

SUSTAINABILITY REPORT 2023

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INTRODUCTION

ABOUT THIS REPORT

This Sustainability Report ("Report") address only the Group's distribution activities for the financial year from 1 October 2022 to 30 September 2023 ("FY2023"), as property development and construction activities were minimal. Associated company and joint venture activities were excluded from this Report as the operational controls are held outside the Group.

An electronic edition of this Report is made available for download on our website at <https://casa.sg> and the website of the SGX-ST at www.sgx.com.

STANDARDS AND FRAMEWORK

The Report was prepared with reference to the Global Reporting Initiative ("GRI") Standards 2021. We chosen the GRI Standards as it is the most widely used and internationally accepted sustainability reporting framework.

EXTERNAL ASSURANCE

We have not obtained any independent assurance on the information being reported this year but we will consider obtaining independent assurance. The Group will continue to incorporate sustainability initiatives in its business process to enhance its sustainability journey in the areas of environmental, social and governance aspects. We will share more in our subsequent reports on an annual basis.

We have engaged our internal audit function, Paul Wan & Co., to review the current sustainability reporting processes. Paul Wan & Co., an accountancy and business advisory firm, has reviewed the disclosed materiality assessment, the disclosed data against targets set in this report and the associated data collection process.

FEEDBACK

We welcome stakeholders to provide us with feedback and suggestions on this Report. You may contact us at corporate@casa.com.sg.

BOARD STATEMENT

Dear Shareholders,

The Board of Directors (“Board”) is pleased to present the Group’s Sustainability Report (“Report”) for the financial year ended 30 September 2023 (“FY2023”). Sustainability governance of the Group is led by the Board of Directors and supported by all levels in the Organisation.

As Singapore embraced the post-pandemic normalcy, we have seen recovery of our revenue and further increase in FY2023 in face of the operational challenges. With the continued momentum, we strive to introduce more brands and products to our customers, making Casa products available on various channels that our customers can purchase our product from.

We are elated that ELBA has once again won the Trusted Brand Gold Award by the Reader’s Digest for a second consecutive year, signifying our consumers’ continued trust in the ELBA brand.

In FY2023, our operating environment continues to face headwinds arising from high interest rates, inflationary pressures, and effects of climate change. We strive to be adaptive in this increasingly challenging environment and are committed to working toward minimising the impact of these adversities on our business.

To reduce the environmental impact of our operations, we have implemented measures to reduce our carbon footprint, such as conserving energy and water consumption and minimising waste generation. We are also working with our suppliers or brands principals and sourcing for new suppliers to bring in products that are both environmentally responsible and can be distributed at a competitive price.

We understand that sustainability goes beyond protecting the environment. It encompasses the well-being of our people, customers, and the community we serve. We are committed to providing an inclusive and safe workplace for our employees. At Casa, we place great importance on our products’ safety and only carry products that comply with mandatory requirements stipulated by the relevant authorities. We also engage in community initiatives to make positive impact and foster a sense of connection and support within our communities through our partnerships and products, such as promoting mental well-being.

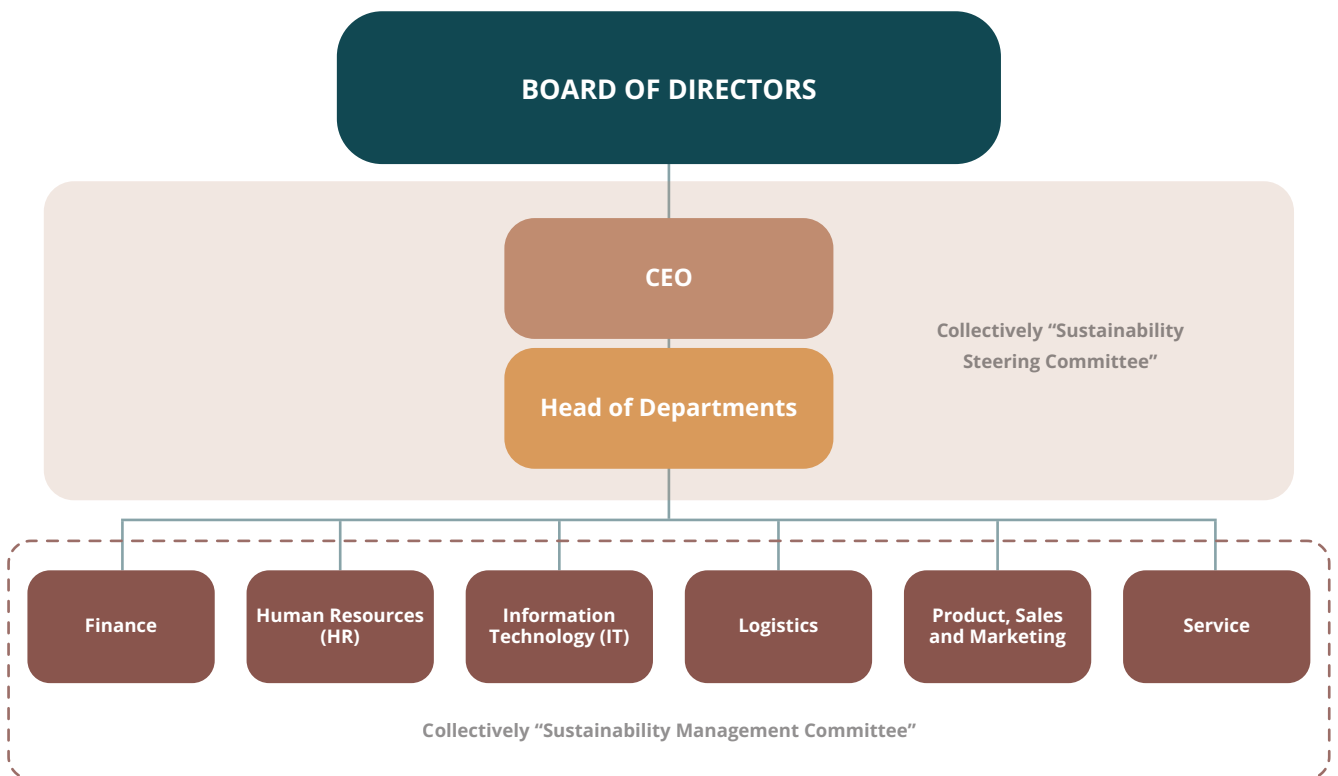
We are grateful to all our stakeholders for their continued support of the Group. We will continuously explore opportunities to advance our sustainability efforts to positively impact our business and stakeholders.

