



SUSTAINABILITY REPORT 2022

LHN LIMITED 賢能集團有限公司*
Stock Codes: Singapore - 410 Hong Kong - 1730
(incorporated in the Republic of Singapore with limited liability)

**For identification purpose only*

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CHAIRMAN'S MESSAGE



Dear Stakeholders,

I am pleased to share our Sustainability Report for the financial year ended 30 September 2022 (“FY2022”). Over the course of the past year, we have remained committed to creating long-term value creation while growing the business. In FY2022, I am proud to announce that the Group has revisited and repositioned our Environmental, Social, and Governance (“ESG”) focus. Under LHN’s newly established ESG strategy, our defined material matters have been grouped under three main pillars; namely, *Protect Our Environment, Create Positive Social Impacts for Our Employees, Stakeholders and Communities, and Maintain Good Corporate Governance Practices.*

Defining an ESG strategy allows us to better integrate our sustainability endeavours within the Group’s everyday operations. It remains crucial for us to align our sustainability goals with our strategic direction, in order to continue creating productive and innovative spaces which create sustainable value for our stakeholders.

TRANSITIONING TO A LOW CARBON FUTURE

LHN understands that a low carbon future is necessary, which is why we have continued expanding our renewable energy business. Since a few years ago, we have been actively increasing our renewable energy generation capacity by maximising all suitable rooftop spaces atop our buildings. Pilot trials are also being conducted for us to tap onto solar roof structures within car parks. To date, we have solar panels at ten of our sites, allowing our total renewable energy system capacity to achieve 2,468 kWp and beyond.

CREATING POSITIVE IMPACTS FOR OUR STAKEHOLDERS

The health, safety, and well-being of our employees is a priority at LHN Group. Human capital remains as a valued resource, and we intend to emphasise that value through meaningful engagement with our employees in FY2023, just like we did in FY2022. We have organised various employee engagement events across the year such as LHN Movie Night while ensuring that we still give back to our society via events such as the celebration of Mid-Autumn Festival with

Lion Befrienders’ senior citizens. We remain committed to ensure a fair, diverse, and collaborative work environment. Over the years, we have seen our workplace growing as a gender diverse workplace. As at end of FY2022, we have approximately 58% male to 42% female employees.

While ensuring the basic needs and requests of our customers are met, we have gone above and beyond to ensure the satisfaction of our customers. In addition to our urban farming program held at Coliwoo, ad-hoc events such as the Mid-Autumn Race not only creates special bonds with our tenants, but also between the tenants across facilities. Our efforts continue to be recognised and validated through our customer satisfaction surveys. Scores have constantly exceeded 70% for our core business segments over the past few years, with this year’s score averaging out to be 84% across our business segments.

MAINTAINING GOOD CORPORATE GOVERNANCE

Corporate governance remains as one of LHN’s core pillars in promoting sustainable business practices. In addition to ethical business practices and values, we are committed to sustaining high levels of corporate governance across our operations. LHN has successfully retained its clean record of zero corruption incidents since we commenced with the reporting of this material topic six years ago. We also conducted an anti-corruption and anti-fraud training for our directors and Head of Departments (“HODs”) in FY2022, allowing the Group to grasp a better understanding of how to best navigate the topic of corruption within the entity.

As a Group, we are committed to monitor our non-financial performance and strengthen our efforts in areas that require further improvements. An exciting year awaits for us.

Mr. Kelvin Lim
Executive Chairman, Executive Director &
Group Managing Director

OUR BUSINESS

LHN Limited (“LHN” or the “Company”, together with its subsidiaries, the “Group”) is a real estate management services group with a longstanding history dating back to 1991, distinguished by our ability to generate value through our space optimisation expertise. We also provide a suite of services in the facilities management and logistics services businesses which complements the space optimisation business.

The Group while incorporated and headquartered in Singapore, is dual listed on the Catalist of the Singapore Exchange Limited (“SGX”), as well as on the Main Board of The Stock Exchange of Hong Kong Limited (“HKEX”). The Group, together with its three core business segments, namely, Space Optimisation Business, Facilities Management Business and Logistics Services Business, currently have operations spread strategically across Singapore, Hong Kong, Indonesia, Myanmar, Cambodia, Thailand and Malaysia¹. From FY2022

onwards, the non-financial activities of LHN Logistics Limited and its subsidiaries (“LHN Logistics”) will be separately reported as they are now separately listed on the Catalist of SGX. However, LHN Logistics still remain consolidated under the Group’s financial reporting as a subsidiary. As such, restatements of past non-financial performance metrics have been made to exclude LHN Logistics in this report. For a full list of entities included in this sustainability report, do refer to *Appendix A*.

We will continue to make reference to LHN Logistics Limited Sustainability Report (“LHN Logistics SR”) in Appendix D. HKEX ESG Reporting Guide Index. Please also refer to LHN Logistics SR for FY2022 published on the website of SGX-ST (<https://links.sgx.com/FileOpen/e%20LHN%20Logistics%20-%20SR%20FY22.ashx?App=Announcement&FileID=748150>) for more information.



VISION

We Create Productive Environments



MISSION

A Space Resource Optimisation Company that Generates Value and is Driven by Technology



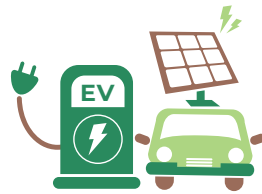
CORE VALUES

Prudence
Efficiency
Accountability



Space Optimisation

Creating productive environments and highly usable space through refurbishments and space planning, and leasing of such optimised units to tenants.



Facilities Management

Comprehensive suite of facilities management services which includes, cleaning and carpark management.



Logistics Services

not included in this Sustainability Report
Transportation of base oil, bitumen, and chemicals, and container depot management services.

ACTIVITIES, VALUE CHAIN AND OTHER BUSINESS RELATIONSHIPS

As at 30 September 2022, our integrated supply chain comprises government agencies and private companies. 700 suppliers are based in Singapore while 85 suppliers are based in overseas. LHN’s type of suppliers include:

- Suppliers of cleaning and pest control supplies
- Software and hardware vendors
- Service vendors who can help to conduct maintenance and repair works, and additional and alteration works

Other relevant business relationships includes online property platforms, agents and agencies, due to the nature of our Space Optimisation Business. As for the Facilities Management Business, relationships with private building owners and Management Corporation Strata Titles exist as well.

¹ LHN Logistics operate in Singapore, Myanmar, Thailand and Malaysia and these will not be considered within the reporting boundary.

THIS REPORT

REPORTING SCOPE

This is the Group's sixth sustainability report covering non-financial performance and related management approach disclosures for the financial period 1 October 2021 to 30 September 2022 ("FY2022"), with prior financial year data disclosed from 1 October 2020 to 30 September 2021 ("FY2021"), where available. This annual reporting period applies to the Group's financial reporting as well. The report is prepared in compliance with the Environmental, Social and Governance ("ESG") Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules") issued by HKEX, and the Singapore Exchange Securities Trading Limited ("SGX-ST") Section B: Rules of the Catalist ("Catalist Rules") Listing Rule 711A and 711B which draws on the guidance set out by the SGX-ST Practice Note 7F Sustainability Reporting Guide.

The report focuses on ESG matters prioritised by the Group in relation to the subsidiaries as listed in Appendix A, which represent 72% of the Group's revenue for FY2022. Entities included in the Group's Sustainability Report covers our two major business segments in Singapore.

REPORTING STANDARDS

This report has been prepared with reference to GRI2021 standards. The GRI standards is an internationally recognised framework and has been selected by the Group for its universal application for reporting on a range of economic, environmental and social performance. GRI reporting principles have been adopted for defining LHN's sustainability reporting content and quality.

DUE DILIGENCE

The process through which LHN identifies its actual and potential negative impacts on the economy, environment, and people, including impacts on their human rights is through ongoing discussions between the relevant internal stakeholders. As much as possible, negative impacts caused directly by LHN's activities are mitigated by LHN's ongoing efforts. For example, the use of natural resources from LHN's activities compel LHN to reduce their energy and water consumption levels. While the identification of impacts is still preliminary, LHN will continue identifying these impacts and seek to address them as much as possible.

ADOPTED GRI REPORTING PRINCIPLES FOR DEFINING LHN'S SUSTAINABILITY REPORTING CONTENT AND QUALITY

STAKEHOLDER INCLUSIVENESS

Stakeholder Engagement

The report addresses not only the significant ESG impacts of our businesses' operations, but also takes into consideration key interests of our stakeholders.

SUSTAINABILITY CONTEXT

LHN's Sustainability Approach – Sustainability Context

In developing our sustainability approach, LHN takes into consideration:

- (1) International commitment on climate change (The Paris Agreement) and unique local environmental concerns
- (2) Sustainability concerns relevant to the industries that the Group operates in
- (3) Changes in tenants' perception on value of space and the increasing demand for healthier and greener working environment

MATERIALITY

LHN's Sustainability Approach – Material Matters

Our material ESG matters are determined based on the significance of impacts of the business and expectations of both external and internal stakeholders, through a formal materiality assessment workshop conducted by an external consultant in November 2017. The material ESG matters were reviewed during the year and deemed relevant to the business for this Sustainability Report.

THIS REPORT

ADOPTED GRI REPORTING PRINCIPLES FOR DEFINING LHN'S SUSTAINABILITY REPORTING CONTENT AND QUALITY

COMPLETENESS, BALANCE, QUANTITATIVE, ACCURACY, CONSISTENCY. COMPARABILITY, RELIABILITY AND CLARITY	Performance and Highlights This report aims to present accurate, unbiased, reliable and consistent data and metrics that can be easily understood by all and serves as a way for us to monitor our performance on a year-to-year basis.
TIMELINESS	Five Months from the Financial Year End Our standalone Sustainability Report is published within five months of the financial year end. This is in compliance with both SGX and HKEX Listing Rules.

Please refer to Appendix B. Methodological Review and Data Boundaries on page 35 which includes the description on data boundaries and units used in this report, Appendix C. GRI Content Index and Appendix D. HKEX ESG Reporting Guide Index on page 38 and page 43 respectively for the

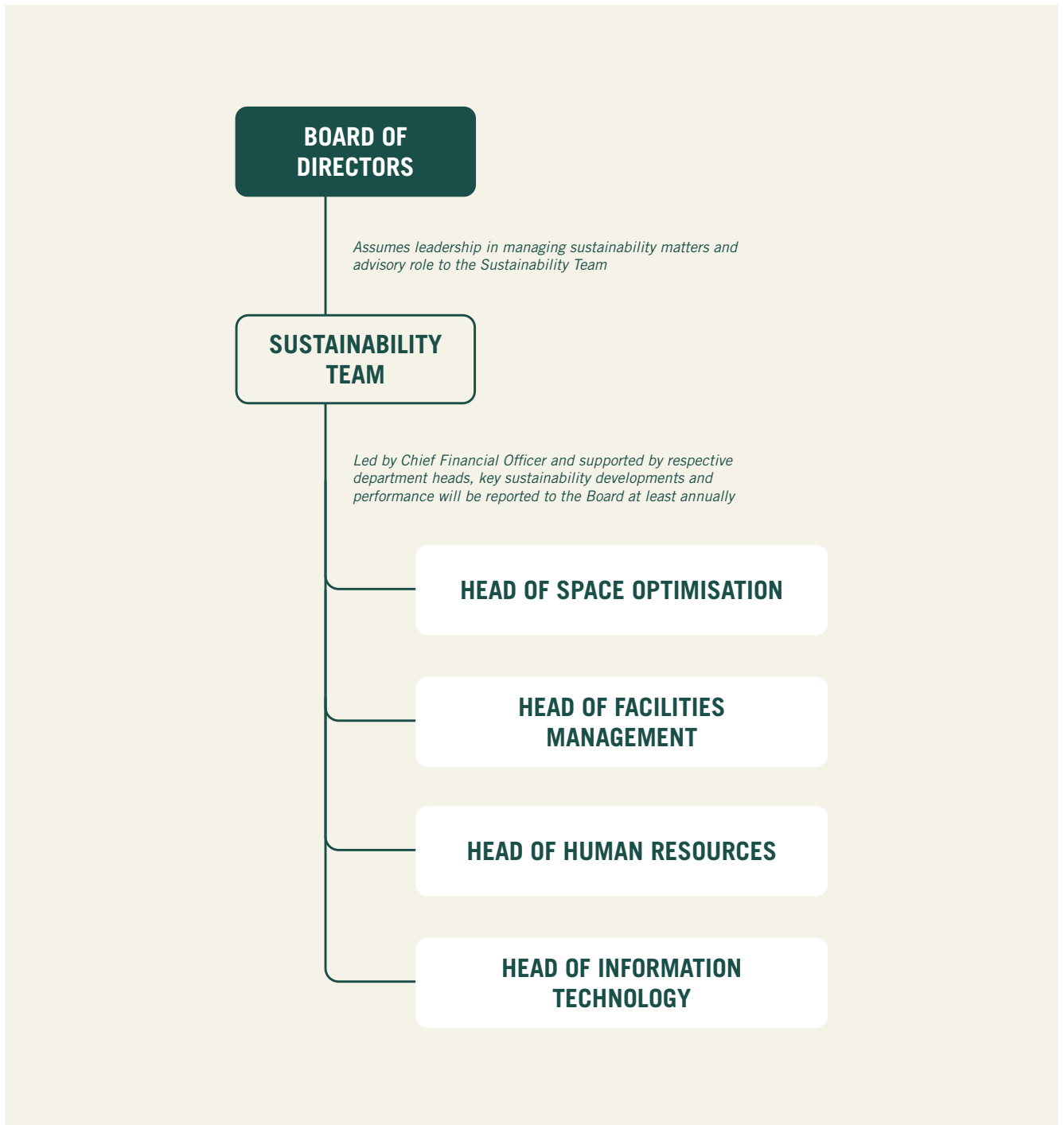
summary of data and information disclosed as per GRI Standards and HKEX ESG reporting requirements.

