



Sustainability

Report 2020



About Us

DTC World Corporation is the leading full-service premiums & POS merchandise solutions and global fulfilment partner. With more than 20 years of valuable experience in product design, conceptual development and sourcing, we understand the challenges and the need for innovation, co-creation, product development to sustainable sourcing, cost savings and fulfilment. Our in-house design team can help clients quickly adapt key visuals into unique merchandise while our expertise in product knowledge, factories and logistics network allow us to manage the project timeline efficiently. We specialise in highly customized (OEM) premiums and gifts, procurement web portal and Point of Sales (POS) merchandise serving some of the largest multinationals in the world. Supported by a supplier network of over 200 factories in Asia Pacific and offices in Singapore, Malaysia, Vietnam and China, we work closely with our clients to select the most cost effective and efficient location to produce the merchandise.

The Sustainability Philosophy

Our leaders believe in aligning with the global supply chain shift towards a more responsible and sustainable business model. From design to delivery, our consultants are trained in the Sustainability Philosophy to propose solutions that reduce the footprint as well as minimise wastage. As a company, we know that the shift will require the effort of the whole industry, and we are onboard.

Vision

Asia's most recognised premiums and POS merchandise solution & fulfilment partner.

Mission

To help brands owners create, design, source high quality and cost effective premiums and POS merchandise from start to end

Over Core Values



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\$12.7 million

TOTAL SALES IN FY 2020



DTC was listed as one of the high-growth companies in the Asia-Pacific Region, based on an April 2021 report¹ compiled by The Financial Times, in partnership with Nikkei Asia and Statista on the region's top 500 high-growth companies.

36%

ECO FRIENDLY PRODUCTS IN OUR RANGE



We offer eco-friendly products made from natural materials such as cotton and use re-usable materials in our woven bags.

Through meaningful company-customer engagement, we create awareness for our customers to ensure they are aware of sustainable choices.

AWARDED GreenDNA Certification
BY SINGAPORE ENVIRONMENT COUNCIL



DTC is one of the twelve companies in Singapore to receive the GreenDNA certification in 2020. GreenDNA is an internationally UNEP-recognised accreditation system that encodes green practices into the DNA of organisations and individuals, to adopt a Low Carbon Lifestyle, incorporating a green mindset of using One Less, and practising Responsible Consumption & Production².

EcoVadis Platinum Certification



DTC achieved EcoVadis Platinum Certification in 2021 and is placed in the top 1% of organisations rated for their sustainability performance.

Zero incidents
OF PRODUCT RECALL



80% of our products are labelled with safety related information

More than 1000 products
ACROSS OUR RANGE

Every year we renew our range, launching 150 – 200 new products and design every year. We also strive to provide good quality products with a long-life span.



70% FEMALES

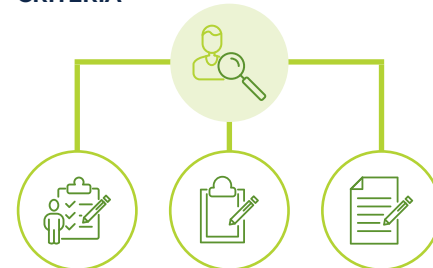


30% MALES

In all our operations each employee attended an average of 18 training hours in FY2020.

100%

New suppliers screened based on **SOCIAL AND ENVIRONMENT CRITERIA**



2020 was a year unlike anything we have experienced before. The global pandemic has challenged economies, societies and each and every business globally. It has made us rethink the way we do our business, to adapt quickly and made us become more agile. In our business, specifically, we had to redesign and manage our supply chain to ensure that our business was resilient – from safe workplaces for our employees, to remote working options, while ensuring that we still fulfilled our customer orders. As we continue to grow and serve more clients, we remain steadfast in our commitment to integrate sustainability in our day-to-day operations.

I am pleased to share with you our FY2020 Sustainability Report which outlines our progress against our sustainable business strategy and targets. These include our progress in reducing greenhouse gas emissions, implementing responsible practices in our own operations and supply chain, and creating a positive and supportive work environment for our employees. While pursuing sustainability in our business, I am also proud to share several achievements – DTC was awarded EcoVadis Platinum certification and is placed in the top 1% of organisations rated for their sustainability performance. For the second year in a row, DTC was listed as one of the high-growth companies in the Asia-Pacific Region, based on an April 2021

report³ compiled by The Financial Times, in partnership with Nikkei Asia and Statista on the region's top 500 high-growth companies. DTC is also one of the first twelve companies in Singapore to receive the GreenDNA certification in 2020, awarded by the Singapore Environment Council.

We are committed to accelerate the adoption of responsible, inclusive, and sustainable practices in our supply chain and continue to enforce stringent measures on our supply chain to reduce operational and business risk.

Through the concerted efforts of our management team, employees, and partners, we are demonstrating the highest resilience with the goal of emerging stronger through this period of somewhat uncertainty. Notwithstanding the challenges the world and our country are facing today, we remain optimistic of the long-term prospects as we continue to develop and innovate for our many stakeholders.

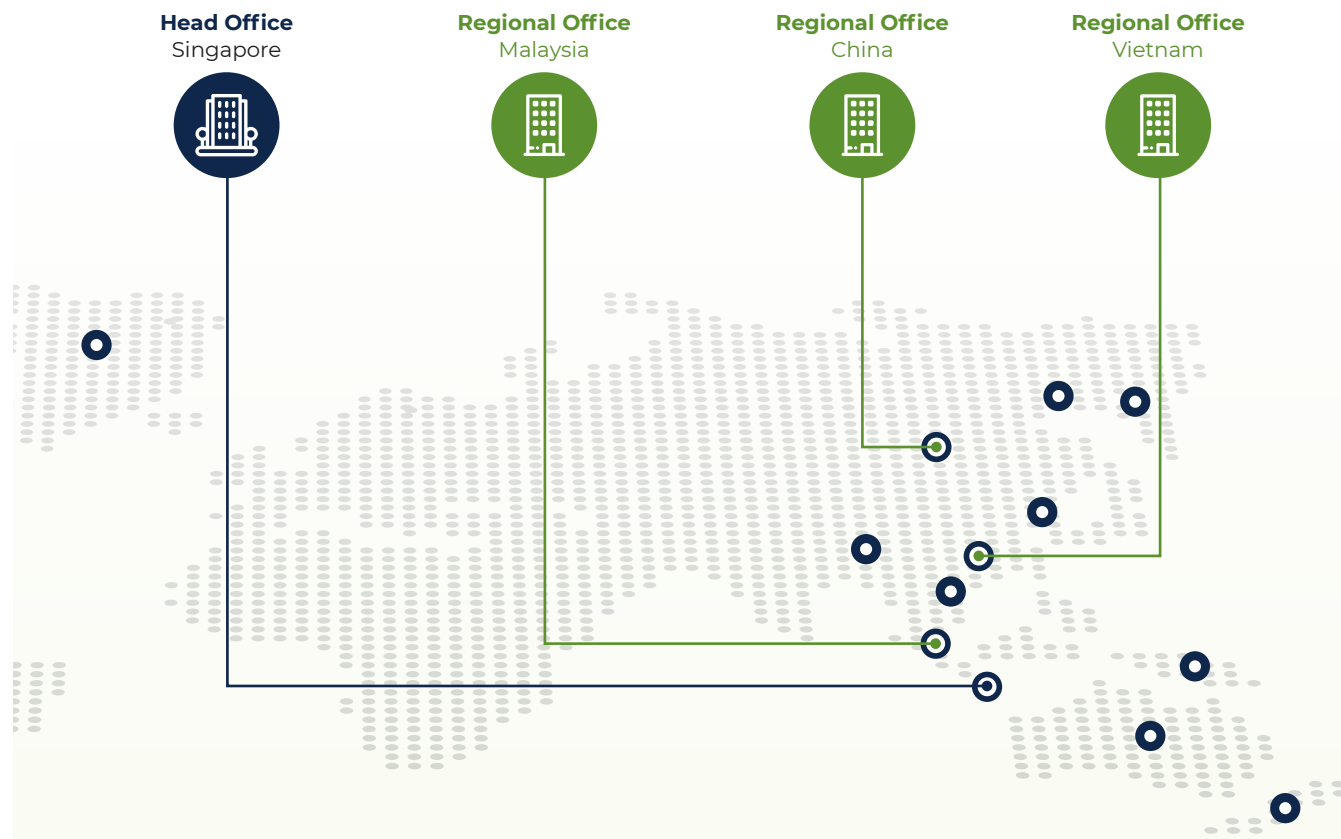
Cheng Song Chua
Mr Cheng Song Chua

¹ <https://www.ft.com/high-growth-asia-pacific-ranking-2021>

² <https://sec.org.sg/greendna/>

³ <https://www.ft.com/high-growth-asia-pacific-ranking-2021>

Our Locations



OUR CLIENTS

Asia	Pacific	North / South America
Singapore	Japan	America
Malaysia	South Korea	Canada
Indonesia	China	Guam
Cambodia	East Timor	
Myanmar		
Thailand		
Vietnam		
	Australia	
	Papua New Guinea	
	Solomon Island	
	Palau	
	New Caledonia	
	New Zeland	

DTC is headquartered in Singapore with an extensive supplier network across Asia Pacific offering our clients a wide range of products at competitive prices. In 2019, we expanded our presence in Asia with 2 new regional offices located in Vietnam and Malaysia. Our China office serves as our focal point for all our main suppliers and partners based in China.

Our Corporate Structure



About this report

This is DTC's third sustainability report ("Report") and covers our performance for the period 1 January 2020 to 31 December 2020 ("FY2020").

Our sustainability report has been prepared in accordance to the GRI Standards "Core" Option and is published on an annual basis. It is made available online on our corporate website.

