DTC WORLD CORPORATION PTE LTD

SUSTAINABILITY REPORT 2024

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Introduction

About this Report

GRI 2-2 | 2-3

This marks DTC World's seventh sustainability report ("Report", "SR2024") and covers the scope and impact of our sustainability performance for the period from 1 January 2024 to 31 December 2024 ("FY2024").

This annual sustainability report has been prepared with reference to the GRI Standards. This report is available online on our **corporate website**. The boundary of reporting for economic, social and environmental data in this report covers all our operations in Singapore, China, Malaysia and Vietnam. Where the performance data being reported does not cover all locations, it is explained in the relevant sections.

We welcome feedback and comments on this sustainability report at ***feedback@dtcworld.com***.

Introduction

Managing Director Statement

GRI 2-22

Jason Cheng
Managing Director, DTC World Corporation Pte. Ltd.

Sustainability guides our every decision, from the partners we choose to the products we create.

Sustainability continues to evolve from an emerging trend to an essential mandate for responsible businesses. At DTC World, it has become central to how we operate, innovate, and deliver value across our global network. In FY2024, we deepened our commitment to embed sustainability at every level of our operations—from our supply chain to our people, products, and partners.

We strengthened our sustainable sourcing practices by rolling out an enhanced supply chain management framework and setting a target for certified suppliers to account for at least 60% of our total procurement spend by FY2025. 100% of new suppliers were screened using ESG criteria, and we maintained zero supplier contract terminations due to non-compliance.

Our product innovation efforts resulted in 85.9% of product categories offering eco-friendly choices. We continued collaborating with suppliers to explore designs that support circularity and reduce carbon impact. We also held firm to our zero product recall record—demonstrating our ongoing focus on safety, compliance, and product integrity.

In managing our environmental footprint, we made deliberate improvements to our operational processes. Despite a slight increase in overall energy use, we achieved a reduction in energy intensity per revenue. Our GHG emissions intensity was recorded at 2.26 tCO_2e per million revenue, aligned with our environmental targets.

As we expanded our sustainability agenda, we remained grounded in strong governance. Our Sustainability Team continues to play a pivotal role in policy execution, materiality review, and target tracking across all our operations in Singapore, China, Vietnam, and Malaysia. We also maintained full compliance across all ethics, anti-corruption, and data privacy commitments.

With a stable, capable workforce and a collaborative supplier ecosystem, I believe DTC World is well-positioned to deliver not just products—but progress. As we look to 2025 and beyond, we will refresh our sustainability roadmap to further align our business objectives with the global climate agenda and stakeholder expectations.

Introduction

About DTC World Corporation

GRI 2-1 | 2-6

To help brand owners create, design, source high quality and cost effective premiums and POS merchandise from start to end.

DTC World Corporation Pte Ltd is a leading full-service premium and point of sale (POS) merchandise solutions and global fulfilment partner. With more than 20 years of valuable experience in product design, conceptual development and sourcing, we understand the challenges and the need for innovation, co-creation, product development to sustainable sourcing, cost savings and fulfilment.

Our in-house design team can help clients quickly adapt key visuals into unique merchandise while our expertise in product knowledge, factories and logistics network allow us to manage the project timeline efficiently. We specialise in highly customised (OEM) premiums and gifts, procurement web portal and Point of Sales (POS) merchandise serving some of the largest multinationals in the world.

Our Corporate Structure

CEO

Managing Director

General Director

Singapore Office

Finance Team | HR Team | Logistic Team | Sales Team| Digital Marketing Team | Design Team | Innovative Team | Project Team

Malaysia Office

GM | Finance Team | HR Team Logistic Team | Procurement Team | Sales Team | Design Team

Vietnam Office

GM | Finance Team | HR Team | Logistic Team | Procurement Team | Supplier Management Team | Sales Team | Design Team

China Office

GM | Finance Team | HR Team | Logistic Team | Procurement Team | Supplier Management Team

Introduction

Our Locations

DTC World is headquartered in Singapore, and we have a regional presence in China, Vietnam and Malaysia. Our China office serves as our focal point for all our main suppliers and partners based in China.

We have built an extensive supplier network across Asia Pacific, Middle East and Europe, offering our clients a wide range of products at competitive prices.

Our Clients

GRI 2-6

Sustainability

Sustainability Agenda and Goals

GRI 2-22

DTC World's Sustainability Agenda and Goals mark a progressive step in aligning our business philosophy with environmental, social, and governance (ESG) principles.

Vision

We are committed to operating in an economically, socially and environmentally responsible manner while balancing the interests of diverse stakeholders. We strive to be a leader in corporate citizenship and contribute to sustainable development, caring for our employees and customers, seeking to enrich the quality of life for the communities in which we operate, and serve as good stewards of society and the environment.

Mission

DTC World believes that our commitment to Sustainability is a sharpening of our competitive edge. Hence, we have embarked on various initiatives and certification processes to align ourselves with our philosophy. As a corporate gift and marketing premiums provider, we are committed to reducing our carbon footprint and contributing to a more sustainable future. Our goal is to create a sustainable gift industry that not only delights recipients but also contributes to the well-being of the planet and the communities we serve.

Sustainability Pillars

Our Business

We are committed to a robust corporate governance, including roles and responsibilities for monitoring our sustainability impacts, our regulatory compliance and business ethics.

Our Environment

We are committed to assessing and managing the environmental and social impacts of our products, in order to ensure sustainable production in our own activities and to support responsible consumption practices in our value chain.

Our People

We are committed to ensuring the safety and well-being of our employees, investing in training for developing our human capital, and safeguarding diversity, equal opportunities and human rights.

Sustainability

Sustainability at a Glance

Leveraging a network of **over 200** factories across Asia Pacific

2.26 tCO2e/million revenue of emissions intensity

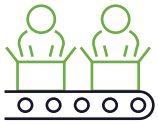
Shortlisted as one of the finalists for **LowCarbonSG Award FY2024**

Employees received an average of **1,592.50 total training hours** on topics such as green procurement and people management.

Offering customers more sustainable choices in **84.5% of all product categories**.

100% of new suppliers screened based on social and environmental criteria

Zero incidents of products recall



Our Value Proposition

Green

Unique & Fresh Ideas

Customer Delight

SIMPLIFY - Regional Merchandise Fulfilment

Our RIGHT Quality

Resourcefulness

Sustainability

Supporting the UN Sustainable Development Goals

GRI 2-23 | 2-24 | 2-27

As a responsible corporate citizen, DTC World has identified four Sustainable Development Goals (SDGs) to support. These are aligned to our strategic direction and material topics, and integrated into our performance measures.

SDG	MATERIAL TOPICS	OUR CONTRIBUTION
	Employee Welfare	DTC World adopts non-discriminatory, gender equality policies across all its operations and primary suppliers. In FY2024, 65.0% of DTC World's total employees across all locations comprised of females. Females are represented widely at the executive as well as general levels, with 67.9% of females in executive positions. All employees are trained in discrimination, harassment and disciplinary policies as well as how to access feedback channels.
	Employee Welfare **Health & Safety of Employees**	The company upholds gender equality and advocates for equal pay for equal work of equal value, regardless of gender. The average wage for all employees is determined solely by job responsibilities and remains consistent across genders. DTC World takes a firm stance against any form of forced labour such as child labour, human trafficking and modern slavery across all business activities, including the supply chain. Regular supplier audits are conducted to ensure that social and environmental standards are maintained by our suppliers. There were no cases of child labour in both internal operations and suppliers for FY2024. DTC World promotes a strong work safety and well-being culture to ensure business activities run smoothly and risks of hazards are minimised. There were zero cases of injuries and fatalities across all locations in FY2024.
	Ethical Sourcing	DTC World has implemented a sustainable procurement policy to evaluate and assess new and existing suppliers based on various labour, human rights, environmental, health and safety and business ethics criteria.
	Environment Footprint	Staff and operation are guided to embrace a low waste, low impact philosophy through a range of policies, controls and initiatives. A total of 5,770.78 kg of waste was redirected for recycling in FY2024.

Sustainability

SDG	MATERIAL TOPICS	OUR CONTRIBUTION
	Ethical Sourcing **Ethics and Compliance**	DTC World prohibits any form of discrimination based on race, ethnicity, religion, or political inclination that could have impaired equality of opportunity or treatment in employment or development opportunities. DTC World does not tolerate any form of corruption and bribery in all its business activities as well as dealings with suppliers. All employees are provided with DTC World's policies, procedures and code of conduct. A whistleblowing channel has been made publicly accessible for all DTC World's employees, suppliers and stakeholders. There were zero incidents of corruption and bribery across all locations in FY2024.

Memberships and Associations

GRI 2-28

- **UN Global Compact Network Singapore** member and adopter of the Ten Principles of the UN Global Compact
- **Carbon Pricing Leadership Coalition Singapore** partner
- **SEDEX Supplier Member**
- **Gifts Association Singapore** member
- **Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP)** signatory

Sustainability

Certifications and Awards

ISO 14001

Standard for Environmental Management Systems (EMS).

EcoVadis Platinum

Corporate sustainability management system ranks in top 1% of EcoVadis-assessed companies.

SMETA (CN)

In compliance with global standards of labour, health and safety, environmental performance, and ethics in accordance to the SEDEX Members Ethical Trade Audit.

BizSafe Level 3 (SG)

Certifies that risk assessments for every work activity and processes have been risk-assessed in compliance with Singapore's requirements in the WSH (Risk Management) Regulations. Awarded by the Singapore WSH Council.

LowCarbonSG Certificate of Achievement

Awarded for reduction in emissions. LowCarbonSG is a national initiative by the UN Global Compact Network Singapore and Carbon Pricing Leadership Coalition Singapore, and is supported by Enterprise Singapore and the National Environment Agency of Singapore.

