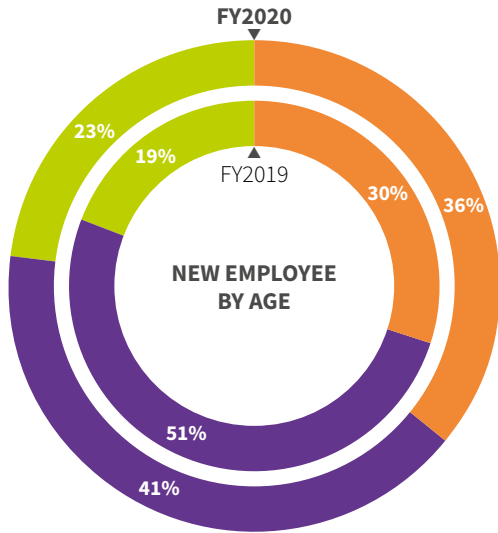


■ < 30 years old ■ 30 - 50 years old ■ > 50 years old

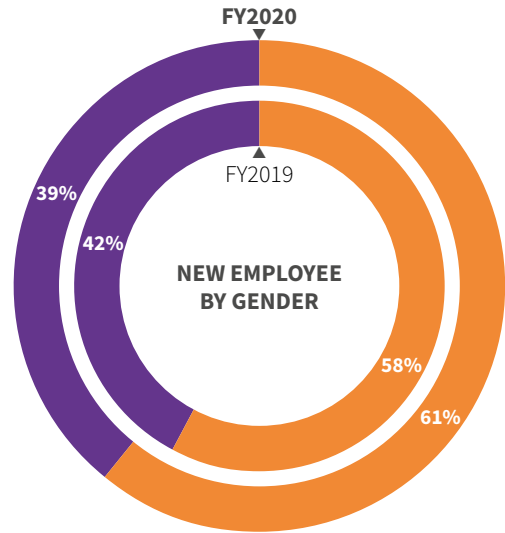


■ Male ■ Female

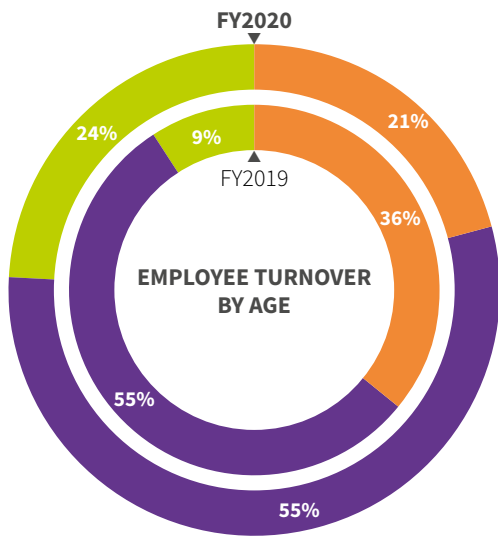
In FY2020, there were 44 new employees and 53 employees had left the Group. We have achieved the target of maintaining an employee turnover rate of 25% or below, and we aim to maintain this trend for the forthcoming year. The following charts and table set out the employment performances in FY2020 and FY2019.



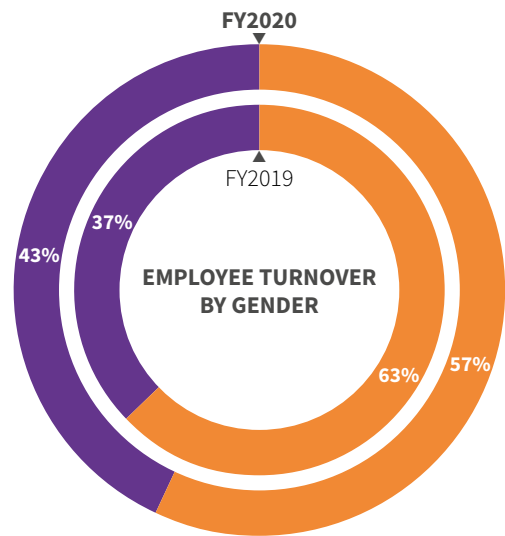
Legend: < 30 years old (orange), 30 – 50 years old (purple), > 50 years old (green)



