

Sustainability@iFAST: Overview

Board Sustainability Statement

iFAST Corp is committed to integrating principles of sustainability into both the business operations of the Company as well as future corporate strategies, to ensure the long-term growth of the Company.

The Board of Directors (the “Board”) ascertains, through regular updates provided by the Sustainability Working Group, the sustainability strategies, material issues, key stakeholders and significant risks and opportunities of

the Company, while also keeping in mind the factors associated with sustainability when determining the strategic and business objectives of the Company.

Sustainability Strategy

Guided by its mission “To help investors around the world invest globally and profitably”, iFAST Corp’s sustainability strategy is built on its three core values: Integrity, Innovation, and Transparency. These values form the foundation of the Company’s four Corporate Social Responsibility (CSR) pillars: Charity Through Sports, Conserving the Environment, Cultivating Financial Literacy, and Caring for the Community.

In FY2024, iFAST Corp’s sustainability strategy integrates core ESG principles,

focusing on four key stakeholder groups - Customers, Investors, Employees, and Communities - and addressing four material ESG issues - Innovation, Cybersecurity, Compliance, and Sustainability.

Many of these focus areas have been embedded in iFAST Corp’s business model since its early years, including price transparency, independent research, technological innovation, and robust IT systems, all of which have been instrumental in building a

sustainable and resilient business.

Additionally, iFAST Corp has aligned its sustainability framework with seven key United Nations Sustainable Development Goals (UNSDGs), integrating these goals into its four core ESG strategies to drive positive impact and long-term sustainable growth.



Sustainability Governance and Oversight

iFAST Corp has established a Sustainability Working Group (SWG) to oversee the reporting, monitoring, and framework development of ESG initiatives. The SWG, led by the Chief Sustainability Officer, collaborates with various departments and business units to ensure the adherence and implementation of key sustainability principles. Currently comprising members from the Corporate Communications department, the SWG receives strategic guidance from Senior Management and the Board of Directors to align sustainability efforts with corporate objectives.

To further strengthen ESG awareness and implementation, the SWG has been expanded to include representatives

from Compliance, Risk Management, Human Resources, IT, and other key internal teams. This multidisciplinary approach aims to enhance coordination and drive meaningful sustainability initiatives across the organisation.

Updates on sustainability measures and trends are also presented to the Management Risk Committee (MRC) and the Board Members to ensure continued alignment with evolving ESG standards.

To identify and assess key stakeholders and material ESG issues, iFAST Corp conducts annual sustainability surveys. These surveys help evaluate the impact and relevance of ESG factors for the

reporting period. The preliminary findings are presented to Senior Management and the Board of Directors, who review and finalise the Company's material ESG issues.

A clear recognition of material issues and stakeholders enables iFAST Corp to develop targeted ESG initiatives and implement measures that support long-term business sustainability. The Company remains committed to enhancing stakeholder engagement on key ESG matters and setting measurable targets to strengthen its sustainability performance.

About Sustainability Report 2024

Scope

The 2024 Sustainability Report covers iFAST Corp's Singapore operations for the reporting period from 1 January 2024 to 31 December 2024. As of 31 December 2024, Singapore remains the Company's largest contributor in terms of Assets Under Administration (AUA). iFAST Corp has also progressively expanded its sustainability reporting scope to include Hong Kong operations in FY2023.

While the Company acknowledges sustainability initiatives from its other key markets in Malaysia, China, and the UK, these markets will not be included in the official reporting scope for FY2024. Inclusion of these markets will be reassessed if their operational significance grows.

Reporting Framework

This Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, a globally recognised framework for comprehensive sustainability reporting. The report addresses key stakeholders, material issues, risks, and opportunities most relevant to iFAST Corp's business, with supporting data where applicable. The GRI Standards were selected as they align with the Company's material topics, ensuring transparent and structured sustainability disclosures. Additionally, climate-related disclosures, first introduced in SR2022, will follow Singapore Exchange (SGX)'s mandatory climate reporting requirements, based on the Task Force on Climate-related Financial Disclosures (TCFD) recommendations.

Data and Internal Assurance

To ensure the accuracy and credibility of our ESG data, iFAST Corp has established an internal review process and is committed to enhancing the transparency and accuracy of our disclosures, following internal assessments to verify key ESG indicators relevant to our operations.

In FY2024, the Company has not undertaken external assurance for its Sustainability Report. Nonetheless, moving forward, we will continue to refine our ESG reporting procedures and may consider expanding the scope of assurance to strengthen the integrity and accountability of our sustainability disclosures.

Feedback

We welcome feedback on this report and any aspect of our sustainability performance. Please address all feedback to iFAST at ir@ifastfinancial.com.

Sustainability@iFAST: Stakeholder Engagement

iFAST Corp is committed to ongoing engagement with stakeholders through various channels to better understand and address ESG-related concerns, while also monitoring the impact of its operations.

To ensure effective communication and responsiveness, stakeholder engagement channels and frequencies are regularly

reviewed for relevance and adequacy in addressing ESG issues. The Company also tracks emerging ESG trends and developments, implementing necessary measures to address identified concerns.

ESG-related feedback gathered from stakeholders plays a crucial role in shaping future business strategies, plans, and

corporate direction. Based on an impact assessment, seven key stakeholder groups have been identified, with their respective engagement channels and objectives outlined in the table below:

Stakeholders Type	Engagement Channels	Concerns and Issues Raised by Stakeholders & Summary of Initiatives	Objectives of Corresponding ESG Initiatives
Employees • DIRECT • INTERNAL	<ul style="list-style-type: none"> Regular email updates E-newsletters Staff intranet (with interaction features) Meetings, seminars, and training sessions Company events and town halls (including Q&A sessions with Senior Management) 	<p>Employment-related concerns:</p> <ul style="list-style-type: none"> Fair employment practices and competitive remuneration Comprehensive staff benefits and welfare initiatives Career growth and development opportunities <p>Health and Wellbeing Initiatives:</p> <ul style="list-style-type: none"> Health and wellness programmes covering medical, dental, and orthopaedic care Wellness packages promoting physical and mental well-being <p>Work-Life Balance and Recreational Activities:</p> <ul style="list-style-type: none"> Sports allowances to support active lifestyles Staff-initiated activities such as running, hiking, stair climbing, and soccer sessions Participation in sports-related charity initiatives <p>Investment and Financial Education Support:</p> <ul style="list-style-type: none"> iFAST Academy: Training sessions on investment and personal finance Transactional rebates on investment products such as stocks, bonds, ETFs, and insurance Employee Investment Scheme to facilitate long-term financial growth <p>Understanding the Company's Vision and Corporate Values:</p> <ul style="list-style-type: none"> Orientation programmes covering corporate history and culture Bi-monthly e-newsletters (iFAST Vibes) Group-wide town hall meetings to update employees on Company performance, key business plans, and strategic developments 	<p>Talent Attraction and Retention:</p> <p>Ensuring a supportive and competitive work environment that attracts and retains employees.</p> <p>Promoting a Healthy Workforce:</p> <p>Encouraging a culture of wellness to enhance employee health and productivity.</p> <p>Encouraging Employee Wellbeing:</p> <p>Promoting a balanced lifestyle through recreational and social engagement.</p> <p>Financial Empowerment:</p> <p>Helping employees build investment knowledge and financial stability.</p> <p>Enhancing Organisational Alignment:</p> <p>Strengthening employee engagement and ensuring alignment with corporate goals.</p>

Stakeholders Type	Engagement Channels	Concerns and Issues Raised by Stakeholders & Summary of Initiatives	Objectives of Corresponding ESG Initiatives
Customers B2B and B2C Investors, B2B and Internal Financial Advisers, B2B Financial Institutions, and Other Customers • DIRECT • EXTERNAL	<ul style="list-style-type: none"> Websites and mobile applications Regular communications (through emails, phone calls, live chat or by visiting iFAST office) Physical and virtual events (investment-related seminars, client workshops, appreciation events and roadshows) Social Media Surveys Face-to-face meetings 	<p>Access to useful content and transparent information for informed decision-making:</p> <ul style="list-style-type: none"> Regularly published research articles covering market outlooks, product updates, and investment ideas Weekly research updates for internal staff Investment-related seminars and training sessions for retail customers and B2B/internal advisers Openly accessible tools and transparent information across iFAST platforms <p>Access to effective digital tools on websites and mobile applications:</p> <ul style="list-style-type: none"> Continuous development of new platform features to meet evolving customer needs <p>Timely customer service and independent advisory support:</p> <ul style="list-style-type: none"> Multi-channel access to customer service for prompt assistance Provision of advisory services tailored to customer needs <p>Secure and seamless trading experience:</p> <ul style="list-style-type: none"> Implementation of robust security measures for account access and online transactions Protection of personal data and information User-friendly interface to enhance trading and transaction experiences 	<p>Enhancing Investor Knowledge and Decision-Making:</p> <p>Providing investors with timely market insights, research, and digital tools to support informed investment decisions.</p> <p>Optimising Digital Experience:</p> <p>Delivering innovative and user-friendly digital solutions for seamless investment management.</p> <p>Ensuring Exceptional Customer Service and Advisory Support:</p> <p>Providing efficient, accessible, and customised financial guidance.</p> <p>Strengthening Platform Security and Data Protection:</p> <p>Ensuring safe, secure, and reliable transactions across iFAST platforms.</p>
Regulators • DIRECT • EXTERNAL	<ul style="list-style-type: none"> Regular communications and discussions with regulatory authorities 	<p>Ensuring regulatory compliance to safeguard stakeholders' interests:</p> <ul style="list-style-type: none"> Establishing structured workflows, policies, and procedures to align with regulatory requirements Conducting ongoing compliance checks to monitor and enhance work processes Participating in regulatory simulation exercises, where applicable, to assess readiness and response effectiveness 	<p>Maintaining Strong Governance and Compliance:</p> <p>Ensuring full compliance with applicable laws, regulations, and industry guidelines while maintaining transparent and well-defined processes for regulatory adherence.</p>
Product Providers Fund Houses / Banks / Insurance Companies / Other Vendors	<ul style="list-style-type: none"> Regular communications Periodic due diligence surveys 	<p>Ensuring a fair and transparent selection process:</p> <ul style="list-style-type: none"> Implementing an unbiased and structured selection framework for product providers <p>Ensuring compliance with agreements and contractual obligations:</p> <ul style="list-style-type: none"> Conducting ongoing monitoring, assessments, and due diligence on product providers and their offerings Regularly evaluating vendor performance to ensure alignment with business objectives and regulatory standards 	<p>Protecting Investors' Interests:</p> <p>Ensuring that product offerings meet high ethical, regulatory, and performance standards while fostering fair competition and transparency.</p> <p>Balancing Stakeholder Interests:</p> <p>Maintaining a responsible partnership approach that aligns with the interests of both product providers and customers.</p> <p>Reassessing Partnerships Based on ESG Alignment:</p> <p>Reviewing vendor relationships to ensure their practices and values align with iFAST Corp's mission, corporate values, and ESG commitments.</p>

Stakeholders Type	Engagement Channels	Concerns and Issues Raised by Stakeholders & Summary of Initiatives	Objectives of Corresponding ESG Initiatives
Media • INDIRECT • EXTERNAL	<ul style="list-style-type: none"> Regular and spontaneous communication Distribution of media releases Invitations to physical events (including quarterly results briefing and AGM), and virtual events 	<p>Providing market insights and research opinions:</p> <ul style="list-style-type: none"> Offering constructive commentary and analysis on market trends, economic movements, and wealth management strategies Delivering timely and unbiased views on financial markets and investment products <p>Ensuring timely and accurate corporate communications:</p> <ul style="list-style-type: none"> Responding to media inquiries promptly Ensuring timely dissemination of material updates that may impact share prices and investor sentiment 	<p>Enhancing Financial Literacy and Market Transparency:</p> <p>Leveraging iFAST Corp's in-house research expertise to share valuable insights with the investor community through media channels.</p> <p>Strengthening Public and Investor Confidence:</p> <p>Facilitating transparent and accessible communication to help the public and investors better understand iFAST Corp's business developments, strategies, and performance.</p> <p>Maintaining Open Dialogue with Media:</p> <p>Clarifying media inquiries and ensuring accurate representation of the Company's position.</p>
Shareholders / Investors / Analysts • INDIRECT • EXTERNAL	<ul style="list-style-type: none"> Timely SGX announcements Investor Relations (IR) website with regular updates Financial results briefings for investors and analysts Annual and Extraordinary General Meetings (AGMs/EGMs) Email and electronic communications Investor roadshows and social media Ad-hoc investor relations meetings and webinars 	<p>Access to timely updates on financial performance and business developments:</p> <ul style="list-style-type: none"> Timely publication of financial results and corporate announcements Readily available public disclosures, information, and webcast recordings on the IR website <p>Direct engagement with the Investor Relations team and Management:</p> <ul style="list-style-type: none"> Participation in non-deal roadshows, seminars, and investor meetings for both retail and institutional investors Webcast recordings of results briefings conducted by Management, made accessible via the IR website <p>Access to third-party analysis and perspectives on the Company's performance:</p> <ul style="list-style-type: none"> Disclosure of broker and non-broker coverage, including from financial media and education portals 	<p>Ensuring Transparent and Timely Communication:</p> <p>Facilitating regular and timely disclosure of material news and financial performance to maintain investor confidence.</p> <p>Enhancing Investor Accessibility and Engagement:</p> <p>Ensuring shareholders and analysts can easily reach the Company through various communication channels.</p> <p>Providing Comprehensive Market Insights:</p> <p>Offering stakeholders sufficient commentary and perspectives on iFAST Corp's performance and future strategies.</p>
CSR Partners / Communities • INDIRECT • EXTERNAL	<ul style="list-style-type: none"> Spontaneous communications and collaborations 	<p>Support for Community and Charitable Initiatives:</p> <ul style="list-style-type: none"> Encouraging employee participation in CSR and charity-related events, such as food donation drives, waterway clean-ups, and volunteer activities at charity organisations Facilitating opportunities for customers and partners to give back to society through initiatives like the reward points donation scheme and iWALK fundraising campaigns <p>Enhancing Financial Literacy:</p> <ul style="list-style-type: none"> Organising publicly accessible financial education events or sending speakers to external seminars and investment expos Publishing investment research and educational content on iFAST platforms Responding to media queries related to market trends, financial planning, and investment strategies 	<p>Fostering Social Responsibility:</p> <p>Contributing to community well-being through initiatives that align with iFAST Corp's values and mission.</p> <p>Promoting Financial Awareness and Education:</p> <p>Leveraging iFAST Corp's in-house research expertise to provide market insights and financial guidance to the broader community.</p>

Sustainability@iFAST: ESG Risks & Opportunities



Risk Management Approach

iFAST Corp's Board and Senior Management recognise the importance of identifying, assessing, and addressing risks that could impact both ESG and non-ESG aspects of the Company's business and operations. Operating in a highly regulated and competitive industry, the Company has established a comprehensive risk management framework to mitigate known risks while remaining vigilant to emerging threats.

By implementing effective risk identification and mitigation measures, iFAST Corp aims to develop resilient business and operational strategies that can withstand market uncertainties and regulatory changes. A robust risk management framework not only safeguards the Company's assets but also enhances its competitiveness and ability to capitalise on new business opportunities arising from both ESG and non-ESG-related trends.



Risk Management Structure

Risk management within iFAST Corp is structured across multiple levels to ensure effective oversight:

- The Board Risk Committee (BRC) is responsible for maintaining an effective system of risk management and internal controls, ensuring that shareholder interests and the Company's assets are safeguarded.
- The Management Risk Committee (MRC), a second-line risk oversight body, facilitates risk identification, assessment, mitigation, and monitoring across the Company's businesses. The Committee evaluates the impact and probability of material risks and develops strategies to mitigate or resolve them. Further details on these committees can be found in the Corporate Governance Report of this Annual Report.
- The Group Chief Risk Officer (CRO), plays a key role in enhancing the Company's risk management framework, ensuring continuous assessment and mitigation of risk factors.



ESG Risks & Opportunities

As ESG-related factors continue to evolve, iFAST Corp remains proactive in monitoring socio-economic, environmental, and governance trends to assess potential risks and opportunities. The Company evaluates prevailing and emerging ESG-related developments to address risks while identifying strategic opportunities that can enhance its sustainability standing.

The following section provides a detailed overview of ESG risks, risk management strategies, and potential opportunities that align with the Company's long-term sustainability objectives.

Risks

Risk Management

Opportunities

Governance Risks / Opportunities

Regulatory Risks

- ◆ **Non-compliance with ESG and non-ESG regulations:** monetary and non-monetary penalties may be incurred, leading to an erosion in the Company's reputation and customer trust, ultimately impacting financial stability and business continuity.
- ◆ **Changes in ESG-related and non-ESG regulations:** may directly affect the Company's operations or indirectly impact product and service providers and institutional clients, leading to disruptions in business processes related to product and service distribution.
- ◆ **Financial crimes and scam risks:** may lead to stricter regulations, including enhanced measures against fraud, money laundering, and terrorism financing.
- ◆ **Data privacy issues:** Non-compliance with related laws, regulations, and industry standards could result in legal penalties, lawsuits, reputational damage, loss of business opportunities, increased regulatory scrutiny, and operational disruptions.

Regulatory Risk Management

- ◆ Set in place regular compliance and audit checks with rigorous approval processes to detect and prevent non-compliance, ensuring proper workflow and documentation.
- ◆ Provide ongoing training and review sessions to ensure adherence to regulatory and operational processes.
- ◆ Maintain a high level of disclosure and transparency, covering fee structures, product features, investment advisory, and financial disclosures.
- ◆ Ensure timely responses to regulatory and governance issues to maintain compliance.
- ◆ Identify potential regulatory lapses and conflicts of interest, implementing stricter checks to mitigate risks.
- ◆ Regularly review and update policies to address emerging threats from financial scams and crimes, ensuring the Company's operations remain safeguarded.

