

SUSTAINABILITY REPORT

1. HIGHLIGHTS

1.1 Message to Stakeholders

The Board of Directors (the “**Board**”) is thrilled to unveil the annual Sustainability Report (the “**Report**”) of Asia Vets Holdings Ltd. (the “**Company**” or “**AVH**”) and its subsidiaries (collectively, the “**Group**”) for the reporting period from 1 January 2023 to 31 December 2023 (“**FY2023**”).

The Group is dedicated to leading the way in pet care within Singapore, with a fundamental commitment to being a reliable partner guided by professional ethics. As an integral aspect of our strategic planning, sustainability issues have been thoroughly incorporated into our business considerations. The Board has specifically pinpointed Economic, Environmental, Social, and Governance (“**EESG**”) factors deemed critical to the Group’s operations.

To ensure the effective management of these material EESG factors, the Board maintains vigilant oversight. Regular reports from the Group’s management, responsible for ongoing monitoring and proper management of the identified material EESG factors, are a key component of this oversight. This approach underscores our unwavering dedication to sustainable practices and responsible business conduct.

We have established a Sustainability Reporting Policy (“**SR Policy**”) that outlines our sustainability strategies, reporting structure, materiality assessment, and processes for identifying and monitoring significant EESG factors. This policy serves as a foundational guide for conducting our sustainability reporting.

As part of our commitment to continuous improvement, the SR Policy emphasises ongoing monitoring, review, and updates to our material EESG factors. We are dedicated to considering feedback from our stakeholders and staying attuned to both internal organisational changes and external developments. This iterative process ensures that our sustainability practices remain responsive and aligned with evolving expectations and best practices.

In the following sections of this report, we will delve into additional initiatives undertaken by the Group to establish a sustainable business model, contributing to a brighter future for both society and the environment. Together, we embark on this meaningful journey, forging ahead with purpose and commitment.

For and on behalf of the Board

Tan Tong Guan
Co-founder, Executive Chairman and CEO
9 April 2024

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1.2 About Us

The Company, through its wholly-owned subsidiary, AVH Animal Ark Pte. Ltd (the “**AVHAA**”), provides veterinary care and clinical services to small animals in Singapore. Currently, the Group operates two veterinary clinics which provide a full range of general veterinary services including medical, surgical and dental care for small animals including dogs, cats, rabbits and other pocket pets. Our veterinary clinics are Singapore Veterinary Association registered.

We pride ourselves in providing our patients with advanced diagnostic workups and the latest in medical treatments and surgical procedures. We aim to provide the highest level of care for pets under minimally stressful conditions, operating one of the few open-concept veterinary clinics in Singapore where pet owners are welcome to be with their pets throughout the whole vet visit. Complementary remedies and treatments such as acupuncture and Traditional Chinese Medicine are also available at our clinics. The Group targets to be the trusted partner at the forefront of pet care in Asia by practising the highest standard of pet care with compassion. The Group will continue to expand its operations via organic growth and acquisitions in Asia.

The Company was incorporated in Singapore in February 2010 and has been admitted to the Official List of the SGX-Catalist since July 2010.



Vision

To be the trusted partner at the forefront of pet care in Asia



Mission

To practise the highest standard of pet care with compassion



Core Value – ACE

Advancement

Commitment

Excellence

SUSTAINABILITY REPORT

1.3 About the Report

The scope of the report covers information on material sustainability aspects of the Group, covering the period from 1 January 2023 to 31 December 2023 unless otherwise specified. This should sufficiently address stakeholders' concerns about sustainability issues arising from the major business operations of the Group. Please refer to **Appendix A** for the list of entities included in this report.

The report is prepared in compliance with Chapter 7: Continuing Obligations of Singapore Exchange Securities Trading Limited ("**SGX-ST**") Listing Manual Section B: Rules of Catalist, 711A and 711B ("**SGX Listing Rules**") which draws on the guidance set out by the Practice Note 7F Sustainability Reporting Guide.

In addition to complying with the relevant listing rules, this report is also crafted with reference to the Global Reporting Initiative ("**GRI**") Standards, which is recognised as a comprehensive and globally accepted framework for sustainability reporting. Our report adheres to the GRI's principles for determining report content and ensuring report quality. This involves a thorough consideration of the Group's activities, their associated impacts, and the significant expectations and interests of our stakeholders. Please refer to **Appendix C** for the GRI standards content index.

Furthermore, this report is prepared with reference to the recommendations of the Task Force on Climate-related Financial Disclosures ("**TCFD**"). We have adopted a phased approach in alignment with the recommendations in Practice Note 7F Sustainability Reporting Guide, focusing on specific areas of climate-related financial disclosures in our reporting. This approach enables us to address key aspects of climate risk and opportunities within the context of our operations and business activities. Please refer to **Appendix D** for the TCFD recommendations content index.

The data and information presented in this report have not undergone verification by an independent third party. We have maintained accuracy through internal data monitoring and verification processes. There are no restatements made from the previous report.









This Report is available for download on:

- the SGX-ST's website at the URL <https://www.sgx.com/securities/companyannouncements>; and
- The company's corporate website at the URL <https://asiavets.com/investor-relations/>.

As we seek to continually improve upon our sustainability efforts, any feedback is welcomed at general@asiavets.com.

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1.4 Our Performance

Material Topics	Target for FY2023	FY2023		Target for FY2024
		Performance	Achievement	
Anti-corruption	Zero incidents of bribery or corruption reported	Zero incidents of bribery or corruption reported		Zero incidents of bribery or corruption reported
Emissions	Below 0.007 tCO ₂ e/revenue \$'000 GHG emission intensity	0.008 tCO ₂ e/revenue \$'000 GHG emission intensity		Below 0.007 tCO ₂ e/revenue \$'000 GHG emission intensity
Energy	Below 15 kWh/revenue \$'000 energy consumption intensity	19.7 kWh/revenue \$'000 energy consumption intensity		Below 15 kWh/revenue \$'000 energy consumption intensity
Employment	Below 20% for new hire rate and turnover rate	23% new hire rate and 27% turnover rate		Below 20% for turnover rate
Training and Education	More than 10 average training hours per employee	5.13 average training hours per employee		More than 8 average training hours per employee
Occupational Health and Safety	Zero safety incidents	Zero safety incidents		Zero safety incidents
Customer Health and Safety	Zero non-compliance with regulations pertaining to the health and safety impacts of our products and services	Zero non-compliance with regulations pertaining to the health and safety impacts of our products and services		Zero non-compliance with regulations pertaining to the health and safety impacts of our products and services
Customer Privacy	Zero complaints reported regarding breaches of customer privacy or losses of customer data – compliance	Zero complaints reported regarding breaches of customer privacy or losses of customer data – compliance		Zero complaints reported regarding breaches of customer privacy or losses of customer data – compliance

Symbol	Meaning
	Achieved
	Not Achieved

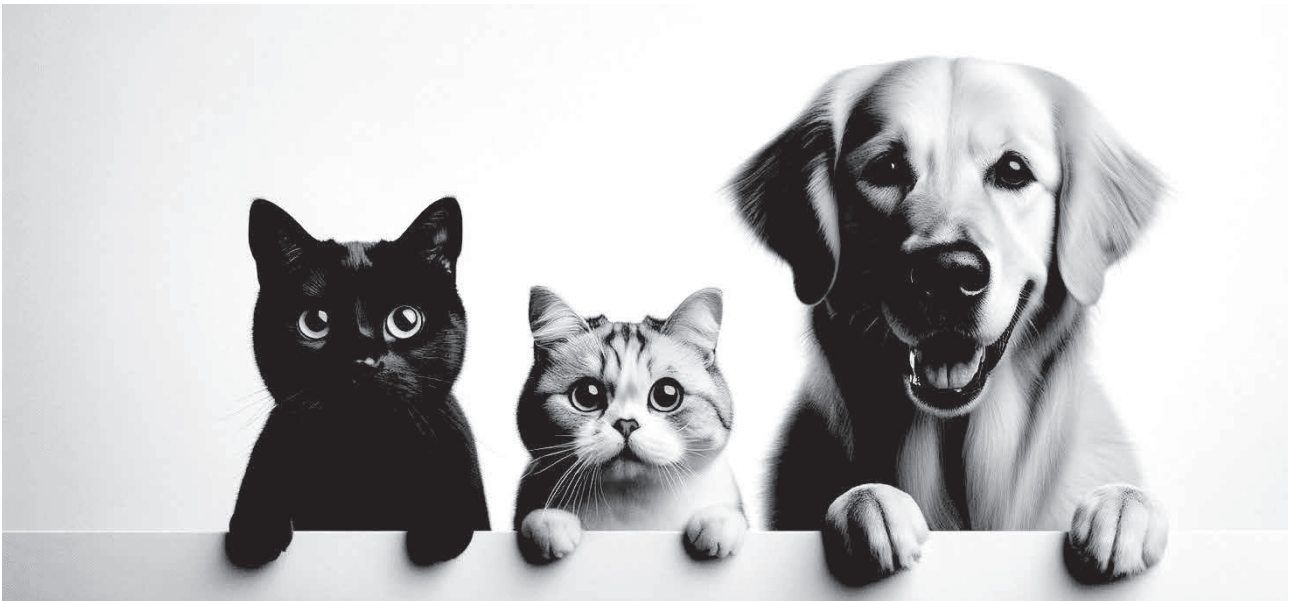
For details on our ESG metrics, please refer to the attached Sustainability Scorecard in **Appendix B**. For the methodologies for the measurement of our metrics, please refer to the appended Methodologies and Data Boundaries in **Appendix E**.

SUSTAINABILITY REPORT

2. SUSTAINABILITY STRATEGY

2.1 Sustainability Organisational Structure

The formulation and guidance of our sustainability strategy are spearheaded by Senior Management in collaboration with the Board. Within our organisational structure, the Sustainability Working Group plays a pivotal role, consisting of key members such as the Chief Financial Officer and the Operations Manager. This group is under the leadership of the Executive Chairman and Chief Executive Officer. The primary responsibilities of the Sustainability Working Group include the execution of our sustainability strategy, scrutiny of the Group’s significant ESG impacts, consideration of stakeholder priorities, the establishment of goals and targets, and the systematic collection, verification, monitoring, and reporting of performance data for sustainability reporting.



