



# ASIA VETS HOLDINGS LTD.

SUSTAINABILITY REPORT 2019

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# TABLE OF CONTENTS

|                                  |    |
|----------------------------------|----|
| OUR BOARD'S MESSAGE _____        | 3  |
| ABOUT US _____                   | 4  |
| OUR EXPERTISE _____              | 5  |
| OUR PROMISE _____                | 6  |
| OUR SUSTAINABILITY JOURNEY _____ | 7  |
| OUR KEY STAKEHOLDERS _____       | 8  |
| OUR MATERIAL FACTORS _____       | 10 |
| OUR SUPPLY CHAIN _____           | 11 |
| OUR ENVIRONMENT _____            | 12 |
| OUR PEOPLE _____                 | 13 |
| OUR CUSTOMERS _____              | 16 |
| GRI CONTENT INDEX _____          | 18 |

This sustainability report has been prepared by Asia Vets Holdings Ltd. (the “**Company**”) and its contents have been reviewed by the Company’s sponsor, ZICO Capital Pte. Ltd. (“**Sponsor**”), in accordance with Rule 226(2)(b) of the Singapore Exchange Securities Trading Limited (“**SGX-ST**”) Listing Manual Section B: Rules of Catalyst.

This sustainability report has not been examined or approved by the SGX-ST and the SGX-ST assumes no responsibility for the contents of this sustainability report, including the correctness of any of the statements or opinions made, or reports contained in this sustainability report.

The contact person for the Sponsor is Ms. Alice Ng, Director of Continuing Sponsorship, ZICO Capital Pte. Ltd. at 8 Robinson Road, #09-00 ASO Building, Singapore 048544, telephone (65) 6636 4201.

# OUR BOARD'S MESSAGE

[GRI 102-12, 14, 50, 52]

## Dear Stakeholders

It is with utmost pleasure that we present to you Asia Vets Holdings Ltd. and its subsidiaries' ("AVH" or the "Group") inaugural annual Sustainability Report ("Report") for the reporting period from 1 January 2019 to 31 December 2019. Besides striving to be at the forefront of pet care in Singapore, one of the core values of the Group is to remain committed to be a trusted partner with professional ethics. This year, playing a more active role as a trusted partner, we have put together this Report to highlight our performance in the Economic, Environmental, Social and Governance ("EESG") aspects. We have considered the sustainability issues as part of our strategic planning. The material EESG aspects are overseen and monitored by management of the Group.

Subsequent to 31 December 2019, there has been a significant impact to the Singapore economy caused by the spread of COVID-19 ("COVID-19 outbreak"). As at the date of this Report, the Group has not experienced any adverse impact on our operations caused by the COVID-19 outbreak. However, the related impact to the performance of the Group for the rest of the year cannot be reliably estimated due to the uncertainty in the magnitude and duration

of the impact to the veterinary sector caused by the COVID-19 outbreak. Management will closely monitor the situation to initiate a tailored and measured approach to overcome any upcoming challenges caused by the COVID-19 outbreak.

We hope this Report will present you with greater insights to our sustainability performance and initiatives that we have taken.



Tan Tong Guan  
Executive Chairman and CEO  
29 May 2020

# ABOUT US

[GRI 102-1 to 3, 6, 16, 53, 54]

| <u>Vision</u>  | <u>Mission</u>   | <u>Core Values - ACE</u>                |
|--|--|---|
| To be the trusted partner at the forefront of pet care in Asia | To practise the highest standard of pet care with compassion | Advancement<br>Commitment<br>Excellence |

This Report covers AVH’s approach towards the EESG factors deemed material to the Group.

AVH has utilised the Global Reporting Initiative (“GRI”) Standards which are the most widely adopted global standards for sustainability reporting. This Report has been prepared in accordance with the GRI Standards: Core option. No external assurance has been sought for this Report.

As we seek to continually improve upon our sustainability efforts, any feedback is welcomed at [general@asiavets.com](mailto:general@asiavets.com).

Headquartered in Singapore, the Group’s principal business activity is to provide veterinary services and sales of veterinary medicines and products through our subsidiary, AVH Animal Ark Pte Ltd.

With our reputation of providing the highest level of pet care, equipped with experienced and competent team of staff, we are optimistic about our performance in the following years.



## OUR EXPERTISE

[GRI 102-2 4, 6, 7]

The Group is proud to serve our customers for all pet related needs. Our veterinary clinics prides itself on its team of highly experienced and motivated animal healthcare professionals. AVH is currently operating three veterinary clinics in Singapore, with one of the outlets offering acupuncture and Traditional Chinese Medicine (“TCM”). Our three veterinary clinics have a sturdy base of customers through quality service care and an established record in the performance of certain procedures such as endoscopy and laparoscopy. These services include the latest in surgical procedure, key-hole surgery as well as utilisation of natural killer cell and stem cell therapies in cancer treatments.

Embracing a wider philosophy to wellbeing, we also offer veterinary acupuncture and TCM for a more holistic approach to health and healing for animals with conditions such as epilepsy, hepatitis, anaemia, arthritis and abdominal pains. The clinics also provide a comprehensive range of veterinary services which includes medical, surgical and dental care.

Our Medical Director, Dr Eugene Lin, was among the first veterinarians to offer endoscopy and laparoscopy procedures. These minimally invasive surgical methods gained reputation due to its precision and smaller incisions on animals which could speed up the wound recovery process. The clinics also incorporated an interventional radiology which is a combination of the minimally invasive surgery techniques and fluoroscopy, which allow for real-time imaging of the small animals’ internal body structure.



