

**TAKA JEWELLERY
HOLDINGS LIMITED**

ROCK SOLID RESILIENCE

Sustainability Report 2021



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*This Sustainability Report has been reviewed by the Company's sponsor, PrimePartners Corporate Finance Pte. Ltd. (the "**Sponsor**"). It has not been examined or approved by the Singapore Exchange Securities Trading Limited (the "**Exchange**") and the Exchange assumes no responsibility for the contents of this document, including the correctness of any of the statements or opinions made or reports contained in this document. The contact person for the Sponsor is Mr Joseph Au, 16 Collyer Quay, #10-00 Income at Raffles, Singapore 049318, sponsorship@ppcf.com.sg.*

BOARD STATEMENT

We are in the fourth year of our sustainability reporting journey, where we are pleased to present the Sustainability Report for Taka Jewellery Holdings Limited, together with its subsidiaries (“**Taka Jewellery**” or the “**Group**”) from 1 July 2020 to 30 June 2021 (“**FY2021**”).

The Group remains committed to broaden our business operations and enhance stakeholder value, by reporting on our initiatives in relation to key environmental, social, and governance (“**ESG**”) objectives. The Board of Directors (the “**Board**”) strongly believes that in each of the three core areas of our business – Exhibitions, Retail and Financial Services – sustainable practices allow us to stay competitive, while delivering results to our stakeholders.

The Board values the importance of our sustainability commitments in managing the long-term strategy of the company. The Board is also responsible for monitoring and overseeing the management of these material environmental, social, and governance (“**ESG**”) matters.

As with FY2020, FY2021 has proven challenging with the effects of a prolonged COVID-19 pandemic, and our wholesale and exhibition business segment has been especially impacted. As there are continuous challenges to showcase our jewellery in large-scale exhibitions as before, our team have pivoted to showcasing our jewellery on regular virtual meetings, promoting our jewellery through digital platforms such as our website for our wholesale customers to browse, and holding virtual exhibitions.

Revenue in our retail stores is largely dependent on the safe management measures adopted at various phases of COVID-19. For example, revenue grew when the measures in June 2020 eased to allow more visits to public areas. However, after the announcement of Phase 2 Heightened Alert, retail sales saw a corresponding reduction in revenue. Nevertheless, we believe strongly in our foothold in this industry, and we have also diversified into digital space to combat the volatility of revenue in the retail space. This also gives our customers the opportunity to browse our items in the comfort of their homes.

The Board would like to express our gratitude and sincere appreciation to our stakeholders for your unwavering support over the years. We strive to brave through this pandemic with your support and develop a more sustainable environment for all.

Best wishes,

Goh Yeow Tin

Non-Executive Chairman and Independent Director

Teo Boon Leng

Executive Director and Managing Director

ABOUT THIS REPORT

REPORTING PERIOD AND SCOPE

This report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards - Core Option and Rules 711B of the Singapore Exchange Securities Trading Limited (“SGX-ST”) Listing Manual Section B: Rules of Catalyst (“Catalist Rules”). With the aim to reflect our commitment to transparency and accountability, we have chosen to adopt the GRI Sustainability Standards to allow for comparability of our performance over the years as it is a globally-recognised framework. This report also takes reference from SGX-ST ‘Comply or explain’ requirements for sustainability reporting. The scope and all material topics disclosed in this report are relevant to all activities conducted in Singapore.

A key focus of this report is the evaluation and measurement of the Group’s achievements and performance in relation to environmental, social, and governance (“ESG”) issues. The accuracy of our data has been ensured by internal monitoring and verification. We have not sought external assurance for this report, and our data are reported in good faith and to the best of our knowledge. We may consider incorporating assurance in our future sustainability reports.

CONTACT POINT AND FEEDBACK

Through this Report, we hope to share our sustainability commitment with our stakeholders. Feedback from our stakeholders is vital for us to continually improve our sustainability practices and reporting. We welcome your views, comments or feedback, which may be directed to taka.feedback@takajewellery.com.sg.

In line with our commitment to environmental sustainability, the Group will not be printing any hard copies of this report. The electronic edition of the report is made available on SGXNET and Taka Jewellery Holdings Limited’s website.

