

SUSTAINABILITY REPORT

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OVERVIEW

BOARD STATEMENT

The Year 2020 had been an extraordinary time for each one of us here at Roxy-Pacific Holdings Limited ("the Group"). Economic uncertainties caused by the trade war and Brexit as well as climate events were drastically worsened by the COVID-19 pandemic that brought about major disruption to the world.

As the hotel and tourism industry took one of the largest and most direct hits from the pandemic, the Group poured in substantial efforts to support and sustain our hospitality arm through these challenging months. Just days after the Circuit Breaker was announced nationwide, Grand Mercure Singapore Roxy ("the Hotel") heeded the government's call for temporary accommodation to house returning Singaporeans. Since then, our Hotel has responded effectively to the needs of the Government by adapting the property based on the changing phases of the pandemic and corresponding needs of the managing agency. As of January 2021, the Hotel remains contracted as a Government Quarantine Facility and seeks to meet the lodging needs of community members under quarantine orders. Despite the uncertain environment, our hospitality team remains committed to providing the best service possible while adhering to existing guidelines.

Our management has also kept a close watch on the progress of the pandemic while taking into consideration the safety and wellbeing of our employees. The Group has implemented an alternate team arrangement since March 2020 to ensure business continuity. Currently, our employees are still encouraged to work from home and limit their time in office premises for their safety and wellbeing. The Group has also implemented various safety measures and efforts for the wellbeing of all our stakeholders and the details are disclosed in the respective sections of this report.

With regards to our community and social responsibility activities, the Group has continued to engage our communities and core charity groups. Despite being unable to hold our physical fundraising activities and events, we have remained flexible and sought alternative channels of communication and outreach with our beneficiaries to ensure that they continue to receive our support. Over the 12 months, our Corporate Social Responsibility (CSR) network has provided approximately S\$68,000.00 in assistance to various charity organisations and community arms.

Against this challenging backdrop, the Group remains committed to building a sustainable business and will continue to reach out to all our stakeholders. The material factors covered in this report remains relevant and we strive to improve on our efforts in managing the environment, social and governance (ESG) factors, especially in this unprecedented climate. Roxy-Pacific Holdings Limited hopes that we, together with our stakeholders, will emerge stronger from this pandemic and economic downturn by turning this period of challenges into new opportunities and growth for the years ahead.

ABOUT THE REPORT

This Sustainability Report is published annually to provide an overview of the Group's impact to the economy, the environment, and the society, which will translate to an indication of our Group's contribution to sustainable development from 1 January to 31 December 2020. This report for the financial year ended 31 December 2020 has been prepared in compliance with the requirement of SGX-ST Listing Rules 711A and 711B. This report is in accordance with the Global Reporting Initiative (GRI) Standards: Core Option. The GRI Index and its relevant references are presented on page 44 onwards. All data in this report is presented in good faith and to the best of our knowledge.




CORPORATE PROFILE

Founded in May 1967, Roxy-Pacific Holdings Limited is an established property and hospitality group with an Asia-Pacific focus and was listed on the SGX Mainboard on 12 March 2008. The Group is principally engaged in the development and sale of residential and commercial properties ("Property Development"). The Group's recurring income streams are strengthened through its flagship hotel Grand Mercure Singapore Roxy, self-managed upscale boutique hotels – Noku Kyoto and Noku Osaka, Japan, and its first self-managed upscale resort – Noku Maldives, as well as other investment properties in Asia-Pacific ("Hotel Ownership" and "Property Investment"). In the last 7 years, these 3 main arms have extended their reach beyond Singapore, to countries such as Malaysia, Australia, New Zealand, Thailand, Japan, and Maldives.

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SCOPE AND MATERIAL TOPICS



































The scope of this report listed below covers the business activities and developments/properties in Singapore, Australia, and New Zealand which the Group has operational control.

SCOPE	SINGAPORE	AUSTRALIA	NEW ZEALAND
			
DEVELOPMENT	RV Altitude	360 Lt. Bourke Street, Melbourne	NZI Centre, 1 Fanshawe Street, Auckland
	Fyve Derbyshire		205 Queen Street, Auckland
	Dunearn 386		
	View at Kismis		
HOTEL	Grand Mercure Singapore Roxy		

The Group will expand the scope of reporting to include other overseas operations when its sustainability efforts mature.

As part of our efforts to continuously improve on our sustainability reporting, we welcome stakeholders to submit their comments and feedback to us via info@roxypacific.com.sg

Following last year's review, the Group continues to report on the following material topics based on GRI Standard in FY2020. The material factors have been streamlined as seen in table below to enhance the structure of the report.

GROUP OF MATERIAL TOPICS	ECONOMIC 	ENVIRONMENTAL 	SOCIAL 	GOVERNANCE 
MATERIAL TOPICS	APPLICABLE OPERATION			
	SINGAPORE	AUSTRALIA	NEW ZEALAND	
1. ECONOMIC PERFORMANCE (GRI 201-1)				
2. ANTI-CORRUPTION (GRI 205-3)	 	 	 	
3. MATERIALS (GRI 301-1)				
4. ENERGY (GRI 302-1 & GRI 302-3)				
5. WATER AND EFFLUENTS (GRI 303-3 & GRI 303-5)				
6. CONTRACTOR ENVIRONMENTAL AND SOCIAL ASSESSMENT (GRI 308-1 & GRI 414-1)	 			
7. EMPLOYMENT (401-1)				
8. OCCUPATIONAL HEALTH AND SAFETY (GRI 403-1 TO GRI 403-7 & GRI 403-9)				
9. TRAINING AND EDUCATION (GRI 404-1)				
10. COMPLIANCE WITH LAWS AND REGULATIONS (I.E., ENVIRONMENTAL (GRI 307-1), MARKETING AND LABELLING (GRI 417-3), CUSTOMER HEALTH AND SAFETY (GRI 416-2) AND SOCIOECONOMIC COMPLIANCE (GRI 419-1))	  	  		

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GOVERNANCE STRUCTURE AND STAKEHOLDERS SUSTAINABILITY GOVERNANCE STRUCTURE



The Group's sustainability efforts are under the oversight of the Board of Director and supported by our Sustainability Steering Committee (SSC). The senior executive officers drive the sustainability initiatives together with the Sustainability Task Force (STF). The STF comprises of the department

representatives, which are the data owners, and they assist in the development of sustainability efforts. Together, the SSC and STF monitors the performance of each factor as well as the production of this report.