AVH also offers after-hours emergency hotline services which operates from 8pm to 9am the following day and throughout public holidays.

All cases are first screened and triaged by the duty veterinarian over the telephone. If required, the duty veterinarian will then meet the customers at the assigned clinic.

# OUR PROMISE

[GRI 102-16, 205-3]

Our team is committed to educating our clients on how to keep their pets healthy all year round, with good nutrition and exercise. AVH stays on top of the latest advances in veterinarian technology and above all, remembers that all animals and pets need to be treated with loving care in every check-up, procedure, or surgery.

## Conflict of Interest

To uphold the highest standards of corporate governance, the Group engages in responsible business practices and comply with applicable acts, laws, rules and regulations. All employees and governance body members are required to submit a Conflict of Interest Declaration as guided by AVH's Conflict of Interest Policy.

This ensures that employees' and governance body members' business judgement and decision making are not influenced by undue personal interests that creates a conflict of interest to the Group. The Group also requires its new suppliers to submit a Conflict of Interest Declaration prior to the start of their business relationship. Any activity that appears to present a conflict must be avoided or terminated unless management determines the activity is not harmful to the Group or otherwise improper.

## Bribery and Anti-corruption

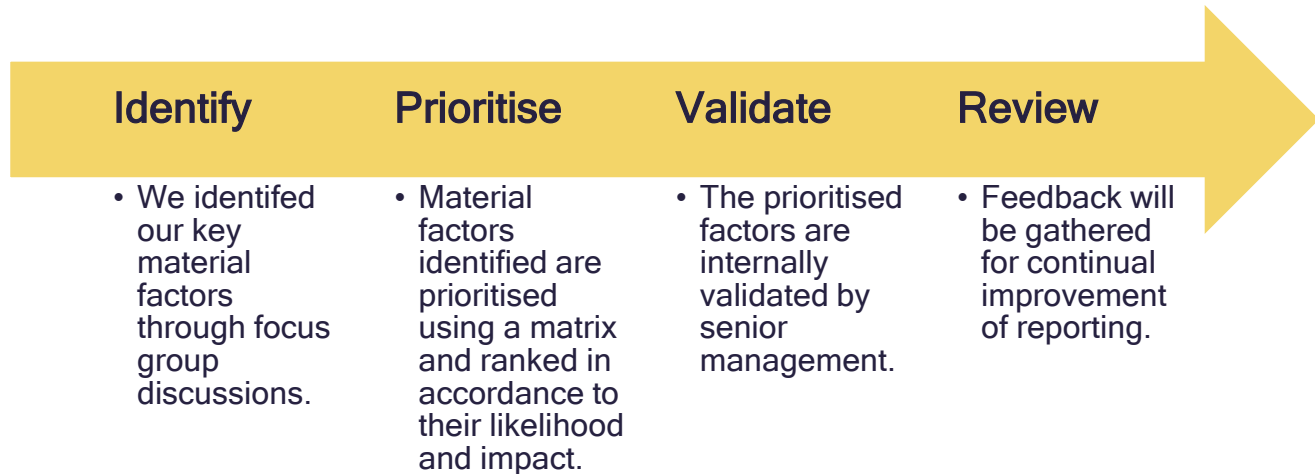
The Group is committed to the highest standards of ethical, moral and legal business conduct. AVH has adopted a zero-tolerance approach to bribery and corruption. In line with this commitment to open communication and good corporate governance, the Group has implemented a Whistle-blowing Policy which provides employees and external parties with a platform to raise concerns in confidence on any wrongdoings, malpractices or possible irregularity within the Group. They are protected from reprisals or victimisation for whistle blowing in good faith and without malice.

Our Whistle-blowing Policy is disseminated to all governance body members and employees which serve as a guideline in recognising and addressing any possible instances of corruption that they may face or witness. There have been no incidents of bribery or corruption reported during the reporting period.

# OUR SUSTAINABILITY JOURNEY

[GRI 102-18, 46]

The Group has adopted the 4-step approach below to identify the relevant topics for reporting.



In accordance with the GRI Standards, we applied the four reporting principles to decide which content to include in the Report by considering the Group's activities, impacts, and the substantive expectation and interests of our stakeholders.

## Stakeholder Inclusiveness

During the identification and prioritisation process, AVH had appointed a representative for each stakeholder group to participate in the focus group discussions.

## Materiality

Identified factors are filtered during the prioritisation and validation process. This ensures that the factors reported are material and relevant to the Group.

## Sustainability Context

In order to provide useful and comparative information that is relevant for the readers, AVH has included the topic boundaries to provide sustainability context.

## Completeness

The Group ensures that the Report is complete by validating the material factors with senior management, as well as obtaining feedback from the stakeholders.

# OUR KEY STAKEHOLDERS

[GRI 102-40, 42 to 43]

We recognise that identifying and selecting stakeholders with whom we want to engage with is essential to ensure quality relationships are being forged and maintained.

## Employees

Our employees are encouraged to engage with us face-to-face for any recommendation for improvements in their scope of work. We also encourage our employees to learn new skills and knowledge through trainings and courses.

## Customers

Customers' feedbacks and expectations are communicated to us so that we could review and make improvements to our quality of service or product.

## Investors

AVH's investors serve as a guide for our future growth plans and strategies. We are constantly seeking opportunities for expansion of our service offerings and operations.

## Suppliers

Our suppliers ensure smooth delivery of high quality products while also working with us to improve on the existing product range.

## Regulators

We take compliance on regulations seriously as we believe that observing the regulations will enable us to provide stakeholders with a high degree of professionalism.