Regulatory Opportunities

- ◆ Stricter transparency measures mandated by regulators may position the Company's pro-transparency platforms as a competitive advantage.
- ◆ Enhanced risk management regulations and stricter disclosure requirements for investment product providers and corporations may increase investor and customer confidence in the Company's platforms.
- ◆ Strengthened security measures against financial crimes may further enhance investor and customer trust in the Company's platforms, reinforcing its reputation as a secure and reliable financial services provider.

Socio-economic Risks / Opportunities

Technological Risks

- ◆ **Lagging behind in technological and industry trends:** may impact the Company's ability to remain competitive in the Fintech industry.
- ◆ **IT system outages and cybersecurity breaches:** may result in financial losses for stakeholders, damaging the Company's credibility.
- ◆ **IT related operational lapses or oversight:** may lead to transactional errors which negatively affecting the Company's reputation and customer confidence in its products and services.

Technological Risk Management

- ◆ Establish monitoring and assessment processes to effectively manage cybersecurity and IT-related workflows.
- ◆ Implement service recovery and rectification processes to mitigate the impact of IT failures.
- ◆ Conduct regular infrastructure and system checks to ensure the stability and security of IT systems.
- ◆ Provide ongoing IT security training for employees to enhance cybersecurity awareness and risk mitigation.
- ◆ Implement preventive cybersecurity and data security measures to safeguard customer accounts and assets.
- ◆ Continuously monitor and adopt emerging IT and cybersecurity trends to mitigate potential business disruptions and enhance operational resilience.

Technological Opportunities

- ◆ Advancements in Fintech and increased consumer awareness may drive greater interest in the Company's products and services.
- ◆ Robust in-house Fintech capabilities enable the Company to offer innovative Fintech solutions to business partners.
- ◆ Incorporating the latest IT advancements into the platform enhances features, improving customer experience and engagement.
- ◆ Adoption of advanced IT and cybersecurity measures can strengthen investor and customer confidence in the Company's platforms.

Human Resource Risks

- ◆ **Talent acquisition/retention risks:** inability to acquire, retain, and attract talent, along with keyman risk and inadequate succession planning, may disrupt business operations and hinder the execution of strategic plans.
- ◆ **Lack of workforce diversity and discriminatory HR practices:** may result in reputational damage and reduced employee engagement.
- ◆ **Legal incidents involving employee/business partners:** unlawful, fraudulent, or controversial incidents involving employees, business partners, or counterparties may negatively impact the Company's reputation, leading to a loss of customer confidence in its products and services.

Human Resource Risk Management

- ◆ Maintain fair employment policies, with regular reviews to ensure competitive rewards, motivation, and retention of high-performing employees.
- ◆ Conduct regular reviews and screenings to detect and prevent risk-taking activities.
- ◆ Provide comprehensive training for new employees and maintain well-documented operating procedures to ensure business continuity.
- ◆ Establish whistle-blowing channels and procedures to facilitate reporting of suspicious or non-compliant activities.
- ◆ Promote a culture of integrity, ethics, and fair dealing through regular internal communications and awareness initiatives.

Human Resource Opportunities

- ◆ A diverse and inclusive workforce enables the Company to benefit from a broader range of experiences, perspectives, and skills, fostering innovation and growth.
- ◆ Effective talent retention and acquisition strategies, combined with robust business continuity planning and succession management, may create new business opportunities and strengthen the Company's long-term sustainability.

Risks

Risk Management

Opportunities

Socio-economic Risks / Opportunities

Economic/Market Risks

- ◆ **Unfavourable market environment and events:** may impact the Company's business, weakening financial performance and affecting the ability to implement ESG initiatives. Business operations of partners, counterparties, and product providers, affecting customers and overall business stability.
- ◆ **Volatile market conditions:** may lead to dampened investor sentiment and risk appetite, reducing engagement with the Company's financial products and services.
- ◆ **Geopolitical risks:** political instability and trade tensions may result in regulatory changes, market volatility, and currency fluctuations. Additionally, geopolitical conflicts could further impact investor confidence, causing economic uncertainty and potential disruptions to the Company's operations.

Economic/Market Risk Management

- ◆ Diversify product and service offerings to mitigate over-reliance on specific products or services and enhance business resilience.
- ◆ Provide timely research updates, market insights, and advisory services to help investors make informed decisions and reduce the risk of panic selling.
- ◆ Implement protective measures to safeguard customer interests during adverse market conditions affecting partners, counterparties, and product providers.
- ◆ Enforce strict approval processes and due diligence for products available on the platform to ensure quality and compliance.

Economic/Market Opportunities

- ◆ Positive developments in the finance industry, increased awareness, and higher financial literacy among investors may drive greater interest in the Company's investment products and services.
- ◆ Improved market and economic conditions may create greater opportunities for stakeholders to focus on ESG-related initiatives, reinforcing sustainable investment trends.

Socio-environmental Risks / Opportunities

ESG Risks

- ◆ Failure to provide adequate ESG disclosures or ensure the effectiveness of ESG measures may weaken stakeholder confidence in the Company.
- ◆ Non-compliance with ESG-related regulations could result in reputational damage, regulatory scrutiny, or penalties from investors and regulators.
- ◆ Increasing regulatory requirements surrounding ESG may lead to heightened scrutiny of the Company's operations and business practices.

ESG Risk Management

- ◆ Implement robust monitoring and evaluation of ESG material issues and maintain active stakeholder engagement to assess the effectiveness of existing ESG measures and policies.
- ◆ Conduct regular reviews of ESG guidelines to ensure alignment with evolving regulatory developments and industry best practices.

ESG Opportunities

- ◆ Strong ESG commitments and comprehensive sustainability measures may enhance investor confidence in the Company's long-term resilience and sustainability.
- ◆ Growing awareness and demand for sustainable ESG investing could increase investor interest in ESG-focused products and companies available on the Company's platforms.

Climate / Environmental Risks

Short Term (within 5 years)

- ◆ **Physical risks:** Increased infrastructure maintenance and equipment replacement due to climate-related wear and tear.
- ◆ **Transition risks:**
 - Disruptions in product and service supply chains caused by climate change, affecting business operations.
 - Higher scrutiny on product providers due to rising climate and ESG awareness may impact their sustainability and performance.
 - Inability to keep up with evolving climate regulations and policies may lead to reputational and market risks.

Medium to Long Term (more than 5 years)

- ◆ **Physical Risks:**
 - Extreme climate events may pose risks to the Company's operating environment, causing a rise in operational costs, including potential relocation, infrastructure upgrades, or the adoption of climate-resilient technology and equipment.

Climate / Environmental Risk Management

- ◆ Establish climate-related data monitoring channels and processes within the Company.
- ◆ Develop measures to manage and mitigate climate-related risks, with regular reviews and enhancements to ensure ongoing effectiveness.
- ◆ Provide regular updates and recommendations to Management and the Board on climate-related risks and mitigation strategies.
- ◆ Integrate ESG and climate risk assessments into decision-making for both current and new business initiatives.
- ◆ Conduct due diligence on business partners and vendors, including climate-related considerations, to better understand and manage risks in supply chains and product offerings.

Climate / Environmental Opportunities

Short Term (within 5 years)

- ◆ Rising climate and ESG awareness may encourage investors to make more informed investment choices, creating opportunities to showcase ESG/climate-compliant products on the platform.
- ◆ Adoption of industry-leading climate-related policies and standards may enhance consumer confidence and corporate reputation.
- ◆ Evolving consumer and trading trends favouring digital trading and banking may benefit the Company's platforms.






Medium to Long Term (more than 5 years)

- ◆ Greater ESG and climate awareness may drive technological advancements and economies of scale, enabling more accessible adoption of climate-friendly infrastructure and technologies (e.g., energy-efficient office buildings, eco-friendly equipment).

Sustainability@iFAST: ESG Materiality Assessment

ESG Materiality Assessment Process

iFAST Corp's Sustainability Working Group (SWG) carries out a structured approach to ESG Materiality Assessment, ensuring alignment with the Company's evolving business landscape. The assessment process involves the following steps:

- **01 - Identifying Key ESG Issues**
iFAST Corp engages stakeholders through various channels to gather insights on ESG-related material issues, referencing relevant sector standards and frameworks. The evaluation process considers emerging ESG trends, stakeholder feedback, data analysis, and business strategy alignment to assess the adequacy of existing ESG initiatives and determine if further action is required.
- **02 - Assessment**
Conducting an annual materiality assessment survey with heads of departments to update and evaluate the material ESG issues. The findings are categorised under the four Core ESG strategies and mapped onto the Materiality Matrix based on their impact on stakeholders and the Company.
- **03 - Disclosure**
Finalising the list of material ESG issues through a structured review process, with findings presented to Senior Management and the Board of Directors before disclosure in the ESG report.
- **04 - Integration**
Aligning material ESG issues with the identified United Nations Sustainable Development Goals (UNSDGs) and the Company's Corporate Social Responsibility (CSR) pillars.
- **05 - Continuous Improvement**
Reviews are conducted to assess whether ESG initiatives remain sufficient or require further enhancement, considering emerging ESG trends, stakeholder feedback, supporting data, and business strategy developments.

This structured approach ensures that iFAST Corp remains proactive in addressing material ESG issues while driving meaningful contributions to sustainable business practices.



ESG Materiality Assessment Scope

Since 2017, iFAST Corp has conducted ESG Materiality Assessments and disclosed the Materiality Matrix, which highlights the significance of each ESG issue based on its impact on the business and its importance to stakeholders. Until 2024, the assessment has primarily focused on the Company's Singapore operations.

In 2024, the SWG expanded the assessment scope by conducting a similar survey in Hong Kong, incorporating the findings into the FY2023 report to enhance the comprehensiveness of the materiality evaluation. Moving forward, the FY2024 report will continue to disclose material ESG issues for both Singapore and Hong Kong, reflecting a broader regional perspective in the Company's sustainability reporting.

The FY2024 Sustainability Report included data on selected ESG issues and set targets for future reporting periods, reinforcing iFAST Corp's commitment to continuous ESG enhancement.

The corresponding GRI Standards disclosures for the material ESG topics are detailed on pages 74 - 76 of this report.

Materiality Assessment Result

As part of the FY2024 materiality assessment, the SWG conducted an updated departmental survey to refine the list of material ESG issues and assess their impact on both the Company and its stakeholders, in accordance with the widely recognised Global Reporting Initiative (GRI) standards.

Following the identified material ESG issues, the next step is categorising the results across the Environmental, Social/Economic, and Governance spectrum in alignment with iFAST Corp’s four core ESG strategies:

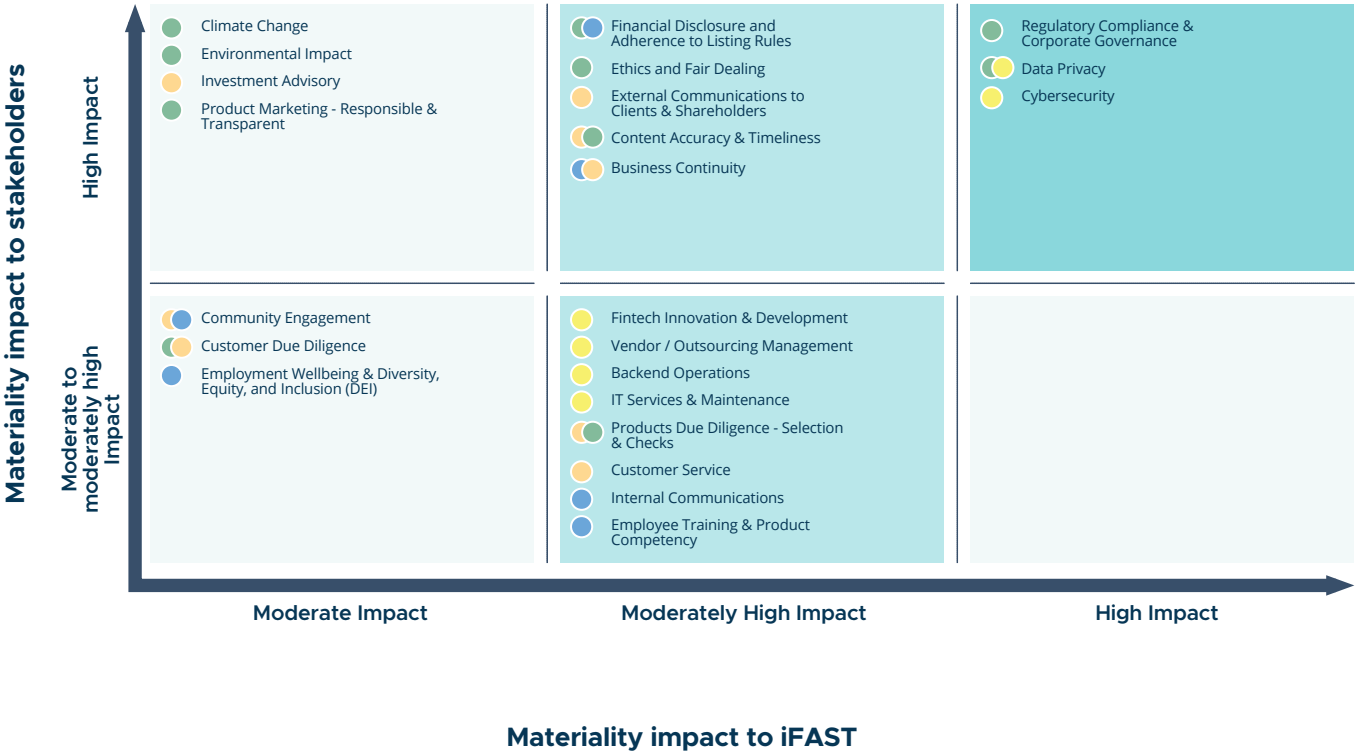
- **Engaging Customers; Enabling Investors**
- **Ensuring Compliance; Ensuring Sustainability**
- **Empowering Employees; Enriching Communities**
- **Embracing Innovation; Enforcing Cybersecurity**

Materiality Matrix

These material issues are then mapped onto the Materiality Matrix based on their significance to both stakeholders and iFAST Corp.

Recognising the unique nature of its business, iFAST Corp has incorporated the Social/Economic aspect into its ESG spectrum. As a digital banking and fintech wealth management platform operating within the financial industry, the Company plays a key role in creating value for customers through deposits and investments. Furthermore, the Company's business is inherently affected by macroeconomic conditions. The financial well-being of its customers, including DIY investors and those supported by its B2B financial advisory firms and institutions, is closely linked to economic trends, especially during periods of market volatility or economic downturns.

- Embracing Innovation; Enforcing Cybersecurity
- Empowering Employees; Enriching Communities
- Engaging Customers; Enabling Investors
- Ensuring Compliance; Ensuring Sustainability



Sustainability

Alignment with UNSDGs & CSR pillars

iFAST Corp has identified seven UNSDGs from the seventeen established by the United Nations, where it can contribute meaningfully. These selected SDGs are closely aligned with key aspects of the Company's operations and its four CSR pillars. The Company remains committed to reviewing its initiatives to explore opportunities for contributing to the remaining SDGs.



The table below provides an overview of iFAST Corp's initiatives under its four Core ESG Strategies, demonstrating how they contribute to the identified SDGs:

01 Engaging Customers; Enabling Investors

Aligned CSR Pillar: Cultivating Financial Literacy

- Promoting financial literacy and financial education through our in-house research and content expertise.
- Providing accessible financial education and investment insights across multiple platforms.
- Supporting youth and student-related initiatives through sponsorships, donations, and mentorship.
- Enhancing access to financial information to reduce knowledge gaps.
- Hosting public financial and investment events to empower the investor community.



03 Empowering Employees; Enriching Communities

Aligned CSR Pillars: Charity Through Sports, Caring for Community, Cultivating Financial Literacy

- Providing monetary and in-kind donations/sponsorships.
- Organising and participating in initiatives such as food donation drives and food distribution activities.
- Encouraging employee volunteerism and enabling customers to support underprivileged communities.
- Enhancing employee well-being through medical and health-related initiatives.
- Participating in sporting activities to raise funds for charitable organisations.
- Offering training opportunities to employees to support skill development and career growth.
- Upholding fair employment policies to prevent discrimination.



02 Ensuring Compliance; Ensuring Sustainability

Aligned CSR Pillar: Conserving the Environment

- Raising awareness of climate-related issues, including recycling, energy conservation, and water conservation.
- Organising and participating in climate-related activities and initiatives.
- Leveraging fintech and IT capabilities to develop business solutions with a positive climate impact, such as reducing paper usage.
- Promoting Sustainable and Impact Investing through research content and ESG-related events.



04 Embracing Innovation; Enforcing Cybersecurity

Aligned CSR Pillar: Cultivating Financial Literacy, Conserving the Environment

- Creating meaningful employment opportunities.
- Digitalisation and enhancement of both platform features and business processes to improve operational efficiency and less reliance on traditional processes such as ink-and-paper transactions.
- Providing wealth management services that support investors in generating value for the economy.



Sustainability@iFAST: Gallery



1 iFAST Corp sponsored and sent representatives from FSMOne, iFAST Global Markets and iFAST Fund Management to judge the finals of the Eurasia Asset Management Competition (EAMC) 2024, organised by the NTU Investment Interactive Club (NTU-IIC).

2 Singapore FSM Invest Expo 2024.

3 iFAST Hong Kong What & Where to Invest 2024 First Half.

4 iFAST iWALKers conquered the 100km Oxfam Trailwalk.

5 iFAST iWALKers conquered the 100km Oxfam Trailwalk.

6 iFAST Global Bank (iGB) at the Summer Time Festival.



7 iFAST volunteers participated in the World Wide Fund for Nature (WWF) mangrove clean-up exercise at Pulau Ubin.

8 iFAST volunteers took part in a Grocery Distribution Programme by Hao Ren Hao Shi and Southwest Community Development Council.

