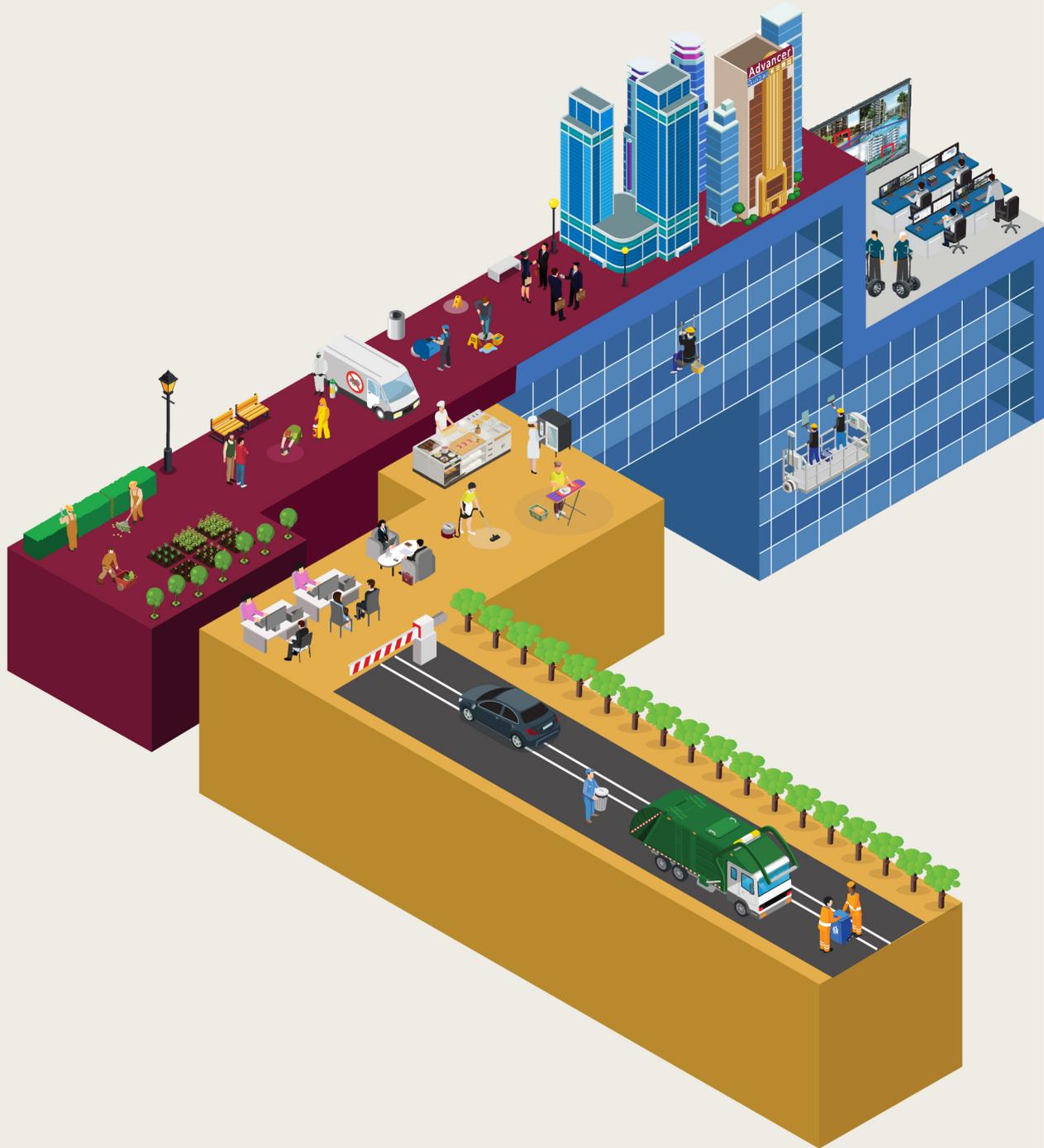


Advancer

Global 前进集团

ADVANCER GLOBAL LIMITED



2017 Sustainability Report

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MESSAGE FROM THE BOARD



Mr Desmond Chin
Executive Chairman



Mr Gary Chin
CEO & Executive Director

“We are continually looking for new sustainable opportunities to strengthen our stance in contributing to a better living environment.”

