



SUSTAINABILITY REPORT 2021

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Introduction

About Us

Sin Heng Heavy Machinery Limited (“Sin Heng”, the “Group” or “We”) was founded in 1969 and has been a public company listed on the Main Board of Singapore Exchange (“SGX-ST”) since 2010. Sin Heng’s core business activities involve the rental and trading of cranes, aerial lifts, and other heavy lifting equipment. Sin Heng’s operations extend to other ASEAN countries such as Malaysia, Myanmar and Indonesia through its headquarters in Singapore. Sin Heng is also an established provider of heavy lifting services in the ASEAN region and holds regional distributorships rights granted by world-renowned crane manufacturers. The Group is also involved in the sale and distribution of related equipment parts as part of our customer support services.



Figure 1: Our customers

With experience spanning over five decades, Sin Heng has accumulated valuable technical know-how and constantly endeavoured to improve the efficiency and efficacy of its lifting services. Over the years, the Group has effectively leveraged on its proven track record to anchor itself as a leading lifting service provider in the region. We serve customers from various industries, including but not limited to infrastructure and geotechnics, construction, civil engineering works, offshore and marine as well as oil and gas industries as shown in Figure 1.

Our Vision:
“We are firmly committed to providing our customers with the best lifting services available. Our vision is to provide high quality and reliable services to our customers throughout Asia.”

Sin Heng’s reputation for quality service has also earned the confidence of various world-renowned crane manufacturers, and we have won regional distributorship rights of cranes and parts of Kobelco (crawler crane specialist) and Kato (hydraulic crane specialist).

Our Professionalism

Sin Heng believes that success is achieved by investing in our workforce. Hence, the Group actively recruits and employs skilled professionals and invests in targeted training for our employees. By providing job training and work incentives, we empower our employees with a sense of job ownership and to take pride in their work. This safeguards Sin Heng's stellar reputation as our employees consistently deliver even when met with challenging customer demands. With our extensive technical expertise, continuous dedication and commitment to unwavering quality, Sin Heng is synonymous with excellent, safe and timely services.

Membership of Association

Sin Heng is a member of the Master Builders Association Malaysia ("MBAM"). MBAM's objective is to provide a synergy of services to members to better the construction industry. This membership plays a vital part in empowering Sin Heng to create value for its stakeholders as a platform to forge strategic relationships within the construction industry.

Contact Us

As we strive to improve our sustainability journey, we welcome your questions and value your feedback to this report. Please address all enquiries to:

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About this Report

Scope of the Report

Sin Heng is delighted to present its fifth Sustainability Report (“SR”) for the financial year ended 31 December 2021 (“FY2021”). This SR covers the sustainability strategy, initiatives, and performance of our operations for the financial year 2021 (“FY2021” or the “Reporting Year”), from 1 January 2021 to 31 December 2021, unless otherwise stated.

The Group strives to incorporate sustainable practices across its operations through various economic, environmental, and social initiatives. We refresh our Environmental, Social, and Governance (“ESG”) aspects annually to ensure relevancy against current business operations. To promote transparency and accountability, the Group is committed to disclose its sustainability performance to its stakeholders responsibly.

The report has been prepared following the Global Reporting Initiative (“GRI”) Standards: Core Option - the international standard for sustainability reporting, and with reference to the Singapore Exchange Securities Limited Listing Rules 711A and 711B on a ‘comply or explain’ basis.

The content of this report is developed based on the four reporting principles established by GRI Standards:

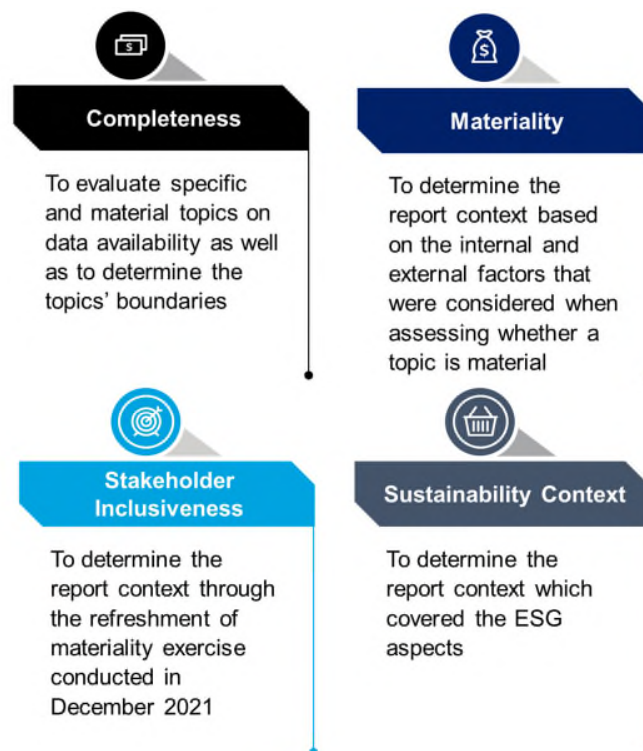


Figure 2: GRI Reporting principles

Although the information reported in the Reporting Year has not obtained any independent assurance, Sin Heng will continue to enhance its data collection and sustainability reporting processes. Moving forward, as our sustainability reporting efforts mature, the Group may consider obtaining independent assurance.

In-scope Entities

In Scope Entities	Economic Performance	Environmental Compliance	Occupational Health and Safety	Training and Education
Singapore				
Sin Heng Heavy Machinery Limited	P	P	P	P
Sin Heng Aerial Lifts Pte Ltd	P	P	P	P
SH Equipment Pte Ltd	P	Not in scope	Not in scope	Not in scope
Malaysia				
SH Heavy Machinery Sdn Bhd	P	P	P	P
SH Equipment Holdings Sdn Bhd	P	Not in scope	Not in scope	Not in scope
Bestari Industrial Holdings Sdn Bhd	P	Not in scope	Not in scope	Not in scope
Vietnam				
Sin Heng Vina Co. Ltd	P	Not in scope	Not in scope	Not in scope
Indonesia				
PT SH Machinery Indonesia	P	Not in scope	Not in scope	Not in scope
Myanmar				
SH Equipment (Myanmar) Company Limited	P	Not in scope	Not in scope	Not in scope

Figure 3: In-scope entities for Sustainability Report 2021¹

¹ In-scope Entities refer to the impacts occur for a material topic and the organisation's involvement with those impacts. Organisations might be involved with impacts either through their own activities or as a result of their business relationships with other entities. Global Reporting Initiatives (GRI). This year's reporting scope excludes Hong Kong SH Equipment Limited since the company was deregistered in September 2021

Message from Board

Board Statement

Dear Stakeholders,

Moving into the fifth year of our sustainability journey, Sin Heng continually prioritises implementing sustainability initiatives, which aid the improvement of our business operations and benefit the society and environment that we operate in. Our Board of Directors (“the Board”) is committed to providing leadership guidance and establishing the Group’s values and ethical standards to meet stakeholders’ expectations. The Board has also determined the material ESG factors and overseen the management and monitoring of these material ESG factors.

The Group has made strides in its sustainability practices and overall business success, by prioritising the sustainability agenda into our operations over the years. Sin Heng proactively navigates towards long-term success by enhancing our operational eco-efficiency and incorporating sustainability practices into our current business processes.

We recognise how fulfilling both the economic and environmental, social and governance (“ESG”) obligations play a crucial role in achieving long-term business success. As such, we continuously incorporate sustainability measures into our strategy and operations to enhance our operational eco-efficiency. In addition, preparing quality disclosure on our sustainability strategy and operations will allow our stakeholders to gain a comprehensive understanding of the Group’s performance and prospects.

As the world moves to a greener future, we will always be looking to incorporate more suitable sustainable practices into our business strategy and operations.

Materiality Assessment

Sin Heng conducts materiality assessments and reviews regularly to identify significant economic, environmental, and social (“ESG”) factors that are material to our business operations. All key phases and activities involved in the materiality assessment exercise are outlined in the below figure.