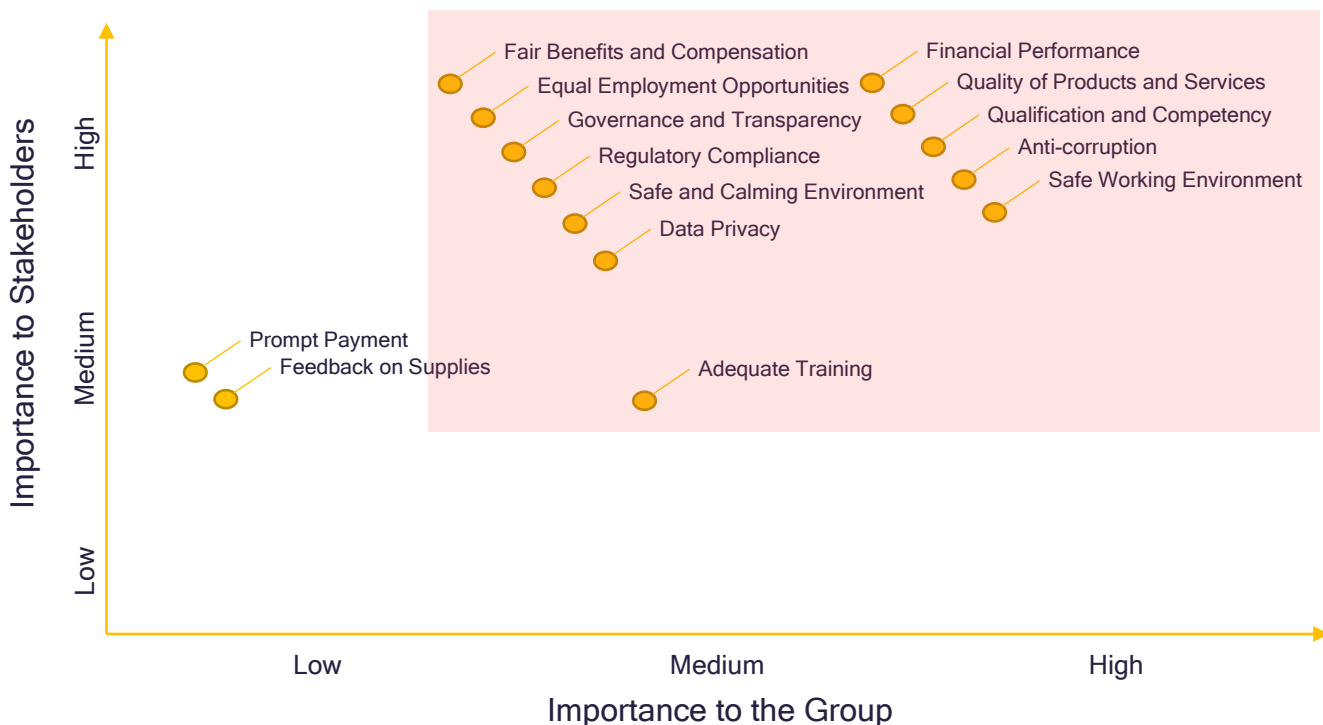
# OUR KEY STAKEHOLDERS

[GRI 102-40, 42 to 44]

Each of our valued stakeholders bring resources to AVH regardless of where they fall on the value chain. Our core value has always been about valuing our stakeholders and becoming a trusted partner. Stakeholder groups engaged by us are set out below.

| Stakeholders | Engagement Method   | Frequency of Engagement   | Area of Concerns   |
|--------------|---|---|--|
| Employees    | <ul style="list-style-type: none"> <li>Face to face communication</li> <li>Annual performance review</li> <li>Training</li> </ul>             | <ul style="list-style-type: none"> <li>As and when necessary</li> <li>Annually</li> </ul> | <ul style="list-style-type: none"> <li>Safe working environment</li> <li>Fair benefits and compensation</li> <li>Equal employment opportunities</li> <li>Adequate training provided</li> </ul> |
| Customers    | <ul style="list-style-type: none"> <li>Face to face communication</li> <li>Phone call</li> <li>Website</li> <li>Talks and seminars</li> </ul> | <ul style="list-style-type: none"> <li>As and when necessary</li> </ul>                   | <ul style="list-style-type: none"> <li>Safe and calming environment</li> <li>Quality of products and services</li> <li>Qualification and competency</li> <li>Data privacy</li> </ul>           |
| Investors    | <ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Company website</li> <li>Announcements on SGXNet</li> </ul>            | <ul style="list-style-type: none"> <li>As and when necessary</li> <li>Annually</li> </ul> | <ul style="list-style-type: none"> <li>Financial performance</li> <li>Governance and transparency</li> <li>Anti-corruption</li> </ul>  |
| Suppliers    | <ul style="list-style-type: none"> <li>Collaboration meetings</li> </ul>  | <ul style="list-style-type: none"> <li>As and when necessary</li> </ul>                   | <ul style="list-style-type: none"> <li>Prompt payment</li> <li>Feedback on supplies</li> </ul>   |
| Regulators   | <ul style="list-style-type: none"> <li>Reporting platforms</li> </ul>   | <ul style="list-style-type: none"> <li>As and when necessary</li> <li>Annually</li> </ul> | <ul style="list-style-type: none"> <li>Compliance with regulatory requirements</li> </ul>  |

We have prioritised our stakeholders' area of concerns factors based on what's important to AVH and what's important to our stakeholders.