Legend: Male (orange), Female (purple)



Legend: < 30 years old (orange), 30 – 50 years old (purple), > 50 years old (green)



Legend: Male (orange), Female (purple)

	FY2020	FY2019
New employee hires (annual rate)	44 (10%)	79 (16%)
Employee turnover (annual rate)	53 (12%)	67 (14%)

Recruitment and Remuneration

The Group applies transparent recruitment processes based on merit, grades and relevant skills for the position and potential to fulfil the Group's current and future needs. We have formulated related employment policies in governing the recruitment process and strictly comply with the employment legislations in Singapore.

Employees are the most important resources and play a critical role in the overall success of the Group. We believe high talent retention creates a positive work environment, and helps strengthen employees' commitment to the organisation. Therefore, we offer competitive remuneration packages for our employees. Our full-time employees enjoy benefits including health care coverage; bus transport scheme; gift voucher for new born; insurances including but not limited to business travel insurance, work injury compensation insurance, group hospital and surgical insurance. Full-time employees are also entitled to different leave types, such as annual leave, parental leave, medical and hospitalisation leave, national service leave, etc. Retirement provision is also eligible for employees at the directorial-level. Apart from benefits provided to full-time employees, we also provide sufficient benefit coverage to our part-time employees.

In addition to the above, the Group also recognises the importance of maintaining employee's well-being, and stresses heavily on creating a work-life balanced lifestyle for our employees. Therefore, we regularly engage with our employees by organising different forms of activities and social events throughout the year.

During FY2020, 7 employees (3 females, 4 males) had taken parental leave and all of them had returned to work after the leave ended. There were 9 employees who returned to work after the parental leave had ended in FY2019, and they were all still employed in FY2020. The retention rate of employees that took parental leave was 100%.

Diversity and Equal Opportunity

Vibrant Group recognises the value of a diverse and skilled workforce and endeavours to create an inclusive and collaborative workplace culture in which all can thrive. The Group has formulated policies including the Remuneration Policy, Staff Welfare and Benefit Policy, and Employment Code of Conduct which aim at achieving diversity and equal opportunity at Vibrant Group.

We are committed to promoting a diverse workforce and maintaining a discrimination-free work environment. The Group is dedicated to providing equal opportunity in all aspects of employment and embraces diversity and inclusivity regardless of race, religion, colour, gender, age, sexual orientation, nationality and family status, and marital status. This covers all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Training and Development

At Vibrant Group, we aim to provide opportunities for employees to not only learn and grow, but also support them in developing talent and ability that meet their current and further job needs. Therefore, we have developed a variety of training and development programmes for our employees as part of our sustainability strategy.

Our employees are encouraged to participate in a wide range of relevant learning and development programmes. During FY2020, our employees received an average of 4.5 hours of training per employee, and we intend to provide our employees with more opportunities for training in the forthcoming year. Other programmes that are targeted at employee development include skills and transition assistance programmes such as Bachelor in Business Studies (Marketing) and Diploma in Integrated Logistics Management. The Group also provides training sponsorship for our employees in order to encourage them to attend courses that are relevant to their job.

HEALTH AND SAFETY

At Vibrant Group, we regard health and safety as a top priority and see this as an essential part of our business. We strive to prioritise the health and safety of our employees, customers, third-party service providers and visitors. We realise the essentiality of maintaining a safe working environment at all of our facilities, therefore we have set in place different health and safety policies. Such policies include but not limited to Personal Protective Equipment Policy, Safety Belt Policy, Drug and Alcohol Policy. We have also enforced the Health, Safety, Security and Environment (“HSSE”) Policy in workplace to demonstrate our commitment to ensuring that health and safety at work is paramount to our business that protects the health, safety and security for our employees, property and the public from risk of harm.