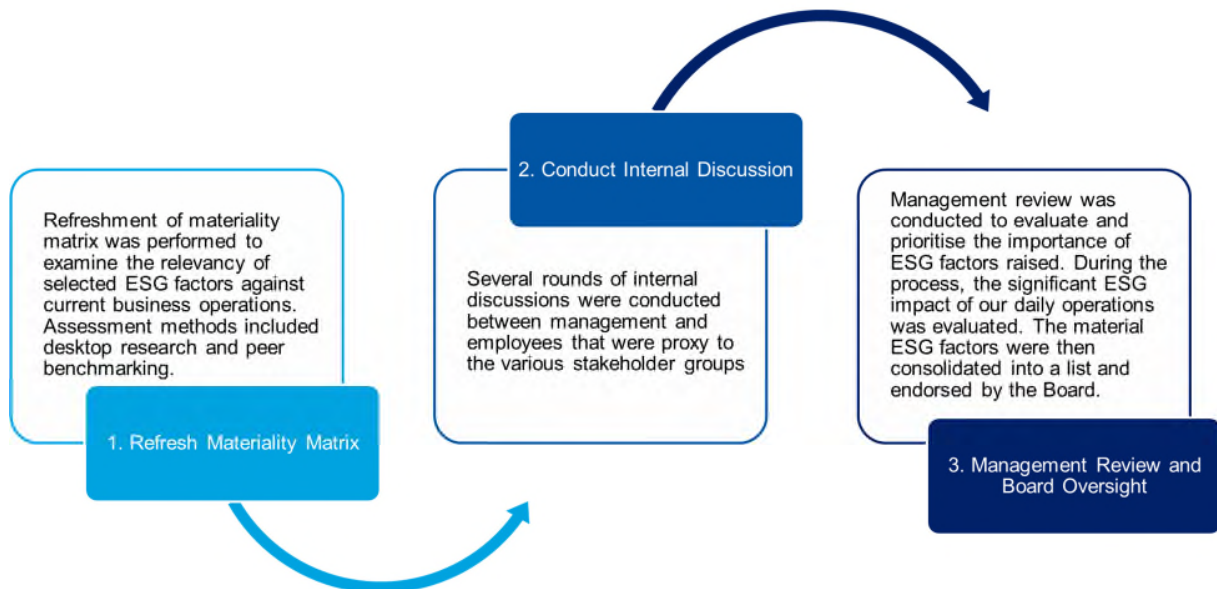


Figure 4: Materiality assessment process

During the Reporting Year, Sin Heng reviewed our existing prioritization of material topics through peer and industry benchmarking. From this benchmarking exercise, we decided to include one additional GRI topic, anti-corruption, to our list of material ESG factors.

The list of Sin Heng's material ESG factors is shown below:

Material Aspects	GRI Standards ESG Indicators		Aspect Boundary
Economic Performance	GRI 201-1	Direct economic value generated and distributed	Within organisation
Anti-corruption	GRI 205-3	Confirmed incidents of corruption and actions taken	Within organisation
Environmental Compliance	GRI 307-1	Non-compliance with environmental laws and regulations	Within organisation
Employment	GRI 401-1	New employee hires and employee turnover	Within organisation
Occupational Health and Safety	GRI 403-1	Occupational health and safety management system	Within organisation
	GRI 403-2	Hazard identification, risk assessment, and incident investigation	
	GRI 403-3	Occupational health services	
	GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	
	GRI 403-5	Worker training on occupational health and safety	
	GRI 403-6	Promotion of worker health	
	GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
	GRI 403-9	Work-related injuries	
Training and Education	GRI 404-1	Average hours of training per year per employee	Within organisation
	GRI 404-3	Percentage of employees receiving regular performance and career development reviews	
Customer Health and Safety	GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Within organisation

Figure 5: Material aspects and indicators identified²

² Aspect Boundary is a description of where the impacts occur for a material topic and the organisation's involvement with those impacts. Organisations might be involved with impacts either through their own activities or as a result of their business relationships with other entities. Global Reporting Initiatives ("GRI")

Stakeholder Engagement

We can inform and update our stakeholders about our sustainability efforts while better understanding their expectations and emerging sustainability trends through regular engagement on various platforms. The insights generated from these engagements will contribute to curating our organisation's strategy. This process places us in a better position to ensure our sustainability strategy is in line with the needs of our stakeholders.

Stakeholders	Engagement Methods	Frequency
Directors	Meeting/calls Board meetings	Ongoing Bi-annually
Employees	Performance appraisals Annual lunch/dinners Dialogue sessions with senior management	Annually Annually Ongoing
Investors	Half yearly results communication Website Announcement on SGXnet Annual General Meeting Annual and Sustainability Reports Extraordinary General Meeting	Bi-annually Ongoing Ongoing Annually Annually When required
Regulators	Announcement on SGXnet Circulars Website AGM/EGM Annual and Sustainability Reports Consultation with regulators such as SGX and MAS	Ongoing Ongoing Ongoing Annually Annually Ongoing
Customers	Satisfaction feedback	Ongoing

Our Economic Performance

Highlighting Our Economic Performance

The table below shows the economic highlights of Sin Heng's performance for FY 2021.

