

ASIA VETS HOLDINGS LTD.

SUSTAINABILITY REPORT 2020



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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 Catalist.

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.

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OUR BOARD'S MESSAGE

[GRI 102-1, 14, 50, 52]

The Board of Directors (the “**Board**”) is pleased to present the second Sustainability Report (the “**Report**”) of Asia Vets Holdings Ltd. (“**AVH**”) and its subsidiaries (collectively, the “**Group**”) for the reporting period from 1 January 2020 to 31 December 2020 (“**FY2020**”). The Report further demonstrates AVH’s ongoing efforts on sustainability issues, management and collaborations with our business partners to achieve our economic, environmental and social objectives.

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. We have considered the sustainability issues as part of our strategic planning. The material Economic, Environmental, Social and Governance (“**EESG**”) aspects of the Group are overseen and monitored by the management of the Group.

There has been a significant impact to the Singapore economy caused by the spread of the Coronavirus Disease 2019 (“**COVID-19**”). The COVID-19 pandemic has brought unprecedented changes in how veterinary clinics operate. The Animal & Veterinary Service of Singapore has provided the animal and veterinary sector with operational guidelines on queue management, crowd management, safe-distancing measures and implementation of good hygiene practices. The management of the Group together with our professional team of veterinarians have overcome the challenges and continued to serve our community during this unprecedented period.

The Board would like to take this opportunity to thank everyone who have contributed to our sustainability efforts and we will continue to strive and improve while considering the economic, social and environmental impact to our stakeholders. The Board will continue to take a balanced approach in formulating strategies to enhance long-term values which are sustainable to our stakeholders.

Tan Tong Guan

Executive Chairman and CEO

31 May 2021

ABOUT US

[GRI 102-2, 3, 6, 16, 53, 54, 56]

<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 Commitment 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. GRI is the independent, international organisation that helps businesses and other organisations take responsibility for their sustainability impacts, by providing them with the global common language to communicate those impacts. 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.

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 currently operates two¹ veterinary clinics in Singapore. Our 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 Traditional Chinese Medicine (“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.

¹ During FY2020, AVH operated three veterinary clinics in Singapore. With effect from March 2021, AVH has ceased operations at the TCM @ Tampines clinic. AVH continues to provide TCM services at the remaining two veterinary clinics.

OUR PROMISE

[GRI 102-16, 103-1 to 3, 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

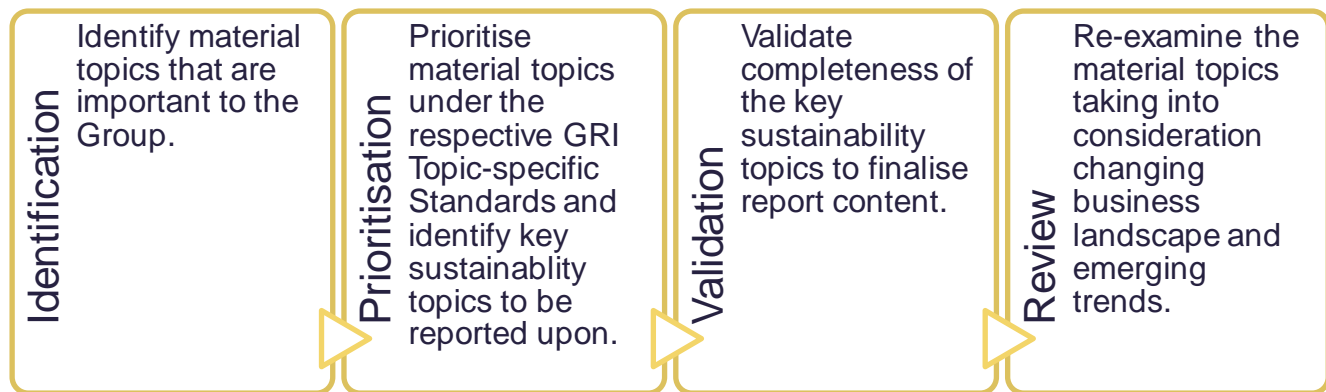
The Group is committed to the highest standards of ethical, moral and legal business conduct and has adopted a zero-tolerance approach to bribery and corruption. In line with this commitment to open communication and good corporate governance, a Whistle-blowing Policy was implemented which provides employees 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 (FY2019: NIL) and we envision to maintain this performance perpetually.