This report has not been externally assured. For any enquiry related to this report, please contact enquiry@lhngroup.com.sg.

SUSTAINABILITY AT LHN

THE BOARD AND SUSTAINABILITY GOVERNANCE

Our sustainability team is instrumental in building a culture of sustainability within LHN and overseeing the implementation of various sustainability initiatives throughout the Group's operation. They also track and report the performance at least annually to the board of directors of the Company (the "Board").



SUSTAINABILITY AT LHN

THE BOARD

The Board is committed to adhering to high quality standards, building of an inclusive and safe working environment for all, and conducting business in a way that is responsible, in the preservation of the environment. These sustainability issues have been considered as part of the company’s strategic formulation and incorporated into our operations through policy making and procedures.

The Board continues to provide direction and maintain oversight over the material ESG matters with the help of respective HODs. The ESG matters reported on in this Sustainability Report has been reviewed and determined

to be relevant by the Board together with the management team, having taken into consideration the COVID-19 backdrop and associated impacts to our business. Sustainability performance, as well as ESG-related targets are reported to the Board at least annually, or, as and when significant development arises. Any updates to the targets set against the material ESG matters will be discussed with each business segment.

For Board composition and diversity, including nomination and selection processes and criteria for the Board, kindly refer to LHN Limited FY2022 Annual Report (“**Annual Report**”).

OUR GOVERNING ESG STRUCTURE

Low Carbon Future

- [1] Energy Consumption
- [2] Climate-related Disclosures

Responsible Consumption

- [3] Water Consumption

Sustainable Communities

- [4] Community Initiatives

Fair, Safe and Healthy Workplace

- [5] Fair Employment
- [6] Health and Safety
- [7] Engagement Activities

Stakeholder Engagement

- [8] Customer Satisfaction
- [9] Customer Health and Safety

Cyber Security & Data Privacy

- [13] Security of Our Information Technology and Stakeholders’ Information

Corporate Governance & Ethical Standards

- [12] Sustainability Governance:
 - Board Composition and Management Diversity
 - Supplier Policy

Legal & Compliance

- [11] Anti-corruption and Compliance

Social Responsibility

- [10] Corporate Social Responsibility



ESG at LHN Group

- We govern our ESG endeavours at LHN by adhering to three overarching pillars:
 1. Protect Our Environment
 2. Maintain Good Corporate Governance Practices
 3. Create Positive Social Impacts for Our Employees, Stakeholders and Communities
- We categorise our material topics within these three pillars to allow for a clear and coherent dissemination of information to our stakeholders.
- Our ESG graph will continue to evolve and expand over the years to come as we continue our sustainability journey.

SUSTAINABILITY AT LHN

OVERVIEW OF LHN'S SUSTAINABILITY APPROACH

MATERIAL ESG MATTERS	IMPACT BOUNDARY	MATERIAL ACTIONS	MANAGEMENT APPROACH	TARGETS AND STATUS
ENERGY	Space Optimisation	Contributing to the collective effort to reduce Singapore's overall Greenhouse Gas ("GHG") emissions	GROUP-WIDE <ul style="list-style-type: none"> Climate Change Adaptation Policy Energy Consumption/Management Policy 	<ol style="list-style-type: none"> Energy consumption across business units Emissions intensity
WATER	Space Optimisation	Playing our part to reduce water usage in Singapore, where the lack of natural resources has made water security a priority	GROUP-WIDE <ul style="list-style-type: none"> Water Consumption/Management Policy 	<ol style="list-style-type: none"> Volume of water consumption Water consumption intensity
SECURITY OF INFORMATION	Business partners, employees, suppliers and customers	Security of information is critical in maintaining our stakeholders' trust in the business	GROUP-WIDE <ul style="list-style-type: none"> Personal Data Protection Policy Information Security Policy Cybersecurity Framework Document Retention and Disposal Policy Data Breach Management Policy LHN Privacy Policy Website Privacy Policies 	<ol style="list-style-type: none"> Number of substantiated complaints, identified leaks, theft or losses of customer data privacy
CORPORATE GOVERNANCE	All Business Segments	High ethical standards in accordance with Code of Corporate Governance 2018 is integral to LHN's corporate identity and how we conduct our business	GROUP-WIDE <ul style="list-style-type: none"> Code of Corporate Governance Conflict of Interest Policy Business Continuity Plan Supplier's Code of Conduct Anti-corruption Policy Anti-fraud Policy Investor relation Policy Whistle-blowing Policy 	<ol style="list-style-type: none"> Number of non-compliance cases Number of incidents of corruption
HEALTH AND SAFETY	All employees and All tenants	Strive towards creating a culture where all our staff value individual commitment towards safe work practices and further, to create spaces that are safe and conducive for our tenants to work in	GROUP-WIDE <ul style="list-style-type: none"> Health Safety and Environment Policy Work from Home Policy arising from COVID-19 Certified BizSAFE Level 3 	<ol style="list-style-type: none"> Working hours, work-related fatality rate, work-related high-consequence injury rate, work-related injury rate and work-related ill health rate Number of regulatory fines or warnings related to customer health and safety External audits to review internal processes
FAIR EMPLOYMENT	All employees	We have pledged our commitment to adopt the five key principles defined by the Tripartite Guidelines on Fair Employment Practices ("TGFE") and we believe in developing in-house talents for the continued growth and success of the Group	GROUP-WIDE <ul style="list-style-type: none"> Human Resource Policy Commitment to no child labour and no forced labour Employee Grievance Policy Training Policy Performance Appraisal Policy 	EMPLOYMENT <ol style="list-style-type: none"> Employee breakdown by gender and employee type Recruitment and turnover rates PERFORMANCE & CAREER DEVELOPMENT <ol style="list-style-type: none"> Average training hours by gender and employment category
CUSTOMER SATISFACTION	All customers	Our businesses thrive on mutually beneficial and strong relationships formed with our customers	GROUP-WIDE <ul style="list-style-type: none"> Annual customer satisfaction surveys² to gather feedback on our products and services 	<ol style="list-style-type: none"> Customer satisfaction survey results

² Excludes car park management under Facilities Management Business. Customer satisfaction levels are based largely on day-to-day interactions with property managers and feedback received from carpark users.

SUSTAINABILITY AT LHN

PROGRESS OF OUR SUSTAINABILITY APPROACH

● Achieved ● To be achieved

MATERIAL ESG MATTERS	FY2022 PROGRESS	FY2022 PROGRESS	FUTURE TARGETS	TIMELINE
ENERGY	Reduce electrical consumption intensity by 5% by FY2023 with FY2021 as base year	●	(Group) Reduce electrical consumption intensity by 5% by FY2023 with FY2021 as base year	By FY2023
	Complete solar panel installation at several properties, increasing system capacity to 1,853 kWp	● 2,468 kWp system capacity	(Space Optimisation) For solar panel energy consumption to make up 15% of the energy consumption of properties with solar panels installed	By FY2024
	Completed the installation of 10 electric vehicle ("EV") charging points across 8 different properties and managed facilities (Carparks, Coliwoo and other properties)	● 12 EV charging points	To continue the expansion of EV charging points through further collaborations with external vendors	Continuous
WATER	Reduce water consumption intensity by 5% by FY2023 with FY2017 as base year	●	(Group) Reduce water consumption intensity by 5% by FY2023 with FY2017 as base year	By FY2023
SECURITY OF INFORMATION	Zero substantiated complaints or identified leaks, thefts or losses of customer data	●	Zero substantiated complaints or identified leaks, thefts or losses of customer data	Annually
CORPORATE GOVERNANCE	Zero confirmed incidents of corruption	●	Zero confirmed incidents of corruption	Annually
	Zero non-compliance cases with applicable laws and regulations	●	Zero non-compliance cases with applicable laws and regulations	Annually
HEALTH AND SAFETY	Zero work-related fatalities	●	Zero work-related fatalities	Annually
	Less than 5 work-related injuries a year within LHN's premises	●	Less than 5 work-related injuries a year within LHN's premises	Annually
	Less than 5 work-related injuries a year offsite	●	Less than 5 work-related injuries a year offsite	Annually
	Zero fines or penalties ³ relating to customer health and safety for Space Optimisation Business	●	Zero fines or penalties relating to customer health and safety for Space Optimisation Business	Annually
FAIR EMPLOYMENT	No confirmed cases of discriminations	●	No confirmed cases of discriminations	Annually
	Average of 15 training hours per employee	● 15.9 training hours per employee	Average of 15 training hours per employee	Annually
CUSTOMER SATISFACTION	Space Optimisation Business: 70%	● 86%	Space Optimisation Business: 70%	Annually
	Facilities Management Business: 70%	● 81%	Facilities Management Business ⁴ : 70%	Annually






³ Fines or penalties less than S\$500 are considered immaterial.

⁴ This would include customer satisfaction ratings collected by LHN Parking, starting from FY2023.

SUSTAINABILITY AT LHN

STAKEHOLDER ENGAGEMENT


At LHN, we strive to address ESG matters which are material to our business and stakeholders, whilst considering any key developments within the industry. Through various channels, key stakeholders' concerns are identified and responded to appropriately.

STAKEHOLDERS	MAIN INTERESTS/CONCERNS	ENGAGEMENT METHODS ⁵ AND FREQUENCY	OUR RESPONSE
OUR EMPLOYEES 	<ul style="list-style-type: none"> Occupational health and safety Fair employment practices Career development Job security Reskilling opportunities 	<ul style="list-style-type: none"> Annual townhall session Employee engagement events Online feedback channel system accessible throughout the year Annual performance appraisal conducted Employee handbook accessible throughout the year 	<ul style="list-style-type: none"> LHN aims to keep employees up to date regarding the company's performance, achievements, upcoming projects and/or business plans. LHN established a robust health and safety management system to ensure a safe working environment including various policies and practices to promote a fair workplace for our employees. (Refer to pages 22-28 for our policies and initiatives). LHN conducted multiple employee engagement events (Refer to pages 26-27 for more details) LHN has put in place robust COVID-19 safety measures for our employees both at the workplace and working from home. LHN has offered online trainings covering a myriad of topics including, courses to build digital skillsets.
GOVERNMENT AND REGULATORY BODIES 	<ul style="list-style-type: none"> Compliance with regulatory requirements, including those relating to COVID-19 	<ul style="list-style-type: none"> Business model awareness sessions when required Calls and meetings when required 	<ul style="list-style-type: none"> Non-compliance negatively impacts our business, both reputationally and financially. We are committed to adhere to all regulatory requirements. Where necessary, LHN will seek feedback or clarifications from regulatory bodies in guiding the business forward.
INVESTORS 	<ul style="list-style-type: none"> Timely updates on financial performance and business strategies and opportunities Board oversight on COVID-19 impacts and response to them 	<ul style="list-style-type: none"> Annual and interim financial and sustainability reports Networking sessions with shareholders when required Annual General Meeting ("AGM") and Extraordinary General Meeting ("EGM"), if required 	<ul style="list-style-type: none"> We aim to provide timely updates on key developments and action plans via our various engagement methods. Investors have been updated on LHN's business activities, projects' progress, and new business plans via online webinars. For the past years, due to COVID-19, the Group addresses relevant questions posed by shareholders prior to AGM and EGM (if required) held via webcast online, and uploads responses accordingly on the Group's website, HKEX and SGXNet.
SUPPLIERS 	<ul style="list-style-type: none"> Fair and transparent business conduct Continued engagement Disruption of supply chain due to COVID-19 and lockdowns imposed by the Government 	<ul style="list-style-type: none"> Annual supplier performance review Day-to-day communications 	<ul style="list-style-type: none"> At LHN, we work with reliable and credible suppliers and aim to form a long-standing and trusting relationship with such suppliers. In cases of disruption, alternative actions will be taken upon further discussions within each business segment team.
TENANTS AND CUSTOMERS 	<ul style="list-style-type: none"> Quality of products and services Innovative products and services Health and safety given the COVID-19 backdrop 	<ul style="list-style-type: none"> Social media platform updated when required Networking sessions and ad-hoc engagement events Company announcements accessible throughout the year Feedback channel accessible throughout the year 	<ul style="list-style-type: none"> Safety, cleaning and disinfection measures are implemented at LHN to protect our tenants and customers' health. Advanced technologies have been applied to enhance protection over our customers' health. Please refer to page 29 for our customer satisfaction survey results.

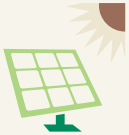
⁵ Face-to-face meetings were replaced with virtual meetings, where possible, to limit physical contact and spread of COVID-19.

SUSTAINABILITY AT LHN


FY2022 HIGHLIGHTS



Energy Consumption and Intensity
7% of the energy consumption was sourced from **green energy sources** in FY2022



Solar panel installation on rooftops
Completion of **solar panel installation** at six premises in FY2022




Renewable Energy
The total system capacity of our solar panels increased to **2,468 kWp** in FY2022 from **608 kWp** in FY2021



Reducing Water consumption
LHN installed water saving taps for **100%** of newly acquired properties




Corporate Governance
At the Singapore Corporate Awards 2022, LHN won **Gold Award for Best Investor Relations** for small-cap category entities



Gender Diversity
58% male to **42%** female employees on average in FY2022, compared to 59% male and 41% female in FY2021



Anti-Corruption and Legal Compliance
In FY2022, there were **zero** confirmed incidents of corruption brought against the Group or any of its employees



Training for Employees
Our focus on employee training resulted in an average of **15.9 hours** per employee in FY2022 (FY2021: 5.2 hours)

PROTECT OUR ENVIRONMENT

Low Carbon Future [GRI 302]

The increasing call for action to address concerns of climate change may impact our operations on a global scale. The energy consumption from our business operations, while unavoidable, spurs us to attain higher energy efficiency using new technologies and equipment. As we continue to grow, we recognise our role as a responsible corporate and have made strides to reduce the Group's overall GHG footprint.