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2.2 Materiality Assessment

In 2019, our initial materiality assessment, guided by the GRI Standards, sought to identify and engage with stakeholders to determine the EESG factors that hold significance for them. To validate and enrich this assessment, a focus group discussion was conducted. The key stakeholder groups and the identified material EESG factors, identified through this process, have remained pertinent and unchanged since the last reporting period. Our commitment extends to the periodic reassessment of these identified material EESG factors, ensuring their continued relevance to our sustainability initiatives.

In accordance with the GRI Standards, we applied the four reporting principles to decide which content to include in the Report by considering the Group’s activities, impacts, and the substantive expectations and interests of our stakeholders.



Stakeholder Inclusion

Defining stakeholders and explaining how the Group has responded to their expectations and interests.



Sustainability Context

Presenting the Group’s performance in the wider context of sustainability.



Materiality

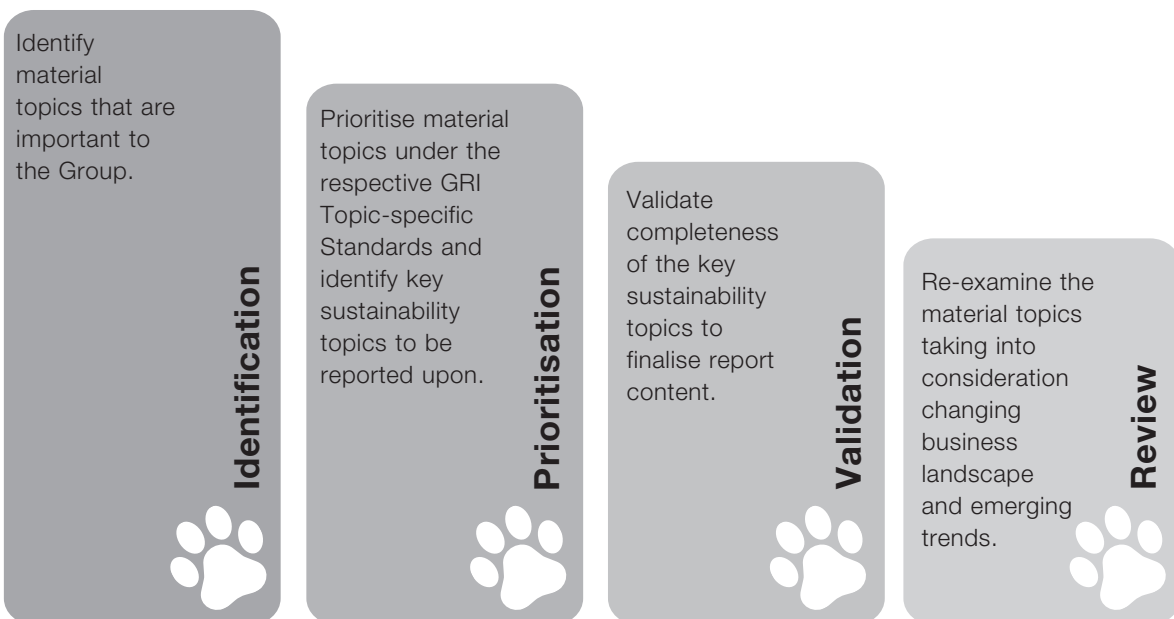
Identifying the Group’s significant EESG factors.



Completeness

Disclosing significant EESG factors and boundaries to assess the Group’s performance in the reporting period.

The Group has adopted the four-step approach below to identify the relevant topics for reporting:





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2.3 Stakeholder Engagement

We recognise the need to continuously develop our responsible business approach to address growing stakeholder expectations around our impact on the economy, environment and society. As such, we periodically consult with our stakeholders to determine the issues that are most relevant to them and the Group.

Each of our valued stakeholders brings resources to AVH regardless of where they fall in the value chain. Our core value has always been about valuing our stakeholders and becoming a trusted partner to them. Stakeholder groups engaged by us are set out below.

Stakeholders	Basis for Determining Stakeholders	Engagement Method	Frequency of Engagement	Area of Concerns
Employees	Employees execute the direction of the Group	<ul style="list-style-type: none"> Different modes of communication such as face to face, tele and videoconferencing Annual performance review Training Survey 	<ul style="list-style-type: none"> As and when required Annually Annually Annually 	<ul style="list-style-type: none"> Safe working environment Fair benefits and compensation Equal employment opportunities Adequate training provided
Customers	Customers' needs influence the direction of the Group	<ul style="list-style-type: none"> Different modes of communication such as face to face, tele and videoconferencing Website Talks and seminars Survey 	<ul style="list-style-type: none"> As and when required As and when required As and when required Annually 	<ul style="list-style-type: none"> Safe and calming environment Quality of products and services Qualification and competency Data privacy
Investors	Influence on Management's decisions and responsibility towards investors	<ul style="list-style-type: none"> Annual General Meeting Company's corporate website Announcements via SGXNet 	<ul style="list-style-type: none"> Annually As and when required As and when required 	<ul style="list-style-type: none"> Financial performance Governance and transparency Anti-corruption
Suppliers	Dependency on suppliers to carry out business operations	<ul style="list-style-type: none"> Collaboration meetings Survey 	<ul style="list-style-type: none"> As and when required Annually 	<ul style="list-style-type: none"> Prompt payment Feedback on supplies
Regulators	Compliance with local laws and regulations	<ul style="list-style-type: none"> Reporting platform 	<ul style="list-style-type: none"> Annually As and when required 	<ul style="list-style-type: none"> Compliance with regulatory requirements

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2.4 Sustainability Materiality

Based on the stakeholder engagement, we crafted a sustainability materiality matrix that focuses on key aspects aligned with our principal business and operational risks. This matrix has played a pivotal role in shaping our sustainability strategy, as illustrated in the accompanying diagram. Topics situated in the top right quadrant are deemed material to the Group and will be addressed in this report.



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2.5 Material Factors

In response to escalating concerns over climate change, particularly related to Greenhouse Gas (“GHG”) emissions, our business has introduced a new material topic focused on Emissions, emphasizing our commitment to addressing environmental impacts; additionally, we have incorporated Occupational Health and Safety as another material topic, reflecting our dedication to enhancing workplace safety and meeting stakeholder expectations.

Material Topic	Reason for Materiality	Concerns Addressed	GRI Standard Disclosure	Area of Concerns Within AVH	Area of Concerns Outside AVH
Economic and Governance					
Economic Performance	Poses significant effects towards investors	<ul style="list-style-type: none"> Financial Performance Quality of Products and Services Qualification and Competency 	<ul style="list-style-type: none"> 201-1 	√	
Procurement Practices	Poses significant effects towards suppliers	<ul style="list-style-type: none"> Prompt Payment Feedback on Supplies 	<ul style="list-style-type: none"> 204-1 	√	
Anti-corruption	Poses significant effects towards investors, suppliers and regulators	<ul style="list-style-type: none"> Governance and Transparency Regulatory Compliance Anti-corruption 	<ul style="list-style-type: none"> 205-1 205-2 205-3 	√	
Environment					
Energy	Poses significant effects towards investors, customers and regulators	<ul style="list-style-type: none"> Regulatory Compliance 	<ul style="list-style-type: none"> 302-1 302-3 	√	
Emissions	Poses significant effects towards investors, customers and regulators	<ul style="list-style-type: none"> Regulatory Compliance 	<ul style="list-style-type: none"> 305-2 305-4 	√	
Waste	Poses significant effects towards regulators	<ul style="list-style-type: none"> Regulatory Compliance 	<ul style="list-style-type: none"> 306-1 306-2 	√	

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Material Topic	Reason for Materiality	Concerns Addressed	GRI Standard Disclosure	Area of Concerns	
				Within AVH	Outside AVH
Social					
Employment	Poses significant effects towards employees	<ul style="list-style-type: none"> Fair Benefits and Compensation 	<ul style="list-style-type: none"> 401-1 	√	
Occupational Health and Safety	Poses significant effects towards employees and regulators	<ul style="list-style-type: none"> Safe Working Environment 	<ul style="list-style-type: none"> 403-2 403-9 403-10 	√	
Training and Education	Poses significant effects towards employees	<ul style="list-style-type: none"> Adequate Training 	<ul style="list-style-type: none"> 404-1 404-2 404-3 	√	
Diversity and Equal Opportunity	Poses significant effects towards employees	<ul style="list-style-type: none"> Equal Employment Opportunities 	<ul style="list-style-type: none"> 405-1 	√	
Non-discrimination	Poses significant effects towards employees	<ul style="list-style-type: none"> Equal Employment Opportunities 	<ul style="list-style-type: none"> 406-1 	√	
Customer Health and Safety	Poses significant effects towards customers	<ul style="list-style-type: none"> Safe and Calming Environment Quality of Products and Services Qualification and Competency 	<ul style="list-style-type: none"> 416-2 	√	
Customer Privacy	Poses significant effects towards customers	<ul style="list-style-type: none"> Data Privacy 	<ul style="list-style-type: none"> 418-1 	√	



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3. PERFORMANCE

3.1 Economic and Governance

Economic Performance

The majority of the Group's revenue comes from providing veterinary services and selling veterinary medicines. There was a 4% decrease in revenue, dropping from \$2.4 million to \$2.3 million compared to FY2022. This decline is primarily attributed to a reduction in the number of veterinary technicians, along with heightened market competition in comparison to FY2022.

\$2.3m

Direct economic value generated

The Group is actively looking for opportunities to diversify the revenue stream through acquisitions. One key initiative involves pursuing potential acquisitions that leverage the Group's expertise and strengths, potentially extending beyond the veterinary industry.

Procurement Practices

The Group places significant importance on building reliable supply chains by actively pursuing the ongoing diversification of our sourcing network.

76

Total Vendors

In FY2023, we expanded our network to include a total of 76 vendors, showing an increase from the 70 vendors we had in FY2022. This strategic move is motivated by our commitment to enhance the resilience of our supply chains and ensure a steady flow of resources for our operations.

75

Local Vendors

A significant majority, with 75 out of 76 vendors, are locally based in Singapore, aligning with our operational presence, while one vendor originates from Australia. This highlights our dedication to supporting the local economy, as a substantial 99.9% of our procurement spending is directed towards these domestic vendors. We aim to maintain at least 95% of purchases from local suppliers, a target integrated as one of the key performance indicators ("KPIs") for our key management personnel. Our commitment to sourcing goods and services locally not only brings benefits such as shorter delivery times, more effective communication, and a stable supply but also strengthens our ties with the community and contributes to the overall economic vitality of Singapore.

