

# SUSTAINABILITY REPORT



## BOARD STATEMENT

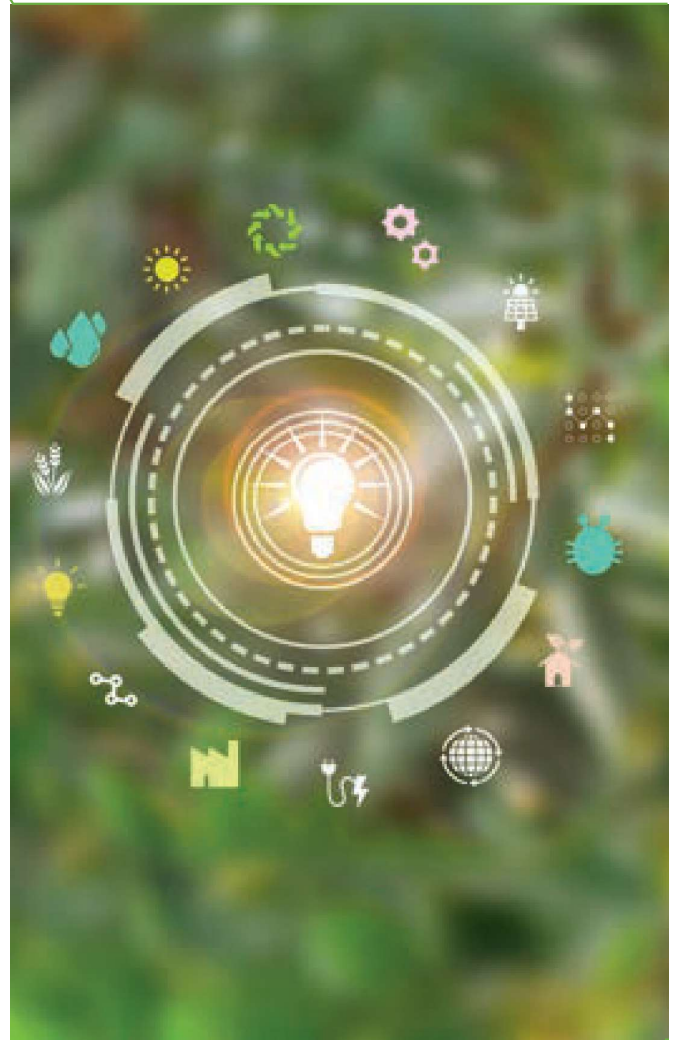
JEP Holdings Ltd. believes that sustainability is integral to our business and is critical to achieving long-lasting value creation for all our stakeholders. We embarked on our sustainability journey to address material Environmental, Social, and Governance (“ESG”) issues to create a sustainable future with all our stakeholders. To manage stakeholder engagement, we have cultivated relationships through regular and systematically planned forms of dialogue as well as open channels of communication.

We are proud on delivering top-notch manufacturing solutions evidently. From our customer satisfaction survey results, we have achieved an outstanding score of 88% customer satisfaction. These results stand as a testament to our skilled and professional workforce that exists within our organisation to produce manufacturing quality and high-precision components. To continue our stellar performance and deliver manufacturing solutions to our customers, we have also recognised the importance of attracting, developing and retaining a high-quality workforce.

To strengthen and achieve results that go beyond, we place heavy emphasis on good corporate governance as the core belief of our business. The belief in good corporate governance enables us to achieve our sustainability goals. We thus uphold this belief as it lays a solid foundation for the establishment of a sound organisation. Furthermore, operating in an ethical environment will safeguard the interests of all our stakeholders. Therefore, we strive to put in place a robust governance framework to maintain integrity, transparency, accountability, and discipline in all our business activities.