ABOUT TAKA JEWELLERY

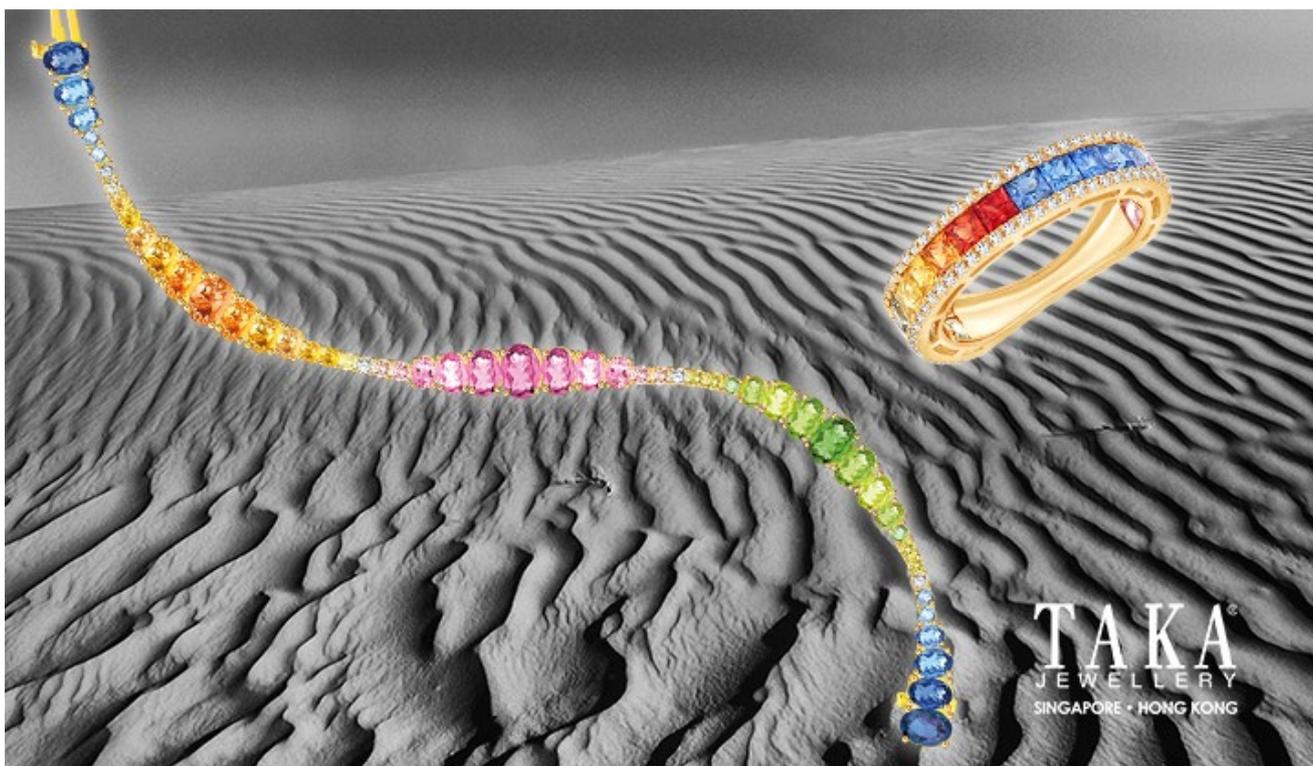
CORPORATE PROFILE

Taka Jewellery Holdings Limited (“Taka Jewellery” or our “Group”) was established in 1997 by our founder, Mr. Michael Teo and Mr. Ang Kah Leong. Originally selling jewellery primarily on a wholesale basis, the Group has now developed into a global jeweller that designs, manufactures & distributes jewellery in both domestic and international markets. The Group has also established itself in pawnbroking & financial service sectors.

Having crafted affordable and fine jewellery for almost two decades, the Group has developed an in-depth understanding of consumer trends and preferences. It is headquartered in Singapore at 3 Kaki Bukit Place, Eunos Tech Park and has been listed on the Catalist of the SGX-ST since 17 September 2015 under the name TLV Holdings Limited. As of 29 October 2021, we are renamed to Taka Jewellery Holdings Limited. Please refer to our SGX Circulars dated 7 October 2021 and 29 October 2021 for more information.

With a comprehensive retail network that includes 15 Taka Jewellery and 4 Top Cash retail stores strategically located throughout a range of heartland districts, malls and suburban communities, Taka Jewellery caters to a vast range of consumers, from homemakers to young adult professionals.

Over the years, we have identified our business into three core sectors: Exhibitions, Retail and Financial Services.

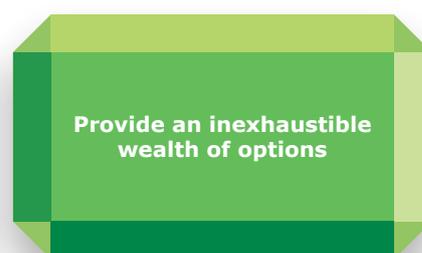
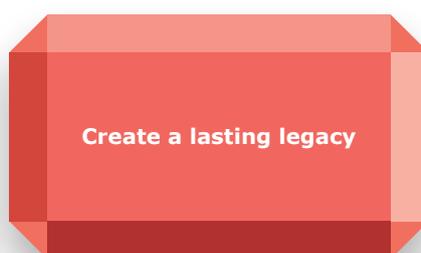
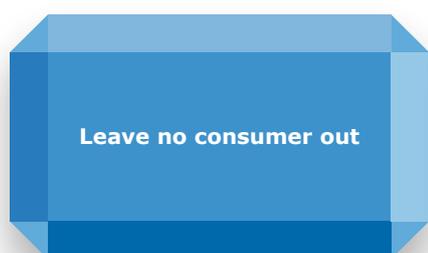


ABOUT TAKA JEWELLERY

OUR VISION

To be a premier jeweller offering a diverse, yet discerning selection of exquisitely crafted jewellery pieces available to all. We endeavour to further expand our geographical reach, brand recognition and equity across local and international markets alike; empowering individuals and their communities with value-rich products at fair, competitive and attractive prices.

OUR CORE VALUES



OUR BUSINESS



Our main brand, Taka Jewellery, retails jewellery such as diamond and other precious stones. Further, Taka Jewellery has been one of Singapore's leading jewellery exporters for many years. The company is dedicated to making high quality jewellery from a variety of raw materials and with a variety of classic and contemporary designs including classic diamond solitaires, gemstone statement pieces, and designer statement pieces at competitive prices to meet the needs of discerning customers. Taka Jewellery operates 15 outlets throughout Singapore, located in both heartland communities and suburban malls.

