



# Sustainability Report 2021



## **OUR VISION**

The Group aspires to deliver memorable experiences for our guests and continue to grow responsibly and in a sustainable way.

## **OUR MISSION**

The Group strives to satisfy and delight our guests, and understanding the opinions, needs and desires of our stakeholders in the development of our business strategy, products and services. We believe in conducting business with the highest level of integrity, respecting history and heritage, and maintaining high standards in every aspect of our business. These permeate throughout our governance and management values, and align with the principles of sustainability, so we may seek a positive social, economic and environmental benefit for our stakeholders and the local communities where we operate.

## **BOARD STATEMENT**

The Board is committed to its sustainability efforts in addressing Environmental, Social and Governance (“ESG”) factors that are material to its business. In line with our sustainability vision and mission, we shall consider ESG factors material to the Group and stakeholders in the formulation of the Group’s strategy and work towards building a strong and sustainable business that will create value for all.



## ABOUT IPC CORPORATION LTD

IPC Corporation Ltd ("IPC") was incorporated in Singapore on 8 May 1985 and has been listed on the Mainboard of the SGX-ST (Stock Code: AZA) since 21 May 1993. The businesses of IPC and its subsidiaries ("The Group") includes property investment and development as well as investment holding.

Over the years, the Group developed several projects in China and Japan. The Group's notable development projects include:

- Costa del Sol in Zhuhai, China, a residential cum commercial and a hotel project, that has a total gross build-up area of more than 170,000 square meters. The project was developed from 1997 and all the residential units were completely sold by 2008; and
- Residential condo projects in various locations in Japan (Tsukuba, Tsuchiura, Uraga, Tsukimino, Oppama and Oiso), were completed between 2009 and 2013.

In the U.S., the Group transacted numerous single-family homes through the buy, rehabilitation and sell process from 2009 to 2012.

Concurrently in Japan, over a couple of years from 2010, the Group bought a total of 9 hotels, out of which 6 were rebranded under the "nest" hotel branding. The "Nest Hotel" trademark and name is registered and owned by IPC.



Following its divestment of 9 hotels in Japan in 2015, IPC has transformed its business model into an asset-light hotel management business, although the Group still owns a 217 room Grand nest Hotel Zhuhai in China. Armed with an extensive experience in hotel management with a proven track record of optimised returns, the Group is well positioned to competently offer consultancy and advisory services with comprehensive feasibility studies and design for owners of existing hotels embarking on renewal or new hotels development.

Grand nest Hotel Zhuhai is located in Zhuhai Tanglia Bay, China; it faces the sea and offers a beautiful and unobstructed view of the Tanglia bay. The hotel has 217 rooms and MICE facilities. As of 31 December 2021, there are 70 employees working in Grand nest Hotel Zhuhai in China, of which 57.14% are females and 42.86% are males.



## ABOUT THIS REPORT

Year 2021 was again a challenging year for the travel and hospitality industry due to the lingering impact of the COVID-19 pandemic with the emergence of the more contagious Delta and Omicron variants; it continued to be a painful and heart-breaking time for all as lives have yet to return to normal.

We continue to take action to prioritize the health and safety of our guests, associates and employees by having more robust cleaning and disinfection standards, and safety measures as per the Health Ministry's protocols and guidelines on cleanliness, hygiene and safety. We remain committed to providing our guests, associates and employees with a clean and safe environment for them to stay, visit and work in.

As we continue to weather the COVID-19 pandemic challenges, we stay committed to our sustainability efforts in addressing ESG factors and we are pleased to present our fifth sustainability report for the fiscal year 2021 which is prepared with reference to the Global Reporting Initiative ("GRI") Standards 2016. The relevant disclosures can be found in the GRI Content Index; the report reflects the operational performance of our Grand nest Hotel zhuhai in Zhuhai, China.



## SUSTAINABILITY GOVERNANCE

Our business units are responsible for identifying and implementing sustainability initiatives; while the Board, together with the Sustainability Committee, set the directions and have an overview of the sustainability initiatives and formulation of the Group's strategy.



## STAKEHOLDERS ENGAGEMENT

We continue to engage with our key stakeholder groups with significant influence and interests in our business activities and identify ESG factors which are material to the Group and our key stakeholders.

