



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### ABOUT ZHENG LI HOLDINGS LIMITED

Zheng Li Holdings Limited (the “Company”, “we”) and its subsidiaries (together the “Group”) is a leading automotive service provider in Singapore. Listed on the GEM of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 8 November 2016. With over 15 years of experience in the passenger car service industry, we offer a comprehensive range of passenger car services including (i) maintenance and repair of passenger cars; (ii) modification, tuning and grooming of the performance or appearance of passenger cars and trading of spare parts and accessories; (iii) timeshare car rental and long-term car rental; and (iv) provision of sales integrated service platform. This is carried out through our two core businesses – MBM Wheelpower Pte Ltd. (“MBMW”) and KBS Motorsports Pte Ltd. (“KBS”).



MBMW was incorporated in 2002 to provide maintenance and repair services for the luxury and ultra-luxury passenger cars. The company quickly became Singapore’s leading one-stop automotive service provider.



Established in 2005, KBS provides modification, tuning and grooming services for luxury and ultra-luxury passenger cars in Singapore. We are the sole distributor of luxury car tuning parts from high-end producers Novitec, Eisenmann, DMC and RevoZport. We also provide international shipping for our high-end maintenance parts. Ultimately, we are committed to providing the best capabilities enhancement, efficient handling, performance quality and style upgrades for premium and continental cars.

Revenue of the Group increased by approximately S\$3.6 million or 25.7% from approximately S\$14.0 million for the year ended 31 December 2017 to approximately S\$17.6 million for the year ended 31 December 2018.<sup>1</sup> The increase was a result of the higher capacity and range of services mainly due to the expansion into the Sin Ming Autocity service centre (i.e. a new 8 storey complex located across the existing Sin Ming Autocare service centre). We are capable to maintain and repair a wide range of brands of passenger cars in Singapore as we are equipped with diagnostic equipment for carrying out such services. We modify and tune mainly luxury and ultra-luxury passenger cars, providing services ranging from aesthetic modifications including installing bodykits, to performance modifications including lowering the suspension of passenger cars and replacing the engine control unit. We also sell passenger car spare parts and accessories in Singapore and export to other countries, such as Malaysia, Indonesia, United Kingdom, People’s Republic of China and Thailand.

<sup>1</sup> For detailed financials, please refer to Zheng Li Holdings Limited Annual Report 2018, available at <http://www.zhengliholdings.com/investors/financial-reports/>

## ABOUT THIS REPORT

This is the Company's annual Environmental, Social and Governance (the "ESG") report ("The Report"), documenting our performance relating to the ESG aspects. The Report is in accordance with the ESG reporting guide (the "ESG Reporting Guide") set out in Appendix 20 of the Rules Governing the Listing of Securities on the GEM of the Stock Exchange and has complied with the disclosure requirements of the "comply or explain" provisions set out in the ESG Reporting Guide. The reporting scope covers the Company's two main businesses, MBMW and KBS which operates out of our Sin Ming Autocare and Sin Ming Autocity Service Centre workshops, from 1 January 2018 to the financial year ended on 31 December 2018 (the "Reporting Period").

The Report is prepared and published in both English and Chinese. In the event of contradiction or inconsistency, the English version shall prevail.

## STAKEHOLDER ENGAGEMENT

The Company engages a wide variety of stakeholders including employees, customers, suppliers, the government, and the shareholders on a regular basis. We strive to be cognizant and responsive to our stakeholders' expectations, creating an enduring collaboration that can sustain the business growth.

Stakeholder Group	Method of Engagement	Purpose of Engagement
Employees (from new hires to senior management)	Induction upon joining Frequent on-the-job training Employee engagement activities Ongoing guidance by supervisors and management	Continuous engagement allows us to develop our employees' capabilities and address any potential workplace concerns in a timely manner.
Customers	Customer service feedback records Face to face consultation with service staff	We value our customers' feedback and use it to improve our services and quality of repairs.
Suppliers	Ongoing direct engagements Biannual Supplier Surveys	Trusted relationships with brand name suppliers is vital to the Company's ability to meet its quality commitment.
Government	Discussions and communications with Authorities, as and when necessary	Engagement with the government allows us to keep up with regulatory requirements.
Shareholders	Annual General Meetings Annual and interim reports Company announcements Submissions on Company's website	The engagement allows us to keep up with shareholders' expectations.