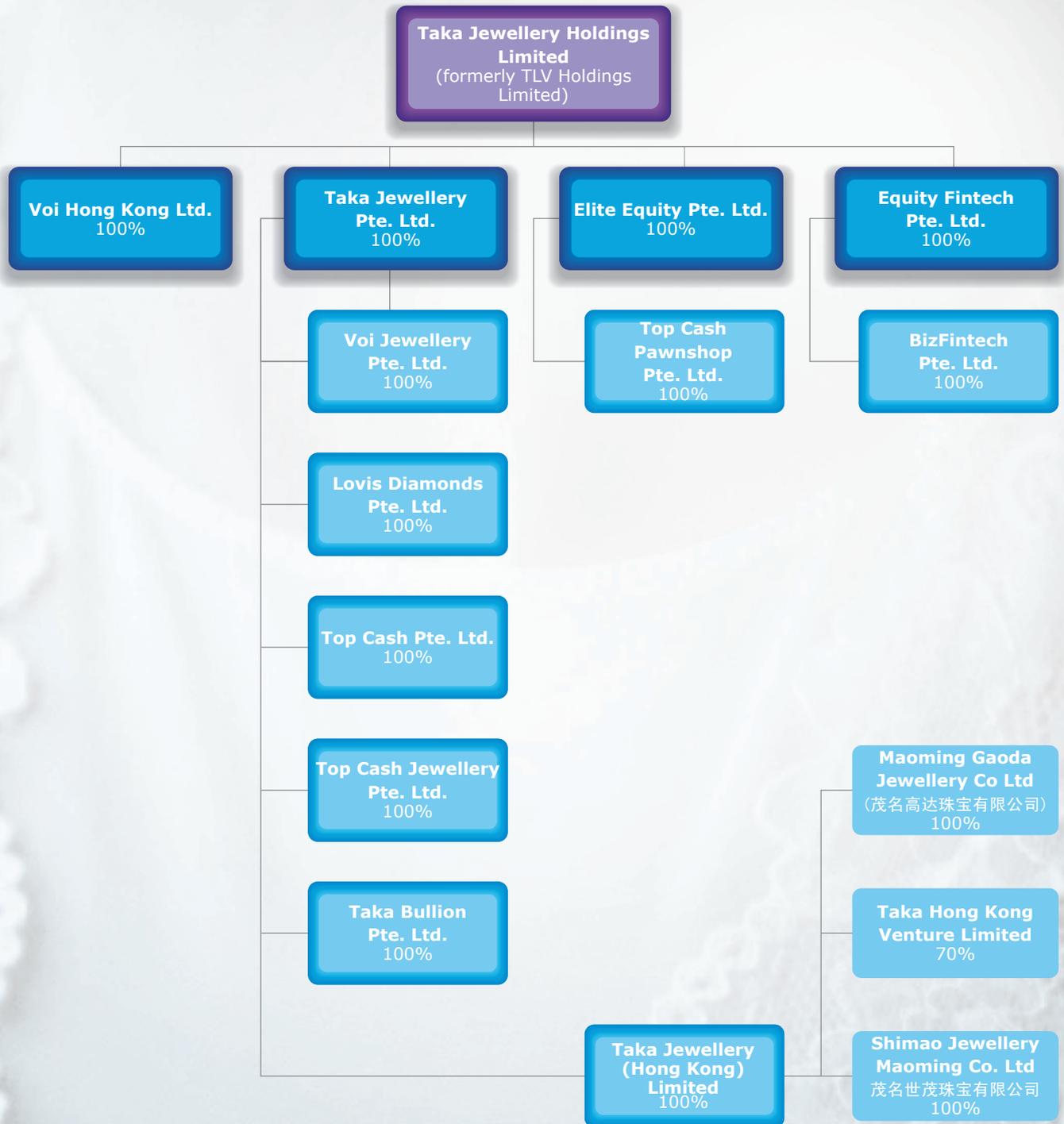


In 2003, the company started attending international jewellery shows around the world, where our jewellery was exhibited and sold wholesale to customers from the North America and South America, Europe, Australia, Africa, and Asia. We participated in exhibitions, through our brands Taka Jewellery and Voi, which was launched in 2007 to market a contemporary line of jewellery.



Among the Group's financial services activities are money lending and pawnbroking. It has also engaged in pawnbroking businesses and the trading and retail of pre-owned watches and jewellery. The collateral offered by our customers includes gold, platinum, and silver bars and coins, as well as valuable articles.

GROUP STRUCTURE



SUPPLY CHAIN MANAGEMENT

As a business, we are committed to acting responsibly and reducing the impact of our operations along the product supply chain. Our primary focus is ensuring the sustainability of our value chains, so our customers can be confident in our products.

Diamonds and gold are the main items we purchase from our approved suppliers, which are of high quality. We critically evaluate all our suppliers based on their expertise, quality and past performance. We are committed to sustainable and responsible business practices, and our procurement team evaluates all suppliers based on a set of strict criteria ensuring that they comply with local laws and regulations, including ethical business practices. Our long-term relationship with our suppliers has been built on strong relationships, and we will continuously monitor the performance of our suppliers to ensure that we obtain products from those who are qualified.

There are policies and procedures in place to guide and facilitate the different stages of procurement, including selection, comparison, and periodic evaluation. We base our pricing policy on three factors: competitive profit margins, bulk purchasing power, and disintermediation.

Additionally, we have put in place a quality assurance system, which allows us to conduct random checks to ensure that diamonds and gold are properly certified by institutions like the Gemological Institute of America ("GIA").

The outbreak of COVID-19 has had an unprecedented impact on the global supply chain. We are committed to maintaining a collaborative relationship with our suppliers and business partners over the long term in order to act quickly when new challenges arise. No major disruptions have been experienced by the Group's supply chains. Based on its operating needs, the Group continues to plan and replenish its raw material inventory from suppliers in Singapore, China and Hong Kong. In terms of production and supply, the company will closely follow market demand and sales forecasts. However, fierce market competition, currency fluctuations, and raw material price fluctuations are expected to continue, affecting the Group's results.

In FY2021, we received no significant complaints about our products or services. As we move forward, we aim to keep complaints to a minimum.



MEMBERSHIP OF ASSOCIATION



The Group has been a member of Singapore Business Federation (“SBF”) since 1997. SBF is the apex business chamber championing the interests of the Singapore Business community in the areas of trade, investment and industrial relations. It represents the interests of 25,800 companies, as well as key local and foreign business chambers.



The Group’s wholly owned subsidiary, Taka Jewellery Pte Ltd is a member of the Singapore Jewellery Association (“SJA”) since 2003. SJA is the only non-profit organisation representing jewellery operations in Singapore. Currently, there are about 360 corporate members which include most of the reputable and established jewellers in Singapore.



Taka Jewellery (Hong Kong) Limited is also a member of Hong Kong Jewellery Manufacturers’ Association (“HKJMA”) since 2015. Established in 1988, HKJMA is an organisation representative of jewellery manufacturers and exporters. HKJMA is eager to understand the needs of its members, organising trading platforms for exhibitors and global buyers. Numerous seminars and courses are also held to provide professional trainings and latest industry information as well as technical support.



Taka Jewellery Pte. Ltd. is a member of the Singapore Chinese Chamber of Commerce & Industry (“SCCCI”), which promotes business growth through linking enterprises with the investment community in Southeast Asia through educational conferences, workshops, research, networking with groups worldwide, contributing to improving the environment and corporate governance system for investing, and facilitating the matching of early stage companies with investors.

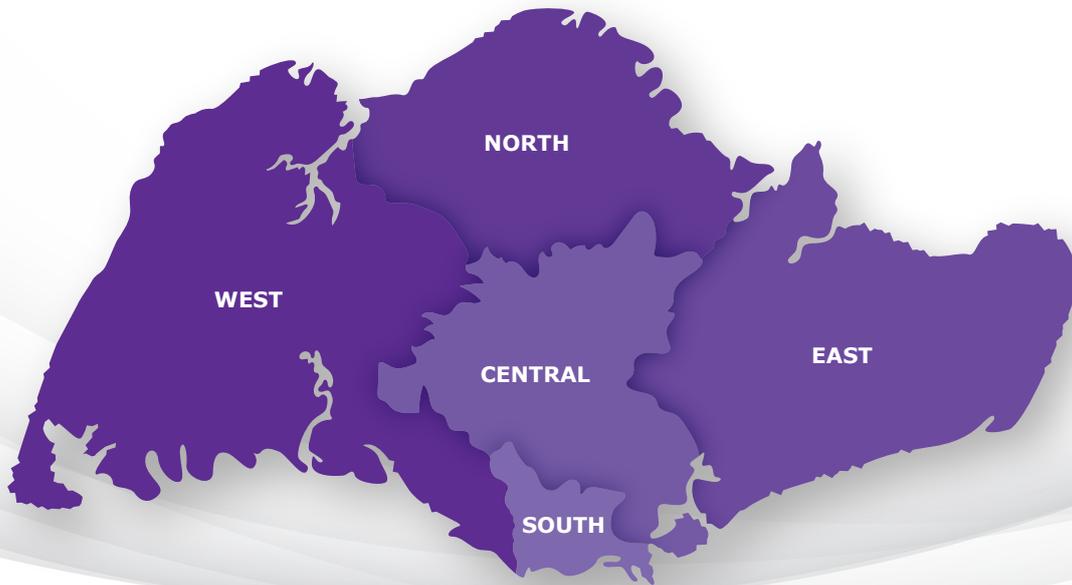


The Group’s wholly owned subsidiary, Top Cash Pte Ltd has joined the Singapore Pawnbrokers’ Association (“SPA”) since 2014. SPA was registered in 1920 and is one of the oldest active associations in Singapore. With a staggering 91.1 percent of pawnshops in Singapore as members, the association currently has more than 200 members comprising of traditional, modern and public-listed companies.



