WEBSPARKS

Adding the sparkles to your web presence!

Sustainability Report

01 January 2023 – 31 December 2023

WEBSPARKS PTE LTD

200820249C

Corporate Registration Number

61 Kaki Bukit Ave 1, #04-08
Shun Li Industrial Park, Singapore 417943

Address of Principal Executive Offices

Singapore

State of Jurisdiction of Incorporation

417943

Postcode

2023

Fiscal Year Ending

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WELCOME STATEMENT
(GRI 2-22)

In an era of demanding environmental responsibility, Websparks is proud to present our inaugural Sustainability Report. Websparks is a leading provider of innovative web solutions and is firmly committed to the highest standards of sustainability. We believe in fostering a collaborative environment within the IT sector to promote greener technologies, more sustainable practices, and innovative business models.

ENVIRONMENTAL STEWARDSHIP

Our Commitment to a Sustainable IT Industry

Websparks prioritises the "3Rs: Reduce, Reuse, Recycle" to minimise waste generation and resource consumption within our operations. In 2021, we made our commitment, pledging to minimise e-waste as part of SGTech's eRevival Square. We are constantly trying to maximise equipment lifespan by repairing, refreshing or upgrading and reusing all our electrical/electronic device in our operations. We endeavour to start tracking our e-waste and other waste generation in FY2024 to track our impact towards the environmental.

To support Singapore Green Plan, we have also taken the Green Nation Pledge in 2023. As a contributor, we will set the air-con temperature to 25 degrees Celsius, use energy-efficient appliances, avoid the use of single-use items, track carbon footprint and to publish our sustainability report.

Building a Greener Future Through Our Supply Chain

We prioritise sustainable partnerships with vendors who share our commitment to social responsibility and environmental impact (e.g., ethical labour, renewable energy, data security). This ensures our products and services are aligned with our sustainability goals. For example, our cloud provider, AWS, uses renewable energy sources, reducing our carbon footprint. We also use certified green hosting providers like WebAble to minimise environmental impact and ensure data security for both us and our clients.

We are continuously expanding these practices throughout our supply chain and actively collaborate with stakeholders to address sustainability concerns and set future goals, like reducing energy consumption.

Balancing Profitability and Sustainability

We are committed to continuous improvement in our sustainability practices. We believe this drives innovation, operational efficiency, and ultimately, a strong balance between profitability and our social and environmental purpose.

EMPLOYEE WELL-BEING AND COMMUNITY ENGAGEMENT

A thriving workforce is key to our continued success. We are committed to create diverse and inclusive workplace where every team member can reach their full potential. Through training support such as study leave and sponsorship, we encourage every employee to upskill and learn continuously in the web solution industry. We also offer hybrid and flexible work arrangements to all staff in working hours and locations to help them better manage their work and personal responsibilities.

We prioritise active engagement with stakeholders, including employees to gain insights into their sustainability concerns and incorporate their feedback into our decision-making processes.

TRANSPARENCY AND ACCOUNTABILITY

Our focus is to promote strong oversight, transparency, and risk management at all levels of our organisation, ensuring the resilience and long-term preservation of value for our business. We focus on strong corporate governance practices through exemplary board stewardship, management accountability, and proactive risk management. We cultivate strong stakeholder relationships through open communications and responding to stakeholder input.

As we embark on this sustainability journey, we strive to reduce our environmental impact and pave the way for more sustainable practices within our company and industry.

Thank you for joining us on this exciting journey towards a more sustainable and responsible future.

Mr Ng Chee Chiu
Founder & Senior Project Director
Websparks Pte Ltd

This report covers Websparks Pte Ltd's sustainability performance from 1 January 2023 to 31 December 2023.

ABOUT THIS REPORT

Reporting Framework (GRI 2-3)

The report has been compiled with reference to the Global Reporting Initiative (GRI) Standards for 2021, which serve as a framework for businesses to articulate their influence on diverse Environmental, Social, and Governance (ESG) concerns. We utilised Sustainability Accounting Standards Board (SASB) criteria to identify our Material Topics.

External Assurance (GRI 2-5)

No external assurance was sought for this report.

Feedback

We welcome feedback from our stakeholders to help us further our sustainability journey. Or, if you would like to learn more about our ESG initiatives, please contact:

Websparks Pte Ltd
Contact: sustainability@websparks.sg
Address: 61 Kaki Bukit Avenue 1 #04-08, Shun Li Industrial Park, Singapore 417943
Website: https://www.websparks.sg

ABOUT WEBSPARKS

(GRI 2-1, 2-6)

Websparks empowers businesses to thrive in the digital age.

Since 2008, we have helped clients improve processes, increase efficiency, and drive growth through custom web solutions. From application development to digital marketing, we offer a comprehensive suite of services to help you achieve your business goals. With over 15 years of experience and over 550 successful projects delivered across diverse industries, we have a proven track record of creating impact. Our mission is to deliver exceptional digital experiences. We envision becoming the fastest-growing "Digital Office" in ASEAN. Our core values are collaboration, curiosity, commitment, and a drive to challenge the status quo.

