

SUSTAINABILITY REPORT 2024

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ABOUT THIS REPORT

This Sustainability Report (“Report”) addresses only the Group’s distribution activities for the financial year from 1 October 2023 to 30 September 2024 (“FY2024”), 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.

No restatements were made from the prior year’s report, except for the calculation of energy intensity on page 20, which was revised in the measurement methodologies used.

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 chose 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 2024 (“FY2024”). Sustainability governance of the Group is led by the Board of Directors and supported by all levels in the Organisation.

For FY2024, our revenue normalized at a pre-GST increase level due to market slowdown. However, we remain optimistic and continue to expand our product offerings by introducing new brands across various channels, ensuring Casa products are accessible through multiple purchase options for our customers.

Our brand, ELBA, achieved a significant milestone by winning the Trusted Brand Gold Award from Reader’s Digest for the second consecutive year. This recognition underscores the enduring trust that consumers have placed in the ELBA brand, reflecting our commitment to excellence and consistency in meeting consumer expectations.

The Group foresees challenges due to rising costs, sustainability demands, energy efficiency requirements, and intensified competition in Singapore. To drive future profitability, it is broadening its product range, enhancing brand offerings and awareness, and improving channels to better serve customers.

We are taking steps to minimize our environmental impact by reducing our carbon footprint through energy and water conservation and waste reduction. We continuously collaborate with our suppliers or brands principals and while seeking new partners to source environmentally responsible products that remain competitively priced.

Sustainability remains a cornerstone of Casa’s operations. We understand that sustainability extends beyond protecting the environment. It includes the well-being of our employees, customers, and communities. We are dedicated to maintaining an inclusive, safe workplace and ensuring all our products meet regulatory safety standards. Through community initiatives and partnerships, we strive to make a positive impact, such as promoting mental well-being and fostering connection and support within the communities we serve.

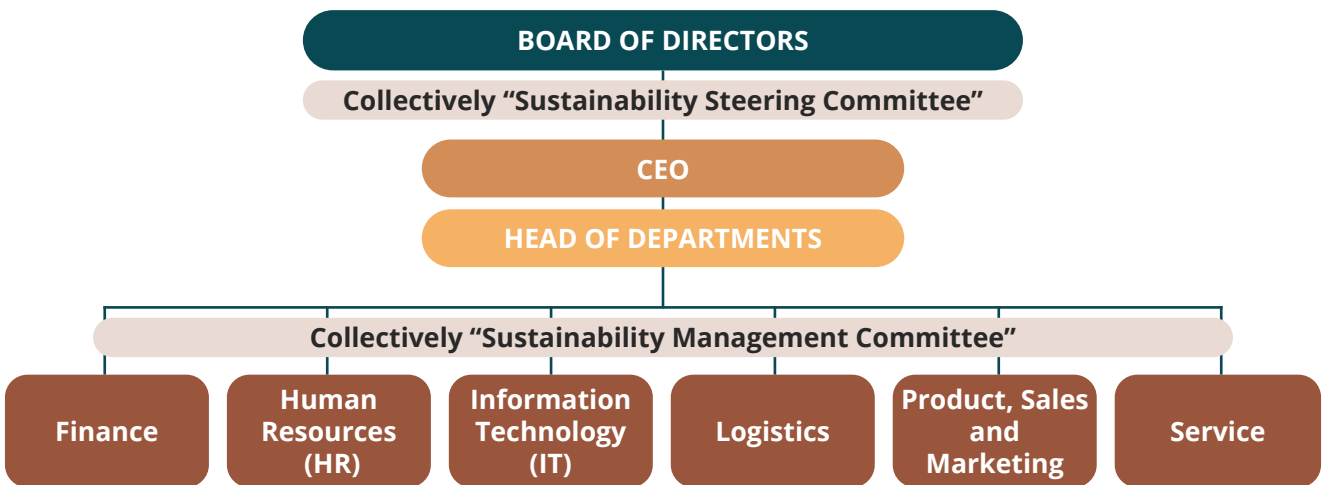
We sincerely appreciate the ongoing support of our stakeholders and remain committed to advancing sustainability initiatives that benefit both our business and stakeholders.