STAKEHOLDER ENGAGEMENT

The Group maintains an open communication channel with our stakeholders through various platforms. We work together to address any concerns and issues highlighted to strive for a positive and lasting working relationship.

Stakeholder	Topic Raised	Method & Frequency	Outcome
Shareholders & Investors	Sustainable growth and future goals/ vision	<ul style="list-style-type: none"> Annual Report Annual General Meeting The Group's Investor Relations webpage 	Refer to Chairman's Statement, Financial & Operations Review in the Annual Report
	Timely and transparent reporting		
Business/ Strategic Partners (joint venture partners, contractors, service providers, banks etc)	Profitable and dependable partnerships	<ul style="list-style-type: none"> Weekly regular meeting with partners when project is on-going Annual Report 	Refer to Statement of Corporate Governance in Annual Report
	Satisfactory corporate governance		Refer to Governance section below
Employees	Stability of the company and health & safety in the workplace	<ul style="list-style-type: none"> Annual appraisal New Hires survey Formal or informal internal meeting and discussion 	Refer to Employment, Occupational Health and Safety, and Training and Education sections below
Customers	Consistent products and service quality	<ul style="list-style-type: none"> On-going and constant review on customer's satisfactory score and feedback form, both online and offline 	Refer to Compliance with Laws and Regulations section below
Community	Responsible business practices and positive contribution towards the environment and community	<ul style="list-style-type: none"> Annual corporate charity event Accessible feedback channel for residents within development's vicinity 	Refer to Corporate Social Responsibility and Compliance with Laws and Regulations sections below
Regulators	Compliance to regulations and corporate governance	<ul style="list-style-type: none"> Regulatory briefings and filings 	Refer to Governance section below

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ECONOMIC

ECONOMIC PERFORMANCE (GRI 201-1)

Revenue (\$'000)		Total Comprehensive Income/(Loss) Attributable to Shareholders (\$'000)		Net Asset Value Per Share (cents) ⁽¹⁾	
2020		2020		2020	
2019	444,030	2019	30,319	2019	39.16
2018	132,855	2018	21,292	2018	38.06
2017	248,813	2017	31,713	2017	38.47
2016	385,373	2016	49,804	2016	41.20
	198,431		(29,489)		36.97

The highlights of the economic performance should be read in conjunction with its financial statement in the Annual Report for a comprehensive interpretation of the Group's creation and distribution of economic value.

ENVIRONMENT

MATERIALS (GRI 301-1)

As a property developer and investor, we recognise that the materials used in the construction is an integral and important component in our developments. This essential element ultimately affects and shapes the outcome of our buildings. As such, we constantly work with numerous design consultants (architects and engineers) and contractors in developing and improving our buildings. Through prudently exerting our influence, we strive to encourage our contractors to utilise environmentally friendly construction methods and sustainable raw materials as part of the built process. Likewise, we seek to convey our vision for a greener and a more sustainable building to our design consultants early in the design stage, so that they will be able to better implement our suggestions.

We will continue to be involved in all stages of our design and build strategy by engaging closely with our various stakeholders, including contractors and consultants, to optimise the ESG impacts along the value chain and ensure that our projects are developed with the environment in mind.

To demonstrate our efforts in consistently developing quality and sustainable housing options, we will submit our developments for the Construction Quality Assessment System (CONQUAS) under the Building and Construction Authority (BCA). The CONQUAS, which was introduced in 1989, is a national standard for assessing the quality of building projects. The assessment consists of three main components – structural, architectural, and mechanical & electrical (M&E) works.

Recent updates in the CONQUAS standards have allowed for more comprehensive reviews of the properties under assessment, thereby allowing more areas for improvement to be identified. This in turn helps developers and contractors to further raise the quality of future developments. We have applied for assessment on our developments, namely RV Altitude, Fyve Derbyshire and Dunearn 386. The CONQUAS scores for these developments are yet to be awarded.

ENERGY (GRI 302-1 & GRI 302-3)

Scope	2020 Energy Intensity	Performance	Target for 2020
Singapore*	53.67 kWh/occupant	Increased from 27.78 kWh/occupant in FY2019 ➤ Did not meet target set	Maintain energy intensity level or an increase no higher than 5% of historical average
Australia**	0 kWh/m ²	➤ Not applicable	
New Zealand***	78.87 kWh/m ²	Decreased from 94.56 kWh/m ² in FY2019 ➤ Met target set	
*Singapore refers to Grand Mercure Singapore Roxy ** Australia refers to 360 Lt. Bourke St *** New Zealand refers to NZI Centre and 205 Queen Street			i) Singapore base year is FY2016 ii) New Zealand base year is FY2018

The Group is committed to the detailed monitoring and regulations of energy consumption in our buildings. This is a part of our endeavour to lower the total greenhouse gas emissions that is a key cause of global warming and climate change.

Grand Mercure Singapore Roxy's energy consumption is derived solely from purchased grid electricity. Singapore's electricity is mainly generated from natural gas according to Energy Market Authority (EMA). The total energy consumption of the Hotel for FY2020 is 5,956,033 kWh. The total energy consumption has reduced by 1,439,537 kWh as compared to FY2019 and a total reduction of 1,707,763 kWh compared to the base year. This is due to the significant drop of hotel occupants, resulting from the COVID-19 pandemic travel restrictions and lockdowns.