Location of Operations (GRI 2-2)

Websparks has presence in Singapore, Vietnam, Philippines and Indonesia, with our headquarters based in Singapore. This report specifically addresses the operations conducted in Singapore.

Membership Associations (GRI 2-28)

Websparks has been awarded LowCarbonSG in recognition of our decarbonisation efforts in 2023. We are recognised by GCNS and World Bank as Carbon Pricing Leadership Coalition (CPLC) Singapore Partner. Websparks is a member of SGTech.

KEY PERFORMANCE HIGHLIGHTS & TARGETS

Environmental Stewardship

FY2023 Progress	2025 Targets
• Total energy consumption is 42,423 kWh in 2023, which is 10% lower than the total energy consumed in 2022. • Total absolute greenhouse gas emission of scope 1 to 3 is 18.83 Metric tons (t) CO_2-e.	• Reduce total energy consumption by 5% to 40,301 kWh. • Reduce total absolute greenhouse gas emission of scope 1 to 3 by 5% to 17.89 Metric tons (t) CO_2-e. • Track and monitor e-waste and general waste.

Investing in Our People

FY2023 Progress	2025 Targets
• The average training hours per employee is 31. • 70:30 gender ratio of male and female employees and 25:75 young and older employees respectively.	• Increase the average training to 40 hours per employee. • Maintain 70:30 gender ratio of male and female employees, with similar balance of young and older employees respectively.

Transparency & Accountability

| FY2023 Progress	2025 Targets
• Adhered to ISO 27001 standards (re-certified in 2024). • 24/7 access to whistleblowing channel to every employee. • 0 incident relating to corruption and/or bribery.	• Maintain ISO 27001 certification. • Maintain 24/7 access to whistleblowing channel for every employee. • Maintain 0 incident relating to corruption and/or bribery.

ORGANISATION STRUCTURE

Organisation Structure and Sustainability Committee Structure

(GRI 2-9)

Director Ng Chee Chiu

Executive Committee

Sustainability Committee

Internal Stakeholders
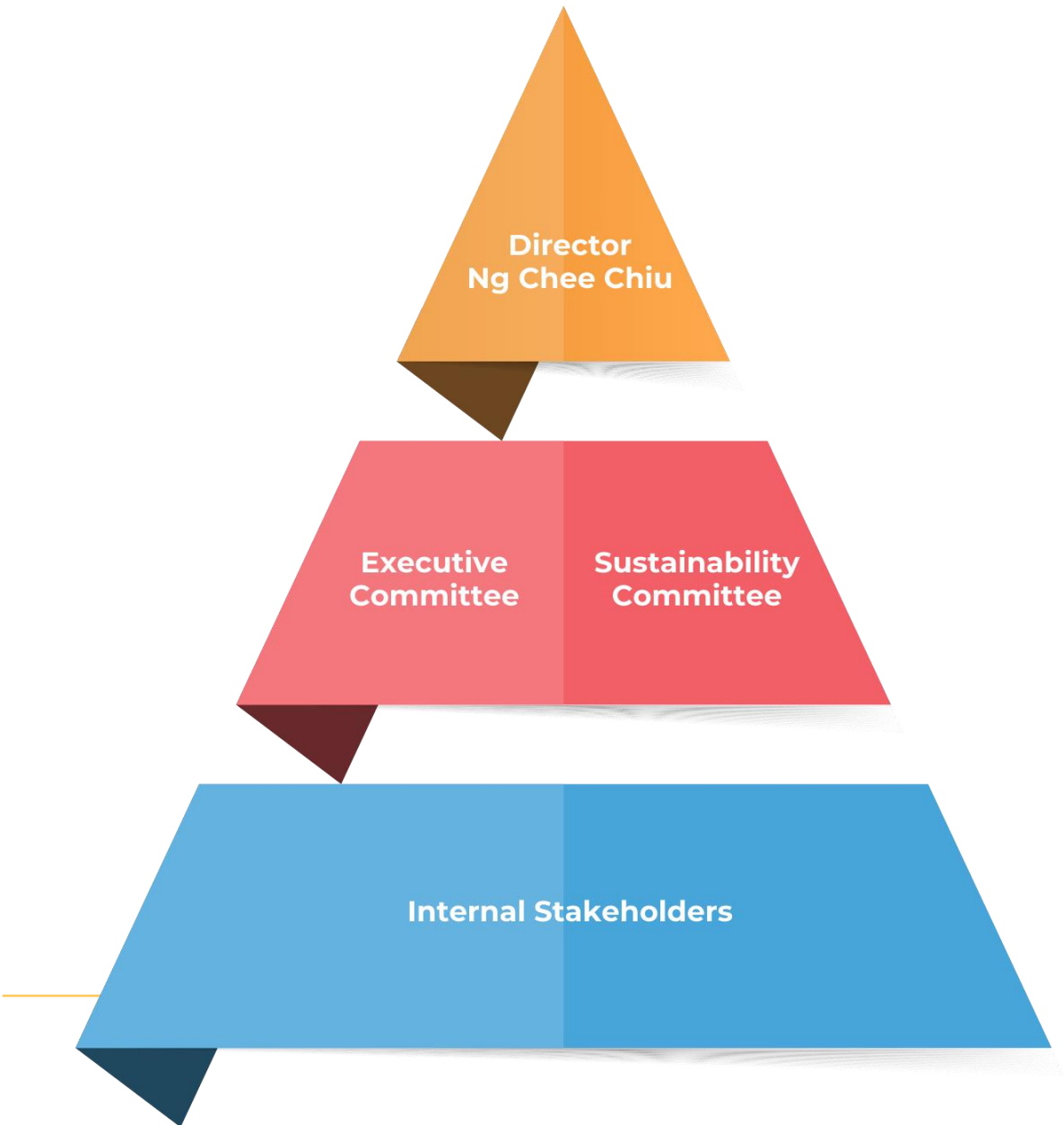
SUSTAINABILITY COMMITTEE