The boundary of reporting for economic, social and environmental data in this Report covers all our operations in Singapore, China, Malaysia and Vietnam. Where the performance data being reported does not cover all locations, this is explained in the relevant data sets.

We welcome feedback and comments on this sustainability report at feedback@dtcworld.com

Sustainability at DTC

At DTC, sustainability is a philosophy of doing business. We position ourselves as the leading sustainability-focused corporate gifts & premium supplier in Asia. We believe that our standards and practices play a big role in holding our stakeholders and ourselves responsible for our sustainability practices throughout our business activities.

Our sustainability pillars help to guide us in addressing our sustainability strategy and how we influence the people we work with, our impact on the environment and our impact on the communities where we operate. Topics which are material to DTC (further explained under Materiality Analysis) are listed under each of our sustainability pillars.

DTC is signatory to the United Nations Global Compact (UNGC) and upholds the 10 Principles of the UNGC. We are a participating member of SEDEX; a global membership

organisation for buyers, suppliers and auditors that manages data on responsible sourcing, and have been SEDEX certified since 2018. DTC is also a member of the Gifts Association of Singapore; a network of suppliers and customers in the corporate advertising and premium gifts industry. DTC has been recognized as one of 75 fastest growing companies in Singapore.⁴

In FY2020, we achieved the Platinum level certification for EcoVadis, demonstrating our continual efforts to improve our sustainability processes. DTC remains committed against modern slavery as part of 'The Business Pledge' at Mekong Club; a membership-based organisation that works with businesses to eradicate modern slavery.

⁴ As compiled by The Straits Times and Germany-based global research firm Statista <https://www.straitstimes.com/fastestgrowing-companies-2021?shell>

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)

DTC is committed to supporting the UN SDGs in its operations.

MATERIAL TOPICS

• Employee Welfare

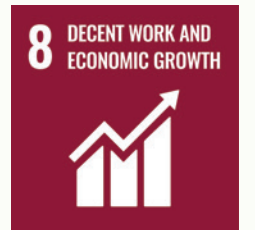
- In FY2020, 70% of DTC's total employees across all locations comprised of females.
- Females are represented widely at the executive as well as management positions, with 63% of females in management positions. All employees are trained in discrimination, harassment and disciplinary policies
- DTC does not discriminate based on gender and promotes equal pay for equal work of equal value for both women and men. The average wages for both genders are solely based on job responsibility and will remain the same.



MATERIAL TOPICS

• Employee Welfare • Health & Safety of Employees

- DTC prohibits any form of forced labour including child labour, human trafficking and modern slavery across all business activities including in our supply chain. Regular supplier audits are conducted to ensure that social and environmental standards are maintained by our suppliers. There were no cases of child labour in FY2020 in our operations and suppliers.
- DTC promotes a strong work safety and well-being culture to ensure business activities run smoothly and risks of hazards are minimised. There were zero cases of injuries and fatalities across all locations in FY2020.



MATERIAL TOPICS

• Environment Footprint • Ethical Sourcing

- DTC encourages reducing, reusing and recycling at our offices. 337kg of waste was recycled in FY2020.
- DTC has implemented a sustainable procurement policy and action plan since FY2018 with updated priorities for FY2021.



MATERIAL TOPICS

• Ethics and Compliance

- DTC prohibits any form of discrimination based on race, colour, religion, or political inclination that could have impaired equality of opportunity or treatment in employment or development opportunities.
- DTC does not tolerate any form of corruption and bribery in all its business activities as well as dealings with suppliers. All employees are provided with DTC's policies, procedures and code of conduct. A whistleblowing channel has been established for all DTC's employees and other stakeholders.
- There were zero incidents of corruption and bribery across all locations in FY2020.



SUSTAINABILITY GOVERNANCE

DTC's Sustainability Working Group comprises of our CEO, supported by the Managing Director, General Manager and the Sustainability Team which is supported by representatives from our various offices. Representatives are selected based on their duties, gender and age so as to provide different perspectives on sustainability topics. The Sustainability Team reports to the General Manager and provides updates on sustainability performance and targets. The purpose of the Sustainability Working Group is to manage the organisation's sustainability efforts, brainstorm possibilities for improvements, and coordinate and support the organisation's sustainability initiatives and efforts



STAKEHOLDER ENGAGEMENT

Our Sustainability Working Group, which was established in 2018, continues to engage our various stakeholders to address key areas of concern. This extends our commitment to deliver continual success in value creation for all our stakeholders. We use a broad range of communication channels to engage our stakeholders throughout the year. As DTC continues to expand, we are committed to review the relevance and significance of our stakeholders on an annual basis and include new stakeholders who become relevant to the business. Our stakeholders include suppliers, employees and customers and their areas of concerns in 2018 remained relevant in FY2020.

Key stakeholders	Type of engagement	Areas of concern	Our Response (Action)
Regulators, Local authorities	<ul style="list-style-type: none"> Meetings Active participation in various industry sustainability-related forums organised by the local government agency or association 	<ul style="list-style-type: none"> Compliance with local regulations 	<ul style="list-style-type: none"> Due diligence on local laws & regulators
Suppliers	<ul style="list-style-type: none"> Annual General Meetings Site-Audits Company policies Surveys & questionnaires 	<ul style="list-style-type: none"> Economic performance Procurement practices Anti-corruption Compliance Waste management Emissions Supplier assessments Customer health and safety Marketing and labelling 	<ul style="list-style-type: none"> Supplier management program including risk management Product recall process
Customers e.g. Corporates	<ul style="list-style-type: none"> Company website Customer feedback Surveys & questionnaires Workshop 	<ul style="list-style-type: none"> Compliance to international environmental and social standards Environmentally friendly products Product safety 	<ul style="list-style-type: none"> Eco-Products Greater disclosure on product composition
Employees	<ul style="list-style-type: none"> Orientation Company intranet Company policies Training Employee surveys Feedback box 	<ul style="list-style-type: none"> Employee health and safety Environmental footprint Governance Ethical sourcing Respecting human rights in the supply chain Employee welfare and development 	<ul style="list-style-type: none"> Feedback mechanism Training & development More benefits to staff
Local Community	<ul style="list-style-type: none"> Outreach programmes Charity drives 	<ul style="list-style-type: none"> Ethical sourcing 	<ul style="list-style-type: none"> Monetary donation Goods donation Employees volunteer Active participation in various sustainability-related forums organised by UN Global Compact and Singapore Environment Council

MATERIALITY ANALYSIS

In 2018, DTC conducted our first materiality assessment and identified key topics that were material to our business and stakeholders. The materiality matrix mapped out the issues that had an economic, environmental and social influence on our business risks and stakeholders' confidence. To ensure the relevance and significance of the material topics to our business both internally and externally, we review them annually. In FY2020, we reviewed these material topics and assessed that there are no changes. We have updated our waste and occupational health & safety material topics in line with the newer versions of the GRI standards.



1 Value Creation	2 Ethics & Compliance	3 Product Safety	4 Environment Footprint	5 Ethical Sourcing	6 Health & Safety of Employees	7 Employee Welfare	8 Employee Development	9 Diversity & Equal Opportunity	10 Information Security
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Sustainability Pillars	Material Topics	Corresponding GRI
Our Business	Value Creation	<ul style="list-style-type: none"> GRI 201-1 Economic Performance GRI 204-1 Procurement
	Ethics and Compliance	<ul style="list-style-type: none"> GRI 205-3 Anti-Corruption GRI 206-1 Anti-Competitive Behaviour
	Product Safety	<ul style="list-style-type: none"> GRI 416-2 Customer Health & Safety GRI 417-1 Marketing and Labelling
	Ethical Sourcing	<ul style="list-style-type: none"> GRI 308-1 Supplier Environmental Assessment GRI 414-1 Supplier Social Assessment
	Information Security	-
Our Environment	Environment Footprint	<ul style="list-style-type: none"> GRI 302-1 Energy GRI 305-1, 305-2 Emissions GRI 306-4 Waste
Our People	Health & Safety of Employees	<ul style="list-style-type: none"> GRI 403-1, 403-9 Occupational Health & Safety
	Employee Welfare	<ul style="list-style-type: none"> GRI 401-1, 401-2, 401-3 Employment GRI 406-1 Non-Discrimination
	Employee Development	<ul style="list-style-type: none"> GRI 404-1 Training & Education
	Diversity and Equal Opportunity	<ul style="list-style-type: none"> GRI 405-1 Diversity and Equal Opportunity

KEY PERFORMANCE DATA & TARGETS

Sustainability Focus Area & Material Topics	Our Targets in FY2020	What we have achieved in FY2020	FY2021 Targets
Our Business			
Ethics and compliance	<ul style="list-style-type: none"> Strive to maintain zero cases of corruption and competitive cases. Fully comply with all rules and regulations in all locations that we operate in. 	<ul style="list-style-type: none"> No reported cases of anti-corruption and anti-competitive violations across all locations 	<ul style="list-style-type: none"> Strive to maintain zero cases of corruption and competitive cases. Fully comply with all rules and regulations in all locations that we operate in.
Product safety	<ul style="list-style-type: none"> Zero product recall for all locations 	<ul style="list-style-type: none"> Zero reported cases of product recall 	<ul style="list-style-type: none"> Zero product recall for all locations
Ethical sourcing	<ul style="list-style-type: none"> 100% screening of new suppliers 	<ul style="list-style-type: none"> 100% screening of new suppliers 	<ul style="list-style-type: none"> 100% screening of new suppliers
Information security	<ul style="list-style-type: none"> Strive to maintain zero cases in privacy breaches, data loss or copyright infringement 	<ul style="list-style-type: none"> Zero cases of violations in privacy breaches, data loss or copyright infringement 	<ul style="list-style-type: none"> Strive to maintain zero cases in privacy breaches, data loss or copyright infringement

