



ADVANCER GLOBAL LIMITED

(Company Registration Number: 20162681W)

BUILDING
MANAGEMENT
FIRST STEWARDS
MASTER CLEAN
WORLD CLEAN
FAST CLEANING
STEWARDSHIP
PREMIER
PRESTIGE

COUNTRY
COUSINS
NEWMAN
PROPERTY MANAGEMENT
ENVIRO CARE
GARDENING
LANDSCAPING
AQUASCAPING VALUER
ENVIRONMENT
MAINTENANCE
SERVICES

PEST
CONTROL

ACCOUNTABILITY EXCELLENCE SERVICE QUALITY

NATION
ENREACH
FOREIGN DOMESTIC WORKERS
FULLCAST
EMPLOYMENT TRAINING
SKILLS UPGRADING
LIFE-LONG LEARNING
EMPLOYMENT
SOLUTIONS
RECRUITMENT

KCKH
ASHTREE
AGSI
SECURITY SERVICES
RELIABILITY
TECHNOLOGY
DIGITAL AGE
SAFETY

2019

SUSTAINABILITY REPORT

INTEGRITY
COMMITMENT RELIABILITY
LEADERSHIP TRUST RESPECT

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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.

MESSAGE FROM THE BOARD



Mr. Danny Lim Teck Chai
*Independent
Non-Executive Chairman
(Since 31 December 2019)*



Mr. Desmond Chin Mui Hiong
*Executive Director
(Re-designated with effect from
31 December 2019)*



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

We are pleased to present Advancer Global Limited's ("AGL" or the "Group") Sustainability Report for our financial year from 1 January 2019 to 31 December 2019 ("FY2019"). 2019 marks the third year of AGL's sustainability journey and in our third Sustainability Report, we have outlined our initiatives and achievements on Environmental, Social and Governance ("ESG") factors that have been carefully selected to be material factors with input from the Group's key stakeholders.

FY2019 has been a year of progress as the Group focuses on automation to transform and digitise our businesses, positioning ourselves to reap productivity gains and aligning our services to a future-ready Singapore. We have moved to investing in technology and progressing into developing our own e-platforms, dashboard and mobile applications which enhances accessibility for customers to engage our services through a single panel. This move aligns us with the Singapore Government's push to adopt technology, automate operational work processes and to implement innovative solutions to address challenges in a shrinking workforce and ageing population.

In FY2019, there was a growth in AGL's performance across all of the Group's business segments. There was a 5.4% increase in the

Group's total revenue from S\$67.3 million for the year ended 31 December 2018 ("FY2018") to S\$70.9 million for FY2019. The increase was attributed to more Foreign Domestic Workers ("FDWs") being deployed to households by the Employment Services Business, additional revenue contribution from a newly acquired subsidiary as well as service income from the Building Management Business and new projects secured by the Security Services Business.

AGL will continue to focus on sustainable growth through our strategies, policies and procedures in creating value for our stakeholders. It is also the people behind the scenes and the customers we serve that make up the backbone of our business. We are firm in our vision of creating value and shaping the future by conducting business operations in a manner that considers the environmental and social impact to sustain profitable growth.

Sustainability is at its essence a balancing act that requires ongoing engagement of our stakeholders. This Sustainability Report is an important facet of this engagement. We appreciate your continued support and will continue to work towards the frontiers of sustainable growth, and we hope that you can join us on this journey.

ABOUT THIS REPORT

This Report was prepared in accordance with the Global Reporting Initiative (GRI) Standards: “Core” option, as well as the Rules 711A and 711B of Listing Manual Section B: Rules of Catalist (“**Catalist Rules**”) of the Singapore Exchange Securities Trading Limited (“**SGX-ST**”) with references to the guidance set out in SGX-ST’s sustainability reporting guide under Practice Note 7F of the Catalist Rules.

We have reported our data in good faith and to the best of our knowledge. We strive to continuously improve our data collection and reporting processes.

We have not sought external assurance for FY2019.