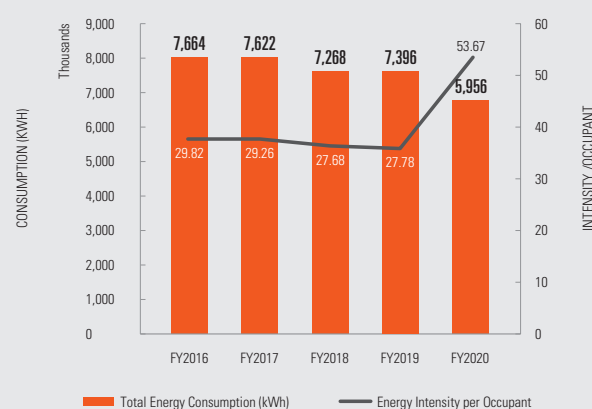
Even with the lower usage in electricity, the energy intensity for the Hotel in FY2020 has increased by 25.89 kWh/occupant compared to last year. This is due to the continuous usage of electricity in common areas such as lobby, corridors, restrooms, and kitchens as well as the running and maintenance of the Hotel during the whole duration. For the past 12 months, our Hotel has been working together with government managing agency and operating as a Government Facility for returning Singaporeans under the Stay Home Notice (SHN), Leave of Absence (LOA) or Quarantine Order (OR) scheme.

On the other hand, our Australia property in Melbourne did not consume any electricity during the year as the electrical substation has been removed in the first quarter prior to construction.

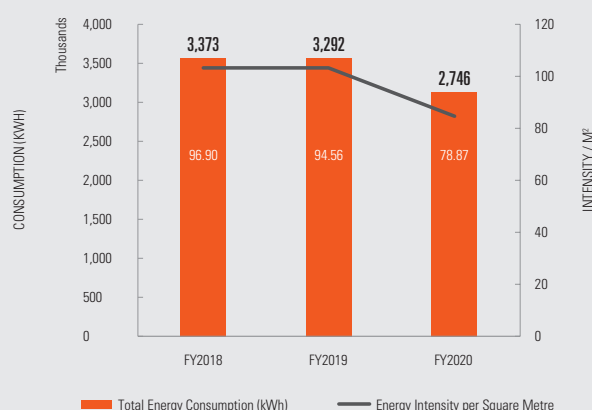
Overall, the total energy consumption for the New Zealand properties in FY2020 is 2,745,954 kWh. This is a decrease of 546,179 kWh compared to last year. The energy intensity is 78.87 kWh/m² which is a reduction of 18.03 kWh/m² compared to the base year. This is largely due to work from home arrangements that are practiced by a large majority of companies across the country. With most occupants working from home, electricity consumption has dropped significantly for both buildings.

Total Energy Consumption and Intensity

Singapore



New Zealand



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WATER AND EFFLUENTS (GRI 303-3 & GRI 303-5)

Scope	2020 Water Consumption	Performance	Target for 2020
Singapore*	64.50 ML ¹	Decreased from 83.62 ML in FY2019 ➤ Met target set	Maintain water consumption rate or an increase no higher than 5% of historical average
Australia**	0.21 ML	Decreased from 0.43 ML in 2019 ➤ Met target set	
New Zealand***	13.27 ML	Decreased from 19.00 ML in FY2019 ➤ Met target set	
Singapore refers to the Grand Mercure Singapore Roxy **Australia refers to 360 Lt. Bourke Street *New Zealand refers to NZI Centre and 205 Queen Street			i) Singapore base year is FY2017 ii) New Zealand base year is FY2018

Singapore was scored and ranked as one of the 33 countries that may face extremely high-water stress in 2040 according to World Resources Institute, a measure of competition and depletion of surface water in 167 countries by 2020, 2030 and 2040, using an ensemble of climate models and socioeconomic scenarios². In preparation to mitigate the risk and work towards securing sufficient water supplies, Singapore's National Water Agency (PUB) embarked on multiple strategies, such as the Four National Taps, and turned the nation's water vulnerability into a strategic asset. Likewise, as a responsible corporate citizen, we strive to monitor and manage our Group's water consumption as efficiently as possible.

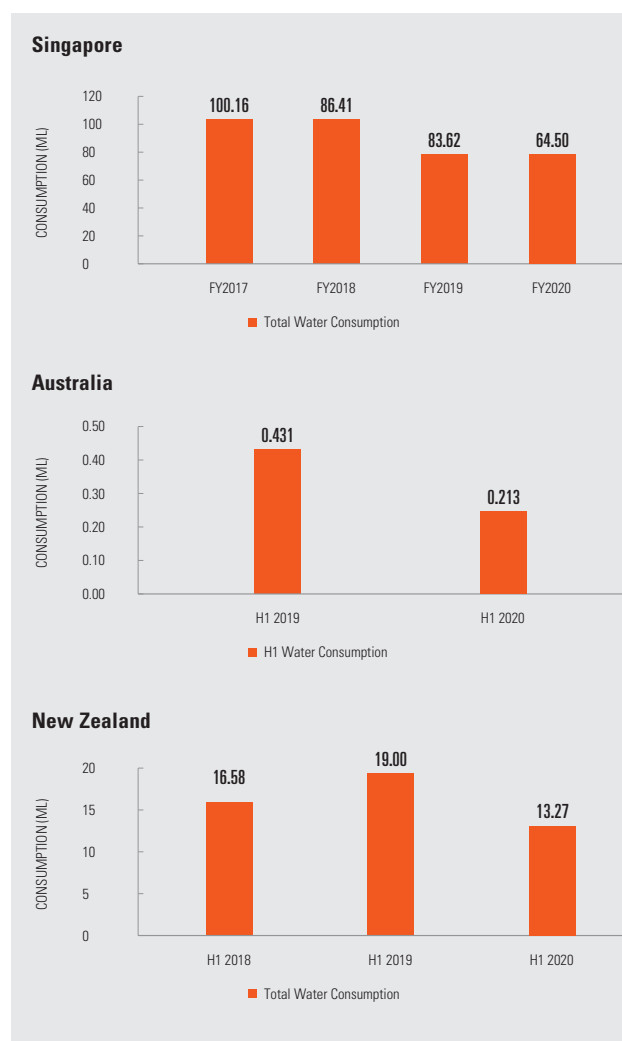
Grand Mercure Singapore Roxy withdraws water from a third-party – supplied by PUB, and currently there is no collection or harvesting of surface water (i.e., rainwater). Throughout the operation, the used water has been discharged through the city's sewerage system, where it is treated and recycled at the water reclamation plants, according to international standards stipulated by the U.S Environmental Protection Agency and World Health Organisation³. During the Hotel's operation, no used water is discharged directly into the environment.