OUR SUSTAINABILITY APPROACH

SUSTAINABILITY GOVERNANCE STRUCTURE

The Board is ultimately responsible for strategic direction of Casa’s sustainability approach. The Board is supported by the Sustainability Steering Committee which is chaired by the CEO and comprises Casa’s head of departments. This permanent committee oversees various aspects of Casa’s operations and is responsible for formulating Casa’s sustainability approach and framework.

The Sustainability Management Committee comprises representatives from the six business divisions and is responsible for the implementation of sustainability initiatives and monitoring of Casa’s ongoing sustainability performance.



Responsibility of Casa’s Sustainability Committee	
Board of Directors	<ol style="list-style-type: none"> Determine, approve material ESG matters Oversee ESG performance of the company Conduct periodic reviews of the company; guide management Approve SR for publication
Sustainability Steering Committee	<ol style="list-style-type: none"> Assess and develop inventory of material matters Conduct/Engage with concerned stakeholders Prioritise Material Sustainability Matters <ul style="list-style-type: none"> Present to board Monitor sustainability performance and analyse performance data Guide the working team Appraise board on draft, seek guidance Submit SR to regulators and publish
Sustainability Management Committee	<ol style="list-style-type: none"> Seek guidance from management on SGX requirement and reporting guidelines Familiarise with KPI, data collection techniques Collect, collate and process data Present data to management for review and participate in all sustainability related event

STAKEHOLDER ENGAGEMENT

We identify our key stakeholders based on their dependence and influence on our business. Casa adopts both formal and informal channels of communication, online and offline, to understand the needs of our key stakeholders. The following table highlights our key stakeholders, their key concerns and mode of engagement:

Key Stakeholders	Key Topics of Interest	Engagement Platforms
Employees	<ul style="list-style-type: none"> Employee engagement Talent retention and attraction Employee safety and well-being Employee training Safe work environment 	<ul style="list-style-type: none"> Regular dialogues (online and offline) Regular floor walks Performance appraisal & staff recognition Whistle-blowing mechanism Employee bonding room Regular product update
Shareholders	<ul style="list-style-type: none"> Financial performance Corporate governance Sustainability efforts 	<ul style="list-style-type: none"> Half-yearly financial results announcements Annual General Meeting (AGM) Public announcement Via SGXNET Annual Sustainability Report Corporate website
Customers	<ul style="list-style-type: none"> Customer satisfaction Quality products and services Available feedback platforms 	<ul style="list-style-type: none"> Customer / dealers feedback / satisfaction survey Regular dealers engagement (online and offline) Product testing & certification Our Brands' websites and Casa eShop Casa brands' social media platforms e.g. Facebook, Instagram Feedback handling through email / phone calls / messaging Concept Corners at major retailers' store
Suppliers	<ul style="list-style-type: none"> Product quality assurance Product pipeline Supply chain management 	<ul style="list-style-type: none"> Regular interaction (online and offline) Suppliers selection Thirty party certification Physical and virtual trade show
Community	<ul style="list-style-type: none"> Clean and safe environment Well-being of our community 	<ul style="list-style-type: none"> Reduce consumption of resources and expand recycling initiatives Employee community programmes and initiatives
Regulators	<ul style="list-style-type: none"> Compliance 	<ul style="list-style-type: none"> Government publication/ written communication Code of conduct for employees

MATERIALITY ASSESSMENT

The Board has engaged Mazar LLP, a reputable professional firm specialising in audit and risk solutions, to provide consulting services, including gap analysis on ESG governance and reporting framework, climate risk and opportunities register and data collection templates for sustainability strategy.

We did an assessment of our material Environmental, Social and Governance (“ESG”) factors and identified the following ESG aspects to be material for the Group to build a sustainable business and are the focus of this Report.