With growing expectations and importance of stakeholders’ concerns about companies’ abilities in tackling global issues, our Board believes that embedding sustainability efforts in decision-making is integral to the Group’s strategy and operations.

We are delighted to present our first Sustainability Report which discusses the challenges and material issues that are important to our stakeholders, our strategy in managing these challenges and issues, and how we have performed in terms of our key performance indicators.

In the pursuit of growth, we will continue to innovate ways to advocate a sustainable culture, and continuously work for the needs of stakeholders. Our sustainability efforts are led by the senior management who ensures that our commitments to sustainable development are in line with our business objectives. The Board has reviewed and set the Group’s sustainability objectives and targets throughout the year.

This Sustainability Report focuses on environmental, social and governance factors that have been carefully selected to be material factors, given the Group’s key stakeholders.

ABOUT THIS REPORT

Sustainability has become a critical success factor for companies to ensure long-term value creation. Advancer Global Limited (the “**Company**” and together with its subsidiaries and associated companies, “**Advancer Global**” or the “**Group**”), recognises the importance and virtuous cycle of improvement of sustainability reporting.

In preparation for this report, we adopted the GRI Standards: Core option, as well as the SGX Guide to Sustainability Reporting for Listed Companies.

We have not sought external assurance for FY2017.

<p>Reporting Boundaries & Standards</p>	<ul style="list-style-type: none"> • Materiality: focusing on issues that impact business growth and are of utmost importance to stakeholders; • Stakeholder Inclusiveness: responding to stakeholder expectations and interests; • Sustainability Context: presenting performance in the wider context of sustainability; and • Completeness: including all information that is of significant economic, environmental and social impact to enable stakeholders to assess the Group’s performance.
<p>Report Period and Scope</p>	<p>This report covers the Group’s operations in Singapore for financial year from 1 January 2017 to 31 December 2017 (“FY2017”).</p>
<p>Accessibility & Feedback</p>	<p>The Group printed limited copies of this sustainability report as part of our environmental conservation efforts. Current electronic editions of the report is available at: http://advancer.sg/news_categories/sustainability-reports/</p> <p>We are committed to listening to our stakeholders and we look forward to your feedback. Please send your feedback to: http://advancer.sg/contact-us/.</p>

ORGANISATIONAL PROFILE

Background

The Group was listed on the Singapore Exchange Securities Trading Limited on 11 July 2016 under the stock code 43Q.

We are an established and holistic workforce solutions and services provider headquartered in Singapore. The Group operates through two main business divisions: (i) Employment Services, and (ii) Facilities Management Services, to provide a holistic suite of solutions and services to its diverse base of customers.

The Employment Services division offers integrated and comprehensive employment solutions including sourcing, recruitment, training and deployment of foreign domestic workers to households and foreign workers to corporations. The Group offers employment solutions and services through its well-recognised brands, “**Nation**” and “**Enreach**”.

The Facilities Management Services division encompasses two sub-divisions: (i) Building Management Services, and (ii) Security Services, through which the Group provides property management, security, pest control, cleaning and stewarding, gardening

and landscaping, waste management and recycling services to a diverse base of customers including residential, commercial and industrial properties, hospitals, schools and hotels.

The Employment Services division continues to generate stable and sustainable earnings for the Group while the subsidiaries and associate companies within the Facilities Management Services division continue to drive growth for the Group through cross-selling and integrated offerings to customers. The Group is capable of offering customisable services to its customers through its integrated facility management services. It continues to enhance efficiency and bring effectiveness to its business platforms by infusing technology to enable greater convenience and satisfaction for its customers.



ORGANISATIONAL PROFILE

Our Mission

We are committed to deliver workforce solutions and services which meet the needs and exceed the expectations of our clients.