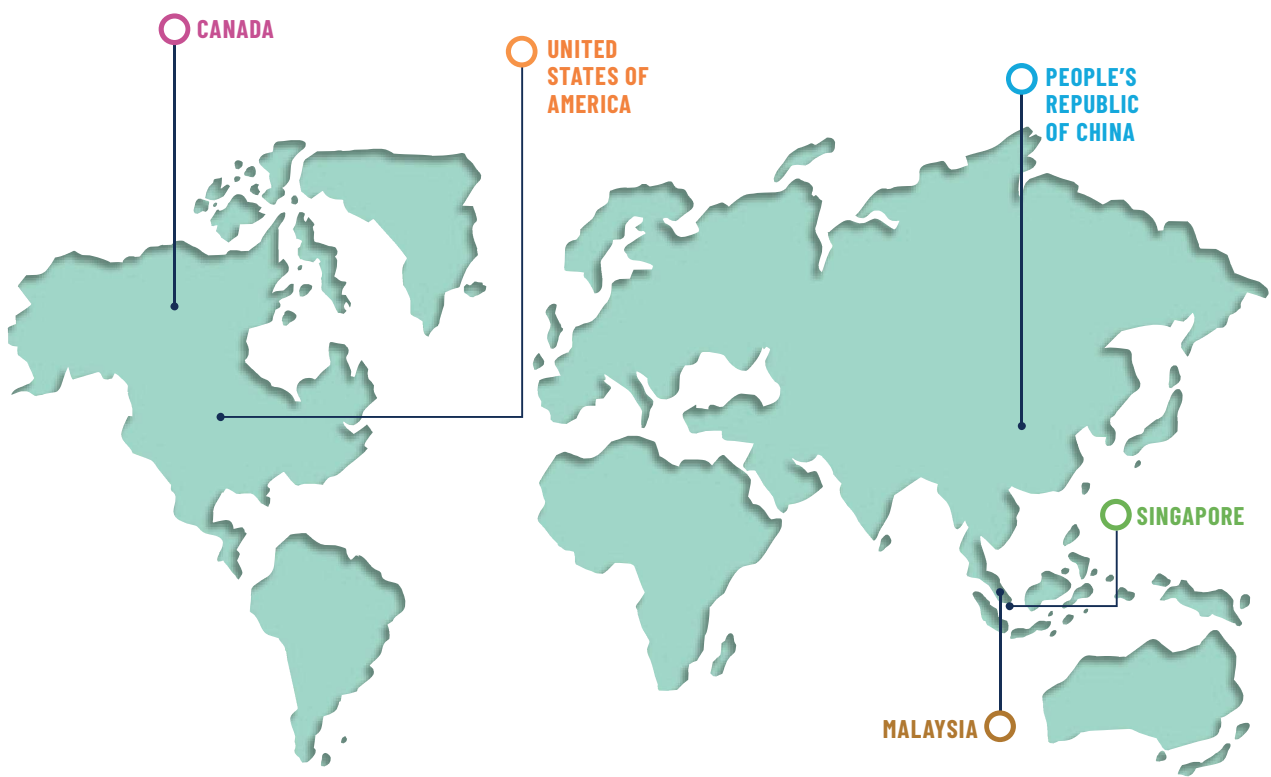
In FY2022, the management together with key stakeholders reviewed and assessed the materiality of ESG. The management was satisfied with the achievement attained in FY2022 and there are no major changes in the Group business model and portfolio in the current fiscal year, the management are of the opinion to continue to focus on the identified targets to strengthen sustainability performance. We will make efforts to improve the overall sustainability performance across our business portfolio, as well as improve upon our communications to all stakeholders. We aim to create a virtuous cycle that benefits both our business operations and future sustainability pursuits.

Therefore, the Group follows strict procedures of identifying, selecting, qualifying and monitoring to assess the performance and capabilities of the vendors for raw materials supply, standard items, special process services and fixture as well as gauge fabrication.



# SUSTAINABILITY REPORT

## LOCATION OF CUSTOMER BASE



### Customer base includes:

- Canada
- United States of America
- Malaysia
- Singapore
- People's Republic of China
- Others\*

\* United Kingdom, Switzerland, Middle East, Southeast Asia

# SUSTAINABILITY REPORT

## EXTERNAL CHARTERS AND PRINCIPLES

As an entity regulated by the Securities and Futures Act (Cap 289) ("SFA"), the Listing Manual of Singapore Exchange Securities Trading Limited (the "SGX-ST") (the "Listing Manual") and other regulations, the Board is committed to upholding good standards of corporate governance at JEP.

The Board of Directors of JEP (the "Board") is committed to upholding high standards of corporate governance practices throughout JEP that are in line with the Code of Corporate Governance 2018 (the "2018 Code"). The Board will also ensure that JEP complies with the other regulations, notices, circulars, and guidelines that may be released by Monetary Authority of Singapore ("MAS") from time to time and should there be deviations, explanations will be provided.

JEP's leadership has combined more than 20 years of experience in manufacturing of front-end semiconductor components. With such experience, JEP's leadership competently drives all operational matters of the Group. JEP's leadership has directed the Group to hold membership in the Singapore Business Federation to develop strategic relationships within the industry to drive value creation for all stakeholders.

## AWARDS

The Group has been in business since the 1980s. Over the years, JEP has accumulated a wealth of experience, expertise and an established record of accomplishment. On the right is a list of some of the awards:



**Awarded by  
Eaton Corporation**

The Best Supplier in Aerospace  
Asia Pacific 2011



**Awarded by  
Aker Solutions**

Certificate of  
Accreditation 2018



**Awarded by  
Safran**

Performance Excellence  
Award 2019



**Awarded by  
Kulicke & Soffa**

Outstanding Supplier  
Award 2021



**Awarded by  
HP Inc.**

Commitment and Partnership to HP  
Award 2022



# SUSTAINABILITY REPORT

## ABOUT THIS REPORT

This report is prepared in accordance with the Global Reporting Initiative (“GRI”) Standards, as it provides a set of an extensive framework that is widely accepted as a global standard for sustainability reporting. This report aims to disclose our Environmental, Social and Governance (“ESG”) performance against the issues that are considered most material to our company’s stakeholders. This includes shareholders, suppliers, customers, regulators, management and employees. The objective of preparing this report annually is to inform our stakeholders of the initiatives and strategies related to sustainability that we are currently embarking on.

The Group has chosen the GRI framework as it is the most established international sustainability reporting standard that covers a comprehensive range of sustainability disclosures and with respect to the extent of which such framework is applied, this report has been prepared with reference to the GRI Standards reporting guidelines. Moreover, this structured framework promotes reporting a full and balanced picture of the Group’s material matters and the management of its impact. The report incorporates SGX’s “Comply or Explain” requirements of primary components of the content on sustainability reporting under Listing Rules 711A and 711B.