No.	Key Issues	GRI Reference
Environment		
1	Energy Consumption	GRI 302: Energy
2	Climate & Environment	GRI 305: Emission
Social		
3	Employee Well-being and Engagement	GRI 401: Employment
4	Occupational Health and Safety (OHS)	GRI 403: Occupational Health and Safety
5	Training and Career Development	GRI 404: Training and Education
6	Career Progression and Equal Opportunity	GRI 405: Diversity and Equal Opportunity
7	Non-discrimination	GRI 406: Non-discrimination
8	Customer Health and Safety	GRI 416: Customer Health and Safety
Governance		
9	Economic Performance	GRI 201: Economic Performance
10	Anti-Corruption	GRI 205: Anti-Corruption

SUMMARY OF SUSTAINABILITY PERFORMANCE INDICATORS

Material Topics and Indicators	Reporting Period	
	FY 2022	FY 2023
ENVIRONMENT		
Scope 1 Emission(s)		
• Mobile fuel combustion	Note	43.03
Scope 2 Emission(s)		
• Electricity (Location Based)	Note	254.25
GHG Emission Intensity (total CO ₂ / Revenue)	Note	0.013
ENERGY		
• Fuel Consumption (litre)	17,125	17,196
• Total consumption of energy (i.e. electricity) (in kWh) in the organisation	740,765	610,009
• Energy Intensity (kWh / Revenue)	0.034	0.026
WATER		
Water consumption (m ³)	1,941	2,079
Water usage intensity (m ³ / Revenue)	0.00009	0.00009
GOVERNANCE		
Total confirmed incidents of corruption and action taken	0	0
Total non-compliance with law & regulations	0	0
Major safety issue and negative feedback	0	0
Number of incidents concerning breaches of customer privacy and losses of customer data	0	0

Note: FY2023 is the first year that the Group is evaluating and disclosing scope 1 and 2 emissions. As such, there are no comparative numbers provided for FY2022.

SUMMARY OF SUSTAINABILITY PERFORMANCE INDICATORS

Material Topics and Indicators	Reporting Period	
	FY 2022	FY 2023
SOCIAL		
Total Employee(s)	94	100
• Male	54	59
• Female	40	41
Number of complaints regarding discriminatory practices in workplace	0	0
Number of product defects that resulted in product liability insurance claim	0	0
Number of work injuries that resulted in work injury insurance claims	0	0
Number of Board of Directors	5	5
Average Training Hours Per Employee	3.7	4.9

ENVIRONMENTAL

EMISSIONS

The Group recognises the rising global climate concerns, and we are committed to protect our environment and exploring new ways to reduce our environmental footprint. We strive to introduce and carry products that are both energy and water-efficient, also ensuring the use of environmentally friendly packaging on our products as well.

Committing to protecting the environment, we believe that educating our customers plays a significant part in reducing their carbon footprint by promoting water and energy saving tips, such as washing clothes and dishes on full load and switching off electrical appliances and water outlet when not in use, on our product and media platforms.

To further strengthen the Group’s awareness and understanding of climate change impact, the Group have in FY2023 adopted the recommendation of the Task Force on Climate-Related Financial Disclosures (“TCFD”) in managing climate related risks and opportunities.

GOVERNANCE	RISK MANAGEMENT
<ul style="list-style-type: none"> Climate risks & opportunities and associated metrics have been presented to the Board of Directors. Climate related risks & opportunities are evaluated by the Board of Directors in the Group’s business & strategy as part of its overall oversight on sustainability topics of the Group. Climate risks & opportunities are managed by the sustainability committee which involve the development and execution of policies and processes to manage risks. 	<ul style="list-style-type: none"> Climate risks & opportunities have been integrated into the overall risk management process. Climate physical and transition risks have been assessed in accordance to the Group’s risk parameters and action plans identified to mitigate risks. The Group’s risks, impact and action plans are reviewed at least annually.
STRATEGY	METRICS
<ul style="list-style-type: none"> In FY2023, the Group incorporated climate related risks to the Group’s risk assessment process. A series of workshops have been conducted to identify the relevant physical and transition risks and its financial impact to the business from a short, medium and long term perspective. Climate-related risks and opportunities are reviewed by the Sustainability Committee and the Board of Directors on a regular basis. 	<ul style="list-style-type: none"> In FY2023, Scope 1 and 2 greenhouse gas emission have been identified across the business to further understand the Group’s emission.

ENVIRONMENTAL

	DESCRIPTION	FINANCIAL IMPACT	TIME PERIOD *
Transition Risk Policy and Legal	Inability to adapt to tightening local regulations on Greenhouse Gas Emissions, including carbon pricing and energy standards, may result in non-compliances.	Increase in cost of operations / Reduction in revenue	Short – Long Term
Transition Risk Policy and Legal	Risk of additional liability in situations where the Group exceeds the emissions target.	Increase in cost of operations / Reduction in revenue	Medium – Long Term
Transition Risk Market	Shifting consumer focus to sustainable products emphasises the risk of revenue loss due to lacking a green supply chain, inviting negative stakeholder feedback.	Reduction in revenue	Long Term
Transition Risk Market	Increased pass-through costs from suppliers due to increased production costs from changing input prices (e.g., raw materials, energy)	Reduction in revenue	Medium – Long Term
Transition Risk Technology	Inability to continue using existing assets as there is a need to replace existing assets with greener assets (which would lead to higher depreciation / amortisation expenses).	Increase in cost of operations	Medium – Long Term
Physical Risk Acute	Increase severity of extreme weather events such as floods and droughts.	Disruption to operations (reduction in revenue)	Long Term
Physical Risk Chronic	Increase in precipitation patterns and extreme variability in weather patterns Outbreak of a pandemic (e.g., earthquakes, flood, H1N1, Covid-19)	Disruption to operations	Short – Long Term

*Short Term (< 3 years), Medium Term (3 – 5 years), Long Term (> 5 years).

