

*StartNow,
.asia*

STARTNOW
2023 ESG Profile

About this Report

This disclosure marks Start Now PLT (“StartNow”)’s first year of reporting on our dedicated sustainability strategy, Lead by example, not by force, covering our 2023 financial year from January 2023 to September 2023 (FY23). The report also outlines our commitment and progress in Environmental, Social, Governance (“ESG”) to a wide variety of stakeholders, including our partners and staff, and presents a holistic view of our business. Data provided has been collected and assured by our proprietary Sustainability Management System.

OUR IMPACTS & MATERIAL TOPICS

Environmental

- Climate Action
- Biodiversity

Social

- Internal
- External

Governance

- Corporate Governance
- Business Ethics

STANDARDS & FRAMEWORKS

- GRI Standards
- SASB Standards
- TCFD Recommendations
- UN Global Compact
- Sustainable Development Goals

FEEDBACK

We value your input on how we can become more sustainable and improve our reporting and overall performance. Kindly submit your input to sustainability@startnow.asia



Message from our Chief ESG and Business Advisor

At StartNow, we believe that ESG factors are essential to long-term business success. We are committed to operating in a sustainable and responsible manner, and we are proud of the progress we have made in recent years.

In 2023, we launched our new ESG strategy, Lead by Example, Not by Force. This strategy outlines our goals and commitments in the areas of climate change, social justice, and good governance. We are committed to reducing our greenhouse gas emissions, increasing our use of renewable energy, and supporting our employees and communities.

We are also committed to transparency and accountability. We publish an annual Sustainability Report that details our ESG performance and progress.

We believe that ESG is more than just a compliance issue. It is about doing the right thing for our planet, our people, and our shareholders. We are committed to being a leader in ESG, and we are excited to continue our journey in the years to come.



Vimmy Yap

Dato' Vimmy Yap

Chief ESG and Business Advisor
Start Now PLT

OUR PURPOSE

Accelerate ESG & Sustainability Journey

OUR VALUES



Data-Driven

Ensures that decisions are informed and effective

Capacity Building

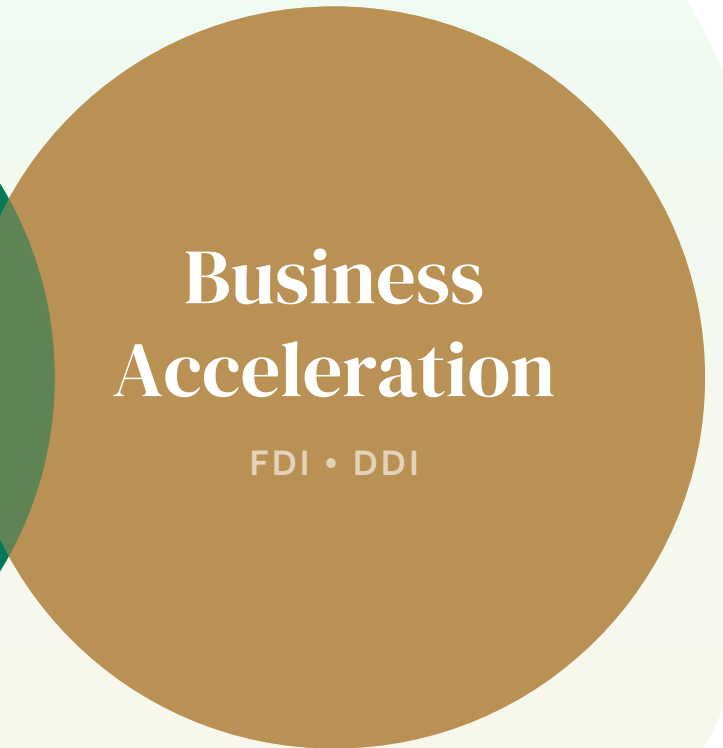
Enables sustainable development and to create a better future

Action-Oriented

Focus on getting things done and make things happen

OUR SPECIALITIES

Sustainability Acceleration



ESG is a driver for sustainability and business acceleration

Highlights

TRAINING

Thank you for learning from our trainers and consultants. We are committed to provide capacity building courses that are HRDCorp claimable.



