



J LOGO HOLDINGS LIMITED

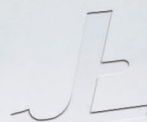
聚利寶控股有限公司

(incorporated in the Cayman Islands with limited liability)

Stock Code: 8527



ENVIRONMENTAL,
SOCIAL AND GOVERNANCE
REPORT
2020





ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

1. INTRODUCTION

On behalf of the Board of Directors (“**Board**”) of JLogo Holdings Limited (the “**Company**”) and together with its subsidiaries (collectively, the “**Group**”), we are pleased to present our Environmental, Social and Governance (“**ESG**”) report for the financial year ended 31 December 2020 (“**Report**”). The objective of this Report is to provide stakeholders an overview of the Group’s initiatives and strategies in relation to sustainability issues.

FY2020 has been a particularly eventful and challenging year due to the unprecedented COVID-19 pandemic. The food and beverage (F&B) industry was hit especially hard by COVID-19, with the economic downturn, lockdown measures, supply chain disruptions and dine-in restrictions. As we navigate these unprecedented times, we continue to take steps to communicate with our staff and support their health and well-being.

Adapting to the hurdles set by the pandemic, our Group aims to take an active approach by integrating ESG practices into the daily business operations and create sustainable business value in the long term. We are committed to acting responsibly, and holding ourselves accountable for doing business the right way across each of our brands. In this Report, our management team had considered the current and emerging potential matters in determining the material ESG issues that have potential impacts to the Group’s development strategies. Our Board reviews and provides oversight on the implementation of sustainability initiatives by the management team.

2. ABOUT THIS REPORT

This ESG Report is prepared pursuant to the Environmental, Social and Governance Reporting Guide as set out in Appendix 20 and Rule 17.103 of the Rules Governing the Listing Securities on GEM of The Stock Exchange of Hong Kong Limited. This ESG report presents the sustainability performance of the Group for its Singapore and Malaysia operations for the period 1 January 2020 to 31 December 2020. All data and information reported are with respect to the timeframe above unless stated otherwise.

We observed the following principles in preparing this report:

- **Stakeholder inclusiveness** – Identified our key stakeholders and factored their feedback in our assessment and evaluation
- **Sustainability context** – Illustrated our sustainability goals and priorities
- **Materiality** – Identified material sustainability issues and how we are addressing them
- **Completeness** – Covered the relevant scope and information for material topics, for readers of this report to have a good understanding of our sustainability performance during the stated reporting period

To ensure the quality of the content in this ESG Report, we observed the principles of balance, comparability, accuracy, timeliness, clarity and reliability. The ESG data and information provided have not been verified by an independent third party. The data has been obtained from reports generated from our internal systems and we have relied on internal data monitoring and verification to ensure accuracy. Our data is reported in good faith and to the best of our knowledge.



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Our material assessment was determined by the following steps:

- **Identification** of the list of ESG matters that are relevant to the operations of the Group
- **Prioritization** of the ESG matters and identify key KPIs to be reported
- **Validation** of the material matters identified and presented for validation
- **Review** of the material matters and continue reassess in the successive reporting in order to ensure that these matters remain relevant and material to our operations

For FY2020, we have deemed the material matters identified in our previous reporting as still being relevant to the organization today. We have identified Health and Safety for our people and customers as a material factor in the midst of the COVID-19 pandemic.

With reference to the definition stated in the ESG Reporting Guide, the format of our ESG Report classified those aspects and key performance indicators (“KPIs”), which are considered to be material and relevant to our Group’s operations, into four separate sections: **Caring for our Environment, Caring for our People, Cultivating Strong Business Practices and Contributing to our Community.**

As we continue on our sustainability journey, the Board is committed to further incorporating sustainability initiatives into our business decisions, assuring our stakeholders of our commitment in conducting our business in a transparent and sustainable way.

We welcome feedback as it enables continual improvement in the Group’s sustainability policies, processes and performance. Please send your comments and suggestions to askus@jlogoholdings.com.