Sustainability

Sustainability Governance

GRI 2-23 | 2-24 | 2-25 | 2-26 | 2-4 | 2-9 | 2-10 | 2-12 | 2-13 | 2-14 | 2-16 | 2-18

Our CEO has key oversight of DTC World's sustainability plans and commitments and is supported by the Managing Director, General Director as well as the Sustainability Committee and Sustainability Working Group (collectively referred to as the "Sustainability Team"). The Sustainability Team has oversight of all sustainability-related policies and targets, and carries the responsibility of developing, executing and monitoring of the action plans.

The Sustainability Team reports directly to the General Director every quarter for performance review, analysis and organisational responses (including remediation actions where applicable). Annual updates on sustainability performance and goals are provided to the CEO. The Sustainability Team works closely with senior management across all of DTC World's locations and functions to develop and execute the company's sustainability direction, policies, goals and initiatives. Representatives in the team are nominated based on their abilities to represent their roles, capability, gender, and age. This allows DTC World to capture a robust and diverse perspective on material and potential sustainability issues.

DTC World takes a precautionary approach in addressing and disclosing our materiality topics and ESG issues. A robust set of policies has been developed and rolled out across all of DTC World's operations as well as its supplier ecosystem. These are communicated to all related stakeholders and enforced in a range of ways described in the respective documents. Examples of these include the employee's handbook, as well as training and engagement sessions for both internal and external stakeholders.

CEO

Top Management

Sustainability Committee

Singapore Office | Vietnam Office
Malaysia Office | China Office

Sustainability Working Group

Business Ethics | Labour & Human Rights | Sustainable Procurement | Environment | Sustainable Consumption

All Employees

Sustainability

DTC World deploys management systems for its respective functions such as health and safety, environment. Regular audits are conducted, including ISO 14001 for environmental management systems as well as SMETA audits and EcoVadis assessments held every one to two years. Together, these cover a comprehensive range of environmental, social and governance (ESG) that are aligned to the interests of the global customer market. Our suppliers are strictly required to work in accordance with DTC World's Supplier Code of Conduct, and are subject to regular DTC World audits and reviews against our Supplier Risk Analysis Framework. We conduct these due diligence checks as frequently as every two years for suppliers who are assessed with higher levels of operating risk.

More details, including specifics of relevant policies and related frameworks, have been provided in the latter sections of the report according to each material issue.

Detailed access to our non-retaliation whistleblowing channels is made publicly available to all our stakeholders to raise any environmental, social and governance irregularities or concerns relating to DTC World and our ecosystem. This is overseen directly by the General Director who will launch the necessary investigation, while protecting confidentiality.

Publicly Available Policies

Sustainability Agenda

Business Ethic Policy

Supplier Code of Conduct

Environmental Policy

Whistleblowing platform

Click on bar to view policies

Sustainability

Stakeholder Engagement

GRI 2-29 | 3-1

DTC World's stakeholders are regularly engaged to ensure timely identification of concerns and topics. This engagement allows us to better address stakeholder needs, deliver sustainable value, and enhance our responsiveness.

The table below provides an outline of DTC World's key stakeholder groups identified to have significant impact on the company's business, the methods employed for engagement, the topics discussed, and our corresponding responses.

KEY STAKEHOLDERS	AREAS OF INTERESTS AND CONCERNS	ENGAGEMENT CHANNELS	OUR ACTIONS
Regulators, Local authorities	i. Compliance with local regulations	i. Meetings ii. Active participation in various industry sustainability-related forums organised by the local government agency or association	i. Due diligence on local laws & regulators
Suppliers	i. Economic performance ii. Procurement practices iii. Anti-corruption iv. Compliance v. Waste management vi. Emissions vii. Supplier assessments viii. Customer health and safety ix. Marketing and labelling	i. Site-audits ii. Company policies iii. Surveys & questionnaires	i. Supplier management program including risk management ii. Product recall process
Customers e.g. Corporates	i. Compliance to international environmental and social standards ii. Environmentally friendly products iii. Product safety	i. Company website ii. Customer feedback iii. Surveys & questionnaires iv. Workshop	i. Eco-Products ii. Greater disclosure on product composition iii. Carbon footprint of products
Employees	i. Employee health and safety ii. Environmental footprint iii. Governance iv. Ethical sourcing v. Respecting human rights in the supply chain vi. Employee welfare and development	i. Orientation and Employee Handbook ii. Company intranet iii. Company policies iv. Training v. Materiality workshop vi. Annual employee feedback surveys vii. Half yearly Employee Pulse Survey viii. Annual performance review viiii. Feedback box	i. Feedback mechanism ii. Training & Development iii. More benefits to staff

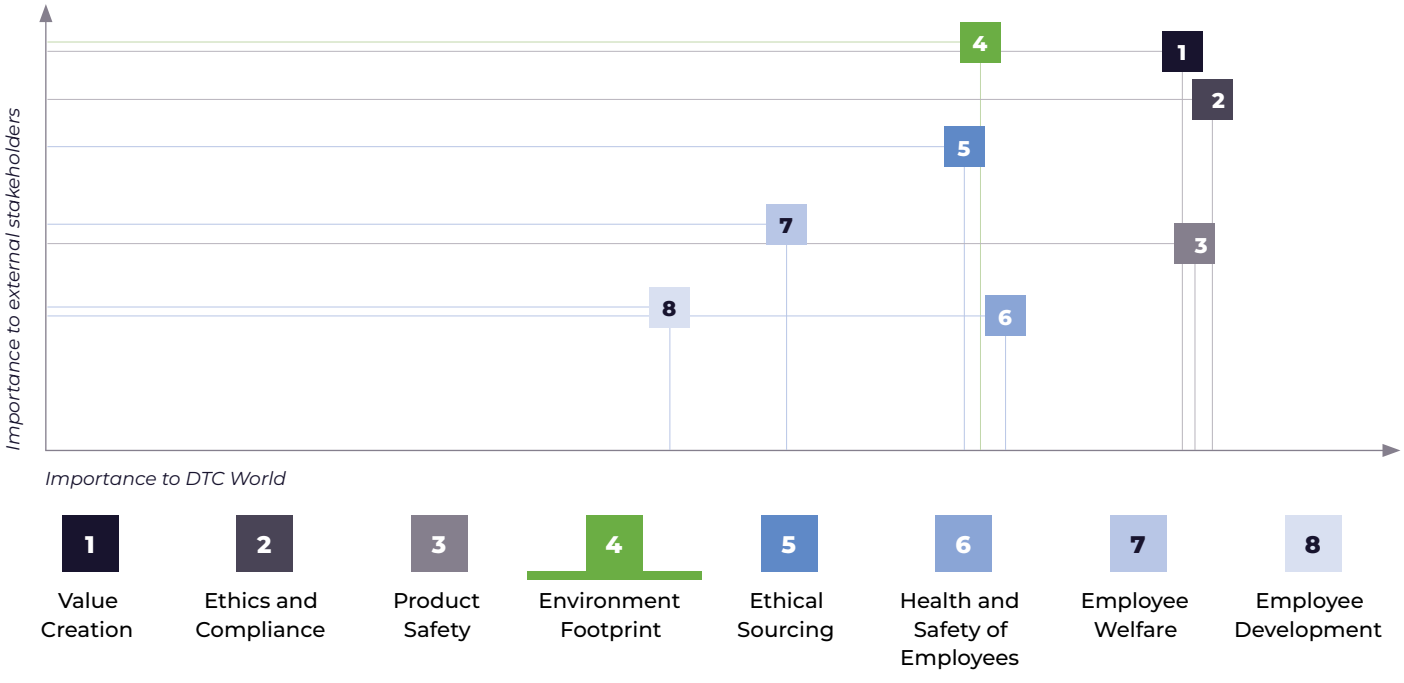
Sustainability

KEY STAKEHOLDERS	AREAS OF INTERESTS AND CONCERNS	ENGAGEMENT CHANNELS	OUR ACTIONS
Local Community	i. Ethical sourcing ii. Local community support	i. Outreach programmes ii. Charity drives	i. Monetary donation ii. Goods donation iii. Employees Volunteer iv. Active participation in various sustainability related forums organised by UN Global Compact Singapore and local business community

Materiality Analysis

GRI 3-1 | 3-2 | 3-3

DTC World engaged a third party to conduct a materiality assessment. Topics deemed material to the business was compiled from internal and external stakeholder feedback as well as market research. Responses were analysed, aggregated into eight key material issues and mapped into a materiality matrix that reflects the economic, environmental and social impact. In FY2024, we reviewed these material topics and assessed that there are no changes.