For FY2020, the total water consumption for the Hotel is 64.50 ML, a reduction of 35.66 ML compared to the base year. The significant reduction in water consumption is due to an approximately 58% drop in total occupants in FY2020 compared to FY2019.

In Australia, our development in Melbourne is currently vacant and will be undergoing major construction for the future development. As such, the water supply has been turned off for the second half of the year, as such the total water consumption for the first half of the year was 0.21 ML. Compared to last year's water consumption for the same period, there is a decrease of 0.22 ML from 0.43 ML.

In FY2020, our buildings in New Zealand have recorded 13.27 ML in total water consumption. This is a reduction of 3.31 ML as compared to the base year. The substantial decrease in water consumption is due to the work-from-home arrangements arising from COVID-19, as mentioned in the Energy section.

Total Water Consumption



¹ 1 megalitre (ML) = 1,000 cubic metres (m³)

² <https://www.wri.org/blog/2015/08/ranking-world-s-most-water-stressed-countries-2040>

³ <https://www.pub.gov.sg/usedwater>

CONTRACTOR ENVIRONMENTAL & SOCIAL ASSESSMENT (GRI 308-1 & GRI 414-1)

Contractor Environmental & Social Awareness	Target for 2020
100% of all new contractors were screened, where applicable, using the vendor evaluation form and/or consultant's recommendation	Continue to screen 100% of the new contractors, where applicable, using the vendor evaluation form and/or consultant's recommendation

As a developer, we endeavour to build lasting partnerships with like-minded associates and contractors. As such, initiating due diligence from the onset of the collaboration can mitigate and resolve potential impact in our supply chain. For each of our developments, we have an appointed main contractor, various suppliers and vendors that will assist and work together with us during the construction period. Each new vendor is screened through a range of vendor

selection criteria, including their environmental and social compliance in daily operations. All our new vendors in FY2020 had been screened using the vendor evaluation form and/or through consultant's recommendations, thus meeting the target for the year. The Group assessment of new vendors applies to contracts more than S\$500,000.00 with a contract period of more than 6 months.

SOCIAL

EMPLOYMENT (GRI 401-1)

Scope	2020 Total Headcount	Performance	Target for 2020
Roxy-Pacific Holdings Limited*	56	Rate of Turnover: 9% ➤ Met target set	Maintain employee turnover rate or an increase no higher than 8% of base year (FY2017)
Grand Mercure Singapore Roxy	187	Rate of Turnover: 24% ➤ Met target set	
*Roxy-Pacific Holdings Limited refers to both the Singapore office and Australia office		Base year: Roxy-Pacific Holdings Limited turnover rate is 6.38% Grand Mercure Singapore Roxy is 23.4%	

Human capital remains one of the most important assets of the Group. We recognise that the contribution and the support provided by all our employees are key to the continued success of the Group. This is especially evident in the current challenging climate. As such the Group's priority is to maintain job stability and support for all our employees during this difficult period.

In 2020, our Singapore and Australia office reported a turnover rate of 9% and this is our lowest record since 2017, the first year of our reporting. The Group is heartened by the low turnover rate and seeks to maintain the trust and confidence that our staff have in us as their employer.

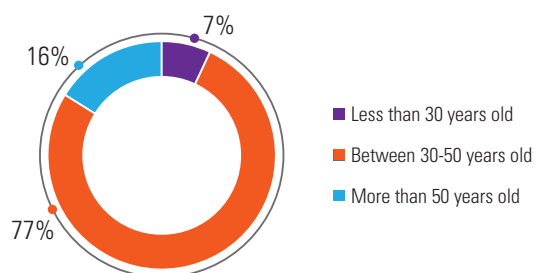
Our staff's health and wellbeing are of utmost importance to us. As such, our Human Resource department have also worked tirelessly with all the Heads of Department together with the authorities and related agencies to ensure the safety and wellbeing of our employees since the onset of the pandemic.

Similarly, Grand Mercure Singapore Roxy, reported a turnover rate of 24%, a decrease of 2% compared to FY2019. Despite taking the full brunt of the impact of COVID-19, in which the entire tourism industry was battered, our Hotel has managed to retain their staff and record a dip in turnover rate. Some of the measures taken by the Hotel management during this challenging period are to re-deploy several staff to assist the facilities management team on safe entry procedures at the Roxy Square Shopping Centre and granting some staff the ability to return to Malaysia on a No-Pay-Leave arrangement.

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EMPLOYEE DEMOGRAPHICS – GENDER & AGE GROUP BREAKDOWN

Singapore & Australia Office

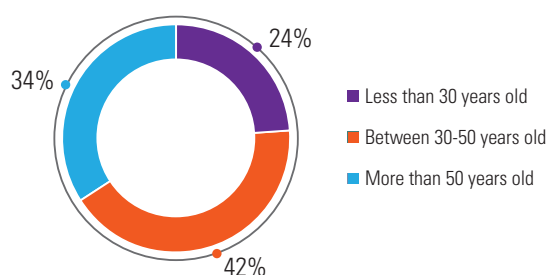


Female
34 | 61%



Male
22 | 39%

Grand Mercure Singapore Roxy



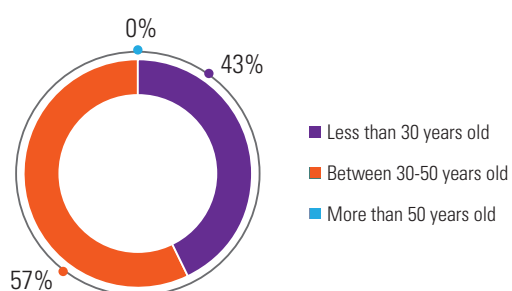
Female
83 | 44%



Male
104 | 56%

EMPLOYEE DEMOGRAPHICS – NEW HIRES & TURNOVER

New Hires – Gender & Age Group Breakdown

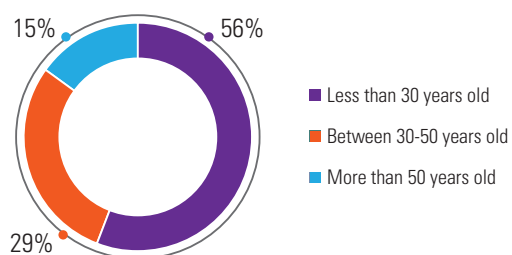


Female
9 | 43%



Male
12 | 57%

Turnover – Gender & Age Group Breakdown



Female
48 | 49%



Male
49 | 51%

OCCUPATIONAL HEALTH AND SAFETY (GRI 403-1 TO GRI 403-7 & GRI 403-9)