3. SUSTAINABILITY MANAGEMENT

Our Management conducted a materiality assessment to identify the relevant ESG aspects of which the Group considered important to our stakeholders. The material aspects were evaluated for its potential impact on the environment and society, its influence on the stakeholders and impact on the Group’s operations.

In order to understand stakeholders’ needs, continuous and active communication with our stakeholders is essential to ensure long term success. Our key stakeholders include our customers, employees, suppliers, investors and government agencies. We strive to engage with them regularly through formal and informal platforms to identify their concerns and respond to them appropriately. Their feedback and suggestions help shape our business strategy and allow us to operate in a transparent and accountable manner.

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The following table summarises our key stakeholders, areas of concern and communication and engagement platforms.

STAKEHOLDERS	METHOD OF ENGAGEMENT	AREAS OF CONCERN	FREQUENCY
Customers 	<ul style="list-style-type: none"> • Feedback at outlets • Social media • Corporate Website 	<ul style="list-style-type: none"> • Customer service • Food quality • Health and safety arising from the COVID-19 safe distancing guidelines 	Daily
Employees 	<ul style="list-style-type: none"> • Team meetings • Annual performance appraisal 	<ul style="list-style-type: none"> • Remuneration and staff welfare • Health and safety • Job security • Career development 	Periodic
Suppliers 	<ul style="list-style-type: none"> • Briefings and meetings • Supplier's review • Day-to-day communications 	<ul style="list-style-type: none"> • Fair and transparent business conduct • Continued engagement • Supply chain disruption due to COVID-19 • Purchasing policies and procedures 	Periodic
Shareholders 	<ul style="list-style-type: none"> • Annual and interim financial reports • Announcements • AGM 	<ul style="list-style-type: none"> • Profitability and business performance • Transparency • Share price performance 	Half-yearly
Government and Regulators 	<ul style="list-style-type: none"> • Site visits and inspections • Email communications 	<ul style="list-style-type: none"> • Regular reporting • Health and safety compliance including spot-checks by government officers on Safe Management Measures 	Periodic

4. CARING FOR OUR ENVIRONMENT

The Group is committed to adhere to all necessary regulations as we acknowledge the importance on caring for the impact that the business activities have on the environment. We aim to minimise the environmental impacts and did not violate any environmental protection laws or regulations in Singapore and Malaysia.

With the increasing call for action to address matters of climate change which may impact our operations on a global scale, we recognise our role as a responsible corporate and have made strides to reduce the Group's overall carbon footprint and improve water conservation efforts in all our restaurant outlets, bakeries and office. We regularly monitor the environmental impacts of our operations and implements measures and policies to minimise energy and water consumption, as well as ensure proper management of effluents and waste.

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Environmental Compliance

Our Group does not generate major hazardous emissions and waste in its operations of restaurants and bakeries. As such, data on emissions and waste generated was not monitored or collected for the year ended 31 December 2020. Other non-hazardous waste generated from the kitchens such as food waste, grease trap waste and used cooking oil are properly segregated and collected by authorised vendors by National Environment Agency to manage and dispose our food and general waste in an environmentally safe manner.

Our Group strictly complies with local environmental laws and regulations such as those pertaining to waste disposal, air emissions and pollution where we operate. There were no reported cases of environmental non-compliance in the Group and among our suppliers, maintaining our achievement of zero environmental non-compliance.

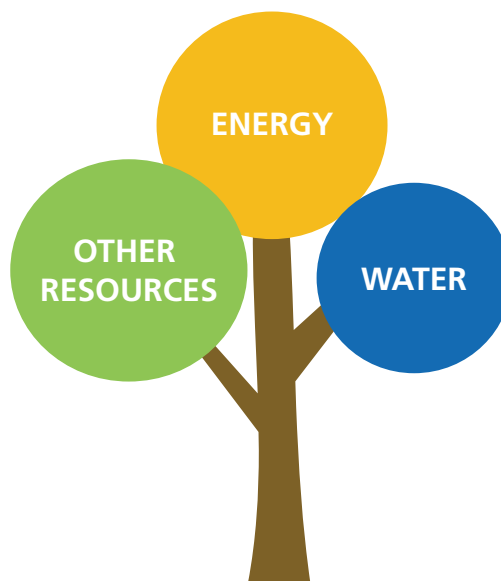
Conserving Resources

Energy Saving Initiatives

- Zoning and setting operating schedule for switches and equipment
- Installing energy-saving light-emitting diodes (“LED”) lights
- Water boilers and heater were switched off after operating hours
- Replacing high-energy consumption hot plate stoves with induction stoves
- Monitor electricity consumption at each outlet