Sustainability

Key Performance Data and Targets

GRI 3-3

SUSTAINABILITY PILLAR	MATERIAL TOPICS	FY2024 TARGETS	WHAT WE HAVE ACHIEVED IN FY2024	OUR TARGETS FOR FY2025
Our Business	Value Creation	• Widen our global network of suppliers. • Ensure no compliance breaches • Meet targets for all of DTC World's material issues • Continue to invest in building an efficient organisation that will enable us to meet the needs of our clients and support strong and profitable growth	• 3.7% year-on-year increase in revenue to S$29.02 million in FY2024. • 39.9% of direct economic value distributed • 60.1% of direct economic value retained • No breach of compliance incidents • Increased reach of global suppliers • Executed and enhanced a range of initiatives towards operations, client-centric approach, innovative product offerings, sustainable practices, and workforce development	• Ensure no compliance breaches • Meet targets for all of DTC World's material issues • Review and renew DTC sustainability approach and roadmap by 2025
	Ethics and Compliance	• Strive to maintain zero cases of corruption and competitive cases • Fully comply with all rules and regulations in all locations that we operate in	• No reported cases of anti-corruption and anticompetitive violations across all locations	• Strive to maintain zero cases of corruption and competitive cases • Fully comply with all rules and regulations in all locations that we operate in
	Product Safety	• Zero product recall for all locations	• Zero reported cases of product recall • Zero incidents of health and safety non-compliances	• Zero product recall for all locations
	Ethical Sourcing	• 100% screening of new suppliers • Rolled out enhanced supply chain management framework	• 100% screening of new suppliers • Zero incidents of supplier non-compliance and supplier terminations • Rolled out enhanced supply chain management framework	• 100% screening of new suppliers. • Certified suppliers account for minimum 60% of procurement budget spend
	Information Security	• Strive to maintain zero cases in privacy breaches, data loss or copyright infringement	• Zero cases of violations in privacy breaches, data loss or copyright infringement	• Maintain zero cases in privacy breaches, data loss or copyright infringement

Sustainability

Our Environment	Energy	• Strive to maintain similar energy intensity	• 19.1 GJ/ million revenue	• Maintain similar energy intensity
	Carbon Emissions	• Strive to maintain similar emissions intensity	• 2.26 tCO_2e/ million revenue	• Maintain similar emissions intensity
	Waste	• Strive to maintain 100% recycling rate for wooden pallets and carton boxes • To recycle other packaging waste • To send all e-waste to vendors for recycling	• 100% of paper, wooden pallets and carton boxes waste redirected from disposal • 55.0kg of plastic recycled • 1.93kg of e-waste recycled	• Maintain 100% recycling rate for wooden pallets and carton boxes • To recycle other packaging waste • To send all e-waste to vendors for recycling
	Eco-Products	• Strive to increase new products in our eco-range by 5%	• Increase the number of eco-range product categories by 1.4% • 85.9% of product categories currently offer sustainable choices	• Achieve 90% by 2050
Our People	Health & Safety of Employees	• Strive to maintain zero cases of work accidents and injuries across all locations	• Zero cases of work accidents and injuries across all locations	• Maintain zero cases of work accidents and injuries across all locations
	Employee Welfare	• Strive to have a comparable hiring rate	• 33.0%	• Strive to have a comparable hiring rate
		• Strive to have less than 10% total turnover rate	• 27.2%	• Less than 10% total turnover rate
	Employee Development	• Average of 16 training hours per person	• 15.5 training hours per person	• Average of 16 training hours per person

Further details on impacts, performance, risk mitigation and remedial actions are provided in the following chapters.

Our Business

Value Creation

GRI 201-1 | 204-1

Materiality to DTC World

It is important for DTC World to create value sustainably for both the business as well as its ecosystem. By managing environmental, social, and ethical impacts in tandem with evolving customer needs, the company can grow and innovate responsibly, fostering mutually beneficial partnerships with customers, employees, suppliers, and the ecosystem.

Our Approach

DTC World creates value not only for our clients and our employees but also the suppliers we work with. We have an extensive network of more than 200 suppliers in Asia Pacific, ranging from hand crafted items to factory manufactured goods. Our suppliers and customers are located globally and we encourage procuring products from suppliers localised to the area or region to reduce transport costs, lower carbon footprint and to support local businesses.

DTC World plans to enhance our support of local, diverse and inclusive suppliers. We are in the process of data collection and developing a management approach.

Our FY2024 Performance

- 3.7% year-on-year increase in revenue from S$28 million in FY2023 to S$29.02 million in FY2024.
- 39.9% of direct economic value distributed
- 60.1% of direct economic value was retained, an increase from FY2023's share of 55.8%
- We continued to work closely with our supplier networks in Singapore, China, Vietnam and Malaysia. The largest procurement budget continues to be in China, followed by Vietnam, Malaysia and Singapore.

Our Policies/ Frameworks

- Mission & Vision
- Supplier Management Framework
- Sustainable Procurement Guide Policy
- Promotion of Sustainable Consumption to Customers Action Plan
- Human Resources Policy, including Diversity, Equity and inclusion Guidelines

References:

- Ten Principles of the UN Global Compact

Our Business

Our FY2024 Performance

	FY2022	FY2023	FY2024
Direct economic value generated[1]	27.1 mil	28.0 mil	29.02 mil
Direct economic value distributed[2]	20.5%	44.2%	39.9%
Direct economic value retained[3]	79.5%	55.8%	60.1%

Percentage of local procurement budget spent on local suppliers

China

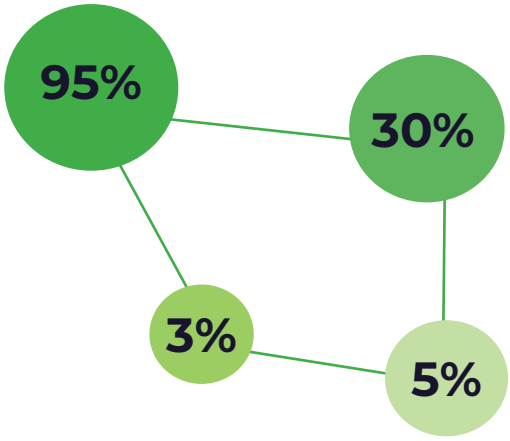
Types of suppliers included:

Bags; Apparel; Packaging; Ceramics; Household; Electronics; Metal Products

Singapore

Types of suppliers included:

Printing; Embroidery; Apparel; Stationery; Logistic Forwarders



Vietnam

Types of suppliers included:

Bags; Apparel; Ceramics; Towels; Point of Sales Material

Malaysia

Types of suppliers included:

Logistic Forwarders; Stockist; Paper/Box Manufacturer; Brand Distributor, e.g Tefal, Philips

1 *Direct economic value generated is calculated based on revenue.*

2 *Economic value distributed is calculated based on sum of operating costs, employee wages & benefits, payments to providers of capital, payments for taxes and community investments, expressed as a percentage of revenue*

3 *Economic value retained is calculated based on the difference between direct economic value generated and economic value distributed, expressed as a percentage of revenue*

Our Business

Ethics and Compliance

GRI 2-27 | 205-3 | 206-1

Materiality to DTC World

DTC World understands that our commitment to ethical business conduct provides a competitive advantage.

Our Approach

An ethical culture is critical for DTC World's foundation. This is nurtured through a robust ethics and compliance programme which is aligned with integral business processes that include policies and procedures, training and regular audits.

All new employees are provided with a list of our company policies, guidelines and code of conduct. All employees are provided materials and briefings to understand DTC World's expectation on codes of conduct and ethical behaviour, which includes anti-bribery and corruption.

DTC World advocates an open competition marketplace through fair business policies and practices which encapsulates employees, suppliers as well as other stakeholders.

The same approach extends to our whistleblowing channel, which is non-retaliatory and publicly available to any party or individual in our business ecosystem.

Our FY2024 Performance

- Zero incidents of anti-competitive behaviour in all countries of operation for last three years
- Zero incidents of anti-corruption in all countries of operation for last three years

Our Policies/ Frameworks

- Code of Business Conduct
- Business Ethics Policy
- Supplier Code of Conduct
- Supplier Risk Analysis Framework
- Sustainable Procurement Guide Policy
- Environmental Policy
- Safety Policy
- Labour and Human Rights Policy
- Free, Prior and Informed Consent Policy
- Human Resources Policy
- Information Security Policy
- Whistleblowing Policy

References:

- Ten Principles of the UN Global Compact

Our Business

Product Safety

GRI 416-2 | 417-1

Materiality to DTC World

Product safety is an important foundation of our business promise to customers and our brand reputation. It is important that the manufacturing processes used by our suppliers are compliant to regulations; do not utilise unsafe chemicals that harm users, communities, the environment; and reference global best practices.

Our Approach

At DTC World, we take our accountability of our products very seriously. We work with suppliers and stakeholders to ensure that the chemical safety and production process of our products is responsible and safeguards both human well-being, human rights and the environment. Responsible and correct labelling with applicable safety instructions and component composition is part of our promise to our customers. These include “BPA-free” labels, and “CE” marks (EU safety, health and environmental protection conformity).

All suppliers are required to comply with DTC World’s requirements on products’ base materials and compositions as detailed in our Environmental Standards for Merchandise Materials Base Materials.

Our Policies/ Frameworks

- Code of Business Conduct
- Sustainable Procurement Policy
- Supplier Management Framework
- Supplier Code of Conduct
- Supplier Risk Analysis Framework
- Environmental Standards for Merchandise Materials

References:

Our Business

Our FY2024 Performance

- During FY2024, there were no cases of products being non-compliant to health and safety standards and zero reports of product recall. DTC World has maintained zero product recall in the last 3 years due to our continuous stringent product safety measures, which we will continue to enforce.
- DTC World provides customers with manufacturing options that have enhanced levels of impact mitigation on the environment. These include RoHS -compliant printing inks which are typically water-based and significantly lower in Volatile Organic Compounds (VOCs), phthalate plasticisers and polyvinylchloride (PVC) resins compared to traditional petroleum-based inks.

	FY2022	FY2023	FY2024
Product recalls	0	0	0
Health & Safety non-compliance products	0	0	0

4 RoHS stands for Restriction of Hazardous Substances. RoHS, also known as Directive 2002/95/EC, originated in the European Union and restricts the use of specific hazardous materials found in electrical and electronic products (known as EEE).

Our Business

Ethical Sourcing

GRI 308-1 | 308-2 | 414-1 | 414-2

Materiality to DTC World

Integrated into our way of business and our brand, DTC World is focused on developing a supply chain ecosystem that is ethically responsible and respectful of environmental and social issues. Our areas of focus include human rights, decent and safe workplaces as well as environmentally-friendly products and services. This enables DTC World to mitigate product and service disruptions, risk of regulatory non-compliances, and reputational harm.