Reporting Boundaries & Standards	Report Period and Scope	Accessibility & Feedback
<ul style="list-style-type: none"> • Materiality: focusing on issues that impact business growth and are of utmost importance to stakeholders; • Stakeholder Inclusiveness: responding to stakeholder expectations and interests; • Sustainability Context: presenting performance in the wider context of sustainability; and • Completeness: including all information that is of significant economic, environmental and social impact to enable stakeholders to assess the Group’s performance. 	<ul style="list-style-type: none"> • This report covers the Group’s operations in Singapore for financial year from 1 January 2019 to 31 December 2019. 	<ul style="list-style-type: none"> • The Group has printed limited copies of this sustainability report as part of our environmental conservation efforts. Electronic editions of the report is available at: http://advancer.sg/news_categories/sustainability-reports/ • 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 info@advancer.sg.

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's vision is to be the pre-eminent solutions provider, known for our technology innovations, professional and excellent services and best practices. The Group is an integrated service provider offering a diverse array of workforce solutions and services in Singapore. With a multitude of subsidiaries under us, we remain competitive and cement ourselves as the leading integrated manpower solutions and facilities management service provider in the diverse industries we serve.

The Group operates on two core business segments: (i) Employment Services, and (ii) Facilities Management Services which encompasses the Building Management Services and Security Services., to give a comprehensive suite of solutions and services to its diverse base of customers.

The Employment Services division offers integrated and comprehensive employment solutions including sourcing, recruitment, training and deployment of FDWs to households and foreign workers to corporations. The Group operates its employment services business

through its well-recognised brands, "**Nation**" and "**Enreach**". In FY2019, the Group entered into a joint venture with Fullcast Holdings Co., Ltd and incorporated Fullcast International Co., Ltd. ("**Fullcast International**") in Japan on 30 August 2019. Fullcast International has since begun operation on 2 December in the same year, offering recruitment and staffing services of foreign workers to corporations in Japan.

The Building Management Services division provides solutions and services such as property management, 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.

The Security Services division provides manpower and smart security solutions integrated with technology to residential, commercial and industrial properties as well as security consultancy services to a diverse base of customers including residential, commercial and industrial properties.

The Group's competitive edge lies in its dedication and successful integration of its diverse offerings of workforce solutions and services that allows the Group to customise and deliver a holistic suite of solutions and services for its customers.

ORGANISATIONAL PROFILE

Advancer Global 前进集团

**Advancer Global
Manpower Pte. Ltd.**
100%

**Advancer Global
Facility Pte. Ltd.**
100%

**Advancer Global
Security Pte. Ltd.**
100%

EMPLOYMENT SERVICES

Nation
Employment
Pte Ltd
100%

Enreach
Employment
Pte. Ltd.
100%

Apac Cities
Employment
Pte. Ltd.
100%

Nation
Human
Resource
Pte. Ltd.
100%

Advancer
Nation
Pte. Ltd.
100%

Fullcast
International
Co., Ltd.
49%*

SECURITY SERVICES

KH Security
Agency
Pte. Ltd.
100%

Ashtree
International
Pte. Ltd.
100%

KC Security &
Investigation
Services Pte. Ltd.
100%

AGS
Integration
Pte. Ltd.
100%

BUILDING MANAGEMENT SERVICES

First
Stewards
Private Limited
100%

Master Clean
Facility
Services Pte. Ltd.
100%

World Clean
Facility
Services Pte. Ltd.
100%

Premier
Eco-Care
Pte. Ltd.
100%

Prestige
Enviro-Care
Pte. Ltd.
100%**

Green
Management
Pte. Ltd.
100%

Country
Cousins
Pte. Ltd.
76%

Envirocare
Landscape (S)
Pte. Ltd.
76%

Newman &
Goh Property
Consultants
Pte Ltd
76%

Newman &
Associates
Pte. Ltd.
76%

Advancer
Smart Technology
Pte. Ltd.
100%

G3
Environmental
Private Limited
20.1%***

TEE
Environmental
Pte. Ltd.
20.1%^

TEE
Recycling
Pte. Ltd.
20.1%^

Envotek
Engineering
Pte. Ltd.
20.1%^

* Associate company of Advancer Nation Pte. Ltd.

** Wholly-owned subsidiary of Premier Eco-Care Pte. Ltd.

***Associate company of Advancer Global Facility Pte. Ltd.

^ Wholly-owned subsidiary of G3 Environmental Private Limited

ORGANISATIONAL PROFILE

OUR MISSION

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

OUR VISION

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

OUR CORE VALUES

QUALITY

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

RELIABILITY

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

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.