EVENTS

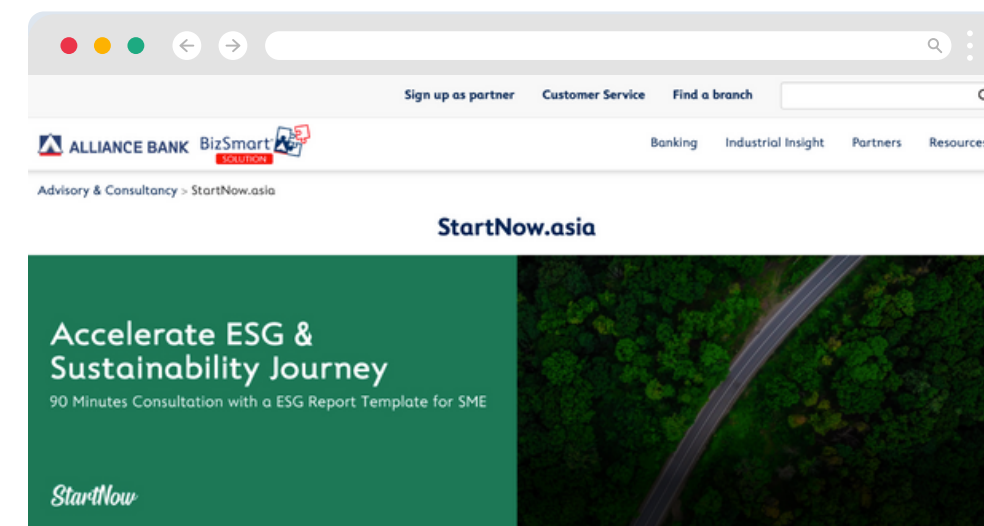
Our CEO Luncheon event provides an excellent opportunity for CEOs in the region to gain insights into the importance of ESG strategies and how to leverage them as a business advantage.

In our commitment to sustainability, we have implemented 10 initiatives, including 100% paperless, water conservation, energy efficiency, waste management and support for B40 and indigenous communities

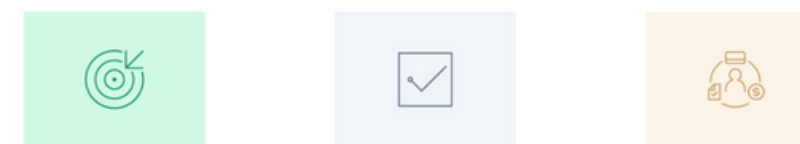


PARTNERSHIP

Alliance Bank BizSmart Solution, a one stop portal for businesses to get latest insight, market updates and partner promotions.



ESG Reporting for SME



Material Topics

ENVIRONMENTAL



Climate Action

Mitigate climate change and build a sustainable future



Biodiversity

Protect and enhance biodiversity for a healthy planet



SOCIAL



Internal

Foster a culture of employee appreciation and growth



External

Champion customer and social responsibility



GOVERNANCE



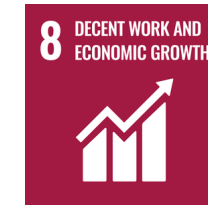
Corporate Governance

Embody the framework for long-term organisational success



Business Ethics

Balance profit with ethical and responsible stakeholder



Sustainability Framework

INPUTS

 **Climate Action**

 **Biodiversity**

 **Internal**


 **External**


 **Corporate Governance**

 **Business Ethics**


OUR APPROACH


 **Educate Employees**
Equip employees with the knowledge and skills they need to understand and implement ESG initiatives

 **Monitor and Record**
Regularly collect and analyze relevant ESG data to assess performance and identify areas for improvement

 **Plans and Practices**
Establish clear ESG policies and strategies to guide decision-making and align actions with ESG principles

OUR PROGRESS

 **Measure**
Quantifiable indicators to assess our sustainability performance

 **Target**
Commitment and goals to achieve in order to improve our sustainability performance



Continuous commitment to sustainability and creating long-term value for all stakeholders

Data Management

We use Start Now’s Sustainability Management Platform to manage our journey toward sustainability.



Data collection and management

Collect and manage our data from a variety of sources, including internal operations, supply chains, and external stakeholders.



Goal setting and tracking

Track our year-to-year data to identify trends and progress, with tools to help us to develop and implement sustainability plans.



Performance tracking and reporting

Track and report on a variety of sustainability metrics, to generate reports that are easy to understand and share with stakeholders.