OUR SUSTAINABILITY APPROACH

SUSTAINABILITY GOVERNANCE STRUCTURE

The Board is ultimately responsible for the 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 of 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

1. Determine, approve material ESG matters
2. Oversee ESG performance of the company
3. Conduct periodic reviews of the company; guide management
4. Approve SR for publication

SUSTAINABILITY STEERING COMMITTEE

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Assess and develop inventory of material matters 2. Conduct/Engage with concerned stakeholders 3. Prioritise Material Sustainability Matters <ul style="list-style-type: none"> • Present to board • Monitor sustainability performance and analyse performance data • Guide the working team | <ol style="list-style-type: none"> 4. Appraise board on draft, seek guidance 5. Submit SR to regulators and publish |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|

SUSTAINABILITY MANAGEMENT COMMITTEE

1. Seek guidance from management on SGX requirement and reporting guidelines
2. Familiarise with KPI, data collection techniques
3. Collect, collate and process data
4. 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 Forvis Mazars, 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	
	FY2024	FY2023
ENVIRONMENT		
Scope 1 Emission(s)		
• Mobile fuel combustion	42.58	43.03
Scope 2 Emission(s)		
• Electricity (Location Based)	343.02	254.25
GHG Emission Intensity (total CO ₂ / Revenue)	0.018	0.013
ENERGY		
• Fuel Consumption (litre)	17,049	17,196
• Total consumption of energy (i.e. electricity) (in kWh) in the organisation	832,563	610,009
• Energy Intensity (kWh / Revenue)	0.048	0.033
WATER		
Water consumption (m ³)	1,758	2,079
Water usage intensity (m ³ / Revenue)	0.00008	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
SOCIAL		
Total Employee(s)	95	100
• Male	54	59
• Female	41	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	4.6	4.9

EMISSIONS

The Group recognises the rising global climate concerns, and we are committed to protecting 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 outlets 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 will continue to adopt the recommendation of the Task Force on Climate-Related Financial Disclosures (“TCFD”) in managing climate related risks and opportunities in FY2024.

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 involves 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 FY2024, the Group incorporated climate related risks to the Group’s risk assessment process. As there are no material changes to the Group’s business, the physical and transition risks as well as their financial impacts identified in FY2023 remain unchanged. Climate-related risks and opportunities continue to be reviewed by the Management and the Board of Directors on a regular basis. 	<ul style="list-style-type: none"> The Group will analyze the gaps between its current disclosures and the S2 climate-related disclosure requirements of the International Sustainability Standards Board (ISSB) and assess its climate-related disclosures accordingly.

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:

- The Company is still in the midst of assessing the solar power project and plans to integrate cleaner energy sources by replacing our normal vans with EV vans.
- The Company has implemented modifications to the water dispensing system to enhance user control and reduce spills and water wastage, as well as introduced products designed for improved energy and water efficiency that utilize recyclable material.

PERFORMANCE AND TARGETS

GRI305 Emission was identified as the metrics used to assess climate related risks & opportunities and this is the second year that the Group has disclosed Scope 1 and 2 emissions. The Group will continue to evaluate its emission before determining a reasonable target where applicable. The Group's Scope 1 and 2 CO₂ Emissions are detailed below:

	FY2024	FY2023
Total Carbon Emission (tonnes CO₂ equivalent)¹	386	297
Scope 1 Emission(s)		
• Mobile fuel combustion ²	43	43
Scope 2 Emission(s)		
• Purchased Electricity (Location Based) ³	343	254
GHG Emission Intensity (total CO₂ / Revenue)	0.018	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, total carbon emissions increased by 89 tCO₂ mainly due to higher electricity consumption associated with the increase in business activities for sales clearance, such as brands' event days on the weekends, live shopping and demonstration events. The increase in GHG Emission Intensity in FY2024 was due to lower sales revenue compared to FY2023.




