Sustainability Report

2024

For the period covering 01 Jan 2024 - 31 Dec 2024

Generated by ESGpedia

2024

Express 21 Pte Ltd

Corporate Registration Number:
199607589M

Address of Principal Executive Offices:
5 SOON LEE STREET #04-01 PIONEER POINT SINGAPORE (627607)

State of Jurisdiction of Incorporation

Singapore

Fiscal Year Ending
Dec 2024

Table of Contents

Leadership & Overview

4 • Director Statement

5 • About this Report

6 • About Us

Recognitions & Engagement

7 • Certifications

8 • Key Initiatives

10 • Industry Memberships

Our Sustainability Approach

11 • Material topics

12 **ESG Performance Highlights**

Environmental Stewardship

13 • Managing our Environmental Impact

15 • Tracking Our Carbon Footprint

Social Responsibility

17 • Building a Diverse and Inclusive Workplace

18 • Supporting Employee Well-being

20 • Health and Safety at Work

21 • Training and Development

Governance & Ethics

22 • Upholding Integrity

23 **GRI Content Index**

26 **Contact Us**

Director Statement

At Express 21, speed, precision, and safety are the foundation of our operations. Guided by our philosophy Be Express, Be Safe, we are committed to delivering high-quality engineering solutions with integrity and professionalism.

As a member of the Showa Astec Group, a Human Capital Company, we prioritise people development, strong partnerships, and continuous improvement. We uphold superior workmanship and consistently strive for excellence in every project we undertake.

We are also firmly committed to our Environmental, Social, and Governance (ESG) journey. By integrating sustainable practices, fostering social responsibility, and maintaining ethical governance, we enhance long-term value for our stakeholders and contribute to a more resilient and responsible industry.

Through our focus on safety, quality, ESG, and craftsmanship, Express 21 remains dedicated to building a sustainable and trusted future.



Martin Lau Yong Lin

Director
Express 21 Pte Ltd

About this Report

This report covers **Express 21's** sustainability performance from **01 Jan 2024 to 31 Dec 2024.**

Reporting Frameworks
(GRI 2-3)

The report was meticulously crafted with reference to the Global Reporting Initiative (GRI) standard ensuring comprehensive coverage and alignment with internationally recognized sustainability reporting practices.

Our carbon accounting processes is aligned with the GHG Protocol methodology, ensuring a comprehensive, transparent, and standardized disclosure of our environmental impact. Carbon emissions were calculated on ESGpedia, an ESG software used for Environmental, Social, and Governance reporting.

External Assurance
(GRI 2-5)

No external assurance was conducted for this sustainability 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:

Express 21 Pte Ltd

Contact: (P) 6358 0070 (E) expss21@singnet.com.sg
Address: 5 Soon Lee Street #04-01/04 Pioneer Point Singapore 627607
Website: http://express21.com.sg/

About Us

Established in 1996, Express 21 is an industry leader specialising in M&E services, Electrical Engineering and Structured Cabling solutions for buildings. We have since inception undergone a major expansion in services and expertise which enable us to serve the growing demands in the engineering arena.

Today, we offer the most comprehensive suite of cabling systems available for building electrical, ELV services and data communications networks, while our M&E division provides total solutions for ACMV, fire protection, plumbing and sanitary systems.

In addition, Express 21 has been awarded the Singapore Prestige Class Award 2016-2017. We are proud to achieve a significant milestone in our branding journey. The award also testifies to the fact that Express 21 takes its building mechanical, electrical and infrastructural projects very seriously.

Nevertheless, we do not rest on our laurels. We will continue to strive toward excellence in all aspects of our operations.





Location of operations

Headquarters and Main Operating Location: **Singapore**

Certifications



ISO 9001: 2015 Quality Management System



ISO 14001: 2015 Environmental Management System



ISO 45001: 2018 Occupational Health and Safety Management System

BizSAFE Level Star

At Express 21, our operations are guided by internationally recognised standards that reflect our unwavering commitment to quality, health, and safety across all levels of our business.

We are proud to be certified with:

ISO 9001:2015 – Quality Management System

This certification affirms our dedication to delivering consistent, high-quality services that meet customer and regulatory requirements. It reflects our continuous drive for improvement, strong process control, and customer satisfaction.