(GRI 2-9, 2-12, 2-13, 2-14)
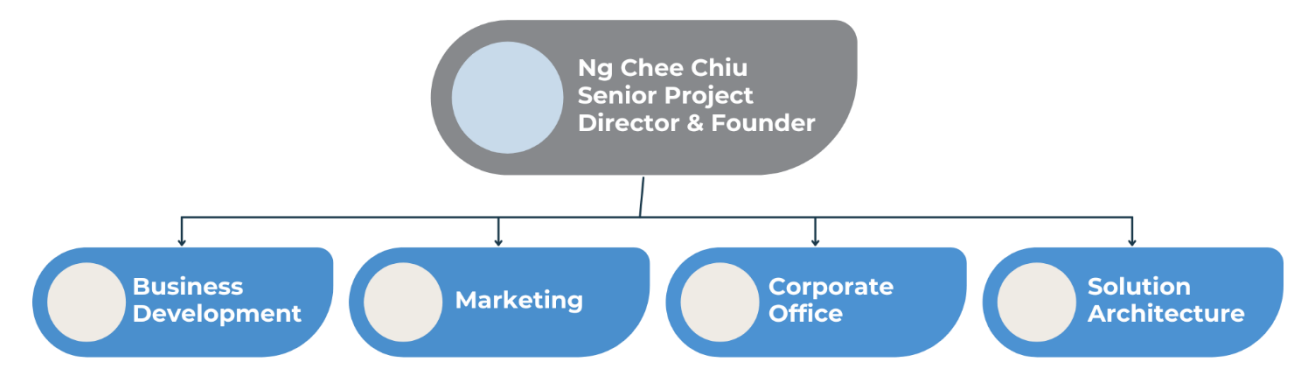
The Sustainability Committee, led by Founder Ng Chee Chiu, unites employees from various departments to drive and implement the company's sustainability goals. Chee Chiu sets the strategic direction, while the committee collaborates to ensure sustainability is integrated throughout the business.

| Role	Responsibility
Senior Project Director/Founder	• Oversees the operations of the sustainability team • Approves key documents and processes required • Formulates and updates sustainability policies
Business Development Team	• Coordinates and ensures smooth undertaking of processes • Collaborates with stakeholders to communicate sustainability initiatives
Marketing Team	• Assists with administrative processes related to sustainability initiatives • Collaborates with stakeholders to communicate sustainability initiatives
Corporate Office Team	• Oversees HR policies and processes • Implements and aligns new office policies and processes to sustainability initiatives
Solution Architecture Team	• Oversees technical related policies and processes • Implements and aligns new processes to sustainability initiatives

SUSTAINABILITY VISION & STRATEGY

(GRI 2-22)

Aligned with Singapore's Green Plan 2030, we took the Green Nation Pledge and is a Contributor since 2023. We have formulated our first sustainability strategy to become a leader in eco-friendly web solutions.

Empowering businesses to operate more sustainably by integrating environmental and social responsibility into their operations. To achieve this, we've aligned our ESG practices with leading reporting frameworks (GRI and SASB) for global compatibility.
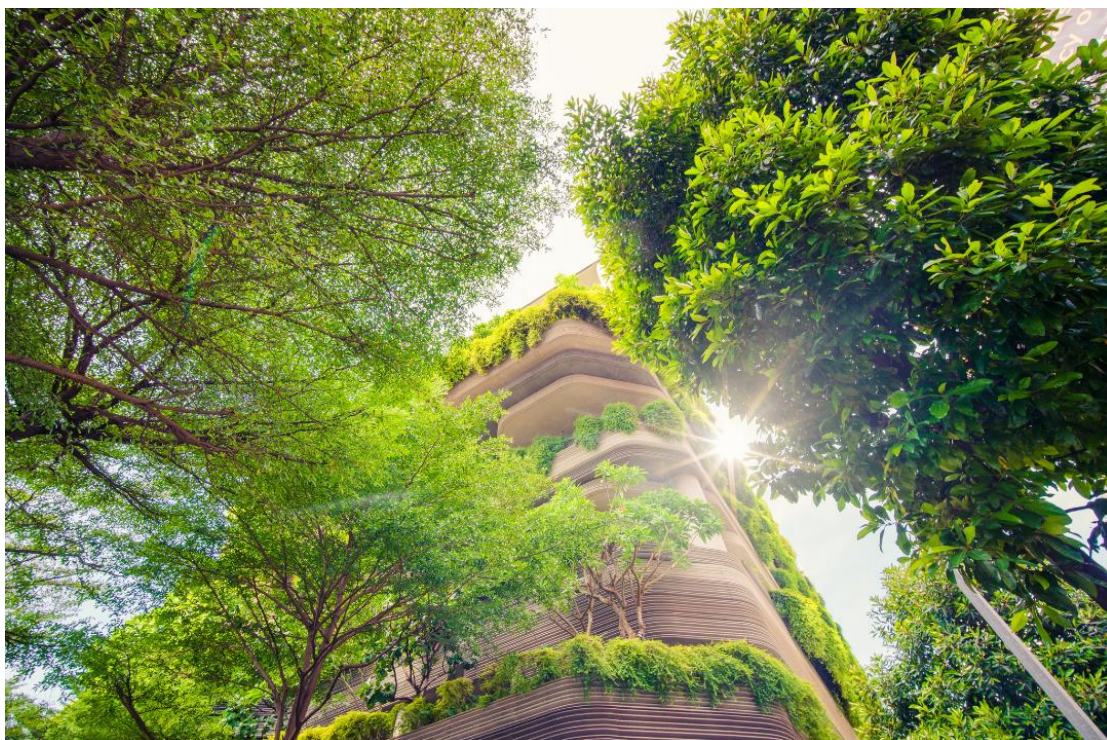
GUIDING PRINCIPLES