Waste and Resources Saving Initiatives

- Reduce single-use plastic disposables such as plastic bags, takeaway containers, cutlery, and cups
- Encourage waste sorting and recycling



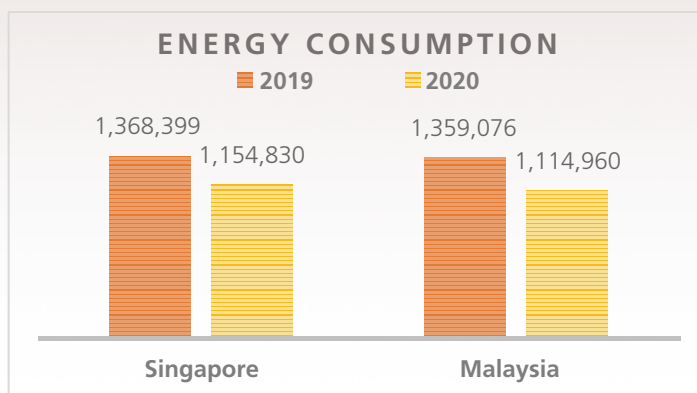
Water Saving Initiatives

- Installing water saving tips in the kitchen
- Monitoring water consumption at each outlet

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Energy

In FY2020, our restaurants, bakeries and office took effective actions to save electricity and explore practical ways to enhance energy efficiency during operations including switching off kitchen equipment when not in use, turn off air-conditioning and lights in sections of our restaurant during non-peak hours, etc. In FY2020, the total electrical consumption of the Group amounted to 2,269,790 kWh, a decrease of 16.8% from FY2019. The decrease is mainly due to the temporarily suspension of operations of certain restaurants and bakery outlets located near offices, down-town areas and tourist hotspots where footfall were drastically reduced during circuit breaker (Singapore) and Movement Control Order (Malaysia).

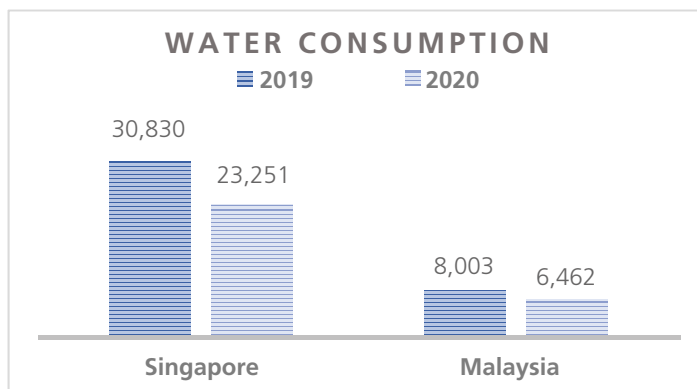


FY2021 Target

- Maintain electricity consumption below 2,600,000 kWh
- Replacement of old equipment with energy efficient equipment

Water

The water across our operations is sourced from the municipal water supplier. We regularly assess water consumption performance at our outlets and take necessary measures, where required to minimise wastage. In FY2020, the total water consumption of the Group amounted to 29,713 m³, a decrease of 23.5% from FY2019. The decrease is attributed to the temporarily suspension of operations of certain restaurants and bakery outlets during circuit breaker (Singapore) and Movement Control Order (Malaysia).



FY2021 Target

- Maintain water consumption below 38,000 m³

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Other Resources

We are fully aware of our responsibility in protecting the environment and reducing the negative environmental consequences caused by the waste generated from our operations. As such, our Group actively tackle food waste problems and implements good practices including avoidance of food waste generation and reduction at source.