9 iFAST is sponsored and participated in a food packing event with Food from the Heart, where donated food items were distributed to beneficiaries in the local community.

10 iFAST volunteers at the Food with Love programme with Ground-Up Initiative (GUI).

11 iFAST volunteers at the Food with Love programme with Ground-Up Initiative (GUI).

12 iFAST volunteers took part in SGX Cares Bull Charge Charity Run 2024.

13 iFAST Hong Kong volunteers engaged in the art of crafting mini bonsai with seniors.

14 iFAST Hong Kong employees at the Floating Vase Workshop, engaging with seniors from Christian Family Service Centre.

Engaging Customers; Enabling Investors

From an online unit trust investing platform, to a global digital banking and wealth management platform, investors have always been a key stakeholder of iFAST Corp. Following iFAST's IPO on SGX Mainboard in December 2014, the “pro-investor” mindset has continued to drive the Company in providing timely and sufficient disclosures via various channels to reach out to the investor community.

iFAST: When Investors Become Customers

Investors, the key customers that iFAST Corp is servicing, has been one of the key driving forces behind the Company’s growth. The Company has hence set in place various measures and initiatives to safeguard investors’ interest and deliver value to our customers.

Safeguarding Customers’ Interest

Conducting Comprehensive Due Diligence on Product Providers

iFAST Corp enforces robust policies and procedures to ensure rigorous due diligence when integrating investment products into its wealth management platform. Before onboarding a new product, a structured evaluation process is undertaken to assess its historical performance and the credibility of its issuer. This methodology is designed to safeguard customers’ interests and maintain a curated selection of suitable investment options.

The due diligence process starts with the following three-phase approach:

As part of the product onboarding process on the iFAST platforms, following the initial due diligence checks, ongoing communication with product providers is maintained to gain deeper insights into their business operations. To ensure continued suitability, annual due diligence assessments are conducted to reassess whether a product remains appropriate for the platform. These assessments evaluate key areas such as the timely provision of product information and related announcements, payment punctuality, licensing status, and whether there have been any regulatory breaches.

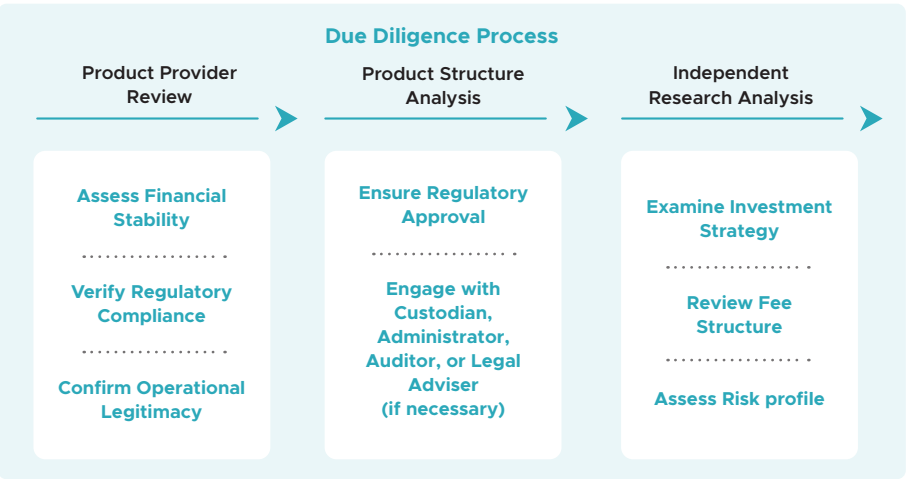
In 2024, iFAST Corp successfully completed its annual due diligence assessment, covering close to 100% of its product and service providers

(2023: more than 50%). The Company remains committed to conduct annual due diligence on all product and service providers under normal circumstances.

Ensuring Accuracy and Compliance in Marketing Materials

iFAST Corp has established policies and review mechanisms to oversee the accuracy and compliance of marketing materials across its B2B and B2C platforms. Before dissemination, all marketing content will be subjected to thorough scrutiny by the respective Head of Department and the Compliance team to ensure that there are no inaccurate and misleading information, as well as regulatory non-compliance with the promotion/marketing mechanisms. This review process upholds the integrity of promotional materials by ensuring transparency in incentive structures, qualification criteria, and promotional mechanisms. Essential details, including validity periods, exclusions, and specific requirements, are explicitly outlined in the accompanying terms and conditions.

Marketing materials are assessed against comprehensive guidelines covering language clarity, disclosure adequacy, risk warnings, product comparisons, and data accuracy.



iFAST: When Investors Become Customers

These measures ensure that all customer-facing materials are factually sound and appropriately structured.

In 2024, there were no recorded incidents of information inaccuracies (2023: 1). iFAST Corp remains committed to continuous improvement in this aspect, reinforcing internal approval procedures to ensure the accuracy and regulatory compliance of all marketing materials.

Supporting Customers with Robust Investment Advisory Framework

FSMOne.com, the company's B2C investment platform, enables self-directed investors to manage their portfolios independently. Recognising that retail investors may need professional guidance, iFAST Corp has established an Investment Advisory (IA) team to provide investment insights and support. In Singapore, the IA team also assists customers who do not pass the Customer Knowledge Assessment (CKA) and Customer Account Review (CAR), helping them develop a foundational understanding of investments.

In FSMOne.com Singapore's 2024 Annual Customer Satisfaction Survey, 92.1% of respondents (2023: 94.3%) who interacted with the Investment Advisory team provided neutral or positive feedback when asked, "Are you satisfied with the Investment Advisory Team's services?" The team aims to maintain a minimum satisfaction rate of 80% in future evaluations. Aligned with our mission to help investors around the world invest globally and profitably, we remain committed to continuously enhancing our advisory services to better support our clients' investment journeys.

The launch of iFAST Global Markets (iGM) was intended to strengthen consumer protection through transparent commission structures for insurance and investment products. Advisers within this division are dedicated to ethical investment practices and providing client-focused recommendations.

To ensure the quality and relevance of investment advisory services, iFAST

Corp has implemented robust internal controls. iGM wealth advisers conduct regular assessments of clients' financial situations to develop comprehensive financial plans. Additionally, B2C Investment Advisers require clients seeking investment recommendations to complete a "Portfolio and Investment Objective Factfind Questionnaire", gathering essential financial data, investment horizons, and risk tolerance metrics. This structured approach ensures that advisory recommendations align with each investor's financial profile. Clients then review and approve recommendations before executing transactions.

A stringent oversight process ensures the accuracy and suitability of investment advice. All recommendations are reviewed and approved by the Head of Department or IA team supervisors before being presented to clients. Furthermore, Investment Advisers must provide full disclosure of product details, including fee structures and regulatory documentation such as fund prospectuses, product highlight sheets, and fund fact sheets. This transparency enables clients to make informed investment decisions.

Both the iGM division and the FSMOne.com IA team receive continuous research support, equipping them with up-to-date market insights and product recommendations. The Research team also develops investment strategies tailored to different risk profiles, incorporating macroeconomic analysis and asset allocation strategies.

By maintaining these measures, iFAST Corp remains committed to upholding high standards in due diligence, marketing transparency, and investment advisory services, ensuring customers receive ethical, informed, and high-quality financial guidance.

Delivering Excellence in Customer Service

iFAST Corp recognises that customer service is a fundamental component of sustainable business success and is committed to consistently delivering high service standards across all customer interactions.

Enhancing Customer Engagement

iFAST Corp has set up Customer Services teams dedicated to serving its different business units and platforms, making available a variety of communication channels to ensure efficient customer engagement and support.

For customers seeking in-person assistance, iFAST offices are accessible during business hours, where customer service personnel will be able to provide direct in-person support. Additionally, customers can reach out via the service hotline, which has extended hours following the introduction of US stockbroking services. The hotline operates from 8:30 am to 10:30 pm on weekdays (excluding public holidays) and 8:30 am to 12:30 pm on Saturdays (excluding public holidays).

To accommodate customers who prefer online communication channels, iFAST offers support through dedicated customer service emails and has integrated advanced IT-driven solutions into its platforms, including LiveChat and Chatbot functionalities. These tools enable real-time assistance and enhance the efficiency of customer interactions. The "Feedback" feature allows customers to submit screenshots of issues directly to the Customer Service team, while the "Alert" function enables users to customise their communication preferences via SMS and/or email notifications.

A continuous improvement approach underpins iFAST's customer service framework. The Company dedicates resources to optimising response times and ensuring the swift resolution of customer queries. The Customer Service team rigorously monitors feedback and service performance indicators, including call volumes, email correspondence, and LiveChat interactions. This approach optimises resource allocation and strengthens the Company's ability to respond to customer concerns promptly and effectively.

In FSMOne.com Singapore's 2024 Annual Customer Satisfaction Survey, 97.5% of respondents (2023: 96.3%) who engaged with the Client Services team indicated their satisfaction by responding "Yes" to the question: "Are you satisfied with the Client Services Team's services?" This increase in positive feedback underscores our commitment to delivering high-quality customer support. FSMOne.com Singapore remains focused on maintaining a customer satisfaction rate of at least 80% and continues to implement targeted strategies to surpass this benchmark.

To further enhance service quality, a customer feedback initiative introduced in 2022 allows individuals who receive assistance via email to provide ratings and reviews. This initiative was later expanded to include a rating system for LiveChat support. In 2024, the average customer service rating for email assistance declined slightly to 4.0 stars (2023: 4.4 stars), while average rating

for LiveChat support maintained at 4.7 stars (2023: 4.7 stars). Recognising the importance of continuous improvement, we remain committed to enhancing our service standards to better assist investors with their enquiries and requests.

Feedback and Complaints Management

As part of iFAST's DNA, transparency is fundamental to our commitment to empowering the investor community. In line with this, we are dedicated to handling customer complaints through a structured, impartial, and transparent process. The Company has implemented a formal complaint management system to ensure that all concerns are properly documented, tracked, and resolved in a timely manner.

When a complaint is received, the Customer Service team records it in a central database for tracking and

analysis. Throughout the resolution process, relevant stakeholders and management personnel are informed and involved. These personnel are responsible for evaluating proposed resolutions, approving corrective actions, and closing cases once satisfactory resolutions have been reached. All customer interactions and complaint-related communications are meticulously documented to uphold accountability and transparency.

iFAST views customer feedback and complaints as valuable opportunities to enhance service quality. By systematically tracking, analysing, and addressing these interactions, the Company refines its service strategies to improve customer experiences and resolve service gaps effectively. This proactive approach reinforces iFAST's commitment to responsiveness, continuous service enhancement, and the delivery of high-quality customer support.

Advocating Financial Education with Research Expertise

At iFAST Corp, our commitment to our mission statement "To Help Investors Around the World Invest Globally and Profitably", drives us to launch a multitude of research-related initiatives to help investors make informed investment decisions.

Investment Research – Tailored, Timely, and Transparent

iFAST Corp is dedicated to equipping investors with essential financial knowledge and insightful research to support their informed decision-making and to help enhance their portfolio management. Since its inception, the Company has prioritised investment-related research and education, making comprehensive market insights widely accessible to both clients and the broader investment community. Recognising the pivotal role of financial literacy in successful investing, iFAST Corp remains committed to providing timely and in-depth analysis across various asset classes and market conditions.

Research Content for Partners, Customers, and Investors

iFAST Corp is committed to delivering timely, relevant, and data-driven research to investors, financial advisory partners, and the broader financial community. The Company employs multiple engagement channels, including electronic newsletters, mobile notifications and publications, to ensure seamless access to research insights and facilitate informed investment decisions.

iFAST Corp's in-house Research teams produce a broad range of content, including market outlook analyses, product updates, and video presentations featuring investment managers and research analysts. These insights are readily accessible on the

Company's online platforms and mobile applications, covering key topics such as macroeconomic trends, investment product updates, and expert market perspectives.

While research content is publicly available for all investors on iFAST's FSMOne.com and iGM platforms, the B2B division provides macroeconomic updates and investment product insights to financial advisory partners through structured research meetings. This ensures that FA partners have the necessary knowledge to construct diversified and well-informed investment portfolios for their clients.

A monthly e-newsletter is curated for B2B FA partners, keeping them informed on market trends and helping them better manage client portfolios.

Advocating Financial Education with Research Expertise

For mobile users, the Company also ensures access to research updates through our mobile applications and app notifications, allowing investors to stay informed on market developments and investment insights in real time.

The Company's B2B division collaborates with the Research team to conduct Monthly Morning Meetings for FA partners. These sessions feature in-house analysts and product providers discussing market updates and investment opportunities, equipping FA partners with valuable insights to support their advisory services. Ad-hoc research updates are also provided to licensed representatives and FA partners, ensuring they remain up to date on the latest investment products available on iFAST platforms.

Additionally, annual publications, such as the FSMOne Recommended Funds Report, provide in-depth market analysis and investment product recommendations to customers.

iFAST Corp remains dedicated to delivering high-quality financial research, ensuring that both retail and institutional investors have access to timely and actionable investment insights.

Regional Research Coverage - Timely and Regular Insights

As at end-December 2024, iFAST Corp's Research and Portfolio Management teams, along with the Global Fixed Income team, operate across regional offices in Singapore, Hong Kong, Malaysia, and China, comprising 34 analysts (2023: 35). These teams possess extensive expertise across multiple asset classes and regional markets, delivering comprehensive research coverage on macroeconomic trends and sectoral developments. By fostering collaboration across research teams, iFAST Corp generates investment insights tailored to local platforms and investor needs.

To maintain up-to-date market awareness, analysts conduct weekly presentations on the latest global

market trends and investment opportunities. This exchange of insights ensures investors benefit from diverse perspectives across the Company's regional research teams.

In 2024, research coverage spanned Fixed Income, Macro & Portfolio Management, Stocks & ETFs, and Unit Trusts. Over the year, iFAST Corp published more than 300 research articles on FSMOne.com Singapore, covering market performance, products reviews (covering unit trusts, bonds, stocks and ETFs), and investment strategies (2023: >400). Similarly, the Hong Kong research team released over 400 research articles (2023: >400).

Research teams continuously monitor markets and sectors, providing investors with actionable insights and strategic recommendations. At the end of each year, analysts assess macroeconomic trends and develop key investment themes for the upcoming year, helping investors navigate evolving market conditions.

Additionally, the Portfolio Management team provides monthly updates and conducts quarterly webinars to keep investors informed on portfolio performance and market developments. These updates are publicly accessible, offering valuable guidance on portfolio construction and investment strategy formulation for all investors, including those not holding managed portfolios.

Ensuring Research Accuracy, Transparency, and Reliability

iFAST Corp upholds high standards of integrity and objectivity in its research by leveraging independent data sources, including Bloomberg Professional Service, and implementing rigorous data verification processes. This commitment ensures that the information provided is not only reliable but also reflective of the latest market conditions and investment opportunities.

Research articles covering macroeconomic trends, financial

market updates, product analysis (spanning funds, bonds, ETFs, stocks), as well as investment ideas and strategies undergo a comprehensive review and approval process. This process involves layers of checks and scrutiny, where senior analysts validate the content accuracy and relevance of data before publication.

The research team regularly reviews its research methodologies, incorporating new analytical tools and techniques to enhance the depth and precision of its insights, to ensure that its research content remains at the forefront of industry standards.

Through the structured production and approval process for research content, the Company strives to ensure that all research content remains independent, non-biased, and valuable to both iFAST Corp's customers and the broader investor community.

Additionally, the Company places strong emphasis on investor education, ensuring that research findings are presented in an accessible and actionable manner, empowering investors to make informed decisions with confidence.

Media Contributions

iFAST Corp has focused on empowering investors with financial research since its inception, and has built a reputation as a trusted provider of investment commentaries. Members of the research team and investment advisory teams have been regularly interviewed and featured in Singapore and Hong Kong media outlets to share their insights on market trends, product performance, and wealth management strategies.

In 2024, iFAST analysts were quoted in over 235 media articles (2023: 240) across prominent mainstream media including *The Straits Times*, *The Business Times*, *Lianhe Zaobao* and *CNA Digital*, as well as other media outlets such as *S&P Global* and *Mingtiandi*. Additionally, research analysts and investment advisers participated in live and

recorded interviews on *Channel NewsAsia*, as well as radio broadcasts on *CNA938*, *HaoFM 96.3* and *Capital 95.8FM*.

In Singapore, the Research team has been contributing regular column articles in *The Business Times* and *Lianhe Zaobao*, providing readers with comprehensive commentaries and insights covering market updates, investment ideas and financial planning.

In Hong Kong, the Research team, Fixed Income Research division as well as the iGM investment advisers have also actively contributed to a diverse range of media platforms, providing expert insights on financial markets and investment trends. Their commentaries are featured in leading publications and media outlets such as *Ming Pao*, *Hong Kong Economic Journal*, *Hong Kong Economic Times*, *AM730*, *Wen Wei Po*, and *Oriental Daily News Online*. Additionally, the teams have been interviewed by prominent broadcast and digital media platforms, including *NowTV*, *Metro Radio*, *Radio Television Hong Kong*, *AASTOCKS*, *BBC News*, *TVB Finance*, and *Reuters*, further strengthening iFAST Corp's presence as a trusted source of financial research and market analysis.

In 2024, iFAST analysts in Hong Kong were featured in over 125 media appearances (2023: 130).

iFAST Corp remains dedicated to empower investors with research-driven investment and financial insights, and with the media feature opportunities, the Company continues to work towards promoting investor education and thought leadership within the industry.

Financial Education - Engaging, Educating, and Empowering

Engaging Investors Through Physical Events and Virtual Webinars

iFAST's B2B and B2C divisions regularly organise research-driven events to engage customers, the investor community, and the public.

These events, ranging from in-house investment seminars to large-scale investment fairs, provide direct access to the Company's Research teams and industry professionals.