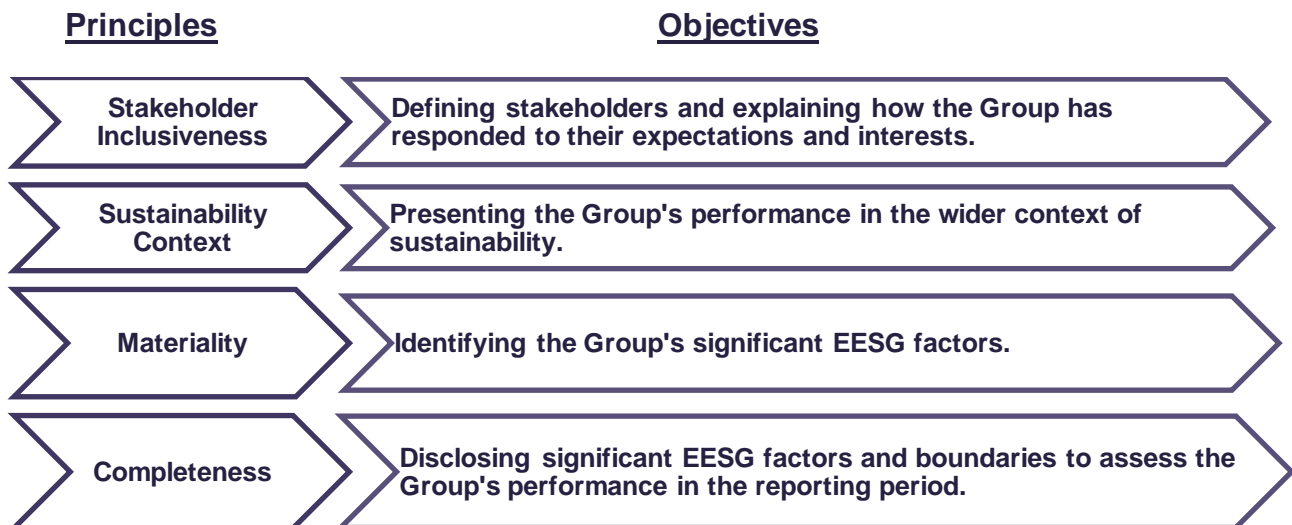
OUR SUSTAINABILITY JOURNEY

[GRI 102-18, 46]

We conducted our first materiality assessment last year with reference to the GRI Standards to identify and select stakeholders with whom to engage and determine the EESG factors that are material to them. We conducted a Focus Group Discussion with our very own Sustainability Reporting Champion Team to validate the assessment and gather feedback on the sustainability issues that are important to these key stakeholders. The key stakeholder groups and material factors are still deemed relevant and remain unchanged since last reporting period. We will continue to assess the identified material factors on a regular basis to ensure their relevance. 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.



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 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.

Suppliers

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

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.

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.

We welcome feedback from our stakeholders on an ongoing basis and ensure that there is adequate management and monitoring over the material EESG factors identified during the reporting period.