**Table 1 Stakeholders and Engagement Methods**

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## MATERIALITY ASSESSMENT PROCESS

During the Reporting Period, we reviewed the material ESG issues identified in 2017. Our materiality definition takes reference from the ESG Reporting Guide, which is defined as the threshold at which the ESG issues become sufficiently important to investors and other stakeholders that they should be reported. After careful consideration, the board of directors (the “Board”) of the Company agreed that the material issues remain relevant to the business of the Company in the Reporting Period which are presented in a materiality matrix in Figure 1.



**Figure 1 Materiality Matrix**

#	Material Issue	Definition
1	Employment	Provide equal employment opportunities, fair compensation and fair treatment to all employees and contractors regardless of ethnicity, age or gender, provide fair performance appraisal system linked with progression/promotion opportunities, provide benefits and staff welfare to improve quality of life (e.g. healthcare screening programs, labour insurance, and other wellness programs), and provide for lawful dismissal.
2	Occupational health and safety	Provide for and promote the health and safety of all workers (including employees and contractors), as measured by recordable incidents/fatalities/lost days/absenteeism/etc.
3	Hazardous and non-hazardous waste	Manage the generation, treatment and disposal of waste such as grease, used lead acid batteries – including its proper transportation.
4	Customer health and safety	Set up a quality management and assurance system for ensuring repaired cars are safe for customers to drive.
5	Discharge into land and water	Manage the impacts of wastewater discharges into land and to sewers and water bodies.
6	Water	Use and management of water.

### GOVERNANCE

Daily operations at the Company are guided by high standards of business ethics. The Board is responsible for ensuring effective corporate governance across the Company, implementing effective risk management and internal controls to address the ESG risks.

Integral to the Company's corporate governance is the Standard Operating Procedure ("SOP") which provides guidelines for employees to observe in their dealings with customers, suppliers and fellow colleagues, especially when dealing with matters that have ethical implications.

The Company's SOP provides guidance on issues such as:

- Fraud and sanction risk management procedure for the identification, assessment, management and reporting of risks on a consistent and reliable basis.
- Whistle blowing procedure to enable employees and other persons to raise concerns on possible improprieties relating to fraud, unethical business conducts, violations of law, etc.
- Gift and entertainment control procedure for the receipt and giving of gifts and entertainment to any person, corporation or firm having transaction with the Company, or any prospective customer of the Company.

For more information on corporate governance of the Company, please refer to the "Corporate Governance Report" on pages 16 to 25 of the annual report of the Company for the year ended 31 December 2018.

### SOCIAL

#### EMPLOYMENT

Employees are at the heart of the Company's success. We are committed to ensuring that labour and human rights practices are incorporated throughout our business functions. We respect diversity, non-discrimination and freedom of expression within our employees. We adhere to the legal minimum wage, provide a reasonable remuneration package to all employees and prevent all cases of child and forced labour.

The recruitment process of the Company adheres to a fair and impartial human resources policy based on meritocracy. New hires are required to join a mentorship program during which they get accustomed to the Company's policies as well as learn both the technical skills needed for daily operation and the soft skills needed to provide excellent customer services. Subsequent on-the-job trainings would be provided to reiterate these skills and also to keep employees updated with changes in industry quality, safety standards, rules and regulations.

Through our feedback channels (company website portal and Facebook page), we keep track of exemplary performance as well as areas for improvement. This allows the Company to successfully promote the right personnel with excellent performance, while simultaneously identify employees who need additional trainings.

As at 31 December 2018, the Company had a total of 94 full-time employees (2017: 93). The remuneration packages of all employees are determined based on their qualifications, work contribution and seniority. In compliance with the Singapore Employment Act, the Company provides all full-time employees with the necessary benefits, including insurance, medical care, maternity and paternity leave. During the Reporting Period, there were no material non-compliance regarding employment brought against the Company or its employees.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### OCCUPATIONAL HEALTH AND SAFETY

Automotive mechanics' jobs entail a long list of occupational health and safety hazards including potential musculoskeletal injuries, exposure to chemicals, burns, etc<sup>2</sup>. In order to prevent accidents at work, the Company has put in place strict measures to protect the safety of our workers. We mandate safety training for all new joiners, and subsequently provide regular on-the-job trainings to reinforce our safety culture. During the Reporting Period, the Company has complied with local labour laws in relation to workplace safety in all material respects and have not incurred any incidents which have materially and adversely affected our operations.