POLICIES AND APPROACH

LHN Group is committed to identify and respond to climate change risks and to act on climate change opportunities to enhance the Company's property portfolio via its **Climate Change Adaptation Policy**. In addition, LHN commits to improve its energy efficiency and reducing energy consumption at its properties. Governed by the **Energy Consumption/Management Policy**, it endeavours to work closely with Property Managers towards educating tenants and making improvements to its operations, where possible.

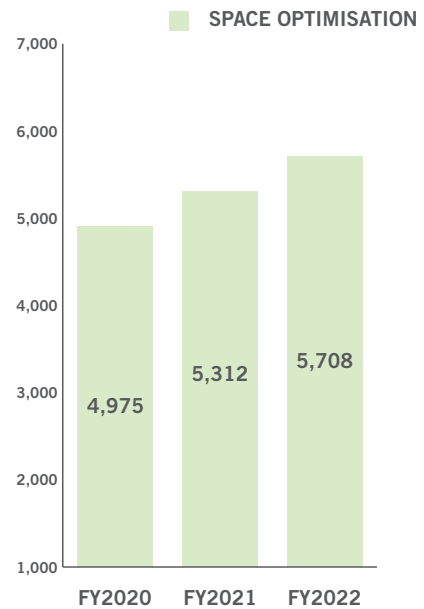
Our approach to manage our energy and fuel consumption includes the shift to green energy by installing solar panels on rooftops of managed properties and facilitating the use of EVs by our operations and tenants by installing EV charging points.

Initiatives to reduce energy consumption and improve energy efficiency include installing energy-saving LED light fittings in managed properties. Motion sensors and timers are placed in common areas, where energy consumption may be discontinuous. The lights and air-conditioning in spaces are remotely monitored by staff and will be switched off when not in use. Since FY2021, we have also started exploring the use of remote meter monitoring which provides real-time data of electricity consumption. Besides facilitating data collection and billing processes, the group can be easily informed of any anomalies in energy consumption, facilitating decision making when considering potential improvements and upgrades to machinery and equipment.

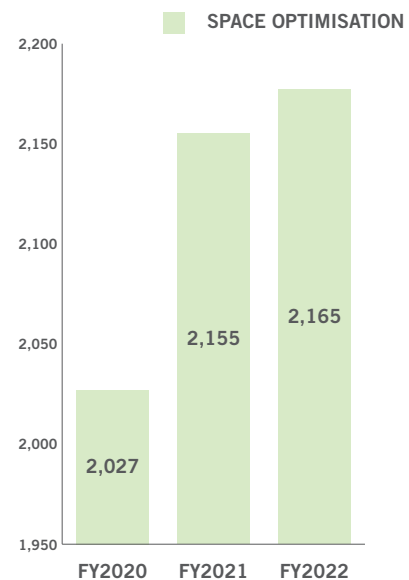
PERFORMANCE METRICS: ENERGY CONSUMPTION AND INTENSITY

In FY2022, the total electricity consumption in the Space Optimisation Business operations amounted to 5,708 MWh, an increase of 7.5% from FY2021 (FY2021: 5,312 MWh). While the increase in electricity consumption is attributed to the increase in assets under LHN group, we are also pleased to announce that about 7% of LHN's energy consumption are sourced from green energy sources. The use of renewable energy powered by our rooftop solar panels has helped us to manage LHN's incremental increase in energy consumption. LHN's Scope 2 emissions are thus reported to be at 2,165 TCO₂e in FY2022.

ENERGY CONSUMPTION (MWh)



SCOPE 2 EMISSIONS AMOUNT (TCO₂e)⁶



As the logistics business is no longer within the boundary of this report, the intensity figures for the past three financial years are restated. The electrical intensity and emissions intensity for our space optimisation properties are 0.13MWh/m² and 0.05 TCO₂e/m² for FY2022, a 7.2% decrease and 13% decrease respectively, as compared to FY2021 (0.14MWh/m²; 0.05 TCO₂e/m²).

⁶ There are immaterial re-statements of emission figures due to the update of emission factors by Energy Market Authority.

PROTECT OUR ENVIRONMENT

Low Carbon Future [GRI 302]

GREEN BUILDINGS: GREEN MARK SCHEME

Building and Construction Authority (“BCA”) Green Mark is a green building rating system to evaluate buildings for its environmental impact and performance. In FY2022, to promote sustainable design and operation, two of our managed properties were Green Mark certified – 1557 Keppel Road and 202 Kallang Bahru.

SOLAR PANEL INSTALLATION ON ROOFTOPS

In order to expand LHN’s renewable energy generation capacity, solar panels have been installed on the rooftops of our building spaces since 2019. In FY2022, we completed the solar panel installation at six premises, namely 1557 Keppel Road, 44 Kallang Place, 34 Boon Leat Terrace, 31 Boon Lay, 320 Balestier and 1A Lutheran, allowing the total system capacity of our solar panels to increase to 2,468 kWp in FY2022 from 608 kWp in FY2021. In line with Singapore’s Green Plan and our target to further advance Singapore’s transition to a lower carbon future, we aim to fully utilise available rooftop spaces for our solar panel installations. As a pilot project, LHN is also exploring the installation of solar roof structure on car park premises, where expansion of the project would be considered should the project be successful.

Completed Solar Panels at the following sites, as of FY2022:

- 72 Eunos
- 100 Eunos
- 38 Ang Mo Kio
- 202 Kallang Bahru
- 1557 Keppel Road
- 44 Kallang Place
- 34 Boon Leat Terrace
- 31 Boon Lay Drive
- 320 Balestier
- 1A Lutheran

INSTALLATION OF EV CHARGING OUTLETS

LHN group acknowledges the gradual shift towards EVs amongst both employees and customers. Under the Facilities Management Business, an EV was purchased in FY2021 to carry out maintenance operations. During the year, we continued installing charging outlets at our residential properties and our managed carparks to facilitate the use of EVs by end-users, achieving our previously set target of installing 10 electric charging points in FY2022. This has provided users approximately 29.7 MWh of electricity in FY2022, offsetting 27.8 TCO_{2e} as compared to conventional vehicles. In FY2023, there are in place further expansion plans for EV charging points, in collaboration with an external vendor.

REMOTE METER MONITORING SYSTEMS IN SPACE OPTIMISATION: INDUSTRIAL AND COMMERCIAL PROPERTIES

At LHN, a value proposition was made to better monitor the energy and performance of our buildings. As compared to existing efforts to collect energy consumption data of common areas, lighting, and air-conditioning manually, the proposed deployment involves sending real-time data to a private cloud database, of which dashboards of the system could be generated, and any anomalies in energy consumption of systems and machines would be conveyed to an on-site LHN staff via a chatbot, who can swiftly deal with the issue at hand. Potential benefits of this deployment include real-time energy monitoring, energy efficiency and performance tracking, as well as detection of system and equipment anomalies. This has successfully been launched in one of our managed sites at 38 Ang Mo Kio. In addition to the ongoing expansion plans of this technology utilisation at 5 Toa Payoh West, we have also identified the utilisation of this technology at our other properties.

Energy Management via Smart Building Solutions

Smart building solutions available in selected properties has allowed for better energy management. For example, if rooms are unoccupied, the smart energy management solution allows staff to turn off or adjust the temperature of the air-conditioning. At the end of each month, an Energy Savings Report is also generated for LHN to monitor the energy consumption of the property. Effectiveness of implemented initiatives can therefore be evaluated and analysed using the data available.






PROTECT OUR ENVIRONMENT

Low Carbon Future [GRI 302]

CLIMATE-RELATED DISCLOSURES

Aligned with the recommendations of SGX, HKEX and TCFD, LHN has identified the relevant climate-related risks and opportunities applicable to our operations across various countries. However, as most of our operations are conducted in Singapore, actions taken to tackle these risks and opportunities beyond Singapore are limited. More details on our management plans to tackle climate-related risks and opportunities will be disclosed in the next reporting year. This section covers both risks and opportunities that are of physical and transitional in nature.






PHYSICAL RISKS/OPPORTUNITIES

	Types of Physical Risks/Opportunities	Business Segment	
		Space Optimisation	Facilities Management
	Change in precipitation – Increased intensity, frequency, and/or duration	√	√
	Change in average temperature	√	
	Extreme temperature spells	√	
	Extreme weather events	√	√
	Sea level rise	√	√

PROTECT OUR ENVIRONMENT

Low Carbon Future [GRI 302]

TRANSITION RISKS/OPPORTUNITIES

	Types of Transition Risks/Opportunities	Business Segment	
		Space Optimisation	Facilities Management
	<p>Changing Customer Preferences</p> <p>Customer preferences are expected to shift towards more environmentally preferable products and services. For example, clients could demand for buildings with more green features; Properties more exposed to physical climate risks could face devaluation.</p>	√	√
	<p>Enhanced Reporting Obligations</p> <p>Increased standards for sustainability reports require the need for additional processes to monitor and manage ESG factors.</p>	√	√
	<p>Mandates on and Regulation of Existing Products and Services</p> <p>More regulations and mandates are imposed on transportation vehicles as well as building standards, which will require LHN to keep up on.</p>	√	
	<p>Presence of Subsidies, Grants and Loans to Shift to a Green Future</p> <p>In order to counter possible finance barriers, subsidies and grants by the government, as well as sustainable financing situations by banks, are increasingly available for companies to adopt green technologies.</p>	√	
	<p>Transitions to Lower Emissions Technology</p> <p>Companies often look at more energy efficient technologies to decarbonize.</p>	√	

PROTECT OUR ENVIRONMENT

Low Carbon Future [GRI 302]

STRATEGIC ACTIONS TO APPROACH CLIMATE-RELATED RISKS AND OPPORTUNITIES

Identified Risks/ Opportunities	Description of Risk and Opportunities and LHN's Approach
<p>Physical Risks</p>	<p>Physical climate-related risks are a disruption to businesses' operations. The physical risks identified above, such as change in average temperature and extreme weather events may affect the satisfaction of our tenants and the working conditions of our employees.</p> <p>LHN Group seeks to provide more greenery in its properties, providing shade from climate-induced temperature changes and a means of carbon capture. This includes landscaping around our properties to increase green spaces and creating spaces for urban gardening, which indirectly benefits the well-being of our customers and employees.</p>
<p>Transitional Risks</p>	<p>Transitional risks align with the idea that the market is transitioning to a greener future, and that companies ought to prepare themselves for it. Apparent trends, like changing customer preferences towards environmentally friendly products and services and increasing climate-related mandates and regulations, has been observed throughout the business units of LHN Group. LHN Group has acknowledged this risk and seek to offer a wide range of environmentally preferable solutions. For example, EV charging outlets are installed in the carparks under the Coliwoo business unit to cater to tenants who are using EVs. In the Facilities Management Business, we have observed increasing requests from clients to provide chemical-free solutions and to introduce water-saving technologies.</p> <p>In addition, LHN complies with all climate-related regulations relevant to its business units. For example, for land use under JTC, we abide by JTC Urban Design Green Requirements which states that a site area should achieve a minimum green cover of 30-40%.</p>
<p>Transitional Opportunities</p>	<p>LHN Group acknowledges the need for us to adapt to transitional risks and convert them into transitional opportunities.</p> <p>For example, we keep up to date with customer's preferences for environmentally preferable products and services to maintain our competitive advantage. Examples from the Facilities Management Business include the provision of goods that are labelled with Singapore Environment Council's Green Label, and eco-enzymes that replace harmful chemicals. When acquiring old building sites to retrofit, LHN Group look out for buildings that could help them attain lower emissions. For example, buildings with natural lighting, buildings that are equipped with energy-efficient appliances or have central control systems that are more cost and energy efficient. The preference for energy and water-efficient features applies to new purchases as well, such as LED lighting and water-efficiency taps. LHN Group's Space Optimisation Business is also progressively equipping buildings of reasonable tenure with the BCA Green Mark Scheme.</p> <p>LHN Group has increasingly pursued after lower emissions technology. This includes the installation of solar panels on the rooftop of properties, installing electric charging outlets in our carparks, and the purchase of EVs to run operations. Although these technologies have high capital expenditure costs, we believe that lower emission and energy-efficient technologies may be accompanied by environmental savings and lower costs in the long term. Within the group itself, our employees are also equipped with up-to-date and energy-efficient hardware to work productively and consciously.</p> <p>For LHN Group to further drive the sustainability initiative, we have utilised green loans, subsidies and grants from banks and the government to finance high capital expenditure technologies that allow LHN Group to decarbonize. To finance the solar panel installation for our sites, we utilised the United Overseas Bank Green Facility Loan which is dedicated to support sustainability-related projects. National Environment Agency's Energy Efficiency Fund was also used to install remote monitoring for selected industrial sites to monitor high energy consuming equipment.</p>

PROTECT OUR ENVIRONMENT

Responsible Water Consumption [GRI 303]

Being in a country where water is a precious natural resource, we are mindful of the impacts of water wastage on the business and the environment. Therefore, at LHN, we regularly assess water consumption performance at our properties and take necessary measures where required to minimise wastage.

POLICIES AND APPROACH

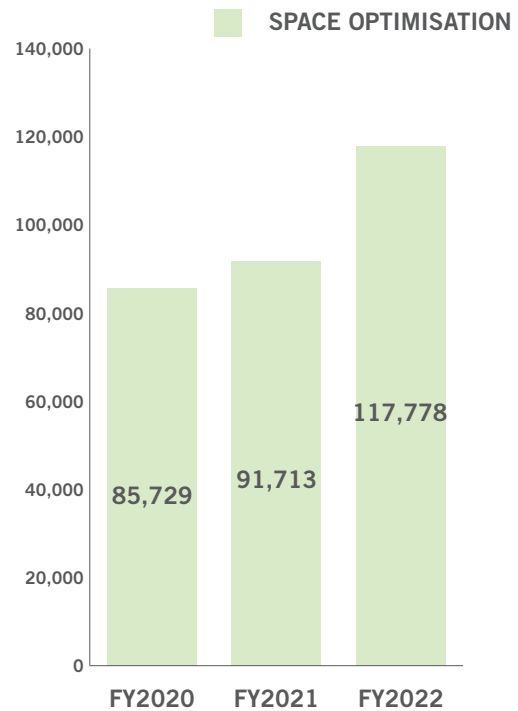
Under **LHN's Water Consumption/Management Policy**, LHN Group is committed to improving water efficiency and reducing water consumption at its properties. Adaptation of new technologies and improvements are made to operations, where possible.