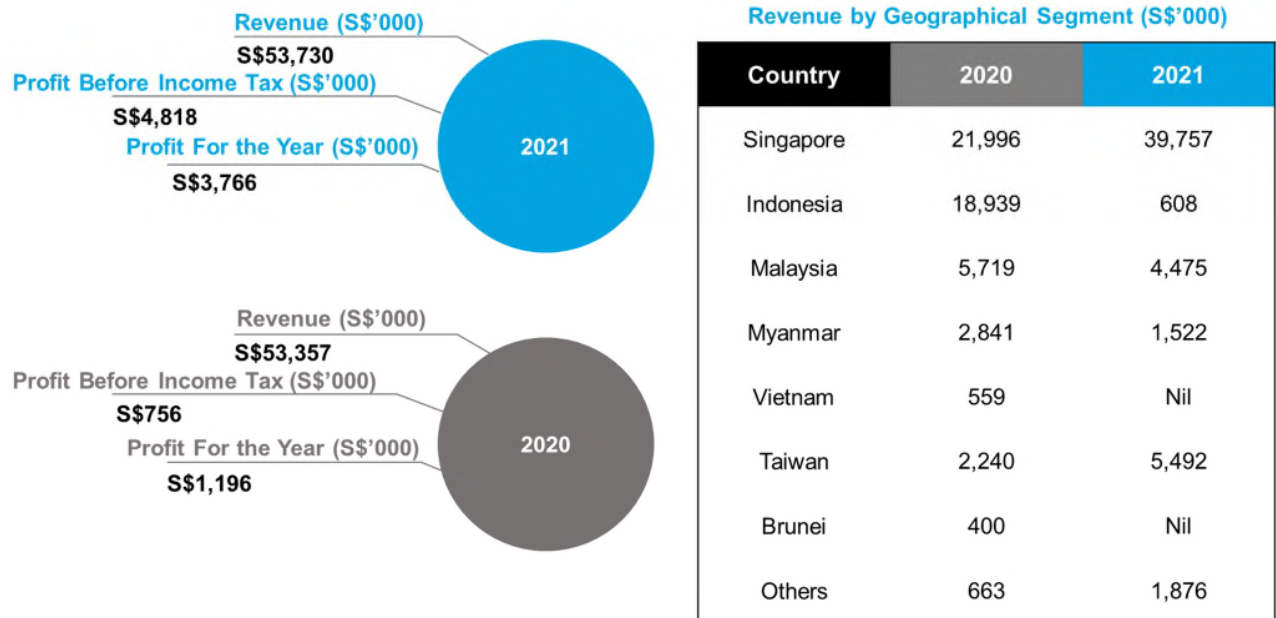


Figure 6: Financial Performance FY2020 & FY2021 (S\$'000)

For additional reference, kindly refer to Sin Heng Heavy Machinery Limited's Annual Report for FY2021 ("Annual Report").

Championing Environmental Stewardship

Our Approach

Sin Heng recognises the importance of the environment and sustainable practices, and we are committed to minimising the impact on the environment from our daily operations. The Group ensures that its business operations are carried out in a manner that can promote its goals of achieving environmental stewardship. Moreover, we actively cooperate with our business partners and encourage them to implement similar environmental practices in an effort to be more sustainable to the environment.

Complying with Environmental Standards

Sin Heng actively ensures that all operations in the countries that the Group operates in complies with the local laws and regulations, including any laws on environmental protection. As such, the Group is able to prevent damaging the environment, and the resultant compliance risk arising from non-adherence to the environmental laws and regulations, in the form of significant penalties and potential reputational damage to the Group. For example, the Group's ongoing efforts on this matter include: ensuring that all cranes delivered to the various project sites meet the local noise and emissions criteria by performing periodic inspection and maintenance of cranes, adhering to stipulated limitations to the maximum age of cranes, and in particular to the operating environment in Singapore, recycling of waste oil which are in line with the regulations set out by the National Environment Agency ("NEA").

Top management has an environmental policy in place that aims to monitor and manage the Group's environmental strategy and progress towards achieving its environmental targets and objectives. Environmental related trainings are provided to all employees to ensure that they understand the importance of the environment and play their part in protecting our environment together.



Figure 7: Environmental Compliance Performance

Through the successful implementation of the Group's environment policy and various initiatives undertaken, there was no occurrence of any fines, significant or otherwise, non-monetary sanctions or cases brought through dispute resolution mechanisms, in regards to any non-compliance of the Group with environmental laws and/or regulations in FY2021. We strive to preserve this unblemished track record in the future by adopting a progressive approach to our environmental management.