We constantly look into optimizing ingredient use in support our menus. Menu items and their recipes are formulated with the concept of “Single Ingredient, Multiple Usage” policy. We have also engaged in bulk ordering and sharing of ingredients among all restaurants to better cost and usage efficiency. We have reduced our order quantity in each delivery for our perishables to reduce wastages and optimize freshness.

Due to the COVID-19 pandemic, there was an upsurge in demand of takeaway services. We foresee the demand for takeaway services to grow which will inevitably result in an increase in the packaging materials required in FY2021. In FY2020, we have changed all cake boxes to paper based and are working with suppliers to change the rest of our food packaging to paper-based. Although the cost of paper-based packaging is higher, we believe in doing our part to protect the environment.

FY2021 Target

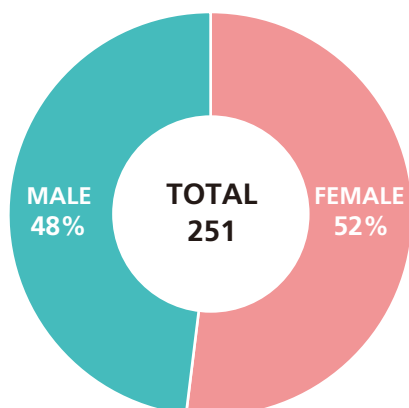
- Replace all plastic packaging to paper-based by end of 2021

5. CARING FOR OUR PEOPLE

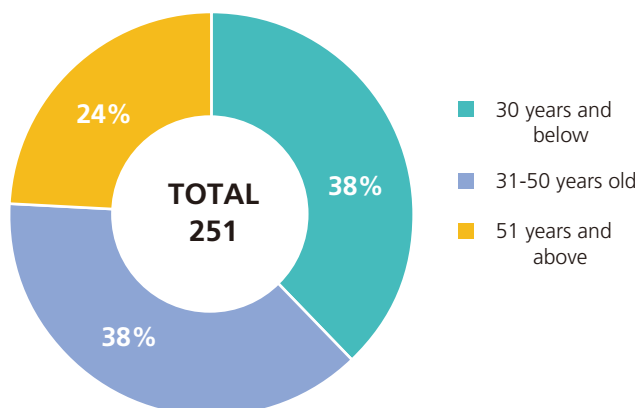
Fair Employment Practices

Our employees are at the centre of all our operations and our most valuable assets. We recognise their expertise and contributions and strive to provide fair and inclusive workplace that supports local employment in Singapore and Malaysia. Attracting and retaining talent are part of the Group’s strategy for ensuring sustainable growth for our business. We strongly believe that diversity within our workforce is a significant differentiator in our industry and do not base our hiring preferences on gender, age, marital status, race, religion or nationality.

EMPLOYEES BY GENDER



EMPLOYEES BY AGE GROUP



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We have a policy of offering re-employment opportunities for employees to continue working beyond Singapore's statutory retirement age of 62. In FY2020, we re-employed 4 of retiree workers.

There were no reported incidents of workplace discrimination against our staff in FY2020.

Our Group do not tolerate any forced or child labour in support of human rights and labour standard. There is strict adherence to government manpower regulations in the recruitment and hiring of both full-time and part-time staff. All related job duties, including the number of working hours, over-time arrangement and staff welfare and allowance are clearly stated in the employment contract. During the recruitment process, every applicant is expected to provide true and accurate personal data during their interviews. All new staff are required to provide a copy of their identity documents to be verified by the human resource department of the Company.

During the year ended 31 December 2020, the Group was not aware of any non-compliance with relevant laws and regulations or related violation cases discovered.

FY2021 Target

- Maintain diversity in our employment practices and achieve zero reported issues of gender discrimination

Health and Safety

The safety and well-being of our employees are of utmost importance to us. We are committed to provide a safe working environment for its employees to safeguard the health and safety of all employees. In 2020, our Group implemented a comprehensive workplace safety, health and security policy. All our employees are to follow and comply to our company safety requirements and relevant code of practice which aims to protect the health, safety and security of our staff, property and the public from risk of harm, including that arising from terrorism.