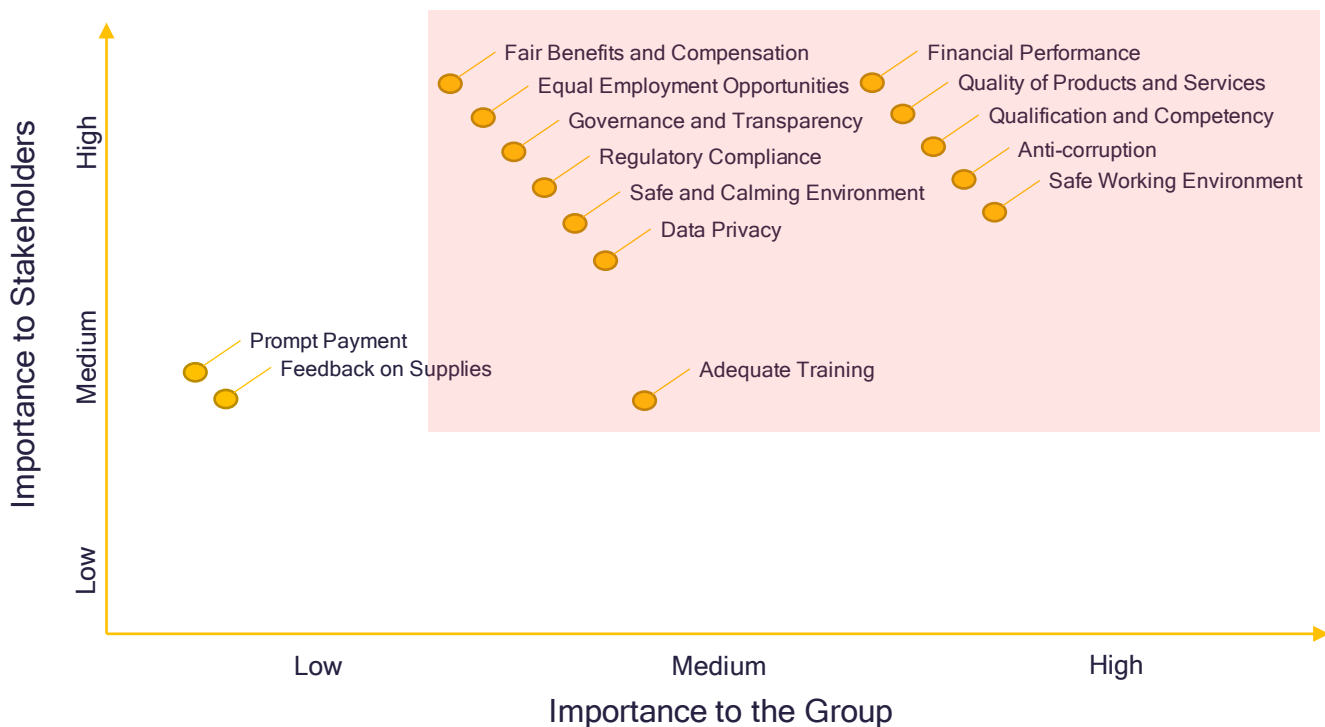
OUR KEY STAKEHOLDERS

[GRI 102-40, 42 to 44]

Each of our valued stakeholders bring resources to AVH regardless of where they fall in 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"> Different modes of communication such as face to face, tele and videoconferencing Annual performance review Training 	<ul style="list-style-type: none"> As and when necessary Annually 	<ul style="list-style-type: none"> Safe working environment Fair benefits and compensation Equal employment opportunities Adequate training provided
Customers	<ul style="list-style-type: none"> Different modes of communication such as face to face, tele and videoconferencing Website Talks and seminars 	<ul style="list-style-type: none"> As and when necessary 	<ul style="list-style-type: none"> Safe and calming environment Quality of products and services Qualification and competency Data privacy
Investors	<ul style="list-style-type: none"> Annual General Meeting Company's website Announcements via SGXNet 	<ul style="list-style-type: none"> As and when necessary Annually 	<ul style="list-style-type: none"> Financial performance Governance and transparency Anti-corruption
Suppliers	<ul style="list-style-type: none"> Collaboration meetings 	<ul style="list-style-type: none"> As and when necessary 	<ul style="list-style-type: none"> Prompt payment Feedback on supplies
Regulators	<ul style="list-style-type: none"> Reporting platforms 	<ul style="list-style-type: none"> As and when necessary Annually 	<ul style="list-style-type: none"> Compliance with regulatory requirements

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 102-46 to 47]

There have been no major changes to our business operations during this reporting period, as compared to last reporting period. The material factors identified under the EESG framework remain the same.

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

OUR SUPPLY CHAIN

[GRI 102-9, 11, 103-1 to 3, 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 88 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 97% of the Group's total expenditure during the reporting period and we target local spending in Singapore to be at least 95% every year. There are plenty of benefits from sourcing locally, as compared to sourcing internationally. These include shorter delivery lead time and efficient 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 103-1 to 3, 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 (FY2019: NIL) and we seek to maintain this performance perpetually.



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.