In recognising the impact of climate related risks, the Group is also actively pursuing opportunities to lower costs and emission through:

- Integrating cleaner energy sources such as solar power and an electric vehicle fleet.
- Leveraging technology and streamlining work processes to reduce paper usage.
- Modifying the water dispensing system for enhanced user control aims to prevent spills and minimise water wastage.
- Introducing products with enhanced designs that prioritise energy and water efficiency and utilise recyclable materials.

ENVIRONMENTAL

PERFORMANCE AND TARGETS

GRI305 Emission was identified as the metrics used to assess climate related risks & opportunities and this is the first year that the Group is disclosing Scope 1 and 2 emissions. The Group will continue to monitor and develop a better understanding of its emission exposure before determining a reasonable target to reduce carbon emission where applicable. The Group's Scope 1 and 2 CO₂ Emissions is detailed below:

	FY 2023
Total Carbon Emission (tonnes CO₂ equivalent)¹	297
Scope 1 Emission(s)	
• Mobile fuel combustion ²	43
Scope 2 Emission(s)	
• Purchased Electricity (Location Based) ³	254
GHG Emission Intensity (total CO₂ / Revenue)	0.013

¹ GHG emissions are derived in accordance with the requirements of the "GHG Protocol Corporate Accounting and Reporting Standard". The Global Warming Potential dataset is based on the 2014 IPCC Fifth Assessment Report. The equivalent CO₂ emission for electricity based on the operating margin factors from the Energy Market Authority of Singapore.

² Mobile fuel combustion is primarily fuel used consumed by forklifts and motor vehicles.

³ Purchased Electricity are primarily location-based with data derived from the national grids of Singapore.

In FY2024, we aim to maintain our GHG emission intensity ratio. We are evaluating our long-term goals on our overall greenhouse gas emission in tandem with our strategy to further improve our emission levels.

ENVIRONMENTAL


ENERGY, WATER CONSUMPTION AND WASTE MANAGEMENT

The Group acknowledges that managing energy, water, and waste significantly affects environmental sustainability, operational costs, and corporate responsibility. Effective management not only cuts resource use and costs but also lowers the carbon footprint, aligns with regulations, and enhances the company's image among stakeholders.

The Group advocates for energy conservation, water preservation, and waste reduction practices. In FY2023, the Group adopted the following measures.



- Progressive conversion of commercial van and lorry fleet to EV based vehicles (planned)
- Installation of solar panel above the roof of the warehouse to reduce energy consumption from the electrical grid (planned)
- Regular servicing of machinery & equipment to maintain energy efficiency and maximise their useful lifespans
- Reminders to switch off any idle facilities or equipment that are powered by energy
- Using energy efficient LED lights
- Switching off lights and aircons in offices or common areas when not in use



- Frequent servicing of water fittings to reduce risk of leakage
- Encourage employees to report to HR Department in the event of any water leakage



- Promote double-sided printing
- Reuse paper with single side printing
- Implement paperless initiatives
- Recycle used toner cartridge
- Encourage use of sustainable items to reduce our carbon footprint

	FY 2022	FY 2023
Fuel Consumption (L)	17,125	17,196
Electricity Consumption (kWh)	740,765	610,009
Energy Intensity (kWh/Revenue)	0.034	0.026

There was a decrease in our electricity consumption from 740,765 kWh in FY 2022 to 610,009 kWh in FY 2023 as we had managed to reduce our electricity usage by implementing practices like turning off office lights and air conditioning when not in use.

Furthermore, the Group continues to explore alternative methods to incorporate cleaner energy sources like solar power and an electric vehicle fleet. Furthermore, adjustments to the water dispensing system are being made to improve user control, aiming to prevent spills and reduce water wastage.

PERFORMANCE AND TARGET

FY2022 Performance	FY2023 Performance	FY2024 Target
740,765 kWh of energy consumed with energy intensity of 0.034 kWh / revenue	610,009 kWh of energy consumed with energy consumption of 0.026 kWh / revenue	Improve on energy consumption and water usage intensity by a range of 2% - 5%
1,941 m ³ of water was used with a usage intensity of 0.00009 m ³ per S\$ of revenue	2,079 m ³ of water was used with a usage intensity of 0.00009 m ³ per S\$ of revenue	

ENVIRONMENTAL

ENERGY AND WATER EFFICIENT PRODUCTS

We strive to offer products that are both eco-friendly and cost effective.

We are committed to the conservation of our environment and our resource by ensuring the products we carry are of high energy and water efficiency ratings. With a majority of our electrical products, such as our refrigerator products brought in during the year are rated with 5 ticks energy efficiency and our water related products, such as faucets, washing machines, dishwashers etc., are mostly rated 3 ticks water efficiency.

DISPOSING E-WASTE RESPONSIBLY AND CONSUMER OUTREACH RELATED TO PACKAGING 3RS (REDUCE, REUSE, AND RECYCLE)

Casa is part of the E-Waste Producer Responsibility Scheme. We offer free take-back service on a one-for-one basis upon delivery of a new appliance. Old appliances that were collected back are disposed of by licensed collectors.