Our Policies/ Frameworks

- Code of Business Conduct
- Business Ethics Policy
- Sustainable Procurement Policy
- Supplier Code of Conduct
- Supplier Management Framework
- Supplier Risk Analysis Framework
- Environmental Standards for Merchandise Materials
- Labour and Human Rights Policy

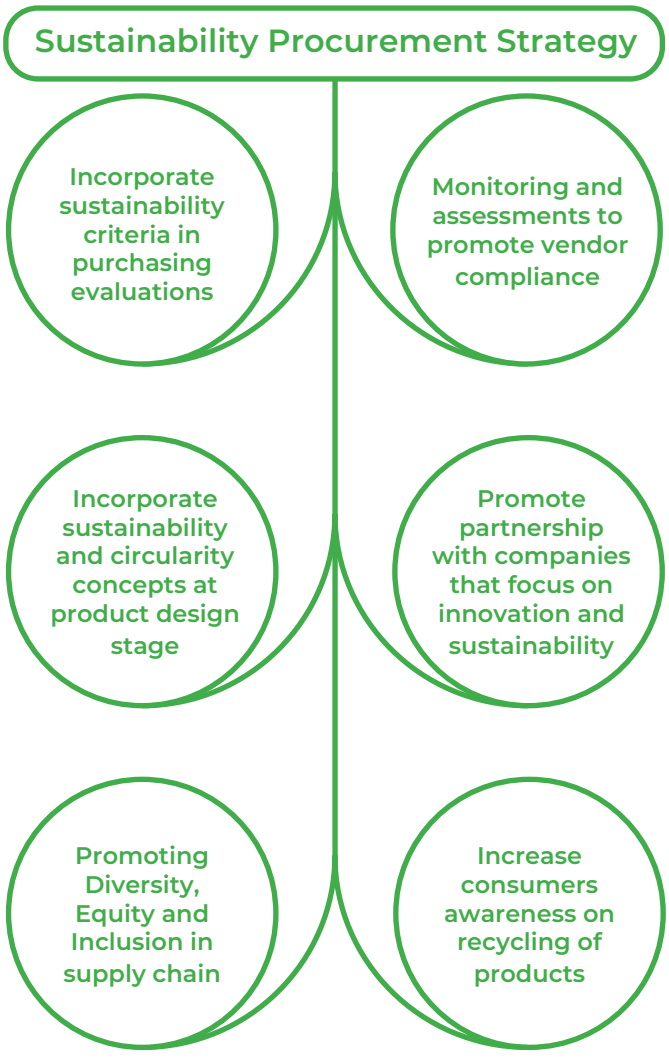
References:

- Ten Principles of the UN Global Compact

Our Approach

Through strong policy, communication, regular assessments and capability-building programmes for our decision-makers and partners, we build a resilient ecosystem.

DTC World's six areas of sustainable procurement



Our Business

DTC World adopts a stringent screening policy for new suppliers and requires all our partners to comply with our Supplier Code of Conduct. Suppliers with sustainable business practices are prioritised, and for suppliers with higher risk profiles we conduct further on-site audits and provide support in their efforts to meet our strict requirements. Supplier development, monitoring, and enforcement efforts are integrated across our Procurement and Supplier Management teams. DTC World's expectations are communicated and integrated formally into legally binding contracts. Suppliers who have been found to be non-compliant are given three months to address the audit findings, and repeated violations will result in removal from our DTC World approved supplier list.

DTC World has strengthened our supplier assessment approach to enhance diversity, equity and inclusiveness. Current plans are in place to establish the groundwork for strategy and policy development.

All our purchasing decision-makers are required to be trained in sustainable procurement.

Our FY2024 Performance

- 100% of our new suppliers were screened based on environmental, social and governance criteria.
- 100% of scheduled audits for high- and medium-risk suppliers completed.
- Zero incidences of environmental, social and governance non-compliance incidents and terminations of supplier contracts.
- Rolled out enhanced supply chain management framework, setting a target for certified suppliers to account for a minimum of 60% of total procurement budget spend in FY2025.

	FY2022	FY2023	FY2024
Percentage of new suppliers screened using environmental and social criteria	100%	100%	100%
Total number of environmental and social assessments carried out for new and existing suppliers	73	27	28
Number of new / existing suppliers who were assessed as having significant actual and potential negative environmental and / or social impact	8	3	4
Existing suppliers terminated due to significant actual and potential negative environmental and / or social impact	0.00%	0.00%	0.00%

Our Business

Information Security

GRI 418-1

Materiality to DTC World

Building robust and trusted relationships with stakeholders is a key strategic priority for DTC World's success and credibility. Ensuring the security of information shared by stakeholders and safeguarding our intellectual property represents a shared responsibility across all facets of our business operations.

Our Approach

Across all geographies, we implement a range of internal information security controls aimed at preventing data breaches, safeguarding against data loss, mitigating risks related to mishandling intellectual property, and countering cybersecurity threats.

All employees are required to undergo thorough training on information security, data privacy, and intellectual property rights. New hires are additionally required to sign a Non-Disclosure Agreement, affirming their understanding and commitment to uphold the integrity of the company's intellectual property and confidential information. Regular awareness-building initiatives ensure our employees remain vigilant and well-equipped to handle potential security threats.

Communication channels for stakeholders are provided for concerns and issues to be raised.

These measures are fully compliant with regulations and standards governing personal data protection and privacy, tailored to the specific guidelines outlined in the personal data protection acts for each respective country.

Our FY2024 Performance

- There were no cases of violations in privacy breaches, data loss or copyright infringement in FY2024.

Our Policies/ Frameworks

- Information Security Policy and Information Technology Procedure

References:

Our Environment

Energy

GRI 302-1 | 302-3

Materiality to DTC World

Efficient energy consumption has a significant impact on DTC World's commitments to efficient resource use, reduced wastage of resources, cost-efficient product and solution offer, as well as green operations.

Our Approach

DTC World's core activities consist of office-based services with a small amount warehousing activities. As such, we take an approach to reduce energy use where practicable from a cost-efficiency and environmental impact perspective. Core activities are reviewed regularly in conjunction with supply chain activities to identify potential for improvements in line with current technology and available solutions.

Our Policies/ Frameworks

- Environment Policy
- Supplier Code of Conduct

References:

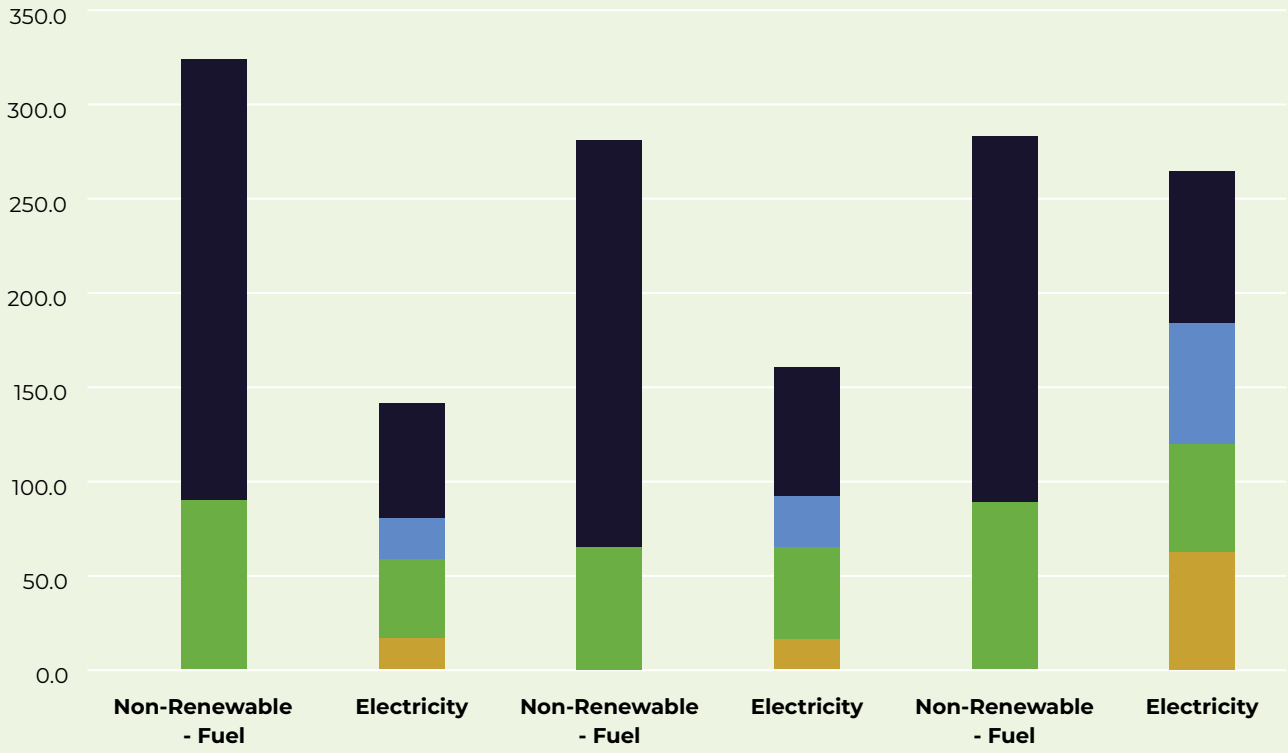
- Ten Principles of the UN Global Compact

Our FY2024 Performance

- Total energy consumption increased 1.3% in FY2024 from 554.4 GJ compared to 547 GJ in FY2023.
- Energy intensity reduced 2.2% to 19.1 GJ/ mil revenue in FY2024.
- Initiatives to reduce energy consumption in FY2024 included:
  - The replacement of physical audits at supplier sites with online audits (unless critical issues were identified during the online audit)
  - Adoption of streamed quality checks via online video for the inspections of production facilities and raw materials .
  - Consolidation of processes to reduce transportation especially for China-based activities. These included product inspection process and finished goods shipments.