SGX has announced a phased approach for mandatory climate reporting based on the recommendations of the Task Force on Climate-related Financial Disclosures (“TCFD”). JEP is currently assessing the impact of climate change on its business and will provide climate-related disclosures in our Sustainability Report for the financial

year ending 31 December 2023, in line with SGX-ST’s timeline for adopting the TCFD Recommendations.

## REPORTING SCOPE AND BOUNDARIES

The reporting period for the sustainability performance of our operations in Singapore is for the financial year 2022. All data and activities reported are with respect to the timeframe from 1 January 2022 to 31 December 2022, unless stated otherwise.

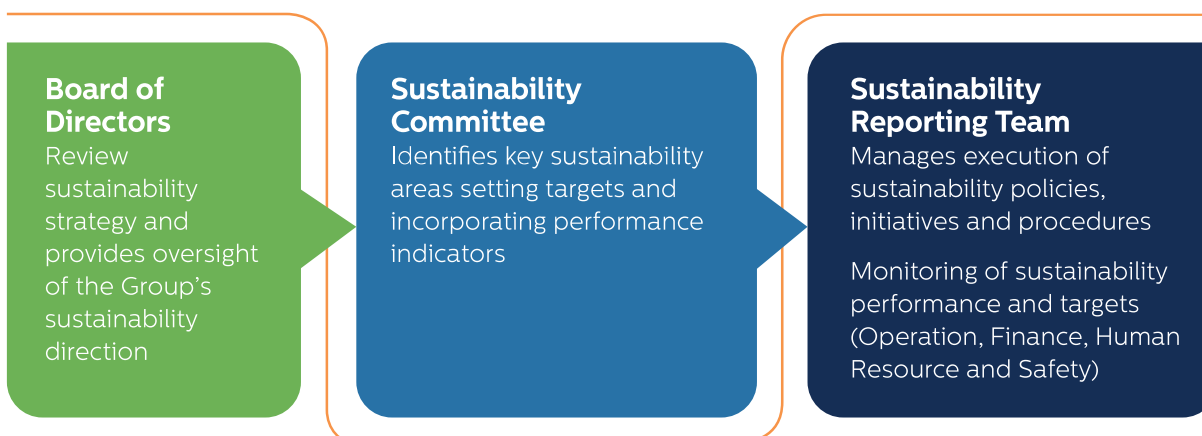
As JEP’s operations primarily involve precision manufacturing, we refer to the performance of our precision manufacturing facilities when discussing employee-related material issues. Environmental data disclosed within the Sustainability Report covers only Singapore-based operations.

No external assurance has been sought for this report. However, we may seek external assurance for future Sustainability Reports as our reporting framework matures over time. The data in this report is reported to the best of our knowledge and have gone through internal review and approval.

We value all feedback on the report as we continuously strive to improve our reporting. Please submit all feedback, questions and views to [ir@jep-holdings.com](mailto:ir@jep-holdings.com).

## SUSTAINABILITY GOVERNANCE AND APPROACH

The Board monitors, reviews, and considers the relevance and adequacy of the Group’s practices in addressing sustainability concerns and managing risks, as well as approves general policies and strategies.



# SUSTAINABILITY REPORT

## STAKEHOLDER ENGAGEMENT & MATERIALITY ASSESSMENT

JEP Holdings Ltd. recognises that stakeholders play an important strategic role in maintaining the company's long-term growth, we engaged our key stakeholders through a stakeholder engagement and materiality assessment workshop to gather their concerns about the sustainability of the business. These key stakeholders were identified based on their ability to influence our performance and provide effective solutions to incorporate sustainability into our operations. Their concerns raised were gathered to

identify the material ESG. The ESG factors were then prioritised based on their impact on the business and how important stakeholders considered each aspect.

## STAKEHOLDER ENGAGEMENT

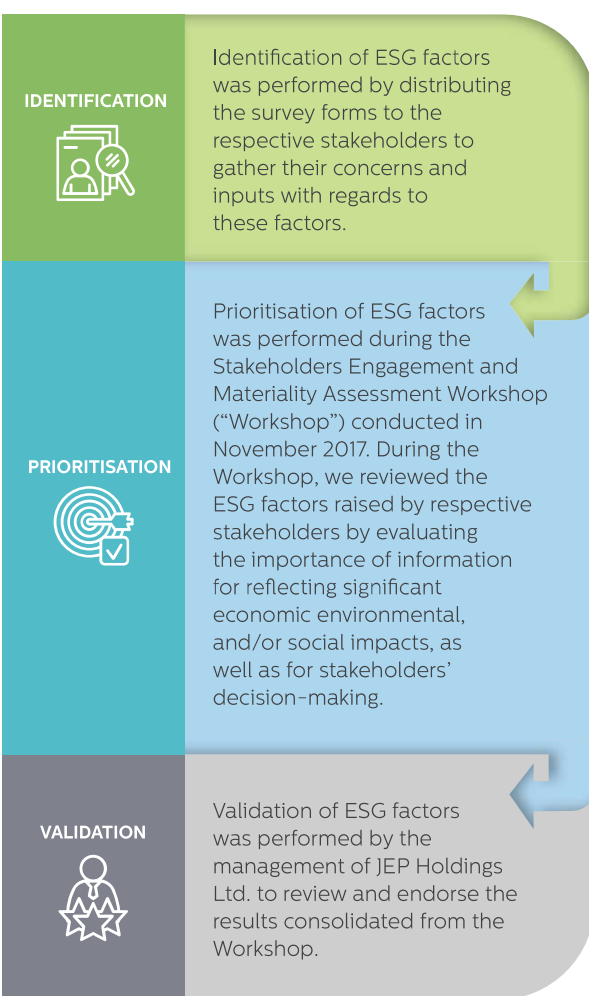
At JEP Group, we value all stakeholders and believe that maintaining strong bilateral relationships with stakeholders is a critical success factor for the Group sustainability. With routine engagements with stakeholders, we are able to identify each stakeholder key concerns and respond to their needs timely.