In 2020, our Group embarked on the Singapore government-initiated safety program – The bizSAFE Certification. BizSAFE is a nationally recognised capability building programme designed to help companies build workplace safety and health capabilities. After 40 hours of training, 2 x 1 hour written test and 3 hours of safety and external audit, in January 2021 JC Dining was awarded the BizSAFE Level 3, which covers from retail outlets to central kitchen level. This certificate recognises that the Company has conducted risk assessments for every work activity and process in the workplace, in compliance with the requirements in the Workplace Safety and Health (Risk Management) Regulations in Singapore.

Protecting the employees' health, safety and well-being are imperative to the business. We have taken the necessary measures, such as, maintain a clean and hygienic environment, provide training on proper handling of equipment, keeping even and dry floor at the workplace, to avoid occurrence of the work injuries.

We constantly strive to provide a safe and conducive working environment and to cultivate 'safety-first' habits to achieve zero or minimal cases of reportable serious work-related injuries.

	FY2018	FY2019	FY2020
Serious work-related injuries	nil	nil	nil



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In our fight against COVID-19, we have also established precautionary safety protocols in accordance with the relevant guidelines set out by Ministry of Health. These protocols include checking of our employees' temperature twice a day using the provided infra-red thermometer before entering our outlets or restaurants, all staff are required to wear masks and face shield all the time during the work, all staff are strictly required to wash hands before and after cleaning dining tables. We maintain strict oversight over the adherence of these protocols by our employees to ensure that our food, restaurant environment and personal condition of our staff are at high level of cleanliness.

During the year ended 31 December 2020, no material non-compliance issue was noted in relation to relevant health and safety regulations in Singapore and Malaysia.

FY2021 Target

- Maintain zero serious work-related injuries

Training and Development

Our employees are evaluated on their performance through an appraisal conducted annually, where our supervisors and employees will have open feedback discussions on ways to improve performance and their development needs.

We believe that the investment in the learning and development of our employees can help the Group retain its competitive edge within our industry. In addition to the government mandatory hygiene courses for restaurant staffs, we also initiated several occasional quality assurance courses, basic wine certification and also relevant subject seminars for our office personnel.

The Group has implemented guidelines for training and development which considers the various development needs and skillsets required by employees. Training and development programs for different levels of staff include:

- Managerial and soft skills
- Operational and technical knowledge
- Health and Safety
- Compliance and Group policy awareness

In FY2020, we achieved in total 379 training hours for our employees, resulting in an average of 1.51 training hours per employee. These training courses are designed to fulfil various knowledge and skillsets required of our employees ranging from food safety and hygienic course to financial-related courses. The number of training hours in FY2020 is generally lower, as COVID-19 has prevented the conduct of physical trainings, especially external ones.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

FY2021 Target

- Increase average training hours to 4 hours per employee

Impact of COVID-19

The introduction of Malaysia's Movement Control Order and border closure in March 2020 meant that our staff who used to commute daily from Malaysia to Singapore could no longer do so. Malaysian staff at our outlets were provided lodging allowances and assistance to find accommodation in Singapore.

In line with the laws and regulations from Ministry of Manpower ("MOM") to protect our employees' health and safety during COVID-19, we introduced the Work From Home policy in FY2020 for our staff at our corporate office to support remote work to reduce physical interactions with public.

During these challenging periods, our management team took the lead and took pay cut in response to the adverse impact COVID-19 has had on the Group. We minimised retrenchment and did not see any anomalous increase in resignation rates.

6. CULTIVATING STRONG BUSINESS PRACTICES

Supply Chain Management

The Group places utmost importance towards the quality of ingredients used. All ingredients are sourced from suppliers who are responsible and have undergone our procurement evaluation process. Our approved suppliers are consistently being evaluated for their performance such as product quality and safety, compliance with environmental and social guidelines, timeliness of delivery as well as after sales service handling. For the artisanal bakery operations in Malaysia, all items procured are from Halal-certified suppliers which meet the necessary dietary requirements and guidelines.