On the B2C front, the B2C FSMOne.com divisions in Singapore, Hong Kong and Malaysia have been organising annual flagship events such as "FSMOne Invest Expo" and "FSMOne What and Where to Invest (WAWTI)" in the beginning of the year, bringing together in-house research analysts and product provider partners to share insights on global markets and asset classes for the year ahead. In January 2024, the flagship events were held in person across the three markets, attracting over 2,500 participants (2023: >3,800, including virtual attendees). To ensure broader accessibility, event recordings were made available on iFAST TV and other platforms, allowing investors unable to attend in person to stay informed. These initiatives reinforce iFAST's commitment to investor education and engagement through expert-driven market insights.

In Singapore, additional large-scale events in 2024 included Invest Expo 2024, ETF Festival 2024, Mid-Year Review 2024 and FSMOne Choice Awards 2024. These events featured industry experts discussing ETFs, macroeconomic trends, and top-performing unit trusts.

Across the B2B, B2C, and iGM divisions, over 200 events and webinars were organised in Singapore, Hong Kong, Malaysia, and China throughout 2024 (2023: >230).

Beyond research-themed events, the FSMOne.com teams in Malaysia also conducted virtual workshops to guide new investors on using the platform effectively. These sessions introduced platform features and tools available on the website and mobile application, helping investors navigate their transactions more efficiently.

Establishing New Channels to Engage Investors

iFAST Corp continues to broaden its engagement channels beyond websites and social media. FSMOne.com Singapore, FSMOne.com Malaysia, and Bondsupermart have Telegram channels, providing followers with real-time investment news, ideas, and insights.

Bondsupermart has continued its "Yield Hunters" podcast series, featuring in-house Fixed Income analysts and external industry professionals discussing bond market trends and

investment opportunities. Available on Spotify, Apple Podcasts, and Google Podcasts, these podcasts offer investors a convenient way to stay informed on Fixed Income strategies.

iFAST TV continues to strengthen its role as a financial education platform by producing videos in collaboration with industry partners, covering market trends and key financial topics accessible to all investors. In addition to educational content, iFAST TV expanded its scope to include corporate event coverage and branding initiatives, further integrating its presence across the Group's business units.

To reach a broader audience, iFAST TV actively leveraged both English and Chinese social media platforms to engage users on trending personal finance topics, garnering 23.4 million views across all channels. In September 2024, aligning with iFAST China Desk's focus on the Chinese-speaking investors, iFAST TV launched dedicated Chinese-language content on *Xiaohongshu*, further enhancing its outreach and engagement within this market segment.

Educating Undergraduates on Financial Literacy

In 2024, iFAST and FSMOne.com continued sponsoring the Eurasia Asset Management Challenge (EAMC), organised by the NTU Investment Interactive Club (NTU-IIC). This challenge provides students with real-world exposure to asset management scenarios and opportunities to network with industry professionals while enhancing their investment skills.

The Company has extended its sponsorship to support NTU-IIC in 2025 and plans to participate in a broader range of initiatives hosted by the organisation, further reinforcing its commitment to financial education for future professionals.

Advocating Financial Education with Research Expertise

Empowering Employees to Achieve Investment Success

iFAST Corp is committed to equipping employees with financial knowledge to support their investment journeys. Since 2014, the “iFAST Academy” programme has facilitated learning sessions where research analysts and product specialists provide insights into financial planning and investment strategies.

In 2024, two iFAST Academy sessions were held (2023: 2), covering three key financial planning and investment topics: “iFAST Employee Investment Scheme (EIS) Mechanism and How to Set Up”, “Regular Saving Plans (RSP) and Expert Insights on Recommended Funds”, and “Your Basic Protection Need - Hospitalisation and Term Insurance”. Three speakers from the Singapore iGM division led discussions on wealth management and financial planning for

Singapore employees.

The Company also offers an EIS to encourage employees to invest regularly. Under this scheme, iFAST matches a percentage of each employee’s investment in eligible funds, fostering a culture of financial planning and long-term wealth accumulation.

Engaging Shareholders, Empowering Investors

iFAST Corp is committed to ensuring timely and transparent disclosures through SGXNet, in compliance with the listing rules of the Singapore Exchange Securities Trading Limited (“SGX-ST”) and the Singapore Code of Corporate Governance 2018. This commitment ensures that shareholders and the investor community receive prompt and accurate information on material developments or operational changes that may impact the Company’s share price or valuation.

Committed to Transparent and Timely Investor Communications

iFAST Corp is dedicated to ensuring transparency and timely communication with shareholders and investors. All disclosures and announcements submitted to the SGX via SGXNet are also made available on the Company’s Investor Relations website, ensuring easy access to important updates.

In the unlikely event that previously undisclosed material information is made public, iFAST Corp will promptly release the relevant details through SGXNet and the corporate website to maintain transparency and regulatory compliance.

The Company is committed to delivering balanced, effective, and timely disclosures in clear and straightforward language, providing investors with accurate and factual information on both positive and negative developments. This approach ensures that shareholders and potential investors have a comprehensive

understanding of the Company’s financial performance, corporate governance, and business strategies.

Further details on Investor Relations communications can be found under Principle 12 in the Corporate Governance Report section of this Annual Report. iFAST Corp’s Investor Relations Policy is designed to ensure that all investors have timely access to critical information, including business strategies, operational updates, financial performance, corporate management, and governance practices.

Investor Relations Engagement

iFAST Corp remains committed to proactive and transparent engagement with shareholders, institutional investors, and the broader investment community. Through regular updates and open communication, the Company aims to enhance stakeholders’ understanding of its business performance, strategies, and long-term vision.

In addition to mandatory engagements such as the Annual General Meeting (AGM) and Extraordinary General Meeting (EGM), iFAST Corp continues to voluntarily report financial results on a quarterly basis, despite SGX’s shift to a risk-based approach to quarterly reporting. This decision reflects the Company’s belief that maintaining transparency is essential in providing investors with timely and relevant insights.

Throughout 2024, iFAST Corp actively engaged with analysts, investors, shareholders, and media through both physical and virtual platforms. Following each quarterly results announcement, the Company hosted hybrid results briefings, inviting institutional investors, research analysts, and media representatives to gain firsthand updates on its financial and strategic developments.

Beyond quarterly results briefings, the Company participated in group meetings, conference calls, roadshows, and investor conferences hosted by external organisations to further strengthen its engagement with institutional investors and shareholders. The Investor Relations team has continued to accommodate meeting requests and investor queries, reinforcing its commitment to open and transparent communication.

These efforts highlight the Company's dedication to fostering strong relationships within the investment community and ensuring timely access to corporate insights.

Enhancing Shareholder Engagement Through Hybrid AGM

At iFAST Corp, shareholder engagement is a key priority, underpinned by our commitment to transparency and innovation. We continuously seek to enhance shareholder participation by leveraging technology-driven solutions to facilitate seamless communication between the Company and its investors.

In 2020, iFAST Corp introduced a pre-AGM virtual information session, allowing shareholders to engage with the Management team and Board of Directors online before casting their votes on key resolutions. The 2020 AGM was also live-streamed, featuring a real-time Q&A session where shareholders could directly interact with the Board and Management.

During the Covid-19 pandemic years in 2021 and 2022, iFAST Corp was one of the few companies that adopted a hybrid AGM format to enhance shareholder engagement, enabling both physical and virtual participation while ensuring compliance with the Ministry of Health (MOH) safe management measures.

Post-pandemic, the Company continued this hybrid approach, allowing overseas shareholders to watch the AGM live and vote in real-time. In-person attendees were able to engage in live Q&A sessions, while those unable to attend had the option to appoint proxies. Additionally, the pre-submission of questions before the meeting ensured that timely responses were provided via SGXNet, enabling shareholders to make

well-informed voting decisions.

The upcoming AGM on 28 April 2025 will continue in a hybrid format, providing shareholders with the flexibility to participate either in person or virtually. Both formats will allow for live engagement with the Management and Board before the voting session, reinforcing iFAST Corp's commitment to transparency, accessibility, and shareholder inclusivity.

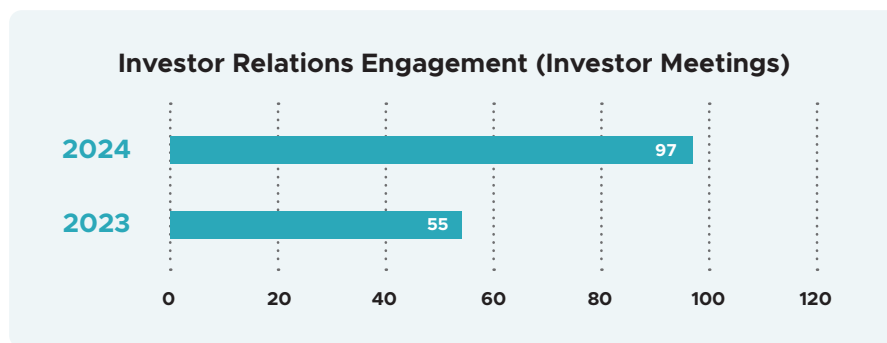
Engaging Investors Through Corporate Website and Social Media

iFAST Corp's corporate website (www.ifastcorp.com) serves as a key platform for engaging with investors and shareholders, reinforcing our commitment to transparency and timely communication.

As part of our dedication to accessible investor engagement, we provide webcast recordings of quarterly results briefings in the Investor Relations section, ensuring that shareholders and analysts can review insights at their convenience. Presentation decks and financial results are promptly published following each announcement, offering real-time updates on the Company's performance.

The website also provides comprehensive access to key corporate disclosures, including SGX filings, publications, circulars, AGM minutes, and press releases, ensuring that stakeholders can easily retrieve relevant information.

Beyond the website, iFAST Corp actively engages with investors and stakeholders via LinkedIn and Instagram, sharing updates on financial performance, new service offerings, key corporate events, market research, and



Corporate Social Responsibility (CSR) initiatives. These social media channels enhance connectivity with our investor community, keeping them informed about the latest developments in a dynamic and efficient manner.

Material issues covered:

- Content Accuracy & Timeliness
- Customer Service (B2B & B2C End Customers)
- External Communications to Clients & Shareholders
- Financial Disclosure and Adherence to Listing Rules
- Investment Advisory
- Products Due Diligence - Selection & Checks
- Product Marketing - Responsible & Transparent

UN Sustainable Development Goals relevant to "Engaging Customers; Enabling Investors":

- 1 No Poverty
- 4 Quality Education
- 8 Decent Work and Economic Growth
- 10 Reducing Inequalities

Empowering Employees; Enriching Communities

At iFAST Corp, we acknowledge the contribution of our employees to our sustainable growth and we remain committed to continuously empower and motivate employees to realise their full potential. Among our four CSR pillars, “Charity through Sports” and “Caring for Community” are dedicated to community engagement, demonstrating our commitment to making a positive impact through a range of initiatives.

I Employees – Our Cornerstone of Growth

iFAST Corp has incorporated various employment-related policies to retain talents within the Company and to address employees’ concerns, while helping the Company achieve sustainable growth.

Cultivate a Diverse and Inclusive Work Environment for All Employees

iFAST Corp has set in place an equal opportunity policy for all potential and current employees, as the Company believes in the merits of a diverse workforce, where employees with a wide range of expertise and perspectives will be able to work together to bring the Company to the next level.

The Company hires, promotes, develops and compensates employees based on meritocracy and without regard for age, gender, disability, marital status, race or colour, national origin, religion, sexual orientation or any other legally protected class or status.

The Company’s recruitment practices will continue to adhere to the equal employment opportunity policy, while complying with all applicable government regulations pertaining to safety, health and environmental aspects, and establishing systems which provide a safe and healthy workplace for employees.

Employees who believe that they have been subjected to discriminatory behaviour are able to access grievance handling channels to escalate their complaints, and the Human Resource department will determine the appropriate actions to be taken.

As at 31 December 2024, iFAST Corp has more than 1,708 employees across the five markets (Singapore, Hong Kong, Malaysia,

China, and UK) that it operates in (2023: 1,314). In Singapore, the Company has a total of 314 employees as at end-December 2024 (2023: 298). In Hong Kong, a total of 394 employees were employed as at end 31 December 2024 (2023: 236).

In Singapore, the Company maintained a gender diverse workforce with an almost balanced gender ratio from 2022 to 2024. More than 85% of its workforce are Singaporeans and Permanent Residents, reflecting iFAST Corp’s commitment in employing local talents. In 2024, the employee turnover ratio in Singapore was at 15.3% (2023: 10.9%). The Company continues to target to maintain a gender-balanced workforce while maintaining a healthy employee turnover rate below 15%.

For the Hong Kong office, the Company began disclosing employee breakdown data in 2023. The Company has also maintained a gender-diverse workforce with an almost balanced gender ratio in 2023 and 2024. The Company remains committed to foster diversity and will continue to uphold a balanced workforce in the years ahead.

iFAST Financial Pte Ltd (Singapore) has been recognised as a Human Capital Partner under the Human Capital Partnership (HCP) Programme managed by the TAFEP-Tripartite Alliance for Fair and Progressive Employment Practices. The HCP programme, supported by the Ministry of Manpower, recognises and supports employers who invest in human capital and adopt progressive workplace practices.

Equitable Employee Compensation and Benefits

The Company is committed to ensure that all salaries, benefits, and compensations are provided to employees in accordance with applicable laws. Our compensation packages are tailored to reflect employees’ qualifications, experience, performance, and job responsibilities.

The Company provides a range of benefits including medical and dental coverage, health screenings, hospitalisation and surgery insurance, as well as term life policies for eligible employees.

Our commitment extends to supporting employees’ family needs through various leave provisions, such as Maternity Leave, shared Parental Leave, Adoption Leave, Paternity Leave, Childcare Leave, and extended Childcare Leave, in alignment with Singapore regulations.

We have a Performance Shares Plan (PSP) to acknowledge and reward employees for their contributions to the Company’s growth. The key objective of PSP is to motivate staff to optimise their performance standards and efficiency, retain talent, and to attract top-notch professionals to join the Company.

Employees breakdown by gender, age group and turnover rate (Singapore)			
	2024	2023	2022
By Gender			
Female (Perm staff)	49.4%	49.6%	54.4%
Male (Perm staff)	50.6%	50.4%	45.6%
Female (New Hires)	48.6%	37.0%	50.0%
Male (New Hires)	51.4%	63.0%	50.0%
By Age			
Under 30 (Perm staff)	29.0%	38.6%	36.4%
30-50 (Perm staff)	64.9%	54.8%	57.5%
Above 50 (Perm staff)	6.1%	6.6%	6.2%
Under 30 (New Hires)	62.2%	85.2%	51.9%
30-50 (New Hires)	37.8%	14.8%	42.3%
Above 50 (New Hires)	0.0%	0.0%	5.8%
By Nationality			
Singapore / Singapore PR (Perm staff)	86.1%	89.5%	89.0%
Foreigners (Perm staff)	13.9%	10.5%	11.0%
Singapore / Singapore PR (New Hires)	56.8%	66.7%	73.8%
Foreigners (New Hires)	43.2%	33.3%	26.2%
Employee Turnover Rate			
Singapore	15.3%	10.9%	20.0%

Employees breakdown by gender, age group and turnover rate (Hong Kong)		
	2024	2023
By Gender		
Female (Perm staff)	55.6%	53.0%
Male (Perm staff)	44.4%	47.0%
Female (New Hires)	51.6%	53.0%
Male (New Hires)	48.4%	47.0%
By Age		
Under 30 (Perm staff)	45.1%	41.5%
30-50 (Perm staff)	49.5%	51.4%
Above 50 (Perm staff)	5.4%	7.1%
Under 30 (New Hires)	59.2%	51.8%
30-50 (New Hires)	37.6%	44.6%
Above 50 (New Hires)	3.2%	3.6%
Employee Turnover Rate		
Hong Kong	19.9%	24.2%

Ensuring Safety and Fostering Wellbeing for Employees

At iFAST Corp, we recognise the importance of fostering a safe and supportive work environment that foster the physical and mental wellbeing of our employees.

iFAST also promotes employee wellbeing through various initiatives aimed at encouraging a healthy and balanced lifestyle. By fostering a culture of care, we empower our employees to take charge of their overall health and wellbeing.

In 2024, we recorded zero safety-related incidents at our Singapore office, reflecting our commitment to maintaining a safe workplace. To uphold these standards, we have appointed trained fire wardens across all occupied office levels, ensuring a swift and coordinated response in emergency situations. Additionally, first-aid kits are readily available in our offices to provide immediate medical assistance when needed.

In Singapore, the office pantry offers a variety of healthy snack options, and a weekly fruit day is organised to encourage better eating habits and improve overall

wellbeing. In addition, iFAST actively promotes physical fitness by sharing information about weekly workout sessions hosted by the office building management team.

In Hong Kong, iFAST organised an office wellness event, which helped employees unwind and rejuvenate through professional massage treatments, reducing muscle tension, enhancing energy levels, while instilling a sense of calm and focus.

In Malaysia, iFAST organised a series of health wellness talks and workshops with a focus on physical, mental, and social wellbeing. These initiatives included sessions on topics such as posture improvement, stress management, and fostering a respectful and inclusive work environment. Employees who have participated in these sessions picked up practical tips from licensed professionals on healthier work habits, mindfulness, ergonomic guidance, and strategies for creating safe and supportive workplaces.

Supporting Employees: Financial Growth and Insurance Coverage

The Company has programmes in place to support employees kick-start their investing journey and grow their investment portfolios for themselves or their families.

Employees are eligible for discounts and rebates on processing fees when purchasing investment products, such as unit trusts, stocks, ETFs and corporate bonds through FSMOne.com, the Company's B2C platform. Furthermore, initiatives such as the Employee Investment Scheme support employees to start investing on a regular basis. Under this scheme, the Company co-invests alongside employees, providing a loss buffer to help them take the first step toward achieving their financial goals through investments. To enhance understanding of the scheme, the Company has organised an online seminar to introduce its benefits and features to employees.

Moreover, to encourage insurance planning for employees and their families, the Company offers commission rebates to employees for general insurance products, allowing them to enjoy a lower cost when purchasing insurance.