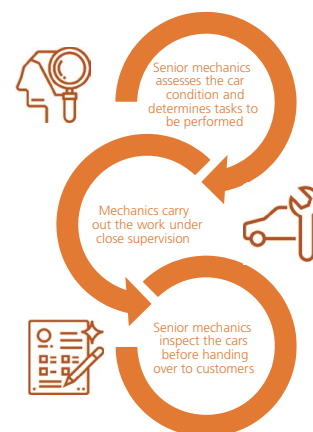
The following measures are integral parts of our health and safety trainings:

Adherence to safety standards	Mechanics to report all hazards, unsafe conditions and work practices to Service Center Managers or Service Advisors Supervisors to enforce relevant safety standards in the workshop
Fostering a safety-first culture	Health and Safety trainings on a regular basis Topics: safe use of facilities and equipment, safe lifting procedures and other safety precaution measures Compulsory for all new hires
Provision of Personal Protective Equipment (PPE) and appropriate tools	PPE are provided to all mechanics Mandatory to wear at all time when in the workshop Regular services and inspection of facilities and equipment
Create a safe working environment	Aisles and exit doors to be kept clear at all times Floor to be kept free of oil, grease or any other type of liquid Workshop to be brightly lit and well ventilated

**Figure 2 Occupational Health and Safety Measures**

### CUSTOMER HEALTH AND SAFETY

Customer safety is important to us and we strive to deliver the highest levels of trust and commitment to all our customers. Every modification has to be thoroughly examined to ensure that it does not compromise daily usage of the vehicle. Clearly defined roles and responsibilities are in place to ensure utmost service quality – car maintenance and repair are mainly carried out by mechanics, while the diagnosis and quality control are completed by senior engineers. In addition, we strive to ensure that our modifications comply with the rules and guidelines set forth by Land Transport Authority (LTA).



<sup>2</sup> International Labour Organization, International Hazard Datasheet on Occupation (Mechanic, Automobile)

## ENVIRONMENT

### WATER

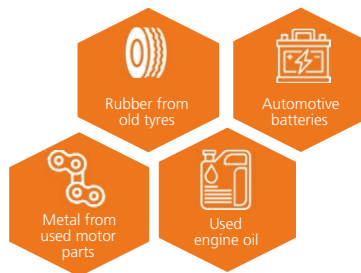
Water is a precious resource and clean water supply is a top priority in the sustainability agenda of the Singapore government. The Company understand the role we have to play in water conservation and in helping Singapore meet its national targets. The Company did not encounter any problems in sourcing water that is fit for purpose.

Consistent with past years, we replaced all current taps with water saving taps, significantly avoiding unnecessary water wastage. We also replaced our car washing equipment with a new water saving system. Lastly, understanding that the success of our water-saving efforts depends primarily on the attitude of our mechanics, who are responsible for all car washing in the workshop, we constantly engage and communicate with them the importance of water saving. During the Reporting Period, water consumed in our operations and the intensity are 223.7m<sup>3</sup> and 0.01m<sup>3</sup>/revenue S\$'000, respectively (2017: 178.9m<sup>3</sup> and 0.01m<sup>3</sup>/revenue S\$'000).

### WASTE AND EFFLUENTS

Automotive repair facilities generate a huge amount of waste, including hazardous materials such as decreasing solvents, battery electrolytes, and paints and thinners. Other materials that come into contact with these hazardous materials can in turn pose a risk of pollution themselves. Therefore, it is our priority to ensure proper handling of waste so as to prevent accidents brought about by such waste. Our waste collection and disposal is handled by NSL Oil Chem Waste Management ("NSL"), a licensed toxic industrial waste collector. During the Reporting Period, hazardous waste, non-hazardous waste and their intensity are 59.3 tonnes, 7.5 tonnes and 0.004 tonnes/revenue S\$'000, respectively (2017: 47.2 tonnes, 6 tonnes and 0.004 tonnes/revenue S\$'000).

Consistent with past years, the Company put in place several initiatives to reduce our waste, mainly through recycling old materials. For instance, rubber from old tyres were collected and sold to recycling companies to generate additional revenues which were in turn used to handle waste management.



**Figure 3 Recycling Initiatives**

To avoid accidental discharge of the hazardous substances such as motor oils and diesels to the environment, all of our repair and maintenance activities are carried out in a designated workshop area with proper waste collection and treatment procedures. Any oil leaks are collected in drip pans and waste oil is filtered by the grease trap and separator in our drainage system before the discharge of waste water into public sewage.

Before the collection by NSL, we stored all hazardous waste in containers in a designated area with restricted access. This area is well-equipped with fire-fighting and other equipment to contain fires and spills for precaution.