Key Stakeholder Groups	Key Interests	Our Response	Engagement Methods
Investors and Shareholders	<ul style="list-style-type: none"> <li>Financial and operational performance</li> <li>Good corporate governance</li> <li>Transparency</li> </ul>	<ul style="list-style-type: none"> <li>Provide reliable and relevant information timely</li> <li>Cultivate a culture of transparent and timely communication with our investors</li> </ul>	<ul style="list-style-type: none"> <li>Annual Report</li> <li>Half-yearly announcement</li> <li>Announcements and circulars</li> <li>Annual General Meeting</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Mentoring, training and skill development</li> <li>Career prospect and equal opportunities</li> <li>Working environment</li> </ul>	<ul style="list-style-type: none"> <li>To establish a safe workplace</li> <li>Promote equality for career prospects and benefits</li> <li>To set up a response team to follow up and implement the latest control measures to mitigate risk of Covid-19</li> </ul>	<ul style="list-style-type: none"> <li>Annual Appraisal</li> <li>Training and development program</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Supply chain sustainability</li> <li>Product quality and conformity</li> <li>Reliability of delivery schedules</li> </ul>	<ul style="list-style-type: none"> <li>Sustain our reputation as a reliable business partner to our customers</li> <li>Meet and exceed customer expectations and demands</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction survey</li> <li>Regular meeting and direct communication</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>Annual supplier performance review</li> </ul>	<ul style="list-style-type: none"> <li>Quality and reliability of suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Conduct supplier assessment to ensure suppliers are in line with JEP's requirement</li> <li>Regular meeting and direct communication</li> </ul>
Community	<ul style="list-style-type: none"> <li>Contribution to local communities</li> <li>Environment impact</li> </ul>	<ul style="list-style-type: none"> <li>Internship program for undergraduates students</li> <li>Environmental pollutions from business activities</li> </ul>	<ul style="list-style-type: none"> <li>Memorandum of Understanding with local institutions for internship arrangement</li> <li>Restrain any business activities that have potential harmful impacts to environment and lives</li> </ul>

# SUSTAINABILITY REPORT

## MATERIALITY ASSESSMENT

JEP's materiality assessment process follows a three-step approach based on GRI Materiality Standards and Principles, supported by background research on peers and industry trends. The Board and Management have validated the material topics for this year's reporting and determined that the material topics identified last year remain relevant to its business and stakeholders.



The materiality assessment process concluded with JEP's management identifying three ESG factors to be considered as top priorities in this Sustainability Report.

## MATERIAL ASPECTS IDENTIFIED

The scope of its assessment into the impacts to the business, we have established performance targets for material areas and track the progress we have made in those areas as reported below:



# SUSTAINABILITY REPORT

## SUSTAINABLE GROWTH

### Corporate Governance

Sustainability is an integral aspect of the Group's operations. We are committed to delivering quality precision manufacturing solutions to our customers. This is only possible through proper management of internal and external risks to mitigate possible disruptions to the Group's operations. We have established an Enterprise Risk Management ("ERM") manual and management framework to provide the architecture for managing risks within the Group.

The Board manages potential risks in JEP through the review and approval of policies and procedures. The management then ensures that the identified risk is relevant to the business environment as well as ensuring controls or mitigating factors are in place. The Audit Committee provides independent oversight of the effectiveness of the risk management process.

### Risk Management

Currently, the risk management committee does not exist because the Board is responsible for managing risk within the Group. The Board ensures that a sound system of risk management and internal controls are present to safeguard shareholders' interests and the assets of JEP. The Board also holds the authority to determine the nature and extent of the significant risks undertaken by JEP to achieve strategic business and objectives.

The management has engaged Virtus Assure Pte. Ltd. ("VA"), an internal auditor, to conduct a major review of the Group's operations and business to assess risks within the Group. VA conducted the risk assessment exercise to highlight pertinent risks in all areas of the

Group's operations. The identified risks will form the basis of the Group's risk management framework and the ERM manual.

### Anti-Corruption and Whistleblowing (GRI 205-1, GRI 205-3)

JEP is required to observe relevant local laws and regulations. In ensuring that all laws and regulations are complied with, the management has implemented corporate policies and procedures to provide clear instructions for all staff to abide by. The management ensures that all employees are aware of the latest developments in the law through training, seminars, and briefings conducted by professionals.

The Board notes that the system of internal controls provides reasonable but not absolute assurance that the Group will not be affected by any event that could be reasonably foreseen.

For continuous improvement of its systems, the ERM manual and risk management framework will undergo review by the Board when necessary. The ERM Framework will be reviewed and updated in the event of any changes in regulations, country of operations, nature of the business or any events that could affect the Group's operations.