We believe in regular engagement with our key stakeholders to better understand their interests and expectations to help anticipate and address ESG challenges, and bolster our sustainability efforts.



Key Stakeholders	Modes of Engagement
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Financial Reportings</li> <li>• Announcements</li> <li>• Corporate Website</li> <li>• Queries to Investor Relation Team</li> </ul>
<b>Board of Directors</b>	<ul style="list-style-type: none"> <li>• Induction and Orientation Programme for new Directors</li> <li>• Ongoing Communication</li> <li>• Board and Board Committee Meetings</li> <li>• Strategy Meetings</li> <li>• Site Visits</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Orientation Programme for new Employees</li> <li>• Training Programmes</li> <li>• Meetings</li> <li>• Survey, Feedback, Performance and Career Development Review</li> </ul>
<b>Guests</b>	<ul style="list-style-type: none"> <li>• Guest Feedback</li> <li>• Guest Satisfaction Survey</li> <li>• Websites</li> </ul>
<b>Business Associates</b>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Visits</li> <li>• Conferences</li> </ul>
<b>Local Community</b>	<ul style="list-style-type: none"> <li>• Media Channels</li> <li>• Donations</li> <li>• Events and Sponsorships</li> </ul>

## MATERIALITY ASSESSMENT

The following set out the priorities for the Group after consideration of reasonable estimation of ESG impacts, the interests and expectations of our key stakeholders:



**Responsible Business:** We strive to conduct our business with integrity in building a sustainable business that delivers long-term value and growth to all our stakeholders.

**Environment:** We strive to minimise our properties' operational impact on the environment through resource conservation and best practices.

- Energy
- Water
- Waste

**Customer Privacy:** With guests as our focal point, we strive to treat our guests' privacy and their data safely, respectfully and fairly.

**Guest Experience:** We aspire to deliver memorable experiences for our guests; we treat all feedback as important and track guest satisfaction data so as improve guest experience.

**Code of Conduct:** We believe that integrity, honesty and fairness are important elements in our business. The Code of Conduct sets out the standards of behaviour expected from our employees.

**Occupational Health and Safety:** As a caring host, it is our nature to care for and we strive to ensure the health and safety of our guests, associates and employees who stay, visit and work at our properties.

**Training and Education:** A well-trained and professional workforce is key to ensure our business continuity. We are committed to the training and education of our employees and provide them with opportunities to develop personally and professionally.





## OUR SUSTAINABILITY JOURNEY

We take pride in creating memorable experiences in our hotel while operating sustainably and creating economic opportunity wherever we do business.

We are committed to making a difference in the communities where our guests and colleagues live, work and play. We continue to work diligently to minimise the environmental impact on our hotel and we stress the importance of being a responsible business and follow the principles of sustainability across our operations.

We seek creative and innovative ways to meet the needs of our guests while maintaining high standards in every aspect of our business, from environmental to social sustainability.

We seek to work towards improving our supply chain management as our sustainability efforts mature progressively and shall seek to encourage our business associates to prioritise on their ESG factors and ensure their business practices are in compliance with applicable environmental and social laws and regulations.

As we embark on this journey, we strive to continuously identify, address and manage key material ESG factors of the business and shall review them on an ongoing basis, so as to help achieve and build a sustainable business for the interests of all our stakeholders over the long term.



## RESPONSIBLE BUSINESS

Our commitment to serve our guests, associates, the environment and communities is an important part of our company culture and is integrated into how we do business. The Group applies the following principles to the work we do in building a sustainable business that deliver long-term value and growth to all our stakeholders.

### Guiding Principles:

- **Responsible Business:** Conduct business in a manner that is honest, fair, transparent, environmentally responsive and ethical.
- **Integrity:** Embed integrity into our decisions so as to align with our strategic goals and benefit our stakeholders and the environment.
- **Equality and Respect:** Conduct business with ethical conduct, which support equality and respect.
- **Focus on our People:** Provide our people with opportunities to succeed, grow and give back to their communities.
- **Innovation:** Use dynamic thinking and innovative technology to enhance the memorable experience, while adapting and responding to the changing market and global environmental issues.
- **Resource Efficiency:** Minimise the negative impact of our operations.
- **Sustainable Growth:** Grow our operations in a sustainable manner that benefit the environment for years to come.