Employees – Our Cornerstone of Growth

Supporting Employees: Learning and Development

The Company is committed to provide continuous training and/or education to employees, which we believe will boost their work performance. Employees will be able to receive support from the Company when they enrol in external courses that are relevant to their work expertise. This includes professional courses such as the Associate Financial Planner (AFP), Chartered Financial Analyst (CFA), and Certified Financial Planner (CFP) programmes. Similarly, the Company also supports employees to take up other short-term courses, day seminars and conferences that can add value to their knowledge and expertise.

The Company has a Resource Planning Department in Malaysia that works towards continually helping the Company's workforce optimise operational efficiencies. The department's mission is to provide a continuous support system for various regional functions, spanning across Human Resource, Employer Branding to Training and Development, with the objective to enhance overall workforce productivity and efficiency while working towards organisational and employees' self-development goals.

Average training Days (Singapore and Hong Kong)					
		2024 (SG)	2023 (SG)	2024 (HK)	2023 (HK)
Average training hours per employee		1.77	1.95	0.48	1.21
Average training hours per employee by gender	(F)	1.80	2.59	0.46	1.31
	(M)	1.74	1.33	0.50	1.12
Average training hours per employee by rank	Rank 1-2	2.78	2.11	0.69	1.88
	Rank 3-5	1.53	1.92	0.46	1.15

The total average training hours per employee in Singapore and Hong Kong was 2.25 days in 2024 (2023: 3.16 days).

The total average number of training hours per employee in Singapore was 1.77 days in 2024 (2023: 1.95 days), while in Hong Kong it was 0.48 days (2023: 1.21). This was primarily due to a significant increase in new employees joining the Hong Kong office in late 2024. The Company aims to maintain an average of 1.5 training days per employee annually and will continue enhancing training initiatives to ensure employees receive the necessary professional development aligned with their job responsibilities.

Strengthen Employee Engagement and Internal Communication

The Company remains dedicated to implement initiatives that foster ongoing employee engagement, and has adopted various channels to engage employees. This includes regular e-newsletters and corporate update sessions to share the latest news and developments of the Company with our employees. We believe initiatives to proactively communicate with employees will enable them to better understand and appreciate the progress made by the Company and our various regional subsidiaries.

iFAST Vibes (Employee e-newsletter)

First incepted in 2014, the Company has circulated a bi-monthly e-newsletter titled "iFAST Vibes" internally within iFAST Group, providing updates to all employees on major developments and recent activities across our regional offices.

In 2024, a total of six issues of iFAST Vibes were circulated to all employees in the Group.

Apart from business developments and ongoing/past activities organised by different departments and business units, regular columns on topics including ESG updates are also featured in iFAST Vibes. Penned by the Sustainability Working Group (SWG), these columns aim to enhance employee awareness of

Environmental, Social, and Governance (ESG) principles and activities. This initiative highlights iFAST's commitment to promoting the importance of ESG across the organisation.

In 2024, we continued with our Special Series in iFAST Vibes to introduce employees who have newly taken on management roles within the year, where they shared both their professional and personal journey within the Company. Through the special series, we hope to reiterate that current employees who possess the right mind-set, motivation and potential are usually the first to be considered to lead new projects or take on greater responsibilities as part of our business expansion. We also hope that the personal stories shared by the new heads of our business units will inspire and motivate employees.

Group Updates & Townhall Meetings

The Company has been organising Group Update sessions that are aimed at providing employees with the latest updates on the Company's business performance, and to provide opportunities for employees from different departments to hear direct from our regional senior management team and to get together with fellow colleagues.

The Company has also live-streamed the sessions virtually via Zoom to engage employees based in our Hong Kong, Malaysia, China and UK offices.

In 2024, iFAST conducted two Group Update sessions via Zoom for all employees, one in January and another in May. The sessions included a "Q&A with the Management" segment, where both the Group and Regional Senior Management teams were available to directly address employee questions.

These sessions offered regional employees the opportunity to engage with the Singapore-based leadership team, fostering improved communication and addressing concerns in real-time. iFAST aims holding at least two regional update sessions each financial year.

Other than Group Updates, iFAST subsidiaries, including iFAST Hong Kong ePension division, have also been organising local townhall meetings, to ensure employees supporting the business divisions are well-informed and engaged. The senior managers also directly connected with employees to address their questions and concerns.

iFAST Global Symposium

The iFAST Global Symposium is an annual event that brings together management teams and employees from iFAST offices in Singapore, Hong Kong, Malaysia, China, and the UK. It serves as a platform for employees to communicate and align with long-term strategic thinking. The management team leverages this opportunity to share business highlights from the past year, set goals for the upcoming year, and foster cross-border collaboration by discussing challenges and achievements.

Following the pandemic, the Global Symposium was first hosted in Singapore in November 2023. In 2024, the event

was held over two days in Kuala Lumpur, Malaysia. In addition to presentations by market leads, the event featured panel discussions where panellists explored strategies for innovation and collaboration, with the aim of helping investors to invest globally and profitably.

Company Intranet

iFAST's Corporate Intranet saw employees actively sharing important announcements and updates with other regional employees in the Group, including business plans, new developments, other HR and employee benefits and promotions, and more.

iFAST Corp initiated the CSR campaign called "iFAST Share and Care" via the Company Intranet for the fourth consecutive year (2021-2024). Employees are encouraged to share their experiences when participating in charity and/or volunteer activities over the year. For the top posts receiving the most likes from colleagues, employee-volunteers secured at least S\$1,800 in donations each. In total, iFAST Corp contributed S\$12,000

to the charity organisations supported or volunteered with by participating employees.

In 2024, six regional organisations spanning across community support, animal welfare, financial empowerment, and cultural enrichment categories benefited from the support of the Company's employee volunteers, including St. Andrew's Cathedral Mandarin (Singapore), Asian Cultural Symphonic Orchestra (Singapore), Anglican Senior Centre (Singapore), Melaka Animals Welfare Association (Malaysia), Kluang Stray Dogs Home (Malaysia), and Lovely Disabled Home (Malaysia).

Advocating Corporate Social Responsibilities

iFAST Corp has undertaken various initiatives to contribute and give back to society. In addition to engaging the investor community with our research capabilities to "Cultivate Financial Literacy", which is one of our four Corporate CSR pillars, iFAST Corp has also launched initiatives that correspond to the other three pillars of "Charity Through Sports", "Caring for Community" and "Conserving the Environment".

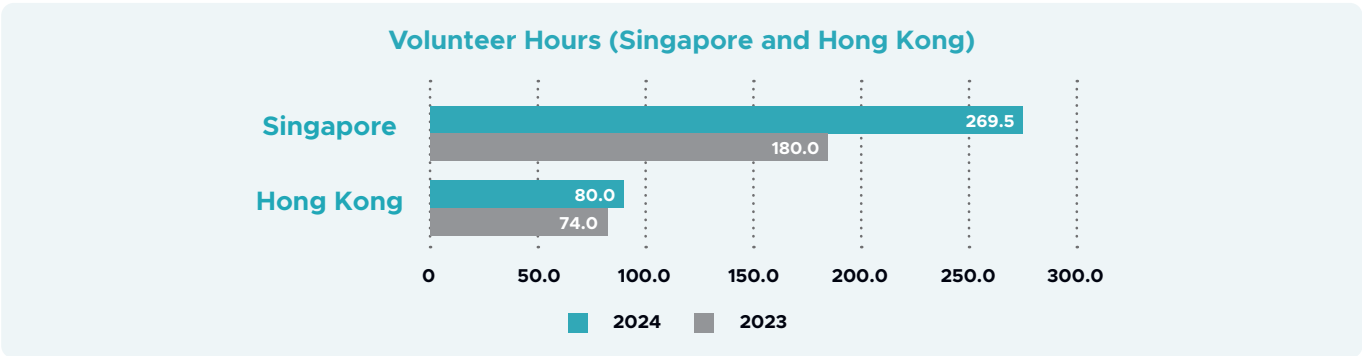
iFAST Employee Volunteerism

In 2024, the Singapore Corporate Communications department and Hong Kong Human Resource department have organised CSR and employee volunteering activities in support of different charity

organisations in both Singapore and Hong Kong.

iFAST Corp remains committed in advocating employees to participate in charity and volunteering events, and has plans to organise more volunteering events in the coming years.

For the short term over the next three to five years, the Company continues to target increasing the volunteering hours of employees by at least 10% on an annual basis, before reaching a longer-term annual target of achieving at least one volunteer hour per employee.



Advocating Corporate Social Responsibilities

Charity Through Sports

“Charity Through Sports” has been one of the first core CSR pillar that was established, and the following quote from iFAST Corp CEO Mr Lim Chung Chun encapsulates why the Company has been promoting active sports participation among employees, as well as supporting sports-related charity initiatives:

“Taking part in sports helped me learn the value of dedication and perseverance for a certain cause. In sports, I learned that while a target may look unattainable at first, upon closer analysis, with determination and hard work, it becomes achievable.”

By organising and participating in physically demanding and intellectually stimulating sporting events, the Company aims to promote a healthy lifestyle emphasising both physical and financial well-being. Such events also provide employees with opportunities to contribute to society.

The following initiatives form part of iFAST Corp’s ongoing efforts under the “Charity Through Sports” CSR pillar, which reinforces our commitment to the United Nations Sustainable Development Goals (UNSDGs) of “Good Health and Well-being”, “No Poverty” as well as “Reduced Inequalities”.

SGX Bull Run 2024

SGX held its annual fundraising event “SGX Cares Bull Charge Charity Run 2024” on 8 November, and iFAST Corp supported this charity initiative for the fifth consecutive year by providing sponsorship while also encouraging employees to actively participate in this fundraising sporting event. Over 90 iFAST employees from our Singapore office participated actively in this event.

Oxfam Trailwalker 2024

iFAST has long been a supporter of the Oxfam Trailwalker initiative, a physically and mentally challenging endurance event that also serves as a meaningful charity fundraiser to combat poverty. Over the years, our employees, senior team members, and business partners have come together to challenge themselves for this meaningful cause.

In May 2024, the iWALK Oxfam Trailwalker event made its return after the pandemic, bringing together over 100 iFAST Champions from our offices in Singapore, Hong Kong, and Malaysia to take on the 100km challenge in South Korea. A total of 62 participants from iFAST successfully completed the journey within 35 hours, while many others showcased exceptional perseverance, covering an average of 60km.

iFAST has actively participated in the Oxfam Trailwalker across multiple regions, including Whakatāne, New Zealand (2019); Inje-Gun, South Korea (2018); Brisbane, Queensland (2016); Sydney, Australia (2013); and Hong Kong (2012 and 2011).

Other “Charity Through Sports” Activities

iFAST Malaysia sent a contingent of more than 30 participants to participate in Lovely Disabled Home Charity Run 2024, a virtual run event which took place between 31 August and 16 September 2024. The event was organised to support Lovely Disabled Home (LDH), an NGO and Non-profit Disabled Centre in Malaysia, to support children and individuals who are physically and mentally challenged. Funds raised from the event will go towards the centre’s operational expenses. The event also served as part of public awareness to combat stereotypes, prejudices and harmful practices relating to persons with disabilities.

iFAST Global Bank was one of the sponsors of the Bessingby Park Rangers Football Club for the 2023/24 and 2024/25 seasons. Through this partnership with a club that embodies dedication and community spirit, iFAST strengthens our commitment to nurturing the youth, fostering their success in sports, and investing in the future generation.

Caring for Community

Through active community engagement via collaboration with local organisations, iFAST remains dedicated in creating a meaningful impact in the community. The following initiatives, part of iFAST Corp’s ongoing efforts under the “Caring for Community” CSR pillar, also reinforces our commitment towards the UNSDGs of “No Poverty” and “Zero Hunger”:

1. Hao Ren Hao Shi

In September 2024, iFAST Singapore volunteers and their family members participated in the food distribution programme organised by Hao Ren Hao Shi with the support of the Southwest Community Development Council. iFAST sponsored a truckload of essential food items, including rice, canned goods and household items. iFAST volunteers, along with their families and friends and other Hao Ren Hao Shi volunteers, assisted with the distribution of these items to beneficiaries in Teban Gardens.

2. Food from the Heart

In October 2024, iFAST Singapore volunteers participated in an event with Food from the Heart, supporting their mission to provide essential food items to those in need. iFAST volunteers helped prepare and pack food bags, which will be distributed to beneficiaries within our local communities.

Food from the Heart is a local charity that runs five food support programmes. These programmes are specially designed to combat hunger, providing necessary aid to those who need it most. In addition to volunteering, the iFAST donated food items to Food from the Heart to support their initiatives.

3. Food with Love

In December 2024, iFAST Singapore volunteers harvested fruits and leafy greens together with the teams at the Ground-Up Initiative. The packed harvests were then delivered to the beneficiaries at the Free-Food-For-All Community Fridge at Chong Pang, making sure that those in need were able to enjoy fresh, homegrown fruits and vegetables.

Food with Love is a grassroots CSR initiative aimed at combating food insecurity by providing nutritious meals to those in need. Together with our volunteers, the CSR initiative saw the collection of over 20kg of produce that were subsequently distributed to underprivileged communities. Through this event, we also hope to inculcate in our volunteers the impact of environment conservation on food supplies, to bring more awareness towards the “Climate Action” aspect under UNSDG.

4. “Caring for Community” Initiatives in Hong Kong

iFAST Hong Kong has organised a series of CSR initiatives with seniors in collaboration with the Christian Family Service Centre, thereby reinforcing its commitment to the principle of “Caring for Community”.

In September 2024, iFAST ePension collaborated on a Mini Bonsai Crafting Workshop, where iFAST employees and beneficiaries of Christian Family Service Centre explored the art of bonsai cultivation, embracing patience and creativity while strengthening intergenerational bonds.

In December 2024, iFAST Financial (HK) employees participated in a Floating Vase Workshop, engaging with seniors from Christian Family Service Centre in a hands-on activity that fostered meaningful connections and moments of joy.

These initiatives reflect iFAST’s dedication to supporting the elderly and spreading love within the community, aligning with its CSR goals of fostering inclusivity and meaningful engagement.

5. Enabling Customers to Give Back to Society

The Company has initiatives in place to enable customers to give back to society. In Singapore, FSMOne.com customers are able to redeem their reward points and convert them into cash donations for two of the selected charity partners, including Community Chest, a local charity organisation that raises funds for more than 100 charities in Singapore, and SHINE (formerly known as Student Care Services), an innovative and collaborative organisation that is committed to delivering quality and relevant services to children and youths to maximise their potential.

Conserving the Environment

At iFAST, we recognise the critical role of environmental conservation in building a sustainable future.

In 2024, we have partnered with the World Wide Fund for Nature (WWF) Singapore to support various initiatives that promote environmental sustainability and community engagement in 2024 that aligned with our iFAST CSR pillars of “Conserving the Environment” and “Caring for Community”.

In April 2024, iFAST contributed donations towards WWF-Singapore’s special annual fundraising event in support of the organisation’s initiatives in biodiversity conservation and ecosystem restoration.

iFAST has also participated in WWF-Singapore’s environmental programs through the following employee volunteerism initiatives, which we believe reflects iFAST’s commitment towards driving meaningful social and environmental impact, while working towards the UNSDGs of “Climate Action”, “Reducing Inequalities” and “Good Health and Well-Being”:

1. WWF-Solar Light Challenge workshop

In August 2024, iFAST Singapore volunteers participated in the WWF Solar Light Challenge workshop, assembling 50 solar lights to be sent to children in Cambodia. These solar lights were intended to replace low-quality, fuel-based lighting and help to reduce indoor air pollution. Accompanied by heartfelt letters from iFAST volunteers, the solar lights provided essential illumination for studying and daily activities in floating village communities that lacked access to electricity.

2. WWF-Pulau Ubin Mangrove Kayaking Clean Up

In September 2024, iFAST Singapore volunteers, along with their families and friends, took part in a mangrove kayaking clean-up at Pulau Ubin. Through this initiative which also aligns with “Charity through Sports” CSR pillar, our volunteers gained a deeper understanding of the vital role mangrove forests play in coastal protection, carbon sequestration, and biodiversity conservation. During the clean-up, our volunteers collected plastic waste and debris trapped in the mangrove roots, contributing to the preservation of this important habitat and experiencing first-hand how pollution and deforestation are increasingly affecting mangrove ecosystems.

iFAST remains committed to foster a culture of environmental volunteerism to play our part in protecting natural ecosystems for future generations.

Material issues covered:

- Community Engagement
- Employee Training & Product Competency
- Employment Wellbeing & Fair Employment Practice
- Internal Communications
- Climate Change

UN Sustainable Development Goals relevant to “Empowering Employees; Enriching Communities”:

- 1 No Poverty
- 2 Zero Hunger
- 3 Good Health and Well Being
- 4 Quality Education
- 8 Decent Work and Economic Growth
- 10 Reducing Inequalities

Embracing Innovation; Enforcing Cybersecurity

iFAST Corp has been focused on developing IT capabilities in-house since the Company's inception, powering the various innovative Fintech solutions that we have launched for our customers and partners. Cybersecurity is also a key area of focus for iFAST Corp, and we are committed to maintaining a high level of IT security for our online platforms, protecting, and safeguarding our stakeholders' interests.

I Innovation: Powered by Fintech and AI

iFAST Corp believes continuously improving its platform functionality and usability will be the key to remain competitive. iFAST Corp has also continued to broaden the range and depth of its products, services and capabilities, enhancing both customer experience, as well as ensuring the relevance and suitability of its IT solutions, enabling the Company to achieve sustainable growth.

Enhancing IT Capabilities - Improved Operations, Greater Efficiency

iFAST Corp believes continuous innovation and enhancements in its platform functionality and user experience will empower the Company to remain competitive and stay in the forefront within the global digital banking and wealth management space.

iFAST Corp remains committed to enhancing customer experience by streamlining transactional and operational processes while improving platform navigation. Over the years, the Company has consistently introduced new IT projects aimed at improving operational efficiency and accessibility.