Performance Data	2020	2019	2018	2017	2016
Lost-Time Injury Rate (LTIR)⁴					
Roxy-Pacific Holdings Limited*	0	0	0	0	0
Grand Mercure Singapore Roxy	14.8	9.4	7.7	7.5	10.7
Injury Severity Rate (ISR)⁵					
Roxy-Pacific Holdings Limited*	0	0	0	0	0
Grand Mercure Singapore Roxy	33.9	71.6	40.3	161.2	186.8
Target <ul style="list-style-type: none"> Zero workplace fatalities 5% reduction in Lost-Time Injury Rate and Injury Severity Rate compared to base year FY2016 					
*Roxy-Pacific Holdings Limited refers to both the Singapore office and Australia office					

The safety and wellbeing of employees at the workplace is regulated by the Workplace Safety and Health Act (WSH). The Group has followed the framework closely and implemented the measures set out in the WSH by the Ministry of Manpower. In our Singapore office, the Human Resource department conducts regular safety audits in the office premise. If there are any risk identified, safety measures will be put in place if the hazard is unable to be removed immediately. Employees are also informed on the protocol and policies regarding workplace related injuries or incidents. These incidents are to be reported to the Human Resource department for immediate attention and for proper inquiry, if necessary. Apart from ensuring sufficient insurance coverage for our employees, we have also proposed additional insurance and health check-up that employees are able to opt-in based on their own needs. On top of this, regular emails or notifications will also be sent by the Human Resource department to inform and remind employees of the importance of workplace safety, best practices and/or any new safety measures.

At the Hotel, all employees, including part timers must undergo a detailed health and safety meeting at the commencement of their employment. Detailed health and safety information is also readily available in their staff handbook. The Hotel has designated a Workplace Safety Officer who is bizSAFE3 certified and together with the security team, they conduct regular safety checks in and around the Hotel premise. During their regular safety checks, any hazard identified must be removed immediately or clearly marked out.

We recognised that employees in the hospitality and F&B industry are often exposed to higher risks of occupational injuries therefore our Hotel has put in place additional safety procedures to minimize such risks. The Hotel also

takes every incident seriously, regardless of the severity of each case. The head of each department and the security team will be required to conduct a prompt review and submit a detailed report to the management as a standard procedure. Thereafter, rectification on the procedures and improvements on the task process are immediately implemented. This initiative has been effective in reducing the occurrences and severity of injuries in recent years.

In response to the COVID-19 pandemic and adhering to the Government's regulation and guidance, various safe distancing and sanitisation practices have been implemented and carried out since March in our office premises. Our Human Resource department, together with all Heads of Department have worked tirelessly to implement and remind employees of the necessary safety precautions as well as best practices for working in both the office and at home.

Considering the worsening situation in March, our Group implemented a split team system as part of the Business Continuity Plan for COVID-19. As part of the arrangement, half of our employees was stationed at the satellite office while the other half continued to work from the main office. Various safety measures, such as safe distancing, health declarations and temperature taking were also implemented as a precaution. Shortly thereafter, the Circuit Breaker was announced, and all non-essential business premises were ordered to be closed. Due to the quick implementation of the business continuity plan, all employees were able to convert to working from home easily.

During the early days of the Circuit Breaker, the Human Resource department collaborated closely with the Ministry of Trade and Industry to allow a limited number of Directors and employees to return to the office in order to deal with

⁴ Lost-Time Injury Rate – Number of workplace injuries per million man-hours worked

⁵ Injury Severity Rate – Number of man-days lost to workplace injuries per million man-hours worked

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urgent and time sensitive issues. During that period, both the Human Resource and IT departments worked closely to create an online intranet platform where staff can conveniently submit health declarations and keep track of the latest policies so as to minimize physical contact while efficiently keeping track of vital information.

As Singapore transitioned into Phase One, our Group has decided to maintain work from home arrangements for the safety and wellbeing of our employees. Employees who need to return to the office were able to do so while complying with the safety measures that have been set in place. This includes shorter working hours to avoid peak hours while commuting, mask wearing, health declarations, temperature taking and maintaining safe distance while working in office. The office premise, meeting rooms, pantries and various common areas have also been labelled in line with all necessary safe distancing regulations.

When the Government announced the beginning of Phase Two, our Group decided to allow employees to return to the office on alternate day arrangements with staggered working hours. Our employees remain in two teams throughout the whole period as part of the business continuity plan and all necessary safe distancing measures continue to be in force in our office premises.

Our Hotel has taken all the measures required by government and the managing agency as the Hotel has been operating as a Government Facility since the onset of the COVID-19 pandemic and as of January 2021. In addition, to minimise the mingling of staff and the general public during meal hours, the Hotel has started serving lunch and dinner in-house for all the staff on duty since April. They have also set up separate meal and resting areas for each department to minimise intermingling between staff of different departments. Hotel staff who are on duty are also issued Personal Protection Equipment (PPE) and regular briefings are conducted to teach and remind staff on the proper usage and disposal of the PPE.

During FY2020, our Group recorded zero workplace fatalities, with both Singapore and Australia having zero workplace incidents that resulted in injuries. For the Hotel, there was an increase of 5.4 in Lost-Time Injury Rate (LTIR) compared to base year, even though the Injury Severity Rate (ISR) remained low at 33.9, a decrease of 152.9 compared to base year. This indicates that while the number of incidents had increased during the year, the severity of each cases was milder in comparison.