TRUST AND RESPECT

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

COMMITMENT

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

EXCELLENCE SERVICE

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

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.

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 care for the environment. Our major suppliers are the sub-contractors for our cleaning and stewarding business under the Facilities Management Services division. 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. We continue to evaluate the performance of our key suppliers on a periodic basis to ensure that their performance is in compliance with our operation standards.

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)

Nation Human Resources Pte. Ltd.

- TUV SUD ISO 9001:2015 (Foreign Maid Employment Placement)
- May Day Award 2019
- bizSAFE Level 3 Certificate

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
- GIC ISO 9001:2015 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)
- GIC SS 506:Part 1:2009/OHSAS 18001:2007 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)

ORGANISATIONAL PROFILE

Membership of Associations and Certificates

Master Clean Facility Services Pte. Ltd.

- GIC SS506 Part 1:2009/OHSAS 18001:2007 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)
- MW02 Housekeeping, Cleansing, Desilting And Conservancy Service Level 5
- NEA Clean Mark Silver Award
- GIC ISO 9001:2015 (Provision Of Contract Cleaning, Stewarding And Housekeeping Maintenance Services)
- bizSAFE Star Level Certificate
- Member Of Environmental Management Associations Of Singapore (EMAS)
- Member Of The Singapore Business Federation

World Clean Facility Services Pte. Ltd.

- MW02 Housekeeping, Cleansing, Desilting & Conservancy Service Level 4
- EQA IMS ISO 9001:2015 (Provision of Contract Cleaning, Stewarding and Housekeeping Maintenance Services)
- EQA IMS SS506 Part1: 2009 BS OHSAS 18001:2007 (Provision of Contract Cleaning, Stewarding and Housekeeping Maintenance Services)
- Participant in Employers' Pledge of Fair Employment Practices
- NEA Clean Mark Silver Award
- bizSAFE Star Level Certificate

Newman & Goh Property Consultants Pte Ltd

- Accredited Managing Agents (Category A)
- SGS ISO 9001:2015 (Property Management and Valuation Services)
- SGS- Service Certification Criteria for Property Management and Valuation- Service
- Certification Criteria for Property Management and Valuation Services

ORGANISATIONAL PROFILE

Membership of Associations and Certificates

Premier Eco-Care Pte. Ltd.

- Member of Singapore Pest Management Association
- Australian Fumigation Accreditation Scheme (AFAS)
- Accredited Brown Marmorated Stink Bug (BMSB) Fumigator, Australia
- Certified Fumigation Using Ph₃ (Phosphine)
- Management in Food Plants, Hazard Analysis Critical Control Point (HACCP)
- bizSAFE Star Level Certificate
- GIC ISO 9001:2015
 - » Pest Control, Bird Control
 - » Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])
 - » Soil Treatment
 - » Disinfection Services
 - » Sales of Ecological Care Products
- GIC OHSAS 18001:2007
 - » Pest Control, Bird Control
 - » Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])
 - » Soil Treatment
 - » Disinfection Services
 - » Sales of Ecological Care Products
- GIC ISO 14001:2015
 - » Pest Control, Bird Control
 - » Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])
 - » Soil Treatment
 - » Disinfection Services
 - » Sales of Ecological Care Products

Country Cousins Pte. Ltd.

- bizSAFE Level 3 Certificate

Advancer Smart Technology Pte. Ltd.

- bizSAFE Level 4 Certificate

AGS Integration Pte. Ltd.

- Member of Association of Certified Security Agencies (ACSA)

ORGANISATIONAL PROFILE

Membership of Associations and Certificates

Ashtree International Pte. Ltd.

- Singapore Police Force's Annual Grading Exercise for Security Agencies-Grading C (2019)
- 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)

KC Security & Investigation Services Pte. Ltd.

- Singapore Police Force's Annual Grading Exercise for Security Agencies-Grading B (2019)
- QAI ISO 9001:2015 Quality Management Systems
- bizSAFE Level 4 Certificate

KH Security Agency Pte. Ltd.