Our sustainability strategy is underpinned by the following guiding principles:

Resource Efficiency
Write efficient code and promote cloud solutions.

Develop Sustainable Web Solutions
Offer website optimisation tools (sitespeed.io) for faster loading times (reducing server energy consumption).

Responsible Data Management
Minimise data collection, encryption when possible and data deletion options.

Ethical Sourcing & Partnerships
Partner with responsible vendors, consider open-source alternatives and advocate for e-waste disposal solutions.

Transparency & Communication
Publish a policy, report progress and collaborate with stakeholders.

Our focus is on accelerating positive stakeholder impact through increased awareness of our ESG strategy, fostering deeper cross-functional engagement, integrating ESG principles throughout our business, and setting achievable targets to measure progress. Our employees are important to us, and we strive for organisational excellence by empowering our employees to reach their full potential.

By effectively managing risk and embracing opportunities, we are working towards a sustainable future while maintaining resilience and competitiveness in the market.

The table below showcases how we plan to effectively mitigate identified risks:

01

ESG Integration in Business Strategy

Embedding ESG considerations into our core business strategies.

02

Stakeholder Engagement

Proactively engaging with stakeholders to understand concerns, expectations, and incorporate valuable feedback into decision-making processes.

03

Regular Risk Assessments

Conducting ESG risk assessments, identifying emerging risks and opportunities, and implementing timely mitigation measures.

04

Continuous Improvement and Reporting

Committing to a culture of continuous improvement, regularly updating ESG policies and transparently reporting progress to stakeholders.

RISKS & OPPORTUNITIES
(GRI 201-2)

In our commitment to transparency and responsible business practices, we identified the following risks and opportunities in our operations as we continue to take proactive efforts to mitigate risks in our operations.

Environmental	Risk	Opportunity
Resource Efficiency & Supply Chain Resilience	**Disruptions:** Extreme weather events like floods, storms, and wildfires can disrupt power grids and internet connectivity, impacting web services and causing data loss. **Supply chain disruptions:** Climate change can disrupt the production and transportation of materials needed for servers and other hardware, leading to shortages and price hikes.	**Sustainability solutions:** Develop web-based tools to help businesses and individuals reduce their environmental impact (e.g., carbon footprint calculators, sustainable supply chain management tools). **Climate data analysis:** Offer data analysis and visualisation tools to help organisations understand and manage climate risks in their supply chain or web applications and turn to sustainable sourcing to enhance supply chain resilience, aligning with Singapore's sustainability goals.
Energy Consumption & Carbon Emissions	Rising energy costs and Governments may implement stricter regulations on data centers' energy consumption, forcing web solution companies to adapt to more sustainable practices which can increase costs.	Adopting energy-efficient technologies and practices in developing web solutions and exploring renewable energy sources to reduce carbon footprint.
Waste Management	Inadequate disposal practices impacting the local environment.	Implementing a comprehensive waste management strategy, including participation in Singapore's e-waste recycling programs.

Social	Risk	Opportunity
Labour Practices & Employee Well-being	Disengaged workforce may create low morale and productivity in the company.	Prioritising fair labor practices, employee well-being programmes, and contributing to Singapore's focus on a healthy and engaged workforce.
Diversity & Inclusion	Lack of diverse perspectives in making decisions if workforce does not come from diverse background.	Fostering a diverse and inclusive workplace to align with Singapore's commitment to building a harmonious and inclusive society.
Community Engagement	**Shifting consumer preferences:** As climate change awareness grows, customers may demand more sustainable web solutions, pressuring companies to adopt eco-friendly practices.	**Climate education:** Create educational tools and platforms to raise awareness about climate change and promote sustainable practices.
Talent pool Limitations	Climate gentrification (displacement due to climate change) could limit access to skilled personnel in certain locations.	**Remote work enablement:** Provide secure and reliable web solutions that facilitate remote work, reducing commuting emissions. **Disaster preparedness:** Develop platforms for emergency communication and resource allocation during climate disasters.