Our Vision

Building a world-class service organisation driven by passion and honour.

Our Core Values

Quality

We strive to attain the highest quality standards for our people and the systems we operate.

Commitment

We are dedicated to deliver all our business and service commitments efficiently.

Reliability

We are trustworthy and reliable to support the needs and interests of our stakeholders.

Excellence Service

We devote ourselves to providing effective solutions and service to our clients with passion and integrity.

Leadership

We lead by example to create a learning organization where we can learn and grow joyously to better ourselves, our corporation and the world around us.

Accountability

We are driven by courage to take on greater social responsibility and contribute our best in the interest of our corporation and the society.

Trust and Respect

We aspire to nurture respect, mutual understanding, gratitude and support among our stakeholders.

Integrity

We are led by a strong sense of integrity, honesty and discipline in our daily business conduct, so as to garner a harmonious and respectful relationship with our stakeholders.

ORGANISATIONAL PROFILE

Supply Chain Management

Our major suppliers are the sub-contractors for our Cleaning and Stewarding Business. Our sub-contractors are selected based on, amongst others, experience, expertise, service quality and past performances.

We have a Procurement Policy in place which provides procurement guidelines such as selection and evaluation of suppliers as well as ensuring adequate diversification of suppliers which results in cost-effectiveness and prevention of operational disruptions.

We generally do not enter into long-term exclusive agreements with any of our suppliers as we value the flexibility to evaluate and select our suppliers in accordance with our aforementioned criteria.

Our Directors believe that our business and profitability are not materially dependent on any industrial, commercial or financial contract with any supplier and will not be materially affected by the loss of any single supplier.

Governance Structure

The Board of Directors comprises the following members, all of whom have the appropriate core competencies and provide a diversity of experience to enable them to effectively contribute to the Group:

Audit Committee

Francis Yau Thiam Hwa (Chairman)
Loy Soo Chew
Vincent Leow

Nomination Committee

Vincent Leow (Chairman)
Loy Soo Chew
Gary Chin Mei Yang

Remuneration Committee

Loy Soo Chew (Chairman)
Francis Yau Thiam Hwa
Vincent Leow

Executive Directors

Desmond Chin Mui Hiong (Executive Chairman)
Gary Chin Mei Yang (Chief Executive Officer)
Ong Eng Tiang

Independent Directors

Loy Soo Chew (Lead)
Francis Yau Thiam Hwa
Vincent Leow

ORGANISATIONAL PROFILE

External Initiatives

As one of the largest integrated workforce solutions and services providers in Singapore, our Group takes its responsibility of being a good corporate citizen to heart. The Group is committed to giving back to the community, and also encourages active participation by its employees to make a difference to the community by volunteering and supporting worthy causes.

The Group renders financial assistance and support to charities, community organisations, and also sponsors events and programmes.



Banten Indonesia Charity Project

The Group's subsidiary, Nation Employment Pte Ltd ("**Nation Employment**"), together with Bukit Batok Secondary School and PT Lebo Indonesia organised a charity project trip to Banten Indonesia in October 2017.

This charity project trip brought our employees and the students from Bukit Batok Secondary School together to visit and interact with the underprivileged families and the local school children. During the trip, living essentials such as rice, cooking oil, canned food and groceries were packed and distributed.



Peacehaven Nursing Home Project

In February 2017, Nation Employment organised a visit to Peacehaven Nursing Home during Chinese New Year, for our employees to bring festive joy to the elderly there.

ORGANISATIONAL PROFILE

Membership Of Associations And Certificates

Advancer Global Manpower Pte. Ltd.

- TUV SUD ISO 9001:2008 (Foreign Maid Employment Placement)

Enreach Employment Pte. Ltd.