Our Environment

Energy consumed within the organisation (GJ)



	FY2022		FY2023		FY2024	
Singapore	215.4	68.5	193.1	80.1	201.8	86.4
Malaysia	0.0	26.7	0.0	63.8	0.0	67.8
China	65.1	48.0	89.9	57.1	85.8	57.4
Vietnam	0.0	17.5	0.0	63.0	0.0	55.1
TOTAL	280.5	160.7	283.0	264.0	287.6	266.7

Energy Intensity (GJ / S$ million revenue)

FY2022	FY2023	FY2024
16.3	19.5	19.1

Notes:

- *Calculated as Total Energy Consumed for all locations / Total Revenue for all locations*

Our Environment

Emissions

GRI 305-1 | 305-2 | 305-4

Materiality to DTC World

The accumulation of greenhouse gases (GHGs) in the atmosphere is the cause of climate change and global warming. Managing our business emissions footprint to reduce environmental impact and enables DTC World to become a resilient business by meeting customer expectations and regulatory requirements, improving cost efficiency, and developing key competitive advantages.

Our Approach

Emissions performance and contributing activities are tracked and regularly reviewed at an operational as well as management level. We have implemented policies and a range of programmes to manage emissions within our company activities as well as lower impact product and service offers to customers.

DTC World began to collate our Scope 3 impacts and Product Carbon Footprint inventories from FY2023, which will be used for an upcoming management review. While Scope 3 data poses a significant challenge for SME companies like DTC World, we recognise the large impact of emissions from the value chain and have plans to take a progressive approach towards this set of emissions. We will continue to extend our data categories and collaboration partners as our journey continues.

We look to work with partners to explore renewable energy capacity, new decarbonisation technologies, digital innovation and engineering excellence to manage our emissions.

Our Policies/ Frameworks

- Environment Policy
- Supplier Code of Conduct

References:

- Ten Principles of the UN Global Compact

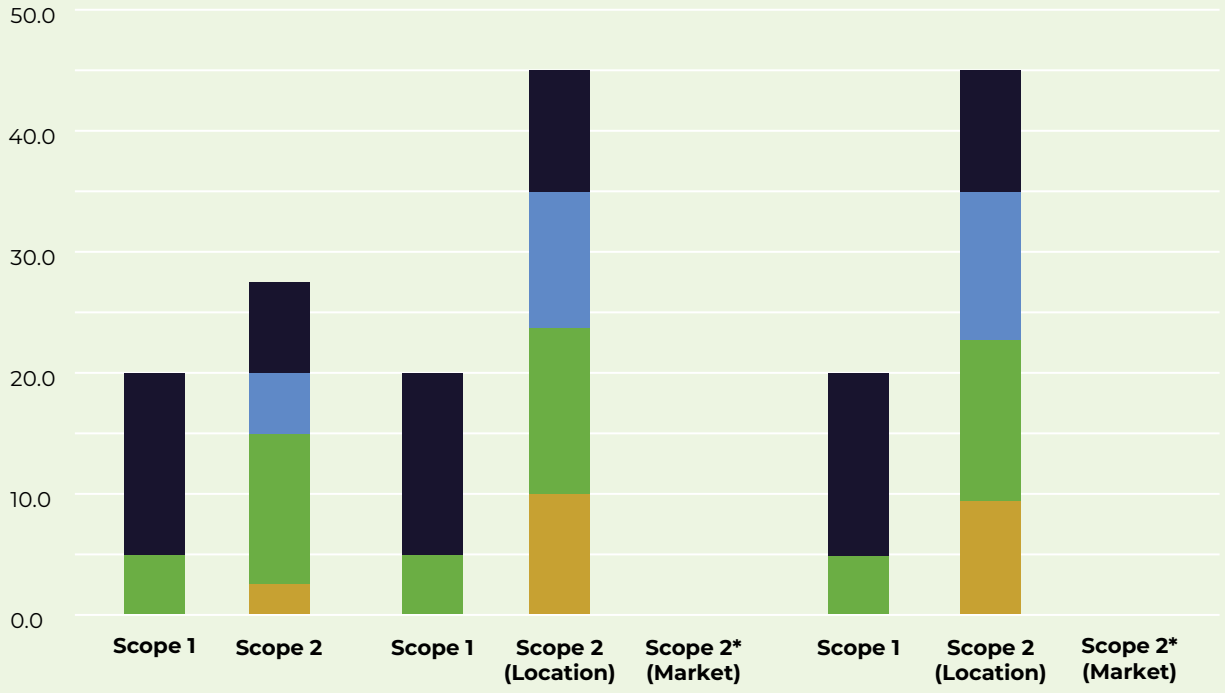
Our Environment

Our FY2024 Performance

- Total Scope 1 and Scope 2 emissions increased marginally by 0.8% to 65.5 tCO2e in FY2024 compared to 65.0 tCO2e in FY2023.
- Emissions intensity for Scope 1 and Scope 2 dropped by 2.8% to 2.26 tCO2e/million Singapore dollars revenue in FY2023.
- We continue to guide customers towards products and services with reduced emissions. To achieve this, DTC World has begun collating product carbon footprints of a selection of our products and will aim to expand it to a broader range so as to 1) enable customers to make more transparent and informed choices, 2) progress into Scope 3 reporting.
- We continue to secure the optimum balance of local and global sourcing through a strategic manufacturing supplier network.
- In FY2024, we continued the use of unbundled renewable energy certificates (RECs) for our hard-to-abate emissions by introducing the concept of an internal price of carbon for electricity use in each respective office. This exercise will enable us to collect practicable experience to inform our future emissions mitigation initiatives and we will be refining the process as we progress. A total of 76 RECs were purchased for 2024 projects in Singapore (solar), Vietnam (solar), China (solar), and Malaysia (solar) to account for our market-based Scope 2 emissions.
- DTC World was awarded the LowCarbonSG Certificate of Achievement for carbon emission reductions, and has also been shortlisted as one of the finalists for the LowCarbonSG Awards 2024. LowCarbonSG is a national initiative by the UN Global Compact Network Singapore and Carbon Pricing Leadership Coalition Singapore, and is supported by Enterprise Singapore and the National Environment Agency of Singapore.

Our Environment

Scope 1 and 2 GHG Emissions (tCO_2e)



	FY2022		FY2023			FY2024		
Singapore	15.1	7.8	13.5	9.3	0.0	14.1	10.0	0.0
Malaysia	0.0	5.0	0.0	11.9	0.0	0.0	12.6	0.0
China	4.5	11.3	6.3	13.5	0.0	6.0	13.6	0.0
Vietnam	0.0	2.9	0.0	10.5	0.0	0.0	9.2	0.0
TOTAL	19.6	27.0	19.8	45.2	0.0	20.1	45.4	0.0
GRAND TOTAL	46.6		65.0 (before accounting for RECs) 19.8 (after accounting for RECs)			65.5 (before accounting for RECs) 20.1 (after accounting for RECs)		

Notes:

- Scope 1 emission factor sources: 2006 IPCC Guidelines for National Greenhouse Gas Inventories, Volume 2. Scope 1 figures for FY2021 and FY2022 have been restated to reflect the updated conversion factors in the latest GHG Protocol Emission Factors for Cross Sector Tools V2.0 (March 2024), compiled from 2006 IPCC Guidelines for National Greenhouse Gas Inventories, Volume 2.
- Scope 2 Location-based emission factor sources: Singapore (Energy Market Authority); and IGES v11.4
- Scope 2 Market-based emission factor sources: Singapore (Energy Market Authority); Vietnam (IGES v11.4); China (IGES v11.4, an equal blend of OM and CM was utilised); and Malaysia (IGES v11.4).
- (*) denotes market-based Scope 2 total after accounting for RECs as recommended by Greenhouse Gas (GHG) Protocol methodology.

Our Environment

Waste

GRI 306-4

Materiality to DTC World

As a distribution company with a network of global suppliers, manufacturers and customers, the company's primary form of waste is from logistics packaging. DTC World has a direct ability to influence the way in which such waste is generated, as well as direct the waste away from landfill and incineration. This allows the company to operate with a reduced environmental footprint.

Our Policies/ Frameworks

- Environment Policy
- Supplier Code of Conduct

References:

Our Approach

DTC World's first priority is to always reduce or eliminate waste at its source and not create additional wastage. Our waste is managed effectively to ensure that it is either reused, recycled or disposed and transported responsibly.

Policy and other mandatory initiatives adopted by DTC World:

- Accumulated excess stock of various items such as containers, apparels and cutlery are donated to charitable organisations annually for reuse and recycling.
- Facilitated channels for recycling of paper, ink cartridge toners, and electronic waste.
- Integrated consideration of extended product lifespan in procurement decisions and marketing.

Our FY2024 Performance

- 5,770.78 kg of waste was redirected from incineration and landfill in FY2024. This consisted of carton boxes, plastic (mostly from shrink wrap packaging), paper, electronic waste (e-waste), and wood pallets.
- The company's e-waste consists of metal and plastic components. Particularly for batteries, trace amounts of substances that occur during disassembly would be classified as hazardous. These are disposed accordingly via approved e-waste collection channels.
- The company has made the transition from wood pallets to a more durable plastic pallet, and continues to explore methods to eliminate or reduce waste in its operations.