Governance	Risk	Opportunity
Ethical Business Practices	-	Upholding and promoting ethical business practices through robust governance frameworks, aligning with Singapore's reputation for business integrity.
Corporate Governance Structure	-	Maintaining a transparent governance structure, adhering to Singapore's corporate governance standards, and aligning business strategies with sustainable principles.

The climate-related risks and mitigations plan are:

Operations	Risk	Management
Supply Chain Resilience	Service disruption and data lost due to supply chain disruption due to climate events.	Employ Cloud Hosting to include service redundancy and regular backup.
Operational Costs	Rising energy costs due to climate impacts / carbon tax, e.g. prolonged heatwaves.	Investment in energy-efficient technology and practices, monitoring energy consumption level, and exploring renewable sources and suppliers using renewable energy sources.
Regulatory Compliance	Evolving environmental regulations on power usage for data centres and technology standards.	Stay informed of regulation developments, conduct compliance audits, adjust practices to align with standards and communicate regularly with regulators.
Reputation and Brand Risk	Reputational damage due to perceived inadequate efforts in reducing our carbon footprint or overconsumption of energy sources in providing web services.	Prioritise transparent communication, engage stakeholders in the community, non-profit organisations and industry associations in sharing and mentoring sustainable web development practices.
Security Breach	Data leak or lost due to employee's negligent, malicious hacking.	Employee training on data security and identifying suspicious activity. Technical controls like strong access controls, data encryption, and regular software updates. Incident response plans to effectively handle data breaches. Regular testing of security measures to identify and address vulnerabilities.

By being proactive and innovative, Websparks can turn challenges into opportunities for growth and contribute to a more sustainable future.

STAKEHOLDER ENGAGEMENT
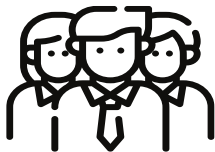
(GRI 2-29)

Websparks understands that our stakeholders play a pivotal role in our company achieving long-term sustainable success. We will start by working on our stakeholder's engagement strategy before prioritising them based on their relevance and impact on the business.

Currently, we engaged our stakeholders include clients, employees, investors, suppliers, regulators, local communities, non-governmental organisations (NGOs), and industry associations through informal and formal communication channels. We will move towards structure formalised engagement methods in the future. Engagement methods include face-to-face meetings, and digital channels like email.

For this year, we focused on the three groups of stakeholders:

1. **Customers**
2. **Suppliers & Partners**
3. **Employees**

Stakeholders	Frequency and Engagement Platform	Topic of Interest	Response
Customers	• Annual engagements through various digital communication channels • Annual customer feedback surveys	• Quality and variety of products and services • End-to-end customer journey	• Maintaining open lines of communication with customers to understand their needs and identify opportunities to improve the quality and variety of products and services. • Improving service quality and customer satisfaction scores by taking into consideration feedback from customer surveys and providing appropriate service recovery to maintain customer's confidence.
Suppliers & Partners	• Annual meetings with suppliers and partners through various digital communication channels • Annual suppliers reviews	• Suppliers' performance and practices	• Maintaining regular engagement with suppliers and partners to ensure smooth operations in the supply chain. • Developing a more efficient and better customer experience by acting on feedback from stakeholders.
Employees	• Annual employee surveys • Internal communications activities, and ad hoc engagement sessions	• Workplace health and safety, and work environment-related concerns • Career planning and development schemes, and available resources • Employee policies, well-being, welfare, and activities	• Updating employees on relevant topics, helping them with their personal development and career growth, and incorporating employee feedback. • Promoting a healthy work environment, informed by regular feedback, through the revamp and upgrade of its risk management framework and enhancement of its employee well-being policies and procedures. • Communicating important information through an employee handbook and regular briefing to employees on everyday sustainable habits to raise awareness on Websparks' sustainability commitments.

STAKEHOLDER ENGAGEMENT

We will work towards engaging other group of stakeholders as we refine our stakeholder engagement approach and continue engaging with stakeholders on high-priority issues.

In FY2023, we will:
- ✓ Finalise our stakeholder engagement strategy
- ✓ Continue engaging with stakeholders on high-priority issues

MATERIAL TOPICS

(GRI 3-1)

For our first sustainability report, only our internal stakeholders were engaged to determine materiality. In subsequent years, we intend to engage both internal and external stakeholders for our materiality assessment.

(GRI 3-2)

For our first sustainability report, we referred to Sustainability Accounting Standards Board (SASB) standards to identify the eight most financially material topics to our company in the Software & IT Services industry.