- TUV SUD ISO 9001:2008 (Foreign Maid Employment Placement)
- CaseTrust Accreditation for Employment Agencies Business

Nation Employment Pte Ltd

- TUV SUD ISO 9001:2008 (Foreign Maid Employment Placement)
- Certificate of Accredited Training Provider for Employers' Orientation Program (MOM- Foreign Manpower Division)
- CaseTrust Accreditation for Employment Agencies Business
- Trainer of Elite Housekeeper Butler Training Program (British Butler)
- Pearson assured by Pearson Education Limited for selected FDW training programs

First Stewards Private Limited

- MW02 Housekeeping, Cleaning, Desilting & Conservancy Service (Level 5)
- TUV SUD ISO 9001:2008 (Provision of Contract & House-keeping Services) & (Provision of Total Stewarding & Facility Solutions)
- DAS BS OHSAS 18001:2007 (Provision of Contract Cleaning, Stewarding and Housekeeping Maintenance Services)
- bizSAFE Star Level Certificate

Master Clean Facility Services Pte. Ltd.

- MW02 Housekeeping, Cleaning, Desilting & Conservancy Service (Level 4)
- TUV SUD ISO 9001:2008 (Provision of Contract & House-keeping Services) & (Provision of Total Stewarding & Facility Solutions)
- DAS BS OHSAS 18001:2007 (Provision of Contract Cleaning, Stewarding and Housekeeping Maintenance Services)
- NEA Clean Mark Silver Award
- bizSAFE Star Level Certificate

ORGANISATIONAL PROFILE

Membership Of Associations And Certificates

Newman & Goh Property Consultants Pte. Ltd.

- Accredited Managing Agents (Category A)
- SGS ISO 9001:2015 (Property Management and Valuation Services)
- SGS- Service Certification Criteria for Property Management and Valuation- Service Certification Criteria for Property Management and Valuation Services

Premier Eco-Care Pte. Ltd.

- Member of Singapore Pest Management Association
- Member of National Pest Management Association
- Australian Fumigation Accreditation Scheme (AFAS)
- Management in Food Plants, Hazard Analysis Critical Control Point (HACCP)
- GIC ISO 9001:2015
 1. Pest Control, Bird Control
 2. Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])
 3. Soil Treatment
 4. Disinfection Services
 5. Sales of Ecological Care Products
- GIC ISO 14001:2015
 1. Pest Control, Bird Control
 2. Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])
 3. Soil Treatment
 4. Disinfection Services
 5. Sales of Ecological Care Products
- GIC OHSAS 18001:2007
 1. Pest Control, Bird Control
 2. Fumigation Services (International Standards for Phytosanitary Measures No.15 [ISPM No.15])
 3. Soil Treatment
 4. Disinfection Services
 5. Sales of Ecological Care Products

ORGANISATIONAL PROFILE

Membership Of Associations And Certificates

World Clean Facility Services Pte. Ltd.

- MW02 Housekeeping, Cleaning, Desilting & Conservancy Service (Level 4)
- EQAIMS ISO 9001:2015 (Provision of Building Cleaning Services (Residential & Commercial) including Floor Polishing Works)
- BS OHSAS 18001:2007 (Provision of Building Cleaning Services (Residential & Commercial) including Floor Polishing Works)
- Participant in Employers' Pledge of Fair Employment Practices
- NEA Clean Mark Silver Award
- bizSAFE Star Level Certificate

Ashtree International Pte. Ltd.

- NS Gold Mark
- ISO 9001:2015 (Provision of Security Services, Training of Security Personnel, and Business and Management Consultancy Services)
- OHSAS 18001:2007 (Provision of Security Services, Training of Security Personnel, and Business and Management Consultancy Services)
- Certified Anti Terrorism Practitioner (CATP)
- Certified Force Protection Professional (CFPP)

KH Security Agency Pte. Ltd.

- Singapore Police Force's Annual Grading Exercise for Security Agencies-Grading A (2018)
- Member of Association of Certified Security Agencies (A.C.S.A)
- Member of Union of Security Employees (U.S.E)
- bizSAFE Level 3 Certificate
- Total Defence Awards (2009-2013)
- NTUC May Day Awards – 2013
- Meritorious Home Team Partner Award 2013

KC Security & Investigation Services Pte. Ltd.