TRAINING AND EDUCATION (GRI 404-1)

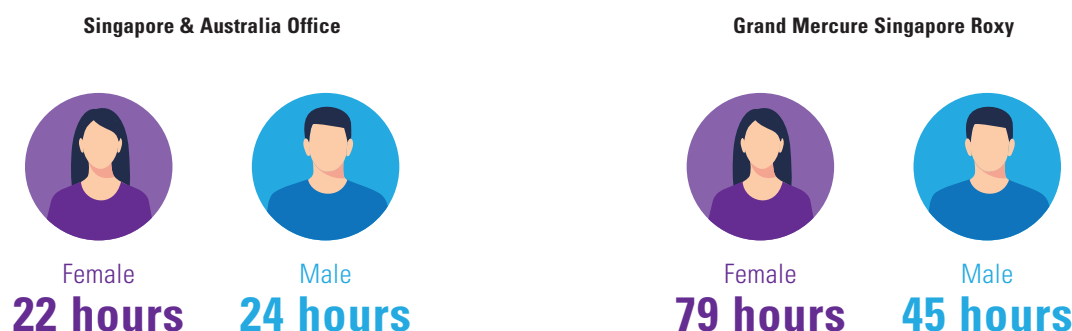
Scope	2020 Average Training Hours	Performance	Target for 2020
Roxy-Pacific Holdings Limited*	23	➤ Met target set	15 hours per employee per year
Grand Mercure Singapore Roxy	60	➤ Met target set	30 hours per employee per year
<p>*Roxy-Pacific Holdings Limited refers to both Singapore office and Australia office, and the following employees are excluded from the tabulation of training hours</p> <p>i) Office Assistant, Pantry Assistant and consultants</p> <p>ii) Contract and intern-based employees in the Australia office</p>			

Our Group strongly believes in the importance of lifelong learning and the need for constant upskilling to allow our employees to remain relevant and competitive in this dynamic business environment. As such, the Group strongly encourages our staff to go for training sessions and holistic courses to strengthen both their soft and technical skills.

The average training hours clocked in by employees from the Singapore and Australia office was 22 hours. The increase in total training hours was mainly fuelled by the Circuit Breaker implemented in Singapore. To make efficient use

of their time, employees were strongly encouraged to attend online trainings and webinars at home as business activity slowed due to the pandemic. We also urged our Hotel staff to do likewise and we observed a high uptake in online training during the Circuit Breaker, Work-from-Home and claimed absentee period. During this period, our Hotel's concierge team also attended three modules of security courses so that they will be able to assist their colleagues at security checkpoints. We are heartened that our employees have been supportive of this initiative and view this as a good opportunity to enhance their knowledge.

AVERAGE TRAINING HOURS – GENDER BREAKDOWN



GOVERNANCE

ANTI-CORRUPTION (GRI 205-3)

Number of Confirmed Incidents of Corruption	Target for 2020
No confirmed incident of corruption in the year ended 31 December 2020	Zero confirmed incident of corruption concerning employees or business partners

The Group maintains zero tolerance towards corruption and bribery, and we make every effort to maintain the highest standard of ethics and integrity in all the business dealings. All employees are informed during their onboarding and induction about the seriousness of engaging in activities that may result in a conflict of interest or unethical behaviour. This information is also made

available to all employees in the Staff Code of Conduct and the company intranet. In the year 2020, there are no confirmed incidents of corruption within the Group. During the same period, there are no confirmed incidents that led to termination or non-renewal of contracts with business partners due to corruption related cases.

COMPLIANCE WITH LAWS AND REGULATIONS (GRI 307-1, GRI 417-3, GRI 416-2 & GRI 419-1)

Number of Incidents of Non-Compliance	Target for 2020
No incident of non-compliance with laws and regulations resulting in significant fines ⁶ or sanction in FY2020	Zero incidents of non-compliance with laws and regulations resulting in significant fines or sanctions

For the year 2020, the Group recorded zero incidents of non-compliance to laws and regulations that resulted in significant fines or sanctions. This includes environmental and socioeconomics regulations, marketing guidelines, and the health and safety impact of products and services.

The Group maintains a strong adherence to corporate governance practices and all its applicable laws and regulations. Our Group abides by the Code of Corporate Governance 2012, the listing rules and regulations set out by Singapore Exchange (SGX), the Monetary Authority of Singapore (MAS) as well as other applicable laws and regulations.

Our developments, whether locally or overseas adheres strictly to building codes issued by the regulatory authorities and agencies.

From the onset of the pandemic, our Group has adhered strictly to the regulations and safety measures that were announced by the Government. Apart from safeguarding our employees' wellbeing, we also took safety measures seriously in all our show flats for the safety and wellbeing of our agents and visitors. Our Sales & Marketing department regularly obtained updated guidelines and regulations set out by the Controller of Housing (COH) and took prompt actions to ensure safe distancing measures were implemented. As such, all our show flats were adequately labelled to ensure safe distancing is practiced by both agents and visitors. For crowd control and contact tracing purposes, an online appointment system has been set up for all visitors and their agents.

⁶ Significant fines indicate fine amounting to S\$50,000 and above

CORPORATE SOCIAL RESPONSIBILITY



Chinese New Year Lunch for clients of TOUCH Community Services

In year 2020, we journeyed through one of the worst pandemics the world has ever experienced. The COVID-19 pandemic has altered and affected the lives of many as businesses and communities struggle to get through this unprecedented time.

Unfortunately, the need for social distancing has disrupted our normal operations which has led to the cancellation of our annual carwash fundraising event and numerous activities that we usually organize during the festive period for our beneficiaries. However, this has not stop us from adapting and thinking of new ideas to engage with our beneficiaries while ensuring the safety and wellbeing of all.

Prior to COVID-19, in January 2020, TOUCH's fund-raising event was held in our Hotel with Mrs. Goh Chok Tong as the Guest of Honor. Apart from sponsoring both the dining venue and meal, we had 28 staff who volunteered to serve the elderly patrons their meal as well.