Our Environment

Non-Hazardous Waste

	FY 2022	FY2023	FY2024
		Weight Unit (kg)	
Paper & board : board	437.50	1,488.00	1,292.00
Paper & board : Paper	167.00	253.50	208.95
Wood	3,960.00	4,104.00	4,212.00
Plastic : Average plastic	7.90	15.50	55.00
TOTAL KG	4,572.40	5,861.50	5,768.85

Non-Hazardous Waste (By Country)

	FY 2022				FY 2023				FY 2024			
					Weight Unit (kg)							
	SG	MY	CN	VN	SG	MY	CN	VN	SG	MY	CN	VN
Paper & board : board	305.50	37.00	90.00	5.00	532.50	212.00	432.00	312.00	656.90	204.00	382.00	50.00
Paper & board : Paper	54.00	6.00	96.00	11.00	92.50	7.00	72.00	82.00	23.75	8.00	57.20	120.00
Wood	3,960.00	0.00	0.00	0.00	4,104.00	0.00	0.00	0.00	4,212.00	0.00	0.00	0.00
Plastic : Average plastic	0.00	5.00	0.00	2.90	0.00	5.00	0.00	10.50	0.00	7.00	0.00	48.00

Hazardous Waste

	FY 2022		FY 2023		FY 2024	
			Total Weight Unit (kg)			
	Singapore	Vietnam	Singapore	Vietnam	Singapore	Vietnam
Batteries	0.00	0.30	0.00	2.22	0.00	1.93

Our Environment

ECO-Products

GRI 417-1

Materiality to DTC World

As the global market places greater emphasis on environmental consciousness, our corporate clients and end-users are increasingly demonstrating their awareness through their choices in sourcing and purchasing more sustainable promotional gifts.

Our Approach

Providing a sustainable solution to the market is the core business of DTC World. A key component of our strategy focuses on products that are environmentally friendly (eco-products). This encompasses various aspects such the materials sourcing phase, to manufacturing methods, to products with greener solutions in its end-of-life phase.

This is supported by our education and awareness building efforts for customers and through collaborations with stakeholder partners. Responsible labelling further supplements our eco-products as a responsible, holistic solution for the market.

Our Policies/ Frameworks

- Supplier Code of Conduct
- Sustainable Procurement Policy
- Environmental Standards for Merchandise Materials
- Promotion of Sustainable Consumption to Customers Action Plan

References:

- Singapore's National Sustainable Procurement Roundtable (NSPR) Standard
- EU Ecodesign for Sustainable Products Regulation (ESPR)

Our Environment

Our FY2024 Performance

- In FY2024, DTC World continued to make strong progress in expanding our eco-range offerings, achieving an increase of 1.4% from the previous year.
- 85.9% of our product categories now offer eco-friendly choices, up from 84.5% in FY2023.
- While the rate of increase slowed compared to the 17.5% jump in FY2023, this year's growth reflects the consolidation of gains and a deepening commitment to sustainable sourcing.
- We maintained our focus on incorporating renewable raw materials (e.g., jute and bamboo) and worked closely with suppliers to scale up the use of recycled plastic, offering customers sustainable alternatives to conventional materials.
- Our steady upward trajectory demonstrates our commitment to exceed our long-term goal of 80% eco-range by 2050—already surpassed in both FY2023 and FY2024.

Product categories that offer sustainable choices

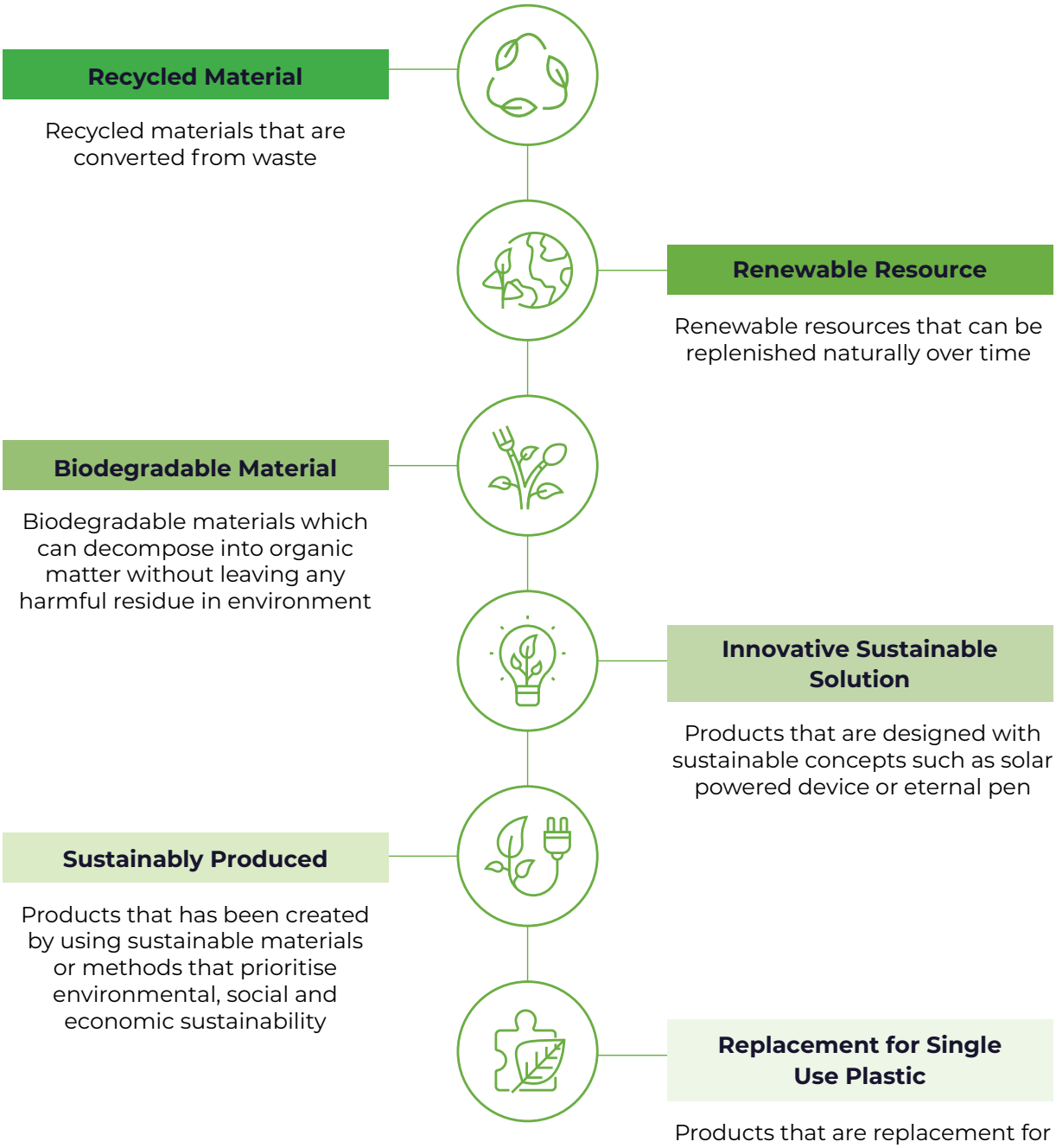
	FY2022	FY2023	FY2024
Product categories that offer sustainable choices (%)	67.0%	84.5%	85.9%
Increase (%)	-	17.5%	1.4%

Notes:

- *Measurement and targets for eco-range tracking was established in FY2022.*

Our Environment

In DTC World, we define Sustainable Products using the below principles



Our People

Employee Welfare and Hiring

GRI 2-7 | 202-1 | 401-1 | 401-2 | 401-3 | 405-1 | 406-1

Materiality to DTC World

As the company's biggest asset, our people are key to DTC World's success. The well-being of our employees is a reflection of DTC World's commitment to social responsibility, basic human rights, the welfare of our community and ethical business practices. Additionally, a positive work environment improves employee satisfaction, commitment and retention, which enhances organisational productivity and efficiency.

Our Policies/ Frameworks

- Human Resource Policy
- Grievance Procedure
- Remediation Procedure

References:

- Ten Principles of the UN Global Compact

Our Approach

We promote a culture of respect, fairness, and inclusivity, which in turn attracts and retains a diverse range of top talent. DTC World is committed to providing equal opportunities, and has in place merit-based hiring and career progression practices. All employees are educated on DTC World's stance against any form of discrimination, including those based on gender, ethnicity, religion, political beliefs, sexual orientation, disabilities or any other identifiable characteristics. This applies also to our suppliers. Anonymous, non-retaliation feedback channels are provided and communicated to all internal and external stakeholders.

All policies, packages and benefits are reviewed against regulation updates, market best practices and feedback from internal and external stakeholders.

DTC World is compliant to localised minimum wage regulations for 100% of employees (including contract and non-permanent employees). We develop our best practice on remuneration based on the local minimum wage regulations for China, Vietnam, and Malaysia together with market trends on local recruitment sites. As Singapore regulation does not enforce nor provide a guide for minimum wages, our company refers to the Adecco Salary Guide[5] and local recruitment sites to establish fair and competitive compensation packages for our employees. Our remuneration packages are gender-neutral and merit-based.

We adopt a hybrid-working system where feasible, providing employees with a balanced system between working from home and from the workplace. This allows for increased efficiency, maintenance of team bonding, and employee satisfaction.

Our People

Our FY2024 Performance

- 100% of employees including all contract/temporary staff are entitled to statutory benefits and DTC World's benefits package. These include reimbursement of medical and hospitalisation insurance, medical and dental fees, annual health checks, parental leave (both maternity and paternity), company team-bonding activities, and annual wage supplements. For the Singapore and Vietnam locations, workers compensation insurance is additionally provided.
- 100% of our employees and all contract/temporary staff can access our additional incentives such as flexible work arrangements, wellness programmes, birthday leave, and opportunities to work with management to identify individual career progression or project involvement interests.
- 100% of our wages for all geographies and gender categories stood above the minimum legal requirements and industry averages.
- There were no incidents of discriminatory practices in FY2024 and the three preceding years. We will continue to be open and vigilant.
- Our hiring rate stood at 33.0%, reflecting a slight decline from 2023's 35.0%. This modest drop suggests a more focused hiring strategy amid continuing global economic uncertainties.
- Employee turnover rate increased by 5.8 percentage points, rising to 27.2% compared to 21.4% in 2023. This marks a significant setback from our progress in the previous year and widens the gap from our target of keeping turnover below 10%.
- The increase in turnover highlights the intensifying challenges in employee retention, influenced by dynamic labour market conditions and heightened competition for talent. While our hiring activities remained relatively strong, the elevated attrition rate emphasizes the need to strengthen our retention framework.
- In light of these developments, we will intensify our efforts to enhance employee engagement and satisfaction. Our priorities remain focused on delivering competitive benefits, expanding learning and development opportunities, and reinforcing our commitment to employee well-being.