During the COVID-19 pandemic where many countries faced lockdowns, we remained agile and reduced potential supply disruption through purchasing from a wide range of suppliers. We believe that responsible sourcing is essential in maintaining long term success of our business and we will continue to identify opportunities to streamline and reduce costs, protect our reputation and the safety of our customers. There were no substantial changes to our supply chain in FY2020.



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Customers Health and Safety

We exercise stringent controls on maintaining food hygiene to ensure that we are in compliance with all the applicable laws and regulations concerning food safety and hygiene. We do not compromise on quality and strive to deliver the utmost standard for our customers.

In view of the COVID-19 crisis, safeguarding the health of our customers remains our utmost priority. It is our social responsibility to ensure we provided a safe and hygienic eating experience for all our customers. Our safety measures included the following:

- All customers are required to record their entry and exit via the national SafeEntry digital check-in system
- Our staff will take their temperature twice a day at each outlet
- All our staff in the restaurants are provided one mask every day and are required to wear the mask correctly at all times
- Mandatory temperature taking before customers are allowed into our premises
- Seatings are reconfigured to ensure separation of at least a meter between patrons
- Safe distancing measures are implemented in the physical separation between tables and when customers are queuing
- All tables and chairs are thoroughly cleaned and sanitised after use
- Staff are briefed to constantly remind customers to put their masks back on when they are no longer eating or drinking
- Alcohol-based hand sanitisers are provided at counters, reception area, and disinfectant are sprayed on the carpet every day

Customer Satisfaction

Our customers are important stakeholders who have patronised our outlets over the years. We engage our customers through various channels and platforms on an ongoing basis to help us to foster strong relationships and understand their concerns and suggestions. We conduct regular customer survey at each outlet to gather feedback on our products and services. All complaints (both online or offline) received will be logged in our system and responded to in a timely manner. All customers' feedbacks and complaints received are reviewed by our operation team and appropriate corrective measures are implemented by the respective outlet to resolve any issue on a timely manner. In FY2020, our Group received about 30-40 complaints and responded within 3 days. Our Group will continue to monitor the effectiveness of existing business practices in ensuring the needs of our customers are satisfactorily met.

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FY2021 Target

- Increase customer service training to promote excellent service
- Target to reduce received complaints by 20% and reduce response time to within 2 days

Anti-bribery and corruption

Our Group prohibits all forms of bribery and corruption. All our employees must comply with all applicable prevention of corruption laws, including the Singapore Prevention of Corruption Act and Malaysian Anti-Corruption Commission Act and are expected to discharge their duties with integrity, to act fairly and professionally, and to abstain from engaging in bribery activities or any activities, which might exploit their positions against the Group's interests.

Policies and procedures on conflict of interest are established and communicated to all employees. Our employees are encouraged to seek advice and raise concerns through the HR feedback loop. Whistle-blower can be reported verbally or in writing to the management of the Group for any suspected misconduct with full details and supporting evidence at our website. The Group advocates a confidentiality mechanism to protect the whistle-blower against unfair dismissal or victimisation. Where criminality is suspected, a report is made to the relevant regulators or law enforcement authorities when the management considers necessary.

In FY2020, the Group is pleased to announce that there were no whistle-blowing cases received. In addition, there were no incidents involving non-compliance with laws and regulations relating to corruption or fraud.

FY2021 Target

- Maintain zero incident of corruption or fraud

7. CARING FOR OUR COMMUNITY

We adopted the Singapore Yellow Ribbon Project movement in 2018 and took on a project with Highpoint Halfway House Community Services in providing job opportunities in the area of kitchen cooks and chefs. Highpoint Halfway House Community works closely with the government to offer ex-offenders a second chance back into the society through skills training and job arrangement. In FY2020, we have hired 2 ex-offenders under the Yellow Ribbon Project. We will continue this collaboration and receive more assignees.

Our effort with the Movement for the Intellectually Disabled of Singapore (MINDS) to provide work opportunity for handicapped personnel continues into our 5th year. The company had welcomed individuals with autism and those with impaired hearing to be trained as front-line service staffs. We continue to work closely with MINDS and welcome more individuals into our operations.