ISO 14001:2015 – Environmental Management System

Our ISO 14001 certification demonstrates our commitment to responsible environmental practices. We actively manage our environmental impact by adopting sustainable practices, reducing waste, and complying with environmental regulations.

ISO 45001:2018 – Occupational Health and Safety Management System

This globally recognised certification demonstrates our proactive approach to managing workplace risks, ensuring a safe and healthy working environment for all our employees and stakeholders. It is a testament to our safety-first culture and commitment to protecting our people.

BizSAFE Level Star

The highest level in the BizSAFE programme by the Workplace Safety and Health Council, BizSAFE Level Star recognises our comprehensive risk management practices and top-tier safety standards. It further underscores our leadership in workplace safety and health.

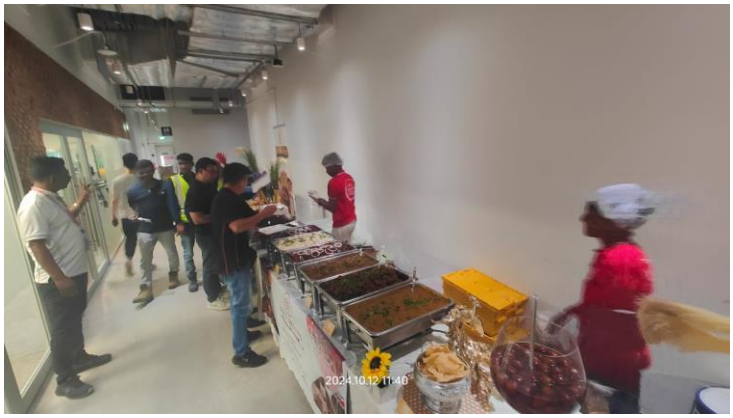
Key Initiatives



Supporting Our Employees and Workers

At Express 21, we believe that a safe and motivated workforce begins with care and appreciation. To honour the contributions of our site workers, we regularly organise **buffet lunches** that offer a break from the daily routine and a chance to bond as a team. Festive occasions such are celebrated, creating a sense of belonging and community across our worksites. These efforts reflect our ongoing commitment to uplifting the welfare and morale of the people who form the backbone of our operations.

Beyond the worksites, Express 21 is equally focused on cultivating a positive, people-first environment for all employees. Events like our **Lunar New Year dinner** bring together colleagues from across departments to celebrate as one united team. These gatherings encourage cross-functional interaction and strengthen the shared values that drive our company forward.









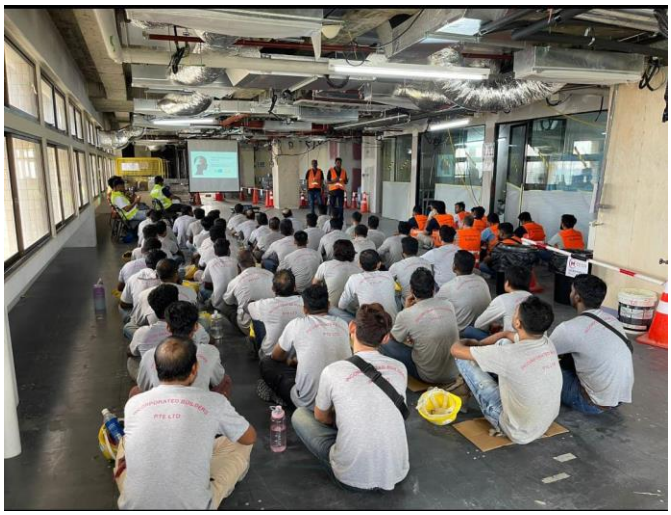
Key Initiatives



Express 21 Champions Safety as Part of its Sustainability Commitment

As part of its ongoing sustainability efforts, Express 21 conduct its monthly **Internal Safety Promotion Session**. Held on-site and attended by site supervisors, engineers, and workers, the session included safety briefings, visual presentations, and interactive discussions on workplace hazards, personal protective equipment (PPE) usage, and real-life case studies to reinforce key safety protocols. The initiative emphasized proactive prevention and personal responsibility, aligning with the company's goal of fostering a culture of safety from the ground up.

The campaign also featured recognition for workers who demonstrated strong safety practices, underlining the company's commitment to creating a safe and inclusive working environment. By integrating safety into its sustainability framework, Express 21 affirms that sustainable development begins with protecting the health and dignity of its workforce.