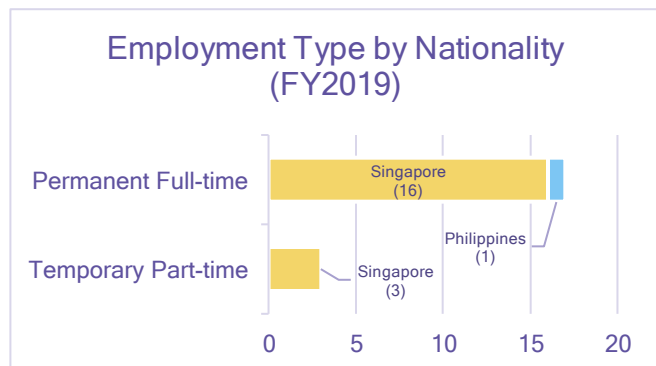
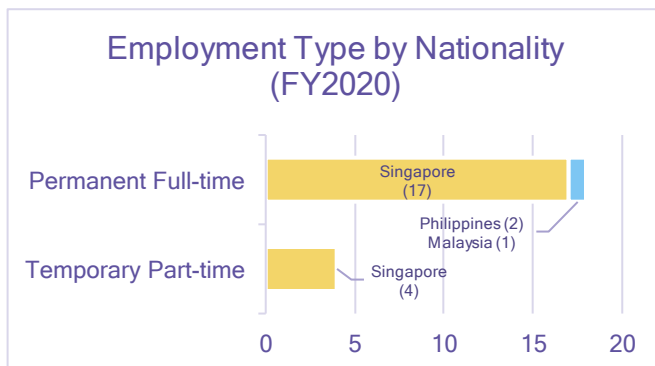
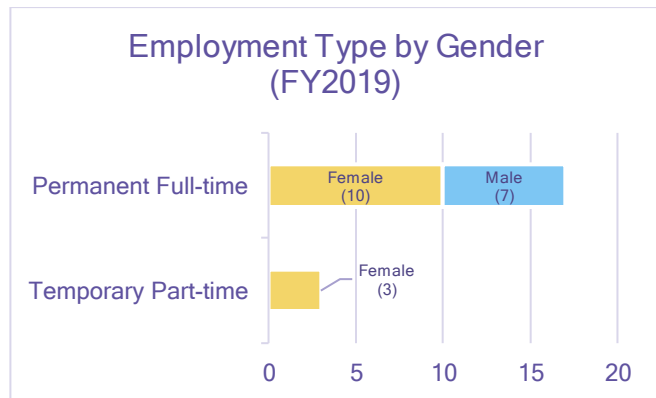
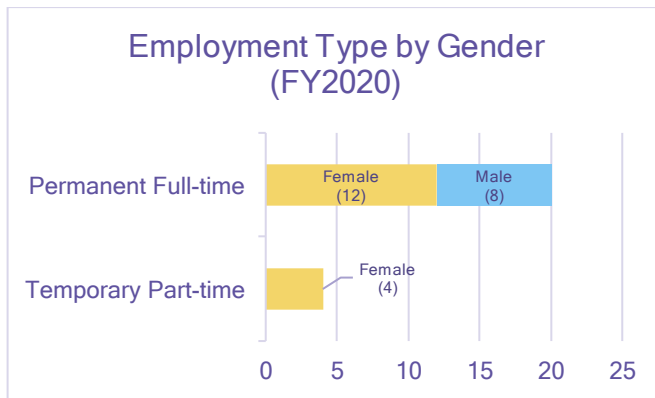
During the reporting period, the Group consumed a total of 67,207 kWh of electricity and reported a turnover of S\$4.3 million. On average, 0.016 kWh of energy was consumed for every dollar earned. This was lower by 0.003 kWh of energy consumed for every dollar earned, as compared to the last reporting period, due to the Group's efforts to consume lesser electricity and having reported a higher turnover for the reporting period. The Group will continue to monitor our energy consumption and strive to reduce the energy usage in the next reporting period.