We added the 3Rs icon to our packaging to inform our customers that our packaging is recyclable. We have also imprinted the 3Rs icon on the delivery orders to encourage our customers to dispose of our packaging properly.

We are evaluating our long-term goals on our product packaging with our strategy to further improve our sustainability practice.

SOCIAL - OUR PEOPLE

Our employees and their well-being are of paramount importance.

The Group continue to embrace the Casa Employee Code which sets out our expectations for employee behavior and underpins a positive Casa culture.

R Respect
I respect my colleagues regardless of their job title. Their opinions and views matter to me. I respect their culture, language and time. I respect the Casa Values.

E Energy
I have positive energy. I am cheerful and friendly towards everyone. I connect with and get to know my colleagues. I always smile and greet everyone.

A Action-oriented
I am proactive and strive to anticipate issues before they happen. I lead by example and walk the talk (turn my words into actions and deeds)

C Considerate and Courteous
I jump in to help my colleagues who need help. I give guidance when needed. I am always polite.

H Humble
I am humble. I accept that I don't know everything and am not always right. I am open and receptive to feedback.

O Optimistic
I see the glass half-full, not half-empty. I believe there is a creative solution to every problem and do my utmost to find it.

U Understanding
I am non-confrontational in my approach. I listen with an open mind and genuinely try to help and resolve issues quickly.

T Trustworthy
I am trustworthy. My colleagues can trust me to get the job done. Likewise, I can trust my colleagues to do the same.

EMPLOYMENT

Our employees are key to the Group’s success in delivering solutions to our customers and providing them with the best experience. As employees are our most valuable assets, we are dedicated to investing in their development, providing equal opportunities without discrimination.

Recognising the importance of attracting, developing, and retaining motivated employees, we base employee rewards on performance, competence, experience, and the Group’s overall performance. We conduct annual appraisals to review and maintain a competitive compensation package.

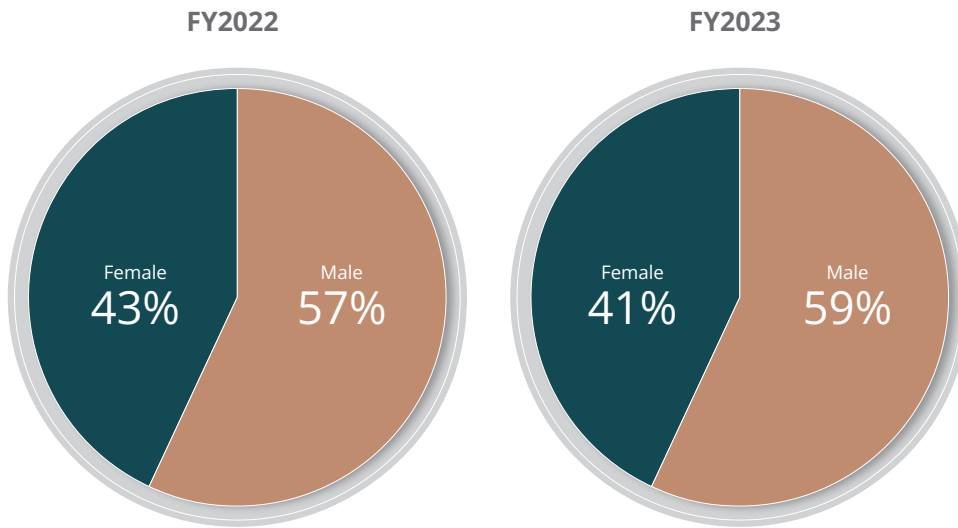
At Casa, we practice and inculcate a harmonious relation in the workplace. We have procedures in place for the handling of any employee’s grievances.

Our management team engages with the staff through meetings, emails, and mobile chat groups. We believe that this practice fosters communication, cooperation, mutual trust, and respect among employees.

As at 30 September 2023, we have a total of 100 employees.

	Gender	FY2022	FY2023
		Full Time	
Employees	Male	54	59
	Female	40	41
Board of Directors	Male	5	5
	Female	-	-