We strive to work towards continued growth of the business with the highest standards of principled and ethical approach. We shall have non-tolerance of anti-competitive behaviour and shall not condone such actions by employees. We aim to ensure our business practices are compliant with applicable laws and regulations as these laws and regulations are designed to promote competition and protect consumers.

Employees must not propose or engage in any formal or informal arrangements, understandings or communications with competitors or potential competitors on sensitive issues related to competition:

- Control, fix or stabilise room, banquet and services prices or discounts
- Control, fix, or stabilise wages, benefits or other compensation for employees, suppliers or contractors
- Target certain group of guests, suppliers or contractors
- Share non-public, price-related, occupancy-related or any confidential information with competitors
- Any arrangement with suppliers, contractors or customers that may improperly restrict competition

\*\* Target

- No breaches of applicable laws and regulations related to anti-competition.



## CUSTOMER PRIVACY

We respect our guests' privacy and are committed to treat our guests' personal information safely, respectfully and fairly based on the following principles:

### Guiding Principles:

Transparent collection and choice

- We will try to explain what personal information is to be collected and give a choice when appropriate.

Don't collect more than we need

- We only collect personal information that is essential for us to serve the guest and if the law requires us to do so.

Use of data

- We will try to explain what we use the personal information for.

Limited sharing of data

- We only share personal information with authorized third parties, we provide them with only the necessary information for them to complete their functions so that we may deliver or fulfil a service to the guest; except for cases where we are required or authorised by law.
- We do not sell personal information to third parties.

Security

- We take reasonable precautions to protect the security of the data collected. These include the security of the information stored on computers or in offices or archives and to prevent unauthorised access, modification, use or disclosure, and back-up systems to prevent accidental or malicious loss of data or information.

How to address concerns

- We provide an avenue where the guest can write to us to address concerns over personal information collected.

\*\* Target:

- No data breaches.



## ENVIRONMENT

The Group is committed to environmental protection and sustainability. We strive to minimise our properties' operational impact on the environment through resource conservation and best practices.

In delivering this commitment, our goals are to:

- Educate and inspire our guests and associates to conserve and preserve.
- Work diligently to minimise our waste stream and conserve natural resources, particularly through energy and water conservation, minimise usage of single-use plastics and recycle waste.
- Address environmental challenges through energy and water conservation best practices.
- Value the natural and cultural heritage of our properties, allowing us to give our guests an authentically local experience.
- Comply with all applicable environmental legislation and strive to follow best environmental practices.
- Make environmental considerations an important aspect of decision-making.
- Consider the opinions and feedback of our guests when examining our environmental programs and procedures.

\*\* Targets:

- To continue exploring energy and water conservation practices to reduce energy and water consumption across the properties.
- Not to offer plastic straws, not to use single-use plastic stirrers, cutlery, cups, bowls and plates (unless guests specifically ask for them) at the restaurant, bar and rooms.
- Recycle waste to reduce total waste-to-landfill by sorting waste into recyclables and non-recyclables.



## Environmental Sustainability:

Responsible management of natural resources in our hotel operations is a part of our business. With the changing climate and increased stresses on natural capital and resources, an ever-growing number of guests, associates and stakeholders want to be informed about and engaged in our efforts to operate our hotel more sustainably.

### Energy

We work to reduce energy intensity at our hotel through identifying and implementing best practices at the property level; besides using energy efficient lighting and equipment, we are committed to making our properties as energy efficient as possible.

Examples of Energy Conservation Practices:

- Use low energy light bulbs, such as florescent and LED, wherever possible. These bulbs use up to 80 percent less energy than incandescent light bulbs.
- During room cleaning and turnover, open curtains whenever possible to let sunlight in the rooms during the cleaning work, so that a lamp should be lit only in dark areas, such as a bathroom.
- Keep windows closed and curtain drawn. The ingress of hot air during the summer and cold air during the winter contribute to significant waste of energy.
- Turn off room's lights, appliances, aircon, heaters, etc. when not physically occupied.
- Educate guests and staff to turn off lights and appliances when not in use in rooms and public areas.
- Front Desk staff book rooms in clusters, so that only occupied building areas or wings need to be heated or cooled. Rooms on top floors, at building corners, and facing west (in summer) or north (in winter) can be the most energy-intensive to heat or cool; therefore, consider renting them last.