Industry Memberships

Express 21 is an active member of these organizations that contribute significantly towards sustainability initiatives:

Singapore Business Federation

The Singapore Business Federation (SBF) is the apex business chamber championing the interests of the Singapore business community in the areas of trade, investment and industrial relations. It represents more than 32,000 companies, as well as key local and foreign business chambers.

Material Topics

Material Topics Overview

Identifying material topics is a critical step in ensuring our sustainability reporting reflects the most important environmental, social, and governance issues affecting both our business and stakeholders. For this inaugural ESG report, **Express 21** conducted an internal materiality assessment involving key departments and leadership teams to determine the issues most relevant to our operations. As we continue to mature in our ESG journey, we intend to expand this process to include external stakeholders, enabling us to capture a more holistic and balanced perspective in future assessments.

Methodology and Standards

We aligned our materiality assessment with reference to the Sustainability Accounting Standards Board (SASB) and Global Reporting Initiative (GRI) guidelines, which helped us identify the most material topics relevant to our industry. We also identified commonly disclosed topics in sustainability reports published by companies in the same Construction industry.

- Anti-corruption (GRI 205)
- Energy (GRI 302)
- Water and Effluents (GRI 303)
- Emissions (GRI 305)
- Waste (GRI 306)
- Employment (GRI 401)
- Occupational Health & Safety (GRI 403)
- Training and Education (GRI 404)
- Diversity & Equal Opportunity (GRI 405)

2024

ESG Performance Highlights

Environmental

FY 2024 Progress

Total Electricity Consumption

162,913 kWh

Total absolute GHG emissions of Scope 1 and Scope 2

240.729 tCO_2e

Total Water Consumption

13,990.2 m^3

Social

FY 2024 Progress

Average training hours per employee is:	**16**
Ratio of male to female employees:	**13 : 1***
Ratio of young to older employees:**	**1 : 2***

Governance

FY 2024 Progress

24/7	access to whistleblowing channel to every employee
0	incident relating to corruption and/or bribery

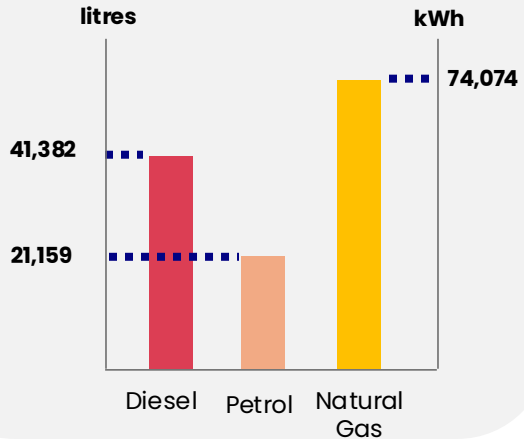
*Estimated ratio
**Young: under 30 years old, Older: over 30 years old

Environmental Stewardship

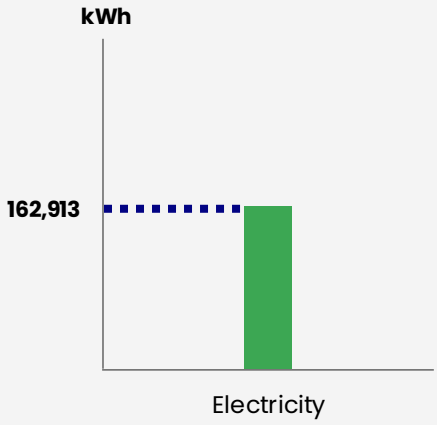
Managing our Environmental Impact

Since 2024 marks our first year of tracking emissions data, it will serve as our baseline year. This baseline provides a foundational reference point, allowing us to measure and assess the effectiveness of future sustainability initiatives and improvements in reducing our carbon footprint. By establishing this baseline, we can set more informed and ambitious reduction targets moving forward.