The Group is a regulated dealer dealing with precious stones, precious metals and/or precious products (“PSPM”). As such, our subsidiaries including Taka Jewellery Pte. Ltd., Top Cash Jewellery Pte. Ltd., Taka Bullion Pte. Ltd. and Voi Jewellery Pte. Ltd. are registered dealers under the Ministry of Law. In compliance with the Pawnbroker Act 2015, both Top Cash Pawnshop Pte Ltd and Top Cash Pte Ltd have obtained the pawnbroking licence from the Ministry of Law.

STORE LOCATIONS



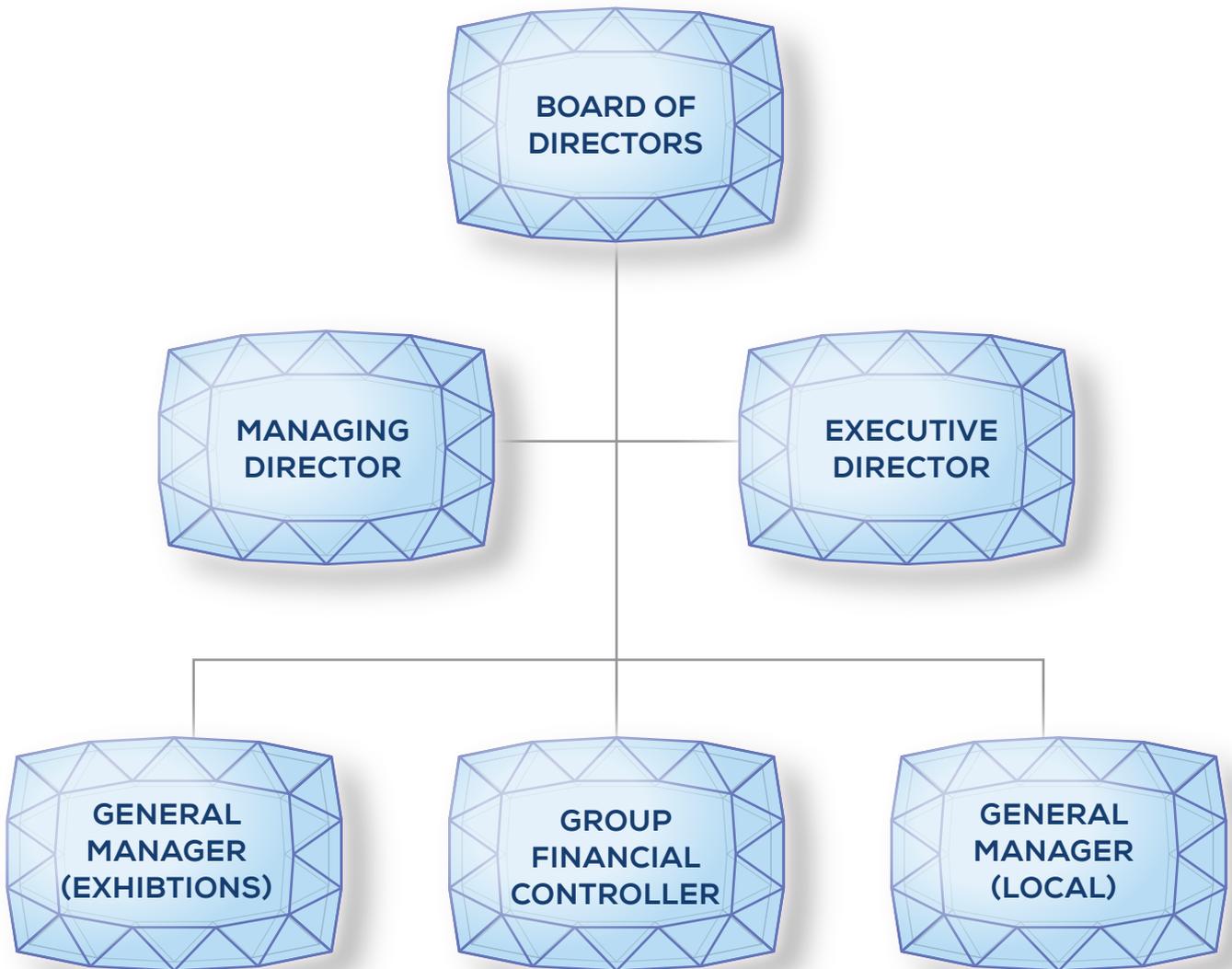
TAKA JEWELRY

CENTRAL	NORTH	EAST	SOUTH	WEST
Lucky Plaza, Orchard 304 Orchard Road #01-17, #01-82 Lucky Plaza Singapore 238863 Tel: +65 6733 4425	Heartland Mall 205 Hougang Street 21 #01-133/135 Heartland Mall Singapore 530205 Tel: +65 6285 7050	Century Square 2 Tampines Central 5 #01-29 Century Square Singapore 529509 Tel: +65 6781 5119 Parkway Parade 80 Marine Parade Road #B1-05 & 06 Singapore 449269 Tel: +65 6440 1183 Bedok Mall 311 New Upper Changi Road #01-38 Bedok Mall Singapore 467360 Tel: +65 6245 0443	People's Park Complex 1 Park Road #01-60 People's Park Complex Singapore 059108 Tel: +65 6538 3577 Tiong Bahru Plaza 302 Tiong Bahru #01-136 Tiong Bahru Plaza Singapore 168732 Tel: +65 6252 8592	IMM Jurong 2 Jurong East St 21 IMM Building #01-28 Singapore 609601 Tel: +65 6899 8823 Jurong Point 63 Jurong West Central #01-50/51/52 Jurong Point Shopping Centre Singapore 648331 Tel: +65 6515 8545
ION Orchard 2 Orchard Turn #B2-60/61 Singapore 238801 Tel: +65 6509 6780	Toa Payoh HDB Hub Blk 520 #01-62 Toa Payoh Central Singapore 310520 Tel: +65 6250 1955			
Peranakan Place, Orchard 186 Orchard Road Peranakan Place Singapore 238846 Tel: +65 6732 9556	Ang Mo Kio Blk 702 #01-2519 Ang Mo Kio Ave 8 Singapore 560702 Tel: +65 6459 5615			
Bugis Junction 200 Victoria Street #01-25/25A Singapore 188021 Tel: +65 6261 6121	Junction 8 9 Bishan Place #01-42A Singapore 579837 Tel: +65 6261 5880			

TOP CASH

NORTH	EAST
103 Yishun Ring Rd, #01-115 Singapore 760103 Tel: +65 6758 1752	810 Geylang Road, #01-57 Singapore 409286 Tel: +65 6741 0557
83 Serangoon Road Singapore 217988 Tel: +65 6341 5871	
99 Serangoon Road Singapore 218004 Tel: +65 6291 3952	

STRATEGY AND APPROACH



Through a well-established system of governance principles and accountability structures, we remain committed to legal compliance and corporate governance.