	FY2019	FY2020	FY2021 Target
Energy Consumed per dollar earned (kWh / S\$)	0.019	0.016	0.015

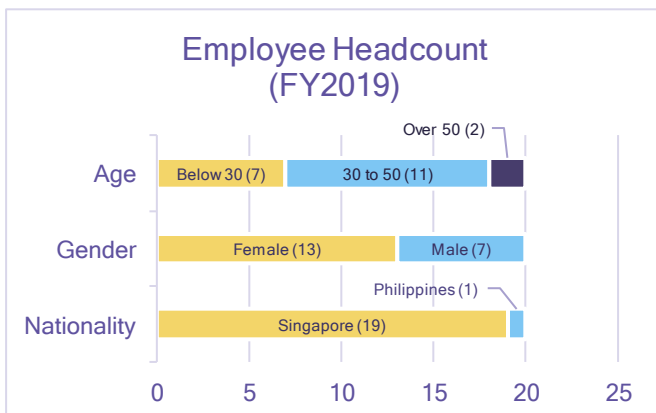
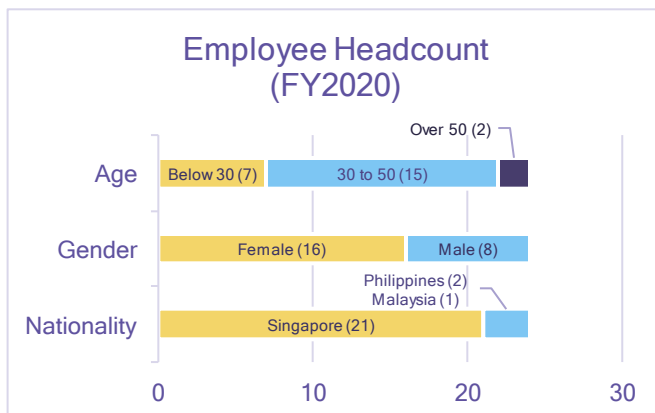
OUR PEOPLE

[GRI 102-7 to 8, 103-1 to 3, 401-1, 405-1, 406-1]

The Group believes that our people are our greatest assets. They form the pillars of strength that support the Group's operations. As such, we value our people and strive to provide a conducive working environment that emphasises the enrichment and empowerment of every individual, in order to achieve organisational growth. At the end of the reporting period, the Group reported a total employee strength of 24 (FY2019: 20). The charts below show that our employee composition remains fairly consistent across the two reporting periods.



Diversity and Non-discrimination



OUR PEOPLE

[GRI 102-7 to 8, 103-1 to 3, 401-1, 405-1, 406-1]



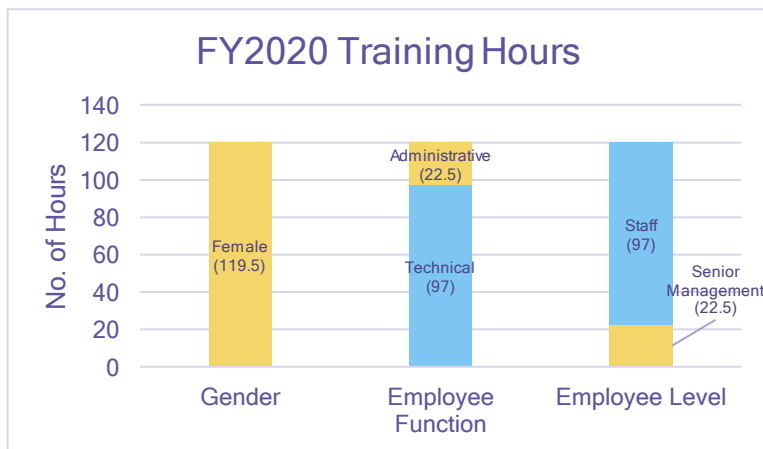
The Group's employee hiring rate and turnover rate was 33% (FY2019: 35%) and 24% (FY2019: 25%) respectively for the reporting period. The employee hiring rate and turnover rate remain fairly stable, as compared to the last reporting period. We seek to keep both rates below 20% in the long term. Here 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 (FY2019: NIL) and we target to maintain this performance perpetually.

OUR PEOPLE

[GRI 103-1 to 3, 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.



Employees are given ample opportunities to expand their competencies and optimise work operations of the Group through funding support from the Group for external development courses. During the reporting period, the Group reported an average of 5.0 training hours per employee, as compared to an average of 8.4 training hours per employee for the last reporting period. The decrease was attributable to the COVID-19 pandemic which restricted our plans for employee training. Moving forward, we target to increase the trainings provided to all employees.