Fuel Consumption



Electricity Consumption



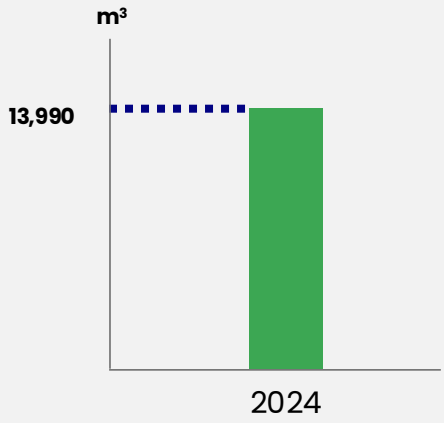
S/N	Item	Datapoint	Units	Alignment to standards
1	Diesel Consumption	41,382.06	Litres	GRI 302-1
2	Petrol Consumption	21,158.94	Litres	
3	Natural Gas Consumption	74,074	kWh	
2	Electricity Usage	162,913	kWh	

Environmental Stewardship

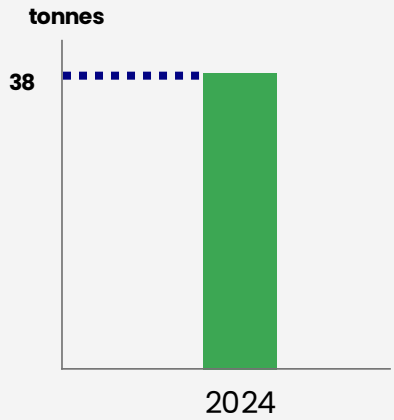
Managing our Environmental Impact

Since 2024 marks our first year of tracking emissions data, it will serve as our baseline year. This baseline provides a foundational reference point, allowing us to measure and assess the effectiveness of future sustainability initiatives and improvements in reducing our carbon footprint. By establishing this baseline, we can set more informed and ambitious reduction targets moving forward.

Water Consumption



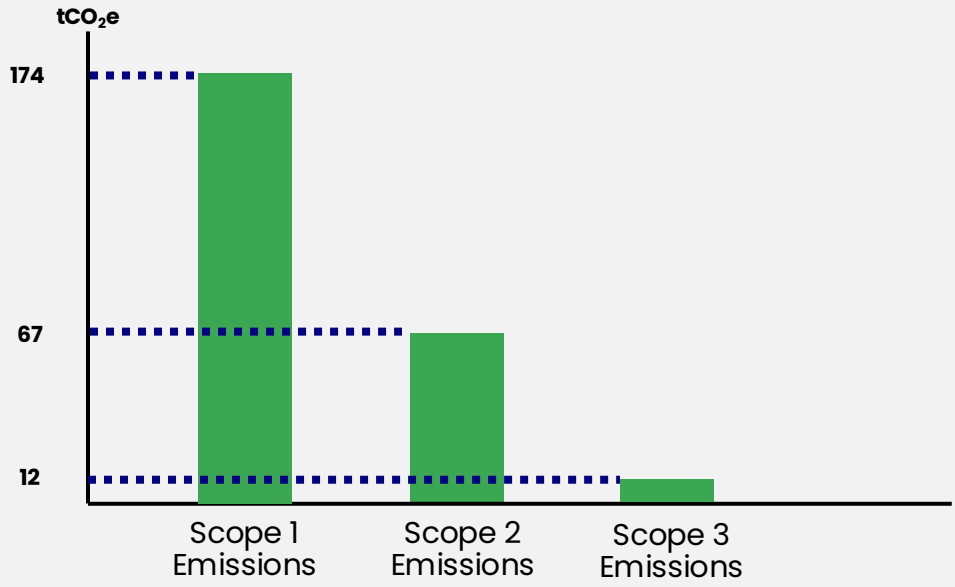
Waste Disposed



S/N	Item	Datapoint	Units	Alignment to standards
1	Water Consumption	13,990.2	m^3	GRI 303-5
2	General Waste DIsposed	38.4	tonnes	GRI 306-3