- Singapore Police Force's Annual Grading Exercise for Security Agencies-Grading B (2018)
- ISO 9001:2008 (Provision of Security Services)
- bizSAFE Level 4 Certificate

GOVERNANCE & SUSTAINABILITY APPROACH

Continual Commitment to Enhance Corporate Governance

Advancer Global is committed in maintaining a high standard of corporate governance and in having effective corporate practices to safeguard against fraud with the aim of protecting shareholders' interests as well as maximising long-term success of the Group. We will continually do our utmost to ensure that our business operations and processes are managed in a way that minimizes its impact to the environment. In line with our determination to commit to a high standard of corporate governance, we have established policies for issues such as Conflict of Interest, Insider Trading, Fraud and Whistleblowing.

CONFLICT OF INTEREST POLICY

Our Group has adopted a conflict of interest policy to guide our employees in the identification and management of conflicts of interests. All of our key management staff, including but not limited to our Executive Directors and Executive Officers, are to complete the annual conflict of interest disclosures to our Board.

INSIDER TRADING POLICY

Our Group has adopted an insider trading policy to preserve the reputation and integrity of our Group and our affiliates. In accordance with the policy, any person who possesses material, non-public information relating to our Company, or any other publicly-traded company, including our customers and suppliers, obtained in the course of employment or by association with

our Group, is considered an insider to such information.

FRAUD AND WHISTLEBLOWING POLICY

Our Group is committed in maintaining high ethical standards, honesty and accountability and eliminating fraud and corruption when conducting business. As such, our Group has adopted a fraud and whistleblowing policy which is made known to our employees and sub-contractors.

Sustainability Approach

Our Group's senior management periodically assesses focus areas where our Group can have the greatest economic, environmental and social impact, as well as areas that are most important to our stakeholders. Senior management is responsible for the on-going communication to the Board of Directors.

Our Group has made efforts to seek the opinions of many stakeholders either through informal or formal means. We evaluate the needs and expectations of our key stakeholder groups which are significant to our Group's value creation strategy and strive to build mutually beneficial relationships.