Apart from formulating policies, we also require employees to adopt a series of health and safety measures, which includes the safe use of vehicles and equipment, and the safe handling of hazardous chemicals to prevent injuries and loss of life. We constantly highlight the importance of a safe working environment to our employees by providing safety tips regularly. We also employ an all-round approach to health and safety, taking into consideration training, communication, safety at work sites, security operations and audits. The following table summarises the initiatives and practices that we have implemented with regard to the health and safety of our employees and other stakeholders.

Initiatives and Measures	Details
Documentations: Employee Handbook / Orientation Handbook	Social Code of Conduct: <ul style="list-style-type: none"> • Safe and Healthy Work Environment Rules and Regulations: <ul style="list-style-type: none"> • Emergency evacuation rule; • Safety standards and guidelines; and • Smoking, dress code, etc.
Safety training	<ul style="list-style-type: none"> • Tailor-made courses according to job requirements and provide specific precautions and procedures to follow; • Conduct safety training to assure safety equipment is properly worn and maintained; and • Evacuation plans and drills well designed for on-the-ground workers.
Safety measures	<ul style="list-style-type: none"> • Conduct safety audit(s) and inspections at all facilities to identify key areas and take preventive measures when necessary; • Re-examine existing health and safety policies, ensure well-implementation and continued relevance; and • Ensure responsible usage of chemicals and transparency on the substances used in premises.
Employee well-being	<ul style="list-style-type: none"> • Employee wellness plan including regular medical check-ups, workplace inspections, advice and treatments.

In view of the COVID-19 outbreak, the Group remains highly vigilant to the potential impact of health and safety on both its employees and customers. The Group has issued memorandum to its employees at the warehouse to remind them of the importance of maintaining personal hygiene and conducting additional sanitation procedures to the warehouse and the Group’s vehicles. For its employees and customers, the Group required that their temperature be taken before entering the Group’s premise, they were also required to wear a facial mask at all times. The Group has also imposed measures to avoid the spreading of COVID-19, such as providing alcohol-based hand sanitisers to everyone entering the Group’s premise.

In FY2020, there were neither any workplace fatalities nor any incidents of workplace injuries at Vibrant Group, hence we have achieved the target of maintaining or reducing the lost time injury rate of 0.16 recorded in FY2019. We have also achieved the target of achieving zero incidents of non-compliance resulting in regulatory breaches related to relevant health and safety legislation. Our target for FY2021 will be to maintain or reduce the lost time injury rate of 0.16 and to maintain zero incidents of non-compliance resulting in regulatory breaches related to relevant health and safety legislations.

CUSTOMER PRIVACY

The Group has established policies and standards for preventing the loss or mishandling of customer data such as the information technology (“IT”) security management approach to protect business and personal data against unauthorised access. We have plans to implement the following privacy protection initiatives in the future:

- Introducing the Personal Data Protection Policy that governs the collection, use, disclosure and care of personal data;
- Complying with privacy and information security law and regulatory requirements; and
- Abiding by the employee code of conduct for the use of personal data.

Furthermore, we have appointed a Personal Data Protection Officer, who will be responsible for conducting regular checks of our IT system in order to prevent the loss of business and personal data. Reported breaches and complaints of the loss of business and personal data will be documented. We also plan to disseminate information on data privacy requirements to key stakeholders.

In addition to the above measures and initiatives, the Group has also organised training for employees to familiarise themselves with the Personal Data Protection Act and how it applies to the collection, use and disclosure of National Registration Identity Card (“NRIC”) and other national identification numbers.

During FY2020, the Group has achieved the target of maintaining zero breaches and substantiated complaints of customer privacy and losses of data, and we aim to maintain this record for the forthcoming year.