Our Environment			
Energy intensity	<ul style="list-style-type: none"> Strive to maintain similar energy intensity 	<ul style="list-style-type: none"> 0.062 MJ / per million revenue. 	<ul style="list-style-type: none"> Strive to maintain similar energy intensity
Carbon emissions intensity	<ul style="list-style-type: none"> Strive to maintain similar emissions intensity 	<ul style="list-style-type: none"> 0.005 kg CO₂/million total revenue 	<ul style="list-style-type: none"> Strive to maintain similar emissions intensity
Waste	<ul style="list-style-type: none"> Strive to maintain 100% recycling rate for wooden pallets and carton boxes. To recycle other packaging waste To send all e-waste to vendors for recycling. 	<ul style="list-style-type: none"> 100% of wooden pallets and carton boxes sent for recycling 	<ul style="list-style-type: none"> Strive to maintain 100% recycling rate for wooden pallets and carton boxes To recycle other packaging waste To send all e-waste to vendors for recycling
Eco-Products	<ul style="list-style-type: none"> Strive to increase new products in our eco-range by 5% 	<ul style="list-style-type: none"> 36% of our products are in the eco-range 	<ul style="list-style-type: none"> Strive to increase new products in our eco-range by 5%

Our People			
Employee hiring rate	<ul style="list-style-type: none"> Strive to have a comparable hiring rate 	<ul style="list-style-type: none"> 25% 	<ul style="list-style-type: none"> Strive to have a comparable hiring rate
Employee turnover rate	<ul style="list-style-type: none"> Strive to have less than 10% total turnover rate across all locations 	<ul style="list-style-type: none"> 16.7% 	<ul style="list-style-type: none"> Strive to have less than 10% total turnover rate across all locations
Average training hours	<ul style="list-style-type: none"> Average of 11 hours per person 	<ul style="list-style-type: none"> 18 hours per person 	<ul style="list-style-type: none"> Average of 16 hours per person
Work-related accidents or injuries	<ul style="list-style-type: none"> Strive to maintain zero cases of work accidents and injuries across all locations 	<ul style="list-style-type: none"> Zero cases of work accidents and injuries across all locations 	<ul style="list-style-type: none"> Strive to maintain zero cases of work accidents and injuries across all locations

Our Business

DTC creates value for our clients through our continuous stream of products and services that offer unique benefits. This is achieved by having a team that is constantly involved in innovating, understanding changing needs of our customers and creating win/win partnerships with customers, employees, and suppliers. By having strong business ethics among employees and our suppliers, DTC is committed to conduct our business fairly and ethically, and do not tolerate any form of anti-competitive behaviour, non-compliance or malpractices. Ensuring correct labelling of our products with adequate safety instructions and component composition is also important to guide our customers who use our products.



VALUE CREATION

201-1, 204-1





Our Approach

DTC creates value not only for our clients and our employees but also the suppliers we work with. We have an extensive network of more than 291 suppliers in Asia Pacific, ranging from hand crafted items to factory manufactured goods. Our suppliers and customers are located globally and we encourage procuring products from suppliers localised to the area or region to reduce transport costs, lower carbon footprint and to support local businesses.

	Singapore	China	Vietnam	Malaysia
Percentage of local procurement budget spent on local suppliers	30%	100%	65%	40%
Type of suppliers included	Printing, Embroidery, Apparel, Stationery, Logistics Forwarder	Bags, Apparel, Packaging, Ceramic Products, Household Products, Electronic Products, Metal Products	Bags, Apparel, Ceramic Products, Towels, Point of Sales Materials	Logistics Forwarders, Stockist, Paper/box manufacturer, Branded distributor, e.g. Tefal Philips,

Our Performance

In FY2020, our revenue stands at S\$12.7 million⁵. This is a decrease from S\$18.4 million in 2019 and can be attributed to slower sales during the on-going COVID-19 pandemic. Approximately 37% was distributed⁶ while another 63% was retained⁷.

REVENUE	FY2019 SGD 18.4m	OPERATING COST	FY2019 SGD 3.15m
	12.7m FY2020 SGD		2.8m FY2020 SGD
EMPLOYEE WAGES & BENEFITS	FY2019 SGD 1.75m	PAYMENTS TO GOVERNMENTS (TAXES)	FY2019 SGD 0.059m
	1.8m FY2020 SGD		0.033m FY2020 SGD

Our Target in FY2021

We aim to widen our global network of suppliers so that each region/country has a number of local suppliers to choose from.

⁵ Direct economic value generated is calculated based on revenue.

⁶ Economic value distributed is calculated based on sum of operating costs, employee wages & benefits, payments to providers of capital, payments for taxes and community investments.

⁷ Economic value retained is calculated based on difference between direct economic value generated (footnote 5) and economic value distributed (footnote 6).

ETHICS AND COMPLIANCE

205-3, 206-1

Our Approach

DTC understands that our commitment to ethical business conduct provides a competitive advantage. Our senior management is committed to promoting our ethical culture throughout our organisation, and leads by example. Senior management continuously and repeatedly communicate the importance of being true to our core ethical values. Their commitment is supported by a robust ethics and compliance program aligned with integral business processes including policies and procedures, training and audits.

All new employees are provided with a list of our company policies, guidelines and code of conduct. At DTC, we support a healthy and free competition to ensure fair business practices for all employees, suppliers and any other stakeholders.

The DTC Business Ethics Policy and the Supplier Code of Conduct establishes our standards for ethical and responsible business conduct, our core ethical values and our basic policies on important topics. Our whistleblowing channel is also available to employees, suppliers and other stakeholders that we do business with.

Our Performance

In FY2020, we reported zero cases of anti-competitive behaviour and anti-corruption across all the countries that we operate in. We have maintained zero violations in the last 3 years and remain vigilant to ensure full compliance across all our operations.

Our Target in FY2021

We aim to maintain zero cases of anti-competitive behaviour and corruption violations in FY2021.

INFORMATION SECURITY

Building strong relationships with our stakeholders based on mutual trust and confidence is a key strategic priority for DTC's business success and credibility. To uphold their trust, it is vital that we have in place robust internal information security control frameworks to prevent any breach in data privacy, loss of data, intellectual property mishandling and cybersecurity threats. It is our responsibility to safeguard the information provided by our stakeholders as well as our own intellectual property, in a safe and secure manner.

We are committed to build a robust information security infrastructure. As a general rule, DTC complies with all applicable regulations and standards on personal data protection and privacy guidelines as per PDPA guidelines respective of each country.

Our Information Security Policy and Information Technology Procedure guides our general IT processes as well as establish safeguards to protect sensitive information from unauthorised access and disclosure. In FY2020, a dedicated IT team has been established consisting of 3 employees. A more comprehensive operating system with defined procedure is currently being drawn out.

All new hires are trained on information security, data privacy and intellectual property rights during their orientation period. They are also required to sign a Non-Disclosure Agreement ("NDA") to acknowledge their understanding and agreement in protecting our company's intellectual property and any information or data deemed confidential.

There were no cases of violations in privacy breaches, data loss or copyright infringement in FY2020. As we continue to grow, DTC will invest in improving our internal controls and keep up to date with information security developments and threats across all the locations that we operate in.

PRODUCT SAFETY

GRI 416-2, 417-1

Our Approach

Chemical substances are useful in many of the products we sell, providing beautiful colours, giving texture and serving as a protective layer. Most chemicals are safe to use, but some may pose a health risk. At DTC, we have a responsibility to ensure that the chemicals in our products are safe, and that the products are produced in a way that protects co-workers and the environment.

We are committed to ensure that our products do not harm our customers' well-being and safety. Ensuring correct labelling of our products with adequate safety instructions and component composition is important to guide our customers who use our products. Our products are sourced from manufacturers in China, Vietnam and Malaysia who meet our environmental and social criteria and possess the necessary product certifications.

All suppliers will receive a copy of DTC Environmental Standards for Merchandise Materials. The objective of the DTC Environmental Standards for Merchandise Materials is to set a specification for the Base Materials to include what Merchandise Materials are composed of, to ensure compliance with safety and environmental legislation. It is mandatory for all suppliers to comply to the DTC Environmental Standards for Merchandise Materials when purchasing Merchandise Materials for our products.

In 2019, we started to use eco-friendly inks for the printing of our products. Eco-friendly inks are typically water-based, as compared to traditional petroleum-based inks and are much lower in Volatile Organic Compounds (VOCs), phthalate plasticisers and polyvinylchloride (PVC) resins which can cause a number of health problems. Our eco-friendly ink is also RoHS⁸ compliant. Where required by our customers, our products will also comply with obligations under REACH⁹.

Our Performance

Our product range includes food contact items and toys for children less than 6 years old, which require usage instructions to be provided with the products. In FY2020, 80% of our products have such user information on our products. 80% of our products also contain labelling such as BPA free, CE approved or biodegradable. If our customers require our products to be tested based on EU standards, we will ensure the required testings are conducted. In FY2020, we have no cases of products non-compliance to Health & Safety standards and zero reports of product recall. DTC has maintained zero product recall in the last 3 years due to our continuous stringent product safety measures, which we will continue to enforce.

0 CASES of non-compliance related to health & safety impacts of products	0 CASES of product recall
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Our Target in FY2021

We aim to maintain zero cases of non-compliance cases and product recall in FY2021.

INDICATOR PRODUCT SAFETY	
Metrics measured	Number of product recalls
Performance in FY2020	Achieved zero product recall across all locations.
Target for FY2021	Continue to achieve zero product recall for all locations.

⁸ RoHS stands for Restriction of Hazardous Substances. RoHS, also known as Directive 2002/95/EC, originated in the European Union and restricts the use of specific hazardous materials found in electrical and electronic products (known as EEE).

⁹ REACH stands for (EC) Regulation No 1907/2006 on Registration, Evaluation, Authorization and Restriction of Chemicals, which establishes procedures to assess and manage the risks posed by chemicals.