STAKEHOLDER ENGAGEMENT

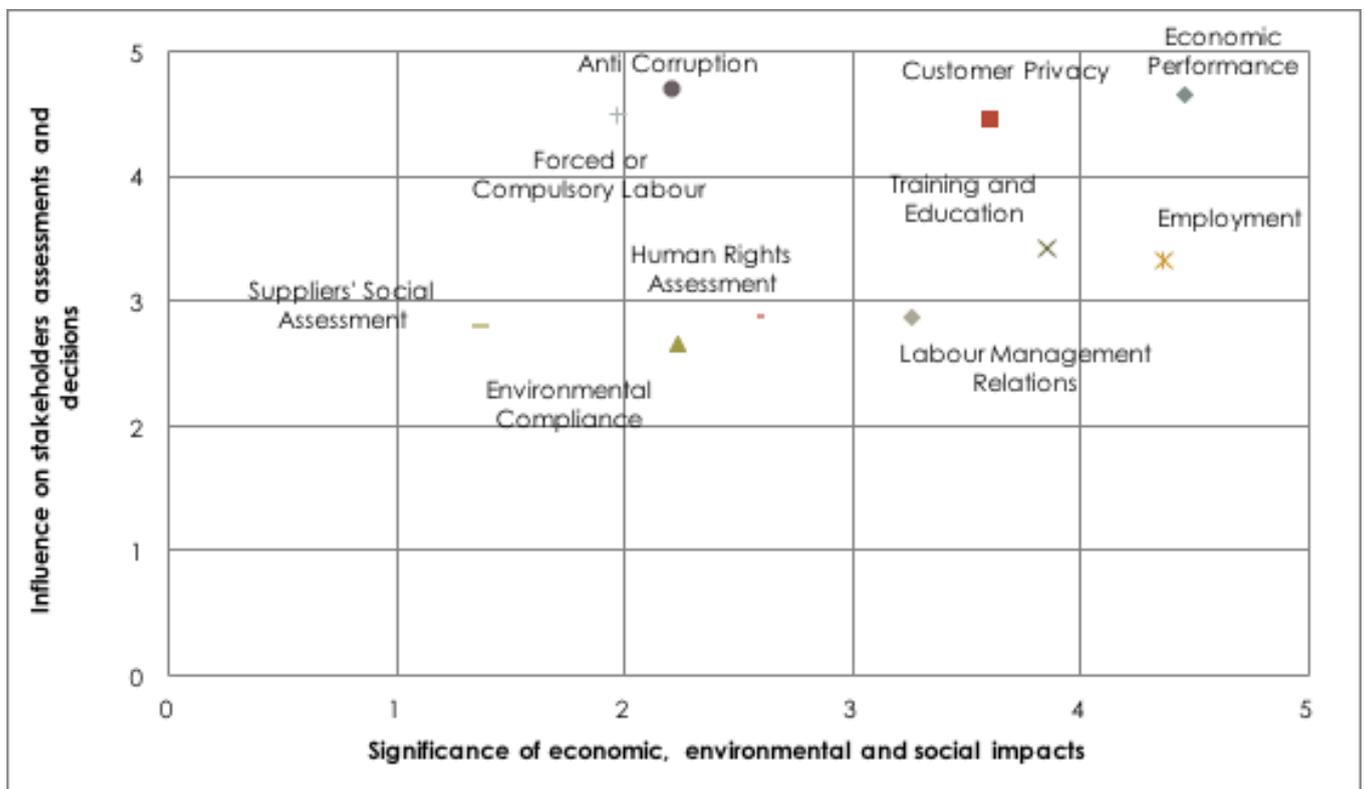
We identified our diverse stakeholder groups based on their level of influence in our business. We also regularly engage and consult them. Where appropriate and relevant to our business, we incorporate their feedback into the Group's plans and actions.

Stakeholder Group	Engagement Activities	Stakeholders' Expectations
Customers	<ol style="list-style-type: none"> 1. Enquiry and feedback channels 2. Customer service hotlines 3. Direct customer meeting 	<ol style="list-style-type: none"> 1. Top notch customer service 2. Additional after sales services
Suppliers	<ol style="list-style-type: none"> 1. Quotations 2. Periodic discussion 3. Supplier evaluation 	<ol style="list-style-type: none"> 1. Compliance with terms and conditions of purchasing policies and procedures 2. Maintenance of ethical standards
Employees	<ol style="list-style-type: none"> 1. Induction and orientation program 2. Staff appraisal 3. Internal memos 4. Employee training 	<ol style="list-style-type: none"> 1. Staff rights and welfare 2. Personal development 3. Good working environment
Investors	<ol style="list-style-type: none"> 1. Annual meetings 2. Board meetings 3. Circulars to shareholders 	<ol style="list-style-type: none"> 1. Profitability 2. Transparency 3. Timely reporting 4. Fair purchasing practices
Government and Regulators	<ol style="list-style-type: none"> 1. Discussions with government agencies and departments 	<ol style="list-style-type: none"> 1. Environmental-friendly business approach 2. Compliance with regulations 3. Timely reporting and resolution of issues

MATERIAL TOPICS

Based on feedback gathered from our internal and external stakeholders, we have evaluated and prioritized factors which would have significant economic, environmental and social impacts and are material to the organization and stakeholders. These factors are reflected in the Materiality Matrix below.

We will review our material topics yearly in light of fresh stakeholders' feedback and updates to our business objectives and developments.



Sustainability Topics Selected:

1. Economic Performance
2. Employment
3. Training & Education
4. Customer Privacy

ECONOMIC PERFORMANCE

To maintain sustainable economic growth and our pursuit to provide a holistic array of smart solutions essential to our daily lives, the Group acquired seven new subsidiaries for the Group's Building Management Services and Security Services segments. As a result of this, understanding and maintaining the financial sustenance of the Group becomes increasingly vital in order to sustain healthy profits, and generate tangible value for our stakeholders.