Environmental Stewardship

Tracking Our Carbon Footprint

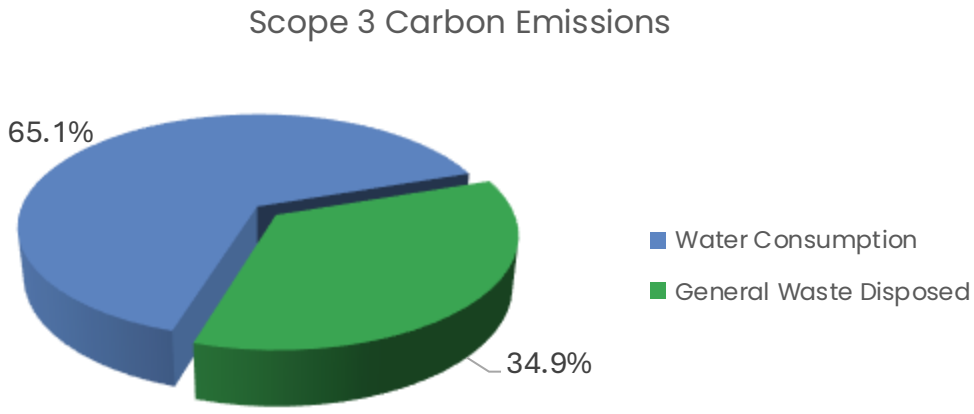


S/N	Item	Datapoint	Units	Alignment to standards
1	Scope 1 Emissions	173.609	tCO_2e	GRI 305-1
2	Scope 2 Emissions	67.120	tCO_2e	GRI 305-2
3	Scope 3 Emissions	12.256	tCO_2e	GRI 305-3

Our emissions are calculated using the emission factors from Singapore Emission Factors Registry (SEFR) and Department for Environment, Food & Rural Affairs (DEFRA) 2024.

Environmental Stewardship

Tracking Our Carbon Footprint (Breakdown of Scope 3 Emissions)



S/N	Item	Datapoint	Units	Alignment to standards
1	Water Consumption (under Purchased Goods and Services)	7.974	tCO_2e	GRI 305-3
2	General Waste Disposed	4.282	tCO2e	
Total Scope 3 Emissions		12.256	tCO_2e	

In 2024, we initiated the tracking of our Scope 3 carbon emissions, focusing on the following categories:

- Water consumption (under Category 1: Purchased Goods and Services)
- General Waste Disposed (under Category 5: Waste Generated in Operations)

In future reporting years, we aim to expand our tracking efforts to include additional data points within our Scope 3 carbon emissions.

Social Responsibility

Building a Diverse and Inclusive Workplace

S/N	Item	Datapoint	Alignment to standards
1	Current Employees by Age Group – Below 30 years old	90	GRI 405-1
	Current Employees by Age Group – Between 30 to 50	159	GRI 405-1
	Current Employees by Age Group – Above 50 years old	15	GRI 405-1
2	Current Employees by Gender – Male	245	GRI 405-1
	Current Employees by Gender – Female	19	GRI 405-1
3	Total Number of Current Employees*	264	GRI 2-7

*As at 31 December 2024

Inclusive Workforce and Growth Opportunities

Our workforce reflects the dynamic nature of the construction and engineering sector, with a strong presence of skilled male workers engaged in site-based and technical roles. While this reflects broader industry trends, we remain committed to building a more inclusive and balanced workplace that welcomes talent from all backgrounds.

We take a proactive approach to understanding our workforce profile, tracking factors such as age, gender, and experience, to support long-term planning and inclusive growth. These insights guide our efforts to nurture leadership from within, encourage mentorship across generations, and open up pathways for advancement across the organisation. Above all, we strive to create an environment where every individual feels respected, empowered, and equipped to grow with the company.

Social Responsibility

Supporting Employee Well-being

S/N	Item	Datapoint	Alignment to standards
1	**Number of New Employee hires by age group**		GRI 401-1
	Under 30 years old	42	
	30 – 50 years old	27	
	Over 50 years old	0	
2	**Number of New Employee hires by gender group**		
	Male	66	
	Female	3	

Empowering People to Build the Future

People are the driving force behind Express 21's ability to deliver reliable and high-quality construction outcomes. From on-site crews to technical teams and project leaders, every individual contributes to the company's success through skill, dedication, and a shared commitment to excellence. As the business evolves with new technologies and industry standards, there is a growing emphasis on attracting individuals who are proactive, adaptable, and passionate about shaping the built environment.

New hires go through a structured onboarding programme that familiarises them with key safety procedures, operational workflows, and quality expectations. To support long-term development, Express 21 offers diverse growth opportunities through hands-on experience, upskilling courses, and leadership training—empowering employees to advance along both technical and management tracks.