In 2024, iFAST Singapore enhanced its SGD Auto-Sweep with the iFAST SGD Enhanced Liquidity Fund to facilitate an innovative T+0 settlement cycle. Customers who have submitted their subscription instructions before the cut-off time on a business day, will be able to receive the underlying units within the same day. Similarly, customers who have submitted their withdrawal instructions before the cut-off time will receive the sales proceeds in the same day. Applicable securities transactions on US exchanges have also transitioned to

a T+1 settlement cycle in 2024, enabling investors to receive their sales proceeds one business day earlier.

Following the launch of Product Financing services for Accredited Investors on the Singapore iFAST Global Markets (iGM) platform in 2023, the same service was launched on the Singapore and Hong Kong B2C divisions in 2024, allowing accredited clients to leverage up to 3.5 times their assets across seven currencies, providing greater investment flexibility to optimise portfolios and enhance returns.

In Singapore, FSMOne.com clients who meet the eligibility criteria will be able to opt-in to the service after logging in to their account, and they will enjoy instant approval without having to submit additional documentation. Upon opt-in, the collateral value of the clients' entire FSMOne.com portfolio will be assessed, and a unified margin buying power will be shown for them to begin trading utilising the Product Financing services. This service enables clients to optimise investment strategies by leveraging financing options without depleting cash balances.

With iFAST's recent business expansion into UK, and aligned with the Group's vision of establishing a truly global business model, iFAST Hong Kong and

UK-based iFAST Global Bank ("iGB") launched iFAST Global View in 2024. With iFAST Global View, clients with an iGB account can easily link their iFAST wealth management accounts within the iFAST ecosystem. Investments and digital banking balances across borders are combined within one consolidated viewing page, empowering clients with the ability to view their wealth management and digital banking accounts. Additionally, customers will also be able to perform "Global Transfer" between their different iFAST accounts across multiple regions.

The Hong Kong iFAST Fintech Solutions team has also developed a TreasuryNow API Solution, designed specifically to meet the needs of institutions and securities firms by providing streamlined access to the US Treasury market. The goal in creating this solution is to help business partners diversify their offerings to serve a broader range of clients while ensuring operational efficiency. The integration of this API solution will also provide stable investment options for investors seeking security and reliability.

Optimising Payment Processes and Debit Card Services

As part of iFAST Corp's ongoing digitalisation efforts, the Company has streamlined platform processes involving cash and cheque payments, gradually phasing out cheque transactions across its Singapore platforms. Beyond offering greater convenience to customers, this transition has contributed to sustainability efforts by reducing paper usage and carbon footprint. The elimination of cheques, envelopes, additional paper forms, and the need for physical cheque postage and deposits has significantly minimised waste and emissions.

iFAST launched Debit Card services on Singapore FSMOne.com and iGM platforms in 2022 and 2023 respectively, enabling customers to invest, insure, and seamlessly make purchases using their investment proceeds, dividends, and available balance in their Cash Account, both online and at any merchant accepting Mastercard. This new service also enabled customers to utilise their Cash Account balance without having to withdraw monies back into their bank account. In 2024, enhancements were planned to enable the Debit Card to deduct from both the SGD Cash Account and Auto-Sweep Accounts, and this new feature has been launched in 1Q2025.

After the launch of the SGD Auto-Sweep account in 2019, iFAST Singapore continued to expand into different Auto-Sweep currency classes, launching the CNH and USD Auto-Sweep account in 2022 and 2023 respectively. In 2024, Auto-Sweep accounts were launched on both Hong Kong and Malaysia platforms, enabling investors in these two markets to enjoy the benefits of an innovative cash management solution which serves as a convenient payment method, and may also help investors earn potentially higher yields on their idle cash. As of end December 2024, the HKD and USD Auto-Sweep accounts are available in Hong Kong, while the SGD and USD Auto-Sweep accounts are available in Malaysia.

In 2024, following further system enhancements in iFAST Singapore

platforms, all three currency Auto-Sweep accounts can now be utilised for Regular Savings Plan (RSP) payments, offering a seamless, efficient and automated payment facility for customers who are looking to invest into unit trusts and ETFs utilising a dollar-cost averaging strategy, while also earning potentially higher yield on the monies parked in the cash management solution accounts.

Similarly, the Singapore FSMOne.com platform also enabled SRS as a payment method for ETF RSPs to provide investors with more options to invest their SRS monies in a disciplined manner.

Advancing Platform Features to Elevate Investor Experience

iFAST Corp remains committed in enhancing its platforms by incorporating customer feedback and introducing new features that cater to investors' evolving needs. Across its business units, regular input from users has driven continuous improvements to enhance the investing experience.

In 2024, various new and enhanced features have been launched on iFAST Singapore and Hong Kong platforms.

In Singapore, building upon the website revamp in 2023, the B2C division FSMOne.com launched new enhanced platform features in 2024. Search functionalities within the platform was enhanced, and a new useful search feature was launched, where investors searching for a particular stock will be able to view the list of ETFs that hold positions in that stock. We believe this will help investors who are interested in a particular company stock, but prefers to invest using a diversified strategy through an ETF.

A new Order Pad feature also enabled odd lots transactions of SGX counters online, where odd lots from previous Corporate Actions can be easily transacted via the platform.

Four new watchlist alert types were launched, including "Price rises above" and "Price falls below" for stocks, ETFs, funds and bonds, and two bonds dedicated alert types "Yield rises above"

and "Yield falls below". Alerts can be based on percentage change or a specific price keyed in by the investor.

Driving Innovation with Transparency and Accessibility

Innovation and transparency remain at the core of iFAST Corp's business strategy, shaping its proprietary technology capabilities and commitment to open access and fair pricing. The Company has consistently focused on enhancing information accessibility, ensuring that investors can make well-informed financial decisions. Unlike many platforms that restrict access to account holders, iFAST Corp provides public access to research content, investment tools, and product information, allowing all investors to search, compare, and analyse financial products before making investment decisions. Key platform features such as Chart Centre and various product selectors/screeners continue to be widely used by the investor community at large.

In 2024, on the Singapore B2C FSMOne.com platform, the popular Fund and ETF selector was further enhanced, enabling investors to explore lists categorised by themes, popularity, and market megatrends. Customised filters can be applied to the selector results, which can then be saved, exported or shared.

Enhanced stocks/ETF calculator features include a new "Return & Growth" section which allowed investors to view the capital gains received from price appreciation as well as a breakdown of the total dividends received for a selected stock/ETF. The "Profit & Loss" section shows investors the profit or loss incurred for a selected stock/ETF with processing fees factored in, and for investors currently sustaining losses, the new feature can also show a price target for the stock/ETF to breakeven.

Investors are also able to view the most popular Funds, Stocks, and ETFs among FSMOne.com clients for the current week, enabling them to quickly identify trending investment ideas and stay informed about the latest market trends.

Innovation: Powered by Fintech and AI

The ETF RSP service, first introduced on FSMOne.com in 2019, has provided investors with a cost-effective way to adopt the dollar-cost averaging strategy. With no commission fees, investors can start their ETF RSP investments at regular intervals with minimal costs. As at end December 2024, the list of ETFs available for RSP has expanded to 269 ETFs (2023: 158), offering greater investment choices. The Company aims to further broaden this selection in the coming year to cater to increasing investor demand.

As the newest addition to the Group, iGB has prioritised service enhancements to strengthen and further develop services on its EzRemit, Digital Transaction Banking (DTB) and Digital Personal Banking (DPB) divisions.

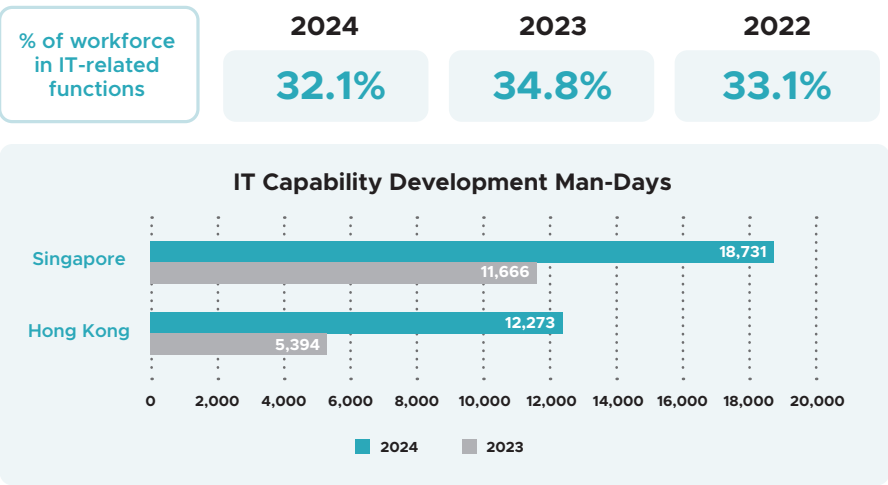
In 2024, building on its established EzRemit division, iGB integrated cross-currency international payments with both DPB and DTB divisions. This service enables customers to transfer funds swiftly and cost-effectively to over 50 countries in more than 25 currencies. Many transfers are completed within minutes, with most processed within 48 hours, offering real-time exchange rates and fee-free transactions. Instant FX Trading was also launched on the DTB platform across eight currencies for corporate banking accounts, where Small-Medium Enterprises, Electronic Money Institutions, APIs, and payment providers will be able to manage their accounts and FX seamlessly through the DTB platform.

Empowering Fintech Growth with IT Partnership (ITP)

Innovation remains a core value at iFAST Corp, playing a pivotal role in sustaining competitiveness and ensuring relevance in the dynamic financial industry. By developing the majority of its IT capabilities in-house since inception, the Company has been able to deliver cost-effective solutions with swift turnaround times, enabling the timely launch of innovative products and services across its platforms.

Established in 2015, the iFAST ITP empowers IT personnel to propose and lead projects independently, fostering a culture of entrepreneurial ownership while ensuring proper incentives for innovation and system enhancement. This structure is modelled after the partnership frameworks used in audit and law firms, enabling ITPs to drive growth and elevate technological advancements for the benefit of both clients and employees.

As of 2024, the Group has a total of 15 ITP teams (2023: 13), alongside other IT-related teams, including the ITP Committee Team, IT Infrastructure, IT Applications, and UI/UX teams. The percentage of IT-related workforce has consistently remained above 30% of the Company's total workforce in recent years, reflecting iFAST Corp's commitment to technological excellence.



In 2024, there was a notable increase in man-days dedicated to IT capability development and maintenance in both Singapore and Hong Kong. The rise in Hong Kong was particularly significant, largely driven by the progress of the ePension project. This reflects the organisation's continued investment in strengthening IT infrastructure and digital transformation efforts across key locations.

Building a Resilient IT Infrastructure for Fintech

A robust and resilient IT infrastructure is fundamental to iFAST Corp's ability to deliver and advance Fintech solutions for its customers and business partners. The Company has continuously strengthened its systems monitoring and enhancement processes, ensuring the uninterrupted availability of critical systems, including those supporting client trading and information access.

In 2024, iFAST Corp successfully maintained its maximum unscheduled downtime for critical systems below the four-hour limit set by the Monetary Authority of Singapore (MAS) within any 12-month period. The Company remains committed to dedicating further resources to the enhancement and maintenance of its IT infrastructure, ensuring customers experience minimal disruptions.

Additionally, iFAST Corp continues to closely monitor key IT infrastructure metrics and system performance to uphold reliability, security, and operational efficiency across its platforms.

Cybersecurity: Building a Secure Digital Future

iFAST Corp is committed to implementing the best cybersecurity measures throughout the organisation to safeguard the interests of all stakeholders, including customers, employees, product and service providers, and business partners.

Cybersecurity Governance and Strategy

iFAST Corp adopts a holistic and proactive approach to cybersecurity, integrating industry best practices from organisations such as the International Standardisation Organisation (ISO) and the National Institute of Standards and Technology (NIST). The Company's cybersecurity framework is designed to safeguard its IT infrastructure, ensure regulatory compliance, and mitigate emerging cyber threats.

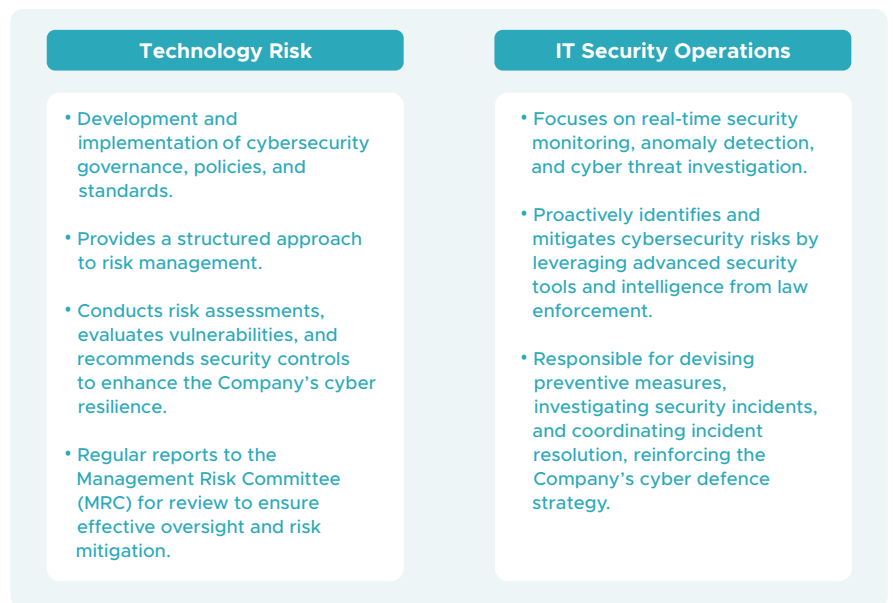
Cybersecurity controls and measures are regularly audited by internal teams and external agencies to promptly address any identified vulnerabilities. Additionally, iFAST Corp continues to invest in resources and expertise, including attracting top cybersecurity talent and integrating new security technologies, to strengthen its cyber defences and enhance resilience against evolving threats.

Cybersecurity Risk Management

iFAST Corp recognises that as a Fintech platform, its operations are highly dependent on technology, making cybersecurity a critical priority. Any compromise or failure due to cybersecurity lapses could have a significant impact on the Company's business and reputation.

To mitigate these risks, the Company has established two dedicated departments: Technology Risk (Tech Risk) and IT Security Operations (SecOps), each playing a crucial role in mitigating cyber threats and ensuring operational resilience.

Through these dedicated teams, iFAST Corp maintains a robust cybersecurity framework, ensuring compliance, risk mitigation, and business continuity in an evolving digital landscape.



Cybersecurity Awareness and Training

In 2024, iFAST Corp continued to strengthen its cybersecurity defences, readiness, and response through various initiatives aimed at enhancing employee awareness and system resilience. These efforts include regular security testing, email phishing simulations, security induction programmes, clean desk awareness campaigns, and measures to improve system resiliency across its computing infrastructure.

A key initiative focuses on phishing awareness, where the team conducts regular phishing tests to help employees recognise and respond to potential threats, such as scam emails. Employees who underperform in these tests receive targeted training to strengthen their ability to detect and respond to phishing attempts effectively.

For Cybersecurity training sessions, it covers a range of critical topics, including computer security, email and network security, scam handling, access and password management, and IT

outsourcing management. Trainers also provide practical examples of good computing practices and highlight preventive measures against social engineering, phishing attacks, and cyber extortion.

To ensure all employees are equipped with the necessary cybersecurity knowledge, the Company conducts cybersecurity induction sessions for new employees as part of their onboarding process.

In 2024, all new and existing employees participated in cybersecurity training, reinforcing the importance of information security. The Company has set an internal target to ensure 100% participation in information security training for both new hires and existing employees, with ongoing refresher training provided regularly.

Beyond formal training, iFAST Corp promotes continuous cybersecurity awareness through Tech Risk team newsletters, emphasising key security topics and best practices. Additionally, cybersecurity-related messages and reminders are displayed as computer screensavers, ensuring employees

Cybersecurity: Building a Secure Digital Future

remain vigilant against potential threats in their daily operations.

Through these initiatives, iFAST Corp remains committed to fostering a strong cybersecurity culture, ensuring that employees are well-informed and equipped to safeguard the Company's digital assets and infrastructure.

Protecting Customers and Strengthening Digital Trust

iFAST Corp is committed to safeguarding customers' online transactions by implementing robust security measures across its wealth management platforms and digital banking services. All transactions are processed with strict security protocols and end-to-end encryption, aligning with the global security standards used by leading financial institutions.

Account Security with Multi-Layered Authentication

To enhance security, iFAST Corp has implemented multi-layered authentication across its platforms. Since 2015, the Company has enforced Two-Factor Authentication (2FA) upon login to prevent unauthorised access and transaction modifications. Over the years, security features have evolved to include biometric authentication, allowing customers to use fingerprint or facial recognition for secure logins.

Over the past four years, iFAST platforms, including iGM and FSMOne.com, have integrated digital token authentication within their mobile applications. This feature enables customers to link their devices as Digital Tokens for 2FA authentication, offering greater convenience and cost savings compared to traditional SMS-based authentication.

To further protect customers from unauthorised access, the Company has introduced enhanced email notifications. Customers logging in from a new device, an incognito session, or a

private browser tab receive real-time email alerts, notifying them of the new login attempt and enhancing account security monitoring.

Scam Prevention and Customer Education

As scams targeting individuals and investors continue to evolve, iFAST Corp has implemented proactive initiatives to help customers identify and mitigate these risks. Since 2022, FSMOne.com has maintained a dedicated Online Security Page, serving as a central hub for cybersecurity education, featuring regular updates and practical security tips.