The Group's corporate governance structure consists of the Board of Directors, chaired by a Non-Executive Chairman and an Independent Director. The Board of Directors meets regularly to evaluate the effectiveness of current sustainability practices and to review ESG performance.

The senior management of the Group continues to oversee and periodically assess sustainability strategies, and reports to the Board of Directors. The Board of Directors receives communication from senior management on a regular basis. Business unit heads will meet periodically to discuss updates and eventually update the Board of Directors on any material developments.

STAKEHOLDER ENGAGEMENT

At Taka Jewellery, we recognise that stakeholders are pivotal to the Group's sustainability. It is thus imperative that the Group is aware of stakeholder concerns and interests. As part of our corporate strategy, we have taken a conscious effort to seek the opinions of our stakeholders in formal and informal engagements as well as through an internal review process. Our methods of engaging our stakeholders and their expressed interests did not change significantly for the year, except for COVID-19-related restrictions that made us conduct our engagements via virtual means.

The following table outlines the key stakeholders and our engagement methods:

Our key stakeholders		
Customers 	Enquiry and feedback channels	<ul style="list-style-type: none"> • Good quality products and services • Aftersales services
Vendors/suppliers 	Periodic discussion and supplier discussions	<ul style="list-style-type: none"> • Compliance with terms and conditions of purchasing policies and procedures • Maintain ethical standards
Employees 	Induction and orientation program, whistle-blow channel, staff appraisals and training	<ul style="list-style-type: none"> • Staff rights and welfare • Whistle-blowing policy • Personal development • Good working environment
Investors/Shareholders 	Annual meetings, board meetings, circulars to shareholders, announcements on SGX	<ul style="list-style-type: none"> • Profitability • Transparency • Timely reporting
Government and regulators 	Discussions with government agencies and regulators, participate in regulatory audits	<ul style="list-style-type: none"> • Environmental-friendly business approach • Compliance with regulations • Timely reporting • Resolutions of issues



OUR SUSTAINABILITY APPROACH

As outlined below, the Group has adopted a four-step materiality assessment process:



IDENTIFICATION

- A preliminary list of ESG matters were selected after discussion and analysis performed by the Sustainability Committee and Board of Directors



PRIORITISATION

- The identified ESG issues were ranked and prioritised based on the significance, economic impacts and degree of influence on our internal and external stakeholders



VALIDATION

- Material issues that were identified in Step 2 were presented to the Board for validation and approval



REVIEW

- Material issues that were approved by the Board will continue to be re-assessed in subsequent reporting periods to ensure that reported topics remain relevant and material

MATERIAL ASSESSMENT

Our internal and external stakeholders provided us with feedback that led us to re-evaluate the relevance and significance of existing key sustainability topics. We believe the six material sustainability topics below are highly relevant to our business and of prime importance to our stakeholders and the Group.

In this year's Sustainability Report, the following ESG topics were reviewed and found to be still relevant: economic performance, anti-corruption, energy, employment, local communities, and customer privacy.

S/N	GRI Standards	Topics	Description	Reference	Commitment & Targets
1	GRI 200: Economic	Economic Performance	Our business performance and efforts/commitment in achieving greater results	Page 13	To increase sales revenue and sales volume by expanding our outlets and participate in virtual exhibitions and other electronic means
2	GRI 200: Economic	Anti-corruption	Our measures in place for compliance with anti-corruption law and regulations	Page 14	Continue to comply with anti-corruption law and regulations
3	GRI 300: Environmental	Energy	Our energy conservation initiatives applicable to our business	Page 15	Establish and maintain guidelines on energy conservation initiatives
4	GRI 400: Social	Employment	Our hiring policies and staff benefits	Page 16-17	Continue to provide equal employment opportunities to achieve a fair working environment
5	GRI 400: Social	Local Communities	Initiatives in local community engagement	Page 18	Continue to participate in local community programmes and give back to society
6	GRI 400: Social	Customer Privacy	Controls in place to protect customer's data and privacy	Page 18	Continue our efforts to handle customer data in a secure operating environment

ECONOMIC PERFORMANCE

The Group's revenue dipped 15% in FY2021, largely due to lower revenues from the wholesale and exhibition business segment, with an overall year-on-year decline of 48%. As a dominant player in major and large-scale jewellery exhibition and fairs, the global travel restrictions and cancellation of these fairs have impacted our Group's wholesale and exhibition business segment significantly. In view of this, our team have diversified to showcasing our jewellery on regular virtual sales events as well as promoting our jewellery through digital platforms such as website for our wholesale customers to browse and holding virtual exhibitions.

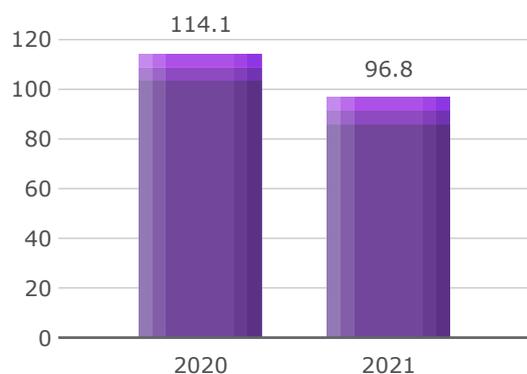
Our revenue stream in retail depended heavily on the different phases of COVID-19 measures in Singapore. Domestically, our retail business segment has risen 10% in sales in comparison to FY2020. In the beginning of the financial year, our retail revenue grew following the relaxation of COVID-19 measures in June 2020, showing signs of gradual recovery in sales as footfall increased in malls, where most of our Taka Jewellery retails outlets are located at. However, the implementation of Phase 2 Heightened Alert, once again, dampened our retail sales.

In light of the volatility of our retail sales in relation to COVID-19 measures, our Group have taken significant steps to reduce any non-essential expenditure, such as capital expenditure and expansion of retail outlets to manage cost. We are also more involved in the digital space such as conducting exclusive live webcasts to showcase our products, promoting our products through online shopping channels and through social media platforms.

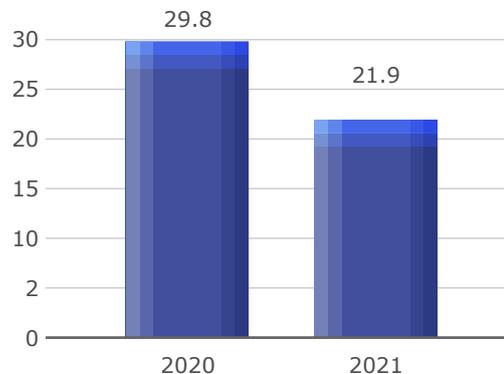
As we progress on to the new financial year, the decision to diversify into money lending business as part of the Group's core business activities would further strengthen our position in growing our revenue sources and to complement our existing business activities.