ETHICAL SOURCING

308-1, 414-1

Our Approach

Advancing accountability and improving performance across our supply chain creates value for DTC and our customers by helping us reduce risks, improve product quality, and achieve environmental and social goals. Through communication, assessments, and capability-building programs, we work to ensure that our supply chain is resilient, responsible, and respectful of human rights.

Our Supplier Code of Conduct provides the basis of our expectations and requirements of all our suppliers on the social and environmental front for their activities. This Code of Conduct establishes standards on safe working conditions, humane working conditions, labour rights for workers and environmentally responsible business operations. We also ensure suppliers in our supply chain are aware of and compliant with the international labour laws and respective countries regulations.

Before establishing any business partnership with any new suppliers, DTC requires all our suppliers to comply with our Supplier Code of Conduct. As part of our procurement screening process where we only select quality suppliers with sustainable business practices, DTC conducts background checks and on-site audits before they are included on our list of approved suppliers.

Our Supplier Management Team performs annual on-site reviews for all our high-risk suppliers to ensure there is no breach to our Supplier Code of Conduct. Our supplier development, monitoring, and enforcement efforts are integrated across our Procurement and Supplier Management teams. This integration allows us to influence suppliers that may be reluctant to meet our requirements. We communicate our expectations in our supplier contracts and hold annual meetings for our suppliers.

As part of the CSR analysis for potential suppliers, environmental and social criteria are applied to assess the level of risk associated with the suppliers. Social criteria assessed include housing facilities provided by the supplier and risk of forced labour. Environmental criteria take into consideration handling of hazardous materials, legal violations and risk of pollution due to the types of activities carried out on site. The frequency of on-site audits is based on the risk rating of the supplier. Suppliers are required to address their audit findings within 6 months and those with corrective repeated violations identified through our supplier audits would be removed from approved supplier list.

Our Performance

In FY2020, another 76 new suppliers were added to our approved supplier list. 100% of our new suppliers were screened based on environmental and social criteria. We did not terminate any suppliers in 2020 due to significant actual and potential negative environmental impacts identified.

100% OF SUPPLIERS % of suppliers who were screened using environmental and social criteria	TOTAL NO. 76 Total no. of environmental and social assessments carried out for suppliers
22 SUPPLIERS No. of suppliers who were assessed as having significant actual and potential negative environmental and / or social impact	0% OF SUPPLIERS % of suppliers terminated due to significant actual and potential negative environmental and / or social impact

Our Target in FY2021

We will strive to maintain 100% screenings for all new suppliers in environmental and social criteria, as well as address closure of corrective actions arising from our new suppliers within six months.

INDICATOR NEW SUPPLIERS SCREENINGS	
Metrics measured	% screenings for environment & social criteria
Performance in FY2020	Achieved 100% of screening for new suppliers
Target for FY2021	Aim to achieve 100% screening of new suppliers

Our Environment

At DTC, we are passionate to protect the environmental ecosystems and conserving energy. We recognise the impact our actions can have on the environmental ecosystems and we are committed to improve our environmental practices to protect the ecological systems and reduce our footprints. We strive to conserve our energy and water usage and manage our waste responsibly. Our actions also have an indirect positive impact on our financial bottom-line. DTC's environmental policy guides us in upholding our environmental practices. We monitor our environmental performance with realistic goals and KPIs and are kept in check by our sustainability working group.

We aim to reduce the environmental impact of our products by applying eco-design principles such as using jute material for our strongbow jute bags and old coconut wooden cutlery and using fewer or more sustainable materials. This also answers growing demand from our customers to help them reduce the environmental impact of the products that they purchase from us.



ENERGY

302-1

Our Approach

In 2016, we started our journey to reduce our electrical consumption by switching to energy saving electrical appliances. All our lights in our offices and warehouses have been changed to LED lights and the air-conditioning in our office is set by default to 25 degrees Celsius to further conserve energy. Employees at DTC are encouraged to embrace our energy conservation efforts. Posters are put up in our offices to keep us in mind to switch off our devices, lights and air-conditioning when not in use while energy saving tips are communicated to all employees in an electronic booklet format. We want to empower our employees to be stewards in promoting environmental responsibility and practice these in their own personal lives.

Measures implemented to optimise vehicle fuel use

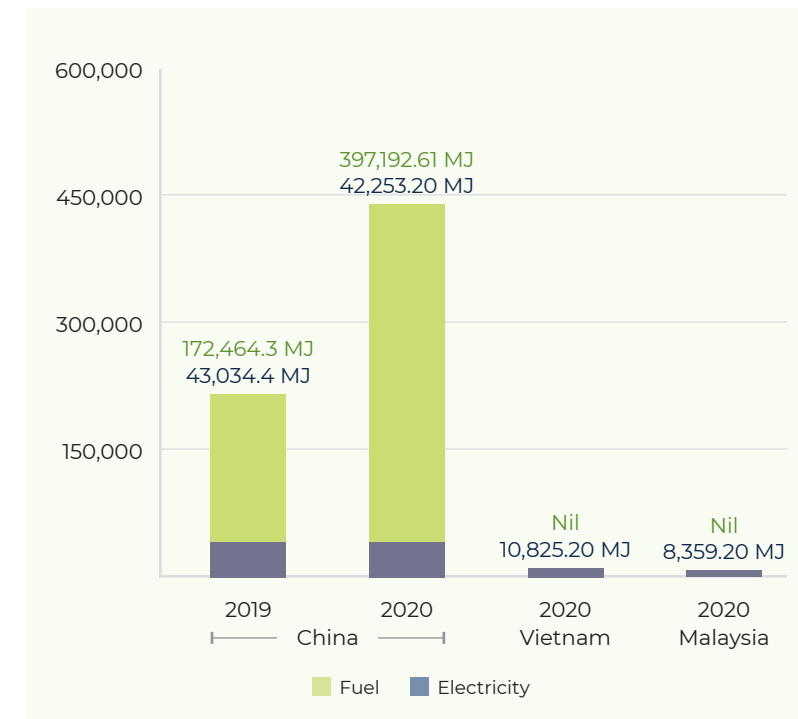
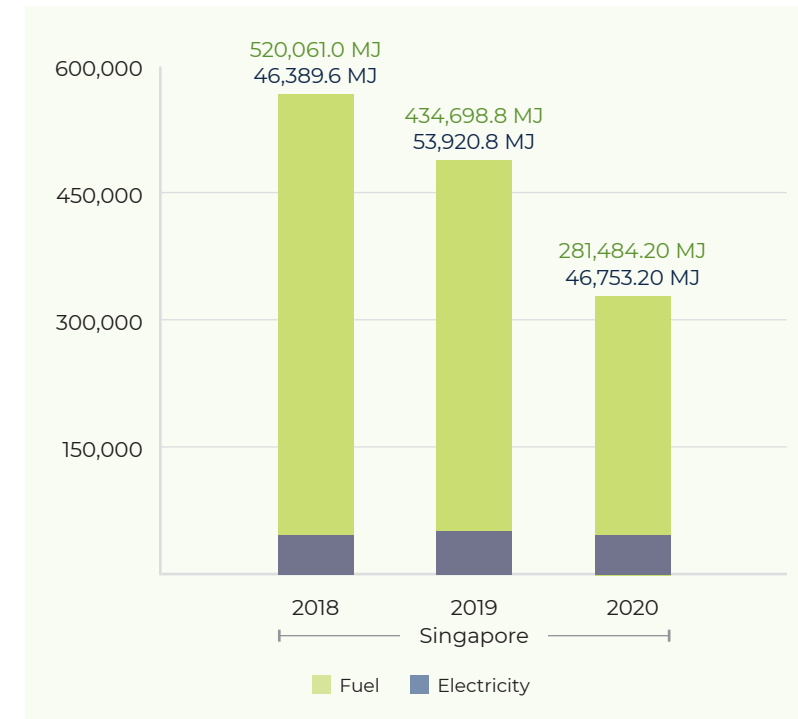
- Advance planning of delivery routes to ensure no overlapping of routes amongst the drivers
- Drivers are taught fuel-efficient driving techniques
- Drivers are encouraged to maintain air conditioning temperatures at 24 degree Celsius when driving
- Employees carpool when heading to the same area for meetings
- Regular servicing is scheduled for vehicles every 3-6 months to ensure the vehicles are well-maintained and in compliance with all necessary local regulations

Our Performance

DTC's total energy consumption from all our locations in FY2020 was 787 GJ. Our Vietnam and Malaysia offices started collecting energy data in FY2020 and energy consumption currently only include electricity. China and Singapore use fuel energy mainly for transportation. Electricity consumption for Singapore and China has gradually decreased in FY2020 thanks to our energy saving efforts. Fuel consumption in China, however, has nearly doubled as our operations has increased in the past year. Our average energy intensity across all our offices in FY2020 is 0.062 MJ / per million revenue.

Energy consumed within the organization (MJ)

(All energy consumed is from non-renewable sources)



Our Target in FY2021

INDICATOR	
ENERGY INTENSITY	
Metrics measured	Total Energy Consumed (All Locations) / Total Revenue (All Locations)
Performance in FY2020	0.062 MJ / million total revenue
Target for FY2021	To maintain similar energy intensity

EMISSIONS

305-1, 305-2

In our bid to reduce emissions, we encourage the use of sea freight instead of airfreight. In order to allow for adequate time for the delivery of our products, planning 3-6 months ahead of a scheduled promotion is required. We work with our regular sea freight forwarder to consolidate our products into one shipment. We have also expanded our factory network to include India and Pakistan to shorten the distance between our clients and our suppliers' factories.