99.9%

Procurement Spending on Local Vendors

Business Ethics and Anti-corruption

The Group is firmly dedicated to upholding the highest standards of ethical, moral, and legal business conduct and has embraced a zero-tolerance stance towards bribery and corruption. Integrity is revered as the guiding principle in all interactions with customers, shareholders, business partners, employees, and the general public. The Group is committed to upholding these standards consistently.

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AVH has implemented a **Code of Business Conduct and Ethics** outlining the principles applicable to all Group employees. This code extends to Directors, key Management personnel, and all staff, urging them to adhere to the utmost standards of ethical, moral, and legal business conduct. Compliance with laws and regulations is expected from everyone associated with the Group. The Group has put in place a **Discipline Proceeding Policy** with the primary objectives of guiding, coaching, and fostering improvement in individual attitudes, behaviours, and habits. Disciplinary actions will be taken against employees who violate the established rules of conduct.

Aligning with this commitment to transparent communication and sound corporate governance, we have instituted a **Whistle-blowing Policy**. This policy is distributed to all members of the governance body and employees, serving as a guide to help them identify and address potential instances of corruption that they might encounter or observe and as a platform for both employees and external parties to confidentially report concerns related to any wrongdoings, malpractices, or potential irregularities within the Group and its workforce. Individuals reporting such concerns are assured protection from reprisals or victimization, provided that their whistle-blowing is done in good faith and without malicious intent. This underscores our commitment to fostering an environment where open communication is encouraged, and ethical conduct is prioritised.

To maintain the utmost standards of corporate governance, the Group adheres to responsible business practices and complies with relevant acts, laws, rules, and regulations.

This ensures that the business judgments and decision-making of employees and directors remain uninfluenced by personal interests that could create a conflict with the Group. Each employee and director must submit a Conflict of Interest Declaration in accordance with AVH's policy. The Group extends this requirement to its new suppliers, who must submit a Conflict of Interest Declaration before commencing a business relationship. Any activity that may pose a conflict must be avoided or terminated unless the Management determines it is not detrimental to the Group or otherwise improper.

In FY2023, we have met our target of maintaining zero incidents of bribery or corruption reported and we look forward to maintaining this for FY2024.

Zero

Incidents of bribery or corruption reported

3.2 Environment

Climate Resilience

The Group recognizes the pressing issue of climate change and is proactively formulating policies to identify and mitigate both physical and transition risks associated with climate change that could affect our operations. Our primary goal is to manage these risks sustainably, ensuring the long-term viability of our business.

Our commitment to transparency is unwavering, and we aim to align our disclosure practices with the recommendations of the TCFD. We regularly update stakeholders to demonstrate our dedication to addressing climate-related risks and upholding sustainable practices. In our daily operations, we actively strive to reduce carbon emissions. We diligently monitor and review our carbon footprint, identifying areas where impactful solutions can be implemented.



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Governance

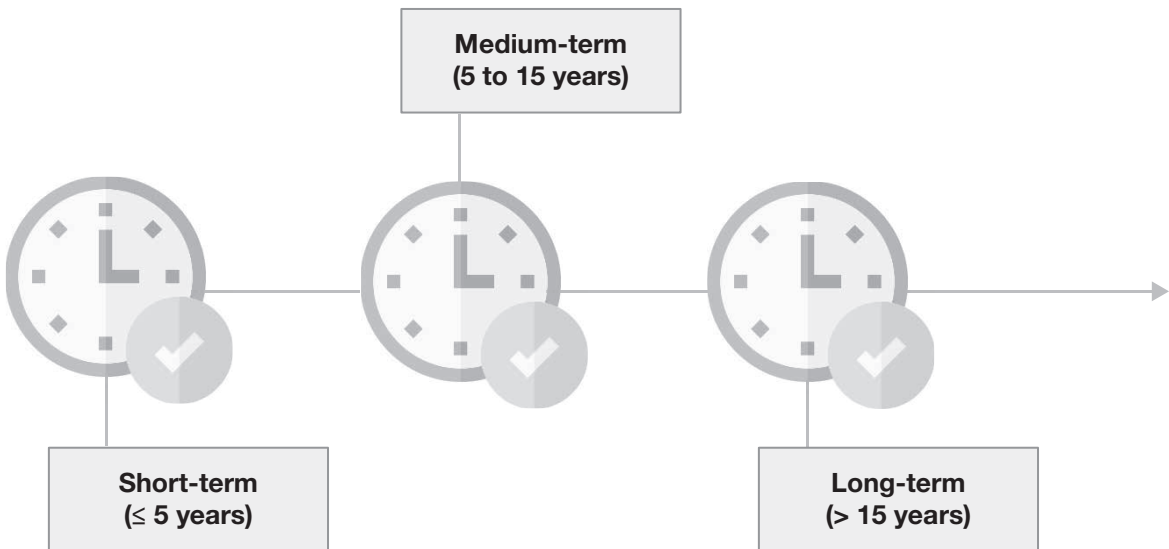
Sustainability holds a central position in our corporate strategy as we strive for enduring growth. The impact we create for our stakeholders – ranging from our employees to the environment and society at large – significantly shapes our financial performance.

To champion our dedication to sustainability, our committed Senior Management actively cultivates a sustainability-focused culture within AVH. They efficiently supervise and manage the overall sustainability performance on behalf of the Board.

The execution of diverse sustainability initiatives throughout the Group’s operations is entrusted to our Sustainability Working Group. Their responsibility is to implement and drive these initiatives, ensuring the integration of sustainable practices across our business activities.

Strategy

In FY2023, in collaboration with an external consultant, we undertook an assessment of climate-related risks and opportunities. This involved a meticulous evaluation that took into account both the likelihood and potential impact of climate risks and opportunities on our business. We categorized these risks and opportunities into three distinct time horizons:



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The following are the key climate-related risks and opportunities identified:



Transitional

- **Short-term**

- The business faces **evolving regulations**, marked by increased scrutiny and higher susceptibility to legal action, particularly in the realm of sustainability reporting obligations. Conversely, there is a potential positive impact from heightened government support for sustainability-related projects, such as the provision of grants. The Group anticipates a potential increase in compliance costs stemming from enhanced sustainability reporting, and it is actively monitoring new requirements from SGX as well as assessing climate risks to ensure effective adaptation within existing processes.
- The Group is grappling with increased operational costs due to a **rise in electricity prices** in Singapore, driven by the implementation of a carbon tax in the energy market. Mitigation measures, including regular equipment maintenance and ongoing initiatives such as maintaining specific air conditioning temperatures and reminders to employees for energy conservation, are currently in progress.

- **Medium-term**

- The Group acknowledges the **shifting customer preference towards eco-friendly products** and recognizes the potential impact on pet clinic choices. Measures to address this include managing the rising costs of low GHG emissions veterinary supplies, making strategic capital investments in energy-efficient equipment while retiring older assets, and ongoing initiatives like placing recycling bins in clinics.

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Physical

- **Medium-term**

- Climate-induced changes pose challenges for pet clinics, with rising temperatures contributing to a heightened incidence of **infectious diseases, parasites, and heat-related illnesses** in pets. This surge may elevate the demand for emergency veterinary services during heatwaves, potentially straining clinic resources. Despite these challenges, AVH identifies an opportunity by offering preventive care packages to pet owners, aiming to safeguard pets against both infectious diseases and heat-related illnesses.
- Extreme **weather events** can significantly impact AVH, leading to disruptions in the supply chain and damage to facilities and assets. The potential risks involve harm to employees and pets, including casualties, injuries, and fatalities as well as financial losses and operation disruption due to the damaged assets. This can result in reduced revenue due to limited availability of veterinary supplies, increased costs for repairing and replacing assets, and a rise in medical and insurance expenses. To mitigate these challenges, AVH has implemented strategies such as maintaining a one-month inventory of medicine, sourcing supplies locally with stock in Singapore, and strategically locating clinics outside flood zones.

Risk Management

AVH has set up an Enterprise Risk Management (“**ERM**”) framework and register to spot, handle, and keep an eye on the business and operational risks that affect the Group. The Management regularly reviews the risk universe, evaluating the likelihood and impact, identifying causes and consequences, assessing existing controls, and devising future action plans. The Board, with the support of the Audit Committee, bears the ultimate responsibility for risk governance. They supervise the creation, execution, and monitoring of the Group’s risk management and internal control systems.

AVH acknowledges the importance of a robust strategy and risk management framework in our sustainability initiatives, driven by increasing scrutiny from regulatory bodies, investors, and stakeholders. Our focus is on integrating sustainability and climate-related factors into our ERM framework and our decision-making processes. For the evaluation of climate risks and opportunities, we utilise climate scenarios developed from the 6th Assessment Report (“**AR6**”) from the Intergovernmental Panel on Climate Change (“**IPCC**”) to rank risks based on their likelihood and impact magnitude. Likelihood ratings range from rare to almost certain and impact ratings range from Severe to Insignificant. This enables us to prioritise risks and initiatives, and accordingly, allocate resources based on their significance.

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Emissions

In our unwavering commitment to environmental responsibility and the ongoing fight against climate change, we conducted an examination of our GHG emissions for reporting purposes in FY2023.

Our primary focus centred on the assessment of Scope 2 emissions, primarily stemming from electricity consumption in our pet clinics. We evaluated Scope 1 emissions and identified them as immaterial.

To ensure accuracy and adherence to industry standards, we adopted the GHG Protocol established by the World Resources Institute and the World Business Council for Sustainable Development. This protocol serves as the benchmark guide for measuring corporate greenhouse gas emissions.

In FY2023, our total GHG emissions reached 19.1 tonnes of CO₂ equivalent ("**tCO₂e**"), marking a 8.75% increase compared to the FY2022 total of 17.6 tCO₂e. The GHG emissions intensity for FY2023, calculated at 0.008 tCO₂e per revenue \$'000 ("**tCO₂e/revenue \$'000**"), shows a 15% increase from the FY2022 intensity of 0.007 tCO₂e/revenue \$'000.

As such, we did not meet the target we set for FY2023 which we aim to maintain our GHG emissions intensity of below 0.007 tCO₂e/revenue \$'000. The main reason for the increased GHG emissions intensity is the higher electricity costs. This is because fewer tenants are sharing the office unit, meaning we, along with the landlord and remaining tenants, now bear a larger portion of the electricity expenses. Additionally, our pet clinic in the Tampines area of Singapore has added another veterinarian to provide consultation services, resulting in longer operational hours.

Moving forward, we will continue to commit to reducing and maintaining our GHG emissions intensity of below 0.007 tCO₂e/revenue \$'000.