A detailed review of our economic performance for FY2021 can be found in our Annual Report 2021.

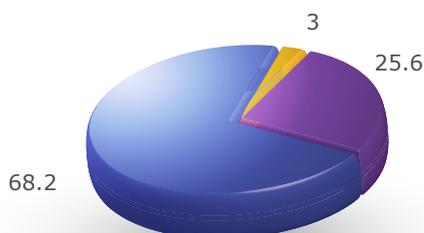
Revenue (S\$' million)



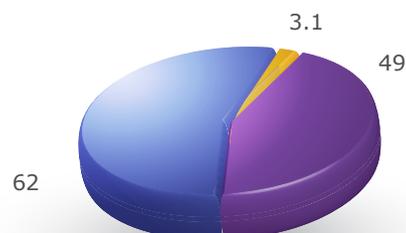
Gross Profit (S\$' million)



FY 2021 Revenue (S\$' million)



FY 2020 Revenue (S\$' million)



● Wholesale and Exhibition Business
 ● Retail Business
 ● Financial Services

* The 2020 figures cover a 15-month period from 1 April 2019 to 30 June 2020.

CORPORATE GOVERNANCE, ETHICS, ANTI-CORRUPTION AND ANTI-BRIBERY

As part of its corporate governance practices, Taka Jewellery aims to ensure transparency in all its processes and policies. As a Group, we regard corporate governance as a vital component to success. We do not tolerate unethical behaviour. We have adopted the revised 2018 Code of Corporate Governance (the "2018 Code") and practice guidance issued by the Monetary Authority of Singapore (MAS). As a guide, the 2018 Code lays the foundation for organisations to achieve their vision and mission. The Group has established policies and procedures on Conflict of Interest, Whistleblowing, and Code of Business Conduct as the cornerstones of good corporate governance.

WHISTLE-BLOWING POLICY

We regularly review our whistleblowing policy to ensure it is up-to-date, in accordance with our commitment to good governance. Details of the whistleblowing policy are communicated to all employees via internal memos and a copy of the policy is stored on the Group's internal shared drive.

Our whistle-blowing policies and channels allow employees to inform us about possible improprieties related to financial reporting, misconduct, unlawful activities, and other improper activities. The Audit Committee ("AC") will take appropriate disciplinary action following the completion of its investigation to protect employees against reprisals or victimisation when they submit a whistle-blowing report in good faith and without malice.

In FY2021, there were no whistle-blowing reports received. As we progress on to FY2022, we aim to maintain the zero reports record.

ANTI – MONEY LAUNDERING POLICY

We are committed to maintaining professional value and integrity. The Group has in place an active anti-money laundering framework to remain vigilant for suspicious transactions. This allows any suspicious cash transactions to be reported to the Suspicious Transactions Reporting Office of the Commercial Affairs Department of Singapore. Our employees continue to adhere to our Code of Corporate Governance, which sets forth the standards of conduct and formal disciplinary procedures in the event any unethical conduct or malpractices are identified by the AC.

Our employees have received communications on the updates to the anti-money laundering framework. Our employees have attended training by the Ministry of Law

to keep Taka Jewellery updated with the latest regulations to prevent and better detect any suspicious transactions. With periodic review of any unusual cash transactions, such as abnormally large amounts or sudden surges in activity level, we are able to monitor and detect activities which may require a report.

We are proud to report that there was no reported case of money laundering in FY2021. We aim to maintain this record in FY2022.

CONFLICT OF INTEREST POLICY

In their periodic review of the Group's conflict of interest policy, the Board addressed general principles related to conflicts of interest, guiding key management in identity disclosure, and managing potential conflicts identified. Upon becoming aware of any direct or indirect conflicts of interest related to the Group's transaction, management is required to disclose them. In FY2021, conflict of interest declarations has been made by all key management and relevant personnel.

CODE OF ETHICS

Employees are expected to follow professional ethics when conducting business. This is outlined in the Employee Handbook. It emphasizes the need to safeguard sensitive and confidential information while protecting the interests of the company.

RISK MANAGEMENT

The Board of Directors, supported by the AC, is responsible for risk governance. In order to mitigate financial, operational, compliance and information technology risks, we have implemented comprehensive internal controls on key operations. For these controls to be effective, independent audits are required from time to time, as well as regular reviews by the Group management and Board of Directors.

Please refer to our FY2021 Annual Report for more details on the Group's Corporate Governance structure. In FY2021, we maintained zero-reported cases of confirmed corruption and wrongdoings. We aim to maintain this record in FY2022 and continue to conduct relevant training for our employees to increase the awareness of relevant channels available for their feedback and concerns.

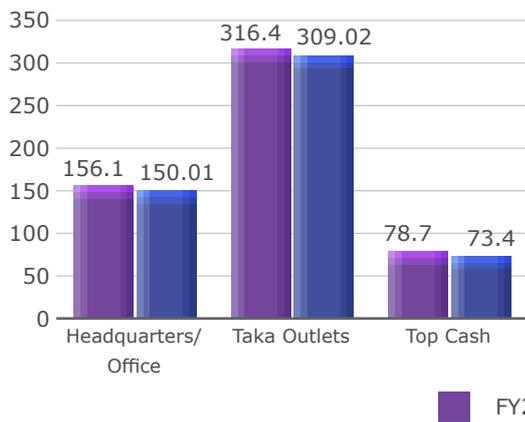
ENERGY

At Taka Jewellery, we are committed in protecting our environment. It is our responsibility to conduct our business in a way that is sustainable in the long run. As part of our commitment to sustainability, we continue to identify and implement energy conservation measures to reduce our daily operation expenses.

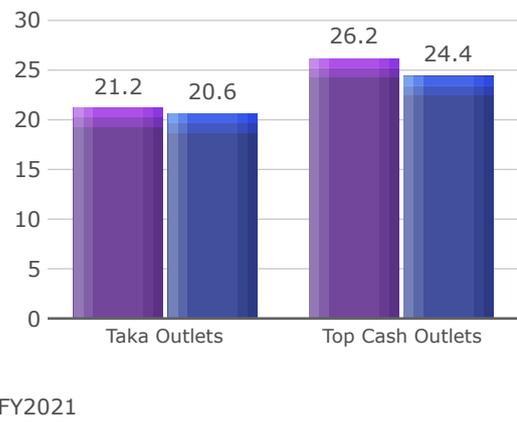
In our outlets, we are conscious that lighting is an important element in ensuring our products are best displayed and that customers are able to admire and enjoy the aesthetics of the jewellery layouts. Our strategy is hence to utilise our lighting to create the desired atmosphere in our outlets, while also assessing energy-efficient methods to conserve energy.