Capacity Building

Develop our knowledge, skills, and resources to adopt and implement sustainable practices

StartNow

Start Now PLT	▼	<h3 style="margin: 0;">Topics</h3> <p>General</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">General Information</div> <p>Environmental Disclosure</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Emissions</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Energy</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Water</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Waste</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Materials</div> <p>Social Disclosure</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Human Rights and Labour Practices</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Employee Management</div> <div style="border: 1px solid #ccc; padding: 5px;">Diversity, Equity and Inclusion</div>
2023: ESG Profile	▼	
Dashboard		
SEDG (Beginner)		
Topics		
Surveys		
Capacity Building		
Fundamental		
Enhancement		
Management		
Manage		
Organisation		
Users		
Reports		

Climate Action

we are committed to taking concrete actions to mitigate climate change and build a sustainable future



	EDUCATE EMPLOYEES	MONITOR & RECORD	PLANS AND PRACTICES
Emissions Reduction Transitioning to a Low-Carbon Economy	✓	✓	✓
Energy Transformation Embracing Sustainable Energy Sources	✓	✓	✓
Water Stewardship Ensuring Sustainable Water Management	✓	✓	✓
Waste Management Embracing Circular Economy Principles	✓	✓	✓

OUR POLICIES AND PRACTICES

- Carbon emission management policy
- Energy efficiency policy
- Water resources management policy
- Waste management policy

Climate Action

Emissions

	2023 MEASURE	2024 TARGET
Scope 1 GHG emissions	0	0
Scope 2 GHG emissions	1.14 tCO2e	-10%
Scope 3 GHG emissions	3.078 tCO2e	-10%

Energy

	2023 MEASURE	2024 TARGET
Renewable fuel sources	0	0
Non-renewable fuel sources	0	0
Electricity	1,465.2 kWh	-10%

Water

	2023 MEASURE	2024 TARGET
Purchased water	32,670 L	-10%

Waste

	2023 MEASURE	2024 TARGET
Generated	0	0
Diverted from disposal	0	0
Directed to disposal	0	0

Note:

- We embrace a hybrid work model, utilizing both remote work and coworking spaces to foster productivity and collaboration.
- We promote eco-friendly business travel by encouraging carpooling and utilizing alternative transportation options whenever possible.
- We leverage digital communication tools to facilitate seamless collaboration, enhance information sharing, and reduce reliance on paper-based communication.

Biodiversity

We are committed to protecting and enhancing biodiversity. We believe that biodiversity is essential for a healthy planet and a thriving economy



	EDUCATE EMPLOYEES	MONITOR & RECORD	PLANS AND PRACTICES
Nature Resources Implementing sustainable practices	✓	✓	✓
Species Conservation Protecting endangered species	✓	✓	✓
Building Verges Restoring habitats for plants and wildlife	✓	✓	✓

OUR POLICIES AND PRACTICES

- The Environment and Natural Resources Policy

Biodiversity

Nature Resources

	2023 MEASURE	2024 TARGET
Operations assessed for biodiversity risks	1	100%

Species Conservation

	2023 MEASURE	2024 TARGET
Conserve endangered species	1	2

Building Verges

	2023 MEASURE	2024 TARGET
Restore habitats for plants and wildlife	30M ²	+50%



Internal

We encourage open communication, provide opportunities for professional development, and recognise and reward employee achievements



	EDUCATE EMPLOYEES	MONITOR & RECORD	PLANS AND PRACTICES
Health and Safety Prioritising the well-being of employees	✓	✓	✓
Diversity, Equity and Inclusion Creating a workplace with individuals from diverse backgrounds and cultures	✓	✓	✓
Human Rights and Labour Practices Upholding human rights and ensuring ethical labour practices	✓	✓	✓
Human Capital Development Providing opportunities for learning, growth, and skill enhancement	✓	✓	✓

OUR POLICIES AND PRACTICES

- Health and Safety Policy
- Diversity, Equity & Inclusion Policy
- Human Rights and Labour Practices Policy
- Human Capital Development Policy

Internal

Health and Safety

	2023 MEASURE	2024 TARGET
Number of fatalities	0	0
Number of injuries	0	0
Number of employees trained in health and safety standards	5	100%

Human Rights and Labour Practices

	2023 MEASURE	2024 TARGET
Number of child labour incidents	0	0
Number of forced labour incidents	0	0

Diversity, Equity and Inclusion

	2023 MEASURE	2024 TARGET
Percentage of employees by gender (Male)	7	—
Percentage of employees by gender (Female)	2	—
Percentage of employees by age (< 30 years old)	0	—
Percentage of employees by age (30 - 50 years old)	7	—
Percentage of employees by age (> 50 years old)	2	—

Human Capital Development

	2023 MEASURE	2024 TARGET
Average hours of training per employee	8	+100%
Turnover rate	0	0

External

We support a variety of charitable organisations, volunteer to help local communities, and promote sustainable practices in our operations