CORPORATE SOCIAL RESPONSIBILITY

Vibrant Group has long been committed to acting for the betterment of the community and has always been sensitive to the needs of the underprivileged. Each year, the Group carefully selects our voluntary service or donation partners that align with the Group’s vision and ensures that the Group’s resources can be effectively allocated to people in dire need of assistance. The Group hopes the funds gathered can bring about positive impact to those in need. The Group contributes to the welfare of the society through donations and volunteering works.

During FY2020, the Group has donated to the Tan Kah Kee Foundation and the People’s Association (South West Community Development Council). The donations will be used to foster the spirit in entrepreneurship and dedication to education and fund meaningful community projects that promote communal bonding and strengthening social cohesion respectively.

To further the Group’s participation in community events and provide employees with opportunities to initiate, lead and serve the society, employees volunteered their time at Ang Mo Kio-Thye Hua Kwan Hospital which primarily focuses on providing rehabilitative care to patients. Our employees sang with the patients and assisted patients with completing art-related programmes, namely, Perler beads making, colouring and calligraphy. We ended the day by distributing goody bags to the patients. Those goody bags, hand wrapped by our employees, contained daily necessities such as towels, toothpaste, toothbrush and wet wipes. The session not only brought patients joy and temporary relief from their illnesses but also provided profound reflections to our employees to the old adage that “giving is better than receiving”.

The Group shall continue to uphold its commitment in community participation and will continue to seek for more opportunities to give back to the society.

SGX CONTENT INDEX

Primary Component	Section Reference
Material Topics	Materiality Assessment
Policies, Practices and Performance	Governance Economic Environmental Social
Board Statement	Board Statement
Targets	Sustainability targets performance
Framework	About the Sustainability Report – Reporting Framework

GRI CONTENT INDEX

GRI Indicator	Description	Session / Explanation
GRI 102: General Disclosures		
102-1	Name of the organization	Vibrant Group Limited
102-2	Activities, brands, products, and services	Annual Report 2020 – Corporate Profile, P. 01 Annual Report 2020 – Our Business Lines, P. 02 Sustainability Report 2020 – About Vibrant Group, P. 01
102-3	Location of headquarters	Annual Report 2020 – Corporate Profile, P. 01 Sustainability Report 2020 – About Vibrant Group, P. 01
102-4	Location of operations	Annual Report 2020 – Corporate Profile, P. 01 Annual Report 2020 – Our Business Lines, P. 02
102-5	Ownership and legal form	Annual Report 2020 – Corporate Profile, P. 01 Annual Report 2020 – Group Corporate Structure, P. 18
102-6	Markets served	Annual Report 2020 – Our Business Lines, P. 02
102-7	Scale of the organization	Sustainability Report 2020 – Employment, P. 10 Annual Report 2020 – Group Financial Highlights, P. 08
102-8	Information on employees and other workers	Sustainability Report 2020 – Employment, P. 10
102-9	Supply chain	Supply chain activities are minimal and immaterial to report on
102-10	Significant changes to the organization and its supply chain	No significant changes during FY2020
102-11	Precautionary principle or approach	The Group has developed internal control mechanism, and will regularly conduct risk management exercises so to identify potential operational risks and development of new products. In addition, the Group has introduced the Whistleblowing Policy to maintain a high level of cooperate governance and business conduct.
102-12	External initiatives	No externally-developed economic, environmental and social charters, principles, or other initiatives is subscribed or endorsed during FY2020.
102-13	Membership of associations	Sustainability Report 2020 – Stakeholder Engagement, P. 03
102-14	Statement from senior decision-maker	Sustainability Report 2020 – Board Statement, Cover page
102-16	Values, principles, standards, and norms of behavior	Sustainability Report 2020 – Board Statement, Cover page Annual Report 2020 – Our Vision, Our Mission, Cover page Annual Report 2020 – Corporate Governance Report, P. 21
102-18	Governance structure	Sustainability Report 2020 – Our Sustainability Efforts, P. 01 Annual Report 2020 – Group Corporate Structure, P. 18
102-40	List of stakeholder groups	Sustainability Report 2020 – Stakeholder Engagement, P. 03