Energy

AVH primarily relies on municipal-supplied electricity to power the pet clinics and medical equipment, constituting our major energy consumption.

In our commitment to energy conservation, we employ energy-saving lights and air conditioners. The usage of medical equipment is optimised, being switched on only when necessary for medical procedures or surgeries. Additionally, proactive measures like regular equipment maintenance and adherence to specific air conditioning temperatures, coupled with reminders to employees to conserve electricity, further contribute to our energy conservation initiatives.

In FY2023, the Group consumed a total of 45,923 kilowatt hour ("**kWh**") of electricity, a 13% increase compared to the FY2022 total of 40,578 kWh. The electricity consumption intensity for FY2023 of 19.7 kWh per revenue \$'000 ("**kWh/revenue \$'000**"), shows a 14.89% increase from the FY2022 intensity of 16.8 kWh/revenue \$'000.

19.1 tCO₂e

Total GHG emissions

0.008 tCO₂e

GHG emissions per revenue \$'000

45,923 kWh

Total electricity consumption

19.7 kWh

Electricity consumption per revenue \$'000



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As such, we did not meet the target we set for FY2023 which we aim to maintain our electricity consumption intensity of below 15 kWh/revenue \$'000. The reason for the increase in electricity usage has been shared in the previous section. Moving forward, we continue to commit to reducing and maintaining our energy consumption intensity of below 15 kWh/revenue \$'000.

Waste

We acknowledge the significance of responsible waste management in safeguarding the environment within our operational domain. Consequently, we are committed to enhancing the management of waste generated in our pet clinics. Our business operations are governed by various environmental laws and regulations that prescribe the proper disposal of medical waste.

To ensure compliance with these regulations, we have instituted internal policies and implemented systems that include guidelines for the proper handling of equipment, needle sticks, sharp objects, and medical waste. Monitoring of our biohazard waste is carried out by our operations team. Consequently, they oversee and ensure the proper disposal of such waste by licensed collectors. Non-hazardous wastes, primarily originating from domestic sources, are considered insignificant due to their non-threatening nature.

We are pleased to report that there were no instances of non-compliance with environmental laws and regulations during FY2023. Moving forward, our commitment is to consistently maintain a record of zero incidents of non-compliance with environmental laws and regulations. Additionally, we are actively working towards disclosing the quantity of hazardous wastes in the upcoming sustainability report.

Water

We have included the disclosure of our water consumption for the first time in our sustainability report, aligning with SGX-ST requirements, even though it is not deemed a material EESG factor for the Group. The water supplied is sourced from the municipality. The predominant source of our water consumption arises from the day-to-day operations of our pet clinic, including activities such as cleaning, bathing, and maintaining hygiene for both pets and equipment.

To promote water conservation, we engage in ongoing initiatives to educate our employees on responsible water practices. Alongside these efforts, we have integrated water-saving equipment and established a routine inspection system to promptly address any issues, including the prompt repair of dripping taps.

In FY2023, we consumed a total of 149 meter cubes (m^3) of water, a 14% decrease compared to the FY2022 total of 174 m^3 . This is equivalent to 0.06 m^3 per revenue \$'000 (**$m^3$ /revenue \$'000**), a 14% decrease compared to the FY2022 of 0.07 m^3 /revenue \$'000.

149 m^3

Total water consumption

0.06 m^3

m^3 per revenue \$'000

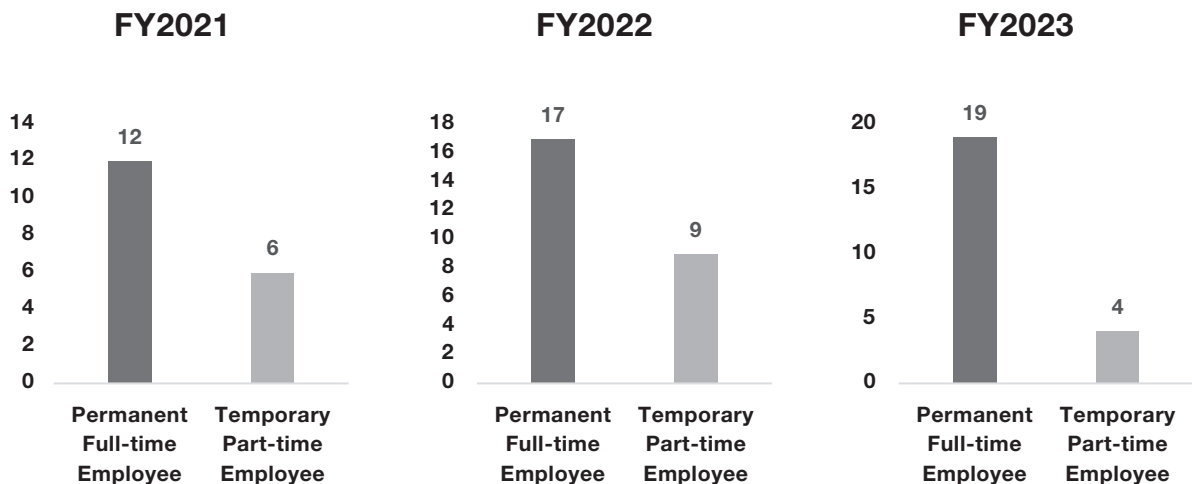
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3.3 Social

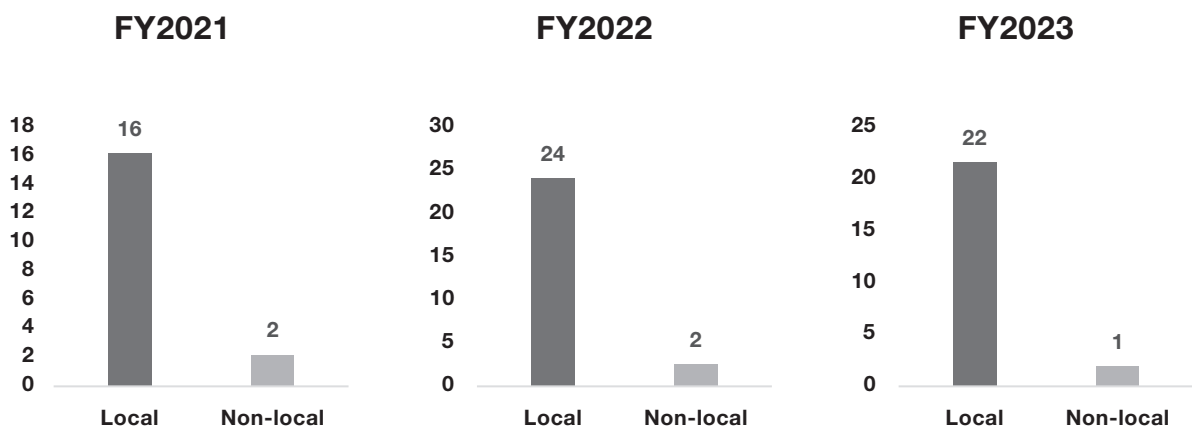
Employment

We hold the firm belief that our employees constitute our most valuable assets. Our commitment extends towards cultivating a positive and enriching working environment, ensuring their well-being, and offering fair compensation and benefits. Recognising the pivotal role our workforce plays in our success, we strive to foster a workplace that values professional growth, job satisfaction, and overall employee welfare. We adhere to all human resource rules and regulations, such as work hours, leave policies, employee benefits, and employee privacy, to ensure fair practices in providing benefits and remuneration to our employees.

In FY2023, our total workforce experienced a slight reduction from 26 employees to 23. Nevertheless, we continue to expand our permanent full-time employees. Our permanent full-time employee as at the end of FY2023 increased by 2 compared to FY2022 and by 7 compared to FY2021, with 19 out of the 23 employees being classified as permanent full-time employees. The following graphs illustrate our employment profile by contract type as at 31 December 2021, 2022 and 2023.



All our employees are based in Singapore and contribute their efforts to the operations of the Group in Singapore. The majority of our workforce comprised local employees, reflecting our commitment to engaging and supporting the local community. In FY2023, 22 out of 23 total employees are local. The following graphs illustrate our employment profile by nationality as at 31 December 2021, 2022 and 2023.

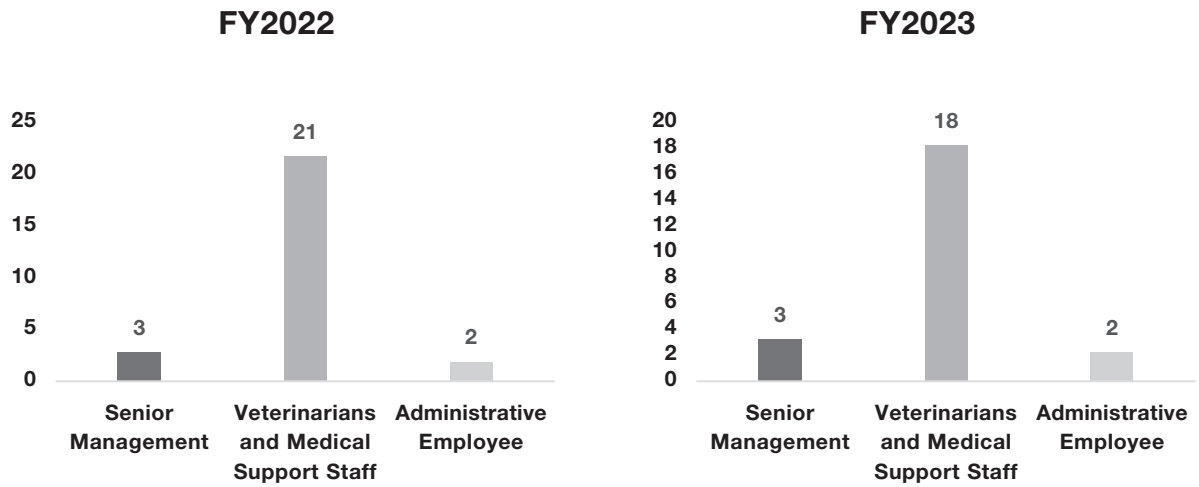




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Out of our total workforce of 23 employees, a significant portion, consisting of 18 employees, is dedicated to the core functions of our pet clinic, including veterinarians and medical support staff. This skilled team is complemented by 2 administrative employees who provide essential support in ensuring smooth day-to-day operations. Additionally, our Senior Management comprised 3 personnel who contribute to the strategic direction and leadership of our organisation.