LHN has no issue in sourcing water that is fit for purpose. The water across our operations in Singapore is sourced from a municipal source, managed by Public Utilities Board. LHN established a commitment to install water saving taps for 100% of newly acquired properties. These taps are installed with sensor nodes to monitor real time water consumption data and detection of water leaks. Tenants are reminded to minimise water usage whenever possible via display of notices, especially when they are using common facilities such as social kitchens and washing machines.

PERFORMANCE

As the logistics business is no longer within the boundary of this report, the intensity figures for the past three financial years are restated. In FY2022, the water consumption for common toilet facilities and landscaping purposes amounted to 117,778 m³, an increase of 28% from 91,713 m³ in FY2021. Our increase in water consumption is due to an increase in occupancy within our operations, where increased number of people are utilising the same floor area.

WATER CONSUMPTION (m³)



The water consumption intensity in the Space Optimisation Business showed an increase from 2.34 m³/m² in FY2021 to 2.59 m³/m² in FY2022. Steps will be taken to achieve the targeted water consumption intensity of 1.50 m³/m² by FY2023, such as the increased utilisation of water saving taps, reusing rainwater for irrigation of crops and trees.

PROTECT OUR ENVIRONMENT

Sustainable Communities



URBAN FARMING AT COLIWOO ROOFTOPS

Since FY2021, the Coliwoo Community (Space Optimisation – Residential) has leveraged the rooftop space in our properties and kick-started an Urban Farming initiative. The program allowed members of the community to plant herbs and care for plants within the facility. This aligns with Singapore’s goal of enhancing food security and attaining food self-sufficiency from less than 10% today to 30% by 2030.

While we take great care to ensure that produce is grown free of pesticides, “Coliwoo Urban Farmers” have incorporated

sustainable zero-waste and energy-saving practices into their gardening experience. Residents have been encouraged to donate their used plastic bottles and egg containers for use as planters in the garden. Rainwater has also been reused for irrigation of crops and trees. Participants are able to reap the benefits of a farm-to-table concept by enjoying and sharing the produced harvest with one another. The Urban Farming activity has been ramped up to become a monthly exercise for the tenants in FY2022 and this has greatly boosted the social relationships of the tenants of Coliwoo properties together.



PROTECT OUR ENVIRONMENT

Sustainable Communities

UPCYCLING WORKSHOPS

Apart from Urban Farming, LHN constantly engages its Coliwoo tenants with other forms of community engagement activities. In FY2022, an upcycling workshop was held, educating tenants via hands-on experience that potentially discarded objects could be repurposed into a product with a different or higher value than the original. For example, egg cartons could be repurposed as a seedling pot and plastic water bottles could be repurposed as a self-watering planter. Soaking in the festive vibes, other waste remnants were used to decorate a plant, mimicking that of a Christmas tree.

At LHN's townhall event, employees were similarly introduced to the upcycling concept through a workshop conducted by TerraSG, a local social enterprise that aims to create positive social and environmental changes through eco-education programmes and upcycling activities and workshops. The workshop received positive responses, having encouraged employees to rethink the possibilities of waste and learn useful techniques to transform office and household waste to household items. For example, an internet router could be upcycled into a clock, and old fabrics could be converted into a sofa pillow.



EARTH HOUR

At LHN, Earth Hour campaign is celebrated annually and showcases our commitment to the planet. The event occurred on the last Saturday of March in FY2022. Non-essential electric lights were turned off for an hour from 8:00 to 9:00 p.m. at our industrial, commercial and residential properties. Tenants at Coliwoo also participated in this campaign.



MAINTAIN GOOD CORPORATE GOVERNANCE PRACTICES

Corporate Governance And Ethical Standards

LHN identifies that *Corporate Governance* has both actual and potential, short- and long-term impacts on the company, which could lead to financial and reputational losses. Compliance with SGX, HKEX listing rules, and other regulatory authorities therefore remains critical. LHN has committed to creating long term value for their stakeholders whilst expanding the Group's businesses.

POLICIES AND APPROACH

LHN ensures good corporate governance through policies such as; The **Code of Corporate Governance** outlines LHN's corporate governance processes, with specific reference to the principles and provisions of the SG Corporate Governance Code and the principles of good corporate governance and code provisions of the Corporate Governance Code in Appendix 14 to the HK Listing Rules. The **Business Continuity Plan** serves as a framework for building organisational resilience. It delineates an effective response that continues the Group's operations and safeguards the interests of its key stakeholders, reputation, and brands, even in times of mishaps. The **Conflict of Interest Policy** is designed to help directors, officers and employees identify situations that present potential conflicts of interest and to provide a procedure to appropriately manage conflicts in accordance with the goals of accountability and transparency in our Group's operations. More details on the **Investor Relation Policy** can be found in our Annual Report.

Internal and external audits are also conducted annually to track effectiveness of actions related to Corporate Governance. Any critical concerns raised during these audits would be communicated to the Audit Committee and Board, and any follow-up actions would be taken up by the management. Actual or potential findings from the audit also allow the opportunity for LHN to review its corporate governance policy and processes. Follow-up reviews will also be performed by auditors to ensure that management action plan items highlighted in previous audit reports have been implemented.



SUPPLIER CODE OF CONDUCT

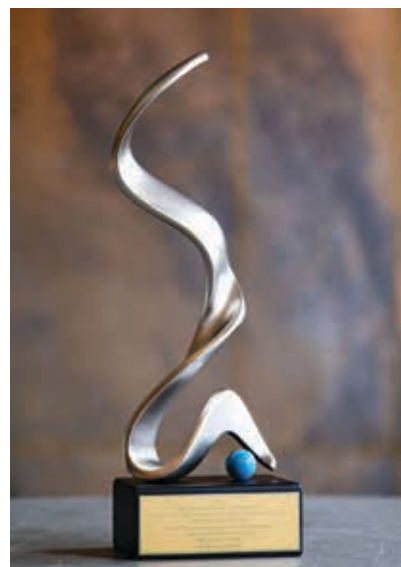
We are committed to establishing mutually beneficial relationships with credible suppliers, whilst exercising care in managing the environmental and social risks within our supply chain, so as to ensure reliable, high quality and cost-effective services and products that is sustainable for our business in the long-term.

In response to growing concern of sustainable supply chain management, our procurement process has been reviewed. Specifically, we looked towards adding specific criteria in favour of more environmentally preferable products and services. We have also reviewed how we can better manage our supply chain in terms of identifying, implementing, and monitoring environmental and social risks. For that, we are in the midst of creating a supplier's code of conduct that will apply to our new suppliers in FY2023.

The Supplier Code of Conduct ("**SCOC**") is drafted to set out the principles and beliefs for our suppliers to adhere to, for contractors, subcontractors, and consultants (collectively, "**Suppliers**") who provide goods and/or services to LHN. Our SCOC covers multiple topics including but not limited to legal and regulatory compliance, business ethics, human rights, labour practices, environmental protection, community involvement, etc.

PERFORMANCE AND INITIATIVES

At the Singapore Corporate Awards 2022, LHN Limited won the Gold award for Best Investor Relations (small-cap) category. The objective of the award is to recognise companies who display good corporate governance and corporate transparency. Winners of the award would have displayed quality in their disclosure and communications with shareholders and the investing public.



MAINTAIN GOOD CORPORATE GOVERNANCE PRACTICES

Anti-Corruption And Legal Compliance [GRI 205]

The Group maintains its stance in upholding high ethical standards, which we believe is integral to our corporate identity, business and success.

POLICIES AND APPROACH

Our corporate policies and guidelines have been updated based on the latest Code of Corporate Governance 2018 and are aligned with SGX's Rules of the Catalist, HKEX Main Board Listing Rules and the applicable laws and regulations where we operate in. For FY2022, we have maintained our compliance with HKEX's updated ESG content requirements.

The **Anti-corruption Policy** ensures that all employees are responsible in upholding the Group's "zero tolerance" towards all forms of corruption, bribery and extortion which may arise in the course of their work. The **Anti-fraud Policy** gives each employee the responsibility to prevent fraud in their course of work.

The Group further holds zero tolerance towards improprieties in relation to bribery, extortion, fraud, financial reporting and money laundering. Our stakeholders are encouraged to report and raise in good faith their concerns about possible improprieties to our chairman and members of the audit committee at this email: auditcommittee@lhngroup.com. All reports will be addressed in accordance with our **Whistle-blowing Policy** and be kept in confidence. More details can be found on page 73 of our Annual Report.

The Group has continued to adhere to local government's laws, regulations and where necessary, licences. We have maintained our ICFM cleaning business licence with Singapore's National Environmental Agency, which permits us to carry on with our day-to-day operations.

PERFORMANCE AND INITIATIVES

Although the Group's operations have not yet been assessed for risks related to corruption, in FY2022, there were zero confirmed incidents of corruption brought against the Group or any of its employees. There were also zero incidents of significant fines and non-monetary sanctions for non-compliance with environmental laws or regulations, or laws or regulations in the social and economic area. Laws and regulations in the social and economic area that LHN adheres to include SGX rules, Companies Act, and the International Financial Reporting Standards.

COMMUNICATION AND TRAINING ON ANTI-CORRUPTION

LHN conducted anti-corruption and anti-fraud training for its directors and its HODs in FY2022 in all our operating countries. The HODs then proceeded to conduct a similar training to each of their respective departments. The training allowed attendees to understand the definition of corruption, the penalties involved, as well as cases and real-life examples of offences.

All potential corruption cases will be fully investigated by management with the assistance of relevant department(s) whom may be involved or affected by the suspected case of corruption. If the investigation substantiates that acts of corruption have been committed, the management will duly report such findings to the Audit Committee.

MAINTAIN GOOD CORPORATE GOVERNANCE PRACTICES

Cyber Security And Data Privacy [GRI 418]

LHN Limited respects the privacy of all our clients, customers and business contacts and we are committed to safeguard all personal information that have been provided to us. We understand that proper management of information helps to safekeep our stakeholders' personal data and protect our reputation as a trustworthy organisation.

POLICIES AND APPROACH

At LHN, we continue to adhere to our **Personal Data Protection Policy** which is aligned with Singapore Personal Data Protection Act 2012. The **Information Security Policy**, which details responsibilities for the proper management of information assets and means of information handling and transfer within LHN and with external parties. On the other hand, LHN's **Cybersecurity Framework** is established to protect our networks and data from potential cybersecurity risks. Other policies that govern LHN's management of private information include **Document Retention and Disposal Policy**, **Data Breach Management Policy**, and **LHN Privacy Policy**.

The Data Protection Committee ensures compliance to Personal Data Protection Act ("PDPA") and matters related to customer's data protection and privacy. Security of Information is ensured via the following initiatives:

- All confidential data is securely stored in a robust information systems
- Document management system provides a common digital platform and intelligent information management solution for secure file sharing and storage
- Network monitoring tools utilising machine learning system
- Anti-virus system; Total endpoint protection suite: Endpoint security, email and collaboration security and centralised security management
- Patch management system to update Windows and Mac platforms and third-party applications
- Technical controls like multi-factor authentication, laptop encryption, and also access control management and review
- Cyber security awareness trainings
- Effective offboarding processes

Tests of LHN's management of private information and test of controls include:

- Annual internal and external audits of the information systems carried out by an accredited party
- Annual penetration testing for internal networks and external websites

With continued work-from-home arrangements during the year, the importance of ensuring data and information security and confidentiality continues to be echoed across the organisation. Channels are also open for employees to promptly report on such related incidents as soon as they become aware.

PERFORMANCE AND INITIATIVES

Over the past six years, LHN Group has not faced any substantiated complaints or identified leaks, thefts or losses of customer data.

PRACTICAL APPROACH TO DATA PROTECTION FOR DPOS PROGRAMME

In FY2022, LHN engaged with *Straits Interactive* to conduct a customised programme comprising a three-day SMU Academy course entitled "Practical Approach to Data Protection for DPOs" and two-day advisory workshop. This programme was conducted to enable LHN to identify risk, regulatory and compliance gaps in the collection procedure of our customers' personal data.

Through this programme, we were able to:

1. Identify PDPA compliance risks under each individual business unit
2. Identify data inventory risks via inventory analysis and data mapping reports for each individual business unit
3. Document and map personal data flow in individual business unit key processes
4. Identify and document risks via risks management register
5. Delivery of individual business unit personal data protection policies and standard operating procedure

CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Fair, Safe And Healthy Workplace

FAIR EMPLOYMENT [GRI 401]

As an employer, we believe that a diverse work environment will fuel innovation and ideas which is core to our business. Further pledging our commitment to Tripartite Alliance for Fair & Progressive Employment (TAFEP), we pride ourselves in being an employer who practices fair employment with hiring practices that are fair, merit-based and non-discriminatory.

POLICIES AND APPROACH

In line with the laws and regulations from Ministry of Manpower (“MOM”) to protect our employee’s health and safety during the COVID-19 pandemic, the **Work from Home Policy** was continued to support remote working. The policy detailed requirements on the working hours, communications, physical meetings with external parties, technology requirements and supports and security and confidentiality for our employees to follow. Even as the regulations surrounding Work from Home eased, LHN continued to allow for flexible working hours.

In FY2022, LHN Parking migrated communication channels to the cloud using a new software that allowed the tracking of call activity and volume through a web portal. This digitisation exercise has enabled LHN Parking core supporting operation team to work remotely, allowing key business functions to continue without being physically present.