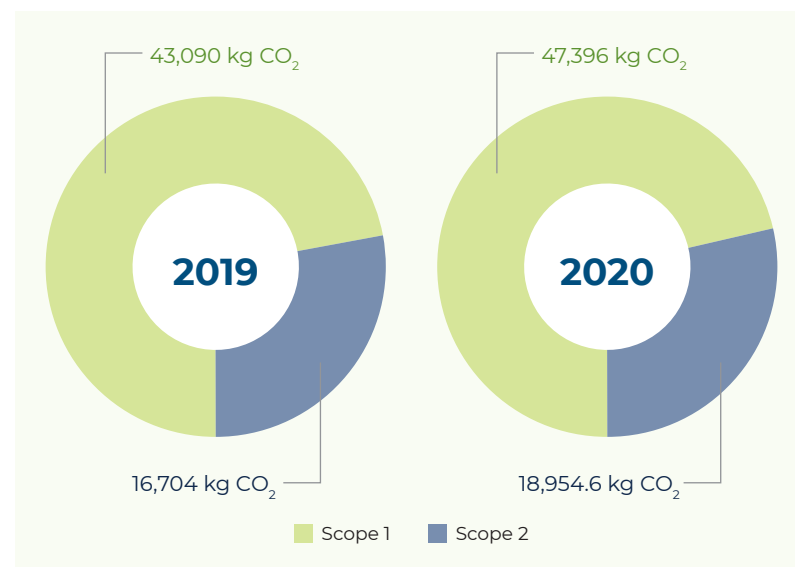
Our Performance

In FY2020, the total Scope 1 and Scope 2 carbon emissions from all our locations was approximately 66 tonnes. Our Scope 1 emissions continues to account for 72% in FY2020 (as well as in FY2019) of the total carbon emissions and our GHG intensity was approximately higher than FY2019, at 0.005 (compared to 0.003) kg CO₂/million total revenue.

As part of our long-term goal to be carbon neutral, we are monitoring our own emissions and identifying opportunities to reduce our carbon footprint. Through a combination of good practices such as route optimisation and consolidation of shipments.

Since FY2019, we have voluntarily offset all our emissions through participation in carbon-offset projects in China. In FY2020, we remain committed to carbon neutrality through our participation in the CECIC HKC Danjinghe Wind Farm project in Zhangbei County, Hebei Province in China. This offset project involves the installation and operation of wind turbines and the sale of the renewable electricity to the North China Power Grid. This carbon-offset project allowed us to contribute to the local community as well as emission reduction.

Total Scope 1 & 2 GHG Emissions



WASTE

306-4

Our Approach

Our first priority is to always reduce waste and not create additional wastage. While we have taken steps to reduce waste, it is inevitable to have waste in any businesses including ours. Our waste is managed effectively ensuring that it is either properly transported, reused, recycled or disposed of responsibly. DTC operations in Singapore do not generate any hazardous waste. All of our non-hazardous waste is sent for recycling. Recycling bins are also placed in our offices to collect non-hazardous waste which can be recycled. Electronic waste is gathered and disposed of responsibly at RENEW (Recycling the Nation's Electronic Waste) recycling bins available at several locations.

We have centralised our printing to one multifunction printer with an energy saving feature. It allows for printing on both sides of the paper, which will save the company a considerable amount of paper usage. Employees are encouraged to use ink toner-saving modes for printing drafts that do not require high-quality printouts. Used ink and toner cartridges are set aside for refill or recycling.

Recycling Initiatives

DTC accumulates excess stock of various items such as clothes, containers, stationary, etc every year. These items are in good condition and are donated to the Salvation Army annually for recycling.

Our Performance

In FY2020, 100% of wooden pallets and carton boxes were sent for recycling. DTC recycled a total of 337 kg which is a reduction from 545 kg in 2019. The recycled waste, comprising carton boxes, plastic (largely from shrink wrap), paper and electronic waste. DTC has been practising reducing and reusing our otherwise unwanted waste.

DTC World Corporation was also awarded the GreenDNA certification by Singapore Environment Council (SEC) in 2020. This certification recognises our company's efforts in inculcating sustainability in our business processes. In particular, embedding the practice of reusing materials and recycling items to reduce waste in all our business activities. The GreenDNA programme was started by SEC in 2020, with the aim of helping organisations to engage in sustainable practices, and to reduce carbon emissions. The GreenDNA certificate is recognised by the United Nations Environment Programme (UNEP), and DTC is one of the first twelve companies in Singapore to receive the GreenDNA certification.

Our Target in FY2021

We aim to maintain a 100% recycling rate for our wooden pallets and carton boxes received, as well as recycle other packaging waste.

INDICATOR RECYCLING	
Metrics measured	Wooden pallets and carton boxes
Performance in FY2020	100% of wooden pallets and carton boxes were sent for recycling
Target for FY2021	<ul style="list-style-type: none"> Maintain 100% recycling rate for wooden pallets and carton boxes Aim to recycle other packaging waste received All electronic waste to be sent to e-waste vendors for recycling

Total Scope 1 & Scope 2 GHG Emissions (kg CO₂)

SINGAPORE	FY2019	FY2020
Scope 1	31,141.89 kg	19,879.9 kg
Scope 2	6,279.8 kg	5,444.2 kg
TOTAL	37,421.7 kg	25,324 kg

China	FY2019	FY2020
Scope 1	11,947.7 kg	27,515.8 kg
Scope 2	10,423.9 kg	10,234.7 kg
TOTAL	22,371.6 kg	37,750.5 kg

Vietnam	FY2020
Scope 1	0 kg
Scope 2	1,720 kg
TOTAL	1,720 kg

Malaysia	FY2020
Scope 1	0 kg
Scope 2	1,555.7 kg
TOTAL	1,555.7 kg


Emission factors for fuel were obtained from GHG Protocol Emission Factors for Cross Sector Tools (March 2017). Grid emission factors for Singapore were obtained from EMA, other countries grid emission factors were sourced from Institute for Global Environmental Strategies (2021). List of Grid Emission Factors, version 10.10.

Our Target in FY2021




We will continue monitoring our emissions and strive to maintain a similar emissions intensity.

INDICATOR GHG EMISSIONS INTENSITY	
Metrics measured	GHG Emissions (All Locations) / million revenue (All Locations)
Performance in FY2020	0.003 kg CO ₂ / million total revenue
Target for FY2021	To maintain similar emissions intensity

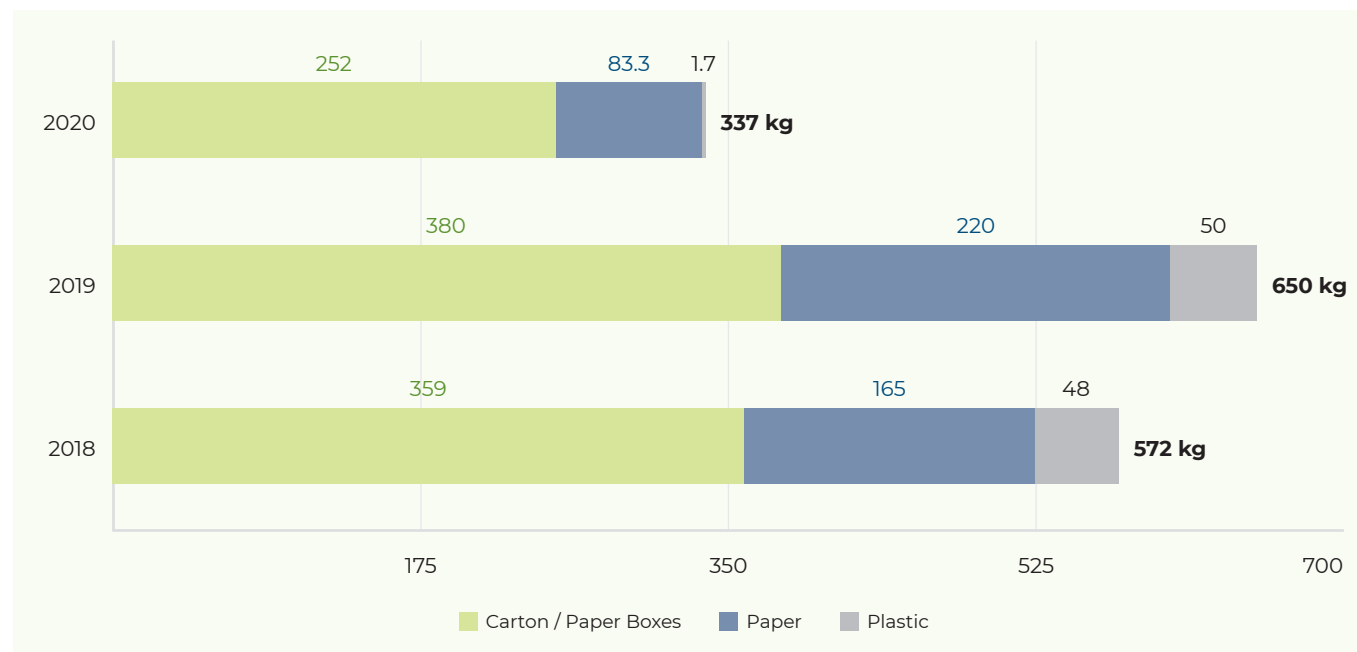
Hazardous waste Recycled FY2020

SINGAPORE	TOTAL WEIGHT (KG) / % RECYCLED		
Type of Waste	2018	2019	2020
 Electronic Waste	10 / 100%	15 / 100%	0

Non-Hazardous Waste Recycled and Reused FY2020

		SINGAPORE			CHINA		VIETNAM	MALAYSIA
		2018	2019	2020	2019	2020	2020	2020
Type of Waste	Disposal Method	Total Weight (kg)						
 Carton / Paper Boxes	Reused or Recycled	359	332	96.5	48	137.8	13.5	4
 Paper	Recycled	165	160	38	60	43.2	2.1	-
 Plastic	Recycled	48	50	-	-	-	0.7	1

Total Waste Recycled



ECO-PRODUCTS

417-1

Our Approach

We educate our consumers through creating awareness of products that can be reused or recycled. For example, by declaring the grade of plastics on our products to ensure that they are recycled correctly, and for reusable products such as refillable pens, we print the relevant information on the packaging to give it a second life.