Our eight material topics:

1. **Energy**
2. **Emissions**
3. **Waste**
4. **Talent attraction and retention**
5. **Training & Education**
6. **Diversity & Equal Opportunity**
7. **Anti-corruption & Whistleblowing policy**
8. **Data Protection**

MATERIAL TOPICS

Our eight material topics will be split into three pillars:

Pillar 1:
Environmental
Stewardship

1. Energy
2. Emissions
3. Waste
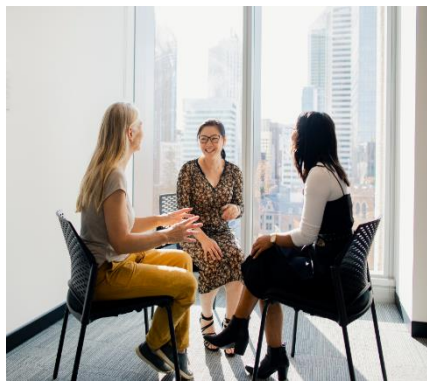
Pillar 2:
Investing in
Our People

4. Talent Attraction & Retention
5. Training & Education
6. Diversity & Equal Opportunity

Pillar 3:
Transparency
and
Accountability

7. Anti-corruption & Whistle-blowing policy
8. Data Protection

PILLAR 1 - ENVIRONMENTAL STEWARDSHIP

ENVIRONMENTAL STEWARDSHIP

(GRI 3-3)

At Websparks, we are working towards reducing our carbon footprint. To align ourselves with the 2030 Singapore Green Plan and Net-zero 2050, we have taken the initial steps to measure our carbon emissions through scope 1, 2 and selected categories of scope 3 emissions.

Our key policies and commitments regarding environmental stewardship are as follows:

1. Hybrid work arrangement: Websparks' hybrid work model lets employees work from home to cut emissions by reducing commuting and office energy use.

2. Green Coding Practices: We use green coding to create energy-efficient websites (optimised using Lighthouse and Sitespeed.io). This reduces server load and helps shrink our carbon footprint. We adopt best practices like:

    ➢ Writing code that is reusable and modular.

    ➢ Minifying and optimising resources like reducing the amount of data that needs to be transmitted over the network.

    ➢ Promoting reusable implementation and continuous monitoring to identify codes that can be optimise or made more efficient.

3. Green Hosting Services: Our WebAble Host platform offers eco-friendly hosting powered by AWS's renewable energy sources (where available). This reduces our digital footprint - verified by the Green Web Foundation.

Our sustainability committee will continue to finetune our environmental policies. We aim to continually track and record our energy and waste consumption from our operations and integrate changes in our daily operations to reduce them by engaging with our employees and partners to increase awareness and set achievable targets.

ENVIRONMENTAL STEWARDSHIP: ENERGY

(GRI 302-1)

To be more comprehensive with our energy consumption, we started to record our company vehicle energy consumption in FY2023 for the first time.

Total fuel within the organisation from non-renewable sources, in joules or multiples, consumption by fuel types used:

Fuel types used from non-renewable sources	Unit of measure (joules, watt-hours or multiples	Total fuel consumption per type
Diesel	Litres	896

However, for electricity, we have achieved a 10% reduction in electricity consumption in FY2023 compared to FY2022. This success is due to our commitment to energy efficiency, including optimised air conditioning settings and energy-efficient appliances.

We aim to reduce electricity consumption by 5% by FY2025.

Total electricity consumption:

Unit of Measure (joules, watt-hours or multiples)	Total electricity consumption FY2023	Total electricity consumption FY2022
kwh	42,423	47,176

ENVIRONMENTAL STEWARDSHIP: EMISSIONS

(GRI 305-1, 305-2, 305-3, 305-4)

Our sustainability assessment revealed low Scope 1 & 3 emissions due to our web development focus and hybrid work model. Scope 2 emissions, mainly from electricity use, are our primary focus for reduction.

GHG emissions by Scope:

	FY2023	FY2022
Gross direct (Scope 1) GHG emissions (Metric Tons (t) CO_2-e)	2.38	-
Indirect (Scope 2) GHG emissions (Metric Tons (t) CO_2-e)	17.21	19.14
Gross other indirect (Scope 3) GHG emissions (Metric Tons (t) CO_2-e)	2.06	1.65

Gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent

Emissions (Metric tons(t) CO_2-e)	Description
2.378	Company owned vehicle fuel consumption

Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent

Emissions (Metric tons(t) CO_2-e)	Description
17.211	Electricity purchased from National Grid

Gross other indirect (Scope 3) GHG emissions in metric tons of CO2 equivalent

Emissions (Metric tons (t) CO_2-e)	Description
0.443	Air transport emissions
1.501	Land transport emissions
0.117	Portable water consumption
2.061	Total Scope 3 emission

Gross other indirect (Scope 3) GHG emissions in metric tons of CO2 equivalent:

Scope 3 Emission Category	FY2023	FY2022
Air Transport (Metric Tons (t) CO_2-e)	0.44	-
Land Transport (Metric Tons (t) CO_2-e)	1.5	1.5
Water Consumption (Metric Tons (t) CO_2-e)	0.12	0.15

GHG emissions intensity ratio for the organisation:

Organisation-Specific Metric (the denominator)	FY2023	FY2022
Number of employees	0.241 (Metric tons (t) CO_2-e) per employee	0.223 (Metric tons (t) CO_2-e) per employee

The GHG emission intensity ratio for the current year shows an increase of 8% and 4% from the prior year's GHG emission intensity respectively. Our increase in GHG emissions in 2023 is primarily due to the addition of Scope 1 after we start tracking our company owned vehicle fuel consumption and Category 1, purchased goods and services after more employee return to work in the office and Scope 3 Category 6, Business Travel after Covid-19 restriction has been lifted.