- During lower occupancy period, try to block complete floor. If this is not practical, attempt should be made to block total wings of each floor.
- Lobby main entrance doors are not to be kept opened unduly. A door opening will result in ingress of hot air during the summer and cold air during the winter, thus contributing to significant waste of energy.

## **Water**

In the pursuit of water conservation at our hotel, we have identified and implemented best practices to enhance the efficient use of water at the hotel we manage; besides using low-flow faucet and toilet fixtures, etc. to reduce water usage.

### **Examples of Water Conservation Practices:**

- Ensure that staff are trained to know how to prevent excessive water usage while cleaning. For instance, they should know how many times they should flush the toilet, to mop rather than hose the floor, not to leave the taps running when carrying out cleaning.
- Use of low flow shower heads. These provide a good quality shower experience while using only 10 litres per minute.
- Use of low flow faucets. These typically have a maximum flow of 4 to 6 litres per minute.
- Use of low flow toilets. These toilets can use up to 80 percent less water than conventional toilets.
- Implementation of re-use of linen/towel program where guests are informed that we will not change linens or towels daily unless they request the service.
- Routinely check for leaks and fixing them in a timely manner.
- Pre-soaking utensils and dishes before washing.
- Wash vegetables and fruits in a sink of water rather than using running water to rinse.



## Waste

We work to reduce waste intensity at our hotel through identifying and implementing best practices at the property level.

- a. We understand plastics accumulating in our oceans and on our beaches have become a global crisis. Billions of pounds of plastics can be found in swirling convergences that make up about 40 percent of the world's ocean surfaces. At current rates plastics are expected to outweigh all the fish in the sea by 2050.

In joining the global fight against plastics use, we have committed to the following as part of our continuous journey to undertake sustainable practices to reduce plastic waste:

- use dispensers for soaps and shampoos in bathrooms.
- not to offer plastic straws, not to use single-use plastic stirrers, cutlery, cups, bowls and plates (unless guests specifically ask for them) at the restaurant, bar and rooms.

- b. The rise in waste will reach 3.4 billion tons by 2050 from around 2 billion tons in 2016, with more than a third of waste globally ending up in landfill. A booming waste burden could also contribute to climate change impact, with the treatment and disposal of current waste levels generating around 5 percent of carbon emissions.

We have committed to the following as part of our continuous journey to undertake sustainable practices to manage waste to reduce total waste-to-landfill:

- having recycling bins in common and/or public areas
- sort waste into recyclables and non-recyclables





## **GUEST EXPERIENCE**

We aspire to create a memorable experience for our guests as it will enhance our brand loyalty and with positive guest experience, it will resonate far beyond the duration of their stay.

### **Guiding Principles:**

#### Friendly and Courteous

- Friendly and courteous service assures guests that they can relax and enjoy their stay, and makes guests feel appreciated and encouraged to return.

#### Knowledgeable

- Guests often request information about specific items, hotel staff who are knowledgeable can provide the help they need.

#### Knowing your Guest

- Guest experience improves when you know your guest. Knowing the needs of the guest, and to deliver consistently and efficiently on those needs can create overwhelming guest experience and loyalty.

#### Consistent and Efficient

- Consistent and efficient service will make guest feels at ease and assure a positive experience.

#### Communication

- The art of communication consists of providing just the right amount of information exactly when it is needed.



## Trust

- A state of trust must be established between the hotel staff and the guest. A bond of trust is central to return business.

## Exceed Expectation

- A returning guest expect the same or better level of service each time they visit. The best service is constantly improving service.

## Address Guest Complaints Promptly

- Service recovery is the last line of defence to the service to the guest. By addressing complaints promptly, it could make the difference between a positive and negative guest experience.

To ensure continuous improvement in providing excellent service to our guests, we make it a point to connect with our guests on a personal level and pay close attention to our guest feedback and guest satisfaction data. We obtain feedback and satisfaction data from guests in numerous ways:

- feedback and satisfaction questionnaires
- email
- verbal communication

We are committed to treat all feedback as important to us and we shall analyse feedback, guest satisfaction data and other relevant data to guide future decisions at our property and consider the improvements we could make in the future based on these data; this is to enable us to make the best decisions and use our resources productively so as to show our guests that we genuinely value their inputs.

## \*\* Target

- To achieve an average guest satisfaction score of 70% or higher.