Definition of Eco-Products

Our Eco-Products are products that are either

- Made from recycled products
- Made from sustainable sources
- An alternative to plastic or,
- Biodegradable

Through meaningful company-customer engagement, we create awareness for our customers to ensure they are aware of making sustainable choices.

Our Performance

As customers are becoming more environmentally conscious, they are looking for more eco-friendly promotional gifts. We are continuing introducing more varieties in our eco range to meet the increasing demand of eco-friendly products, such as jute bags, stone notebook. Our range of eco-friendly products increased to 36% in FY2020. Examples of other products in our eco-friendly range include cotton bags, recycled polyethylene terephthalate or recycled PET bags, eco-friendly pens, bamboo fibre lunchboxes, wheat straw tumblers and sustainably sourced notebooks and notepads. In FY2020, we introduced the use of biosphere¹⁰ additive to make our plastic products biodegradable.

Our Target in FY2021

We aim to increase new products in our eco-friendly product range by 5% in FY2021.

INDICATOR ECO-FRIENDLY PRODUCTS IN OUR PRODUCTS RANGE	
Metrics measured	Range of eco-friendly products
Performance in FY2020	Approximately 36% of our products are in the eco range
Target for FY2021	Aim to increase new products in our eco range by 5%



¹⁰ <https://www.biosphereplastic.com/biodegradable-additives/>

Our People

AT DTC, we believe that our employees are our biggest asset and are critical to the long-term success of our business. We are committed to provide an inclusive working environment with opportunities for continual development in an inclusive nurturing and safe working environment.

Keeping our employees engaged is key in high productivity and retention rates. DTC places high importance in the highest standards of health and safety practices.



Singapore Office



China Office



Vietnam Office



Malaysia Office

EMPLOYEE WELFARE

202-1, 401-1, 401-2, 401-3, 405-1, 406-1

Our Approach

DTC cultivates a positive working environment with a commitment to fair employment practices and only hire based on merit. Employee retention is key in maintaining continuous sustainable success at DTC, thus boosting employee morale is crucial in creating a positive influence on retaining our employees. Creating a positive work environment where employees are inspired to perform at their best reduces our employee turnover rates.

By promoting equal opportunities, DTC ensures our hiring practices are solely based on relevant and objective factors. We condone any form of discrimination based on colour, race, religion, political inclination and any other type of distinguishing characteristics.

At DTC, we ensure the well-being of all our employees are taken care of. We are guided by the Tripartite Alliance for Fair Employment Practices (TAFEP) and Ministry of Manpower Singapore on our relationship with our employees with regards to remuneration and benefits requirements. As Singapore wage laws do not impose a minimum wage, DTC uses the Adecco Salary Guide as reference to industry average to determine a fair and competitive compensation package for our employees. In China, Vietnam and Malaysia, our employees are compensated in line with local employment regulations.

For all new hires, we provide an orientation manual to guide them on our internal policies, standards and requirements at DTC. Our code of conduct is also communicated out to reflect our expectations of all our employees and their individual rights as an employee. We ensure an adequate and fair remuneration based on progress in reaching their individual key performance indicators. DTC strive to select the right people in our recruitment drives and provide a comparable and fair remuneration package and benefits accordingly. By boosting our remuneration package and benefits, DTC aims to increase employee productivity. We believe their well-being and health is predominant in ensuring consistent productivity and we provide medical and dental compensation as well as annual check-ups for all.

Our Performance

DTC hires based on merit and objective factors. There were no reported cases of discrimination in FY2020 across all the countries that we operate in.

DTC embraces diversity in gender with 70% female employees.

As our business continue to grow in Singapore and in our new regional offices, we needed additional headcount to manage our operational activities. In FY2020, our hiring rate across all locations is 25%. We are gradually hiring for our Vietnam and Malaysia offices to manage our growing operations in the region.

By fostering a culture of understanding and respect for everyone, we promote a positive work environment. This, coupled with the competitive benefits offered to our employees and robust employee engagement process, has helped to keep our turnover rate low. In FY2020, our turnover rate across all locations has gradually dropped to nearly half of FY2019 number; from 30.2% in FY2019 to 16.7% in FY2020.

Due to the on-going COVID-19 pandemic, we were not able to continue our regular birthday celebrations, staff get-togethers and our annual company trip in FY2020. To continue strengthening our close, family-knit environment while we continue working from home, we sent out birthday treats which includes drinks and cake to our employees' homes.

DTC understands the challenges of having children while juggling a full-time career. We strive to lighten the load of new parents by promoting parental leave for all employees with newborns. Parental leave continues to be provided. Mothers with young children can take advantage of DTC's flexible working arrangements and work from home. Due to positive feedback, we are planning to gradually roll out this arrangement for all our employees. As a start, all employees have the flexibility to work from home on Saturdays (as long as the work nature allows for it) from the 3rd quarter of FY2020. Employees that have been with the company for more than 5 years, can opt to work from home for an additional day every week. By continuing to provide such incentives, DTC aims to boost employees' retention, productivity, and morale.

Our Target in FY2021

We continue to prioritise the welfare and well-being of our employees and continue to reduce the employee turnover rate.

INDICATOR EMPLOYEE TURNOVER RATE	
Metrics measured	Rate of employee turnover
Performance in FY2020	16.7% overall turnover rate across all locations.
Target for FY2021	Aim to have less than 10% overall turnover rate

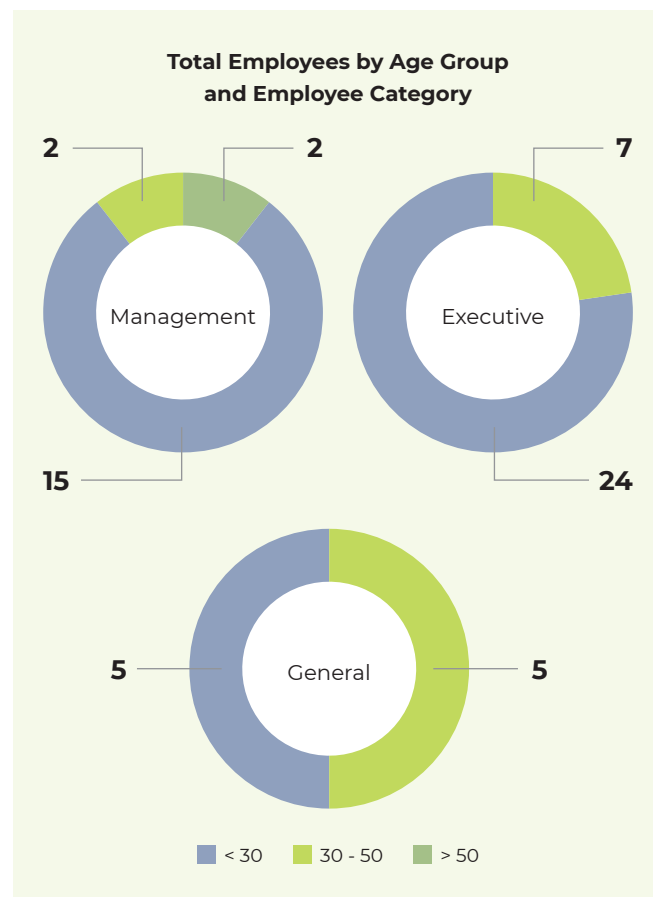
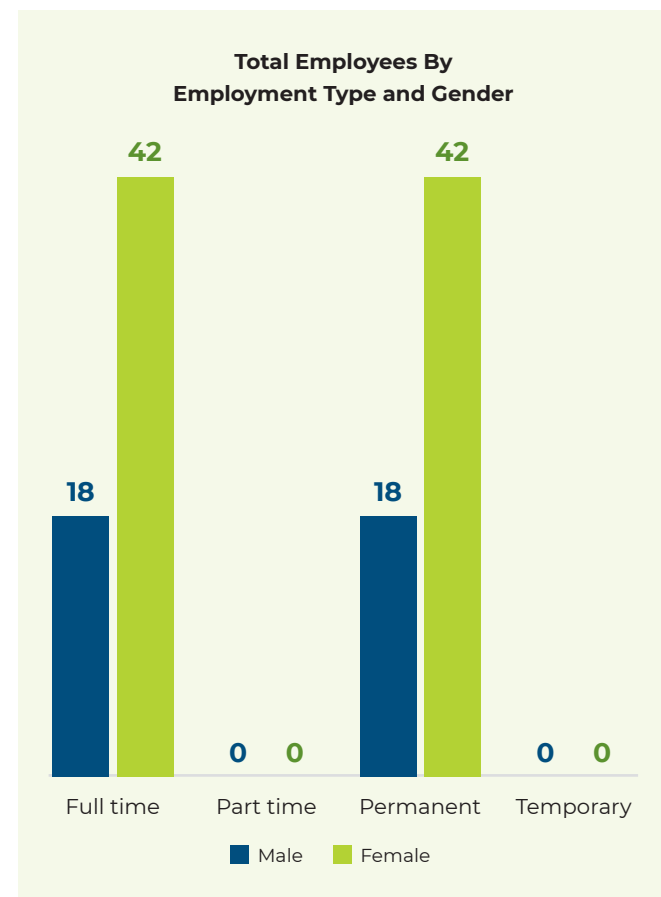