EDUCATE
EMPLOYEES

MONITOR &
RECORD

PLANS AND
PRACTICES

Community Engagement

Building relationships with the communities



Customer Responsibility

Treating customers with respect and fairness



Responsible Marketing

Promoting products and services in a way that is ethical and truthful



OUR POLICIES AND PRACTICES

- Community Investment Policy
- Customer Responsibility Policy
- Responsible Marketing Policy

External

Community Engagement

	2023 MEASURE	2024 TARGET
Number of community investment and donations	RM 10,000	+50%
Number of beneficiaries	4 NGOs	+50%

Customer Responsibility

	2023 MEASURE	2024 TARGET
Number of times reaching out to customers	12	+50%
Customer satisfaction rating	4 out of 5	—

Responsible Marketing

	2023 MEASURE	2024 TARGET
Total marketing campaigns	3	+50%
Number of marketing campaigns assessed for information accuracy	3	100%



Corporate Governance

We encompass the framework in ensuring the long-term sustainability and success of organisation



EDUCATE EMPLOYEES

MONITOR & RECORD

PLANS AND PRACTICES

Products and Services Responsibility

Ensuring that products and services are safe and ethical



Data Privacy and Security

Safeguarding the confidentiality, integrity, and availability of customer and company information.



OUR POLICIES AND PRACTICES

- Sustainable Materials Management Policy
- Products and Services Responsibility Policy
- Data Privacy and Security Policy

Corporate Governance

Data Privacy and Security

2023 MEASURE

2024 TARGET

Number of complaints concerning privacy and losses of data

0

0

Product and Services Responsibility

2023 MEASURE

2024 TARGET

Total product and service categories

8

—

Number of product and service categories assessed for health and safety impacts

8

100%

Number of complaints concerning health & safety impacts of products and services

0

0

Number of units recalled for health and safety reasons

0

0

Business Ethics

We ensure that not only make a profit but also act ethically and responsibly towards our stakeholders, and the broader community.



EDUCATE
EMPLOYEES

MONITOR &
RECORD

PLANS AND
PRACTICES

Supply Chain

Enforcing ethical sourcing practices among suppliers



Risk Management

Embracing proactive risk management to safeguard financial stability, reputation, and regulatory compliance



Board Diversity

Fostering ethical leadership and stakeholder inclusion



OUR POLICIES AND PRACTICES

- Supply Chain Management Policy
- Risk Management Policy
- Board Diversity Policy

Business Ethics

Supply Chain	2023 MEASURE	2024 TARGET
Number of local suppliers	5	100%
Number of oversea suppliers	0	0

Risk Management	2023 MEASURE	2024 TARGET
Year of last submitted audited financial report	2023	—
Year of last ESG / sustainability report	2023	—

Board Diversity	2023 MEASURE	2024 TARGET
Percentage of directors by gender (Male)	3	—
Percentage of directors by gender (Female)	2	—
Percentage of directors by age (< 30 years old)	1	—
Percentage of directors by age (30 - 50 years old)	3	—
Percentage of directors by age (> 50 years old)	1	—

Disclaimer

The following information constitutes our Environmental, Social, and Governance (ESG) disclosure. It is intended to provide stakeholders with insights into our organisation's commitment to responsible and sustainable business practices. This disclosure is based on data available as of September 30, 2023, and we undertake no obligation to update or revise this information. While every effort has been made to ensure the accuracy of the data presented, readers are advised to exercise their judgment and consult additional sources where necessary.

This document is not intended to serve as financial advice or an investment recommendation. ESG factors can be subjective and may vary across industries and regions. Readers are encouraged to consider this disclosure as part of a broader set of information when making financial or investment decisions.

Notes

Data Sources and Calculation Methods

The ESG metrics presented herein are based on data collected from internal sources, industry benchmarks, and third-party providers.

Scope and Limitations

Our ESG disclosure covers specific aspects of our operations and may not encompass all elements of our business. Limitations may arise from data availability, industry standards, or the evolving nature of ESG metrics. Areas outside the scope of this disclosure may be addressed in future reports.

Forward-Looking Statements

Certain statements in this disclosure may be forward-looking and subject to risks and uncertainties. Future events or outcomes may differ from those expressed or implied in these statements.

Stakeholder Engagement

We actively engage with stakeholders to incorporate their perspectives into our ESG initiatives. Feedback from stakeholders, including customers, employees, and community representatives, plays a vital role in shaping our sustainability practices.

ESG Committee

We have established an ESG Committee responsible for overseeing the development, implementation, and performance of our ESG initiatives.

For inquiries related to this ESG disclosure, please contact sustainability@startnow.asia.

Start Now PLT

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