SOCIAL - OUR PEOPLE



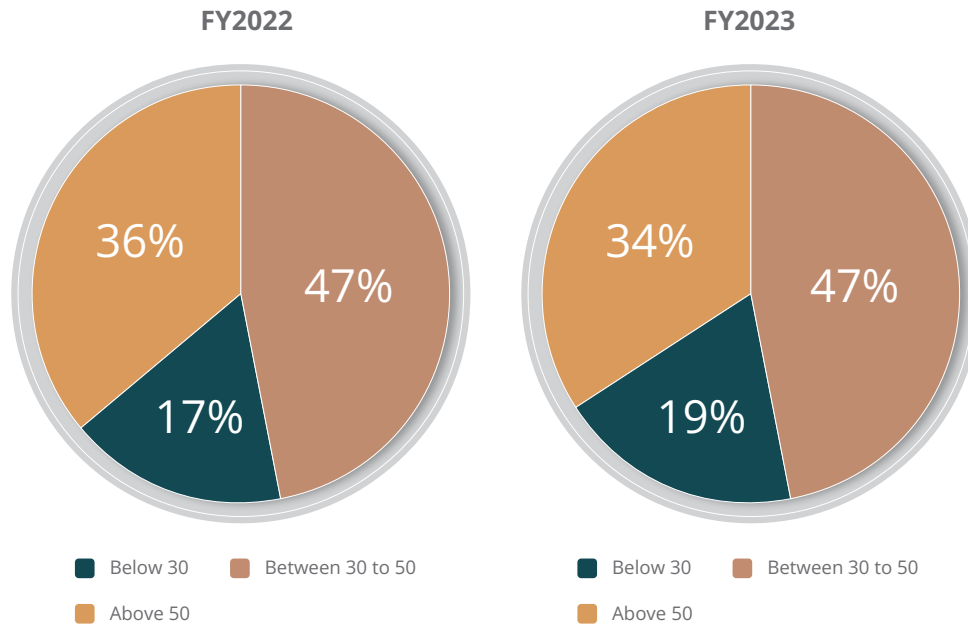
Emphasising the importance of our people, we ensure workforce diversity and equal opportunities. Commitment lies in fair treatment for all, regardless of nationality, gender, race, religion, or rank. Our hiring processes prioritise fairness, merit, and skill suitability, focusing on abilities to execute job responsibilities. Any staff who feels unfairly treated against can approach our Human Resource Department for assistance.

In FY2023, the Group maintains a diverse workforce across age, gender, skills, and experiences, and we did not receive any complaints on discriminatory practices in the workplace.

		FY2022	FY2023
		Full Time	
Employees	Below 30 years old	17%	19%
	30 to 50 years old	47%	47%
	Over 50 years old	36%	34%
Board of Directors	Below 30 years old	0%	0%
	30 to 50 years old	40%	40%
	Over 50 years old	60%	60%

SOCIAL - OUR PEOPLE

Employees by Age Group



Analysis of the Resignation of the Group			
	FY 2023		
	Male	Female	Total
Total No. of Resignations	15	7	22
	<30	30 - 50	>50
Total of Resignation by Age Group	5	11	6
% of Resignation by Age Group	23%	50%	27%

Analysis of the New Hire of the Group			
	FY 2023		
	Male	Female	Total
Total No. of New Hire	20	8	28
	<30	30 - 50	>50
Total of New Hire by Age Group	8	17	3
% of New Hire by Age Group	28%	61%	11%

PERFORMANCE AND TARGET

FY2022 Performance	FY2023 Performance	FY2024 Target
Turnover rate 31%	Turnover rate 23%	Maintain turnover rate

FY2022 Performance	FY2023 Performance	FY2024 Target
Zero complaints regarding discriminatory practices in workplace	Zero complaints regarding discriminatory practices in workplace	Maintain zero complaints regarding discriminatory practices in workplace

SOCIAL - OUR PEOPLE

EMPLOYEE BENEFIT

Apart from government regulated leave, the Group also provides family care leave, compassionate leave and birthday leave to all employees (full-time and part-time).

All employees are entitled to maternity leave and paternity leave. In FY2023, there are 2 employees (2 male) who took paternity leave and returned to work in the reporting period after paternity leave had ended. We are committed to maintain a diverse and inclusive workforce and maintain a 100% return-to-work rate for all employees who have taken parental leave.

TRAINING AND EDUCATION

Our people are key to the Group's success. The Group acknowledge that upgrading the skillsets of employees is key to remaining relevant in the current competitive environment.

We believe that training courses can develop and improve our workforce's skills. In FY2023, our training focused on skills such as communication skills for customer service, technical skills, Personal Data Protection Act ("PDPA"), sustainability, financial reporting, forklift driving training, teamwork, communication and company value and Microsoft Office to improve the efficiency of workforce. Additionally, we also have an orientation program to give new employees an introduction to their jobs, their colleagues, and the company.

OUR PERFORMANCE AND TARGETS

In FY2023, the average hour of training was higher than the prior year by 1.2 hours, due to higher focus to upgrade employee's skillset.

Employee Category	Male		Female		Average Training Hours
	Number of Employees	Training Hours	Number of Employees	Training Hours	
Staff Employees	18	235	13	138	12
Supervisor	1	9	-	-	9
Middle Management	6	75	4	24	10
Senior Management & above	2	4	-	-	2

FY2022 Performance	FY2023 Performance	FY2024 Target
Average of 3.7 hours of training for staff in various roles.	Average of 4.9 hours of training for staff in various roles.	Average of 8 hours of training for staff in various roles.

SOCIAL - OUR PEOPLE

TALENT ATTRACTION AND RETENTION

Performance appraisals serve as a channel for fostering open communication between employees and managers, offering a platform for employees to articulate their concerns, pose inquiries, and engage in discussions about their career aspirations.

Open communication during performance appraisals is crucial for employee development, motivation, issue resolution, succession planning, retention, team dynamics, and overall organisational improvement. It contributes to a positive and productive work culture, ultimately benefiting the company's performance and success.

We reward employees based on attributes such as performance, competency and experience. Staff remuneration is determined based on performance, responsibilities, as well as the Group's performance. We conduct an annual appraisal to review and ensure that our compensation package remains competitive.

OCCUPATIONAL HEALTH AND SAFETY

Workplace safety is of top priority for the Group.