In line with our efforts to promote Fair Employment Practices at the workplace, LHN has established an **Employee Grievance Policy** which covers the procedures to resolve grievances fairly, responsibly and expeditiously. We make a constant effort to ensure that all employees are treated fairly and considerately. Misunderstandings and dissatisfaction occasionally occur in the course of work, hence, we adopt an “open door” policy to establish a process to internally resolve job-related problems and complaints through a series of review procedures.

As part of our commitment to no child or forced labour, LHN will not tolerate the use of child or forced labour, nor exploitation of children in any of its operations and facilities.

PERFORMANCE AND INITIATIVES

Sustainable and fair employment practices have become an increasingly essential tool for companies to remain competitive. Adopting these practices allows us to expand and retain our talent pool whilst gaining a competitive advantage over our competitors. The collaboration between employers and employees fosters positive workplace relationships which sets the foundation for business success.

We track and maintain our employees work performance through performance appraisals which are conducted at three stages; End of Probation, Mid-Year Performance Review and End-Year Performance Review.

CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Fair, Safe And Healthy Workplace

EMPLOYEE PROFILE

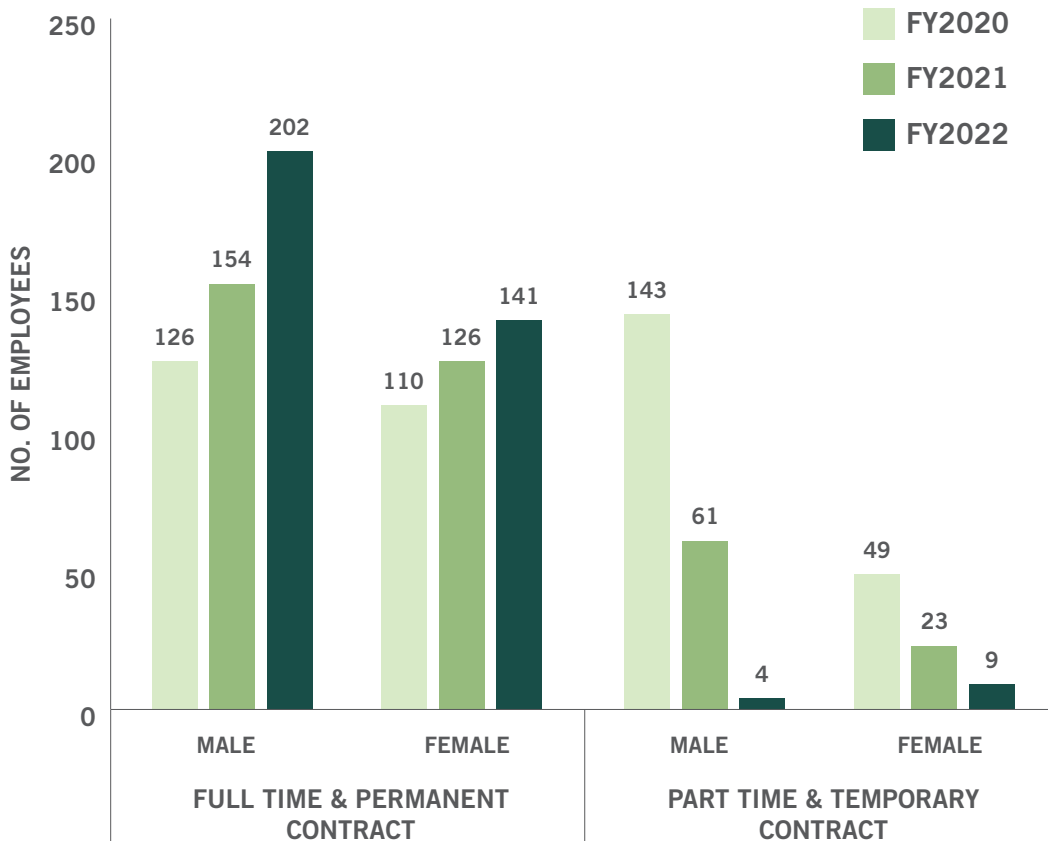
As a group with expertise across various core business segments and a diverse customer base involving both corporates and individuals, we place great importance on establishing a workplace that is built on diversity and equal opportunities. Employee related numbers have been restated for the last two financial years i.e. FY2020 and FY2021 due to the removal of LHN Logistics from the reporting scope.

As at the end of FY2022, we have approximately 58% male to 42% female employees. This is a slight improvement in comparison to FY2021 values of 59% male to 41% female on average.

The overall workforce numbers in Singapore have a slight decrease from 364 employees as at the end of FY2021 to 356 employees as at the end of FY2022. This is mainly due to the decrease in the number of part-time and temporary contract employees under LHN.

For more information on our employee profile by gender, employment type and employment contract at the end of FY2020, FY2021 and FY2022, kindly refer to the tables and charts below:

EMPLOYMENT PROFILE



CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Fair, Safe And Healthy Workplace

NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER RATES

In FY2022, there were a total of 329 new hires (FY2021: 89 new hires) and 337 turnovers (FY2021: 169 turnovers). Refer to the below charts for a breakdown of our employees' new hire and turnover rate by age group and gender.

The increase in new hire rate is due to the increase in manpower required for our facilities management business and new residential businesses. On the other hand, the increase in turnover rate is attributed to the end of several contracts for our dormitory business.

		<30 years old	30-50 years old	>50 years old
Number of employees by age group	FY2021	90	181	93
	FY2022	76	173	107
Percentage of new hire employees by age group	FY2021	17.8%	21.0%	37.6%
	FY2022	119.7%	86.7%	82.2%
Percentage of turnover rate by age group	FY2021	70.0%	44.2%	28.0%
	FY2022	138.2%	91.3%	69.2%

		Male	Female
Percentage of new hire employees by gender	FY2021	21.4%	28.9%
	FY2022	98.5%	84.0%
Percentage of turnover rate by gender	FY2021	42.8%	51.7%
	FY2022	102.9%	83.3%

CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

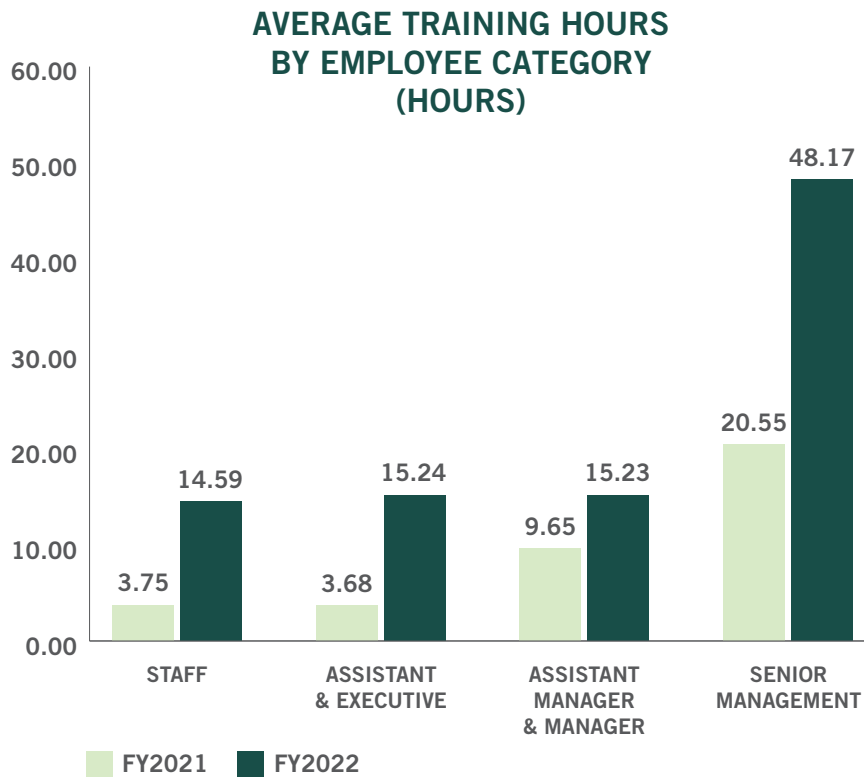
Fair, Safe And Healthy Workplace

TRAINING FOR EMPLOYEES

LHN believes the investment in learning and development for our employees can help the Group retain its competitive edge within our industry, as reflected in our **Training Policy**. Our human resource department considers the various business segments' development needs and skillsets required by employees when arranging for training programmes tailored to our employees. At LHN, sponsorships are granted to employees for taking up relevant courses not arranged by the Group.

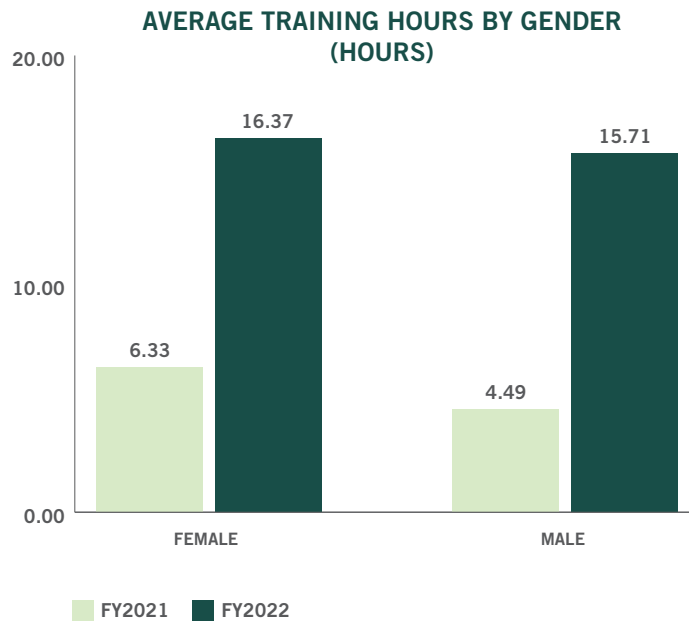
On a yearly basis, our employees are evaluated on their performance through an appraisal conducted. Similar to our Group's practice in FY2021 our supervisors and employees will also have opened feedback discussions on ways to improve an employee's performance and their development.

In FY2022, we achieved in total 5,691.5 training hours (FY2021: 1,908.7 hours, FY2020: 2,116.2 hours) for our employees, resulting in an average of 15.9 hours per employee (FY2021: 5.2 hours, FY2020: 4.9 hours per employee). These training courses are designed to fulfil various knowledge and skillsets required of our employees ranging from financial-related courses to safety trainings. The increase in average training hours per employee by 205% in FY2022 was due to a decrease in workforce numbers and an increase in training programs conducted. This increase in average training hours per employee has allowed us to meet our target of 15 training hours per employee. LHN intends to maintain our efforts to maintain progress and our target will be stepped up in the following FY, with careful consideration of the timeline and extra hours required.



CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Fair, Safe And Healthy Workplace



EMPLOYEE ENGAGEMENT AND WELL-BEING

LHN cares for the well-being of every staff. Remote work arrangements have prompted concerns on mental well-being and stress-coping mechanisms, in response, LHN reminds its employees of certain practices that they could engage in to maintain their well-being.

As part of our employee wellness benefits, a health and wellbeing webinar was held for all employees in May 2022, which aimed to teach participants how to discover the keys to increase their happiness and life satisfaction daily. Conducted by Empathy Works Psychological Wellness, the

webinar taught participants the elements of happiness, the importance of positivity, and the idea of forgiveness. Such workshops aim to boost the emotional well-being of employees.

In addition, LHN Group hosted an on-site health screening in July 2022 at our headquarters. Our Annual Health Screening programme provides our employees with a snapshot of their health and wellness, so that they can better monitor their physical and mental conditions and adjust to healthier lifestyles.



CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Fair, Safe And Healthy Workplace

In FY2022, we have organised other physical monthly engagement programmes which are open for all employees to attend subject to their preference. This includes LHN's movie night, a games and movie screening event which hosted both LHN employees and their families. Apart from allowing employees to spend time with their family, team members from different sites were given a chance to interact with one another.

OCCUPATIONAL HEALTH AND SAFETY [GRI 403]

The safety and well-being of our employees and tenants are of utmost importance to us. As such, we constantly strive to provide a safe and conducive working environment and to inculcate a culture where individuals commit to practicing 'safety-first' habits.

POLICIES AND APPROACH

LHN Group is governed by the **Health Safety & Environment Policy**, which underlies its commitment to ensure that all operations of the Group protect the health and wellbeing of all employees, contractors and other third parties who may be affected by any industrial or commercial sites, offices, or other premises being developed or occupied by the Group. Below are some key management approaches to ensure the health and safety within LHN's premises.

- *Hazard identification, risk assessment and incident investigation*

We conduct risk assessments and identification of hazards, as relevant to the scope of our core business activities. We have controls that are put in place to minimise safety risks for our employees where hazards are identified.

We require our contractors to submit their internal risk assessment prior to commencement of work under the Space Optimisation Business. Facility managers will review hazard identification assessment and perform checks to ensure appropriate controls are implemented by contractors where necessary.

- *Worker participation, consultation, and communication on occupational health and safety ("OHS")*

To better facilitate engagement and discussions on occupational health and safety processes or incidents, regular safety-related inspections are conducted and open communication channels are maintained for each business units. They include monthly fire safety inspections at the properties under the Space Optimisation Business and guidance provided to staff in regards to health and safety for the Facilities Management Business.

Apart from the regular meetings, safety data sheet⁷ provided by suppliers, OHS related policies and Standard of Procedures ("**SOP**") will be used as guidance for our employees to stay abreast of the potential hazards associated with their jobs and to practise precautionary behaviour for a safe work environment.

- *Workers' Health and Occupational Health and Safety Trainings*

LHN conducts mandatory safety courses every year which include Hazmat, Work at Height and Workplace Safety and Health In Process Plant trainings.