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Average Training per Employee (Hours)	FY2019	FY2020	FY2021 Target
	8.4	5.0	10.0

AVH 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 individuals as they undergo structured on-the-job training and mentorship at AVH. They also benefit from well-structured career development pathways and guidance from mentors through our talent development plan.

OUR PEOPLE

[GRI 102-11, 103-1 to 3, 404-1, 3]

Performance and career development reviews are conducted during our annual appraisals for all employees. This serves as a platform for AVH and employees to improve performance in their current roles that brings a greater impact to the Group and to achieve their individual career aspirations. Together with clear individual development plans, we believe that effective motivation and encouragement enhances employee satisfaction, which correlates with improved organisation performance.

Health and Safety

In ensuring that there are no safety lapses at the clinics, employees are required to be skilled in handling equipment. In addition, an in-depth understanding of medical procedures is also expected of employees. Any lapses resulting due to the incompetency of employee may lead to undesirable consequences.

Employees may also be exposed to risks if policies and procedures are not closely observed during administration of treatments or surgeries on animals. Any employee handling ionising irradiating apparatus must possess an L5 licence². 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 with at least 5 years of experience.



² Regulated by the National Environment Agency

OUR CUSTOMERS





[GRI 102-11, 103-1 to 3, 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 (FY2019: NIL) and we seek to maintain this performance perpetually.

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.

 <p>★★★★★</p> <p>Team O. 10 Feb 2020</p> <p>Very professional and practical advice for my 11-year-old Collie. Had a major operation with no issues and currently recovering.</p>	 <p>★★★★★</p> <p>Sim T. 6 Mar 2020</p> <p>Very patient and polite staff and vet.</p>
 <p>★★★★★</p> <p>Teck B. 18 Oct 2020</p> <p>Had my dog spaded here with Doctor Eugene and they have some of the most advanced equipment vets in Singapore have. The clinic assistants are also really friendly and they truly care for the animals. Very reassuring to know that they really do love the animals under their care.</p>	 <p>★★★★★</p> <p>Helen L. 1 Nov 2020</p> <p>Have been seeing Dr Soh and Dr Eugene and both are patience and professional. Clinic is spacious and clean. Appointment is required but waiting time is always not more than 15 minutes.</p>

OUR CUSTOMERS

[GRI 102-12, 103-1 to 3, 418-1, 419-1]

Safeguarding Customer Privacy

We place great emphasis on the protection and privacy of customer data against any breaches. The Group complies with the Personal Data Protection Act 2012 to ensure customers' privacy is safeguarded. We did not receive any complaints regarding any breaches of customer privacy during the reporting period (FY2019: NIL) and we target to maintain this performance perpetually.

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 (FY2019: NIL) and we envision to maintain this performance perpetually. AVH is a committed partner whose main aim is to deliver highest level of care and professionalism. We strive to fulfil 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 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, a volunteer-run organisation dedicated to the welfare of Singapore's many street dogs.

GRI CONTENT INDEX

[GRI 102-55]

GRI Standard	Disclosure Number	Disclosure Title	Comments	Page References AR: Annual Report 2020 SR: Sustainability Report 2020	Section References
General Disclosures					
GRI 102: Organisational Profile	102-1	Name of organisation	-	SR 3	Our Board's Message
	102-2	Activities, brands, products, and services	-	SR 4 SR 5	About Us, 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 AR 92 - 93	-
	102-6	Markets served	-	SR 4 SR 5	About Us, Our Expertise
	102-7	Scale of the organisation	-	SR 5 SR 13 - 14 AR 51	Our Expertise, Our People
	102-8	Information on employees and other workers	-	SR 13 - 14	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 SR 16 SR 17	Our Supply Chain, Our People, Our Customers
	102-12	External initiatives	-	SR 18	Our Customers
	102-13	Membership of associations	Singapore Veterinary Association	-	-
GRI 102: Strategy	102-14	Statement from senior decision-maker	-	SR 3	Our Board's Message
GRI 102: Ethics and Integrity	102-16	Values, principles, standards, and norms of behaviour	-	SR 4 SR 6	About Us Our Promise
GRI 102: Governance	102-18	Governance structure	-	SR 7	Our Sustainability Journey
GRI 102: Stakeholder Engagement	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
GRI 102: Reporting Practice	102-45	Entities included in the consolidated financial statements	-	AR 73	-
	102-46	Defining report content and topic Boundaries	-	SR 7 SR 10	Our Sustainability Journey Our Material Factors
	102-47	List of material topics	-	SR 10	Our Material Factors
	102-48	Restatements of information	None	-	-