Putting Our People First

Promoting Diversity in Our Workforce

Sin Heng believes that the key to a strong workforce is through attracting and retaining diverse and qualified talents. The Group places a heavy emphasis on talent engagement since their onboarding to supporting various training and growth initiatives to allow them to flourish and realise their potential. Our recruiting practices are designed based on the principle of meritocracy, which ensures a fair, inclusive, and transparent recruitment process. Our human resource policy is crafted with our commitment to the ethical, professional, and legal standards with the core tenets as follows:

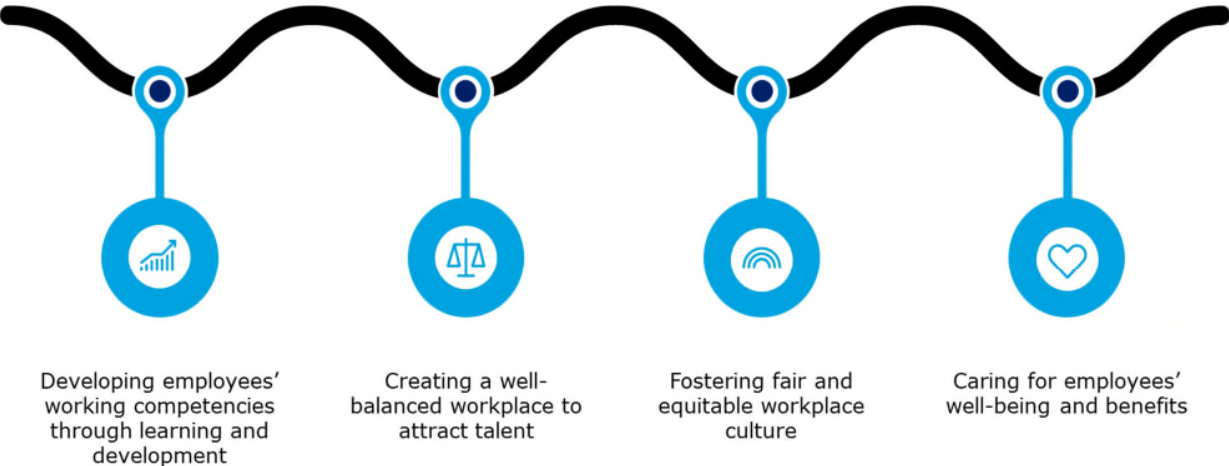


Figure 8: Core tenets of human resource policy

As at 31 December 2021, Sin Heng has employed a total of 170 full-time staff in Singapore and Malaysia. The breakdown of our labour force based on geographical and gender demographics are presented in Figures 9, 10 and 11; while the breakdown of our employee portfolio, new hires and turnovers during the Reporting Year is shown from Figures 12 to 17.

Sin Heng practises meritocracy and provides equal opportunities for all employees of the Group. The Group promotes workplace diversity and inclusivity and adopts a zero-tolerance approach towards any form of discrimination based on race, gender, religion, nationality, age, political affiliations, physical and mental disability, or any other forms of discrimination.