In FY2025, we aim to achieve a GHG emission intensity ratio of 0.015 tCO₂/revenue while evaluating our long-term goals for overall greenhouse gas emission. The Company projects an increase in revenue in FY2025, driven by a greater emphasis on e-commerce. Coupled with our plan to adopt cleaner energy solutions, including the use of EV vans and exploring the possibility of integrating solar power into our operations, we aim to reduce our GHG emission intensity ratio even as we work towards further improvement.

ENVIRONMENTAL

ENERGY, WATER CONSUMPTION AND WASTE MANAGEMENT

The Group recognizes that efficient management of energy, water, and waste is critical for environmental sustainability, cost reduction, and corporate responsibility. By optimizing resource utilization, we can lower our carbon footprint, ensure regulatory compliance, enhance our reputation among stakeholders, and align with the three pillars of corporate sustainability: environmental stewardship, social responsibility, and economic viability.

The Group advocates energy conservation, water preservation, and waste reduction practices. In FY2024, the Group adopted the following measures.

	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Frequent servicing of water fittings to reduce risk of leakage • Encourage employees to report to HR Department in the event of any water leakage
	<ul style="list-style-type: none"> • 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

	FY2024	FY2023
Fuel Consumption (L)	17,049	17,196
Electricity Consumption (kWh)	832,563	610,009
Energy Intensity (kWh/Revenue)	0.048	0.033

Our electricity consumption increased from 610,009 kWh in FY2023 to 832,563 kWh in FY2024, largely due to the increase in business activities related to clearance sales events. The decrease in revenue during the year led to an increase in total energy intensity by 0.015 kWh/revenue as compared to FY2023.

The Company is currently embarking on initiatives to implement solar power and electric vehicles, aimed at reducing energy consumption. Additionally, the Company is revising the standard operating procedures to adopt a more paperless approach in the processes.

FY2023 Performance	FY2024 Performance	FY2025 Target
771,780 kWh of energy consumed with energy intensity of 0.033 kWh / revenue	1,001,410 kWh of energy consumed with energy intensity of 0.048 kWh / revenue	Improve energy consumption and water usage intensity by a range of 1% - 4%
2,079 m ³ of Water was used with a usage intensity of 0.00009 m ³ per S\$ of revenue	1,758 m ³ of water was used with a usage intensity of 0.00008 m ³ per S\$ of revenue	

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 resources by ensuring the products we carry are of high energy and water efficiency ratings. Most of our electrical products, particularly refrigerators, are rated with 5 ticks for energy efficiency. Our water-related items, such as faucets, washing machines, and dishwashers, generally are of 3 tick water efficiency ratings.

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. To promote environmental responsibility, we display clear signage at our showroom entrances informing customers about this service.

Our packaging is designed with eco-friendliness and biodegradability in mind. We use materials that can be recycled and clearly labelled with the 3Rs icon to inform customers about recyclability. Additionally, we imprint this icon on delivery orders to encourage proper disposal of our packaging by customers.

We are continuously reassessing our long-term goals for product packaging as part of our broader strategy to enhance our sustainability practices. This review aims to identify opportunities for improving the environmental and social impacts associated with our packaging across the entire product lifecycle.

SOCIAL - OUR PEOPLE

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

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

R	E	A	C	H
RESPECT	ENERGY	ACTION ORIENTED	CONSIDERATE AND COURTEOUS	HUMBLE
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.	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.	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).	Jump in to help my colleagues who need help. I give guidance when needed. I am always polite.	I am humble. I accept that I don't know everything and am not always right. I am open and receptive to feedback.
	O	U	T	
	OPTIMISTIC	UNDERSTANDING	TRUSTWORTHY	
	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.	I am non-confrontational in my approach. I listen with an open mind and genuinely try to help and resolve issues quickly.	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.