Our approach to workplace safety is underpinned by legislative requirements and industry safety standards. Casa are BizSafe Level 3 certified, and have a Bizsafe Committee, in place as an oversight to monitor the establishment and maintenance of safety practices and policies of the Group.

To facilitate the physical supervision of workplace safety, committee ensures that safety standards align with industry-leading practices. In addition, the roles, and responsibilities of the committee include conducting inspections, preferably monthly but not less than once a year. The committee provides a company's risk assessment by identifying hazards, evaluating, and implementing risk control for all activities. The implementation of these measures aims to reduce or eliminate risks identified. The committee will seek approval from the Management or designated manager before implementing any risk control measures and collaborates with them to ensure that the risks register is aligned with the Risk Management Code of Practice.

These established processes are in place to identify, mitigate and report risks and communicate best practices across the Group, and we work with our employees and stakeholders to ensure that they understand our requirements and expectations.

Furthermore, our employees undergo training in workplace safety, first aid, and the use of Automated External Defibrillators (AEDs). These trainings ensures a comprehensive approach to safety within our workforce, fostering a culture of preparedness and competence.

PROMOTING HEALTH AND SAFETY

The Group arranges various celebratory events, such as the National Day Celebration to foster patriotism, the Christmas Celebration to nurture the Casa spirit, and the CNY Celebration to strengthen the bonds among employees. Additionally, the Group has implemented "Fruit Day," during which fruits are distributed to our staff to promote healthier lifestyles in our daily routines.

SOCIAL - OUR PEOPLE

OUR PERFORMANCE AND TARGETS

There were no reportable injuries that occurred in FY2023, and the Group is committed to sustain a record of zero work-related injuries in the coming years.

FY2022 Performance	FY2023 Performance	FY2024 Target
Zero incident of work injuries that resulted in work injury insurance claims.	Zero incident of work injuries that resulted in work injury insurance claims.	Reduce the risk of workplace safety incidents and maintain zero incident of work injuries that resulted in work injury insurance claims.

CORPORATE SOCIAL RESPONSIBILITY

Casa social responsibility also extend to our involvement in the communities in which our employees resides and work. Together with our employees, we contribute our resources and efforts to support local non-profit groups and communities.

During the year, we have donated to the Singapore Christian Home, raising funds for the nursing home that provides respite and long-term nursing and medical care for the destitute and individuals from low-income families, in an environment of love and warmth.

Additionally, we sponsored an event organised by Nanyang Technological University Cultural Activities Club (NTU CAC) Arts from the Heart to raise awareness on mental wellness, in support of Singapore Association Mental Health.

PRODUCT RESPONSIBILITY

CUSTOMER HEALTH AND SAFETY

At Casa, we place great importance on product safety. We ensure that we carry only home appliances that comply with mandatory requirements prescribed by the respective agencies. With our customers' safety being our top priority and we act timely and responsibly when incidents are envisaged to happen to protect our customers from unnecessary harm.

To ensure the economic sustainability of the Group, we hold our suppliers liable for product defects whenever practicable whereby costs associated with defective product are claimed from suppliers to the extent possible. Also, we are covered by product liability insurance, in the event of cases of claims from customers pertaining to damage to properties owing to products defect.

OUR PERFORMANCE AND TARGETS

FY2022 Performance	FY2023 Performance	FY2024 Target
Zero incidents of product defects that resulted in product liability insurance claims.	Zero incident of product defects that resulted in product liability insurance claims	Maintain zero product liability insurance claims.

GOVERNANCE

ECONOMIC PERFORMANCE

Casa aims to continuously create sustainable value for our customers and shareholders. An Enterprise Risk Management Framework had been established, reviewed by the Audit Committee, and approved by the Board of Directors. Regular reviews of business and operational activities are conducted to identify significant risks, enabling timely risk mitigation measures.

Details of the Group's financial performance in FY2023 can be found in the Annual Report for Financial Year ended 30 September 2023 (page 36 to 126).

ANTI-CORRUPTION AND CORPORATE GOVERNANCE

The Group is committed to ensuring and maintaining good corporate governance to safeguard the interests of our stakeholders.

We endeavor to strengthen the ethical environment and promote professional conduct within the Group. We have a Code of Conduct that is communicated to all employees. It provides detailed guidelines to ensure that employees' business conduct is consistent with ethical standards. The Policy also requires all employees to declare any direct or indirect interest in, or relationship with, other businesses and organisations where potential conflicts of interest may arise.

In addition, all employees are required to return a nil declaration at least once a year. In FY2023, there were no reported cases of corruption.

WHISTLE BLOWING POLICY

A whistle blowing policy is in place to aid in the deterrence and reporting of corporate malpractice and misconduct. The policy sets the framework to encourage the employees of the Group, in good faith and in confidence, to submit incident or concern about possible corporate malpractices and misconducts or other matters directly to the Chairman of Audit Committee.

Details of the whistle blowing policy have been made available to all employees. Through a well-defined procedure, all reported incident or concern will be duly and independently investigated and handled with appropriate measures. The Chairman of the Audit Committee will ensure, to the fullest extent reasonably practicable within the requirements of the law, the confidentiality and anonymity of the employee reporting the incident or concern.