- Singapore Police Force's Annual Grading Exercise for Security Agencies-Grading A (2019)
- 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 the appropriate core competencies and provide a diversity of experience to enable them to effectively contribute to the Group:

Audit Committee

Francis Yau Thiam Hwa (*Chairman*)
Loy Soo Chew
Vincent Leow
Danny Lim Teck Chai

Nomination Committee

Vincent Leow (*Chairman*)
Loy Soo Chew
Gary Chin Mei Yang
Danny Lim Teck Chai

Remuneration Committee

Loy Soo Chew (*Chairman*)
Francis Yau Thiam Hwa
Vincent Leow
Danny Lim Teck Chai

Executive Directors

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

Independent Directors

Danny Lim Teck Chai* (*Independent Non-Executive Chairman*)
Loy Soo Chew
Francis Yau Thiam Hwa
Vincent Leow

Non-Executive Director

Takehito Hirano

* *Mr. Danny Lim Teck Chai was appointed as Chairman and Independent Non-Executive Director to our Board on 31 December 2019*

GOVERNANCE & SUSTAINABILITY APPROACH

Continual Commitment to Enhance Corporate Governance

At AGL, we believe 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 2018. We continue to maintain a high standard of corporate governance and having an effective corporate practice 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. In FY2019, there were no incidents of corruption and no significant non-compliance with all relevant environmental, social and governance laws and regulations.

Conflict of Interest Policy	Insider Trading Policy	Fraud and Whistleblowing Policy
<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 our Executive Directors and key executive officers are to complete the annual conflict of interest disclosures to our Board.</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>Our Group continues to educate our employees on the Group's whistle-blowing policy to ensure employees understand the importance of highlighting any inappropriate behavior to maintain integrity and honesty for our stakeholders. We also keep all information confidential to protect the interest of our employees.</p> <p>Under the policy, employees may address their concerns via email to a dedicated email account (whistleblow@advancer.sg), which will be directed to our Audit Committee Chairman. A Special Committee comprising selected Directors of our Group will direct an independent investigation to be conducted when concerns are received in writing or via email.</p>

GOVERNANCE & SUSTAINABILITY APPROACH

Sustainability Approach

An important starting point in our sustainability journey is to identify our stakeholders and material factors relevant to our business. The interests and requirements of key stakeholders are also taken into account when formulating corporate strategies. These key stakeholders include, amongst others, shareholders, employees, customers, suppliers and the regulatory authorities.

Our Group's senior management performs a periodic assessment of key focus areas which 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 also actively interact with our stakeholders and Directors to develop new and creative ways to upgrade our business, by enhancing employees' skillset. 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

There are different groups of stakeholders that our business has a significant impact on, they are those with a vested interest in our business operations. The Group aspire to understand the views of our key stakeholders and strive to build mutual beneficial relationships through effective communication with them and address their concerns. Our stakeholder engagement approach is summarised below.