JEP has in place a Whistleblowing Policy that encourages employees to raise concerns, in confidence, about misconduct, malpractice or irregularities in any matters related to the Group, to the Chairman of the Audit Committee ("AC") or the other members of the AC if the Chairman is not available. This is done to instil high standards of good business practices within JEP.

No whistleblowing report was received during the year and until the date of this report.

Material Factor	Target	FY2022 Progress
Governance and Compliance	Zero non-compliance applicable laws and compliance-related regulations (SGX and governments)	Target was achieved.
Risk Management	Conduct the Enterprise Risk Assessment ("ERA")/ Control Self-Assessment ("CSA") on an annual basis	Target was achieved. ERA and CSA were presented to the Board of Directors in FY2022 and February FY2023.
Anti-Corruption	Zero corruption	Target was achieved.



# SUSTAINABILITY REPORT

## Economic Performance (GRI 201-1)

JEP has policies that protect its stakeholders' interest and enhances its shareholders' value. We continuously invest in new capabilities to capture market share and facilitate growth.

In FY2022, the Group slightly improved the economic value retained annually compared to last year, amidst a slow recovery in the aviation industry sector. The Group's current focus pivots towards the semiconductor equipment segment, whilst awaiting the recovery of its core aerospace component manufacturing business. For the year ended 31 December 2022, we have achieved a direct economic value of S\$83.4 million (FY2021: S\$77.5 million).

	FY2022	FY2021	FY2020
Direct Economic Value Generated	S\$83.4m	S\$77.5m	S\$74.7m
Economic Value Distributed	S\$68.2m	S\$62.6m	S\$65.0m
Economic Value Retained	S\$15.1m	S\$14.9m	S\$9.7m

## ENVIRONMENTAL CONSCIENTIOUSNESS

### Energy Consumption (GRI 302-1, GRI 302-3, GRI 302-4)

Here at JEP, we utilise a wide variety of precision engineering instruments and machinery to deliver the best quality that a precision engineering manufacturer can offer. These instruments and machinery contribute to the majority of our energy consumption. We recognise the importance of properly managing and regulating our energy consumption so as to keep our operational costs low and help reduce the impact on the environment. To keep track of the energy consumption, we have a monitoring system in place and a maintenance team of trained individuals.

In addition, we have an automated electrical supply regulation system that switches off unnecessary appliances and air-conditioning during lunch hours and after office hours. This system enables further reduction in energy consumption within our organisation. Furthermore, the Group is exploring ways to reduce our carbon footprint, including deploying solar energy at our facilities in 2023 to supplement our current energy consumption and lower costs.

The monitoring of our energy consumption is reviewed daily by our maintenance team. At the end of each month, the team will analyse the monthly energy consumption. Energy surges that were identified within different operational areas will be investigated for possible faults in the instruments and machinery. If necessary, repairs will be carried out should any faults be discovered. With these practices in place, we aim to lower energy consumption and improve efficiency in our energy usage.

In FY2022, the total energy consumption accounted to 8,670,777 kWh (FY2021: 8,206,154 kWh), a 5.7% increase compared to FY2021 while kWh/Revenue was at S\$0.105.

### Energy Consumption kWh/ Revenue S\$

	FY2022	FY2021
Usage kWh	8,670,777	8,206,154
kWh/Revenue S\$	0.105	0.108

### Emissions (GRI 305-1, GRI 305-2, GRI 305-4)

We recognise that climate change could have a deep impact on the global environment, society, and economic systems, and we aim to reduce greenhouse gas emissions and to improve eco-efficiency along our value chain. We strive to reduce our emission footprint, JEP takes into consideration our Greenhouse Gas ("GHG") emission levels in every stage of our manufacturing process. We understand the manufacturing operations of JEP entail significant energy requirements, therefore, the efficient use of energy is essential to reducing potential GHG emissions for JEP. The following table shows the energy emission intensity ratio for JEP.

Year	Direct (kgCO <sub>2</sub> e)	Indirect (kgCO <sub>2</sub> e)	Revenue (S\$'000)	Emission Intensity ratio (kgCO <sub>2</sub> e)/S\$'000)
FY2021	4,561	71,535	75,899	1.0026
FY2022	4,762	80,581	82,556	1.0338

As we track and monitor our total GHG emissions, we aim to identify opportunities for improvement to make our processes more energy efficient and will continue to improve on our emissions reduction.

# SUSTAINABILITY REPORT

## Water Management (GRI 303-5)

Water is a crucial component of our special manufacturing process, and JEP is dedicated to closely monitoring and managing our water consumption levels. We are committed to supporting national initiatives and strategies aimed at promoting responsible and efficient water usage, and we have implemented various measures to achieve this goal. These include promoting water conservation awareness among our employees through briefings at all of our operating and manufacturing sites, as well as replacing conventional taps with motion-sensor and spring taps to improve water efficiency and set usage thresholds.