Hari Raya goodies bags distribution for families in Marine Parade

The following month, we funded another Chinese New Year lunch for 100 senior citizens from the Marine Parade Foo Hai Elderly Lodge. The meal was conducted in the safety and comfort of their centre due to the onset of the pandemic.

As per previous years, Roxy Foundation continued to commit a sum of \$25,000 to the South East Community Development Council. The funds will be used to purchase essential items for needy families across six of their family services centres. This year, South East CDC received an increased number of requests, especially for help in purchasing infant formula and other essentials due to the loss of income and financial uncertainty faced by numerous families because of the pandemic.

In April, during the peak of the COVID-19 cases in Singapore, we donated a sum of \$10,000 to the Real Estate Developer's Association of Singapore (REDAS) to aid their efforts in helping affected migrant workers in the built environment/construction sector.

During the Hari Raya festival in May, we partnered with WeCare Marine Parade to reach out to 30 low-income families in the Marine Parade housing estate by giving them \$150 worth of Hari Raya cooking and food items each. In addition, we also donated \$5,000 through the Roxy Foundation Strong Families initiative to WeCare Marine Parade for their year-end event in which Book Prizes, Outstanding Student Awards and Partnership in Parenting Awards were given out to nominated students and parents.

In November, countries like Philippines, Cambodia, Laos, and Vietnam experienced one of the worst storm surges and torrential floods in recent history. These events severely impacted their communities, which were already suffering due to the pandemic. In response to the Singapore Red Cross' public appeal, we donated a sum of \$10,000 to aid in disaster relief and recovery operations in these affected countries.



Recipients of Roxy Foundation Strong Families Award

CORPORATE SOCIAL RESPONSIBILITY

December was a busy month for us both locally and internationally. As part of our year end collaboration with WeCare, we organized a New Year Giveaway on 29 December with the help of 20 staff volunteers. Our volunteers, together with the Guest of Honor Dr Tan See Leng, distributed goodies bags to 100 families residing in Marine Parade. As part of our overseas efforts, we sponsored a Christmas dinner and prepared gifts for the children at the Salvation Army Evangeline Booth Girl's Home in Medan.

Lastly, our team in Australia/New Zealand continued with their annual support to the Make a Wish Foundation by donating NZ\$11,500 to the Over the Edge for Wishes event and by sponsoring our 205 Queen Street building as the venue. Unfortunately, due to the unpredictability of the current situation, the event was cancelled due to a sudden lockdown. Regardless, we look forward to supporting the foundation again next year and through other means if necessary.

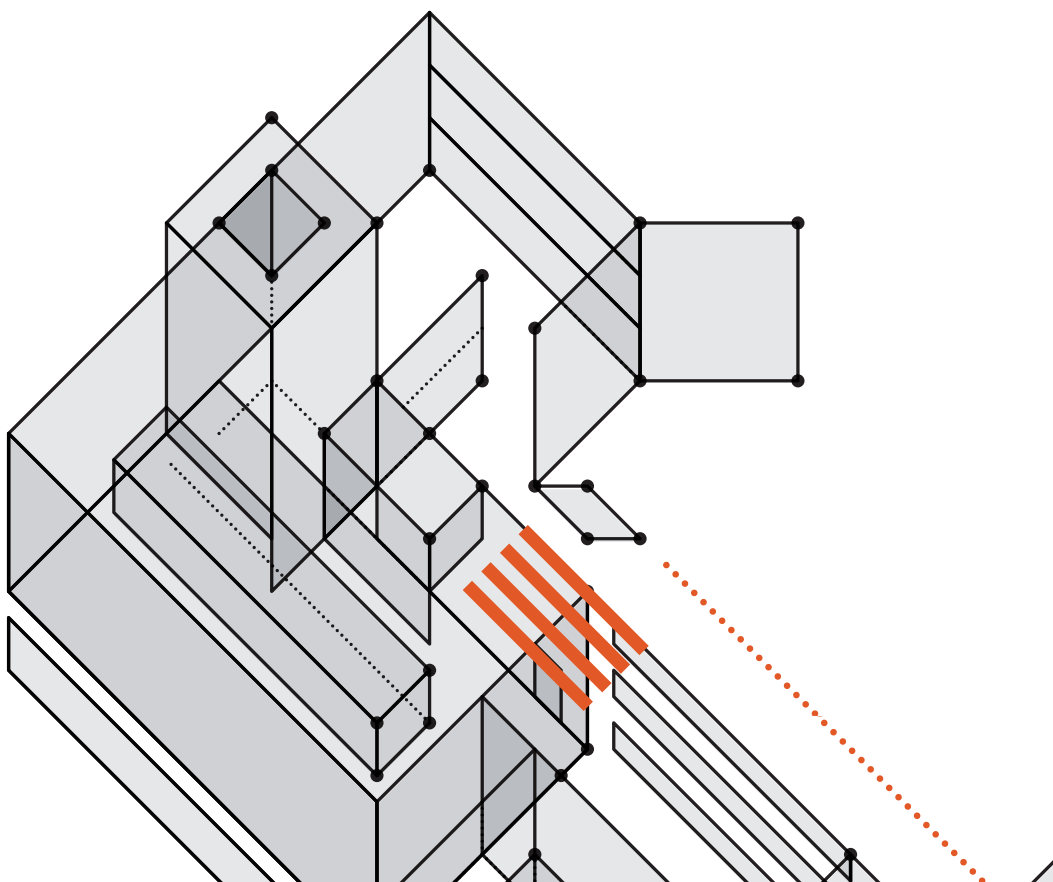
Notwithstanding, the challenges and uncertainties brought by the pandemic, we look forward to more engagements and charity events in the year to come.