## CODE OF CONDUCT

At the Group, our values and principles define who we are and how we do business. We believe that acting responsibly and ethically, with integrity, honesty and fairness are important elements in conducting our business. The Code of Conduct sets out the guiding principles for business conduct expected from all our employees.

### Guiding Principles:

#### Employees Responsibility

- All employees shall comply with the Group's Code of Conduct, policies and processes; abide with applicable laws and regulations.

#### Bribery, Illegal Commissions and Gifts

- It is an offence for any employee to solicit money, loan, fee, reward, gift and any favour (collectively referred to as "Personal Advantage") from guests, partners, suppliers or any person in connection with the Group's business.

#### Loans

- An employee or his/her immediate family should not accept, offer or be a guarantee for a loan to, or accept a loan from any person or company having business dealings with the Group, except for normal loans from banks or financial institutions made at the prevailing interest rates and terms.



## Use of Proprietary Information

- Employees are not allowed at any time to disclose any proprietary information to a third party without permission. Such information may relate to the Group's operations including strategies, sales and marketing plans, new products/services, financial information, clientele database, copyrighted materials, etc. It is the responsibility of each employee who has access to or is in control of such proprietary information to provide adequate safeguards to prevent its abuse or misuse. Examples of misuse include use or disclosure of information in return for monetary rewards, for personal interest and/or to act against the Group's interest.

## Insider Trading

- It is illegal, unethical and strictly prohibited for employees to make use of insider information, which has not been made public, to secure Personal Advantage at the expense of the Group.

## Misuse of Company Assets and Resources

- The appropriation of the Group's properties, including finished/unfinished goods, by employees for personal use or gain is a crime of theft; the culprit liable for dismissal and prosecution.

## Handling Conflict of Interest Situations

- 'Conflict of interest' situations arise when the employees' personal interests compete or conflict with the Group's interests. Employees should take it as his/her personal responsibility to avoid engaging in situations that may lead to or involve conflict of interest when dealing with customers, suppliers, contractors and colleagues, etc.



## Workplace Harassment, Abuse, Violence & Discrimination

- The Group will not tolerate workplace harassment, abuse, violence and discrimination of any kind. These include unwanted sexual advances, sexual innuendoes, threats, bullying, ridicule, race, religion, gender, age, disability or any other characteristic protected by applicable laws and regulations. Any behaviour, communication or actions that may create an environment that is offensive, intimidating or hostile; or interferes with any employee's ability to perform his or her tasks, is not acceptable.

## Social Media

- Employees must not make use of social media to harass or discriminate against guests or co-workers. When posting about the Group, you must be transparent and disclose your relationship to the Group. You must not post on behalf of the Group concerning the Group's official position on any topic unless you are authorized to do so.

## Outside Employment

- Employees should not take up concurrent employment, either part-time/regularly or on a consulting basis, without the prior written approval from the Human Resources department.



## Protecting the Environment

- Protection of the environment is a top priority for the Group. Responsible environmental activities are good for both our business and the communities we serve. The Group is committed to complying with all applicable environmental laws and regulations where we do business. All employees are to properly handle, store and dispose of all materials and wastes in accordance to applicable environmental laws and regulations.

## Reporting of Violations

- Employees are responsible to promptly report any observed or suspected violations of the Code of Conduct, policies, applicable laws and regulations to the Manager of the Human Resources department. All reports shall be promptly and fairly investigated.

We are committed to ensure all employees act responsibly and ethically, with integrity, honesty and fairness at all times as these are important elements in the way we conduct our business.

### \*\* Target

- Zero cases of employee soliciting Personal Advantage



## OCCUPATIONAL HEALTH AND SAFETY

As a Group and as a caring host, it is our nature to care for the health and safety of our guests, associates and employees. The Occupational Health and Safety sets out the guiding principles to ensure the health and safety for all who stay, visit and work at our properties.

### Guiding Principles:

#### Safe Environment

- Provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable, for employees, in accordance to applicable health and safety laws and regulations.
- Conduct cardiopulmonary resuscitation (CPR) and first aid training for designated employees; e.g.: on how to respond to cardiac and breathing emergencies in adults and common first aid emergencies in the workplace.

#### Responsible Conduct

- Ensure that the conduct of the business does not endanger those who visit or work at our properties.