Financial Highlights

During FY2017, the Group is proud to announce that it registered a 28.2% growth in revenue from S\$50.9 million in FY2016 to S\$65.3 million in FY2017. All business segments registered revenue and gross profit growth.

The cost of services increased by 24.2% from S\$37.4 million in financial year ended 31 December 2016 ("FY2016") to S\$46.4 million in FY2017, mainly due to the increase in (a) direct costs from newly acquired subsidiaries, (b) average direct labor cost and operating lease expenses for the Group's cleaning and stewarding projects, and (c) number of security officers. In spite of that, gross profit rose by 39.1% from S\$13.6 million in FY2016 to S\$18.9 million in FY2017.

With the increasing demand for smart solutions and services in the real estate management sector, the Group is well-placed as a one-stop integrated facilities management solutions and services operator within the real estate sector.

The Group strives to drive growth through cross-selling and integrating our offerings to customers. It continues to enhance efficiency and bring effectiveness to its business platforms by infusing technology to enable greater convenience and satisfaction for its customers. With the development of the integrated facilities management solutions and services, the Group is able to enjoy cost benefits with increased employee productivity and retention despite the rising costs and challenging economy.

EMPLOYMENT

Our Group believes in investing in people as our employees are our most valued asset. We focus on providing equal access to opportunities for all employees. With equality and diversity as our ethos, we aim to develop our employees in all aspects so they are equipped to address the challenges in the ever-changing global landscape.

Policies on Employment

The Group hires a diversity of employees across all our various industries. We have established policies and practices to ensure transparency and fairness for staff.

New Employee Hires and Turnover Rates

We believe that diversity in both gender and age are key to sustaining our dynamic workforce. Providing equal employment opportunities for these groups are part of our employment policies.

New Employee Hires sorted by Age Groups	
Under 30 Years Old	93
Between 30 to 50 Years Old	219
Over 50 Years Old	339

(For period of 1 Jan 2017 to 31 Dec 2017)

	Male	Female
Number of Employees	772	281
Number of New Employees	489	162
Number of Resigned Employees	406	139
Average Monthly Turn Over Rate	3%	1%

(For period of 1 Jan 2017 to 31 Dec 2017)

Benefits for Full Time Employees

The Group provides benefits to full-time employees in the form of Healthcare subsidies, tie-ups with insurance, the option of stock ownership under our Employee Share Option Scheme, disability coverage (WICI), and also in the form of parental leave.

In addition to the government regulated leaves, the Group also provides childcare leaves for employees with children. During the reporting period, 4 male employees and 2 female employees have taken Paternity and Maternity Leaves respectively. The aforementioned employees are currently employed under the Group.

We will continue to review our employment policies and strive towards greater gender equality and a more inclusive workforce.

TRAINING & EDUCATION

At Advancer Global, we believe in ensuring our employees are adequately trained and continuously kept abreast of any updates in standards throughout the various industries. New hires are given the opportunity to learn on the job to familiarize themselves with our operations.

Average Training Hours & Training Programs

The yearly average training hours per employee stands at 16 hours for Operations staff and 12 hours at the Management level. Programs for upgrading employee skills and certificates are available across business segments as shown in the following table:

Business Segment	Training Programs
Cleaning	WSQ Certificate in Environmental Cleaning
Security	Induct Security Personnel
	Perform Supervisory Duties within Legal Framework
	Manage Disorderly Conduct and Threatening Behaviour
	Operate Basic Security Equipment
	Assess and Address Security Risks
	Recognise Terrorist Threats
Employment	Certificate of Employment Intermediaries
Pest Control	Certificate in Pest Management

Performance and Career Development Review

According to our Group policy, all of our employees undergo the annual performance appraisal. This exercise allows the managers and employees to set expectations, and address potential gaps in their performance. Regular and ad-hoc feedback are also given to employees. These practices to develop and improve employees' performance have contributed to improve organisational performance. Furthermore, these practices allows the Group to monitor the skill-sets of employees and to develop human capital within the organisation. As at reporting date, all employees have concluded their annual performance review for the year ended 2017.