Our People

Employee Profile

FY2024		SG	MY	CN	VN	TOTAL
Number of full-time employees	Male	13	11	8	4	36
	Female	22	13	20	12	67
Number of part-time employees	Male	0	0	0	0	0
	Female	0	0	0	0	0
TOTAL		**35**	**24**	**28**	**16**	**103**
No. of Permanent Employees	Male	13	11	1	0	25
	Female	22	13	0	0	35
No. of Temporary/Contract Employees	Male	0	0	7	4	11
	Female	0	0	20	12	32
TOTAL		**35**	**24**	**28**	**16**	**103**

Employee Gender Diversity by Category

	FY2022		FY2023		FY2024	
	Male	Female	Male	Female	Male	Female
Management	42%	58%	56%	44%	50%	50%
Executive	27%	73%	31%	69%	32%	68%
General	40%	60%	30%	70%	20%	80%
TOTAL	**31%**	**69%**	**37%**	**63%**	**35%**	**65%**

Our People

New Hires

	FY2022		FY2023		FY2024	
	NO.	RATE	NO.	RATE	NO.	RATE
Male	11	11.1%	13	12.6%	15	14,6%
Female	33	33.3%	23	22.4%	19	18.5%
TOTAL	**44**	**44.4%**	**36**	**35.0%**	**34**	**33.0%**
Under 30 years old	22	22.2%	22	21.4%	23	22.3%
30-50 years old	22	22.2%	14	13.6%	11	10.7%
Over 50 years old	0	0.0%	0	0.0%	0	0.0%
TOTAL	**44**	**44.4%**	**36**	**35.0%**	**34**	**33.0%**

Turnover

	FY2022		FY2023		FY2024	
	NO.	RATE	NO.	RATE	NO.	RATE
Male	3	3.0%	6	5.8%	9	12.6%
Female	15	15.2%	12	11.7%	7	14.6%
TOTAL	**18**	**18.2%**	**18**	**17.5%**	**16**	**27.2%**
Under 30 years old	8	8.1%	10	9.7%	7	14.6%
30-50 years old	9	9.1%	8	7.8%	9	12.6%
Over 50 years old	1	1.0%	0	0.0%	0	0.0%
TOTAL	**18**	**18.2%**	**18**	**17.5%**	**16**	**27.2%**

Our People

Parental Leave

MALE	FY2024	FEMALE
36	Employees entitled to parental leave *(100% of full-time and part-time employees are included in DTC World's parental leave policy)*	67
1	Employees that utilised parental leave	1
1 (100%)	Employees that returned to work in the reporting period after parental leave ended *(Bracketed figures indicate Parental Return to Work Rate)*	1 (100%)
0 (0%)	Employees that returned to work after parental leave ended that were still employed 12 months after their return to work *(Bracketed figures indicate Parental Retention Rate)*	1 (100%)

Our People

Employee Development

GRI 404-1 | 404-2 | 404-3

Materiality to DTC World

Nurturing employee growth and providing learning opportunities not only enables the team to evolve with market trends and practices, it also fulfils employee satisfaction and well-being needs, which in turn elevates morale but also decreases turnover rates for DTC World.

Our Policies/ Frameworks

- Human Resource Policy
- Training Matrix
- Annual Performance Appraisal

Our Approach

The human resources departments work together with management and individual employees (inclusive of contract staff) through regular and structured internal stakeholder engagement platforms to identify competency requirements and training topics for various job scopes and career progression pathways. A Training Matrix allows the company to manage mandatory employee orientation training, compulsory annual training, as well as refresher courses, technical skills and soft skills.

References:

- Ten Principles of the UN Global Compact

Our People

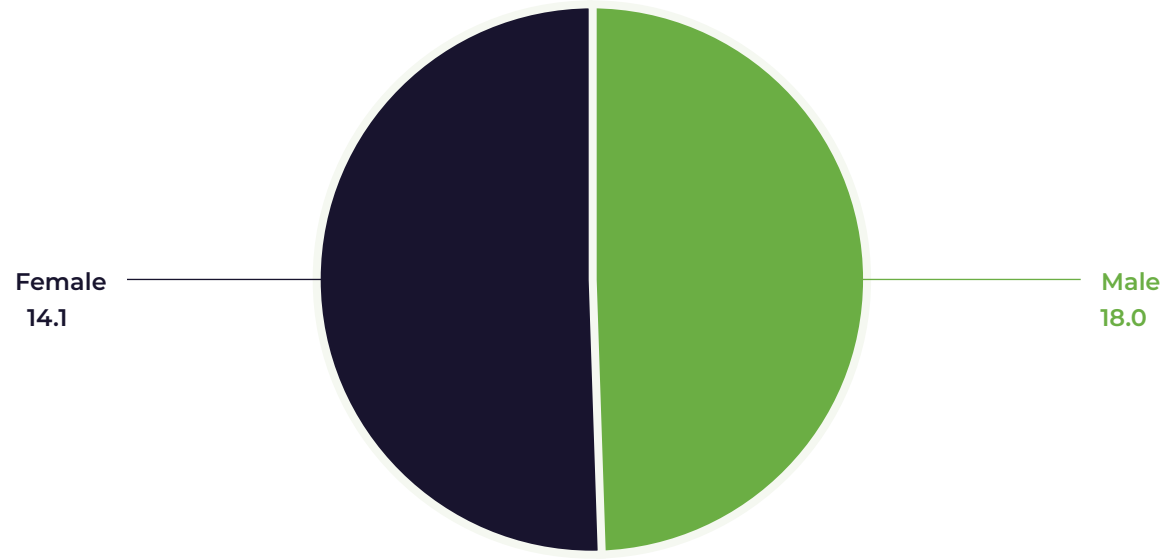
Our FY2024 Performance

- 100% of employees (including contract staff), both males and females received an annual performance and career development review.
- 100% of employees, including new hires, are trained on DTC World's policies, frameworks and feedback/support channels.
- The average training hours per employee decreased to 15.5 hours in FY2024, down from 18.9 hours in FY2023, and falling below our annual target of 16 hours.
- By gender, male employees received an average of 18.0 hours, while female employees received 14.1 hours. This reflects a 3.9-hour gap between genders, a significant increase from the 0.01% difference observed in FY2023, indicating a need to reassess equitable access to training opportunities.
- We will focus on improving accessibility and balancing training distribution across all levels and genders in the upcoming year, while continuing to tailor training content to job scope and career progression pathways.
- Capability building needs and trainings are provided to the team based on their scope of work as well as career progression pathways. These ranged from product training, software capability, communication skills, regulatory updates and other business related skills.

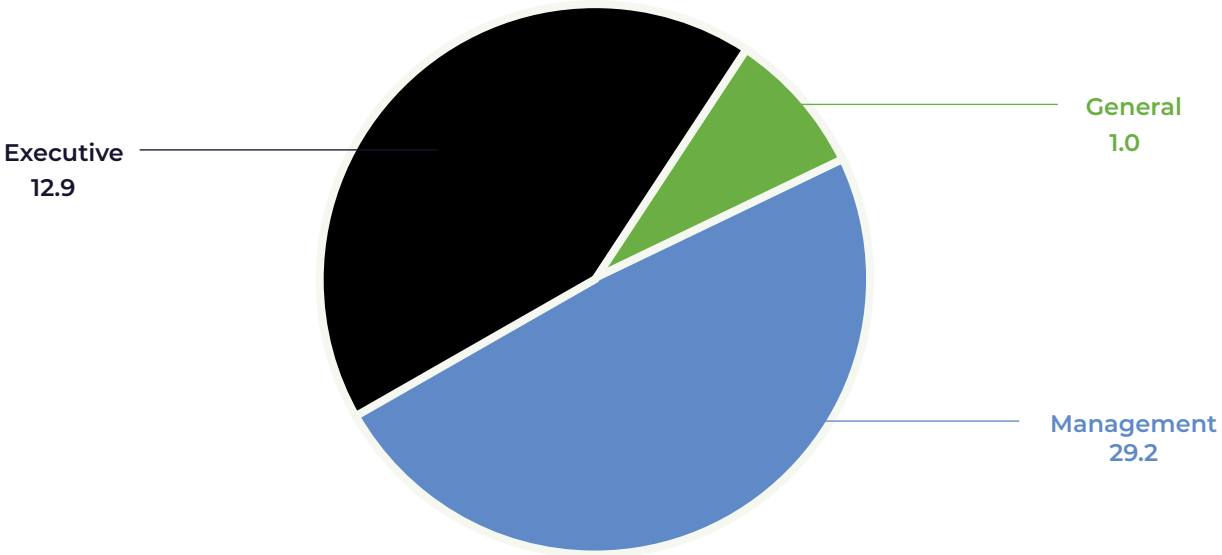
AVERAGE TRAINING HOURS		FY2022	FY2023	FY2024
By Gender	Male	20.5	26.1	18.0
	Female	18.2	26.2	14.1
By Employee Category	Management	21.6	31.6	29.2
	Executive	19.1	27.2	12.9
	General	3.0	5.5	1.0
OVERALL AVERAGE		**18.9**	**26.1**	**15.5**

Our People

Average Training Hours by Gender (FY2024)



Average Training Hours by Employee Category (FY2024)



Our People

Health & Safety

GRI 403-1 | 403-2 | 403-3 | 403-4 | 403-5 | 403-6 | 403-7 | 403-8 | 403-9

Materiality to DTC World

At DTC World, we are committed to safeguarding our employees and supply chain partners from occupational hazards and work-related accidents. This is a foundation of our responsibility to our community, customers and stakeholders. In addition, it has a significant impact on our business continuity, company reputation and corporate citizenship responsibility.