#### Training and Supervision

- Provide training to and supervision of all employees to enhance their competence and awareness on workplace health and safety.

#### Employees Responsibility

- Each employee is responsible for understanding and complying with all applicable safety and health laws and guidelines. Employees are also responsible for identifying and responding to health and safety hazards and security concerns. Any lapses are to be reported immediately.



## Consult and Identify

- Involving and consulting with employees in identifying and controlling health and safety related issues to make it a safer workplace for all.

## Maintenance of tools and equipment

- Provide employees with safe and well-maintained tools and equipment to operate with or on.

## Drills

- Conduct drills for potential emergency situations, including, but not limited to medical emergencies, fires and lift breakdowns.

## Review

- Regular review of workplace policies and work processes to ensure they stay relevant, effective and meeting objectives.

We are committed to the health and safety of our guests, employees and those who visit our properties. Providing a healthy and safe environment supports our vision to deliver memorable experiences for our guests and to protect our employees from harm; including non-tolerance of violent conduct or threats of violence among our employees.

### \*\*\* Targets:

- Zero cases of workplace fatality.
- Minimising the number of workplace injuries.
- Minimising the number of lost days related to workplace injuries.





## Our COVID-19 Response

The lingering impact of the COVID-19 pandemic continues to affect the way we live and work; and lives has yet to return to normal.

We continue to take actions to prioritise the health and safety of our guests, associates and employees; and we take proactive stringent measures to maintain high standards of health, safety and hygiene at all times, in line with the Health Ministry's protocols and guidelines on cleanliness, hygiene and safety.

### The following are some of the measures undertaken:

- Health and Travel Declaration Forms for all check-in guests and associates
- Temperature check for all guests, associates and employees
- Hand sanitisers in the hotel's public areas
- More robust cleaning and disinfection standards
- Increase in frequency of cleaning and disinfection of high-contact points
- Social distancing
- Capacity restriction
- Wearing of masks
- Disinfection kits and masks are available for guests and employees
- Remind all to practice good personal hygiene
- Employees are provided with adequate training and re-training to adhere to protocols and guidelines

We remain committed to providing our guests, associates and employees with a clean and safe environment for them to stay, visit and work in.



## OUR PEOPLE

At the Group, we believe in employing and retaining talented people; and providing them with quality training so as to be able to deliver top-notch quality service to and create a memorable experience for our guests; with positive guest experience, it will enhance our brand loyalty.

We engage our employees in a number of ways, including meetings, surveys, reviews and feedback. We are aware of the issues that concern them such as fairness and equality, inclusion, well-being, training and development. The Training and Education sets out the guiding principles in the areas of training for our employees:

### Guiding Principles:

- **Orientation**  
Training begins with orientation. An orientation session introduces new hires to our vision, mission culture, values, policies, practices, guidelines, duties, responsibilities and performance standards.
- **Skills Proficiency**  
Strive for high proficiency by developing competency in all areas of our work through personal and professional training.
- **Customer Service**  
Provide remarkable service that is welcoming, friendly, courteous, knowledgeable, efficient, well-timed, flexible, consistent, communicates effectively, instil trust and exceeds expectations.
- **Corporate citizen**  
Conduct our business in a socially responsible and ethical manner, respect the law, respect others, protect the environment, and benefit the communities where we work.
- **Professional Ethics**  
Instil professional conduct in all aspects of our business: respect, integrity, honesty and fairness.



- Leadership
 

Recognizing a leader’s job is a vehicle for maximizing their team members’ effectiveness; and shall:

  - Be giving of ourselves as leaders.
  - Make all managerial decisions by going through proper consideration (e.g. ethics, feasibility, legality, impact).
  - Be consistent in our decision-making process.
  - Maximize our resources, both human and capital.
  - Hold employees responsible for their actions.
  - Recognize employees on the basis of their performance.
  
- Teamwork
 

Maintain an environment that promotes constructive and effective communication throughout the organization, respect for diversity of opinions, participation and cooperation.
  
- Shadowing
 

Arranging for new hires to shadow more experienced colleagues as part of a low-pressure environment for their on-the-job training process.
  