We commenced the tracking of our employees by categories in FY2022. The following graphs illustrate our employment profile by categories as at 31 December 2022 and 2023.



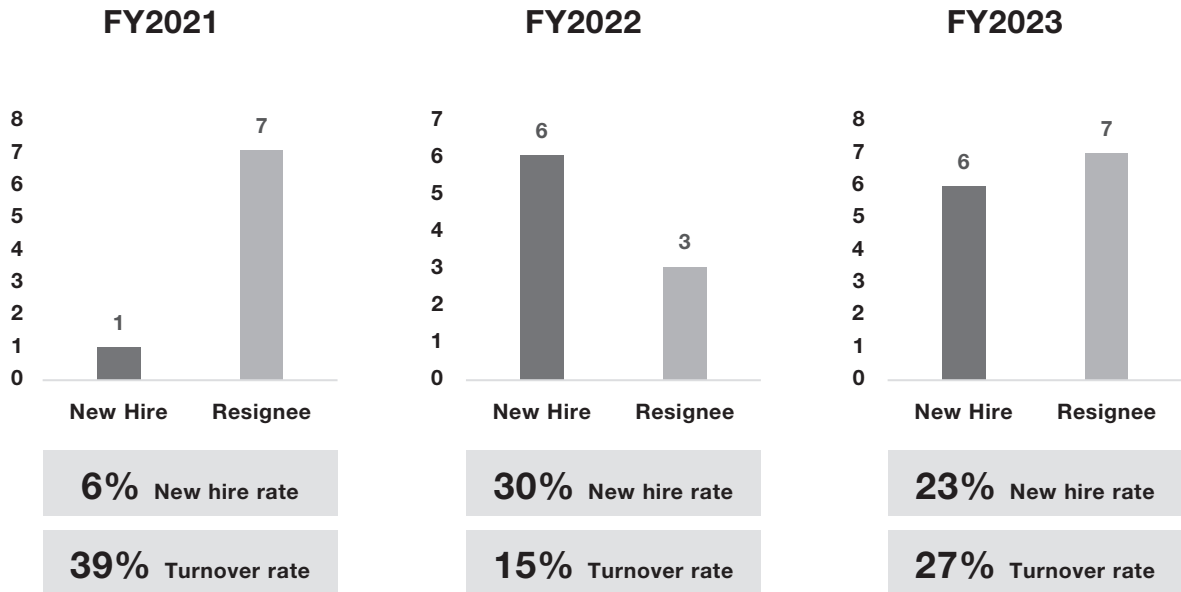
In FY2023, our team welcomed 6 new employees, each contributing valuable skills and expertise to our collaborative and dynamic work environment. Notably, our new hire rate decreased to 23% in FY2023, down from 30% in FY2022.

Throughout the year, we observed a total of 7 resignations within our organisation. It is noteworthy that most of these departures were driven by individuals pursuing new opportunities, and we extend our sincere best wishes to each of them in their future endeavours. Our turnover rate has increased from 15% in FY2022 to 27% in FY2023.

We aim to maintain a sustainable turnover rate of below 20% in the long term. We did not achieve this target for FY2023. The primary factor behind the increase in turnover rate is the industry-wide shortage of veterinarians and nurses.

SUSTAINABILITY REPORT

The following graphs illustrate our new hire and resignee for FY2023 and the two preceding financial years ended 31 December (“FYs”).



Our Internship Programs

AVH collaborates closely with Temasek Polytechnic as a dedicated partner in their Student Internship Program (“SIP”) tailored for students enrolled in the Diploma in Veterinary Technology course. These students engage in a six-month “on-the-job” training and mentorship program at AVH. Furthermore, AVH has established a partnership with NUS TalentConnect to provide a credit-bearing Final Year Internship program for NUS Life Sciences final year students. Both SIP and the Final Year Internship program offer interns well-structured career development pathways and personalized guidance from mentors, all seamlessly integrated into our talent development plan.



Christmas Gathering 2023

In FY2023, our company hosted a series of memorable events, one of which was a festive Christmas gathering that brought our team together in a spirit of joy and camaraderie. The Christmas event was a special occasion where employees came together to celebrate the holiday season.





SUSTAINABILITY REPORT

Diversity and Non-discrimination

At AVH, diversity is not just a value; it is ingrained in our core philosophy. We champion a workplace where everyone, regardless of gender, age, or nationality, is afforded equal opportunities. Our commitment extends beyond mere rhetoric, as we make employment decisions based solely on individual merits. By fostering a culture that values diversity, we not only embrace the unique perspectives and talents of each team member but also contribute to a more inclusive and enriched work environment.

The Board has implemented a **Board Diversity Policy**, establishing a framework to promote diversity within the board. Recognizing the importance and advantages of a diverse Board in enhancing performance, the Group conducts regular assessments of AVH Directors' competencies to ensure effective governance. To address the ever-evolving business landscape, the Group remains receptive to appointing new Directors possessing the necessary skillset, expertise, experience, and knowledge as deemed necessary. Ensuring an optimal balance and diversity of skills, experience, and knowledge within the Board and its Board Committees, the Directors collectively contribute to the effectiveness of the Group.

Our Board consists of four directors, evenly split between two independent and two non-independent members. One of the four directors is female, contributing to a 25% gender diversity rate. Additionally, all directors on our Board are aged 50 and above. For a detailed biography of our Directors, please refer to pages 6 to 7 of our Annual Report 2023.

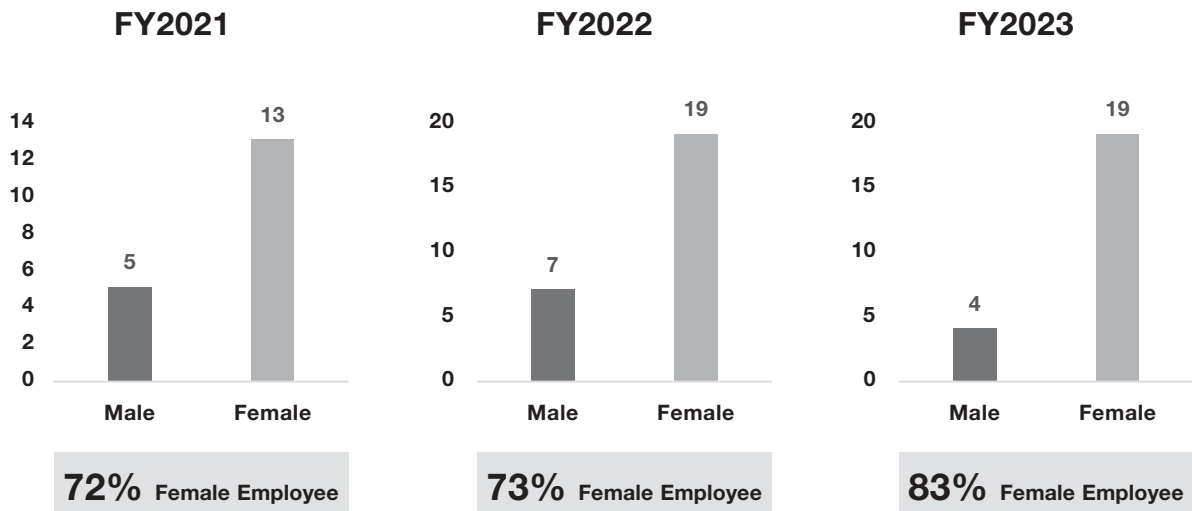
The Group maintained a robust stance against discrimination, reaffirming its commitment to upholding the rights and dignity of every employee. In FY2023, there were no reported incidents of discrimination.

In FY2023, our workforce comprised 19 female employees, constituting approximately 83% of the total employee count, an increase from the 73% reported in FY2022. This change can be attributed to the relatively modest size of our overall employee base. The following graphs illustrate our employment profile by gender as at 31 December 2021, 2022 and 2023.