We are proud to announce that our total energy consumption has decreased over the board for our headquarters, Taka outlets and Top Cash outlets as detailed below. This proves that our conscious steps to monitor and implement energy saving measures to improve our energy performance have shown some results. Moving forward, we will continue to monitor and hopefully reduce our energy usage for all three locations in FY2022.

Total Energy Consumption (mWh)



Total Energy Consumption (mWh)



EMPLOYMENT

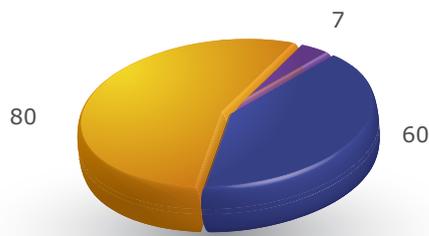
We believe our employees play a significant role in contributing to the presence and brand of our Group. In order to keep our people motivated at work, we need to provide access to adequate training programs, competitive compensation packages and good working conditions. We are committed in providing equal opportunities to all staff, regardless of race and gender. We ensure that we uphold fair employment practices and recruit new staff based on their skillsets and abilities. In ensuring that we employ the best candidates based on their abilities, we believe that our greatest assets- employees- will bring the company to greater heights.

At Taka Jewellery, we offer attractive employees' benefits including:

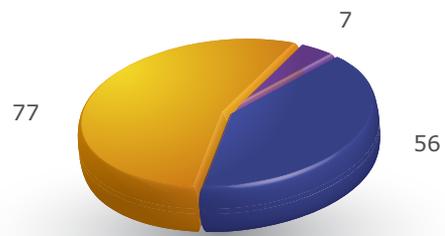
- Medical insurance plans,
- Statutory contributions to Central Provident Fund ("CPF")
- Compassionate leave and childcare leave

Below are the detailed charts of our workforce in comparison to the previous financial year.

Employees by function in FY2020

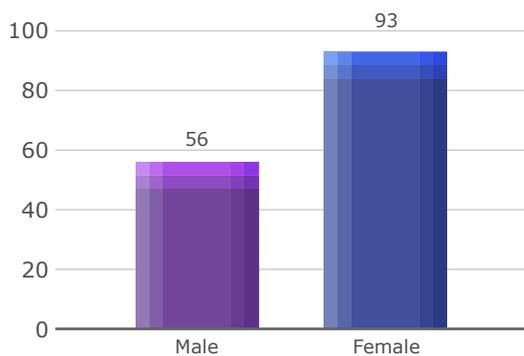


Employees by function in FY2021

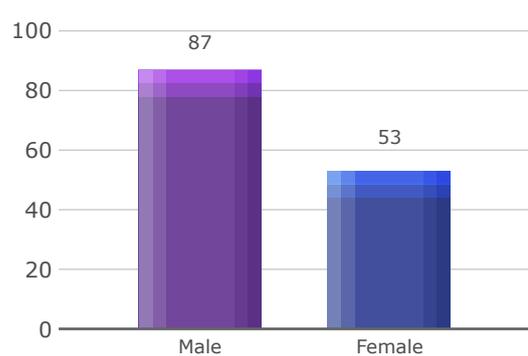


● Management ● HQ Staff ● Outlet Staff

Employees by gender in FY2020

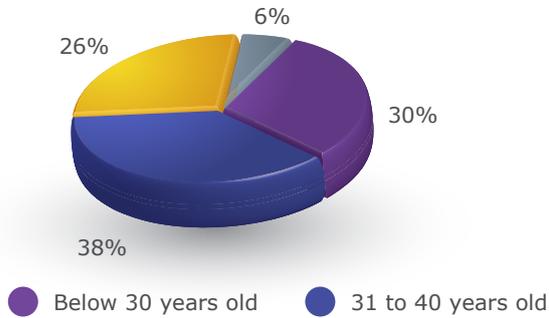


Employees by gender in FY2021

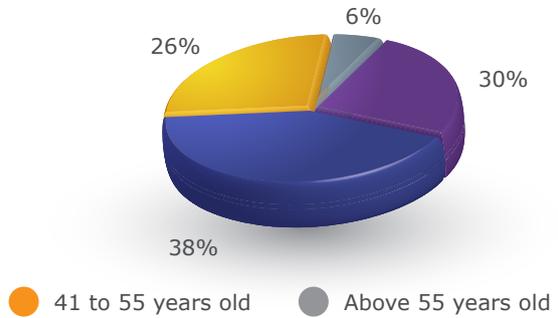


EMPLOYMENT

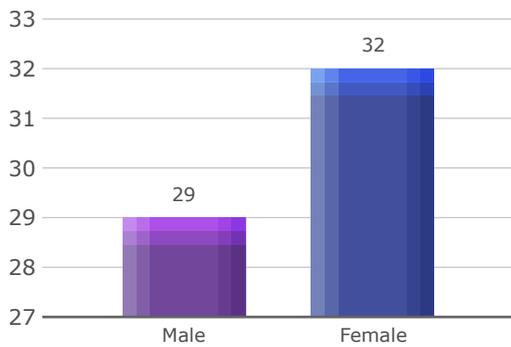
Employees by age group in FY2020



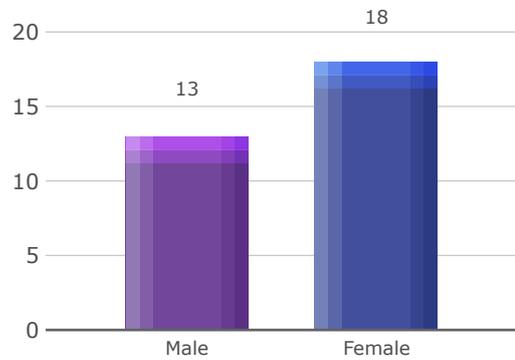
Employees by age group in FY2021



Utilised parental leave by gender in FY2020

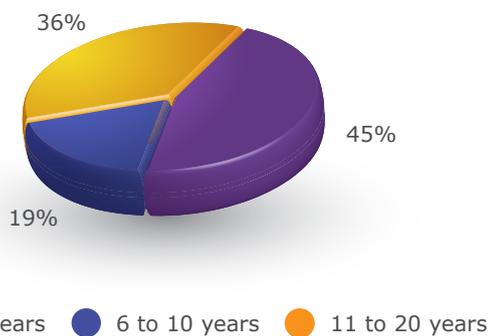


Utilised parental leave by gender in FY2021

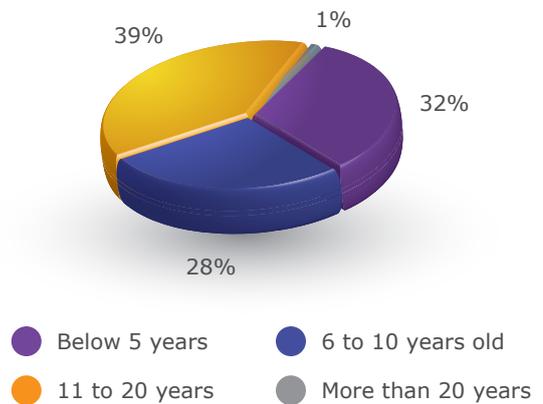


Additionally, in FY2021, the retention rate of employees that took parental leave for male and female staff was 92% and 94% respectively.