ENVIRONMENTAL STEWARDSHIP: WASTE

(GRI 306-3)

We are committed to responsible waste management. We recycle diligently, raise employee awareness, and are minimising single-use items. To track progress, we will soon begin monitoring general and e-waste generation.

PILLAR 2 - INVESTING IN OUR PEOPLE

INVESTING IN OUR PEOPLE
(GRI 3-3)

As a knowledge-based company, our employees are our greatest asset. That is why our social sustainability efforts prioritise empowering them to reach their full potential. We focus on three key areas:

1. Talent Attraction & Retention
   ➤ We attract top talent and foster a positive work environment to keep them engaged and thriving.

2. Training & Education
   ➤ We invest in comprehensive training programs and opportunities to help employees continually develop their skills and knowledge.

3. Diversity & Equal Opportunity
   ➤ We cultivate an inclusive work environment where everyone feels valued and can excel, regardless of background.

By prioritising these areas, we create a vibrant and supportive workplace that fuels our long-term success.

INVESTING IN OUR PEOPLE: TALENT ATTRACTION & RETENTION

(GRI 401-1, 401-3)

We build a diverse team by attracting top talent through competitive salaries and fair recruitment practices. We comply with Ministry of Manpower's anti-discrimination laws and offer support to employees facing bias, ensuring equal opportunity for everyone.

During the reporting period, our new employee hires was as such:

Number of new employee hires

By Age	Under 30 years old	30-50 years old	Over 50 years old	Total
	5	13	-	18

By Gender	Female	Male	Other	Total
	4	14	-	18

Employees are entitled to parental leave. In 2023, 4 males and 1 female employee applied for parental Leave. All employees returned to work after their parental leave ended resulting in a return-to-work rate of 100% for both genders.

Male	Female
4	1

INVESTING IN OUR PEOPLE:
TRAINING & EDUCATION
(GRI 404-1, 404-2, 404-3)

We foster a culture of continuous learning for our employees. This includes comprehensive training (certifications, diversity & inclusion), a dedicated training fund for external courses, and regular performance reviews for career development. Our commitment ensures a skilled and adaptable workforce in the ever-changing IT industry.

Our key upskilling policies are presented below:

1. Onboarding Programme: We welcome new hires with an onboarding program that introduces them to the company, their role, and provides relevant training.

2. Brown Bag Sharing Sessions: We foster knowledge sharing through monthly "Brown Bag" sessions where employees (or even guest speakers!) present their expertise to the team, either online or in-person.

3. Information security compliance training: All employees receive training on relevant data handling, privacy and regulatory requirements which takes place yearly.

4. Self-help training by third-party training providers: Each staff has access to third-party training providers' online platform learning materials.

The average hours of training that employees have undertaken during FY2023 are as follows:

Average Training Hours (hr) by gender	
Female	31
Male	32

Average Training Hours (hr) by employee category	
Non-managerial	20
Managerial	35

At Websparks, we are also committed to ensure all our employees received regular performance review. In FY2023, 100% of our employees received regular performance review.

Percentage of employees receiving regular performance and career development reviews:

By Gender	Total number of employees who received a regular performance and career development review during the reporting period
Female	26
Male	64
Total	90

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INVESTING IN OUR PEOPLE:
DIVERSITY & EQUAL OPPORTUNITY

(GRI 2-7, 405-1)

As an organisation, we believe in an inclusive environment and the importance of a diverse workplace, as it allows us to engage with various ideas and opinions and build on the strengths of our different employees.

The policy commitments are communicated through signed employment handbooks and signed project contracts with business partners and other stakeholders.

Some of our diversity and equal opportunity policies are as follows:

1. **Recruitment and Hiring Policies:** Commitment to implementing fair and unbiased recruitment and hiring processes that consider candidates based on their qualifications, skills, and experiences, regardless of demographic factors. We adhere to MOM's anti-discrimination laws and regulations in all recruitment activities to ensure equal access to employment opportunities for individuals from diverse backgrounds.

2. **Equal Pay and Opportunity:** We ensure pay equity across gender, race, ethnicity, age, and other demographic factors to eliminate disparities in compensation for employees performing similar roles. We provide equal opportunities for career advancement, professional development, and training programs to all employees, irrespective of their background. Our management team consist of both male and female

3. **Supplier and Partner Standards:** We incorporate diversity and equal opportunity criteria into supplier selection and evaluation processes, including contractual agreements and performance assessments.

4. **Reporting and Accountability:** Regular reviews and audits of HR policies and practices to ensure alignment with diversity and equal opportunity policies.