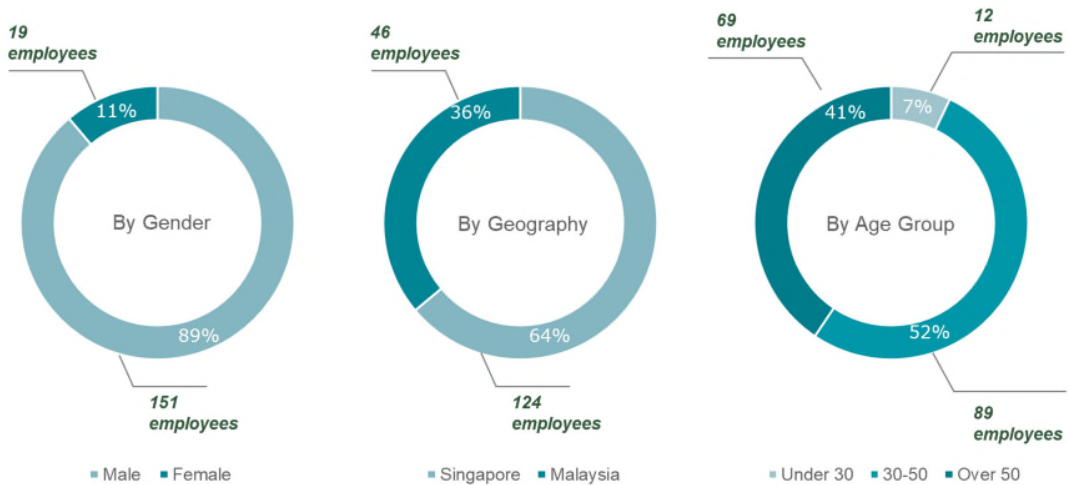


Figure 9, 10 & 11: Employee portfolio as at 31 December 2021

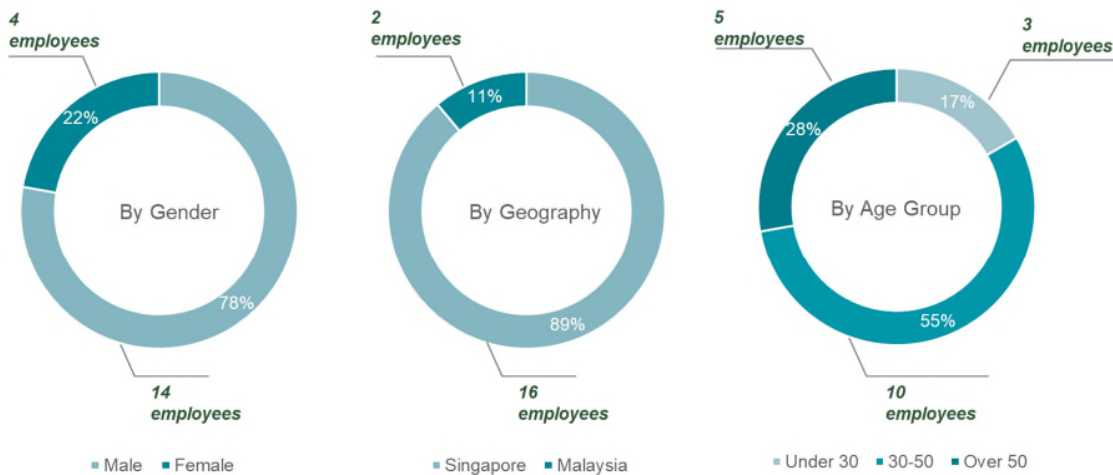


Figure 12, 13 & 14: Number and percentage of new hires during the Reporting Year

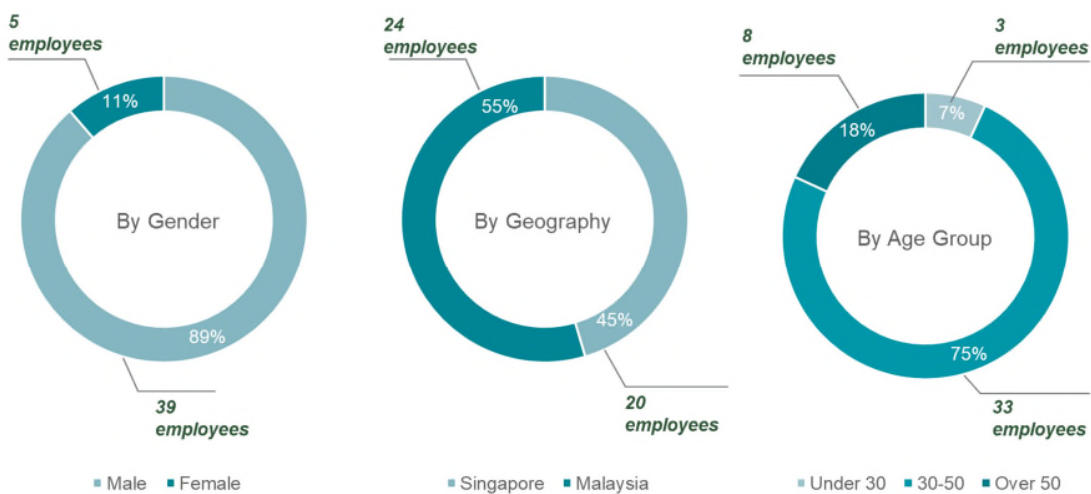


Figure 15, 16 & 17: Number and percentage of turnovers during the Reporting Year

Nurturing Our Talents

At Sin Heng, we believe that by supporting our employees with skills training and continuous learning opportunities, our employees are able to improve themselves and unlock their full potential, as education is a key step towards improving productivity and efficiency.

Even during the pandemic period, Sin Heng has not forgotten to equip our employees with the tools for success, and our employees had cumulatively recorded a total of 337 training hours, with each employee receiving 1.98 training hours per person on average, during the Reporting Year.