50%
Independent Directors

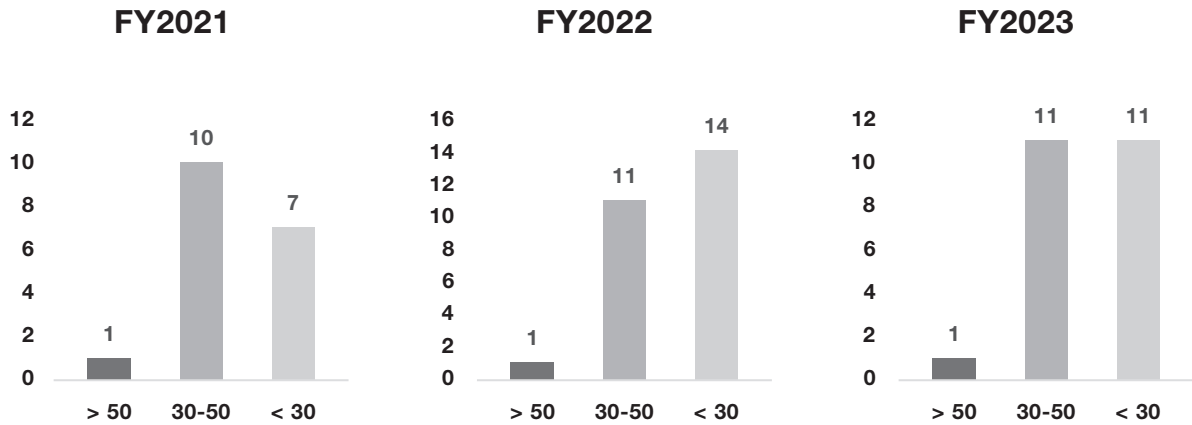
25%
Female Director

Zero
Reported incidents of discrimination

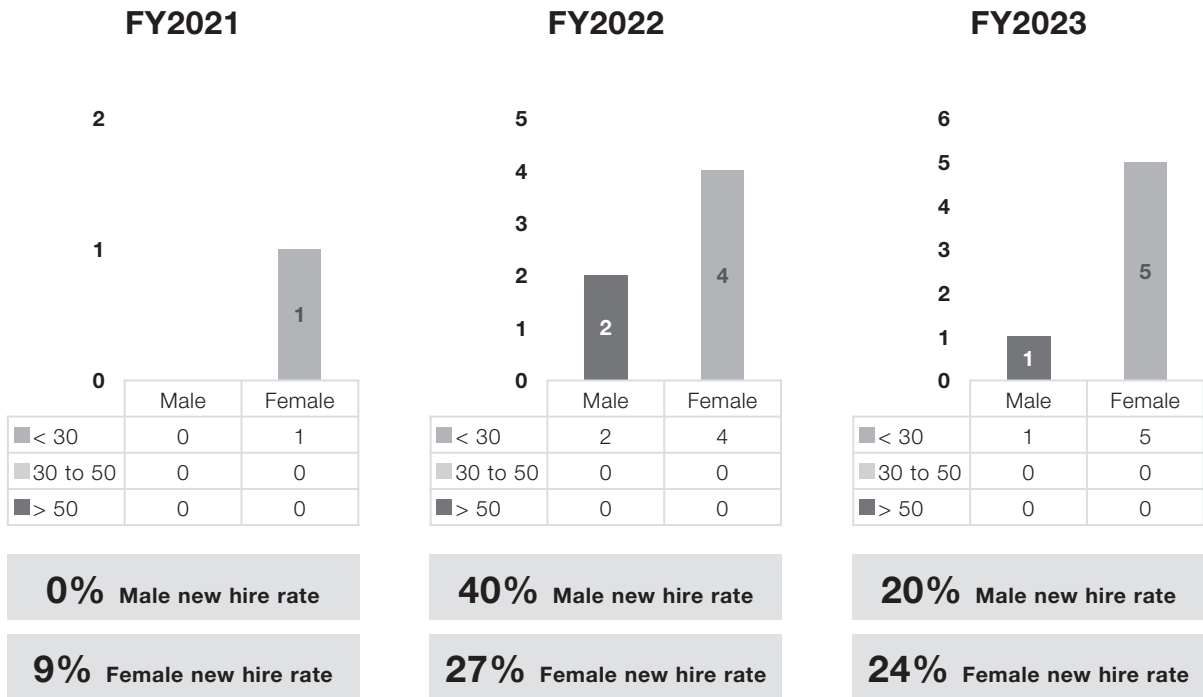


SUSTAINABILITY REPORT

In FY2023, our employee demographics reveal 11 employees below the age of 30, 11 employees within the age range of 30 to 50, and one employee surpassing the age of 50. The following graphs illustrate our employment profile by age group as at 31 December 2021, 2022 and 2023.

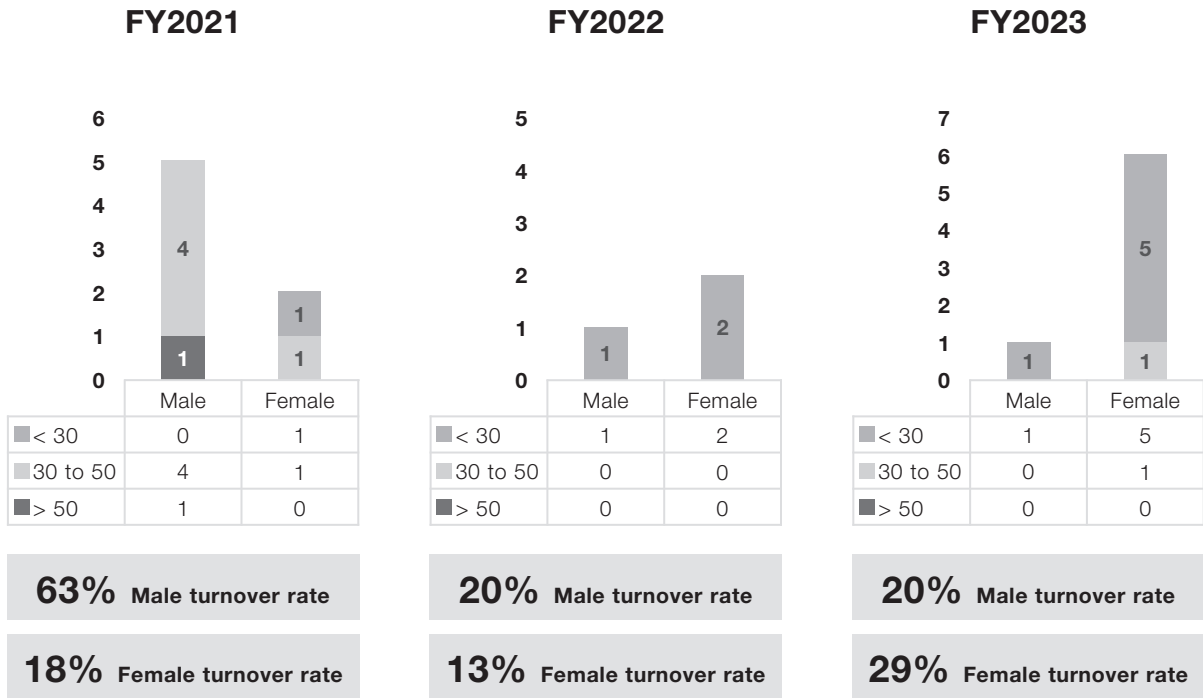


Out of the 6 new hires, 5 are female, and all of them are below 30 years old. On the other hand, among the 7 resignees, 6 are female, with 1 falling within the age range of 30 to 50, while the remaining 6 are below 30 years old. The following graphs illustrate our new hires by gender and age group for FY2023 and the two preceding FYs.



SUSTAINABILITY REPORT

The following graphs illustrate our resignees by gender and age group for FY2023 and the two preceding FYs.



Training and Education

At AVH, we prioritise a culture of continuous learning, training, and development for every team member. We actively encourage our staff to embrace new skills and stay current with evolving veterinary practices, ensuring the delivery of top-notch care to our patients. This not only fosters professional growth but also nurtures the personal development of each individual.

We firmly believe that providing clear job training for new employees is crucial in ensuring their sustained excellent performance moving forward. In the first 3 months of their tenure, new hires undergo a thorough performance assessment. During this period, they actively participate in on-the-job training, closely shadowing senior colleagues. This immersive experience ensures a smooth integration into our operational procedures, setting the foundation for their successful contribution to the team.

Through ongoing assessments, we proactively identify skill gaps and recognise areas for improvement among our employees via training initiatives. We prioritize the annual appraisal process, offering a comprehensive review of performance and career development for all our permanent employees. This collaborative platform fosters an opportunity for both AVH and its employees to enhance the performance of its employees, and aids in the pursuit of individual career aspirations.

Emphasising individual development plans, we highlight the importance of effective motivation and encouragement in elevating employee satisfaction, ultimately contributing to improved organisational performance. This approach ensures a continuous refinement of our collective capabilities. Our team members are provided with opportunities to enrich their skill sets, contributing to the enhanced efficiency of the Group's operations. We also support external development courses to enhance the competencies of our employees.

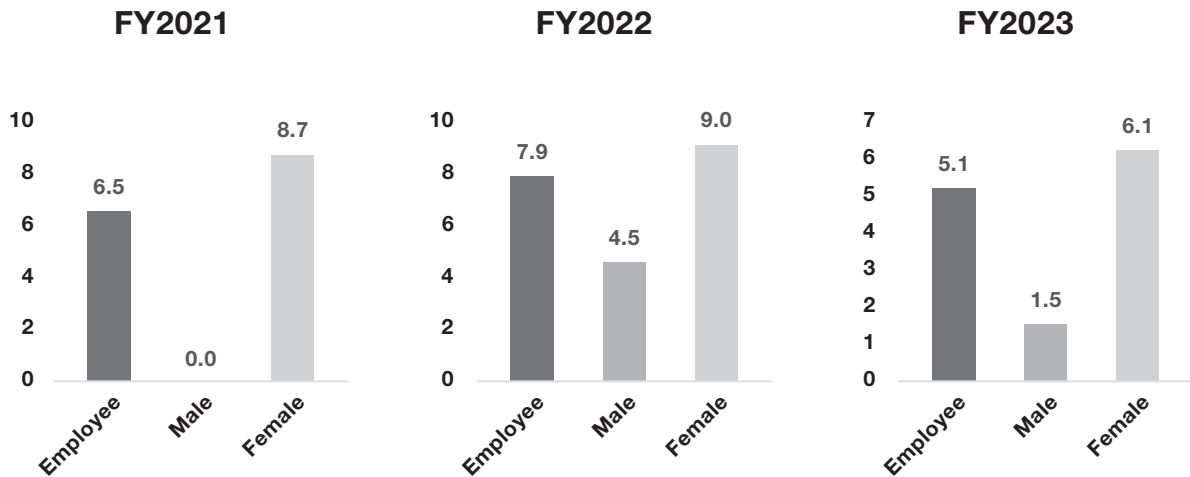
SUSTAINABILITY REPORT

In FY2023, we witnessed a reduction in our total training hours, decreasing from 135 hours to 98 hours. This resulted in the average training hour per employee dropping from 7.9 hours in FY2022 to 5.1 hours in FY2023. As such, we did not achieve the average training hours per employee of 10 hours which we have set as a target for FY2023. The shortage of manpower has led to insufficient training time available. Given this, we have revised our target for the average training hours per employee from 10 hours to 8 hours.

5.1 hours

Average Training Hour per employee

In FY2023, our average training hours by gender indicate that males average training hours of 1.5 hours, while females average training hours of 6.1 hours. The following graphs illustrate our average training hours per employee and by gender for FY2023 and the two preceding FYs.



Occupational Health and Safety

Ensuring the safety of our pet clinics is not just a priority but a commitment to providing a secure environment for both our staff and the animals under our care. We recognise the diverse safety hazards inherent in our operations, ranging from handling potentially aggressive animals to slippery surfaces, avoiding needlestick injuries, and electrical risks. To address this, we place a strong emphasis on safety measures. Our established policies and procedures serve as a robust framework, offering clear guidance to our team to proactively identify and mitigate safety hazards.

Zero

Fatalities

Zero

High-consequence injuries



SUSTAINABILITY REPORT

We mandate that our employees demonstrate proficiency not only in the careful handling of pets but also in effectively managing equipment and possessing a thorough understanding of medical procedures. Particularly noteworthy is our stringent requirement for employees handling ionising irradiating apparatus to hold a L5 license. This license, a prerequisite for anyone involved in the use, operation, energising, or supervision of ionising radiation irradiating apparatus, underscores our commitment to ensuring the highest safety standards in our clinics.

In FY2023, our commitment to safety resulted in a commendable achievement, and we recorded zero safety incidents in our pet clinics. This accomplishment fuels our determination to perpetuate the highest standards of safety in the future. Our goal is to sustain a pristine record of zero safety incidents, reflecting our steadfast dedication to the well-being of our staff, the animals we care for, and the overall integrity of our operations.