# OUR MATERIAL FACTORS

[GRI 102-47]

The Group has identified several material topics for reporting.

| Material Topic                         | Reason for Materiality                              | GRI Standard Disclosure | Boundary   |             |
|--|---|-------------------------|------------|-------------|
|  |   |                         | Within AVH | Outside AVH |
| <b>Economic</b>                        |   |                         |            |             |
| <b>Economic Performance</b>            | Poses significant effects towards investors         | 201-1                   | √          |             |
| <b>Procurement Practices</b>           | Poses significant effects towards business partners | 204-1                   | √          |             |
| <b>Anti-corruption</b>                 | Poses significant effects towards stakeholders      | 205-3                   | √          |             |
| <b>Environmental</b>                   |   |                         |            |             |
| <b>Energy</b>                          | Poses significant effects towards sustainability    | 302-1<br>302-3          | √          |             |
| <b>Environmental Compliance</b>        | Poses significant effects towards sustainability    | 307-1                   | √          |             |
| <b>Social</b>                          |   |                         |            |             |
| <b>Employment</b>                      | Poses significant effects towards employees         | 401-1                   | √          |             |
| <b>Training and Education</b>          | Poses significant effects towards employees         | 404-1<br>404-3          | √          |             |
| <b>Diversity and Equal Opportunity</b> | Poses significant effects towards employees         | 405-1                   | √          |             |
| <b>Non-discrimination</b>              | Poses significant effects towards employees         | 406-1                   | √          |             |
| <b>Customer Health and Safety</b>      | Poses significant effects towards customers         | 416-2                   | √          |             |
| <b>Customer Privacy</b>                | Poses significant effects towards customers         | 418-1                   | √          |             |
| <b>Socioeconomic Compliance</b>        | Compliance towards local laws and regulations       | 419-1                   | √          |             |

# OUR SUPPLY CHAIN

[GRI 102-9, 11, 204-1]

The Group strives to build a sustainable supply chain to seize value creation opportunities and offer significant competitive advantages. AVH engaged a total of 75 suppliers during the reporting period. Our vendors are mainly located in established countries with reliable medical care such as Singapore, Japan and the United States of America. This builds consumer confidence in the medical products used and sold at our clinics.

The proportion of local spending in Singapore contributes to approximately 98% of the Group's total expenditure during the reporting period. There are plenty of benefits from sourcing locally as compared to sourcing internationally. These include shorter delivery lead time and better communication with suppliers due to quicker response time.

With 20 years of experience in the veterinary practice, Dr Eugene Lin regularly conducts lectures and workshops to share his knowledge with other local and overseas veterinary professionals. The lectures and workshops on endoscopy and laparoscopy not only aid in raising awareness and knowledge on the availability of such diagnostics, but it also helps the Group's clinics in obtaining referrals from other veterinary clinics.



# OUR ENVIRONMENT

[GRI 302-1, 3, 307-1]

At AVH, we each play our part to improve environmental sustainability through the reduction of energy consumption across our clinics. The Group did not identify any incidents on non-compliance with environmental laws and regulations during the reporting period.



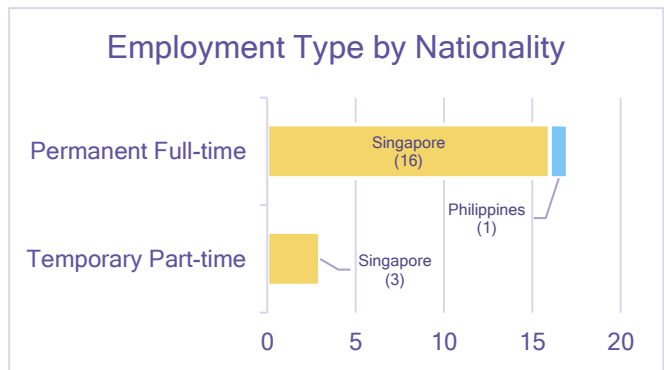
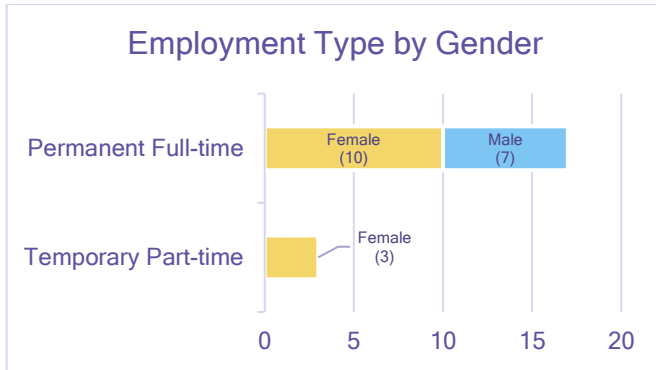
The Group's only significant form of energy consumed is electricity. In our efforts to conserve the environment, AVH utilises energy saving lights and air conditioners. Our medical equipment is only switched on when required during medical procedures or surgeries.

During the reporting period, the Group consumed a total of 73,129kWh of electricity and reported a turnover of S\$3.8 million. On average, 0.019kWh of energy was consumed for every dollar earned. The Group will continue to monitor our energy consumption and strive to reduce the energy usage in the next reporting period.