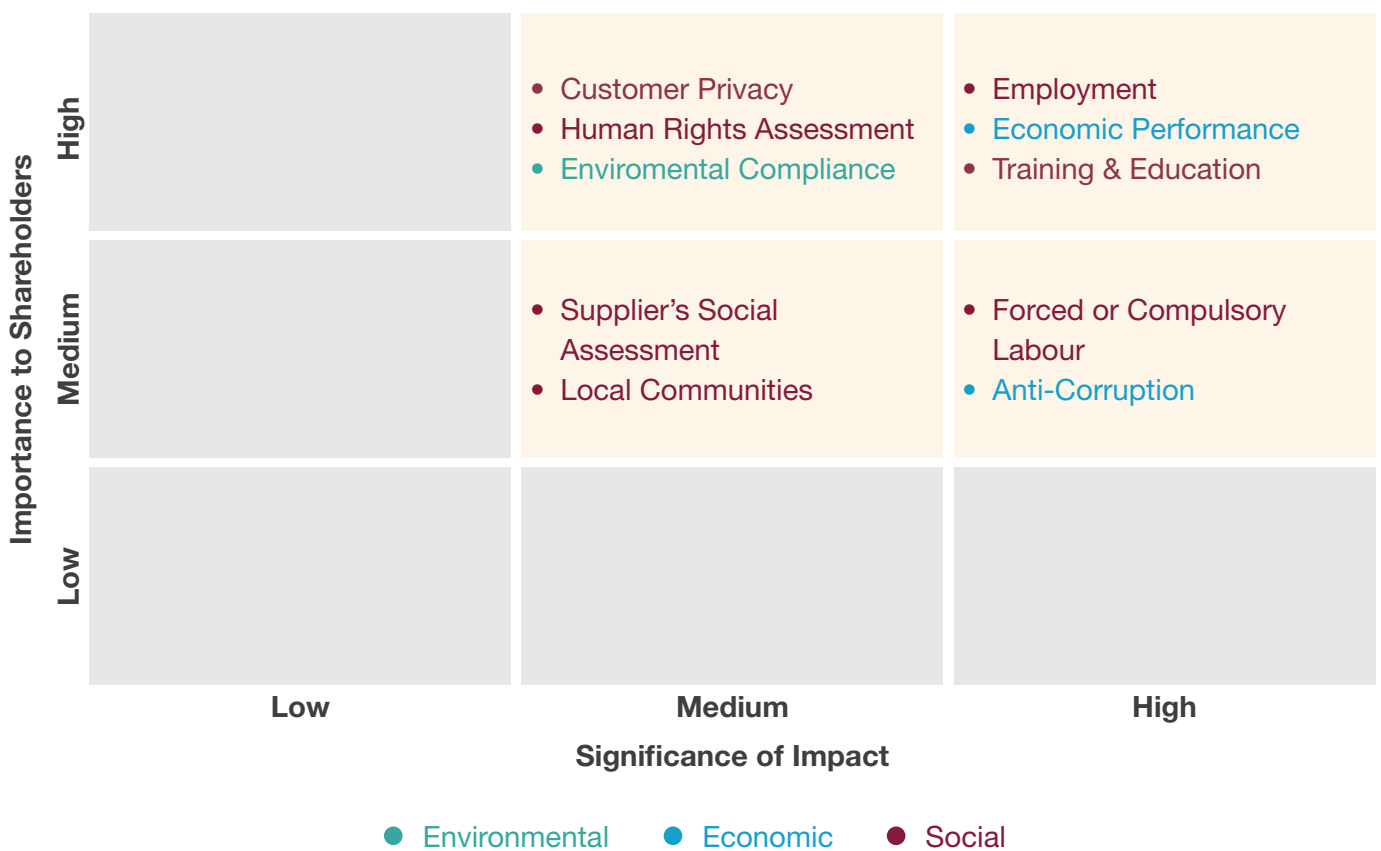
Stakeholder Group	Engagement Activities	Shareholders' Expectations
Customers	<ol style="list-style-type: none"> 1. Enquiry and Feedback 2. Customer service hotlines 3. Direct customer meeting 	<ol style="list-style-type: none"> 1. Top notch customer service 2. Additional after sales services
Suppliers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

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.

We continue to review our material topics annually in light of fresh stakeholders’ feedback and updates to our business objectives and developments. As such, we have evaluated and agreed that the previously identified topics to still be the priority topics we would focus on. The topics are prioritised in the materiality matrix as shown below.

Advancer Global Materiality Matrix



Sustainability Topics Selected:

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

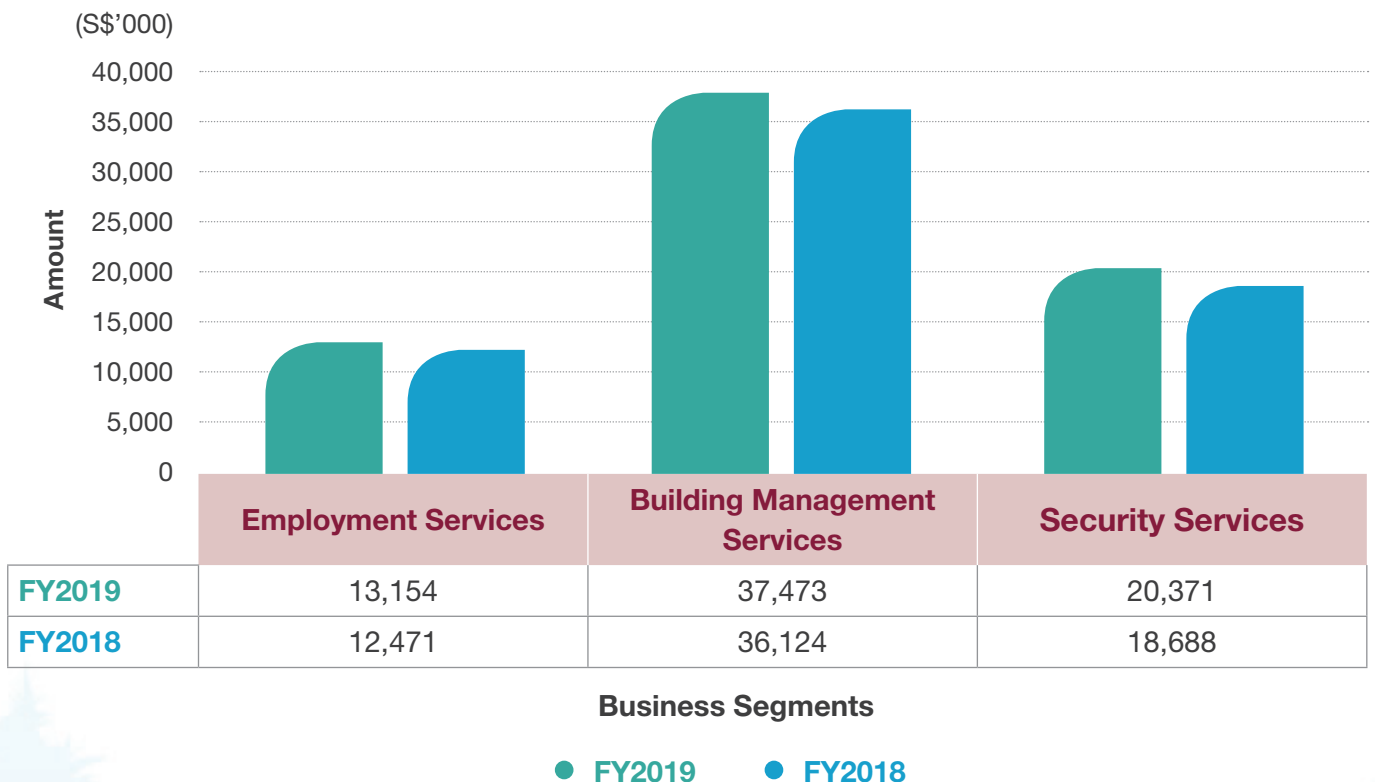
ECONOMIC PERFORMANCE

Financial Highlights

We are proud to announce that the Group registered a 5.4% growth in revenue from S\$67.3 million in FY2018 to S\$70.9 million in FY2019 due to the increase in revenue across all of the Group’s business segments. The increase was attributed by (i) increase in the number of FDWs that the Group had placed out to households, (ii) new security projects, (iii) additional revenue contribution from a newly acquired subsidiary, and (iv) increase in service income received from new and ad-hoc stewarding service contracts, smart toilet systems sold, cleaning services rendered to shopping malls and integrated facilities management contracts.

For FY2019, the Group’s customer retention rates for its Building Management Business and Security Services Business were 92.0% and 80.1% respectively (FY2018: 87.9% and 85.8% respectively). As at 31 December 2019, the Group has service contracts from its Building Management and Security Services Businesses (with varying contract periods) amounting to approximately S\$3.7 million monthly (31 December 2018: S\$3.7 million monthly).

Revenue (By Business Segments)



Please refer to our published Annual Report for FY2019 for a detailed breakdown of the Group’s financial performance.

EMPLOYMENT

Our employees are the drivers for our success, they are the Group's most valuable assets. We value our employees and uphold ourselves to fair employment practices for our workforce. Through that, we attract and retain the talented candidate, create a motivated workforce and grow the competency of our workforce.

We recognise that a motivated workforce will convey a positive and powerful message to all our key stakeholders, such as our customers, suppliers and the members of the community. By attracting, nurturing, empowering and rewarding our employees, we create an environment conducive for innovation and inspiration flourish to further boost our competitiveness. Such commitment to our employees promotes a corporate culture of passion, quality and trust within the organisation which reflects in our ability to create values to our stakeholders.

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. We believe that diversity in both gender and age are key to sustaining our dynamic workforce. Providing equal employment opportunities to all our employees are a key focus of our human resource policies. All of the Group's employees are permanent full-time employees.

New Employee Hires Sorted by Age Groups		
Category / Year	2019	2018
Under 30 Years Old	243	162
Between 30 to 50 Years Old	346	299
Over 50 Years Old	292	338

Category / Year	Male		Female	
	2019	2018	2019	2018
Number of Employees	904	809	359	320
Number of New Employees	655	577	226	222
Number of Resigned Employees	560	558	187	176
Average Monthly Turnover Rate	5.10%	4.10%	3.99%	1.30%

EMPLOYMENT

Benefits for Full Time 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)
- Parental leave

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

In FY2019, the Group has made higher emphasis on hiring local to reduce reliance on Foreign Manpower as well as increase quality training expenditure with reduced cost due to government subsidies, so that the organisation can cope with a local aging workforce.