	FY2022	FY2021
Total water consumption from all areas (m <sup>3</sup> )	18,447	20,015
Water consumed per monetary unit of Revenue (m <sup>3</sup> /S\$'000)	0.2234	0.2637

## Waste Management (GRI 306-1)

At JEP, we take responsible waste and discharge management seriously. Our Group-wide system ensures proper handling of hazardous and non-hazardous waste, as well as materials earmarked for recycling. We comply with the Environmental Protection and Management Act ("EPMA"), Environmental Public Health Act ("EPHA"), and national toxic industrial waste regulations, and Singapore's commitment to the Basel Convention on the Control of Trans-boundary Movements of Hazardous Wastes and their disposal. Our hazardous waste mainly consists of chemicals and oily water removed from production processes. To ensure compliance, we work exclusively with government licensed waste collection vendors. Recycling is a key component of our waste management strategy. We recycle all retrievable metal chips, scraps, and packaging materials, whenever possible.

Material Factor	Target	FY2022 Progress
Energy Consumption kWh/ Revenue	5% improvement on either electricity consumption or kWh/ Revenue	There is improvement in FY2022 at 2.9% but not achieved the target. Due to higher consumption for production process incurred for the FAI parts.  The company will identify and evaluate energy consumption reduction methods that can be implemented in FY2023.
Emission	5% improvement on either energy consumption or kgCO <sub>2</sub> e/ Revenue	The target set for FY2022 was not met due to higher production costs incurred and higher sales with lower margins.  The company will identify and assess emission-saving measures that can be adopted in FY2023.
Water Management	5% improvement on either water consumption or m <sup>3</sup> / Revenue	Target was achieved.
Waste Management	Zero non-compliance applicable laws and compliance and regulations of the environmental protection	Target was achieved.

# SUSTAINABILITY REPORT

## CARING FOR OUR PEOPLE

(GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7, GRI 403-9, GRI 404-1, GRI 405-1)

### Employee Relations

We believe that building people within the organisation is crucial to build our business. At JEP, we consider people as the backbone holding up our business and strive to ensure that our employees are always taken care of.

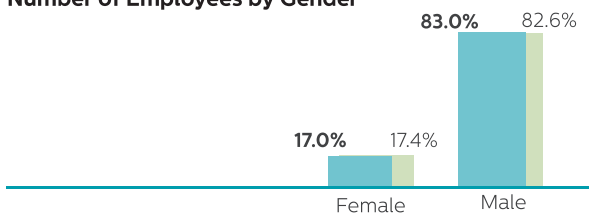
The overall responsibility of planning and conduct of Occupational Health and Safety (“OHS”) in JEP lies with the top management and Worksite Safety Management (“WSM”) committee, which comprises of representatives from all departments.

We have established an OHS policy that has been developed to safeguard our employees. The policy has provided JEP a systematic way of reporting any incidents of injury or accident in our properties. At the same time, we advocate our corporate safety culture through multiple communications channels to all our employees. This includes compulsory training and courses, which include:

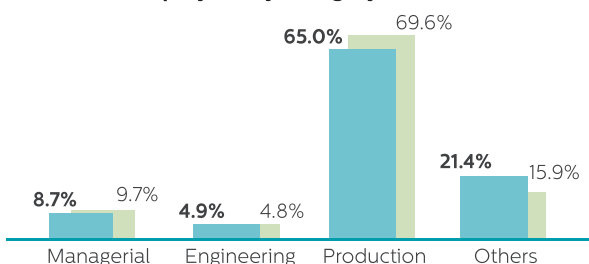
- Apply Workspace Safety and Health in Metal Work
- Basic Industrial Safety
- 5S Housekeeping
- Annual Occupational Health and Safety Plan

### Our people

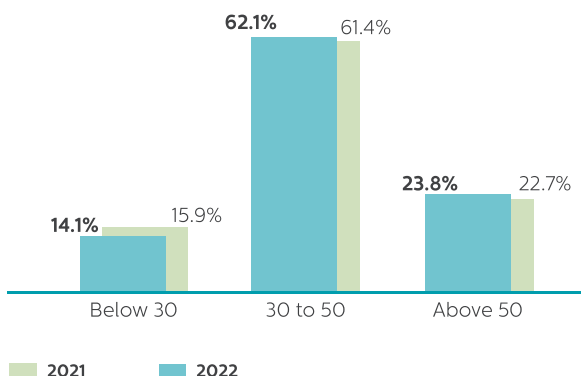
#### Number of Employees by Gender



#### Number of Employees by Category



#### Number of Employees by Age



\* As at 31 Dec 2022, total number of employees in JEP is 206 (2021: 207)

### Training and Development

We recognise that consistent and ongoing education is critical to maintaining a competitive, skilled, productive and motivated workforce. The training is targeted based on the employees' job scopes and skills set requirements. Training topics range from soft skills development in areas such as communications and leadership, to technical programmes covering project management and office productivity tools. At our manufacturing facilities, new employees are required to undergo a safety orientation before they start work. This safety orientation covers hazardous activities at the workplace, safe work procedures and emergency response procedures.

In FY2021, our employees received fewer training hours due to COVID-19 safe distancing measures. However, where possible, we have conducted training through virtual means and employees also attended online courses in year 2022. On average, each employee attended approximately 5 hours of training in FY2022. We provide training to our employees for their skill and knowledge enhancement.

The Board of Directors have attended the mandated sustainability training in FY2022.