GRI Indicator	Description	Session / Explanation
GRI 102: General Disclosures (Continued)		
102-41	Collective bargaining agreements	No collective bargaining agreements are in place during FY20.
102-42	Identifying and selecting stakeholder	Sustainability Report 2020 – Stakeholder Engagement, P. 03
102-43	Approach to stakeholder engagement	Sustainability Report 2020 – Stakeholder Engagement, P. 03
102-44	Key topics and concerns raised	Sustainability Report 2020 – Stakeholder Engagement, P. 03
102-45	Entities included in the consolidated financial statements	Annual Report 2020 – Group Corporate Structure, P. 18
102-46	Defining report content and topic Boundaries	Sustainability Report 2020 – About the Sustainability Report, P. 02 Sustainability Report 2020 – Materiality Assessment, P. 04
102-47	List of material topics	Sustainability Report 2020 – Materiality Assessment, P. 04
102-48	Restatements of information	FY2019 electricity data was restated to include the gross floor area of two locations.
102-49	Changes in reporting	Sustainability Report 2020 – Materiality Assessment, P. 04
102-50	Reporting period	Sustainability Report 2020 – About the Sustainability Report, P. 02
102-51	Date of most recent report	27 September 2019
102-52	Reporting cycle	Report on annual basis.
102-53	Contact point for questions regarding the report	Sustainability Report 2020 - About the Sustainability Report, P. 02
102-55	GRI content index	Sustainability Report 2020 - GRI Content Index, P. 15
102-56	External assurance	This Report has undergone the internal review process of the Group, and was reviewed by the Board. The Group has not sought external assurance for FY2020, and may consider it for future periods.
GRI 103: Management Approach		
103-1	Explanation of the material topic and its Boundary	Sustainability Report 2020 – Our Sustainability Efforts, P. 01
103-2	The management approach and its components	Sustainability Report 2020 – Our Sustainability Efforts, P. 01
103-3	Evaluation of the management approach	Sustainability Report 2020 – Our Sustainability Efforts, P. 01
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	Annual Report 2020 – Financial Statements, P. 34
GRI 205: Anti-corruption		
205-3	Confirmed incidents of corruption and actions taken	Sustainability Report 2020 – Anti-corruption, P. 06
GRI 302: Energy		
302-1	Energy consumption within the organization	Sustainability Report 2020 – Energy, P. 09
302-3	Energy Intensity	Sustainability Report 2020 – Energy, P. 09
GRI 303: Water		
303-1	Water withdrawal by source	Sustainability Report 2020 – Water Management, P. 09
GRI 305: Emissions		
305-1	Direct (Scope 1) GHG emissions	Sustainability Report 2020 – GHG Emissions, P. 07
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Report 2020 – GHG Emissions, P. 07
305-4	GHG emissions intensity	Sustainability Report 2020 – GHG Emissions, P. 07
GRI 306: Effluents and Waste		
306-3	Significant Spills	Sustainability Report 2020 – Waste Management, P. 08
GRI 307: Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	Sustainability Report 2020 – Environmental, P. 07
GRI 401: Employment		
401-1	New employee hires and employee turnover	Sustainability Report 2020 – Employment, P. 10
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report 2020 – Employment, P. 10
401-3	Parental leave	Sustainability Report 2020 – Employment, P. 10

GRI Indicator	Description	Session / Explanation
GRI 403: Occupational Health and Safety		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Sustainability Report 2020 – Health and Safety, P. 13
GRI 404: Training and Education		
404-1	Average hours of training per year per employee	Sustainability Report 2020 – Training and Development, P. 12
404-2	Programs for upgrading employee skills and transition assistance programs	Sustainability Report 2020 – Training and Development, P. 12
GRI 405: Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	Sustainability Report 2020 – Employment, P. 10
GRI 418: Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Report 2020 – Customer Privacy, P. 14
GRI 419: Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	Sustainability Report 2020 – Social, P. 10



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