The target set for FY2019 to achieve a lower employee average monthly turnover rate was not met due to the higher turnover rate recorded in the Facilities Management Services division.

Our aim for FY2020 is to maintain the employee average monthly turnover rate by improving employee engagement and retaining of high-potential employees.



TRAINING AND EDUCATION

At AGL, we believe in ensuring our employees are adequately trained and continuously kept abreast of any updates in standards throughout the various industries.

All new employees are given on-the-job training under the supervision of experienced employees. We monitor the training needs and progress of our employees on a regular basis so that they can plan their professional development accordingly.

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 in FY2019 stands at 35 hours (FY2018: 28 hours) for our Operations staff and 18 hours (FY2018: 12 hours) at the Management level. Selected programs for upgrading employee skills and certificates are available across business segments as shown in the following tables:



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

TRAINING AND EDUCATION

Sector	Descriptions
Cleaning/Stewarding (Cont'd)	<ul style="list-style-type: none"> • Provide Quality Service • Restore Natural Stone Surface • Supervisor Services Operation • WSQ Comply With Workplace Safety And Health Policies And Procedures • WSQ Environmental Cleaning • Managing Work At Height
Employment	<ul style="list-style-type: none"> • Certificate of Employment Intermediaries (Basic) • Certificate of Employment Intermediaries (Key Appointment Holders) • From Moments to Memories Program
Security	<ul style="list-style-type: none"> • Advanced Certificate In Training And Assessment • Airports Council International-International Civil Aviation Organization Aerodrome Training • bizSAFE Level 2-Workforce Skills Qualifications (WSQ) Develop a Risk Management Implementation Plan • Construction Safety Course For Project Managers • Handling Bomb Threat and Fire Evacuation Courses • Handle Security Incidents & Services • International Maritime Model Course 3.21-Port Facility Security Officer • Manage a Diverse Service Environment • Managing Security Operations • Managing Site Emergency • Online Safety Management Training Course • Provide Guard and Patrol Services • Scenarios of Bomb Package Courses • WSQ Lead And Manage a Team of Security Officers • WSQ Manage Security Operations • WSQ Manage Disorderly Conduct • WSQ Operate Basic Security Equipment • WSQ Supervise Security Officers • WSQ Work Safety & Health Policies Procedures • Incident Response (Handle Security Incidents and Services)

TRAINING AND EDUCATION

Sector	Descriptions
Gardening/Landscaping	<ul style="list-style-type: none"> • BioMax Soil Mixing Workshop • Comply With Workplace Safety and Health Policies and Procedures • Develop an Integrated Plant & Landscape Health Management Programs • Identify Landscape Materials, Horticultural Product Course • Identify Landscape Material Course • Managing Work At Height • Treat Tree Health Problems Course • WSQ Certificate in Landscape Operator Operations
Pest Control	<ul style="list-style-type: none"> • Apply Workplace Safety & Health in Process Plant • Refresher Standard First Aid + AED Course • WSQ Operate Forklift • Supervise Workplace Safety Health In Process Plant • Adult First Aid Course • Work-At-Height Course For Workers • Joint ITE-NEA Certificate In Pest Management • Safety Instruction Course For Shipyard Workers
Property Consultancy/ Property Facilities Management	<ul style="list-style-type: none"> • Certified First Aid with CPR And AED • Implement Incident Management Process • Managing Work At Height • Management & Admin Incident Management Process • Procurement of Facilities Management Services • Respond to Fire Incident in Workplace • Singapore Realtors Conferences • RECC Training course on Maintenance of Fire Protection • WSQ Comply With Workplace Safety And Health Policies And Procedures

Performance and Career Development Review

In FY2019, all employees received their performance review in line with the Group's policies. We encourage on-going and two-way communication between employees and their supervisor(s). 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. The practices in place to develop and improve employees' performance have contributed to improve organisational performance. Furthermore, these practices allow the Group to monitor the skillsets of employees and to develop human capital within the organisation.