	2021		2021
Management	0.36	Female	0.26
Employees	2.09	Male	2.20

Figure 18: Average training hours per employee gender and employee category in FY2021

Management has also conducted annual performance reviews as part of our regular engagement with our employees to better understand the problems and issues they face on the ground to provide solutions and streamline expectations. This also has the added bonus of improving performance and work efficiency by eliminating the expectation gap between management and employees.

	2021	
Management	11	100%
Employees	116	72.9%

Figure 19: Number and percentage of performance reviews received by employees in FY2021

Ensuring Employees' Health and Wellbeing

Occupational health and safety ("OHS") is essential to Sin Heng's business success. Sin Heng acknowledges that failures in OHS can lead to operational disruptions, additional financial costs, legal penalties or reputational damages, and most importantly incidents may result in our employees suffering permanent disabilities or even the loss of life, and inevitably affecting their families. The Group does not wish for any threats materialising due to OHS failures, hence we strive to provide a healthy and safe workplace for all our employees and maintain a zero-incident approach to any workplace accidents.

The heavy machinery (and construction) industry has a higher safety risk and thus the Group has a set of hazard identification, risk assessment, and incident investigation procedures in place for managing health and safety issues. We have developed an OHS policy to monitor all potential hazards, covering all stages of our operations including office activities, mobilization and maintenance of cranes, hot works operations, including any emergency situations. Our

employees at all levels, including but not limited to: operations director, risk management team leaders, employees and engineers are assigned different components of the OHS risk management responsibilities. To ensure all employees are aware of the health and safety risks present, management regularly communicates safety requirements through regular briefings and notice board displays.

As part of our OHS policy and risk management system, the Group has developed environmental pollution and environmental health and safety (“EHS”) guidelines to oversee the daily operations. The Group also ensures that all lifting equipment is operationally safe and adheres to the relevant laws and regulations by performing scheduled maintenance and sending the equipment for regular inspections by Authorised Examiners appointed by the Ministry of Manpower (“MOM”).

The Group advocates safe practices at work by educating our employees on their shared responsibility in cultivating a safe workplace. To equip our employees with the relevant skills to perform their roles safely, we send them to courses such as Singapore Workforce Skills Qualification (“WSQ”) Construction Safety Orientation Course. Apart from physical health issues, we also take care of our employee’s mental and emotional wellbeing with regular communication and engagement to spot and care for any distressed employees.

In FY2021, as recognition of our efforts in cultivating an OHS compliant workplace, Sin Heng’s Workplace Safety and Health Management System (WSHMS) has achieved the Level 4 certification from bizSAFE, a nationally recognised capability building programme designed to help companies build workplace safety and health capabilities. Our WSHMS was developed in accordance with local regulations, including the Singapore Workplace Safety and Health Act 2006 (Revised 2009).

The diagram below shows a full breakdown of the Group’s OHS performance during the Reporting Year. There were zero incidents of work-related injuries during the Reporting Year.

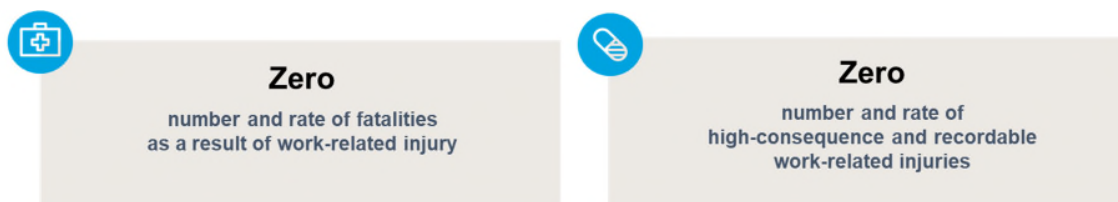


Figure 20: Occurrence of work-related injuries

The Group aspires to maintain the clean record of its OHS achievements by continuing its efforts to train employees on safety practises and to cultivate a safe and holistic workplace for everyone.

Safeguarding Our Customers' Health and Safety

In addition to our employees' health and safety, Sin Heng also recognises the importance of ensuring our products and services delivered to our customers are capable of performing their intended functions satisfactorily, without posing any risk to health and safety.

We also work closely with our customers' site management teams to manage safety issues at job sites. Prior to entering customers' job site, our crane operators will undergo an in-house Safety Induction Course conducted by site owners to evaluate if any corrective actions are necessary.