In 2024, iFAST Corp further expanded this resource by regularly publishing cybersecurity content and in-depth articles on impersonation scams, fraud tactics, and preventive measures. These insights are actively shared via iFAST websites, platform notifications, and social media channels, ensuring customers stay informed and vigilant. The company aims to continue this initiative as a quarterly publication in 2025.

To enhance fraud response, the Company has streamlined scam-handling processes, establishing an efficient workflow that leverages multiple channels for prompt action against fraud. This includes targeted measures to combat SMS and email phishing, reinforcing iFAST Corp's commitment to customer protection and digital security.

Cybersecurity and Digital Trust Initiatives

iFAST Corp has strengthened its commitment to safeguarding IT systems by ensuring data access is strictly limited to a need-to-know basis. In addition to implementing robust cybersecurity measures, the Company proactively educates customers on best practices to protect themselves against online scams and cyber threats.

Leveraging AI for Cybersecurity and Operational Efficiency

With the rise of Generative AI and AI-driven cyber threats, iFAST Corp has integrated AI-powered cybersecurity solutions to enhance threat detection and mitigation capabilities. The SecOps team leverages advanced AI-driven systems to detect, analyse, and mitigate sophisticated cyber threats in real time.

In parallel, the Company encourages employees to leverage AI tools to improve productivity while ensuring responsible usage. The Tech Risk department provides training on secure AI adoption and has developed an AI Security Whitepaper to guide the development of AI-backed IT projects within the Company.

Data Security and Cyber Resilience

To maintain restricted data access and protect the Company's systems from unauthorised entry, iFAST Corp has implemented rigorous internal access controls. Employees are granted access only to information relevant to their roles, following a strict approval process that ensures proper authorisation for access control.

The Tech Risk team conducts regular reviews of internal access controls across various systems, assisting departments in determining data sensitivity and advising on appropriate security controls. Additionally, the department provides information security consulting services to support teams across the organisation. The Company has consistently met its internal target of reviewing authorised access annually, with similar reviews scheduled to continue each year.

To further enhance cybersecurity monitoring, iFAST Corp has established IT security policies designed to detect unauthorised information processing activities.

Security systems undergo regular monitoring, and information security events are logged to enable the prompt detection of unauthorised or malicious activities by both internal and external parties.

The SecOps team advanced security tools to conduct continuous checks on devices and systems. Immediate investigations are carried out whenever suspicious or malicious threats are detected by monitoring tools.

In 2024, there were no major cybersecurity breaches reported to the authorities. iFAST Corp remains committed to achieving zero major cybersecurity incidents and will continue to enhance its cybersecurity framework to protect its customers from evolving cyber threats and risks.

Personal Data Protection Act (PDPA)

iFAST Corp is committed to ensuring the responsible collection, use, and disclosure of personal data in accordance with the PDPA. The Company's Privacy Policy outlines the procedures and objectives governing the handling of personal information, covering both electronic and non-electronic formats.

To reinforce its commitment to data privacy, iFAST Corp has appointed two Data Protection Officers (DPOs) responsible for overseeing compliance with PDPA regulations. Their roles include developing and implementing data protection policies, ensuring these policies are effectively communicated to both customers and employees, and handling queries or complaints related to personal data protection. The DPOs work closely with employees to ensure they understand their responsibilities in safeguarding customer data, integrating data protection principles into internal processes.

The DPOs also conduct regular internal audits to ensure that all data-handling practices comply with PDPA guidelines. They are responsible for alerting Management to potential data breaches, coordinating remedial

measures in the event of a breach, and liaising with the Personal Data Protection Commission (PDPC) for investigations where necessary. This proactive approach ensures that any risks of data security incidents are identified and mitigated swiftly.

To maintain a high level of data protection awareness, iFAST Corp integrates personal data protection training into its annual AML/CFT (Anti-Money Laundering/Countering the Financing of Terrorism) and Fair Dealing training programme. Employees receive comprehensive training materials and are required to pass an online assessment to demonstrate competency. Those involved in the collection and handling of personal data receive additional targeted training to reinforce best practices and procedural controls.

iFAST Corp remains steadfast in its commitment to safeguarding personal data, ensuring strict procedural controls are in place to prevent security breaches. The Company continuously enhances its data protection measures, proactively identifying potential risks and ensuring that any incidents are addressed swiftly and effectively. Through these ongoing efforts, iFAST Corp upholds the highest standards of privacy protection and regulatory compliance.

Material issues covered:

- Backend Operations
- Cybersecurity
- Data Privacy
- Fintech Innovation & Development

UN Sustainable Development Goals relevant to "Embracing Innovation; Enforcing Cybersecurity":

- 8 Decent Work and Economic Growth
- 10 Reducing Inequalities
- 13 Climate Action

Ensuring Compliance; Ensuring Sustainability

iFAST Corp is dedicated to building a strong culture of compliance throughout the organisation and has implemented measures to ensure its regional operations comply with relevant laws and regulations. Recognising the fast-paced evolution of the financial industry, iFAST Corp is also committed to enhancing its efforts to sustain long-term growth, including ensuring adherence to regulations and best practices, as well as regularly reviewing and updating policies to align with industry and regulatory requirements.

I Enforcing Regulatory Compliance

iFAST Corp has established dedicated Compliance teams across its offices in Singapore, Hong Kong, Malaysia, China, and the UK. These teams are responsible for ensuring that the Company adheres to regulatory and licensing requirements while maintaining high compliance standards in each market. Each team plays a crucial role in implementing, monitoring, and overseeing compliance functions within their respective jurisdictions.

Building a Robust Compliance Framework

Operating independently, the Compliance teams assess and mitigate regulatory risks across all business units at iFAST Corp. In Singapore, the Compliance team reports directly to the Group Chief Risk Officer (CRO), while Compliance teams in other markets report to their respective country heads.

The Compliance team plays a critical role in ensuring regulatory adherence across the organisation. Its responsibilities can be broadly categorised into advising business units on regulatory requirements and procedures, monitoring business activities, and conducting checks and reports related to anti-money laundering (AML) and countering the financing of terrorism (CFT). The team also collaborates with business units to implement rectifications and improvements, ensuring compliance gaps are addressed. Additionally, it oversees the licensing and appointment of representatives and manages regulatory reporting, reinforcing iFAST's commitment to maintaining high compliance standards.

Compliance-Related Training and Awareness Initiatives

iFAST Corp recognises the importance of ongoing training in fostering a strong

compliance culture and remains committed to continuously enhancing its compliance training programmes.

Employees in the Compliance function are required to complete regulatory modules relevant to their roles and participate in external certification programmes, such as those offered by the International Compliance Association (ICA). Additionally, all Compliance team members are encouraged to stay informed on the latest regulatory and compliance developments through courses, workshops, and obtaining relevant certifications. This commitment to continuous learning ensures they remain well-equipped to navigate evolving regulatory landscapes and uphold the highest compliance standards.

New employees outside the Compliance function undergo mandatory online training covering AML, CFT, Fair Dealing, Personal Data Protection, and Staff Trading policies, followed by an online assessment. To reinforce compliance awareness, all employees must complete an annual refresher course, achieving a minimum score of 80%.

Additionally, annual training sessions are conducted for employees in operations and settlement functions to ensure they stay updated on relevant regulatory requirements.

iFAST Corp also provides licenced employees with the necessary training to fulfil their duties in compliance with Monetary Authority of Singapore (MAS) regulations, ensuring they pass the annual internal competency assessment.

In 2024, iFAST Corp successfully completed the annual internal competency assessment exercise, reinforcing its commitment to maintaining 100% compliance among all required employees. The Company will continue to uphold this practice in the coming years, further strengthening its compliance framework and ensuring that employees remain well-equipped to meet evolving regulatory requirements.

Risk Management and Governance Structure

iFAST Corp has established dedicated departments and committees to develop, implement, and oversee risk management policies and processes, ensuring a structured approach to evaluating and mitigating risks across its business and support functions. These key departments include the Risk Management department, Internal Audit department, Technology Risk department, and the Management Risk Committee (MRC).

Risk Management

- Overseeing day-to-day risk management systems and processes
- Identifying potential risks, evaluating their impact
- Implementing precautionary measures to mitigate them

Internal Audit

- Assesses risk exposures using risk matrices and compliance audits
- Conducts quarterly reviews and reports its findings to the Audit Committee, with an administrative reporting line to the COO

Technology Risk

- Focuses on identifying, assessing, and managing technology risk
- Recommending and establishing technology security policies, systems, and monitoring processes
- The Company remains committed to scaling this team as needed to support its business growth

Management Risk Committee

- Under the guidance of the Board Risk Committee (BRC), evaluates risks associated with both new and existing products and services
- This includes risks related to Operations, Regulations, Compliance, Services, and Processes, ensuring that all business activities align with the Company's risk management framework

This structured multi-layered approach reinforces iFAST Corp's commitment to maintaining strong governance, operational resilience, and regulatory compliance.

Integrity and Fair Dealing

iFAST Corp is committed to adopting sustainable business practices, with fair dealing as a fundamental pillar. The Company defines fair dealing as conducting

business in a transparent, ethical, and responsible manner, ensuring equitable outcomes for all stakeholders, particularly customers.

Recognising that fair dealing is an ongoing journey that evolves with industry best practices, iFAST Corp has established the Fair Dealing Committee (FDC) to oversee initiatives aimed at achieving the five Fair Dealing Outcomes (FDOs). Concurrently, the Compliance department conducts regular checks on initiatives and workflows to ensure compliance with fair dealing standards. These assessments help maintain the effectiveness of business processes, ensuring they align with evolving industry demands. The Compliance department periodically reviews and refines these checks to enhance their relevance and impact.

To communicate its commitment to fair dealing, the Company adopts a two-pronged approach targeting both internal and external stakeholders. The FDC conducts customer surveys to gather feedback on service quality and customer satisfaction, including fair dealing-related aspects.

Internally, the Compliance team issues compliance notices and reminder emails to all employees regarding regulatory updates, disciplinary actions, and the Training Register of Interest. These communications serve to reinforce awareness and best practices, ensuring that employees remain informed and aligned with compliance requirements.

Through these initiatives, iFAST Corp ensures that fair dealing remains integral to its corporate culture, reinforcing trust, integrity, and sustainable business growth.

Anti-Money Laundering/Countering the Financing of Terrorism

iFAST Corp is committed to safeguarding its financial integrity through a robust Financial Crime Compliance (FCC) framework, overseen by a dedicated FCC team. The team is responsible for detecting, deterring, and preventing risks associated with money laundering, terrorist financing, and fraud. Their key responsibilities include risk assessment, monitoring, and controlling customer due diligence and transactions, as well as conducting employee training to reinforce compliance awareness.

To effectively mitigate money laundering and terrorist financing risks, iFAST Corp

has implemented a comprehensive set of policies, procedures, and controls tailored to its business operations, products, and customer profiles. These measures are integrated into the workflows of various business units, with the FCC team conducting regular audits to assess their effectiveness.

Leveraging technology-driven solutions, iFAST Corp has streamlined its control and monitoring processes, reducing human errors, enhancing efficiency, and increasing the frequency of checks, thereby strengthening its AML/CFT efforts. Additionally, an annual review of implemented measures ensures their continued relevance and effectiveness in identifying financial crime risks. The FCC team and Senior Management oversee these reviews, while the Group's Internal Audit team conducts periodic assessments to ensure compliance.

Recognising the critical role of training in fostering a strong compliance culture, iFAST Corp mandates all employees to complete and pass the annual compliance training programme and assessment, ensuring 100% participation. New employees undergo mandatory AML/CFT training and assessment, reinforcing awareness of company policies and individual responsibilities.

In 2024, the FCC team engaged specialist trainers to conduct the Annual AML/CFT Training for employees in Singapore via video conferencing, ensuring accessibility and engagement. As training remains a cornerstone of the Compliance framework, employees in the FCC team are enrolled in AML certification courses, equipping them with the necessary knowledge and skills to perform their roles effectively.

Through these initiatives, iFAST Corp continues to enhance its financial crime compliance framework, ensuring adherence to regulatory requirements and reinforcing its commitment to integrity, transparency, and financial security.

Enforcing Regulatory Compliance

Business Continuity

iFAST Corp has established since 2020 a dedicated Business Continuity Planning (BCP) department and developed a comprehensive framework to facilitate crisis recovery while mitigating the impact of operational disruptions. This framework encompasses IT infrastructure restoration and the recovery and resumption of critical business functions, ensuring the Company can continue meeting its business obligations even during unforeseen events.

To ensure the continued effectiveness of its BCP and Disaster Recovery (DR) plans, iFAST Corp conducts annual reviews and exercises to keep them up to date. In 2024, the Company successfully executed the BCP/DR exercise within the targeted Recovery Time Objective (RTO) of 3 hours and 15 minutes. The actual BCP RTO was achieved in 2 hours and 17 minutes, while the DR RTO was completed in 2 hours and 30 minutes, demonstrating the efficiency of iFAST Corp's recovery capabilities.

Staff Trading Policy

iFAST Corp has established comprehensive policies and procedures to regulate employee personal trading of listed securities, ensuring that all investments are lawful and free from conflicts of interest.

Under this policy, all Singapore-based employees are required to execute listed securities transactions exclusively through FSMOne.com. Additionally, they must obtain pre-trade approval via the Employee Trade Approval system before executing trades on any stock exchange.

To uphold compliance, the Compliance team conducts regular reviews of securities transactions to detect any potential breaches, particularly in relation to insider trading prohibitions. In 2024, no significant deviations from the staff trading policy were identified, reinforcing iFAST Corp's commitment to ethical and transparent trading practices.

SGX Fast Track Programme

The SGX Fast Track programme was introduced in 2018, recognising companies that uphold high corporate governance standards and demonstrate a strong compliance track record. In 2019, iFAST Corp was selected by Singapore Exchange Regulation (SGX RegCo) to be one of the 36 listed companies included in the programme.

Selection for the programme is based on both internal and external criteria, evaluating corporate governance practices, compliance history, and the quality of company submissions. In January 2024, iFAST Corp received confirmation that it will remain in the SGX Fast Track until the next review cycle.

This recognition underscores iFAST Corp's commitment to building and maintaining a robust compliance and governance framework, reinforcing its dedication to long-term sustainable growth and regulatory excellence.

Embracing Environmental Sustainability

While iFAST Corp's core business operations in Singapore and Hong Kong do not have a direct or significant environmental impact, the Company recognises the importance of environmental protection and climate-related issues. As part of its commitment to sustainable business practices, iFAST Corp has implemented various measures to ensure its operations are conducted in an environmentally responsible manner. In 2020, the Company formally established "Conserving the Environment" as one of the four core pillars of its Corporate Social Responsibility (CSR) initiatives, reinforcing its dedication towards environmental sustainability and responsible corporate practices.

Advancing Digitalisation for Sustainability

iFAST Corp remains committed to digitalising processes across its online platforms while actively working to minimise paper usage in customer transactions. Over the years, the Company has been leveraging its Fintech capabilities to introduce various eco-friendly initiatives to streamline investment and transaction processes while promoting sustainability.

Key digitalisation efforts include offering encrypted electronic statements for enhanced security, enabling the submission of supporting documents electronically, and introducing seamless online form submission features.

As a result of these continuous digitalisation efforts across both frontend and backend operations, iFAST Corp has achieved a sustained reduction in paper consumption. In 2021, total paper usage decreased by 42.9% year-on-year (YoY) compared to 2020, followed by an additional 35.7% YoY reduction by 2022. Paper consumption in 2023 remained consistent with 2022 levels, and in 2024, the Company recorded another significant reduction of 43.3% YoY compared to 2023.

Resource Management (Energy and Water)

iFAST Corp actively monitors resource usage across its operations to assess and mitigate environmental impact.

The Company remains committed to enhancing energy efficiency and promoting sustainable practices within the workplace.

In 2024, total energy consumption in Singapore increased by 7.7% YoY, primarily due to office renovations at Ocean Financial Centre and the inclusion of a new FSMOne.com office at Singapore Land Tower. However, despite the office expansion, average energy consumption per employee in Singapore rose by only 2.2% YoY.

Energy Consumption Data (Singapore)					Water Consumption Data (Singapore)		
Year	Energy Consumption (kWh)	Percentage Change	Average Energy Consumption (kWh)	Percentage Change	Year	Water Consumption (CuM)	Percentage Change (YoY)
2022	422,033	11.2%	1,465	10.4%	2022	127.9	36.1%
2023	402,374	-4.7%	1,350	-7.9%	2023	171.4	34.0%
2024	433,209	7.7%	1,380	2.2%	2024	188.2	9.8%

Energy Consumption Data (Hong Kong)					Energy Consumption	
Year	Energy Consumption (kWh)	Percentage Change	Average Energy Consumption (kWh)	Percentage Change	Office	Energy Consumption (kWh)
2023	277,672	-	1,176	-	Malaysia	148,961
2024	306,048	10.2%	777	-33.9%	UK	109,271
					China	53,313

The slight increase may be attributed to increased employee awareness of energy conservation. Some of such related initiatives included a regular ESG column shared in the company's bi-monthly e-newsletter, as well as CSR engagement initiatives centred on sustainability. The Company remains dedicated to gradually reducing energy consumption per employee and continues to implement energy-saving initiatives. These efforts include placing notices and sending reminder emails to encourage employees to be more mindful of their energy usage.

Since 2023, iFAST Corp has disclosed energy consumption data for its Hong Kong operations. In 2024, total energy consumption in Hong Kong rose to 306,048 kWh (2023: 277,672 kWh), primarily due to a larger workforce and expanded office space to support business growth. Correspondingly, the average energy consumption per employee in Hong Kong was 33.9% lower YoY.

iFAST Corp is committed to enhancing transparency by disclosing energy consumption data across all its offices. In addition to the figures reported for Singapore and Hong Kong, the Company has included the 2024 energy consumption data for its Malaysia, UK, and China offices.