Profile of employees in all locations as of 31st Dec 2020

60

TOTAL EMPLOYEES FROM ALL LOCATIONS

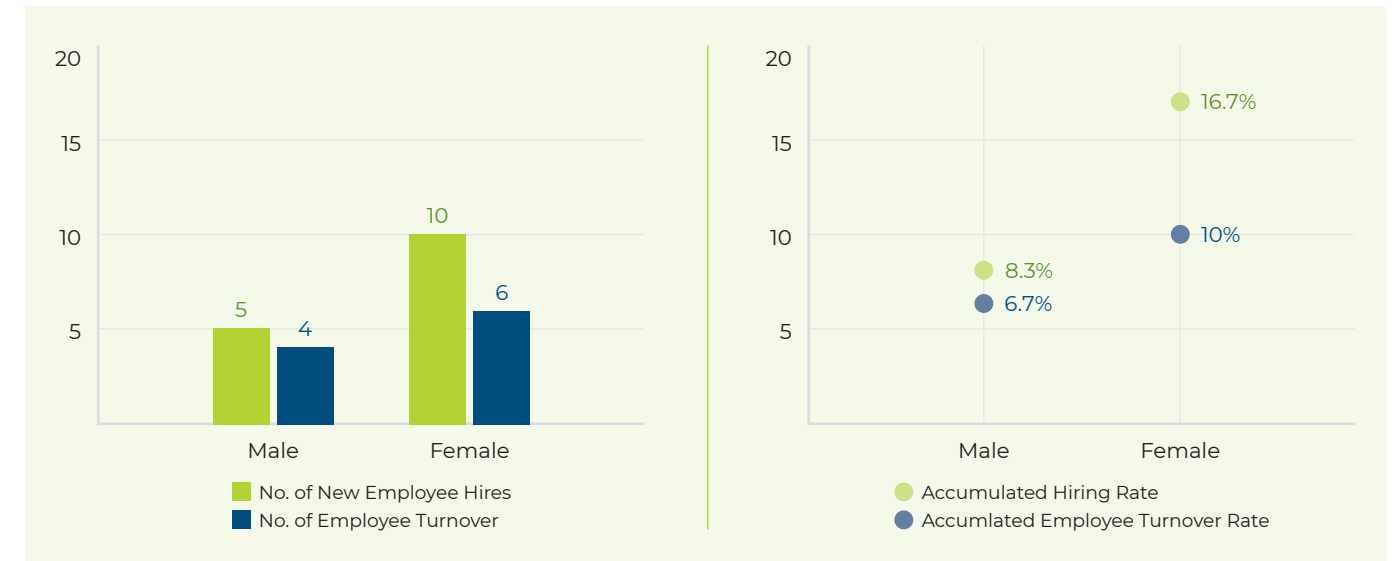
Total Employees By Gender



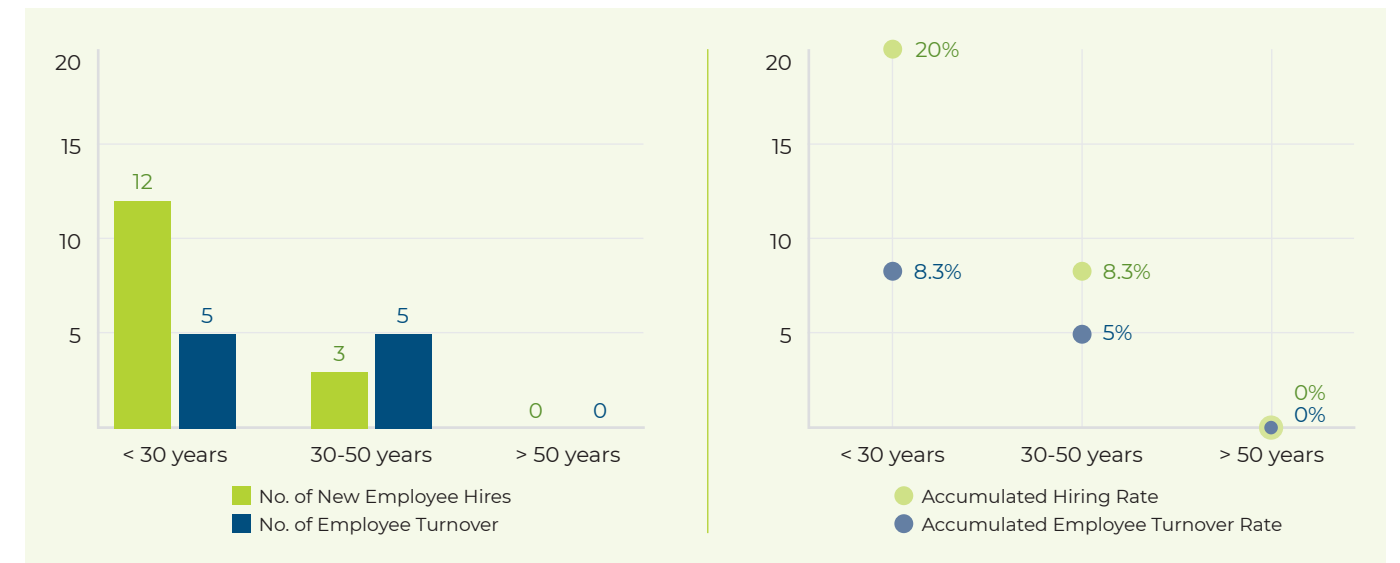
EMPLOYEE HIRING

GRI 401-1, 405-1

Number and rate of Employee Hires and Turnover by Gender



Number and rate of Employee Hires and Turnover by Age Group



We offer comprehensive personnel benefits:

All employees are provided statutory benefits as well as other company benefits such as for physical exercise, cultural activities, and commuting, as well as wellbeing services. In light of the ongoing COVID-19 pandemic, we recognize the importance to look after our employees' psychological health. In FY2020, we initiated a monthly Mental Health Wellness Program. We introduced the "Stay Healthy Reward" of \$300 for good health and attendance. Employees receive an additional day of leave on their birthdays.

Benefits provided to all full-time permanent employees at DTC include:

GRI 401-2

All employees in Singapore are provided statutory benefits as well as other company benefits such as for physical exercise, cultural activities and commuting, as well as wellbeing services.

Benefits provided to all full-time permanent employees at DTC include:



- Medical/ Hospitalisation Insurance*
- Workers Compensation Insurance
- Medical/ Dental Reimbursement
- Annual Eye Check and Talk, Annual Body Check Up*
- Daily Lunch Provided / daily lunch allowance*
- Bonus Scheme (Annual wage supplement and special bonus)*
- Annual Company Trip*
- Lunch Time Talks*
- Get Together Activities (birthday celebrations), festivities celebrations, e.g. during Chinese New Year, Christmas and Halloween*
- Wellness programs*
- Informal Rewards Program*

Other incentives:

- Flexible working arrangements, e.g. work from home*
- Opportunities to be involved in projects of employees' interest*
- Recognition Award*

**benefits also apply to China, Vietnam and Malaysia locations*

GRI 401-3

PARENTAL LEAVE (PATERNITY & MATERNITY LEAVE)	Male 	Female 
Total number of employees that were entitled to parental leave	0	1
Total number of employees that took parental leave	0	1
Total number of employees that returned to work from after parental leave ended (Period of 1 Jan 2019 - 31 Dec 2019)	0	0
Total number of employees that returned to work after parental leave ended and were still employed 12 months after return to work (This figure is based on employees who took parental leave from 1 Jan 2018 to 31 Dec 2018)	0	0
Return to work rate of employees that took parental leave	100%	100%
Retention rate of employees that took parental leave	100%	100%

EMPLOYEE DEVELOPMENT

GRI 404-1

Our Approach

AT DTC, we recognize the importance of developing our employees and provide continuous learning opportunities to ensure they stay relevant with changing times. Appropriate development and training are essential for our employees to be better equipped to contribute effectively and at optimal levels to DTC's performance. Creating the freedom for our employees to grow professionally will boost their morale and in return reduce our turnover rates.

Performance appraisals are conducted annually to help ensure a clear career route for our employees so that individual capability and competency can be met. Performance appraisal provides a great career management perspective, which evaluates the competency and capability of our employees as well as setting out a clear career route for all our employees.

Our Performance

DTC provide a variety of learning and development opportunities for our employees across all locations to enhance their potential and drive progress. In FY2020, each employee attended an average of 18 hours of training.

All new hires are required to attend the DTC Orientation Internal training which includes DTC Business Ethics, DTC Information Security Procedures, DTC HR Policy, DTC Human Rights & Labour, DTC Environment Sustainability, DTC Whistleblowing, Eco Office Guidelines, Fuel Efficient Driving Techniques

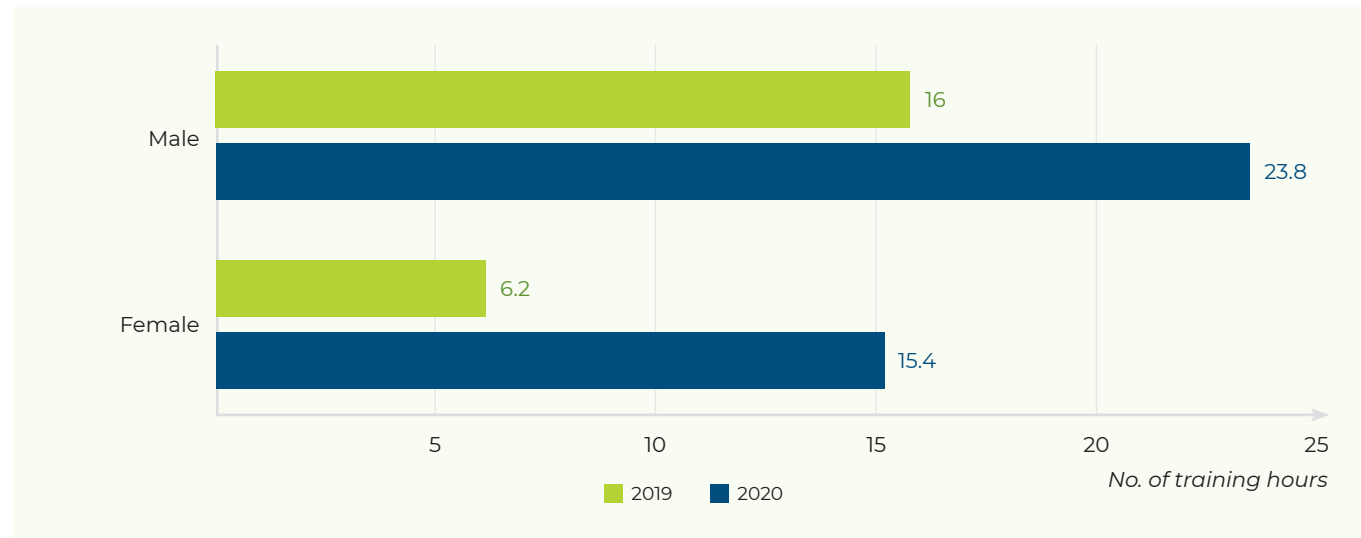
Our Target in FY2021

We will continue expanding our variety of development programmes to cater to the changing needs of the industry and that of our employees and increase our training hours per employee.