# SUSTAINABILITY REPORT

## Average number of training hours per employee

	FY2022	FY2021
Total training hours	1,037	842
Average number of training hours per employee	5.0	4.1

## Occupational Health & Safety

In FY2022, there were three injuries (FY2021: two injuries) reported. These three injuries sustained by our employees in the three incidents reported were of minor severity, with medical leave of 5 to 22 days. At JEP group, all injuries suffered by our employees regardless of the extent of injury are taken seriously. In the event of incidents, we have on-site response plan that gives the plant manager overall responsibility in the treatment and evacuation of any injured workers. The human resource department will be informed to follow up with documentation and handling of insurance claims.

Following which, we take the necessary corrective action and issue notices to all employees to prevent future occurrences of such incidents. No fatalities and occupationally acquired disease were reported. A further breakdown of lost-days and absenteeism in hours are shown below.

	FY2022	FY2021
Occupational Diseases Rate (per 100,000 employed persons)	zero	zero
Injury Rate (per 100,000 employed persons)	1,456	966
Absentee Rate (per total man-hours in a year)	0.124	0.03
Lost Day Rate (per 200,000 working hours)	28.38	8.05

To continue the emphasis on managing workplace health and safety in our business, we educate our employees on the importance of OHS to their respective roles. We aim to achieve an excellent OHS culture within our Group to achieve zero reportable (lost-time) incidents.

## Diversity and Equality in Employment

JEP is committed to promoting diversity and inclusion in the workplace. We do not discriminate against

employees or job applicants based on their race, age, gender, religion, ethnicity, physical disabilities, sexual orientation, political beliefs, marital status, or nationality. We have developed an employee handbook and human resources manual that comply with all relevant legislation and guidelines for our operation. We recognize that promoting diversity and inclusion is an ongoing process, and we continuously strive to create a welcoming and respectful work environment for all of our employees. We also provide training and resources to help our staff understand and appreciate the value of diversity, and we actively seek out opportunities to celebrate and honour the diverse perspectives and experiences of our people.

Material Factor	Target	FY2022 Progress
Training and Development	Average 3 training hours per employee	Target was achieved. Employees participated in several trainings and courses in FY2022 and met the average hours per employee.
Health and Safety	Zero accident in the workplace	Three accidents reported in FY2022. The Company take the necessary corrective action and issue notices to all employees to prevent future occurrences of such incidents.
Diversity and Equality in Employment	Maintain a diverse and equal workforce	Target was achieved. Zero records of complaints on discrimination based on race, age, gender, religion, ethnicity, physical impairment, marital status or nationality in FY2022.

## BUILDING TRUST WITH OUR STAKEHOLDERS

### Socioeconomic Compliance (GRI 2-27)

JEP adheres to labour standards that include freely chosen employment, avoidance of child labour, non-discrimination, open communication, and working hours in accordance with local laws. Employees are required to avoid conflict of interest situations, uphold true and fair accounting and reporting, and comply with the Company's policies and delegated authorities. JEP complies with all governmental laws and regulations in the social and economic areas. There are no instances of non-compliance.



# SUSTAINABILITY REPORT

## Environmental Compliance (GRI 2-27)

The nature of our manufacturing operations, consumption of electricity and water, directly impacts the environment and the local community where we operate. The Group measures success beyond economic growth. Our focus extends towards environmental sustainability as we conduct our business as a responsible corporate citizen. We continually review our approach and remain committed to ensuring full compliance with local environmental laws and regulations to minimize the impact on our operations. Furthermore, the Group is exploring ways to reduce our carbon footprint, including deploying solar energy at our facilities in 2023 to supplement our current energy consumption. JEP has not identified any incidents of non-compliance with environmental laws and regulations. In FY2022, we did not incur any fines for non-compliance with environmental laws and regulations (FY2021: Nil). The Group will continue to maintain zero incidents of non-compliance with environmental laws and regulations in the forthcoming year.

## Customer Data Privacy (GRI 418-1)

Ensuring safety and privacy of our customers' data is of great priority to JEP. In addition to processes and controls in place for handling and communicating sensitive and confidential information of our customers such as contracts, customer orders and service delivery orders, we also have in place information security policies to ensure our customers' data are managed in accordance with the level of confidentiality required and that information is only provided on a need-to-know basis.

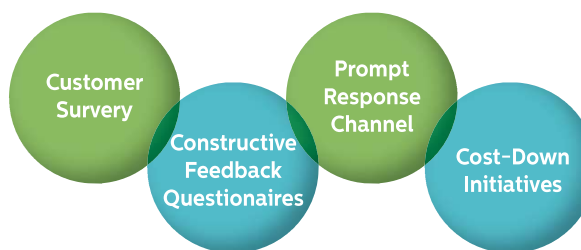
In FY2022, we have not had any incidents of breaches of customer data privacy. We continue to implement and improve our existing controls to ensure that there are no breaches of customer data.

## Customer Satisfaction

As a manufacturing solutions provider, we are dedicated to designing and creating high-quality components for our customers. We are deeply committed to meeting customer, statutory and regulatory requirements at all times and our quality management system will be constantly improved to enhance customer satisfaction. Furthermore, we take a proactive approach to satisfy

the needs of our customers, thereby providing top quality service and solutions that fit our customers' requirements.

To improve our service and experience to our customers, we utilise a certain approach to gather valuable feedback. The approach that we use includes:



### QUALITY POLICY

- We are deeply committed to meeting customer, statutory and regulatory requirements at all times.
- Our quality management system will be constantly improved to enhance customer satisfaction.