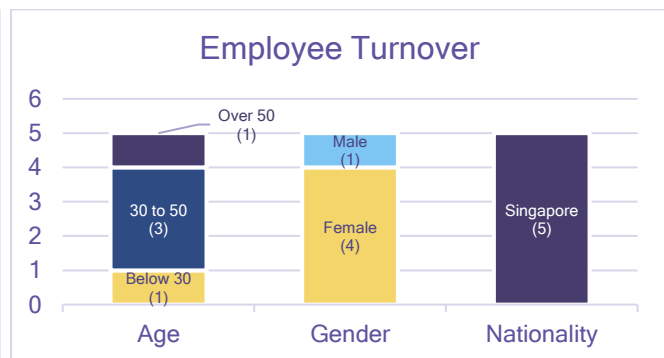
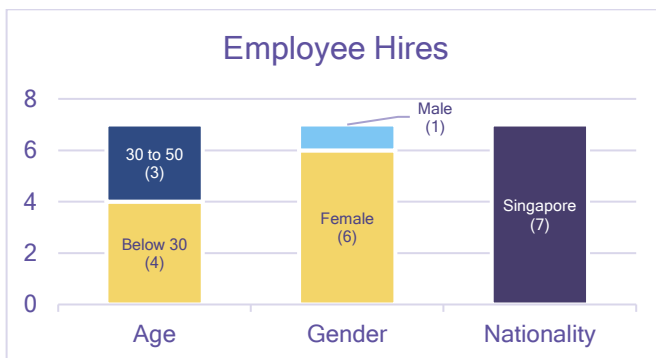
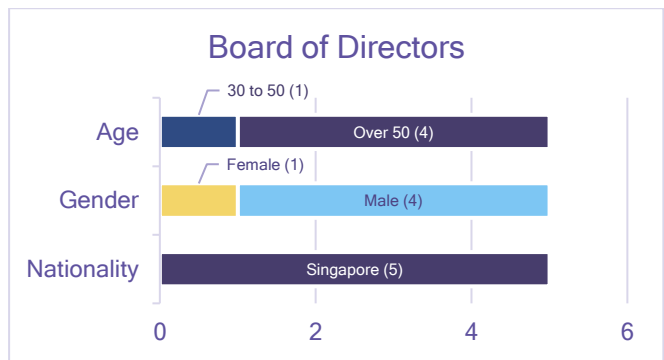
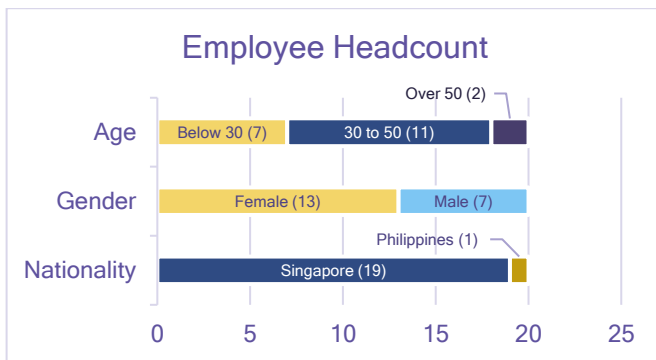
# OUR PEOPLE

[GRI 102-7 to 8, 401-1, 405-1, 406-1]

The Group believes that our people are our greatest assets. We are committed to building a safe and positive environment for the physical and mental wellbeing of our employees. At the end of the reporting period, the Group reported a total employee strength of 20.



## Diversity and Non-discrimination



During the reporting period, the Group’s employee hiring rate and turnover rate was 35%<sup>1</sup> and 25%<sup>1</sup> respectively. Here at AVH, we believe in diversity. Regardless of gender, age and nationality, we provide our people with equal opportunities and employ them based on their merits. There have been no incidents of discrimination reported during the reporting period.

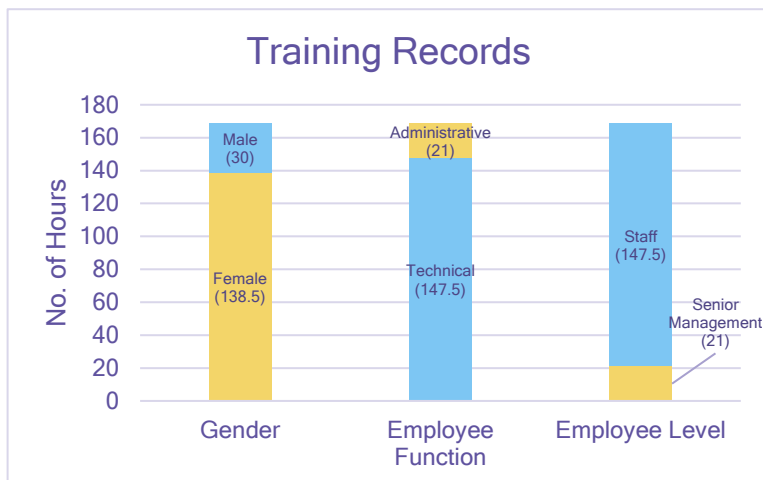
<sup>1</sup> We excluded a temporary staff with a one-month contract when computing the hiring rate and turnover rate.

# OUR PEOPLE

[GRI 404-1, 3]

## Professional Development

In AVH, we strongly believe in continual learning, training and development for all. We encourage our employees to learn new skills and techniques to keep abreast with veterinary changes to provide quality care for our patients. This also aids the personal development of individual employees. All our new employees undergo a 3 months' probation period during which their performance will be assessed. During the probation period, they are given on-the-job training while shadowing a senior employee. This is to provide them with the opportunity to familiarise themselves with the operations.



Apart from the on-site coaching by supervisors, AVH invests in external development courses for our employees. The Group provides funding support for our people to upgrade their professional competence. During the reporting period, the Group reported an average of 8.4 training hours per employee.

Regular performance and career development reviews are conducted during our annual appraisals for all employees. This serves as a platform for AVH and employees to align corporate and individual goals to work towards the same objective. Together with clear individual development plans, we believe that effective motivation and encouragement enhances employee satisfaction, which correlates with improved organisation performance.