⁷ A safety data sheet is a term used for detailed informational document prepared by a manufacturer, as applicable, for their products as part of the hazard communication protocol set out by applicable standards.

CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Fair, Safe And Healthy Workplace

PERFORMANCE AND INITIATIVES

WORKERS	FY2020	FY2021	FY2022
Work-related fatalities	0	0	0
High-consequence work related injury	0	0	0
Number of work-related injury			
Employees	2	1	2
Work-related injury rate (per million hours worked)			
Employees	2	1	3
Number of work-related ill health			
Employees	0	0	0
Work-related ill health rate (per million hours worked)			
Employees	0	0	0
Working hours			
Employees	948,006	820,780	763,162
Lost Days due to work-related injuries			
Employees	58	8	49

The total working hours decreased by 7% in FY2022 mainly due to the decrease in our total number of employees and a higher total of paid leave of absence taken by our employees in FY2022.

During the year, there were two work-related injury incidents. One incident occurred during a site inspection where our employee accidentally stepped into a small coring hole injuring her leg whereas the other incident occurred when our employee stepped on a drainage cover that gave way to his weight. Protecting the employees' health, safety and well-being are imperative to the business and an integral part of our human capital management, which has become increasingly critical given the COVID-19 pandemic

backdrop. We have taken the necessary measures, such as, inspecting the place of incidents to ensure all coring holes and drainage covers are properly covered or cordoned off as a precautionary measure. We have also communicated to our employees the importance of maintaining vigilance of surroundings at the workplace, in our efforts to avoid re-occurrence of the injuries.

To prevent the easy transmission of the COVID-19 virus through common touchpoints and ensure the health of our employees and tenants, Speco disinfectant has been applied on the lift buttons of approximately 87% of our industrial and commercial buildings.

CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Stakeholder Engagement

For LHN's list of stakeholders and approach to stakeholder engagement, kindly refer to page 9.

CUSTOMER SATISFACTION

We pride ourselves on strong, mutually beneficial relationships formed with our customers. We seek to maintain a track record of service quality excellence and in being a trusted business partner to sustain relationships with our suppliers, customers and tenants, which helps to boost LHN's overall reputation and economic performance.

POLICIES AND APPROACH

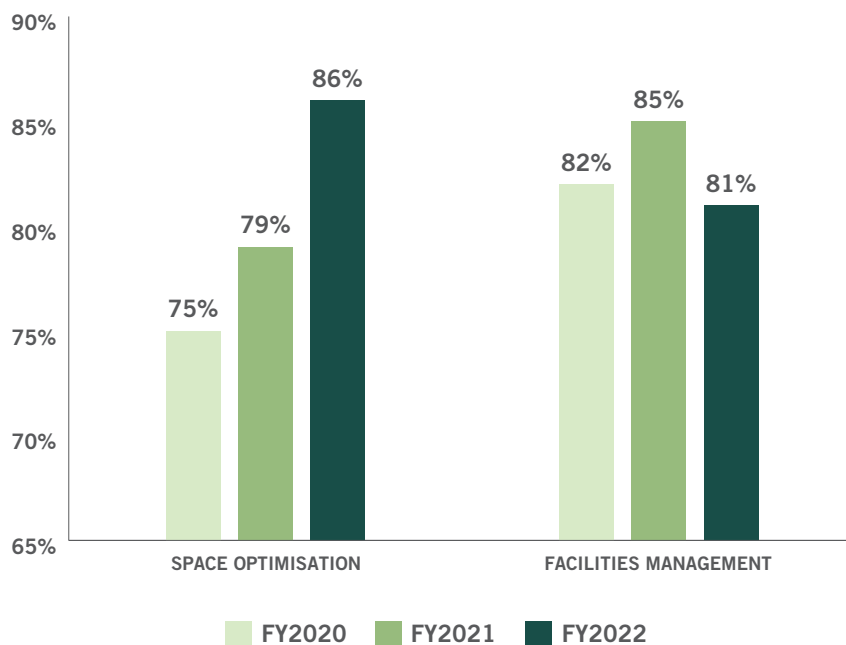
In order to better serve the needs of our customers, our various business segments conduct annual customer satisfaction surveys which are imperative for identifying areas of improvement. Publicly available reviews on review platforms such as Google Reviews are also constantly monitored. Platforms for customers to give honest feedback are also prevalent.

All customers' feedbacks and complaints received are logged in the system and reviewed by each business segment's management team. Appropriate corrective measures to resolve matters raised will be implemented in a timely manner. While general customer's queries and feedback would be addressed within two to three working days, customers with urgent queries could expect a response within half a day. Failure to meet customer's expectations of response rates in the past has encouraged LHN to improve the organisation's processes – A web-based email ticketing system with round-robin scheduling was implemented within LHN Parking to ensure that enquiries are responded promptly. Internal discussions on fixed response rates also allowed LHN to set expectations for future engagements.

PERFORMANCE AND INITIATIVES

Over the past three years, our customer satisfaction scores for Facilities Management and Space Optimisation Businesses has remained relatively consistent, always exceeding our target satisfaction levels of 70%.

CUSTOMER SATISFACTION SURVEY RESULTS



CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Stakeholder Engagement

In FY2022, we received two complaints under our Space Optimisation Business – residential sites. A complaint of noise disturbance from a neighbouring Housing Development Board construction site next to Coliwoo, which was responded to promptly with the enhancement of in-room furniture and fitting for rooms facing the construction site. To prevent the re-occurrence of such an incident in the future, we proceeded with the installation of soundproof curtains for certain affected rooms, to provide better tenant satisfaction during their stay in the event of construction works or any other loud noises. In addition, there was a complaint made on the pest issues at Coliwoo due to earthworks for upcoming public transport. To prevent the re-occurrence of such an incident, the frequency of pest control and treatment was increased during the earthworks period, especially for lower-level rooms. Tenant feedback was addressed promptly until the issue was resolved.

In addition, LHN Parking will aim to start recording the customer satisfaction ratings of each customer who raises a ticket by the second half of FY2023. This allows LHN Parking to better track the satisfaction levels of customers and address any immediate concerns raised by customers.

LHN will continue to monitor the effectiveness of existing business practices in ensuring the needs of our customers are satisfactorily met.

INTEGRATION OF TECHNOLOGIES IN FACILITIES MANAGEMENT BUSINESS

Through ISO certification findings, we have observed increasing client's expectations in health and safety as compared to pre-pandemic times. There is an expectation among clients that disinfection tasks will be increased, and that any malfunction of such machines will be corrected as soon as possible.

Since FY2020, LHN's Facilities Management Business has started utilising integrated cleaning technologies to improve the productivity and quality of cleaning services for our clients and end-users. This includes the use of advanced technologies, software, and centralised data management platforms to enhance LHN's smart toilet solution capabilities.

In FY2022, the cleaning services offered for some projects were converted from headcount based to outcome based using integrated cleaning technologies. With these various integrated technologies in place, staff are more efficient, providing the highest satisfaction for users with lower manpower and in a shorter time period. Physical checks on-site are reduced, increasing efficiency and labour cost savings for our clients.

IMPLEMENTING OF NEW APPLICATION WITHIN LHN PARKING

In FY2022, a new mobile application was implemented for the use of LHN Parking's customers. It allows customers to purchase season parking, without having to be physically present at our facilities. The replacement of manual purchases with remote options seek to improve the satisfaction levels of our customers.

CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Stakeholder Engagement

CUSTOMER HEALTH AND SAFETY [GRI 416]

LHN acknowledges the importance of stakeholder's health and safety issues, especially amidst the current pandemic. Any negligence on LHN's operations and services provided may negatively impact the health of our direct and indirect stakeholders, our financial streams, as well as our reputation.

POLICIES AND APPROACH

LHN adheres to the Workplace Safety and Health (Work at Heights) Regulation 2014 to ensure the safety of both our employees and our stakeholders, given the nature of LHN's business.

An internal compliance team, as well as annual external ratings by certification bodies and authorities help to track the effectiveness of LHN's management of customer's health and safety. Regular property inspections are also performed to observe any abnormalities that may compromise the health and safety of our tenants and other stakeholders.

PERFORMANCE

In FY2022, there were no incidents of non-compliance concerning the health and safety impacts of LHN's products and services.

CREATE POSITIVE SOCIAL IMPACTS FOR EMPLOYEES, STAKEHOLDERS, COMMUNITIES

Social Responsibility



At LHN Group, we have always been committed to sustainable business strategies which create value for all stakeholders and the communities we operate in. As such, giving back to society in any way possible is part of the company's culture and constant endeavour. LHN is committed to creating a sense of community by bringing people together and working towards a single cause.

Performance and Initiatives

In commemorating World Charity Day, a volunteering opportunity was conducted at the Food From The Heart ("FFTH") charity organisation, which runs distribution programmes to feed the needy in Singapore. In this year's session, employees of LHN helped to sort and shelve donated food items, helping to facilitate the business operations from FFTH. Our employees had a great time coming together for a good cause.



During Mid-Autumn Festival, employees of LHN gathered to distribute mooncakes and presents to Lions Befrienders' senior citizens. The mooncakes distributed for this event were made by beneficiaries of ASPN, a social service agency that provides special education, vocational training and employment support services for individuals with mild intellectual disability. Our contribution provided allowances and employment opportunities for these beneficiaries with special needs.

APPENDIX A.

ENTITIES INCLUDED IN THE GROUP'S SUSTAINABILITY REPORT

LHN LIMITED		
LHN GROUP PTE. LTD.		
ENTITIES INCLUDED IN SUSTAINABILITY REPORTING		ENTITIES NOT INCLUDED IN SUSTAINABILITY REPORTING BUT INCLUDED IN FINANCIAL REPORTING
SPACE OPTIMISATION BUSINESS	FACILITIES MANAGEMENT BUSINESS	SPACE OPTIMISATION BUSINESS AND FACILITIES MANAGEMENT BUSINESS
• Chrysolite Industries Pte. Ltd.	• Coliwoo Dormitory Management Pte. Ltd.	• 85SOHO LHN (Cambodia) Co., Ltd.
• Chua Eng Chong Holdings Pte. Ltd.	• Industrial & Commercial Facilities Management Pte. Ltd.	• Axis A1 Properties Co., Ltd
• Coliwoo (BR) Pte. Ltd.	• LHN Energy Resources Pte. Ltd.	• Axis Properties Limited
• Coliwoo Balestier Pte. Ltd.	• LHN Parking Pte. Ltd.	• Coliwoo (Arab) Pte. Ltd. (formerly known as Coliwoo West Pte. Ltd.)
• Coliwoo Keppel Pte. Ltd.		• Coliwoo (Geylang) Pte. Ltd.
• Coliwoo Property Management Pte. Ltd.		• Coliwoo (Sin Ming) Pte. Ltd.
• Emerald Properties Pte. Ltd.		• Coliwoo (TK) Pte. Ltd.
• GreenHub Suited Offices Pte. Ltd.		• Coliwoo Bugis Pte. Ltd.
• LHN Facilities Management Pte. Ltd.		• Coliwoo Holdings Pte. Ltd.
• LHN Properties Investments Pte. Ltd.		• Coliwoo Investments Pte. Ltd.
• LHN SB 2 Pte. Ltd.		• Coliwoo PP Pte. Ltd.
• LHN Space Resources Pte. Ltd.		• Coliwoo RV1 Pte. Ltd.
• Singapore Handicrafts Pte Ltd		• Erinite Properties Pte. Ltd.
• Soon Wing Investments Pte. Ltd.		• Greenhub Serviced Offices Yangon Limited
• White Opal Properties Pte. Ltd.		• Greenhub Ventures Pte. Ltd.
• Work Plus Store (Joo Seng) Pte. Ltd.		• Hean Nereng Facilities Management Pte. Ltd.
• Work Plus Store Pte. Ltd.		• Jadeite Properties Pte. Ltd.
		• LHN Asset Management (Xiamen) Co. Limited
		• LHN Group (China) Asset Management Pte. Ltd.
		• LHN Management Services (Nan An) Co. Ltd.
		• LHN Management Services Pte. Ltd.
		• LHN Mobility Pte. Ltd.
		• LHN Parking (GMT) Pte. Ltd.

APPENDIX A.

ENTITIES INCLUDED IN THE GROUP'S SUSTAINABILITY REPORT

LHN LIMITED		
LHN GROUP PTE. LTD.		
ENTITIES INCLUDED IN SUSTAINABILITY REPORTING		ENTITIES NOT INCLUDED IN SUSTAINABILITY REPORTING BUT INCLUDED IN FINANCIAL REPORTING
SPACE OPTIMISATION BUSINESS	FACILITIES MANAGEMENT BUSINESS	SPACE OPTIMISATION BUSINESS AND FACILITIES MANAGEMENT BUSINESS
		<ul style="list-style-type: none"> • LHN Parking HK Limited
		<ul style="list-style-type: none"> • LHN Residence Pte. Ltd.
		<ul style="list-style-type: none"> • New Shiso Catering Pte. Ltd.
		<ul style="list-style-type: none"> • PT Hean Nerng Group
		<ul style="list-style-type: none"> • PT Hub Hijau Serviced Offices
		<ul style="list-style-type: none"> • WPS (TPY) Pte. Ltd.
		<ul style="list-style-type: none"> • WPS KB Pte. Ltd.
		<ul style="list-style-type: none"> • Zircon Properties Pte. Ltd.

Hean Nerng Logistics Pte. Ltd. will no longer be reported under LHN Group's Sustainability Report from FY2022 onwards as it is now a subsidiary of LHN Logistics Limited, which is separately listed on the Catalist of SGX. LHN Group does not disclose all entities in its non-financial reporting, as only the significant ones will be disclosed. Non-significant ones include dormant entities, entities not applicable to ESG reporting, entities that are not operational yet, or entities that are geographically located outside the reporting boundary (i.e. Singapore). The accounting policy detailed in LHN Group's Annual Report showcases the approach used for consolidating information on multiple entities.