For FY2023, we have a total of 90 employees in our Singapore office. With a healthy mix of male vs. female and people from different age groups. Our breakdown of employees is as seen below:

Percentage of individuals within the organisation's governance bodies by gender:

By Gender	Number of individuals within the organisations's governance bodies	Percentage (%)
Male	19	65.52
Female	10	34.48

Percentage of individuals within the organisation's governance bodies by age group:

By Age Group	Number of individuals within the organisation's governance bodies	Percentage (%)
Under 30 years old	3	10.34
30-50 years old	26	89.66
Over 50 years old	0	0

Percentage of employees by gender:

Gender	Number of Employees	Percentage (%)
Male	64	71
Female	26	29

Percentage of employees by age group:

Age Group	Number of Employees	Percentage (%)
Under 30 years old	22	24.44
30-50 years old	66	73.34
Over 50 years old	2	2.22

Employee Racial Composition:

Chinese	Malay	Indian	Others
65	11	3	11
72.23%	12.22%	3.33%	12.22%

INVESTING IN OUR PEOPLE:
CONTRIBUTING TO COMMUNITIES
(GRI 201-1)

Websparks is committed to giving back to the communities where we operate. In FY2023, we initiated a partnership with the Singapore Children's Society through a financial contribution. We are actively exploring further collaboration opportunities to support their vital work for children in need.

HUMAN RIGHTS

Websparks is committed to upholding fundamental human rights and promoting their protection within our organisation and throughout our supply chain. We will act responsibly and comply with our Human Rights Policy, Code of Ethics, and Business Conduct to ensure fair treatment, and equal opportunities for all.

PILLAR 3 - TRANSPARENCY AND ACCOUNTABILITY

TRANSPARENCY AND ACCOUNTABILITY

(GRI 3-3)

At Websparks, we recognise that strong governance is essential for integrating sustainability and ESG considerations into our core business. This report outlines the key mechanisms and policies that form the foundation of our sustainable operations. We are also committed to continuous improvement. We are formalising our anti-corruption and whistleblowing policies to further strengthen our commitment to integrity in the next reporting year.

Anti-corruption (GRI 205-1, 205-2)

Websparks takes a zero-tolerance approach to all forms of bribery, corruption, and unethical behaviour. We are committed to high ethical standards through a strong Code of Ethics and Business Conduct, ongoing ethics training, and executive leadership that promotes a culture of integrity.

In 2023, we do not have any incidents or cases related to corruption.

Whistleblowing Policy (GRI 2-26)

Websparks fosters a safe and ethical work environment. Employees can confidentially report concerns through established channels like to the Senior Project Director/Founder, with all reports investigated thoroughly and appropriate actions taken. We are committed to preventing and addressing discrimination, harassment, and unethical behaviour.

In 2023, we do not have any incidents or cases reported via the whistle-blowing channels.

Data Protection (GRI 418-1)

Websparks prioritises the protection of customer data. We are ISO 27001 certified since 2021 and has been re-certified in early 2024. We implement robust controls to safeguard client information. This includes access restrictions, incident response procedures, and data encryption. We have a clear privacy policy and employee training programs to ensure responsible data handling. These measures minimise the risk of data breaches and build trust with our clients.

Substantiated complaints concerning breaches of customer privacy and losses of customer data

Total number of substantiated complaints received concerning breaches of customer privacy

Complaints Received	Number
Complaints received from outside parties and substantiated by the organisation	0

Total number of identified leaks, thefts, or losses of customer data

	Number
Total number of identified leaks, thefts, or losses of customer data	0

GRI CONTENT INDEX

Statement of use

Websparks Pte Ltd has reported the information cited in this GRI content index for the period 01 January 2023 to 31 December 2023 with reference to the GRI Standards.

GRI 1 used

GRI 1: Foundation 2021

GRI Standard	Disclosure		Location
GRI 2: General Disclosures 2021	2-1	Organisational details	7
	2-2	Entities included in the organisation's sustainability reporting	4, 7
	2-3	Reporting period, frequency and contact point	6
	2-5	External Assurance	6
	2-6	Activities, value chain and other business relationships	7
	2-7	Employees	34
	2-9	Governance structure and composition	9, 10
	2-12	Role of the highest governance body in overseeing the management of impacts	10
	2-13	Delegation of responsibility for managing impacts	10
	2-14	Role of the highest governance body in sustainability reporting	10
	2-22	Statement on sustainable development strategy	4, 11
	2-26	Mechanisms for seeking advice and raising concerns	40
	2-28	Membership Associations	7
	2-29	Approach to stakeholder engagement	17

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GRI 3: Standard Requirements Disclosure	3-1	Process to determine material topics	20
	3-2	List of material topics	20
	3-3	Management of material topics	23, 30, 39
GRI 201: Economic performance 2016	201-1	Direct economic value generated and distributed	37
	201-2	Financial implications and other risks and opportunities due to climate change	14
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	39
	205-2	Communication and training about anti-corruption policies and procedures	
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	24
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	25
	305-2	Energy indirect (Scope 2) GHG emissions	25
	305-3	Other indirect (Scope 3) GHG emissions	25
	305-4	GHG emissions intensity	25
	306-3	Waste generated	28
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	31
	401-3	Parental leave	
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	33
	404-2	Programs for upgrading employee skills and transition assistance programs	33
	404-3	Percentage of employees receiving regular performance and career development reviews	33
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	35, 36
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	41

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