AVH also works closely with Ngee Ann Polytechnic to match suitable individuals who are within three years of graduation to undergo structured training programme at our clinics. The Work-Study Post-Diploma (“WSPostDip”), which is a SkillsFuture Work-Study Programme benefits the graduates as they undergo structured on-the-job training and mentorship at AVH. They also benefit from a well-structured career development pathway and guidance from mentors through our talent development plan.

# OUR PEOPLE

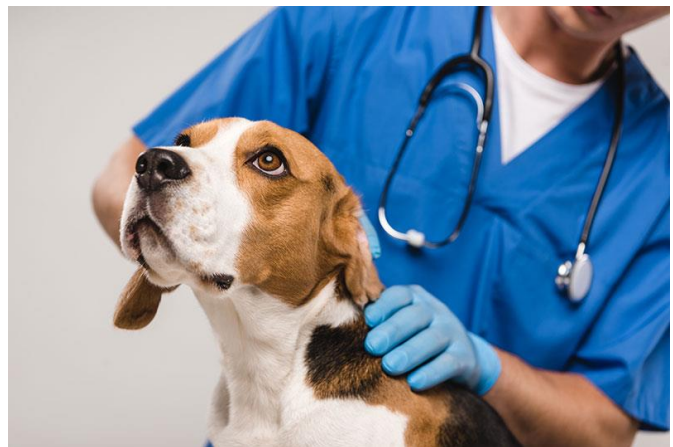
[GRI 102-11]

## Health and Safety

In ensuring that there are no safety lapses at the clinics, employees are required to be skilled in handling equipment. On top of that, an in-depth understanding of medical procedures is also expected of employees. Any lapses from incompetency of employee may lead to undesirable consequences that may potentially put the animal being treated in danger.

Employees may also be exposed to risks if policies and procedures are not closely observed during administration of treatments or surgeries on animals. Our employees handling any ionising irradiating apparatus must possess an L5 licence<sup>2</sup>. This licence is required for applicants intending to use, operate, energise or supervise the use of ionising radiation irradiating apparatus.

With safety being our utmost priority, our clinics are staffed with skilled veterinary technicians who have at least 5 years of experience.



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<sup>2</sup> Regulated by the National Environment Agency

# OUR CUSTOMERS

[GRI 102-11, 416-2]

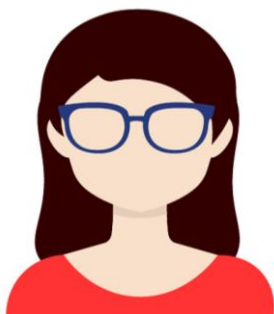
AVH takes pride in the quality of our pet health care. The health, safety and wellbeing of our patients are of utmost importance to us. At AVH, we closely observe all regulations concerning health and safety of products and services that we offer. This is to ensure that we provide safe products and services to our customers.

There are no instances of non-compliance to regulations concerning the health and safety impacts of products and services during the reporting period.

## In Safe Hands

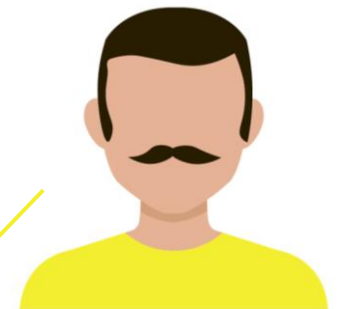
A selection of educational media has been provided to the public, on our subsidiary's website, from the case notes of our Medical Director, Dr Eugene Lin. We hope to raise awareness of the enhanced clarity, safety and precision achieved via laparoscopy and endoscopy procedures. This aids the owners of the pets (who are our customers) to better understand the surgical procedures to be performed and thereby putting them at ease.

We seek to reassure the owners that their pets are in safe hands. As such, AVH operates as an open clinic. This means that our team welcomes owners to observe their pets during any medical procedure, whether a simple vaccination or a complex surgery.



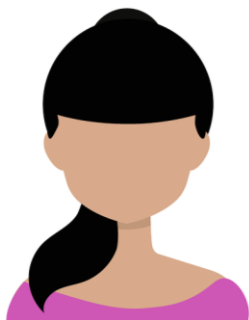
My pet 'posh' is a 17-year-old Labrador and she owes her long, healthy life to the care and concern shown by this amazing place. It's not a vet clinic, more of a community that loves animals...

Rinita S.  
29/11/2019



Good service and experienced vet.  
Comprehensive diagnostic capabilities on site.

Sze W.  
16/10/2019



Dr Eugene Lin is great and professional and even provided me with email update of the subsequent test reports and my subsequent queries.

Ashley S.  
25/09/2019



# OUR CUSTOMERS

[GRI 418-1, 419-1]

## **Safeguarding Customer Privacy**

Preserving and protecting customer data and privacy against any losses or breaches has always been our top priority. The Group complies with the Personal Data Protection Act 2012 (“PDPA”) to ensure that our customers’ privacy are safeguarded. We did not receive any complaints regarding any breaches of customer privacy during the reporting period.

## **Social and Economic Laws and Regulations**

It is in our best interest to aim towards an all sustainable operations. This includes the social aspect of sustainability which concerns the impacts we impose on social systems. We place emphasis on socioeconomic compliance in our operations. There have been no reports on non-compliance of socioeconomic laws and regulations during the reporting period.

AVH is a committed partner whose main aim is to deliver highest level of care and professionalism. We always look towards fulfilling the needs and expectations of our customers and stakeholders.

Taking precautionary measures in our business operations is very vital to ensure that we are fully aware of possible risks or side effects in any scientific administration to animals. Especially in our operations of evaluating and administering veterinary medicines and products to animals, it is essential that we uphold our precautionary principles.