APPENDIX B.

METHODOLOGICAL REVIEW & DATA BOUNDARIES

This section details key definitions, methodologies and data boundaries applied to LHN Limited's Sustainability Report, as we endeavour to elevate transparency and facilitate comparability of our data disclosed. These definitions and methodologies are adapted with reference to the GRI Standards Glossary 2016, Reporting Recommendations and Guidance set out in the respective GRI disclosures and various authoritative intergovernmental instruments.

SOCIAL

Employee

Employees are defined as individuals who are in an employment relationship with the Group.

New Hires and Turnover (rates)

New hires are defined as new employees who have joined the Group during the financial year.

Turnover is defined as all employees who have left the Group voluntarily, or due to dismissal, retirement or death in service during the financial year.

New hires/turnover rate is the total number of new hires/employee turnovers in the financial year, relative to the total number of employees recorded as at financial year-end.

New hires/turnover rate by age group is the total number of new hires/employee turnovers for each age group in the financial year, relative to the total number of employees in the respective age groups recorded as at financial year-end.

New hires/turnover rate by gender is the total number of female/(male) new hires/employee turnovers for each gender in the financial year, relative to the total number of female/(male) employees recorded as at financial year-end.

Training hours

Average training hours per employee is the total number of training hours incurred during the financial year provided to employees, relative to the total number of employees recorded as at financial year-end.

Average training hours per female/(male) employee is the total number of training hours provided to female/(male) employees, relative to the total number of female/(male) employees recorded as at financial year-end.

Average training hours per employee category is the total number of training hours provided to each category of employees, relative to the total number of employees in the category recorded as at financial year-end.

Non-employee Workers

Non-employee workers are defined as workers who are not employees but whose work and/or workplace is controlled by the organisation; Or workers who are not employees and whose work and workplace are not controlled by the organisation, but the organisation's operations, products or services are directly linked to significant occupational health and safety impacts on those workers by its business relationships.

ENVIRONMENT⁸

Climate-related Physical Risks

Physical risks emanating from climate change can be event-driven (acute) such as increased severity of extreme weather events (e.g., cyclones, droughts, floods, and fires). They can also relate to longer-term shifts (chronic) in precipitation and temperature and increased variability in weather patterns (e.g., sea level rise).

Climate-related Transitional Risks

Climate-related risks can also be associated with the transition to a lower-carbon global economy, the most common of which relate to policy and legal actions, technology changes, market responses, and reputational considerations.

Climate-related Opportunities

Climate-related opportunities refers to the potential positive impacts related to climate change on an organisation. Efforts to mitigate and adapt to climate change can produce opportunities for organisations, such as through resource efficiency and cost savings, the adoption and utilisation of low-emission energy sources, the development of new products and services, and building resilience along the supply chain. Climate-related opportunities will vary depending on the region, market, and industry in which an organisation operates.

Energy Consumption within the Group

Space Optimisation Business: Energy consumed results from purchased electricity consumed by LHN's properties for its common areas (includes both indoors and outdoors, such as decorative light fixtures and lamp posts outside of building) but excludes GreenHub properties and LHN's headquarters due to immaterial energy consumption.

Energy generation is expressed in kilowatts peak (kWp), defined as the rate at which the solar panel systems generate energy at peak performance.

Energy consumed is expressed in Megawatt hours (MWh).

Energy Intensity

Space Optimisation Business: This is the ratio of energy consumed relative to total common floor areas (excludes outdoors as lighting outside of building is not attributable to any floor area) in square metres.

Energy intensity is expressed in Megawatt hours per square metre (MWh/m²).

⁸ Facilities Management Business is not covered in the scope for environmental-related material matters due to nature of the operations which involve a large number of resources being stationed at clients' properties. Their energy and water consumption data are not available. Whereas for office staff, energy and water consumption data is covered under the environment data of LHN's headquarters.

APPENDIX B.

METHODOLOGICAL REVIEW & DATA BOUNDARIES

Work-related incident

Injury incidents are non-fatal or fatal injury or ill health arising out of, or in the course of, work.

Ill health indicates damage to health and includes diseases, illnesses and disorders.

Recordable Work-related Injury and Rate

Rate of recordable work-related injuries for employees/non-employee workers is the total number of employees'/non-employee workers' recordable work-related injuries per million hours worked, relative to the total scheduled hours worked by all employees/non-employee workers recorded as at financial year-end.

Recordable Work-related Ill Health and Rate

Rate of recordable work-related ill health for employees/non-employee workers is the total number of employees'/non-employee workers' recordable work-related ill health per million hours worked, relative to the total scheduled hours worked by all employees/non-employee workers recorded as at financial year-end.

Fatalities and Rate

Rate of fatalities as a result of work-related injury by employees and non-employee workers is the number of employees'/non-employee workers' fatalities as a result of work-related injury per million hours worked, relative to the total scheduled hours worked by all employees/non-employee workers recorded as at financial year-end.

Rate of fatalities as a result of work-related ill health by employees and non-employee workers is the number of employees'/non-employee workers' fatalities as a result of work-related ill health per million hours worked, relative to the total scheduled hours worked by all employees/non-employee workers recorded as at financial year-end.

High-consequence Work-related Injury and Rate

High-consequence work-related injury is the work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within 6 months.

Rate of high-consequence work-related injuries (excluding fatalities) by employees or non-employee workers is number of high-consequence work-related injuries (excluding fatalities) from employees/non-employee workers per million hours worked, relative to the total scheduled hours worked by all employees/non-employee workers recorded as at financial year-end.

Customer Satisfaction Scoring

Customer satisfaction survey questionnaires are sent out annually to our clients. For Facilities Management Business, an aggregated scoring is reported. However, since the Space Optimisation Business is made up of a few business units, a weighted average considering the number of survey respondents was taken to derive the final scoring.

GHG Emissions

This report discloses indirect Scope 2 GHG emissions for Space Optimisation Business.

As LHN Logistics has been removed from the reporting boundary in FY2022, there are no significant fuel activity within LHN to contribute to Scope 1 emissions.

Scope 2 GHG emissions are emissions that result from the generation of purchased or acquired electricity, heating, cooling, and steam consumed by the organisation. In the scope of reporting, this only relates to purchased electricity and is expressed in tonnes of CO₂. A location-based method is adopted, which reflects the GHG emissions of the grids on which energy consumption occurs. In Singapore, the Grid Emission Factor ("GEF") used for calculating GHG emissions is obtained from the Energy Market Authority of Singapore.

GHG emissions is expressed in tonnes of carbon dioxide equivalent (TCO₂e).

GHG Emissions Intensity

Space Optimisation Business: This is the ratio of GHG emissions relative to total occupied area (including common floor area) in square metres.

GHG emissions intensity for Space Optimisation Business is expressed in tonnes of carbon dioxide equivalent per square metre (TCO₂e/m²).

Water Consumption

Space Optimisation Business: This is the volume of water consumed by LHN's properties but excludes GreenHub properties and LHN's headquarters due to immaterial water consumption.

Given the nature of LHN's business and in Singapore's context, where water comes from a single third-party source supplied by Public Utilities Board and discharge is not required to be monitored, the total amount of water withdrawn is assumed to be amount consumed as is reflected in utility bills received by the Group.

Volume of water consumed is expressed in cubic metres (m³).

Water Intensity

Space Optimisation Business: This is the ratio of water consumed relative to total common floor areas in square metres.

Water intensity is expressed in cubic metres per square metre (m³/m²).

APPENDIX B. METHODOLOGICAL REVIEW & DATA BOUNDARIES

Substantiated complaints

Substantiated complaints are written statements by regulatory or similar official body addressed to the organisation that identifies breaches of customer privacy, or a complaint lodged with the organisation that has been recognised as legitimate by the organisation.

Major substantiated complaints are defined as those that result in long-term significant impact on the health and safety of our customers, breaches to health and safety regulations, or a failure to deliver agreed-upon service requirements.

Other Notes

BCA Green Mark Scheme

The BCA Green Mark scheme is a green building system to rate a building's environmental impact and performance. Rating criteria include Energy Efficiency, Water Efficiency, Environmental Protection, Indoor Environmental Quality, and other Green and Innovative features that could contribute to better building performance. The Platinum scoring is the highest attainable score.

JTC Urban Design Guidelines

Conducting major building works on JTC land requires abiding by their requirements, such as minimum plot ratio, maintenance of Green Mark rating, and abiding by JTC Urban Design Guidelines.

APPENDIX C. GRI CONTENT INDEX

Statement of use	LHN Limited has reported the information cited in the GRI context index for the period 1 October 2021 to 30 September 2022 with reference to the GRI 2021 standards
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	NIL

GRI STANDARD	DISCLOSURE	SECTION	PAGE NUMBER ("NO.")	COMMENTS	REASONS FOR OMISSION
GRI 1: Reporting in accordance with the GRI Standards	Requirement 1: Apply the reporting principles	GRI Content Index	38-42		
	Requirement 2: Report the disclosures in GRI 2: General Disclosures 2021	GRI Content Index	38-41		
	Requirement 3: Determine material topics	This Report	3		
	Requirement 4: Report the disclosures in GRI 3: Material Topics 2021	GRI Content index	41		
	Requirement 5: Report disclosures from the GRI Topic Standards for each material topic	–	41-42		
	Requirement 6: Provide reasons for omission for disclosures and requirements that the organization cannot comply with	GRI Content Index	38-42		
	Requirement 7: Publish a GRI content index	GRI Content Index	38-42		
	Requirement 8: Provide a statement of use	GRI Content Index	38		
	Requirement 9: Notify GRI	GRI Content Index	–		
GRI 2: General Disclosures 2021	2-1 Organizational details	Our Business	2		
	2-2 Entities included in the organization's sustainability reporting	Appendix A: Entities included in the Group's Sustainability Report	33-34		

APPENDIX C. GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	SECTION	PAGE NUMBER ("NO.")	COMMENTS	REASONS FOR OMISSION
	2-3 Reporting period, frequency and contact point	This Report	4	FY2021 Sustainability Report was published on 28 February 2022. The FY2022 Sustainability Report will be published on or before 28 February 2023.	
	2-4 Restatements of Information	Our Business	2	Restatements of past performance metrics have been made, please refer to the individual section	
	2-5 External Assurance	This Report	4		
	2-6 Activities, value chain and other business relationships	Our Business	2		
	2-7 Employees	Create Positive Social Impacts for Employees, Stakeholders, Communities: Fair, Safe and Healthy Workplace	23-24		
	2-8 Workers who are not employees				
	2-9 Governance structure and composition	Board of Directors, Executive Officers	Annual Report pages 12-16		
	2-10 Nomination and selection of the highest governance body	Report on Corporate Governance	Annual Report pages 54-55	Provision 4.3	
	2-11 Chair of the highest governance body	Board of Directors	Annual Report page 12		
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability at LHN: The Board and Sustainability Governance	5-6		
	2-13 Delegation of responsibility for managing impacts				
	2-14 Role of the highest governance body in sustainability reporting				
	2-15 Conflicts of interest	Report on Corporate Governance	Annual Report page 42	Provision 1.1	
	2-16 Communication of critical concerns	Maintain Good Corporate Governance Practices: Corporate Governance and Ethical Standards	19		

APPENDIX C. GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	SECTION	PAGE NUMBER ("NO.")	COMMENTS	REASONS FOR OMISSION
	2-17 Collective knowledge of the highest governance body	Report on Corporate Governance	Annual Report pages 43 and 53	Provision 1.2 Provision 4.1	
	2-18 Evaluation of the performance of the highest governance body		Annual Report page 58	Section 5	
	2-19 Remuneration policies		Annual Report pages 59-62	Section 6 Section 7	
	2-20 Process to determine remuneration				
	2-21 Annual total compensation ratio	–	–		Information unavailable/ incomplete
	2-22 Statement on sustainable development strategy	Sustainability at LHN: The Board and Sustainability Governance	5-6		
	2-23 Policy commitments	–	–		Information unavailable/ incomplete: LHN is seeking to align its current policies on responsible business conduct and human rights to the appropriate policy commitments
	2-24 Embedding policy commitments	–	–		
	2-25 Processes to remediate negative impacts		–	LHN has an employee grievance policy	Information unavailable/ incomplete: While individual initiatives for each material topic are laid out, LHN is seeking to establish formal procedures to remediate negative impacts
	2-26 Mechanisms for seeking advice and raising concerns	Maintain Good Corporate Governance Practices: Corporate Governance and Ethical Standards	19		
	2-27 Compliance with laws and regulations	Maintain Good Corporate Governance Practices: Anti-Corruption and Legal Compliance	20		

APPENDIX C. GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	SECTION	PAGE NUMBER ("NO.")	COMMENTS	REASONS FOR OMISSION
	2-28 Membership associations	–	–		Information unavailable/incomplete
	2-29 Approach to stakeholder engagement	Sustainability at LHN: Stakeholder Engagement	9		
	2-30 Collective bargaining agreements		–	Not Applicable	
GRI 3: Disclosure on material topics	3-1 Process to determine material topics	This Report	3		
	3-2 List of material topics	Sustainability at LHN: Overview of LHN's Sustainability Approach	7		
	3-3 Management of material topics		–	Information can be found on the material topic itself	
GRI 205 Anti-Corruption	205-3 Confirmed incidents of corruption and actions taken	Maintain Good Corporate Governance Practices: Anti-Corruption and Legal Compliance	20		
GRI 302 Energy	302-1 Energy consumption within the organization	Protect our Environment: Low Carbon Future	11		
	302-3 Energy intensity				
GRI 303 Water and Effluents	303-1 Interactions with water as a shared resource	Protect our Environment: Responsible Water Consumption	16		
	303-2 Management of water discharge-related impacts				
	303-5 Water consumption				
GRI 305 Emissions	305-2 Energy indirect (Scope 2) GHG emissions	Protect our Environment: Low Carbon Future	11		