Customer Health and Safety

We take great pride in maintaining the utmost standards of pet healthcare. The well-being, safety, and health of our patients stand as our paramount priorities. Our commitment to adhering to stringent regulations governing the safety of our products and services is ingrained in our fundamental practices. This dedication serves as the cornerstone of our ability to consistently provide safe and reliable offerings to our customers. In line with our commitment to providing peace of mind to pet owners, AVH operates as an open clinic. Our team welcomes owners to observe their pets during any medical procedure, be it a routine vaccination or a complex surgery. This transparency is designed to reassure owners that their beloved pets are in safe and caring hands throughout every aspect of their healthcare journey.

In FY2023, we achieve our target of zero instances of non-compliance with regulations pertaining to the health and safety impacts of our products and services. This accomplishment underscores our relentless dedication to preserving an impeccable record, and we strive to uphold this performance standard.

Our commitment goes beyond ensuring the highest standards of service; we aspire to be the trusted pet care consultant for our customers. Actively engaging in educational outreach, we provide informative media on diverse veterinary topics and pet care. Through newsletters and blog posts covering subjects like “Finding your Pet” and “Behavior and Training,” our goal is to enhance awareness about pet care and emphasise the significance of preventive measures.

As a dedicated partner, AVH aims to deliver the highest level of care and professionalism in the provision of our services. Our commitment extends to meeting the diverse needs and expectations of our customers and stakeholders. Recognising the inherent responsibilities within our line of work, especially in the evaluation and administration of veterinary medicines and products to animals, we prioritize precautionary measures. This ensures awareness of potential risks or side effects associated with any administration of veterinary medicines and products to animals, reinforcing our commitment to responsible and ethical practices in the realm of veterinary care.

Zero

Recordable injuries

Zero

Recordable work-related ill health cases

Zero

Non-compliance with regulations pertaining to the health and safety impacts of our products and services

SUSTAINABILITY REPORT

Customer Privacy

To ensure the highest level of protection and privacy for customer data, we strictly adhere to the Personal Data Protection Act 2012 of Singapore. In FY2023, we met our target of zero complaints reported regarding breaches of customer privacy or losses of customer data. Our commitment is to consistently meet this target going forward.

Zero

Complaints reported regarding breaches of customer privacy or losses of customer data – compliance

Community Supports

At AVH, we believe in the transformative power of giving back, both to our community and the environment. We recognize that each person has a vital role to play in creating positive change, which is why we are deeply committed to various Corporate Social Responsibility initiatives.

Central to our mission is supporting animals in need through meaningful partnerships with volunteer-run organizations. We offer preferential rates to dogs adopted from Save Our Street Dogs, an organisation dedicated to the welfare of Singapore's street dogs. Similarly, we extend these rates to Project Luni, another volunteer-driven endeavour focused on rescuing stray cats and implementing vital trap-neuter-release programs to manage Singapore's stray cat population.

We also actively participate in the Stray Cat Sterilisation Program, a collaborative effort supported by esteemed partners such as the Ministry of National Development, Town Councils, the National Environment Agency, and various animal welfare societies. Through this program, AVH provides crucial animal care and veterinary services aimed at reducing the number of stray community cats in diverse settings, including Housing and Development Board estates, private residences, commercial areas, and industrial zones.

In addition, AVH participated in the ONERHT Foundation Charity Art Exhibition and Gala Dinner, contributing \$3,000 to the cause. The funds raised during this event will be directed towards supporting three prominent local charitable healthcare institutions.

By engaging in these initiatives, AVH is dedicated to making a tangible, lasting impact on animal welfare and community well-being. Our commitment to fostering compassion and sustainability remains unwavering as we strive to create a brighter, more inclusive future for all.





SUSTAINABILITY REPORT

APPENDIX A: LIST OF ENTITIES INCLUDED IN THIS REPORT

Company Name	Principal Activities	Principal Place of Business
AVH Animal Ark Pte. Ltd.	Veterinary care and clinical services	Singapore

APPENDIX B: SUSTAINABILITY SCORECARD

Economic and Governance

Performance Indicators	Units	FY2021	FY2022	FY2023
Revenue	\$ million	3.0	2.4	2.3
Total vendor	Number	78	69	76
Local vendor	Number	74	65	75
Procurement spending on local vendors	%	97.0	99.6	99.9

Environment

Performance Indicators	Units	FY2021	FY2022	FY2023
GHG emissions	tCO ₂ e	20.5	17.6	19.1
GHG emissions intensity	tCO ₂ e/revenue \$'000	0.007	0.007	0.008
Electricity consumption	kWh	47,397	40,578	45,923
Electricity consumption intensity	kWh/revenue \$'000	15.5	16.8	19.7
Water consumption	m ³	Not tracked ¹	173	149
Water consumption intensity	m ³ /revenue \$'000	Not tracked ¹	0.07	0.06

Social

Performance Indicators	Units	FY2021	FY2022	FY2023
Permanent full-time employee	Number	12	17	19
Temporary part-time employee	Number	6	9	4
Local employee	Number	16	24	22
Non-local employee	Number	2	2	1
Current employees by categories				
Senior management	Number	3	3	3

SUSTAINABILITY REPORT

Performance Indicators	Units	FY2021	FY2022	FY2023
Veterinarians and medical support staff	Number	13	21	18
Administrative employee	Number	2	2	2
New hire	Number	1	6	6
New hire rate	%	6	30	23
Turnover	Number	7	3	7
Turnover rate	%	39	15	27
Board diversity				
Non-independent Directors	Number	2	2	2
Independent Directors	Number	3	2	2
Male on the Board of Directors	Number	4	3	3
Female on the Board of Directors	Number	1	1	1
Current employees by gender				
Male employee	Number	5	7	4
Female employee	Number	13	19	19
Current employees by age group				
Above 50	Number	1	1	1
30-50	Number	10	11	11
Below 30	Number	7	14	11
New hire rate (male)	%	0	40	20
New hire rate (female)	%	9	27	24
Turnover rate (male)	%	63	20	20
Turnover rate (female)	%	18	13	29
Average training hour per employee	Hours	6.5	7.9	5.1
Average training hour per employee (male)	Hours	0	4.5	1.5
Average training hour per employee (female)	Hours	8.6	9	6.1
Fatalities in workplace	Number	0	0	0
High-consequence injuries in the workplace	Number	0	0	0

¹ The Group initiated the tracking of metrics commencing in FY2022 and comparative data for FY2021 is unavailable.



SUSTAINABILITY REPORT

Performance Indicators	Units	FY2021	FY2022	FY2023
Recordable injuries in the workplace	Number	0	0	0
Recordable work-related ill health cases in the workplace	Number	0	0	0
Non-compliance with regulations pertaining to the health and safety impacts of products and services	Number	0	0	0
Complaints reported regarding breaches of customer privacy or losses of customer data – compliance	Number	0	0	0

APPENDIX C: GRI CONTENT INDEX

The GRI Content Index references AVH’s Sustainability Report 2023 (“**SR**”), and the Annual Report 2023 (“**AR**”).

Disclosure Number	Disclosure Title	Page Reference and Remarks	
GRI 2: General disclosures			
Organisational profile	2-1	Organisational details	<ul style="list-style-type: none"> SR 1.2 About Us
	2-2	Entities included in the organization’s sustainability reporting	<ul style="list-style-type: none"> SR Appendix A: List of entities included in this report
	2-3	Reporting period, frequency and contact point	<ul style="list-style-type: none"> SR 1.3 About the Report
	2-4	Restatements of information	<ul style="list-style-type: none"> No restatement
	2-5	External assurance	<ul style="list-style-type: none"> No external assurance
Activities and workers	2-6	Activities, value chain and other business relationships	<ul style="list-style-type: none"> SR 1.2 About Us SR 3.2 Economic and Governance, Procurement Practices
	2-7	Employees	<ul style="list-style-type: none"> SR 3.4 Social, Employment
	2-8	Workers who are not employees	<ul style="list-style-type: none"> The Group does not have workers who are not employees

SUSTAINABILITY REPORT

Disclosure Number	Disclosure Title	Page Reference and Remarks	
Governance	2-9	Governance structure and composition	<ul style="list-style-type: none"> SR 2.1 Sustainability Organisational Structure
	2-10	Nomination and selection of the highest governance body	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 4.3
	2-11	Chair of the highest governance body	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 2.4
	2-12	Role of the highest governance body in overseeing the management of impacts	<ul style="list-style-type: none"> SR 2.1 Sustainability Organisational Structure
	2-13	Delegation of responsibility for managing impacts	<ul style="list-style-type: none"> SR 2.1 Sustainability Organisational Structure
	2-14	Role of the highest governance body in sustainability reporting	<ul style="list-style-type: none"> SR 2.1 Sustainability Organisational Structure
	2-15	Conflicts of interest	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 1.1 SR 3.2 Economic and Governance, Business Ethics and Anti-corruption
	2-16	Communication of critical concerns	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 12.1, 12.2 and 12.3
	2-17	The collective knowledge of the highest governance body	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 2.4
	2-18	Evaluation of the performance of the highest governance body	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 5.1 and 5.2 <p>The Group is presently in the process of further aligning the performance indicators and incentives of the Directors and key management personnel with the achievement of material sustainability targets.</p>
	2-19	Remuneration policies	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 7.1 and 7.3
	2-20	The process to determine the remuneration	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 7.1 and 7.3
	2-21	Annual total compensation ratio	<ul style="list-style-type: none"> No disclosure is provided due to the confidentiality of the data

SUSTAINABILITY REPORT

Disclosure Number	Disclosure Title	Page Reference and Remarks	
Strategy, policies and practices	2-22	Statement on sustainable development strategy	<ul style="list-style-type: none"> SR 1.1 Message to Stakeholders
	2-23	Policy commitments	<ul style="list-style-type: none"> SR 3.1 Economic and Governance SR 3.2 Environment SR 3.3 Social
	2-24	Embedding policy commitments	<ul style="list-style-type: none"> SR 3.1 Economic and Governance SR 3.2 Environment SR 3.3 Social
	2-25	Processes to remediate negative impacts	<ul style="list-style-type: none"> SR 3.1 Economic and Governance SR 3.2 Environment SR 3.3 Social
	2-26	Mechanisms for seeking advice and raising concerns	<ul style="list-style-type: none"> SR 2.3 Stakeholder Engagement
	2-27	Compliance with laws and regulations	<ul style="list-style-type: none"> SR 3.1 Economic and Governance – Business Ethics and Anti-corruption SR 3.2 Environment, Waste
	2-28	Membership associations	<ul style="list-style-type: none"> SR 1.2 About Us
Stakeholder engagement	2-29	Approach to stakeholder engagement	<ul style="list-style-type: none"> SR 2.3 Stakeholder Engagement
	2-30	Collective bargaining agreements	<ul style="list-style-type: none"> Not applicable. The Group’s employees are not represented by a union.
GRI 3: Material topics			
Disclosures on material topics	3-1	The process of determining material topics	<ul style="list-style-type: none"> SR 2.2 Materiality Assessment
	3-2	List of material topics	<ul style="list-style-type: none"> SR 2.4 Sustainability Materiality
	3-3	Management of material topics	<ul style="list-style-type: none"> SR 3.1 Economic and Governance SR 3.2 Environment SR 3.3 Social
GRI 200: Economic disclosures			
Economic performance	201-1	Direct economic value generated and distributed	<ul style="list-style-type: none"> SR 3.1 Economic and Governance, Economic Performance