## **Giving back**

In AVH, we believe in giving back. Everyone has a role to play in making positive changes to the world. Whether in the social aspect or environmental aspect, all efforts matter. Here at AVH, we are actively involved in supporting the community through various Corporate Social Responsibility (“CSR”) efforts. Apart from free talks given by our Medical Director, Dr Eugene Lin, to pet owners at pet events to raise the importance of regular health checks and dental hygiene, preferential rates are also given to dogs who have been adopted from Save Our Street Dogs (“SoSD”).

# GRI CONTENT INDEX

[GRI 102-55]

| GRI Standard                           | Disclosure Number  | Disclosure Title   | Comments  | Page References<br>AR: Annual Report 2019<br>SR: Sustainability Report 2019 | Section References                              |
|--|--------------------|--|---|---|---|
| <b>General Disclosures</b>             |                    |  |   |   |   |
| <b>GRI 102: Organisational Profile</b> | 102-1              | Name of organisation   | -   | SR 3  | Our Board's Message                             |
|  | 102-2              | Activities, brands, products, and services                   | -   | SR 4<br>SR 5  | About Us<br>Our Expertise                       |
|  | 102-3              | Location of headquarters                                     | -   | SR 4  | About Us  |
|  | 102-4              | Location of operations                                       | -   | SR 5  | Our Expertise                                   |
|  | 102-5              | Ownership and legal form                                     | -   | AR 2<br>AR 82 - 83  | -   |
|  | 102-6              | Markets served   | -   | SR 4<br>SR 5  | About Us<br>Our Expertise                       |
|  | 102-7              | Scale of the organisation                                    | -   | SR 5<br>SR 13<br>AR 43  | Our Expertise<br>Our People                     |
|  | 102-8              | Information on employees and other workers                   | -   | SR 13   | Our People                                      |
|  | 102-9              | Supply chain   | -   | SR 11   | Our Supply Chain                                |
|  | 102-10             | Significant changes to the organisation and its supply chain | No Changes  | -   | -   |
|  | 102-11             | Precautionary Principle or approach                          | -   | SR 11<br>SR 15<br>SR 16   | Our Supply Chain<br>Our People<br>Our Customers |
|  | 102-12             | External initiatives   | -   | SR 17   | Our Customers                                   |
|  | 102-13             | Membership of associations                                   | Singapore Veterinary Association                            | -   | -   |
| <b>GRI 102: Strategy</b>               | 102-14             | Statement from senior decision-maker                         | -   | SR 3  | Our Board's Message                             |
| <b>GRI 102: Ethics and Integrity</b>   | 102-16             | Values, principles, standards, and norms of behaviour        | -   | SR 4<br>SR 6  | About Us<br>Our Promise                         |
| <b>GRI 102: Governance</b>             | 102-18             | Governance structure   | -   | AR 6 - 9<br>SR 7  | Our Sustainability Journey                      |
| <b>GRI 102: Stakeholder Engagement</b> | 102-40             | List of stakeholder groups                                   | -   | SR 8 - 9  | Our Key Stakeholders                            |
|  | 102-41             | Collective bargaining agreements                             | No employees covered under collective bargaining agreements | -   | -   |
|  | 102-42             | Identifying and selecting stakeholders                       | -   | SR 8 - 9  | Our Key Stakeholders                            |
|  | 102-43             | Approach to stakeholder engagement                           | -   | SR 8 - 9  | Our Key Stakeholders                            |
|  | 102-44             | Key topics and concerns raised                               | -   | SR 8 - 9  | Our Key Stakeholders                            |
| <b>GRI 102: Reporting Practice</b>     | 102-45             | Entities included in the consolidated financial statements   | -   | AR 65   | -   |
|  | 102-46             | Defining report content and topic Boundaries                 | -   | SR 7  | Our Sustainability Journey                      |
|  | 102-47             | List of material topics                                      | -   | SR 10   | Our Material Factors                            |
|  | 102-48             | Restatements of information                                  | First Reporting Cycle                                       | -   | -   |
|  | 102-49             | Changes in reporting   | First Reporting Cycle                                       | -   | -   |
|  | 102-50             | Reporting period   | -   | SR 3  | Our Board's Message                             |
|  | 102-51             | Date of most recent report                                   | First Reporting Cycle                                       | -   | -   |
|  | 102-52             | Reporting cycle  | -   | SR 3  | Our Board's Message                             |
|  | 102-53             | Contact point for questions regarding the report             | -   | SR 4  | About Us  |
|  | 102-54             | Claims of reporting in accordance with the GRI standards     | -   | SR 4  | About Us  |
| 102-55                                 | GRI content index  | -  | SR 18 - 20  | GRI Content Index   |   |
| 102-56                                 | External assurance | No External Assurance  | SR 4  | About Us  |   |