APPENDIX C. GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	SECTION	PAGE NUMBER ("NO.")	COMMENTS	REASONS FOR OMISSION
GRI 401 Employment	401-1 New employee hires and employee turnover	Create Positive Social Impacts for Employees,	24		
GRI 403 Occupational Health and Safety	403-1 Occupational health and safety management system	Stakeholders, Communities: Fair, Safe and Healthy Workplace	27		
	403-2 Hazard identification, risk assessment, and incident investigation		27-28		
	403-3 Occupational health services				
	403-4 Worker participation, consultation, and communication on occupational health and safety				
	403-5 Worker training on occupational health and safety				
	403-6 Promotion of worker health				
	403-7 Prevention and mitigation of occupational health and safety impacts linked by business relationships				
	403-9 Work-related injuries		28		
	403-10 Work-related ill health				
	GRI 404 Training and Education	404-1 Average hours of training per year per employee	Create Positive Social Impacts for Employees, Stakeholders, Communities: Fair, Safe and Healthy Workplace	25	
GRI 416 Customer Health and Safety	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Create Positive Social Impacts for Employees, Stakeholders, Communities: Stakeholder Engagement	31		
GRI 418 Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Maintain Good Corporate Governance Practices: Cyber Security and Data Privacy	21		

APPENDIX D. HKEX ESG REPORTING GUIDE INDEX

GENERAL DISCLOSURES AND KPIS	DESCRIPTION	SECTION	PAGE NO.	LHN LOGISTICS SR REFERENCE	REMARKS
ENVIRONMENTAL					
ASPECT A1: EMISSIONS					
	General Disclosure	Sustainability at LHN: Overview of LHN's Sustainability Approach	7	Sustainability Strategy: Sustainability Strategy	
		Protect Our Environment: Low Carbon Future	11	Our Performance: Environmental Sustainability	
		Maintain Good Corporate Governance Practices: Anti-Corruption and Legal Compliance	20		
KPI A1.1	The types of emissions and respective emissions data	Protect Our Environment: Low Carbon Future	11	Our Performance: Environmental Sustainability, Carbon Emissions	
KPI A1.2	Direct (Scope 1) and indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity	Protect Our Environment: Low Carbon Future	11	Our Performance: Environmental Sustainability, Carbon Emissions Appendix D: Sustainability Scorecard, Environmental Sustainability	Since LHN Logistics has been removed from the reporting boundary in FY2022, there are no significant activities within LHN to contribute to Scope 1 emissions. Our GHG emission is principally from the electricity consumed and is measured in Tonnes of Carbon Dioxide equivalent (TCO _{2e}).
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity	–	–	–	LHN and LHN Logistics produced no hazardous waste in FY2022.
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity	–	–	–	Disposal bins placed at various locations at our properties are cleared by vendors daily. LHN and LHN Logistics do not monitor the operation of the vendors, and therefore have no data on the total disposed waste for the reporting period.
KPI A1.5	Description of emission target(s) set and steps taken to achieve them	–	–	–	LHN and LHN Logistics have yet to formalise emission target(s). A bulk of LHN's emissions originate from the electricity consumption to power the common areas of our buildings. While LHN may attempt to reduce the energy consumption in common areas, they are essential for the operation of our businesses. LHN may revisit this in the future, as the use of renewable energy will allow us to determine a reasonable emissions target. LHN Logistics is currently expanding into chemical cleaning and repair services for ISO tanks, and is in the midst of determining a carbon emissions target. The target will be disclosed in the next sustainability report.

APPENDIX D.

HKEX ESG REPORTING GUIDE INDEX

GENERAL DISCLOSURES AND KPIS	DESCRIPTION	SECTION	PAGE NO.	LHN LOGISTICS SR REFERENCE	REMARKS
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	–	–	–	All wastes are collected and disposed by authorised vendors. Our waste includes mainly general waste from tenants' activities. Recycling bins are available at all our commercial properties and are placed at common areas for tenants to segregate waste and recycle. Given that LHN and LHN Logistics do not collect data on the total disposed hazardous and non-hazardous waste (Refer to KPI A1.3 and A1.4 remarks), reduction target(s) are not set in place.
ASPECT A2: USE OF RESOURCES					
General Disclosure		Sustainability at LHN: Overview of LHN's Sustainability Approach	7	Sustainability Strategy: Sustainability Strategy	–
		Protect Our Environment: Low Carbon Future	11	Our Performance: Environmental Sustainability	
		Protect Our Environment: Responsible Water Consumption	16		
		Maintain Good Corporate Governance Practices: Anti-Corruption and Legal Compliance	20		
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas, or oil) in total (kWh in '000s) and intensity	Protect Our Environment: Low Carbon Future	11	Our Performance: Environmental Sustainability, Energy Efficiency	–
KPI A2.2	Water consumption in total and intensity	Protect Our Environment: Responsible Water Consumption	16	Our Performance: Environmental Sustainability, Water Conservation	–
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	Sustainability at LHN: Progress of our Sustainability Approach	8	Our Performance: Environmental Sustainability, Commitments and Performance	–
		Protect Our Environment: Low Carbon Future	11-12		
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	Sustainability at LHN: Progress of our Sustainability Approach	8	Our Performance: Environmental Sustainability, Water Conservation	–
		Protect Our Environment: Responsible Water Consumption	16		
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	–	–	–	This is not applicable to LHN and LHN Logistics. We do not have any packaging material.

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GENERAL DISCLOSURES AND KPIS	DESCRIPTION	SECTION	PAGE NO.	LHN LOGISTICS SR REFERENCE	REMARKS
ASPECT A3: THE ENVIRONMENT AND NATURAL RESOURCES					
General Disclosure		Sustainability at LHN: Overview of LHN's Sustainability Approach	7	Sustainability Strategy: Sustainability Strategy Our Performance: Environmental Sustainability	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Protect Our Environment: Low Carbon Future Protect Our Environment: Responsible Water Consumption	11-12 16	Our Performance: Environmental Sustainability, Overview	
ASPECT A4: CLIMATE CHANGE					
General Disclosure		Protect Our Environment: Low Carbon Future	11	–	LHN Logistics has yet to come up with policies related to identifying and mitigating climate-related issues but will work towards doing so in compliance with SGX and HKEX regulations.
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Protect Our Environment: Climate-Related Disclosures	13-15	–	LHN Logistics has yet to describe significant climate-related issues but will work towards doing so in compliance with SGX and HKEX regulations.
SOCIAL					
EMPLOYMENT AND LABOUR PRACTICES					
ASPECT B1: EMPLOYMENT					
General Disclosure		Sustainability at LHN: Overview of LHN's Sustainability Approach Create Positive Social Impacts for Employees, Stakeholders, Communities: Fair, Safe and Healthy Workplace Maintain Good Corporate Governance Practices: Anti-Corruption and Legal Compliance	7 22-24 20	Sustainability Strategy: Sustainability Strategy Our Performance: People Development	–
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	Create Positive Social Impacts for Employees, Stakeholders, Communities:	22-24	Our Performance: People Development, FY2022 Key Performance	–
KPI B1.2	Employee turnover rate by gender, age group and geographical region	Fair, Safe and Healthy Workplace		Appendix D: Sustainability Scorecard, People Development	–

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GENERAL DISCLOSURES AND KPIS	DESCRIPTION	SECTION	PAGE NO.	LHN LOGISTICS SR REFERENCE	REMARKS
ASPECT B2: HEALTH AND SAFETY					
General Disclosure		Sustainability at LHN: Overview of LHN's Sustainability Approach	7	Sustainability Strategy: Sustainability Strategy	–
		Create Positive Social Impacts for Employees, Stakeholders, Communities: Fair, Safe and Healthy Workplace	27	Our Performance: Workplace Safety	
		Maintain Good Corporate Governance Practices: Anti-Corruption and Legal Compliance	20		
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	Create Positive Social Impacts for Employees, Stakeholders, Communities: Fair, Safe and Healthy Workplace	28	Our Performance: Workplace Safety, Commitments and Performance Appendix D: Sustainability Scorecard, People Development	–
KPI B2.2	Lost days due to work injury			Appendix D: Sustainability Scorecard, Workplace Safety	–
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored		27-28	Our Performance: Workplace Safety	–
ASPECT B3: DEVELOPMENT AND TRAINING					
General Disclosure		Sustainability at LHN: Overview of LHN's Sustainability Approach	7	Sustainability Strategy: Sustainability Strategy	–
		Create Positive Social Impacts for Employees, Stakeholders, Communities: Fair, Safe and Healthy Workplace	25	Our Performance: People Development	
KPI B3.1	The percentage of employees trained by gender and employee category	Create Positive Social Impacts for Employees, Stakeholders, Communities: Fair, Safe and Healthy Workplace	25-26	Our Performance: People Development, Commitments and Performance	–
KPI B3.2	The average training hours completed per employee by gender and employee category				–

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GENERAL DISCLOSURES AND KPIS	DESCRIPTION	SECTION	PAGE NO.	LHN LOGISTICS SR REFERENCE	REMARKS
ASPECT B4: LABOUR STANDARDS					
General Disclosure		Sustainability at LHN: Overview of LHN's Sustainability Approach	7	Sustainability Strategy: Sustainability Strategy	–
		Maintain Good Corporate Governance Practices: Anti-Corruption and Legal Compliance	20	Our Performance: People Development Our Performance: Business Resiliency	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	–	–	–	The risk of non-compliance for LHN and LHN Logistics is extremely low. LHN and LHN Logistics continue to work with our recruitment agency to ensure our full compliance with any applicable labour law and regulations including but not limited to avoid child and forced labour. There were no non-compliances in FY2022.
KPI B4.2	Description of steps taken to eliminate such practices when discovered	–	–	–	This is not applicable to LHN and LHN Logistics. There is no such practice identified within the Group.
OPERATING PRACTICES					
ASPECT B5: SUPPLY CHAIN MANAGEMENT					
General Disclosure		Maintain Good Corporate Governance Practices: Corporate Governance and Ethical Standards	19	Sustainability Strategy: Sustainability Strategy Our Performance: Business Resiliency	
KPI B5.1	Number of suppliers by geographical region	Our Business	2	Our Performance: Business Resiliency, FY2022 Key Performance	
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Maintain Good Corporate Governance Practices: Corporate Governance and Ethical Standards	19	Our Performance: Business Resiliency, Responsible Supply Chain	–
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Maintain Good Corporate Governance Practices: Corporate Governance and Ethical Standards	19	–	LHN Logistics suppliers are subjected to comprehensive evaluation criteria. Consideration will be made to include environmental and social criteria in the evaluation.

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GENERAL DISCLOSURES AND KPIS	DESCRIPTION	SECTION	PAGE NO.	LHN LOGISTICS SR REFERENCE	REMARKS
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	Maintain Good Corporate Governance Practices: Corporate Governance and Ethical Standards	19	Our Performance: Business Resiliency, Responsible Supply Chain	
ASPECT B6: PRODUCT RESPONSIBILITY					
General Disclosure		Sustainability at LHN: Overview of LHN's Sustainability Approach	7	Sustainability Strategy: Sustainability Strategy	–
		Maintain Good Corporate Governance Practices: Cyber Security and Data Privacy	21	Sustainability Strategy: Consulting Our Stakeholders	
		Create Positive Social Impacts for Employees, Stakeholders, Communities: Stakeholder Engagement	31		
		Maintain Good Corporate Governance Practices: Anti-Corruption and Legal Compliance	20		
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	–	–	–	This is not applicable to LHN and LHN Logistics as LHN and LHN Logistics do not provide any form of products. Services are tracked via customer satisfaction levels.
KPI B6.2	Number of products and service-related complaints received and how they are dealt with	Create Positive Social Impacts for Employees, Stakeholders, Communities: Stakeholder Engagement	29-30	Our Performance: Business Resiliency, Customer Satisfaction	–
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	–	–	–	This is not applicable to LHN and LHN Logistics as LHN and LHN Logistics do not provide any form of products. Services are tracked via customer satisfaction levels.
KPI B6.4	Description of quality assurance process and recall procedures	–	–	–	This is not applicable to LHN and LHN Logistics as LHN and LHN Logistics do not provide any form of products. Services are tracked via customer satisfaction levels.
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Maintain Good Corporate Governance Practices: Cyber Security and Data Privacy	21	Our Performance: Business Resiliency, Regulatory Compliance	–

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GENERAL DISCLOSURES AND KPIS	DESCRIPTION	SECTION	PAGE NO.	LHN LOGISTICS SR REFERENCE	REMARKS
ASPECT B7: ANTI-CORRUPTION					
General Disclosure		Sustainability at LHN: Overview of LHN's Sustainability Approach	7	Sustainability Strategy: Sustainability Strategy	–
		Maintain Good Corporate Governance Practices: Anti-corruption and Legal Compliance	20	Our Performance: Business Resiliency	
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Maintain Good Corporate Governance Practices: Anti-corruption and Legal Compliance	20	Our Performance: Business Resiliency	–
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored				–
KPI B7.3	Description of anti-corruption training provided to directors and staff				Anti-corruption training conducted in FY2022.
COMMUNITY					
ASPECT B8: COMMUNITY INVESTMENT					
General Disclosure		–	–	–	Please refer to our Annual Report published on the website of HKEX (www.hkexnews.hk), SGX-ST (www.sgx.com) and the website of the Company (www.lhngroup.com).
KPI B8.1	Focus areas of contribution	–	32	Our Performance: Business Resiliency, Community Support	Please refer to our Annual Report published on the website of HKEX (www.hkexnews.hk), SGX-ST (www.sgx.com) and the website of the Company (www.lhngroup.com).
KPI B8.2	Resources contributed to the focus area	–	32	Our Performance: Business Resiliency, Community Support	Please refer to our Annual Report published on the website of HKEX (www.hkexnews.hk), SGX-ST (www.sgx.com) and the website of the Company (www.lhngroup.com).



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