GRI Standard	Disclosure Number	Disclosure Title	Comments	Page References AR: Annual Report 2020 SR: Sustainability Report 2020	Section References
	102-49	Changes in reporting	None	-	-
	102-50	Reporting period	-	SR 3	Our Board's Message
	102-51	Date of most recent report	29 May 2020	-	-
	102-52	Reporting cycle	Annually	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 19 - 21	GRI Content Index
	102-56	External assurance	No External Assurance	SR 4	About Us
Economic Standards					
GRI 201: Economic Performance	103-1	Explanation of the material topic and its Boundary	-	AR 51	-
	103-2	The management approach and its components	-	AR 51	-
	103-3	Evaluation of the management approach	-	AR 51	-
	201-1	Direct economic value generated and distributed	-	AR 51	-
GRI 204: Procurement Practices	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	-	SR 11	Our Supply Chain
	204-1	Proportion of spending on local suppliers	-	SR 11	Our Supply Chain
GRI 205: Anti-corruption	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	-	SR 6	Our Promise
	205-3	Confirmed incidents of corruption and actions taken	-	SR 6	Our Promise
Environment Standards					
GRI 302: Energy	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	-	SR 12	Our Environment
	302-1	Energy consumption within the organisation	-	SR 12	Our Environment
	302-3	Energy intensity	-	SR 12	Our Environment
GRI 307: Environmental Compliance	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	-	SR 12	Our Environment
	307-1	Non-compliance with environmental laws and regulations	-	SR 12	Our Environment
Social Standards					
GRI 401: Employment	103-1	Explanation of the material topic and its Boundary	-	SR 13 - 14	Our People
	103-2	The management approach and its components	-	SR 13 - 14	Our People
	103-3	Evaluation of the management approach	-	SR 13 - 14	Our People

GRI Standard	Disclosure Number	Disclosure Title	Comments	Page References AR: Annual Report 2020 SR: Sustainability Report 2020	Section References
GRI 404: Training and Education	401-1	New employee hires and employee turnover	-	SR 13 - 14	Our People
	103-1	Explanation of the material topic and its Boundary	-	SR 15 - 16	Our People
	103-2	The management approach and its components	-	SR 15 - 16	Our People
	103-3	Evaluation of the management approach	-	SR 15 - 16	Our People
	404-1	Average hours of training per year per employee	-	SR 15 - 16	Our People
	404-3	Percentage of employees receiving regular performance and career development reviews	-	SR 15 - 16	Our People
Social Standards					
GRI 405: Diversity and Equal Opportunity	103-1	Explanation of the material topic and its Boundary	-	SR 13 - 14	Our People
	103-2	The management approach and its components	-	SR 13 - 14	Our People
	103-3	Evaluation of the management approach	-	SR 13 - 14	Our People
	405-1	Diversity of governance bodies and employees	-	SR 13 - 14	Our People
GRI 406: Non-discrimination	103-1	Explanation of the material topic and its Boundary	-	SR 13 - 14	Our People
	103-2	The management approach and its components	-	SR 13 - 14	Our People
	103-3	Evaluation of the management approach	-	SR 13 - 14	Our People
	406-1	Incidents of discrimination and corrective actions taken	-	SR 13 - 14	Our People
GRI 416: Customer Health and Safety	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	-	SR 17	Our Customers
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	-	SR 17	Our Customers
GRI 418: Customer Privacy	103-1	Explanation of the material topic and its Boundary	-	SR 18	Our Customers
	103-2	The management approach and its components	-	SR 18	Our Customers
	103-3	Evaluation of the management approach	-	SR 18	Our Customers
	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	-	SR 18	Our Customers
GRI 419: Socioeconomic Compliance	103-1	Explanation of the material topic and its Boundary	-	SR 18	Our Customers
	103-2	The management approach and its components	-	SR 18	Our Customers
	103-3	Evaluation of the management approach	-	SR 18	Our Customers
	419-1	Non-compliance with laws and regulations in the social and economic area	-	SR 18	Our Customers