SUSTAINABILITY REPORT

Disclosure Number		Disclosure Title	Page Reference and Remarks
Procurement practices	204-1	Proportion of spending on local suppliers	<ul style="list-style-type: none"> SR 3.1 Economic and Governance, Procurement Practices
Anti-corruption	205-1	Operations assessed for risks related to corruption	<ul style="list-style-type: none"> SR 3.1 Economic and Governance, Business Ethics and Anti-corruption
	205-2	Communication and training about anti-corruption policies and procedures	<ul style="list-style-type: none"> SR 3.1 Economic and Governance, Business Ethics and Anti-corruption
	205-3	Confirmed incidents of corruption and actions taken	<ul style="list-style-type: none"> SR 3.1 Economic and Governance, Business Ethics and Anti-corruption
GRI 300: Environment disclosures			
Energy	302-1	Energy consumption within the organisation	<ul style="list-style-type: none"> SR 3.2 Environment, Energy
	302-3	Energy intensity	<ul style="list-style-type: none"> SR 3.2 Environment, Energy
Water	303-1	Interactions with water as a shared resource	<ul style="list-style-type: none"> SR 3.2 Environment, Water
	303-5	Water consumption	<ul style="list-style-type: none"> SR 3.2 Environment, Water
Emissions	305-2	Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> SR 3.2 Environment, Emissions
	305-4	GHG emissions intensity	<ul style="list-style-type: none"> SR 3.2 Environment, Emissions
Effluents and waste	306-1	Waste generation and significant waste-related impacts	<ul style="list-style-type: none"> SR 3.2 Environment, Waste
	306-2	Management of significant waste-related impacts	<ul style="list-style-type: none"> SR 3.2 Environment, Waste
GRI 400: Social disclosures			
Employment	401-1	New employee hires and employee turnover	<ul style="list-style-type: none"> SR 3.3 Social, Employment
Occupational health and safety	403-2	Hazard identification, risk assessment, and incident investigation	<ul style="list-style-type: none"> SR 3.3 Social, Occupational Health and Safety
	403-9	Work-related injuries	<ul style="list-style-type: none"> SR 3.3 Social, Occupational Health and Safety
	403-10	Work-related ill health	<ul style="list-style-type: none"> SR 3.3 Social, Occupational Health and Safety

SUSTAINABILITY REPORT

Disclosure Number	Disclosure Title	Page Reference and Remarks	
Training and education	404-1	Average hours of training per year per employee	<ul style="list-style-type: none"> SR 3.3 Social, Training and Education
	404-2	Programs for upgrading employee skills and transition assistance programs	<ul style="list-style-type: none"> SR 3.3 Social, Training and Education
	404-3	Percentage of employees receiving regular performance and career development reviews	<ul style="list-style-type: none"> SR 3.3 Social, Training and Education
Diversity and equal opportunity	405-1	Diversity of governance bodies and employees	<ul style="list-style-type: none"> AR Report on Corporate Governance, Provision 2.4 SR 3.3 Social, Diversity and Non-discrimination
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	<ul style="list-style-type: none"> SR 3.3 Social, Diversity and Non-discrimination
Customer health and safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<ul style="list-style-type: none"> SR 3.3 Social, Customer Health and Safety
Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> SR 3.3 Social, Customer Privacy

APPENDIX D: TCFD RECOMMENDATIONS CONTENT INDEX

TCFD Thematic Areas	Recommended Disclosures	Reference and Remarks
Governance		
Disclose the organisation's governance around climate-related risks and opportunities	Describe the board's oversight of climate-related risks and opportunities	3.2 Environment, Governance
	Describe management's role in assessing and managing climate-related risks and opportunities	3.2 Environment, Governance
Strategy		
Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning where such information is material	Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term	3.2 Environment, Strategy
	Describe the impact of climate-related risks and opportunities on the organisation's business, strategy, and financial planning	3.2 Environment, Strategy
	Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	The Group currently does not employ scenario analysis in identifying climate risks and opportunities. However, there are plans to integrate scenario analysis into our assessment of climate risks and opportunities in the future.

SUSTAINABILITY REPORT

Risk Management		
Disclose how the organisation identifies, assesses, and manages climate-related risks	Describe the organisation's processes for identifying and assessing climate-related risks	3.2 Environment, Risk Management
	Describe the organisation's processes for managing climate-related risks	3.2 Environment, Risk Management
	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management	3.2 Environment, Risk Management
Metrics and Targets		
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process	The Group currently working on developing metrics for the assessment of our climate strategy and risk management.
	Disclose Scope 1, Scope 2, and if appropriate, Scope 3 GHG emissions, and the related risks	3.2 Environment, Emissions The Group has disclosed Scope 2 GHG emissions. The Group plans to include Scope 1 and Scope 3 GHG emissions in the total carbon emissions in the future.
	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets	3.2 Environment, Emissions



SUSTAINABILITY REPORT

APPENDIX F: METHODOLOGIES AND DATA BOUNDARIES

This section details key definitions, methodologies and data boundaries applied to AVH's SR, as we endeavour to elevate transparency and facilitate comparability of our data disclosed. These definitions and methodologies are adapted with reference to the GRI Standards 2021, Reporting Recommendations and Guidance set out in the respective GRI disclosures and various authoritative intergovernmental instruments.

(a) Economic and Governance

Local vendor

Organisation or person that provides a product or service to the reporting organisation and that is based in the same geographic market as the reporting organisation.

(b) Environment

Climate-related Physical Risks

Physical risks emanating from climate change can be event-driven (acute) such as increased severity of extreme weather events (e.g., cyclones, droughts, floods, and fires). They can also relate to longer-term shifts (chronic) in precipitation and temperature and increased variability in weather patterns (e.g., sea level rise).

Climate-related Transitional Risks

Climate-related risks can also be associated with the transition to a lower-carbon global economy, the most common of which relate to policy and legal actions, technology changes, market responses, and reputational considerations.

Climate-related Opportunities

Climate-related opportunities refer to the potential positive impacts related to climate change on an organisation. Efforts to mitigate and adapt to climate change can produce opportunities for organisations, such as through resource efficiency and cost savings, the adoption and utilisation of low-emission energy sources, the development of new products and services, and building resilience along the supply chain.

GHG Emissions

In the scope of this reporting, scope 1 emissions are emissions generated from the consumption of fuels. The emission factor used for calculating GHG emission is obtained from The United Kingdom Department for Environmental, Food & Rural Affairs ("**UK Defra**"). GHG emissions are expressed in tonnes of carbon dioxide equivalent ("**tCO₂e**").

The scope of this reporting, scope 2 emissions are emissions that result from the generation of purchased or acquired electricity. The Grid Emission Factor ("**GEF**") used for calculating GHG emissions is obtained from the Energy Market Authority ("**EMA**") of Singapore. GHG emissions are expressed in tCO₂e.

GHG Emissions Intensity

This is the ratio of GHG emissions relative to the thousand-dollar revenue in Singapore Dollars ("**revenue \$'000**"). GHG emissions intensity is expressed in tCO₂e per thousand-dollar revenue in Singapore Dollars ("**tCO₂e/revenue \$'000**").

SUSTAINABILITY REPORT

Electricity Consumption

Energy consumed results from electricity consumed. Electricity consumed is expressed in kilowatt-hours ("kWh")

Electricity Consumption Intensity

This is the ratio of electricity consumption relative to the revenue \$'000". Energy intensity is expressed in kWh per thousand-dollar revenue in Singapore Dollars ("kWh/revenue \$'000").

Water Consumption

This represents the volume of water consumed. Considering the specific context of AVH's business, where water is sourced from a single third-party supplier provided by the municipality, and no discharge monitoring is required, the total amount of water withdrawn is assumed to be equivalent to the amount reflected in the utility bills received. The volume of water consumed is expressed in cubic meters ("m³").

Water Intensity

This is the ratio of water consumption relative to the revenue \$'000". Water consumption intensity is expressed in m³ per thousand-dollar revenue in Singapore Dollars ("m³/revenue \$'000").

(c) Social

Employee

Employees are defined as individuals who are in an employment relationship with the Group.

New Hires and Turnover (rates)

New hires are defined as new employees who have joined the Group during the financial year.

Turnover is defined as all employees who have left the Group voluntarily, or due to dismissal, retirement or death in service during the financial year.

New hires/turnover rate is the total number of new hires/employee turnovers in the financial year, relative to the total number of employees recorded at financial year-end and the number of resigned employees during the financial year.

New hires/turnover rate by gender is the total number of female/(male) new hires/employee turnovers for each gender in the financial year, relative to the total number of female/(male) employees recorded as at financial year-end and number of female/(male) resigned employees during the financial year.

Training hours

Average training hours per employee is the total number of training hours incurred during the financial year provided to permanent employees, relative to the total number of permanent employees recorded as at

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financial year-end.

Average training hours per female/(male) employee is the total number of training hours provided to female/(male) permanent employees, relative to the total number of female/(male) permanent employees recorded as of financial year-end.

Average training hours per employee category is the total number of training hours provided to permanent employees, relative to the total number of permanent employees recorded as of financial year-end.

Fatalities

The number of fatalities as a result of work-related injury during the reporting period across the Group.

High-consequence injuries

Number of high-consequence work-related injuries (an injury that results in a fatality from which the worker cannot recover fully to pre-injury health status within 6 months) excluding fatalities during the reporting period.

Recordable injuries

Number of recordable work-related injuries during the reporting period

Recordable work-related ill health cases

Number of recordable work-related illnesses or health conditions arising from exposure to hazards at work during the reporting period.