- Health and Safety
 

Maintain an environment that minimises danger, risk, or injury; and with the lingering impact of the COVID-19 pandemic, special trainings are conducted to ensure high standards of health, safety and hygiene at all times, in line with the Health Ministry’s protocols and guidelines on cleanliness, hygiene and safety.

A well-trained and professional workforce is key to ensure our business continuity. We are committed to the training and education of our employees and provide them with opportunities to develop personally and professionally.

\*\*\* Target:

- To achieve a minimum 30 hours of training per employee per year.



## PERFORMANCE

In 2021:

### A. Environment

- **Electricity:** The absolute energy consumption for the hotel operations totalled 1,130,844 kWh; and the Energy intensity is a normalised measure of energy intensity per sqm was 91.683 kWh.

**Energy Consumption:**  
1,130,844 kwh

**Energy Intensity:**  
91.683 kwh/sqm

2020: 93.769 kwh/sqm

- **Water:** The absolute water consumption for the hotel operations totalled 13,665 cubic metres; and the Water intensity is a normalised measure of water consumption per sqm was 1.108 cubic metres.

**Water Consumption:**  
13,665 m<sup>3</sup>

**Water Intensity:**  
1.108 m<sup>3</sup>/sqm

2020: 1.071 m<sup>3</sup>/sqm



- **Waste:** In joining the global fight against plastics use, we have taken steps to reduce plastic waste and taken steps to recycle waste to reduce total waste-to-landfill as part of our waste management:

- use dispensers for soaps and shampoos in bathrooms.
- not to offer plastic straws, not to use single-use plastic stirrers, cutlery, cups, bowls and plates (unless guests specifically ask for them) at the restaurant, bar and rooms.
- having recycling bins in common and/or public areas
- sort waste into recyclables and non-recyclables

### B. Responsible Business

Reported cases of Anti-Competitive Practices:  
**Zero**

2020: Zero

### C. Customer Privacy

Reported cases of Customer Privacy Breaches:  
**Zero**

2020: Zero

### D. Guest Satisfaction Score

Guest Satisfaction  
Score: **78%**

2020: 82%

### E. Code of Conduct

Employee soliciting Personal Advantage cases:  
**Zero**

2020: Zero



## F. Occupational Health and Safety

**Workplace  
Injuries: 1**

**Workplace  
Fatalities: Zero**

**Number of Lost  
Days: 3**

\*Number of Lost Days due to work-related injury.

## G. Training and Education

**Per Employee:  
34.49 Hours**

**Per Female Employee:  
38.00 Hours**

**Per Male Employee:  
29.80 Hours**

\*Average training hours per employee.



## CONTACT US

We hope you find this report informative, and we welcome your questions, input and views: [ir@ipc.com.sg](mailto:ir@ipc.com.sg)

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## GRI CONTENT INDEX

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102 - 43	Approach to stakeholder engagement	Page 5 and 6
102 - 44	Key topics and concerns raised	Page 6 and 7



REPORTING PRACTICE		
102 - 45	Entities included in the consolidated financial statements	2021 Annual Report: Page 82 – Listing of all companies in the Group
102 - 46	Defining report content and topic boundaries	Page 4, 6 and 7
102 - 47	List of material topics	Page 6 and 7
102 - 48	Restatements of information	Not applicable
102 - 49	Changes to reporting	Not applicable
102 - 50	Reporting period	Page 4
102 - 51	Date of most recent report	14th May 2021
102 - 52	Reporting cycle	Page 4
102 - 53	Contact point for questions regarding the report	Page 30
102 - 54	Claims of reporting in accordance with the GRI Standards	Page 4
102 - 55	GRI content index	Page 31
102 - 56	External assurance	Not applicable
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103 - 1	Explanation of the material topic and its boundary	Responsible Business: Page 9 Customer Privacy: Page 11 Environment: Page 12 Guest Experience: Page 16 Code of Conduct: Page 18 Occupational Health and Safety: Page 22 Our People: Page 25
103 - 2	The management approach and its components	
103 - 3	Evaluation of the management approach	

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205 - 1	Operations assessed for risks related to corruption	Page 18 and 28
ANTI-COMPETITIVE BEHAVIOUR		
206 - 1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Page 9 and 28
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418 - 1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 11 and 28
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404 - 1	Average hours of training per year per employee	Page 25 and 29
CUSTOMER PRIVACY		
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\* This topic is an additional topic to this reporting disclosure



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