Employee by years of service in FY2020



Employee by years of service in FY2021



LOCAL COMMUNITY

We are committed in being a socially responsible corporate citizen and we understand the importance of giving back to the society.

In FY2020, the company had participated in "Walk for Children" which was organised by the Singapore Children's Society to contribute back to the society. We worked with business partners and members of Singapore Children's Society to raise funds and support specialised programmes catered for children and youth. We have also set up booths to market costume accessories to help in fund raising.

In light of the COVID-19 restrictions, we have postponed participation in physical local community programmes events until safe management measures have been relaxed to allow such events.

In the coming financial year, we will continue to actively look for opportunities to contribute to the community to build a positive impact in our society.

CUSTOMER PRIVACY

Customers are increasingly concerned as to how personal data are collected and used. Hence, customer privacy has always been of utmost importance, and we seek to prevent any loss of customer data by putting mitigating controls in place. We strictly abide by the rules of our local regulators, the Personal Data Protection Council, and the Personal Data Protection Act ("PDPA").

Taka Jewellery has implemented data protection policies and procedures which includes the approach on responsible data handling and use of data and compliance monitoring. To ensure that our employees keep to the highest standards of protecting our customer data, we have circulated the policies to all employees to keep them aware on data handling. We have also made in-house training on online data and privacy mandatory for all employees. In addition, we have an appointed Data Protection Officer ("DPO") to oversee the data protection programme within the organisation and ensure compliance with PDPA.

The Group has stringent data protection policies and procedures to protect customers' personal data, such as:

- Implementation of cybersecurity measures, such as antivirus protection and password management software, to better complement our data protection posture.
- Limited data access rights are given to the employees to ensure that sensitive customer data are restricted to only authorised personnel in the Group.
- In Headquarters, we have implemented strict access control over the entry points as well as CCTV surveillance in place to detect unauthorised entry or access.
- In our retail outlets, we have implemented CCTV surveillance over the filing of documents, and printed documents are kept under secure physical safeguards.

Under the Pawnbrokers Act 2015, we retain our pawn tickets for a period of five years. The physical documents are stored with restricted access controls in place.

In FY2021, we are proud to report that there was no incident of loss of customers' data and no report of breaches of customer privacy. As we move forward to the next financial year, we will continue to do our utmost best in protecting our customer data and ensure that customer data are not used for other purposes without customer's consent.

GLOBAL REPORTING INITIATIVE CONTEXT INDEX

GRI Standard/ Disclosure		Page Reference and Reasons for Omission, if applicable
Organisational Profile		
102-1	Name of the organisation	Sustainability Report ("SR"): Page 1, 3, 5
102-2	Activities, brands, products and services	SR: Page 3-5
102-3	Location of headquarters	SR: Page 3
102-4	Location of operations	SR: Pages 8
102-5	Ownership and legal form	SR: Page 5
102-6	Markets served	SR: Page 4
102-7	Scale of the organisation	SR: Page 5, 8, 13 and 16-17
102-8	Information on employees and other workers	SR: Page 16-17
102-9	Supply chain	SR: Page 6
102-10	Significant changes to the organisation and its supply chain	We have effectively changed our operating name as of 29 October 2021 (SR: Page 3). Other than this, there were no significant changes to the organisation's size, structure, ownership or supply chain in FY2021
102-11	Precautionary Principle or approach	While managing risks, we take into consideration the Precautionary Principle and support this by putting our efforts to minimise activities which result in negative impact on the environment or our stakeholders. Please also refer to pages 13 to 41 in our Annual Report on our corporate governance structure and strategies.
102-12	External initiatives	SR: Page 18
102-13	Membership of associations	SR: Page 7
Strategy		
102-14	Statement from senior decision maker	SR: Page 1
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behaviour	SR: Page 2 and 14
Governance		
102-18	Governance structure	SR: Page 9
Stakeholder Engagement		
102-40	List of stakeholder groups	SR: Page 10
102-41	Collective bargaining agreements	SR: Page 10
102-42	Identifying and selecting stakeholders	SR: Page 10
102-43	Approach to stakeholder engagement	SR: Page 10
102-44	Key topics and concerns raised	SR: Page 10-12
Reporting Practice		
102-45	Entities included in the consolidated financial statements	SR: Page 5
102-46	Defining report content and topic boundaries	SR: Page 2
102-47	List of material topics	SR: Page 12
102-48	Restatements of information	Not applicable. There was no restatement of information.

GLOBAL REPORTING INITIATIVE CONTEXT INDEX

GRI Standard/ Disclosure		Page Reference and Reasons for Omission, if applicable
102-49	Changes in reporting	Not applicable. There were no changes in reporting.
102-50	Reporting period	SR: Page 1
102-51	Date of most recent report	7 October 2021
102-52	Reporting cycle	SR: Page 2
102-53	Contact point for questions regarding the report	SR: Page 2
102-54	Claims of reporting in accordance with the GRI Standards	SR: Page 2
102-55	GRI content index	SR: Pages 19-20
102-56	External assurance	SR: Page 2
GRI 103 Management Approach 2016		
103-1	Explanation of the material topic and its boundaries	SR: Page 12-18
103-2	The management approach and its components	SR: Page 12-18
103-3	Evaluation of the management approach	SR: Page 12-18
GRI 201 Economic Performance 2016		
201-1	Direct economic value generated and distributed	SR: Page 13
GRI 205 Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	SR: Page 14
205-2	Communication and training about anti-corruption policies and procedures	SR: Page 14
205-3	Confirmed incidents of corruptions and actions taken	SR: Page 14
GRI 302: Energy 2016		
302-1	Energy consumption within the organisation	SR: Page 15
302-2	Energy consumption outside of the organisation	Not Applicable
302-3	Energy intensity	Not Applicable
302-4	Reduction of energy consumption	SR: Page 15
302-5	Reductions in energy requirements of products and services	Not Applicable
GRI 401 Employment 2016		
401-1	New employee hires and employee turnover	SR: Page 16-17
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR: Page 16
401-3	Parental leave	SR: Page 17
GRI 413 Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	SR: Page 18
413-2	Operations with significant actual and potential negative impacts on local communities	SR: Page 18
GRI 418 Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR: Page 18

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