Our Approach

DTC World has a group-wide Safety Policy for its offices and warehouses which details health and safety protocols. Employees are additionally empowered to halt works or activities if they deem there any activity has a safety concern, and to report them. The General Director has direct oversight into all incidents and investigations.

DTC World takes a strict approach to our suppliers whose activities include manufacturing. Suppliers and their workplaces are monitored on health and safety performance under our Supplier Management Framework, and they are subject to regular audits by DTC World.

Our FY2024 Performance

- Zero work related accidents, injuries and lost days across DTC World's operations for FY2024 as well as the three preceding years
- 100% of all employees trained in health and safety matters
- 100% of all employees were able to access a free annual medical checkup as part of our Employee Healthy Living Programme
- Health and safety risks were re-assessed in the reporting year using the Singapore head office and warehouse as a model. Suggestions for improvement were reviewed for integration into official DTC World policies and processes for global dissemination

Our Policies/ Frameworks

- Safety Policy
- Supplier Code of Conduct
- Supplier Risk Analysis Framework
- Safe Work Procedure

References:

- Ten Principles of the UN Global Compact
- Singapore Workplace Safety and Health Guidelines

Our Community

Guided by DTC World's core values, we aim to support and give back to the communities where we operate. We actively contribute to various charitable organisations and collaborate with global community programmes.

Environment

Supporting Community Awareness for a Greener Future

As part of our commitment to building a more sustainable and environmentally aware community, DTC World supported the 25th Singapore Environmental Achievement Awards (SEAA) organized by the Singapore Environment Council (SEC). At the event, we contributed 350 seed paper coasters as eco-friendly door gifts for attendees.

These coasters, made from biodegradable materials and embedded with seeds, can be planted to grow into herbs or flowers. This simple yet meaningful gesture encouraged guests to take small, practical steps toward sustainability in their daily lives. By turning a one-time gift into a lasting green impact, we helped reinforce the idea that everyone can play a part in protecting the environment.

Through this initiative, we:
·Encouraged over 300 attendees to engage with the idea of circular design and sustainable living,
·Reduced reliance on conventional event giveaways, avoiding unnecessary waste,
·Promoted circular economy thinking among industry and public sector participants

This effort reflects our commitment to supporting environmental education and promoting everyday sustainability. We aim to inspire small actions that contribute to a greener, more resilient community.

Our Community

Support of LEAP201

DTC World continued to support the efforts of LEAP201 through a donation of SGD 10,000. Based in Singapore, LEAP201 looks to support vulnerable communities and low-income households in Singapore, Myanmar, Cambodia and Indonesia. Projects that the organisation focuses on are 1) Agriculture Value Chain/Agritech, 2) Financial Inclusion/Fintech/Micro Insurance, and lastly, projects that support basic human needs, 3) Energy and Water. Since its founding in 2005 (formerly known as Asia Refuge Projects), LEAP201 has impacted an estimated 1 million lives through the deployment of nearly S$8.3 million capital deployed high-impact, sustainable projects.

China Volunteering Work at Lan Tian Primary School

As part of Children's Day, employees at the China office organised an activity to support new students at Lan Tian Primary School, Guangzhou, China on December 23, 2024. 12 employees volunteered in engagement activities to nurture youths and enhance education for 80 students, and the company contributed a range of sporting equipment and stationery worth RMB 4,162.15 to the school.

Sustainable Business Community

DTC World joins the global dialogue on business sustainability at the UN Global Compact's Forward Faster Now event.

In 2024, our General Director, Ms. Cheng Yee Chin, was invited to be a panelist speaker at the High-Level Opening Panel: Forward Faster SMEs – Small Businesses, Big Impact, organized by the UN Global Compact Network. The session highlighted the essential role that small and medium-sized enterprises (SMEs) play in driving sustainable economic growth, especially across the Asia-Pacific region.

As a panelist, Ms. Cheng shared insights on how SMEs can embrace sustainability despite resource limitations, and emphasized the importance of green technologies, circular economy principles, and access to finance in building resilient, responsible businesses. By representing DTC World in this dialogue, we reinforced our commitment to supporting the development of a sustainable SME ecosystem and contributing to regional knowledge-sharing and collaboration.

Our Community

Advancing Global Responsibility Through the UN Global Compact

DTC World is a proud signatory of the United Nations Global Compact, a voluntary corporate responsibility initiative.

The Global Compact requests participating companies to pursue two complementary goals:

1) Internalise the Ten Principles within the company's strategies, policies and operations, and

2) Undertake projects to advance the broader development goals of the United Nations, particularly the Sustainable Development Goals.

DTC World is committed to the UN Global Compact's Principles in the areas of human rights, labour, environment and anti- corruption.

The Ten Principles of the UN Global Compact

Human Rights

PRINCIPLE 1 Businesses should support and respect the protection of internationally proclaimed human rights; and

PRINCIPLE 2 Make sure that they are not complicit in human rights abuses.

Labour

PRINCIPLE 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

PRINCIPLE 4 The elimination of all forms of forced and compulsory labour;

PRINCIPLE 5 The effective abolition of child labour; and

PRINCIPLE 6 The elimination of discrimination in respect of employment and occupation.

Environment

PRINCIPLE 7 Businesses should support a precautionary approach to environmental challenges;

PRINCIPLE 8 Undertake initiatives to promote greater environmental responsibility; and

PRINCIPLE 9 Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

PRINCIPLE 10 Businesses should work against corruption in all its forms, including extortion and bribery.

GRI Index

Statement of use	DTC World Corporation Pte Ltd has reported the information cited in this GRI content index for the period 1 Jan 2024 to 31 Dec 2024 with reference to the GRI Standards
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE		LOCATION
GRI 2 General Disclosures (2021)	2-1	Organisational details	5
	2-2	Entities included in the organisation's sustainability reporting	3
	2-3	Reporting period, frequency and contact point	3
	2-4	Restatements of information	12 - 13
	2-5	External assurance	NA
	2-6	Activities, value chain and other business relationships	5 - 6
	2-7	Employees	36 - 40
	2-8	Workers who are not employees	NA
	2-9	Governance structure and composition	12 -13
	2-10	Nomination and selection of the highest governance body	12 -13
	2-11	Chair of the highest governance body	12 -13
	2-12	Role of the highest governance body in overseeing the management of impacts	12 - 13
	2-13	Delegation of responsibility for managing impacts	12 - 13
	2-14	Role of the highest governance body in sustainability reporting	12 - 13
	2-16	Communication of critical concerns	12 - 13
	2-18	Evaluation of the performance of the highest governance body	12 - 13
	2-22	Statement on sustainable development strategy	4, 7, 8
	2-23	Policy commitments	9 - 10, 12 - 13
	2-24	Embedding policy commitments	9 - 10, 12 - 13
	2-25	Processes to remediate negative impacts	12 - 13

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GRI STANDARD	DISCLOSURE		LOCATION
GRI 2 General Disclosure (2021)	2-26	Mechanisms for seeking advice and raising concerns	12 - 13
	2-27	Compliance with laws and regulations	9 - 10, 20
	2-28	Membership associations	10
	2-29	Approach to stakeholder engagement	14 - 15
GRI 3: Material Topics 2021	3-1	Process to determine material topics	14 - 15
	3-2	List of material topics	15
	3-3	Management of material topics	15 - 17
GRI 201 Economic Performance (2016)	201-1	Direct economic value generated and distributed	18 - 19
GRI 202 Market Presence (2016)	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	36 - 40
GRI 204 Procurement Practices (2016)	204-1	Proportion of spending on local suppliers	18 - 19
GRI 205 Anti- Corruption (2016)	205-3	Confirmed incidents of corruption and actions taken	20
GRI 206 Anti-Competitive Behaviour	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	20
GRI 302 Energy (2016)	302-1	Energy consumption within the organization	26 - 27
	302-3	Energy intensity	26 - 27
GRI 305 Emissions (2016)	305-1	Direct (Scope 1) emissions	28 - 30
	305-2	Energy indirect (Scope 2) emissions	28 - 30
	305-4	GHG emissions intensity	28 - 30
GRI 306 Waste (2020)	306-4	Waste diverted from disposal	31 - 32
GRI 308 Supplier Environmental Assessment (2016)	308-1	New suppliers that were screened using environmental criteria	23 - 24
	308-2	Negative environmental impacts in the supply chain and actions taken	23 - 24
GRI 401 Employment (2016)	401-1	New employee hires and employee turnover	36 - 40
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	36 - 40
	401-3	Parental leave	36 - 40

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GRI STANDARD	DISCLOSURE		LOCATION
GRI 403 Occupational Health and Safety (2018)	403-1	Occupational health and safety management system	44 - 47
	403-2	Hazard identification, risk assessment, and incident investigation	44 - 47
	403-3	Occupational health services	44 - 47
	403-4	Worker participation, consultation, and communication on occupational health and safety	44 - 47
	403-5	Worker training on occupational health and safety	44 - 47
	403-6	Promotion of worker health	44 - 47
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	44 - 47
	403-9	Work-related injuries	44 - 47
GRI 404 Training and Education (2016)	404-1	Average hours of training per year per employee	41 - 43
	404-2	Programs for upgrading employee skills and transition assistance programs	41 - 43
	404-3	Percentage of employees receiving regular performance and career development reviews	41 - 43
GRI 405 Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	36 - 40
GRI 406 Non-Discrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	36 - 40
GRI 414 Supplier Social Assessment (2016)	414-1	New suppliers that were screened using social criteria	23 - 24
	414-2	Negative social impacts in the supply chain and actions taken	23 - 24
GRI 416 Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	21 - 22
GRI 417 Marketing and Labelling (2016)	417-1	Requirements for product and service information and labelling	21 - 22, 33 - 35
GRI 418 Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	25

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