The workplace culture emphasises collaboration, respect, and equal opportunity, providing a foundation where individuals can thrive professionally and personally. By prioritising employee development and fostering a supportive environment, the company continues to grow sustainably while contributing to a forward-looking construction sector.

Social Responsibility

Supporting Employee Well-being

S/N	Item	Datapoint	Alignment to standards
1	**Number of employee turnover by age group**		GRI 401-1
	Under 30 years old	7	
	30 – 50 years old	16	
	Over 50 years old	2	
2	**Number of employee turnover by gender group**		
	Male	24	
	Female	1	

Cultivating a Committed and Capable Team

A skilled and loyal workforce forms the backbone of Express 21's ability to deliver consistent, high-quality outcomes in a dynamic construction landscape. To meet the evolving needs of our projects, we prioritise long-term career development, offering employees the opportunity to grow with the company and build meaningful futures in the industry.

Rather than depending on short-term labour, the focus lies in nurturing in-house talent through structured training, project exposure, and upskilling initiatives. This not only deepens technical expertise but also fosters a stronger sense of commitment and belonging among our team.

Teamwork, fairness, and mutual respect are core values embedded in the workplace culture. Regular engagement efforts, from welfare activities to appreciation events, help reinforce morale and strengthen retention. With people at the centre of our strategy, we continue to invest in a stable and dedicated workforce ready to drive Express 21's long-term success.

Social Responsibility

Health and Safety at Work

S/N	Item	Datapoint	Alignment to standards
1	Number of fatalities as a result of work-related injury	0	GRI 403-9
2	Number of high-consequence work-related injuries	0	GRI 403-9
3	Number of recordable work-related injuries	0	GRI 403-9
4	Number of recordable work-related ill health cases	0	GRI 403-10

Making Safety Everyone's Responsibility

Safety is deeply embedded in the way Express 21 operates, viewed not simply as a compliance measure, but as a shared value that underpins every aspect of our work. With construction activities involving heavy equipment, elevated work areas, and complex site coordination, protecting the well-being of our workforce is essential to both performance and long-term sustainability.

Every stage of our operations, from planning and material handling to installation and handover, is guided by clear safety protocols and risk management practices. Regular site inspections, task-specific assessments, and daily toolbox briefings are conducted to keep teams alert to potential hazards and to reinforce safe behaviours.

Employees are encouraged to take ownership of safety through open communication, active reporting of near-misses, and participation in ongoing improvements. This collective mindset builds a stronger culture of accountability across all worksites.

Leaders play a key role by remaining visible and engaged, setting expectations through example, and responding swiftly to any safety-related issues. Our commitment is simple and unwavering: to ensure that every worker returns home safely, every single day. This dedication to safety is part of what defines Express 21 as a reliable and responsible partner in the industry.

Social Responsibility

Training and Development

S/N	Item	Datapoint	Alignment to standards
1	Average training hours per employee	16	GRI 404-1
2	Average training hours per Male Employee	16	GRI 404-1
3	Average training hours per Female Employee	0	GRI 404-1

Strengthening Capabilities Through Lifelong Learning
A highly skilled and adaptable workforce is essential to delivering quality outcomes in today's construction environment. At Express 21, learning is viewed as a continuous journey, one that grows with each project, technological upgrade, and operational shift.

Training is deeply embedded in daily work routines, with employees gaining practical knowledge through direct involvement in site activities, close guidance from supervisors, and exposure to various scopes of work. This hands-on approach helps individuals build technical confidence and become well-rounded in their roles.

To support long-term development, the company invests in targeted training across key areas such as safety, quality assurance, equipment handling, and leadership readiness. Employees are encouraged to take initiative in their own development, with pathways available for both upskilling and career progression.

By promoting a culture of learning, Express 21 empowers individuals to grow in tandem with the company's evolving needs—leading to stronger teamwork, greater efficiency, and a future-ready workforce.

Governance & Ethics

Upholding Integrity

Integrity is a fundamental value that shapes every aspect of how Express 21 operates. We are committed to conducting business with honesty, transparency, and accountability—earning the trust of our clients, partners, and communities through actions that reflect our ethical standards. Corruption, bribery, and any form of misconduct are strictly prohibited and not tolerated under any circumstances.