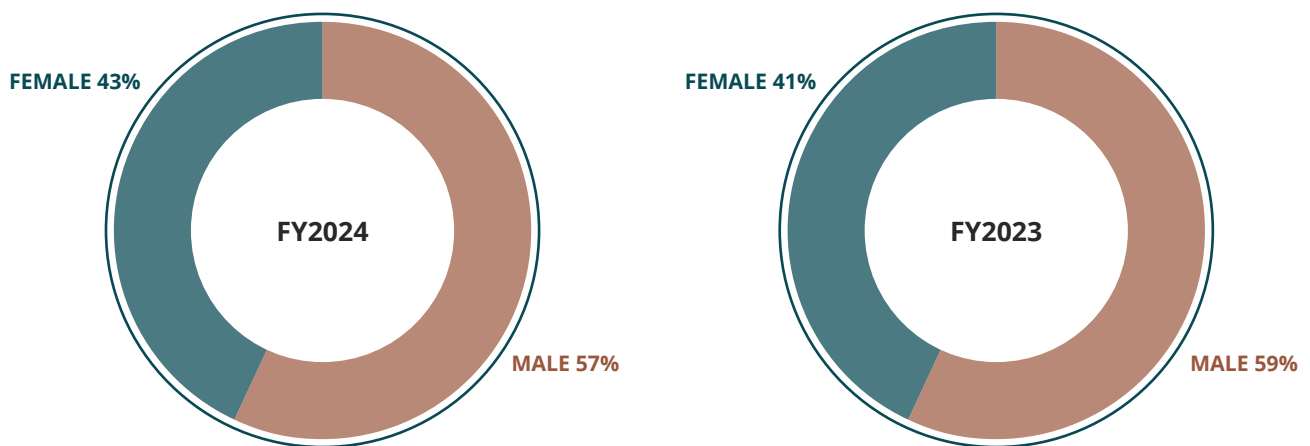
Our management team engages with the staff through meetings, emails, and mobile chat groups. We believe that this practice fosters communication, cooperation, mutual trust, and respect among employees.

SOCIAL - OUR PEOPLE

As of 30 September 2024, we have a total of 95 employees including 94 full time employees and 1 male part time employee.

Breakdown as below:

	GENDER	FY2024	FY2023
		TOTAL HEADCOUNT	
Employees	Male	54	59
	Female	41	41
Board of Directors	Male	5	5
	Female	-	-



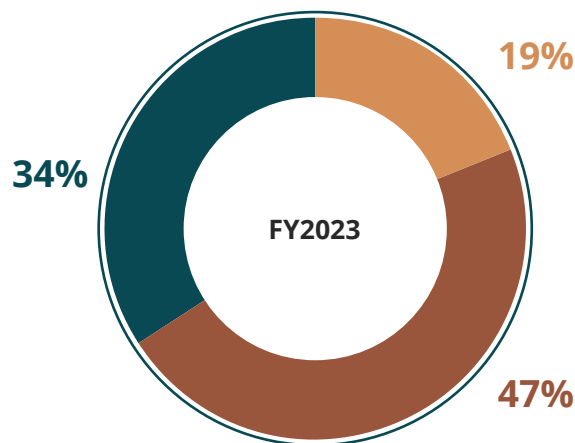
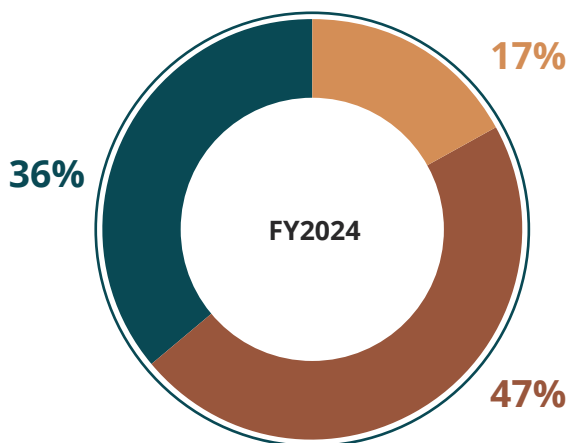
Our commitment to diversity and inclusion ensures fair treatment for all employees, regardless of nationality, gender, race, religion, or position. We prioritize hiring based on merit, skills, and ability to perform job duties. Our goal is to create a workplace where everyone feels valued and empowered to contribute their unique perspectives and talents. Any employee feeling unfairly treated can seek assistance from our Human Resource Department. We encourage open communication and provide support for addressing workplace concerns.