Distribution of New Year goodies bags for Marine Parade residents with WeCare@Marine Parade



Children from Salvation Army Girl's Home in Medan attending Christmas Dinner



GRI CONTENT INDEX PAGE

GLOBAL REPORTING STANDARD (GRI)		Notes/Page Number(s)
102-1	Name of the organisation	Roxy-Pacific Holdings Limited
102-2	a. Description of the organisation's activities b. Primary products and services	Corporate Profile Global Presence, page 14 Property Summary Report, page 47
102-3	Location of organisation headquarter	Corporate Information, page 22
102-4	Location of operations a. Number of countries where organisation operates, and the name of the countries where it has significant operations and/or that are relevant to the topics covered in the report	Corporate Information, page 22 Financial & Operations Review, page 10
102-5	Ownership and legal form	Corporate Information, page 22 Financial & Operations Review, page 10
102-6	Market served a. Include geographic location where products and services are offered b. Sectors served c. Types of customers and beneficiaries	Financial & Operations Review, page 10
102-7	Scale of organisation a. Number of employees & number of operatives b. Net sale & net profit c. Quantity of products	Employment, page 37 Financial & Operations Review, page 10
102-8	Employment a. No. permanent and part time, by gender b. No. permanent and part time, by region c. Employment type, by gender d. Significant portion of work by non-employee (explain nature and scale of work) e. Employment affected by seasonal variation, e.g. tourism and agricultural industries f. Explanation on how data is obtained, include assumption	Employment, page 37 Temporary and part-time staff are not material enough for disclosure A significant portion of work is done by employees Employment is not affected by seasonal variation Data is obtained from the Human Resource department database
102-9	Supply chain a. Description of supply chain and including its main elements as they relate to the organisation's activities, products, and services.	Contractor Environmental and Social Assessment, page 37
102-10	Significant change to organisation and supply chain a. Any changes to location or location of operation b. Change in share capital c. Change in supply chain – location of supplier	No significant changes in FY2020
102-11	Precautionary Principle a. Whether and how the organisation applies	The precautionary principle is embedded in our general approach to sustainability
102-12	External Initiatives	Our Awards, page 3

GLOBAL REPORTING STANDARD (GRI)		Notes/Page Number(s)
102-13	Memberships of industry or association	a. Real Estate Developers' Association of Singapore (REDAS) b. Singapore Business Federation (SBF) c. Singapore Hotel Association (SHA) d. Singapore National Employers Federation (SNEF)
102-14	Statement from Senior decision maker	Board Statement, page 29
102-16	Description of the organisation's values, principles, standards, and norms of behaviours	Chairman's Statement, page 4
102-18	a. Governance structure b. Committee responsible for decision making concerning ESG	Governance Structure and Stakeholders, page 32
102-40	List of Stakeholder groups	Governance Structure and Stakeholders, page 32
102-41	Collective bargaining agreements	The Hotel has entered into collective agreement with the Food, Drinks & Allied Workers' Union
102-42	a. The basis for identifying and selecting stakeholders	Governance Structure and Stakeholders, page 32 Stakeholders are selected based on the level of influence they have over our business and the level of influence our business has over them
102-43	Organisation's approach to engage stakeholder, include a. Frequency, by type, by group and an indication if any engagement is taken specifically for this report	Governance Structure and Stakeholders, page 32
102-44	Key topics raised a. How organisation respond b. Which group that raised what topics	Governance Structure and Stakeholders, page 32
102-45	Entities include in consolidated financial statements	Notes to the Financial Statements, page 98
102-46	Define report content and topic boundaries a. Explanation of the process for defining content and boundaries b. How organisation implement reporting principle	Scope and Material Topics, page 30 Boundaries are defined by our operational control
102-47	List of material topics	Scope and Material Topics, page 30
102-48	Restatement of information – Change of base year, M&A	NA
102-49	Changes of reporting – Change from previous period in list of material topics and boundaries	NA
102-50	Reporting period	1 st January – 31 st December 2020
102-51	Date of most recent report	25 March 2020
102-52	Reporting cycle	Annual
102-53	Contact point	info@roxypacific.com.sg
102-54	Claims of reporting in accordance with GRI	About the Report, page 29
102-55	GRI Content Index	GRI Content Index, page 44
102-56	Description of organisation's policy and current practice with regard to seeking external assurance	Currently, we do not seek external assurance, however, we may do so in the future

GRI CONTENT INDEX PAGE

GLOBAL REPORTING STANDARDS (2016)		Notes/Page Number(s)
103-1	Explanation of the material topic and its boundary	About the Report, page 29
103-2	The management approach and its components	Governance Structure and Stakeholders, page 32
103-3	Evaluation of the management approach	Scope and Material Topics, page 30 Management initiatives are discussed within the section for each material topic
Economic		
201-1	Economic Performance Direct economic value generated and distributed	Notes to the Financial Statements, page 98 Economic Performance, page 34
205-3	Anti-Corruption Confirmed incidents of corruption and actions taken	Anti-Corruption, page 41
Environment		
301	Materials Qualitative information <i>Detailed information on material type, weight, and volume from our contractors (and subcontractors) are unavailable. We will continue to engage our stakeholders closely to optimise the ESG impacts along the value chain.</i>	Materials, page 34
302-1	Energy Energy consumption within the organisation	Energy, page 35
302-3	Energy intensity	
303-3	Water and Effluents Water withdrawal	Water and Effluents, page 36
303-5	Water consumption	
308-1	Contractors Environmental and Social Assessment New suppliers that were screened using environmental criteria	Contractors Environmental and Social Assessment, page 37
414-1	New suppliers that were screened using social criteria	
Social		
401-1	Employment New employee hires and employee turnover	Employment, page 37
403-1 to 403-7	Occupational Health and Safety Management Approach Disclosures	Occupational Health and Safety, page 39
403-9	Occupational Health and Safety Work-related injuries	Occupational Health and Safety, page 39
404-1	Training and Education Average hours of training per year per employee	Training and Education, page 40
Governance		
307-1	Compliance with Laws and Regulations a. Non-compliance with environmental laws and regulations	Compliance with laws and regulations, page 41
417-3	b. Incidents of non-compliance concerning marketing communications	
416-2	c. Incidents of non-compliance concerning the health and safety impacts of products and services	
419-1	d. Non-compliance with laws and regulations in the social and economic area	