To maintain a strong culture of ethics, all employees are expected to comply with our **Code of Conduct**, supported by regular training that reinforces awareness of ethical risks, responsibilities, and reporting procedures. Internal audits and compliance checks are also carried out to safeguard against potential breaches and to ensure that governance practices remain robust.

This commitment extends beyond internal teams to include subcontractors, vendors, and external collaborators, all of whom are required to align with Express 21's **Anti-Corruption Policy**. A confidential whistleblowing channel is available to empower individuals to report concerns safely and without fear of retaliation.

With no reported incidents of corruption or ethical violations in 2024, the company continues to uphold high standards of integrity, anchoring our reputation as a reliable and responsible partner in the construction industry.

ANTI-CORRUPTION POLICY

Effective Date: 3rd July 2025

1. Policy Statement

Express 21 Pte Ltd ("the Company") is committed to maintaining the highest standards of integrity, transparency, and ethical conduct in all aspects of our operations. We adopt a zero-tolerance approach to bribery and corruption, and we are fully compliant with Singapore's Prevention of Corruption Act (Cap. 241) and all relevant anti-corruption regulations.

2. Purpose

This Anti-Corruption Policy sets out the principles and responsibilities for preventing bribery and corrupt practices. It is designed to:

- Foster a culture of ethical conduct and accountability;
- Prevent and detect corruption risks across all levels of the business;
- Ensure compliance with applicable laws and standards.

3. Scope

This policy applies to:

- All employees of Express 21, including directors, managers, permanent, contract, and temporary staff;
- Consultants, subcontractors, agents, and service providers acting on behalf of Express 21;
- Joint venture partners and other third parties engaged in business with the Company.

4. Prohibited Practices

The Company strictly prohibits:

- Offering, giving, soliciting, or receiving any form of bribe or improper benefit;
- Making facilitation payments to expedite routine government actions;
- Providing or accepting gifts, entertainment, or hospitality with the intent to influence business decisions;
- Engaging in kickbacks or commissions related to corrupt activities.

5. Conflicts of Interest

Employees must avoid situations where personal interests could conflict with their duties to the Company. Any actual, potential, or perceived conflicts must be disclosed immediately to the reporting officer or Human Resources.

GRI Content Index

Statement of Use	Express 21 Pte Ltd has reported the information cited in this GRI content index for the period of 1 January 2024 to 31 December 2024 with reference to the GRI Standards.
GRI 1 Used	GRI 1: Foundation 2021

GRI Standard	Disclosure Requirements	Reference
GRI 2: General Disclosures 2021		
2-1	Organization details	Pg. 6
2-2	Entities included in the organization's sustainability reporting	Pg. 6
2-3	Reporting period, frequency and contact point	Pg. 5
2-5	External assurance	Pg. 5
2-7	Employees	Pg. 17
2-28	Membership Associations	Pg. 10
2-29	Stakeholder engagement	Pg. 9
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Pg. 11
3-2	List of material topics	Pg. 11
3-3	Management of material topics	Pg. 11

GRI Content Index

GRI Standard	Disclosure Requirements	Reference
GRI 205: Anti-Corruption 2016		
205-1	Operations assessed for risks related to corruption	Pg. 22
205-2	Communication and training about anti-corruption policies and procedures	Pg. 22
205-3	Confirmed incidents of corruption and actions taken	Pg. 22
GRI 302: Energy 2016		
302-1	Energy Consumption within the organization	Pg. 13
GRI 303: Water and Effluents		
303-5	Water consumption	Pg. 14
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	Pg. 15
305-2	Energy indirect (Scope 2) GHG emissions	Pg. 15
305-3	Other indirect (Scope 3) GHG emissions	Pg. 15, 16
GRI 306: Waste 2010		
306-3	Waste Generated	Pg. 14

GRI Content Index

GRI Standard	Disclosure Requirements	Reference
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	Pg. 18, 19
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pg. 18, 19
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Pg. 20
403-2	Hazard identification, risk assessment, and incident investigation	Pg. 20
403-9	Work-related injuries	Pg. 20
403-10	Work-related ill health	Pg. 20
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	Pg. 21
404-2	Programs for upgrading employee skills and transition assistance programs	Pg. 21
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Pg. 17

2024

Contact Us



Main Office

5 Soon Lee Street #04-01/04 Pioneer Point Singapore 627607

Visit Us

http://express21.com.sg/