In FY2024, the Group maintained a diverse workforce across age, gender, skills, and experiences, and we did not receive any complaints on discriminatory practices in the workplace.

		FY2024	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			
	FY2024		
	Male	Female	Total
Total No. of Resignations	17	16	33
	<30	30 - 50	>50
Total of Resignation by Age Group	10	18	5
% of Resignation by Age Group	30%	55%	15%

Analysis Of The New Hire Of The Group			
	FY2024		
	Male	Female	Total
Total No. of New Hire	12	16	28
	<30	30 - 50	>50
Total of New Hire by Age Group	11	12	5
% of New Hire by Age Group	39%	43%	18%

SOCIAL - OUR PEOPLE

PERFORMANCE AND TARGET

There is an increase in turnover rate of 12% as compared to FY2023 primarily due to changes in the job market and individuals are shifting careers.

FY2023 Performance	FY2024 Performance	FY2025 Target
Turnover rate 23%	Turnover rate 35%	Turnover rate 29%

FY2023 Performance	FY2024 Performance	FY2025 Target
Zero complaints regarding discriminatory practices in workplace	Zero complaints regarding discriminatory practices in workplace	Maintain zero complaints regarding discriminatory practices in workplace

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 FY2024, there are 4 employees (2 male and 2 females) 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. For FY2024, our training program focuses on developing essential skills for our workforce, encompassing human resource-related competencies, communication skills tailored for exceptional customer service, technical proficiency, and sustainability awareness to enhance overall operational efficiency. Additionally, we offer an orientation program for new employees, providing them with an introduction to their jobs, colleagues, and the company culture. This holistic approach ensures a smooth transition for new hires and aligns them with our organizational values and expectations.

OUR PERFORMANCE AND TARGETS

In FY2024, the average training hours decreased by 0.3 hours compared to the prior year, primarily due to a reduction in total headcount and the cancellation of some courses resulting from insufficient enrollment numbers, along with challenges in coordinating staff availability with selected course schedules. To enhance work quality, efficiency, and effectiveness, the company will collaborate with each Head of Department (HOD) to identify necessary job skills and development opportunities. Targeted training initiatives will be implemented to improve team productivity and overall performance across the organization.

Employee Category	MALE		FEMALE		AVERAGE Training Hours
	Number Of Employees	Training Hours	Number Of Employees	Training Hours	
Staff Employees	12	280	4	87	23
Supervisor	1	19	0	0	19
Middle Management	2	11	2	38	12
Senior Management & above	1	3	0	0	3

SOCIAL - OUR PEOPLE

FY2023 Performance	FY2024 Performance	FY2025 Target
Average of 4.9 hours of training for staff in various roles.	Average of 4.6 hours of training for staff in various roles.	Average of 8 hours of training for staff in various roles.

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.

We commended and rewarded our staff for their great service and received customers' compliments. During the year, five of our employees received best reviews under Casa's Google Review page and two of our technicians have received special commendations by our customers for their professionalism and attitude. In appreciation of their efforts, we have awarded them for their current performance and for encouraging continuous performance.

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 is BizSafe Level 3 certified, and has 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, the 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.

SOCIAL - OUR PEOPLE

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.

During the year, our employees undergo annual Company Emergency Response Team (CERT) training in emergency in fire incident workplace safety and first aid. This training 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, for 2024, on top of 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. Each department has also organized bonding sessions with activities, food and drinks to create camaraderie and stronger bonds within the department. With great appreciation by our staff, the Group has continue with "Fruit Day" at the start of the month to further in push healthier lifestyles

OUR PERFORMANCE AND TARGETS

There were no reportable injuries that occurred in FY2024, and the Group is committed to sustaining a record of zero work-related injuries in the coming years.

FY2023 Performance	FY2024 Performance	FY2025 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's social responsibility also extends to our involvement in the communities in which our employees reside 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 Touch Community Services, raising funds for an organization that aims to create a community where everyone is valued and empowered, focusing on various aspects of human development and well-being across different stages of life.