We had also achieved our target set for FY2019, by maintaining the Group target of an average of 20 training hours per headcount.

For FY2020, our aim is to continue to maintain yearly average training hours per operation staff and management staff at 35 hours and 18 hours respectively which are relevant to their core duties.

LOCAL COMMUNITIES

While pursuing growth and development, we believe in giving back to the community is a responsibility of a corporate citizen in the business that we are involving. Where possible, the Group strive to engage in activities that promote positive impact. During the financial year, the Group have also made donations to several events/organisations e.g. Bukit Timah Cares Charity National Day Dinner 2019 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 FY2019, our FDWs went to Wild Wild Wet during the May Day Domestic Employees Celebration 2019, and also went to a workshop on fostering harmonious employment relationships through art and empathy.

For FY2020, the Group's target is to continue to have initiatives to build a better environment for FDWs and participate or contribute to more social events.



Figure 1: Nation FDWs having fun time at the Wild Wild Wet Waterpark at the May Day Domestic Employees Celebration 2019



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 topics for AGL. 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

Ensuring safety and privacy of our customers' data is of great priority to us. We have processes and controls in place for handling and communicating sensitive and confidential information of our customers. Our information security policies ensure our customers' data are managed in accordance to the level of confidentiality. We strictly observe all local laws and internal regulations applicable to personal information protection.

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.

In FY2019, there were no substantiated complaints concerning any breaches or loss of customer data. 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. For FY2020 and beyond, we target to achieve zero complaints and PDPA breaches.



GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
GENERAL DISCLOSURE		
GRI 102: General Disclosures 2016	Organisational Profile	
	102-1 Name of the organisation	2
	102-2 Activities, brands, products, and services	4
	102-3 Location of headquarters	4
	102-4 Location of operations	4
	102-5 Ownership and legal form	4
	102-6 Markets served	4
	102-7 Scale of the organisation	17-18
	102-8 Information on employees and other workers	18
	102-9 Supply chain	7
	102-10 Significant changes to the organisation and its supply chain	NIL
	102-11 Precautionary principle or approach	13
	102-12 External initiatives	23
	102-13 Membership of associations	8-11
	Strategy	
	102-14 Statement from senior decision maker	2
	Ethics and integrity	
	102-16 Values, principles, standards, and norms of behaviour	6
	Governance	
	102-18 Governance structure	12
	Stakeholder Engagement	
	102-40 List of stakeholder groups	15
	102-41 Collective bargaining agreements	NIL
	102-42 Identifying and selecting stakeholders	15
102-43 Approach to stakeholder engagement	15	
102-44 Key topics and concerns raised	16	

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GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
GRI 102: General Disclosures 2016	Reporting Practice	
	102-45 Entities included in the consolidated financial statements	Annual Report 2019
	102-46 Defining reporting content and topic boundaries	3
	102-47 List of material topics	16
	102-48 Restatements of information	NIL
	102-49 Changes in reporting	NIL
	102-50 Reporting period	3
	102-51 Date of most recent report	Sustainability Report 2018
	102-52 Reporting cycle	3
	102-53 Contact point for questions regarding the report	3
	102-54 Claims of reporting in accordance with the GRI Standards	3
	102-55 GRI content index	25-27
102-56 External assurance	NIL	
MATERIAL TOPICS		
ECONOMIC PERFORMANCE		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	17
	103-2 The management approach and its components	17
	103-3 Evaluation of the management approach	17
GRI 201: Economic Performance 2016	201-1 Direct Economic value generated and distributed	17 and Annual Report 2019
EMPLOYMENT		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	18-19
	103-2 The management approach and its components	18-19
	103-3 Evaluation of the management approach	18-19
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	18-19
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	18-19

GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
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TRAINING AND EDUCATION		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	20-22
	103-2 The management approach and its components	20-22
	103-3 Evaluation of the management approach	20-22
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	20-22
	404-2 Programs for upgrading employee skills and transition assistance programs	20-22
	404-3 Percentage of employees receiving regular performance and career development reviews	20-22
LOCAL COMMUNITIES		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	23
	103-2 The management approach and its components	23
	103-3 Evaluation of the management approach	23
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	23
	413-2 Operations with significant actual and potential negative impacts on local communities	23
CUSTOMER PRIVACY		
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 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	24



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GROUP OF COMPANIES