With this approach, we were better prepared to serve the needs of our customers. We have achieved an average of 88% (2021: 90%) customers satisfaction level at all stages of services to our customers. In future, we aim to achieve 100% customer satisfaction.

## Caring for Our Community (GRI 413-1)

We recognise the need to give back to the community and play a vital role in ensuring that talents in the field of aerospace have the necessary support to further their pursuits and soar to greater heights. As such, we have sponsored events that benefit the underprivileged as well as young talents who are pursuing their studies in the field of aerospace. We encourage all our employees to give back to the community through community services, donations, and fundraising.

### Internship Programme with Local Institutions

JEP has entered a Memorandum of Understanding with local institutions to provide the students with relevant and meaningful workplace experience and enhance their learning and acquisition of knowledge and skills.

# SUSTAINABILITY REPORT

## GRI CONTEXT INDEX

GRI Standards		Disclosure	Report reference
GRI 2: General Disclosure 2021	2-1	Organizational details	About JEP Holdings Ltd.
	2-2	Entities included in the organization's sustainability reporting	About JEP Holdings Ltd., Group Structure
	2-3	Reporting period, frequency and contact point	Reporting Scope and Boundaries
	2-5	External assurance	Reporting Scope and Boundaries
	2-6	Activities, value chain and other business relationships	About JEP Holdings Ltd.
	2-7	Employees	Caring for Our People
	2-9	Governance structure and composition	Corporate Governance
	2-10	Nomination and selection of the highest governance body	Corporate Governance
	2-11	Chair of the highest governance body	Corporate Governance
	2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance
	2-13	Delegation of responsibility for managing impacts	Sustainability Governance, Corporate Governance
	2-14	Role of the highest governance body in sustainability reporting	Sustainability Governance and Approach
	2-15	Conflicts of interest	Corporate Governance
	2-17	Collective knowledge of the highest governance body	Corporate Governance
	2-18	Evaluation of the performance of the highest governance body	Corporate Governance
	2-22	Statement on sustainable development strategy	CEO Statement, Board Statement
	2-27	Compliance with laws and regulations	External Charters and Principles, Socioeconomic Compliance, Environmental Compliance
	2-28	Membership associations	External Charters and Principles
	2-29	Approach to stakeholder engagement	Stakeholder Engagement
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Reporting Scope and Boundaries, Materiality Assessment
	3-2	List of material topics	Materiality Assessment, Material Aspects Identified
	3-3	Management of material topics	Materiality Assessment
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Economic Performance

# SUSTAINABILITY REPORT

## GRI CONTEXT INDEX

GRI Standards		Disclosure	Report reference
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	Coporate Governance, Anti-Corruption and Whistleblowing
	205-3	Confirmed incidents of corruption and actions taken	Coporate Governance, Anti-Corruption and Whistleblowing
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Energy Consumption
	302-3	Energy intensity	Energy Consumption
	302-4	Reduction of energy consumption	Energy Consumption
GRI 303: Water and Effluents 2018	303-5	Water consumption	Water Management
GRI 305: Emission 2016	305-1	Direct (Scope 1) GHG emissions	Emissions
	305-2	Energy indirect (Scope 2) GHG emissions	Emissions
	305-4	GHG emissions intensity	Emissions
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Waste Management
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Caring for Our People
	403-2	Hazard identification, risk assessment, and incident investigation	Caring for Our People
	403-3	Occupational health services	Caring for Our People
	403-4	Worker participation, consultation, and communication on occupational health and safety	Caring for Our People
	403-5	Worker training on occupational health and safety	Caring for Our People
	403-6	Promotion of worker health	Caring for Our People
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Caring for Our People
	403-9	Work related injuries	Caring for Our People
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Caring for Our People
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Caring for Our People
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Caring for Our Community
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Data Privacy

# CORPORATE INFORMATION

## BOARD OF DIRECTORS

### Executive:

Andy Luong  
(Executive Chairman and Chief Executive Officer)

Zee Hoong Huay  
(Executive Director)

### Non-Executive:

Wong Gang (Lead Independent Director)  
Kong Chee Keong (Independent Director)  
Lee Sook Wai, Irene (Independent Director)

## AUDIT COMMITTEE

Kong Chee Keong (Chairman)  
Wong Gang  
Lee Sook Wai, Irene

## NOMINATING COMMITTEE

Lee Sook Wai, Irene (Chairperson)  
Wong Gang  
Kong Chee Keong

## REMUNERATION COMMITTEE

Wong Gang (Chairman)  
Kong Chee Keong  
Lee Sook Wai, Irene

## COMPANY SECRETARY

Sarah Zeng

## REGISTERED OFFICE

16 Seletar Aerospace Crescent  
Singapore 797567  
Tel : +65 6545 4222  
Fax : +65 6545 2823  
Website : [www.jep-holdings.com](http://www.jep-holdings.com)

## BANKERS

United Overseas Bank Limited  
DBS Bank Limited  
Maybank Singapore Limited

## SHARE REGISTRAR

Boardroom Corporate & Advisory Services Pte. Ltd.  
1 Harbourfront Avenue  
#14-07 Keppel Bay Tower,  
Singapore 098632

## AUDITOR

Moore Stephens LLP  
10 Anson Road  
International Plaza, #29-15  
Singapore 079903

## PARTNER-IN-CHARGE

Neo Keng Jin  
(Date of appointment: 23 April 2019)