Additionally, we also donated to a charity golf tournament and dinner event organized by our industry association, the Radio and Electrical Traders Assosication of Singapore (RETAS), where the proceeds collected will be donated to Singapore Chung Hwa Medical Institution. This is in support of the institution providing free to low cost treatment for the lower income families and in their education and research of Chinese medicine practices.

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.

During the year, we invested effort in our water related products to be WaterTrust certified. With this certification initiative, it not only promotes integrity and reliability in our products but also ensures our commitment to the customer's health and safety. The WaterTrust certification is a joint programme by the Public Utilities Board (PUB) and Singapore Sanitary Ware Importers & Exporters Association (SSWIEA) aiming to improve water safety in Singapore. It ensures products are tested and certified under registration listing system, does not cause any adverse impact on water quality, water contamination or lead to water wastage.

To ensure the economic sustainability of the Group, we hold our suppliers liable for product defects whenever practicable whereby costs associated with defective products 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 property owing to products defect.

OUR PERFORMANCE AND TARGETS

FY2023 Performance	FY2024 Performance	FY2025 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.

ECONOMIC PERFORMANCE

Casa aims to continuously create sustainable value for our customers and shareholders. An Enterprise Risk Management Framework has 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 FY2024 can be found in the Annual Report for Financial Year ended 30 September 2024 (page 35 to 130).

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 FY2024, 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 incidents 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 year 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 with the Company's securities on short-term considerations and are expected to always observe the insider trading rules, even when dealing with the Company's securities within the permitted trading periods.

For more details of the Group's corporate governance practices, please refer to the Corporate Governance Report from page 35 to 51 of the Annual Report.

OUR PERFORMANCE AND TARGETS

In FY2024, 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

FY2023 Performance	FY2024 Performance	FY2025 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 & 13 - 14
	2-7	Employees	22 - 28
	2-9	Governance structure and composition	13
	2-10	Nomination and selection of the highest governance body	39 & 124 - 130
	2-11	Chair of the highest governance body	39 - 40
	2-12	Role of the highest governance body in overseeing the Management of impacts	13 & 39 - 40
	2-13	Delegation of responsibility for managing impacts	36
	2-14	Role of the highest governance body in sustainability reporting	13
	2-15	Conflicts of interest	29 & 35
	2-16	Communication of critical concerns	11, 14, & 29
	2-18	Evaluation of the performance of the highest governance body	41- 42
	2-19	Remuneration policies	42 - 43
	2-20	Process to determine remuneration	43
	2-21	Annual total compensation ratio	44
	2-22	Statement on sustainable development strategy	12
	2-25	Processes to remediate negative impacts	22
2-26	Mechanisms for seeking advice and raising concerns	11	
2-27	Compliance with laws and regulations	16 & 29 - 30	
2-29	Approach to stakeholder engagement	14	
GRI 3: Material Topics 2021	3-1	Process to determine material topics	13
	3-2	List of material topics	15
	3-3	Management of material topics	17 - 30
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	8 & 29
	202-2	Financial implications and other risks and opportunities due to climate change	29

GRI CONTENT INDEX

GRI Standard	Disclosure		Page Number
GRI 205: Anti-Corruption 2016	205-2	Financial implications and other risks and opportunities due to climate change	29
		Communication and training about anti-corruption policies and procedures	
	205-3	Confirmed incidents of corruption and actions taken	29
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	20
	302-3	Energy intensity	20
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	19
	305-2	Energy indirect (Scope 2) GHG emissions	19
	305-4	GHG emissions intensity	19
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	24
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	25
	401-3	Parental leave	25
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	26 - 27
	403-2	Hazard identification, risk assessment, and incident investigation	26 - 27
	403-4	Worker participation, consultation, and communication on occupational health and safety	26 - 27
	403-5	Worker training on occupational health and safety	26 - 27
	403-6	Promotion of worker and health	26 - 27
	403-9	Work-related injuries	26 - 27
	403-10	Work-related ill health	26 - 27
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	25 - 26
	404-2	Programs for upgrading employee skills and transition assistance programs	25
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	23 - 24
GRI 406: Non-Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	22
GRI 416: Customer Health & Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	28