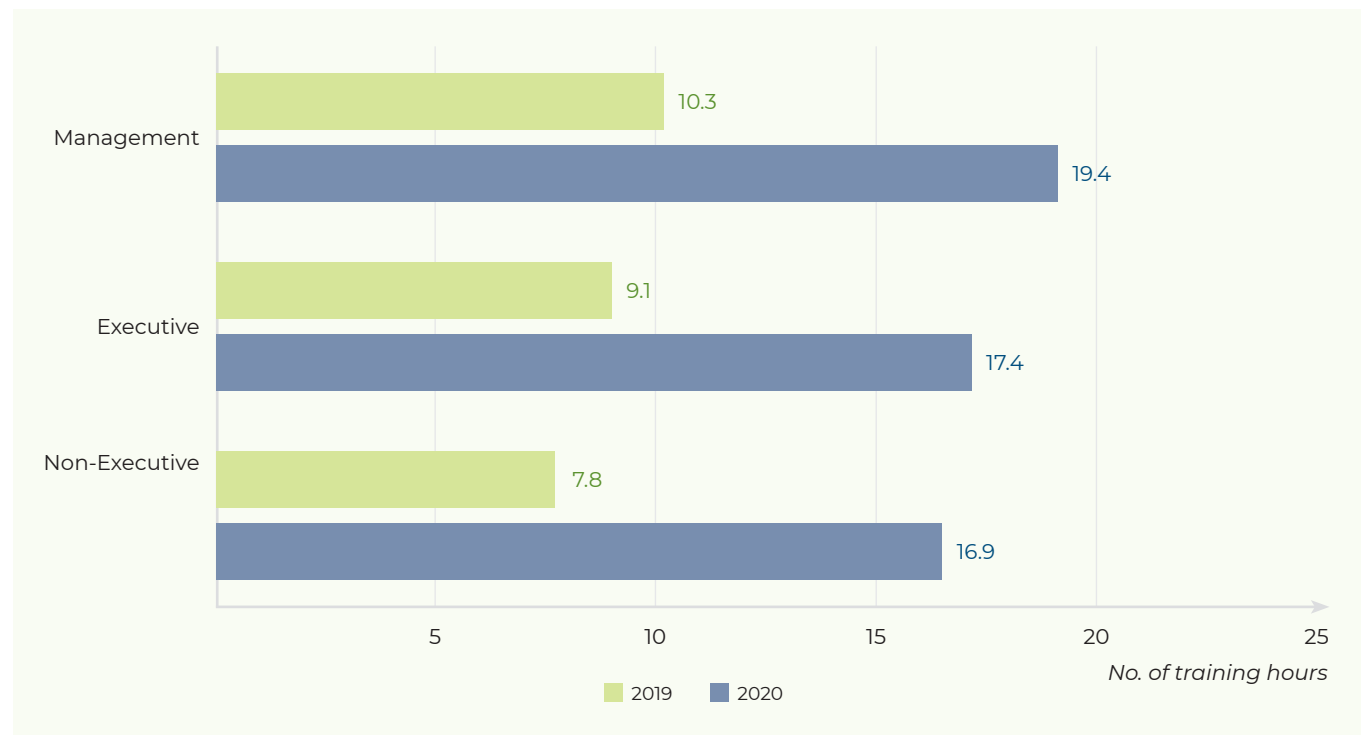
INDICATOR TRAINING HOURS	
Metrics measured	Average number of training hours for each employee
Performance in FY2020	Achieved an average of 18 training hours for each employee
Target for FY2021	Aim to continue an average of 16 hours of training for each employee

TRAINING COURSES ATTENDED BY OUR EMPLOYEES		
Singapore	China	Malaysia & Vietnam
<ul style="list-style-type: none"> • Maintaining Your Certification with Remote Auditing Solutions • ISO27701 Privacy Information Management System • Carbon Management Workshop • Critical Thinking & Decision-Making • Safe Management Measures Procedural & Implementation Training • Ecovadis Webinar-Sustainable Procurement/Ethics/Labour & Human Rights/Environment • Exploring Business Strategies & Asian Markets in the New Normal 	<ul style="list-style-type: none"> • Occupational First Aid Course (Refresher) • Ecovadis Webinar - Sustainable Procurement/Ethics/Labour & Human Rights/Environment • SMETA Internal Auditor (Beginner & Intermediate) • Procurement/Supply Chain Management/Effective Communication 	<ul style="list-style-type: none"> • Sales Training • Ecovadis Webinar-Sustainable Procurement/Ethics/Labour & Human Rights/Environments • United Nations Virtual Forum on Responsible Business and Human Rights • Safe Management Measures Procedural & Implementation Training

Average No. of Training Hours based on Gender



Average No. of Training Hours for All Locations on Employee Category



HEALTH & SAFETY OF EMPLOYEES

GRI 403-1,403-9

Our Approach

A safe working environment is of prominent importance at DTC. It is our duty to protect our employees from occupational hazards and work-related accidents. We enforce a strong work safety and well-being culture to allow our employees to perform their best in their daily work activities.

We introduced a Workplace Safety policy that addresses our high expectations of safety control in our company, which is communicated to all employees, contractors and other stakeholders. Training and education in occupational health and safety are provided to ensure employees understand to avoid unsafe situations.

Our Performance

A risk assessment team was established at DTC to oversee all our health and safety processes and identify hazards and actions to minimise the dangers. We also work with a risk assessment consultant to assess our workplace and advise us on any hazards and actions, as well as to mitigate any safety and health risks. In view of the ongoing COVID 19, we have also established Safe Management Measures (SMM) system for our workplaces that covers key areas such as:

- I. Appointment of a Safe Management Officer for each office and their roles and responsibilities
- II. Reduction of physical interaction and ensuring safe distancing
- III. Supporting contact tracing requirements
- IV. Use of Personal Protective equipment (PPE) and best practices for personal hygiene
- V. Upkeep of workplace cleanliness
- VI. Health checks
- VII. Protocol to manage potential cases

DTC has also championed safe driving practices and implemented Safe Work Procedures for vehicle safety to emphasise key points such as keeping a safe distance, driving at safe speeds and checking blind spots. We achieved BizSAFE Level 3 certification in 2018 and for the past 3 years, have maintained zero work related accidents. We will continue to encourage a positive safety culture across all our offices while at the same time strive to maintain zero work related accidents.

Our Target in FY2021

We strive to maintain zero work related accidents and injuries across all the countries that we operate in.

0

WORKERS

Annual Number of Work-Related Accidents and Injuries per 100 Workers

INDICATOR WORK RELATED ACCIDENTS & INJURIES

Scope	Annual number of work-related accidents and injuries per 100 workers
Performance in FY2020	Zero cases of work accidents and injuries across all locations
Target for FY2021	Continue to maintain zero cases of work accidents and injuries across all locations

Our Community

At DTC, we are driven by our core values to look after our communities that we operate in. We seek to enrich the quality of life of our communities and serve as good stewards of society. Our corporate social responsibility approach is instilled with the culture of giving back to our communities in need. In FY2020, DTC contributes to several charity organisations and worked with a number of community programmes in Singapore.

Sharella

As part of the Share Umbrella initiative by Republic Polytechnic (RP) students, we distributed our excess stock of umbrellas to 2 locations around the surrounding area: Sun Plaza and a crossing opposite Sembawang MRT station. This initiative allows the sharing of umbrellas when crossing the road on rainy days. The umbrellas are placed on both sides of the road and anyone can simply use the umbrella and drop it off after using it.



FoodBank

As part of our COVID-19 giving initiative, DTC donated anti-bacterial cloth masks and Food supplies to FoodBank which was later distributed to the needy.



DTC is a proud signatory of the United Nations Global Compact, a voluntary Corporate Responsibility Initiative.

The Global Compact asks participating companies to pursue two complementary goals:

- I. Internalize the Ten Principles within the company's strategies, policies and operations, and
- II. Undertake projects to advance the broader development goals of the United Nations, particularly the Sustainable Development Goals.

DTC is committed to the UN Global Compact's Principles in the areas of human rights, labour, environment and anti- corruption.



The Ten Principles of the UN Global Compact

HUMAN RIGHTS



PRINCIPLE 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

PRINCIPLE 2

Make sure that they are not complicit in human rights abuses.

LABOUR



PRINCIPLE 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

PRINCIPLE 4

The elimination of all forms of forced and compulsory labour;

PRINCIPLE 5

The effective abolition of child labour; and

PRINCIPLE 6

The elimination of discrimination in respect of employment and occupation.

ENVIRONMENT



PRINCIPLE 7

Businesses should support a precautionary approach to environmental challenges;

PRINCIPLE 8

Undertake initiatives to promote greater environmental responsibility; and

PRINCIPLE 9

Encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION



PRINCIPLE 10

Businesses should work against corruption in all its forms, including extortion and bribery.

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