To further drive sustainability awareness, the Sustainability Working Group has been publishing the "ESG@iFAST – Vibing with ESG" column in iFAST Vibes, the Company's bimonthly e-newsletter, since 2021. This column provides ESG-related insights and updates to all employees across the Group.

In 2024, featured topics included energy-saving tips for the office and practical reuse and recycling strategies for both personal and professional settings, reinforcing iFAST Corp's commitment to fostering an environmentally conscious workplace.

Water Sustainability Initiatives

Although iFAST Corp's business operations do not directly involve water-intensive processes, water consumption primarily occurs through employee and visitor usage in pantries and restrooms. Since 2022, the Company has been tracking water consumption for its Singapore operations, based on utility bill data.

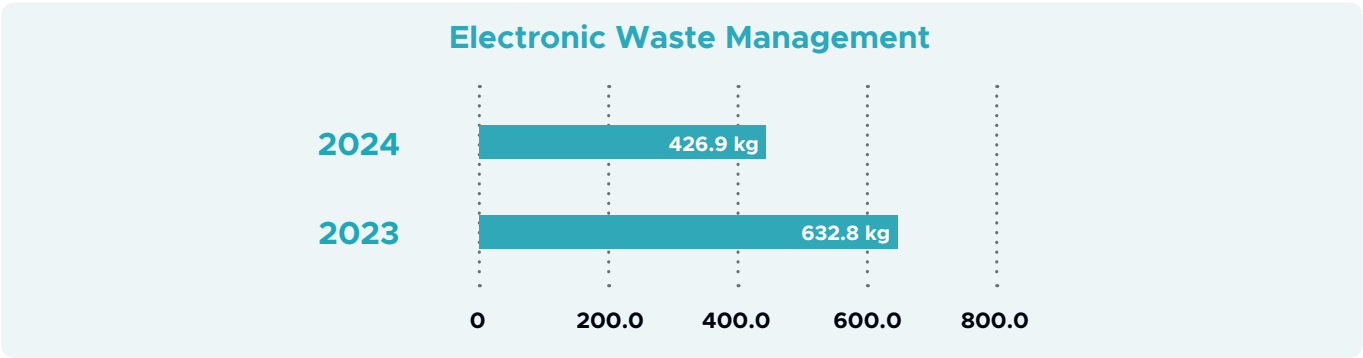
Following two consecutive years of increased water usage in 2022 and 2023, largely due to a rise in client events after the lifting of pandemic-related restrictions, water consumption in 2024 remained stable. The 9.8% YoY increase recorded in 2024 was aligned with the workforce expansion at the Singapore office.

iFAST Corp remains committed to promoting water conservation and raising awareness among employees about minimising water wastage in the workplace. As part of its annual water conservation awareness campaign, the Company collaborated with the WWF to organise a volunteering session focused on mangrove conservation. More than 15 volunteers, including employees and their family members, participated in a mangrove clean-up at Pulau Ubin.

The four-hour programme began with an introduction to Singapore's water conservation efforts, followed by a litter-picking activity. While kayaking through the mangrove swamp, volunteers collected plastic debris and other waste, gaining a deeper understanding of water-related environmental challenges. The initiative also helped participants appreciate the importance of mangrove ecosystems, their role in biodiversity preservation, and individual responsibility in environmental sustainability.

Beyond this initiative, iFAST Corp continues to enhance recycling efforts within its Singapore office, maintaining recycling stations and sending regular reminders to employees, encouraging their participation in the Company's sustainability initiatives.

Embracing Environmental Sustainability



Electronic Waste Management

As a Fintech wealth management platform, iFAST Corp relies on IT infrastructure and electronic equipment to support its business operations. To ensure the responsible disposal and recycling of faulty or obsolete equipment - including notebook computers, monitors, personal computers, servers, and network accessories - the Company has implemented environmentally friendly e-waste management processes.

iFAST Corp engages professional recycling solution providers to assess whether electronic waste can be refurbished for reuse. If refurbishment is not viable, the waste is recycled in compliance with national and international environmental regulations, reducing landfill waste and minimising environmental impact. Additionally, data security is prioritised through a rigorous process of professional data wiping, degaussing, or shredding before disposal.

In 2024, a total of 426.9 kg of electronic waste was collected for disposal in Singapore, marking a 32.5% reduction from 632.8 kg in 2023. iFAST Corp remains committed to tracking waste management data and enhancing sustainable disposal practices, reinforcing its dedication to environmental responsibility.

Climate-Related Disclosures and Environmental Risk Management

iFAST Corp began incorporating the Task Force on Climate-related Financial Disclosures (TCFD) recommendations into its Sustainability Report in 2022, recognising that climate-related risks may

have financial and operational implications. To address these concerns, the Company has established an Environmental Risk Policy to oversee potential climate and environmental risks.

The Sustainability Working Group (SWG) is responsible for identifying, assessing, managing, and monitoring environmental issues within the Company. It also implements tracking mechanisms to evaluate how climate-related risks may impact various aspects of the business while ensuring that relevant employees are well-informed about necessary risk controls and mitigation strategies.

At the Board level, the BRC oversees the development and implementation of effective policies and procedures for managing environmental risks. Additionally, the Compliance and Risk Management departments provide climate and ESG-related advisory services to the Board, Management, and SWG, ensuring that all stakeholders have the necessary insights to understand climate-related risks affecting the business.

As part of the reporting process, the Internal Audit department provides ongoing feedback to the SWG, conducting independent evaluations of the framework, processes, disclosed metrics, and their effectiveness. iFAST Corp acknowledges that climate-related reporting is an ongoing journey and remains committed to continuously refining its processes, risk management strategies, and sustainability targets to strengthen climate-related disclosures.

Given the Company's business model, which primarily focuses on online investing and digital banking services, iFAST Corp does not own company-registered vehicles

or office equipment that generate direct greenhouse gas (GHG) emissions, resulting in no reported Scope 1 emissions.

For 2024, iFAST Corp will continue to disclose Scope 2 GHG emissions while expanding its reporting on Scope 3 emissions, particularly in the upstream categories of "Business Travel" and "Purchased Goods and Services." This enhanced disclosure reflects the Company's commitment to improving transparency in its sustainability reporting and further integrating climate-related considerations into its corporate strategy.

Scope 2 Emissions:

Singapore: 178,482.0 kg CO₂e
(2023: 167,709.6 kg CO₂e)
Hong Kong: 175,257.7 kg CO₂e
(2023: 165,054.8 kg CO₂e)

iFAST Corp's Scope 2 emissions primarily result from purchased energy and electricity consumption across its offices for business operations. In 2024, the emission factor for electricity generation in Singapore was sourced from the Energy Market Authority (EMA) and recorded at 0.41 kg CO₂e/kWh. For Hong Kong operations, the emission factor was retrieved from the CLP Group website, standing at 0.54 kg CO₂e/kWh, with CLP Group being one of Hong Kong's two main electricity providers. The 2024 emissions data for Hong Kong has been updated to include the new offices.

As energy consumption remains the largest contributor to Scope 2 emissions, iFAST Corp is committed to identifying and implementing effective measures to manage and reduce its carbon footprint. The Company continues to explore energy efficiency initiatives aimed at lowering overall electricity consumption across its offices.

In line with its sustainability commitments, iFAST Corp has set a target to reduce total energy consumption and average energy consumption per employee by approximately 5–10% over the next 3–5 years.

iFAST Corp is committed to raising awareness and promote sustainable habits among employees, and will be looking to deepen its engagement in carbon footprint reduction initiatives in the upcoming years. This includes active participation in carbon offsetting programmes, such as tree planting initiatives, and organising academy sessions and workshops to educate employees on energy conservation best practices.

Although iFAST Corp has started disclosing energy consumption data for its Malaysia, UK, and China offices in this year's report, the Company aims to begin reporting emissions data next year to align with SGX RegCo's requirements under the International Sustainability Standards Board (ISSB) guidelines for SGX-listed companies on Scope 1 and 2 emissions, as outlined in the International Financial Reporting Standards (IFRS) S1 and IFRS S2.

Scope 3 Emissions:

Business Travel (Singapore): 150,037 kg CO₂e (2023: 110,772.6 kg CO₂e)
Business Travel (Hong Kong): 39,604 kg CO₂e (2023: 29,015.0 kg CO₂e)

In 2024, the increase in Scope 3 emissions from overseas travel by Singapore-based employees was primarily driven by a higher number of business trips. This included travel for partner-invited events as well as participation in Oxfam iWALK, a charity fundraising event held in South Korea. iFAST Corp had previously taken part in Oxfam iWALK before the COVID-19 pandemic and resumed participation in 2024. Excluding such trips, total Scope 3 (business travel) emissions for Singapore amounted to 132,927.0 kg CO₂e (2023: 110,772.6 kg CO₂e).

Similarly, the increase in Scope 3 (business travel) emissions from Hong Kong-based employees was largely attributed due to business travel between iFAST's regional offices, mainly between Hong Kong and Malaysia. These trips were essential to support the expansion of the ePension business and wealth management operations.

iFAST Corp acknowledges that the increase in Scope 3 (business travel) emissions is

primarily business-driven and remains committed to exploring ways to offset these emissions in the coming years. The flight emissions data were sourced from airline websites, such as the Singapore Airlines Carbon Offset Programme, and international aviation organisations, including the International Civil Aviation Organisation (ICAO), which provides standardised emissions data.

The Company continues to evaluate sustainable travel alternatives and carbon offset initiatives to mitigate its environmental impact while balancing business needs.

Scope 3 Emissions:

Purchased Goods and Services (Singapore): 57,658.3 kg CO₂e (2023: 56,184.7 kg CO₂e)

As an online platform, iFAST Corp acknowledges that its operations depend on data centres, which are a significant contributor to emissions. Recognising this impact, the Company began reporting electricity consumption from data centres as part of its Scope 3 emissions in 2023, based on data provided by its vendor.

iFAST Corp remains committed to enhancing its Scope 3 emissions reporting and will continue to assess the inclusion of additional categories to improve transparency and accountability. In the short term, the Company aims to gradually reduce Scope 2 and Scope 3 emissions by 5–10% annually. Further medium- to long-term emissions reduction targets will be established once the primary Scope 3 reporting categories have been finalised.

These efforts reflect iFAST Corp's commitment to strengthening its sustainability strategy, aligning with its broader goal of minimising environmental impact while maintaining operational efficiency.

Material issues covered:

- Climate Change
- Community Engagement
- Environmental Impact
- Internal Communications
- Employment Wellbeing & Fair Employment Practice
- Employee Training & Product Competency

UN Sustainable Development Goals relevant to "Ensuring Compliance; Ensuring Sustainability":

- 1 No Poverty
- 2 Zero Hunger
- 3 Good Health and Well Being
- 4 Quality Education
- 8 Decent Work and Economic Growth
- 10 Reducing Inequalities
- 13 Climate Action

GRI Content Index

GENERAL STANDARD DISCLOSURES				
GRI Standards	Disclosure	Disclosure Title	Page Reference & Remarks	
GRI 2: General Disclosure 2021	2-1	Organizational details	Our Fintech Ecosystem & Business Model (Pg. 6-9)	
	2-2	Entities included in the organization's sustainability reporting	Sustainability: Overview & Strategy (Pg. 36-37)	
	2-3	Reporting period, frequency and contact point		
	2-4	Restatements of information	NIL	
	2-5	External assurance	NIL	
	2-6	Activities, value chain and other business relationships	Our Fintech Ecosystem & Business Model (Pg. 6-9)	
	2-7	Employees	ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61)	
	2-8	Workers who are not employees	NIL	
	2-9	Governance structure and composition; Nomination and selection of the highest governance body; Chair of the highest governance body; Role of the highest governance body in overseeing the management of impacts; Delegation of responsibility for managing impacts; Role of the highest governance body in sustainability reporting;	Board Of Directors & Senior Management (Pg. 10-13, 77-81); Sustainability: Overview & Strategy (Pg. 36-37); Sustainability: ESG Materiality Assessment (Pg. 44-46) Corporate Governance Report (Pg. 82-114);	
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	2-17	Collective knowledge of the highest governance body	Sustainability: Overview & Strategy (Pg. 36-37); Corporate Governance Report (Pg. 82-114)	
	2-18	Evaluation of the performance of the highest governance body		
	2-19	Remuneration policies	Corporate Governance Report (Pg. 82-114); Directors' Statement, Independent Auditors' Report & Financial Statements (Pg. 117-221)	
	2-20	Process to determine remuneration		
	2-21	Annual total compensation ratio		
	2-22	Statement on sustainable development strategy	Sustainability: Overview & Strategy (Pg. 36-37)	
	2-23	Policy commitments	Sustainability: Overview & Strategy (Pg. 36-37); ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61); ESG @ iFAST: Engaging Customers; Enabling Investors (Pg. 49-55); ESG @ iFAST: Embracing Innovation; Enforcing Cybersecurity (Pg. 62-67); ESG @ iFAST: Ensuring Compliance; Ensuring Sustainability (Pg. 68-73); Corporate Governance Report (Pg. 82-114)	
	2-24	Embedding policy commitments		
	2-25	Processes to remediate negative impacts		
	2-26	Mechanisms for seeking advice and raising concerns		
	2-27	Compliance with laws and regulations		
	2-28	Membership associations	Our Fintech Ecosystem & Business Model (Pg. 6-9)	
	2-29	Approach to stakeholder engagement	Sustainability: Overview & Strategy (Pg. 36-37); Sustainability: Stakeholders' Engagement (Pg. 38-40)	
2-30	Collective bargaining agreements	NIL		
DISCLOSURES ON MATERIAL TOPICS				
GRI 3: Material Topics	3-1	Process to determine material topics	Sustainability: Overview & Strategy (Pg. 36-37); ESG Materiality Assessment (Pg. 44-46)	
	3-2	List of material topics		
	3-3	Management of material topics		

DISCLOSURES ON MATERIAL TOPICS

GRI Standards	Disclosure	Disclosure Title	Page Reference & Remarks
ECONOMIC			
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	Directors' Statement, Independent Auditor's Report & Financial Statements 2024 (Pg. 117-221)
GRI 205: Anti-Corruption	205-1	Operations assessed for risks related to corruption	ESG @ iFAST: Ensuring Compliance; Ensuring Sustainability (Pg. 68-73); Corporate Governance Report (Pg. 82-114)
	205-2	Communication and training about anti-corruption policies and procedure	
	205-3	Confirmed incidents of corruption and actions taken	
ENVIRONMENT			
GRI 302: Energy	302-1	Energy consumption within the organisation	ESG @ iFAST: Ensuring Compliance; Ensuring Sustainability (Pg. 68-73)
SOCIAL			
GRI 401: Employment	401-1	New employee hires and employee turnover Benefits provided to full time employees that are not provided to temporary or part time employees Parental leave	ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61)
	401-2		
	401-3		
GRI 403: Occupational health and safety	403-5	Worker training on occupational health and safety	ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61)
	403-6	Promotion of worker health	
	403-9	Work-related injuries	
GRI 404: Training and Education	404-1	Average hours of training per year per employee	ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61)
	404-2	Programs for upgrading employee skills and transition assistance programs	
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61); Corporate Governance Report (Pg. 82-114)
GRI 413: Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	ESG @ iFAST: Gallery (Pg. 47-48); ESG @ iFAST: Engaging Customers; Enabling Investors (Pg. 49-55); ESG @ iFAST: Stakeholders' Engagement (Pg. 38-40)
GRI 417: Marketing and Labeling	417-1	Requirements for product and service information and labeling	ESG @ iFAST: Engaging Customers; Enabling Investors (Pg. 49-55)
GRI 418: Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG @ iFAST: Embracing Innovation; Enforcing Cybersecurity (Pg. 62-67); ESG @ iFAST: Ensuring Compliance; Ensuring Sustainability (Pg. 68-73)

UN SDG

Goal	Target	Page Reference & Remarks
UN SDG 1	No Poverty	End poverty in all its forms everywhere
UN SDG 2	Zero Hunger	End hunger, achieve food security and improved nutrition and promote sustainable agriculture
UN SDG 3	Good Health and Well-being	Ensure healthy lives and promote well-being for all at all ages
UN SDG 4	Quality Education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
UN SDG 8	Decent Work and Economic Growth	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
UN SDG 10	Reduce Inequalities	Reduce inequality within and among countries
UN SDG 13	Climate Action	Take urgent action to combat climate change and its impacts
		ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61)
		ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61); ESG @ iFAST: Engaging Customers; Enabling Investors (Pg. 49-55)
		ESG @ iFAST: Empowering Employees; Enriching Communities (Pg. 56-61)
		ESG @ iFAST: Ensuring Compliance; Ensuring Sustainability (Pg. 68-73)

TCFD

Disclosure Focus Area		Page Reference & Remarks
Governance		
Disclose the organisation's governance around climate-related risks and opportunities	a. Describe the board's oversight of climate-related risks and opportunities b. Describe management's role in assessing and managing climate-related risks and opportunities	Sustainability: ESG Risks & Opportunities (Pg. 41-43); Sustainability: ESG Materiality Assessment & Sustainable Development Goals (Pg. 44-46); ESG @ iFAST: Ensuring Compliance; Ensuring Sustainability (Pg. 68-73)
Strategy		
Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy and financial planning where such information is material	a. Describe the climate-related risks and opportunities the organisation has identified over the short, medium and long term b. Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy and financial planning	ESG @ iFAST: ESG Risks & Opportunities (Pg. 41-43)
	c. Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	NIL
Risk Management		
Disclose how the organisation identifies, assesses and manages climate-related risks	a. Describe the organisation's processes for identifying and assessing climate-related risks b. Describe the organisation's processes for managing climate-related risks c. Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organisation's overall risk management	ESG @ iFAST: ESG Risks & Opportunities (Pg. 41-43)
Metrics and Targets		
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material	a. Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process b. Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks c. Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets	ESG @ iFAST: ESG Risks & Opportunities (Pg. 41-43); ESG @ iFAST: Ensuring Compliance; Ensuring Sustainability (Pg. 68-73)