Due to confidentiality, the Chairman of Audit Committee shall table to the Audit Committee during its half yearly meetings only the number of reported cases. The full report will be submitted under confidential cover to the Audit Committee. For serious reported incidents or concerns, the Chairman of Audit Committee shall submit its report under confidential cover to the Audit Committee via circulation or through a special Audit Committee meeting arranged as soon as possible.

The Audit Committee shall review the report, advise, and authorise the Chairman of Audit Committee of an appropriate action to be taken against the investigated incident or concern. Where appropriate or required, we will file a formal report with the relevant government authorities for further investigation or action.

GOVERNANCE

DEALINGS IN SECURITIES

The Company has adopted an internal code on dealings in securities. Directors and employees are not allowed to deal in the Company's shares during the periods commencing one month before the announcement of the Group's half yearly and full year results and ending on the date of announcement of such result, or when they are in possession of unpublished price-sensitive information on the Group. In addition, the employees of the Company are advised not to deal in the Company's securities on short term considerations and are expected to always observe the insider trading rules, even when dealing in the Company's securities within the permitted trading periods.

For more details of the Group's corporate governance practices, please refer to Corporate Governance Report from page 36 to 51 of the Annual Report.

OUR PERFORMANCE AND TARGETS

In FY2023, we had no incidents of corruption and action taken, resulting in reprimands nor any confirmed incidents of bribery, corruption or extortion involving Casa's employees.

Casa will continue to be responsible for assessing the adequacy and effectiveness of mitigating measures, and manage financial, operational, information technology, compliance, and reputational related risks.

CUSTOMER PRIVACY

Customer satisfaction is one of our key priorities as it is the key determinant of our success. We ensure a team of well-trained customer service officers and technicians to assist customers requiring an after-sales service.

Customers can contact us through our service messaging platform or emails to request service appointments or submit their feedback. We strive to follow up on customer feedback on a timely basis and will continue to improve our service standards through customers' feedback and using technology.

We have a Personal Data Protection Policy that defines our approach to personal data management. We collect personal data in the furtherance of our business activities, but we do not sell, rent, or give away personal data of our customers to third parties for commercial purposes. There were no instances of breaches of customer confidential information during the reporting period.

OUR PERFORMANCE AND TARGETS

FY2022 Performance	FY2023 Performance	FY2024 Target
Zero complaints concerning breaches of customer privacy and losses of customer data.	Zero complaints concerning breaches of customer privacy and losses of customer data.	Maintain zero complaints concerning breaches of customer privacy and losses of customer data.

GRI CONTENT INDEX

Statement of use	Casa Holdings Limited has reported the information cited in this GRI content index for the period 1 October 2022 to 30 September 2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Standard	Disclosure	Page Number
General Disclosures	2-1 Organisational details	01 & 09
GRI 2: General Disclosures 2021	2-2 Entities included in the organisation's sustainability reporting	11
	2-3 Reporting period, frequency and contact point	11
	2-5 External assurance	11
	2-6 Activities, value chain and other business relationships	4 - 5 & 14
	2-7 Employees	23 - 28
	2-9 Governance structure and composition	13
	2-10 Nomination and selection of the highest governance body	39 & 121 - 126
	2-11 Chair of the highest governance body	39 - 40
	2-12 Role of the highest governance body in overseeing the Management of impacts	36 & 39 - 40
	2-13 Delegation of responsibility for managing impacts	13 & 37
	2-14 Role of the highest governance body in sustainability reporting	13
	2-15 Conflicts of interest	30 & 36
	2-16 Communication of critical concerns	11, 14, & 30
	2-18 Evaluation of the performance of the highest governance body	42
	2-19 Remuneration policies	43 - 45
	2-20 Process to determine remuneration	43 - 44
	2-21 Annual total compensation ratio	44 - 45
	2-22 Statement on sustainable development strategy	12 - 13
	2-25 Processes to remediate negative impacts	18 - 19
2-26 Mechanisms for seeking advice and raising concerns	11 & 30	
2-27 Compliance with laws and regulations	16 - 17 & 30 - 31	
2-29 Approach to stakeholder engagement	14 & 50	

GRI CONTENT INDEX

GRI Standard	Disclosure		Page Number
GRI 3: Material Topics 2021	3-1	Process to determine material topics	15
	3-2	List of material topics	15
	3-3	Management of material topics	18 - 31
GRI 201: Enconomic Performance 2016	201-1	Direct economic value generated and distributed	30
	201-2	Financial implications and other risks and opportunities due to climate change	30
GRI 205: Anti-Corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	30
	205-3	Confirmed incidents of corruption and actions taken	16 & 30
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	21
	302-3	Energy intensity	21
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	20
	305-2	Energy indirect (Scope 2) GHG emissions	20
	305-4	GHG emissions intensity	20
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	25
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	26
	401-3	Parental leave	26
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	27
	403-2	Hazard identification, risk assessment, and incident investigation	27
	403-4	Worker participation, consultation, and communication on occupational health and safety	27
	403-5	Worker training on occupational health and safety	27
	403-6	Promotion of worker and health	27
	403-9	Work-related injuries	28
	403-10	Work-related ill health	27
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	26
	404-2	Programs for upgrading employee skills and transition assistance programs	26
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	23 - 24 & 39

GRI CONTENT INDEX

GRI Standard	Disclosure	Page Number
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	23 - 25
GRI 416: Customer Health & Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	29