| GRI Standard                             | Disclosure Number | Disclosure Title   | Comments              | Page References<br>AR: Annual Report 2019<br>SR: Sustainability Report 2019 | Section References |
|--|-------------------|--|-----------------------|---|--------------------|
| <b>Economic Standards</b>                |                   |  |                       |   |                    |
| <b>GRI 201: Economic Performance</b>     | 103-1             | Explanation of the material topic and its Boundary                                   | -                     | AR 43   | -                  |
|  | 103-2             | The management approach and its components   | -                     | AR 43   | -                  |
|  | 103-3             | Evaluation of the management approach  | First Reporting Cycle | -   | -                  |
|  | 201-1             | Direct economic value generated and distributed                                      | -                     | AR 43   | -                  |
| <b>GRI 204: Procurement Practices</b>    | 103-1             | Explanation of the material topic and its Boundary                                   | -                     | SR 11   | Our Supply Chain   |
|  | 103-2             | The management approach and its components   | -                     | SR 11   | Our Supply Chain   |
|  | 103-3             | Evaluation of the management approach  | First Reporting Cycle | -   | -                  |
|  | 204-1             | Proportion of spending on local suppliers  | -                     | SR 11   | Our Supply Chain   |
| <b>GRI 205: Anti-corruption</b>          | 103-1             | Explanation of the material topic and its Boundary                                   | -                     | SR 6  | Our Promise        |
|  | 103-2             | The management approach and its components   | -                     | SR 6  | Our Promise        |
|  | 103-3             | Evaluation of the management approach  | First Reporting Cycle | -   | -                  |
|  | 205-3             | Confirmed incidents of corruption and actions taken                                  | -                     | SR 6  | Our Promise        |
| <b>Environment Standards</b>             |                   |  |                       |   |                    |
| <b>GRI 302: Energy</b>                   | 103-1             | Explanation of the material topic and its Boundary                                   | -                     | SR 12   | Our Environment    |
|  | 103-2             | The management approach and its components   | -                     | SR 12   | Our Environment    |
|  | 103-3             | Evaluation of the management approach  | First Reporting Cycle | -   | -                  |
|  | 302-1             | Energy consumption within the organisation   | -                     | SR 12   | Our Environment    |
|  | 302-3             | Energy intensity   | -                     | SR 12   | Our Environment    |
| <b>GRI 307: Environmental Compliance</b> | 103-1             | Explanation of the material topic and its Boundary                                   | -                     | SR 12   | Our Environment    |
|  | 103-2             | The management approach and its components   | -                     | SR 12   | Our Environment    |
|  | 103-3             | Evaluation of the management approach  | First Reporting Cycle | -   | -                  |
|  | 307-1             | Non-compliance with environmental laws and regulations                               | -                     | SR 12   | Our Environment    |
| <b>Social Standards</b>                  |                   |  |                       |   |                    |
| <b>GRI 401: Employment</b>               | 103-1             | Explanation of the material topic and its Boundary                                   | -                     | SR 13   | Our People         |
|  | 103-2             | The management approach and its components   | -                     | SR 13   | Our People         |
|  | 103-3             | Evaluation of the management approach  | First Reporting Cycle | -   | -                  |
|  | 401-1             | New employee hires and employee turnover   | -                     | SR 13   | Our People         |
| <b>GRI 404: Training and Education</b>   | 103-1             | Explanation of the material topic and its Boundary                                   | -                     | SR 14   | Our People         |
|  | 103-2             | The management approach and its components   | -                     | SR 14   | Our People         |
|  | 103-3             | Evaluation of the management approach  | First Reporting Cycle | -   | -                  |
|  | 404-1             | Average hours of training per year per employee                                      | -                     | SR 14   | Our People         |
|  | 404-3             | Percentage of employees receiving regular performance and career development reviews | -                     | SR 14   | Our People         |

| GRI Standard                                    | Disclosure Number | Disclosure Title  | Comments              | Page References<br>AR: Annual Report 2019<br>SR: Sustainability Report 2019 | Section References |
|---|-------------------|---|-----------------------|---|--------------------|
| <b>Social Standards</b>                         |                   |   |                       |   |                    |
| <b>GRI 405: Diversity and Equal Opportunity</b> | 103-1             | Explanation of the material topic and its Boundary  | -                     | SR 13   | Our People         |
|   | 103-2             | The management approach and its components  | -                     | SR 13   | Our People         |
|   | 103-3             | Evaluation of the management approach   | First Reporting Cycle | -   | -                  |
|   | 405-1             | Diversity of governance bodies and employees  | -                     | SR 13   | Our People         |
| <b>GRI 406: Non-discrimination</b>              | 103-1             | Explanation of the material topic and its Boundary  | -                     | SR 13   | Our People         |
|   | 103-2             | The management approach and its components  | -                     | SR 13   | Our People         |
|   | 103-3             | Evaluation of the management approach   | First Reporting Cycle | -   | -                  |
|   | 406-1             | Incidents of discrimination and corrective actions taken                                      | -                     | SR 13   | Our People         |
| <b>GRI 416: Customer Health and Safety</b>      | 103-1             | Explanation of the material topic and its Boundary  | -                     | SR 16   | Our Customers      |
|   | 103-2             | The management approach and its components  | -                     | SR 16   | Our Customers      |
|   | 103-3             | Evaluation of the management approach   | First Reporting Cycle | -   | -                  |
|   | 416-2             | Incidents of non-compliance concerning the health and safety impacts of products and services | -                     | SR 16   | Our Customers      |
| <b>GRI 418: Customer Privacy</b>                | 103-1             | Explanation of the material topic and its Boundary  | -                     | SR 17   | Our Customers      |
|   | 103-2             | The management approach and its components  | -                     | SR 17   | Our Customers      |
|   | 103-3             | Evaluation of the management approach   | First Reporting Cycle | -   | -                  |
|   | 418-1             | Substantiated complaints concerning breaches of customer privacy and losses of customer data  | -                     | SR 17   | Our Customers      |
| <b>GRI 419: Socioeconomic Compliance</b>        | 103-1             | Explanation of the material topic and its Boundary  | -                     | SR 17   | Our Customers      |
|   | 103-2             | The management approach and its components  | -                     | SR 17   | Our Customers      |
|   | 103-3             | Evaluation of the management approach   | First Reporting Cycle | -   | -                  |
|   | 419-1             | Non-compliance with laws and regulations in the social and economic area                      | -                     | SR 17   | Our Customers      |