Target setting:

To provide at least 20 hours of training and development, or cross-training yearly per employee to deepen their skill-sets, with external and internal trainings within the Group.

CUSTOMER PRIVACY

We understand that with the advancement of technology, there is a growing trend of concerns for individuals on how their personal data are being collected and used.

Personal Data Protection Act

With the establishment of the Personal Data Protection Act (PDPA) in 2012, personal data is protected in Singapore by various rules governing the collection, use, disclosure and care of personal data. Protection of the personal data of our stakeholders, including but not limited to, customers and employees are vital to our ability to conduct operations.

We have in place a PDPA policy which includes procedures on responsible data handling, use of data and compliance monitoring. Customers' data are stored in secure databases where we have established safeguards in place against impending IT security threats. These policies and procedures are disseminated to all employees and our operating entities in the Group. Every operational manager is expected to establish and implement the Group's PDPA policy and monitor for compliance.

Here at Advancer Global, we are very proud to announce that we have not received any substantiated complaints or had any breaches or loss of customer data. Our customers' privacy is of utmost importance to our Group and we consistently monitor and update our PDPA policy in accordance with new requirements and business developments. We target to achieve zero complaints and PDPA breaches on a yearly basis.

GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
GENERAL DISCLOSURE		
GRI 102: General Disclosures 2016	Organizational Profile	
	102-1 Name of the organisation	4
	102-2 Activities, brands, products, and services	5
	102-3 Location of headquarters	5
	102-4 Location of operations	5
	102-5 Ownership and legal form	5
	102-6 Markets served	5
	102-7 Scale of the organisation	16
	102-8 Information on employees and other workers	16
	102-9 Supply chain	7
	102-10 Significant changes to the organisation and its supply chain	NIL
	102-11 Precautionary principle or approach	12
	102-12 External initiatives	8
	102-13 Membership of associations	9
	Strategy	
	102-14 Statement from senior decision maker	3
	Ethics and Integrity	
	102-16 Values, principles, standards, and norms of behaviour	6
	Governance	
	102-18 Governance structure	7
	Stakeholder Engagement	
	102-40 List of stakeholder groups	13
	102-41 Collective bargaining agreements	NIL
	102-42 Identifying and selecting stakeholders	13
	102-43 Approach to stakeholder engagement	13
	102-44 Key topics and concerns raised	14
	Reporting Practice	
	102-45 Entities included in the consolidated financial statements	Annual Report 2017
	102-46 Defining report content and topic boundaries	4
	102-47 List of material topics	14
	102-48 Restatements of information	NIL
	102-49 Changes in reporting	First SR Report
	102-50 Reporting period	4
102-51 Date of most recent report	First SR Report	
102-52 Reporting cycle	4	
102-53 Contact point for questions regarding the report	4	
102-54 Claims of reporting in accordance with the GRI Standards	4	
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GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
MATERIAL TOPICS		
Economic Performance		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	15
	103-2 The management approach and its components	15
	103-3 Evaluation of the management approach	15
GRI 201: Economic Performance 2016	201-1 Direct Economic value generated and distributed	15
Employment		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	16
	103-2 The management approach and its components	16
	103-3 Evaluation of the management approach	16
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	16
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	16
	401-3 Parental leave	16
Training & Education		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	17
	103-2 The management approach and its components	17
	103-3 Evaluation of the management approach	17
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	17
	404-2 Programs for upgrading employee skills and transition assistance programs	17
	404-3 Percentage of employees receiving regular performance and career development reviews	17
Customer Privacy		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	18
	103-2 The management approach and its components	18
	103-3 Evaluation of the management approach	18
GRI 418: Customer Privacy 2016	403-1 Workers representation in formal joint management – worker health and safety committees	18