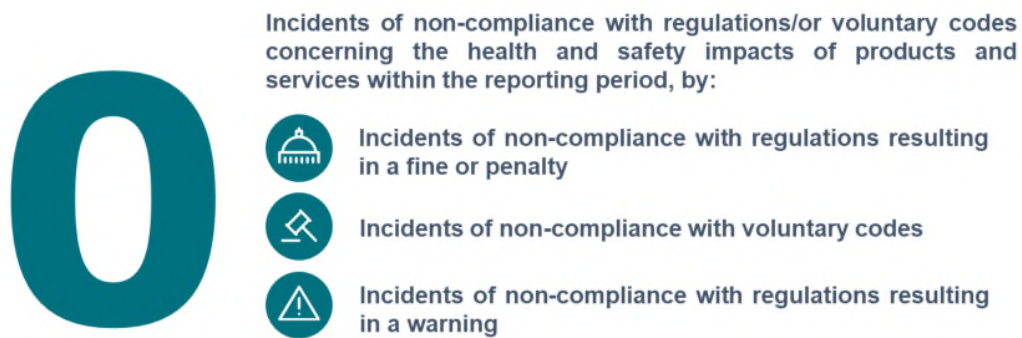


Figure 21: Customer Health and Safety Performance

In FY2021, the Group has achieved zero incidents of non-compliance with local regulations and/or voluntary codes concerning health and safety. Looking ahead, we endeavour to maintain this track record by proactively strengthening our policies.

Cultivating a Conducive Work Environment

Corporate Governance

The Group believes that to achieve sustainability goals, it is fundamental to integrate corporate governance elements in our business strategies. We strive to develop an environment where the highest standards of governance and best practices are upheld through our daily operations. Moving forward, Sin Heng aims to stay true to our core values of transparency, integrity, and accountability while successfully meeting our business objectives.

For further details on our corporate governance practises, please refer to the Corporate Governance Report section of the Sin Heng Heavy Machinery Limited Annual Report 2021 (“Annual Report”).

Risk Management

The Group adopts a structured and robust risk management framework which is able to recognise areas of significant business and operation risks. It permits us to highlight relevant internal controls and measures to the Audit and Risk Committee and the Board, while adopting suitable risk mitigation processes in an agile manner. The significant risk management policies are disclosed in the Corporate Governance Report section of the Annual Report.

Anti-corruption Measures

The Group adopts a zero-tolerance approach towards occurrences of corruption and bribery. We have established anti-corruption guidelines for employees in our Employee Code of Conduct and emphasised it within our corporate core values. In the document, we strictly prohibit our employees from engaging in activities or outside dealings that may give rise or appear to give rise to a conflict of interest. We also provide clear definitions and guidance for employees on receiving gifts and entertainment from any parties.

Our internal control procedures ensure that our business operations strictly adhere to all applicable laws and regulations on anti-corruption, such as the Prevention of Corruption Act (PCA) in Singapore and the Malaysian Anti-Corruption Commission Act 2009 (MACCA). During the Reporting Year, there were no confirmed incidents of corruption and bribery within our business operations.

Whistleblowing Procedures

The Group’s whistleblowing policy reinforces our anti-corruption commitment. It provides employees and other stakeholders a safe channel to report any potential or actual improprieties in financial or other operational matters. The policy also protects any whistle-blowers who wish to report instances of corruption, bribery, and extortion from the fear of retribution. An effective grievance mechanism is also implemented to ensure that employees' grievances are handled constructively through various channels such as anonymous hotlines.

GRI Content Index

Table of GRI Content Index

GRI 102: GENERAL DISCLOSURES 2016			
GRI STANDARDS	DISCLOSURE	SECTION REFERENCE	OMISSION/REMARK
ORGANISATIONAL PROFILE			
GRI 102: General Disclosures 2016	102-1 Name of the organisation	Introduction	N/A
	102-2 Activities, brands, products and services	Introduction	N/A
	102-3 Location of headquarters	Introduction	N/A
	102-4 Location of operations	Introduction	N/A
	102-5 Ownership and legal form	Introduction	N/A
	102-6 Markets served	Introduction	N/A
	102-7 Scale of the organisation	Introduction	N/A
	102-8 Information on employees and other workers	Introduction	N/A
	102-9 Supply chain	Introduction	N/A
	102-10 Significant changes to organisation and its supply chain	Not Applicable – No significant change	N/A
	102-11 Precautionary principle or approach	Introduction	N/A
	102-12 External Initiatives	Not Applicable – No additional external initiatives being conducted in FY2021	N/A
	102-13 Membership of associations	Introduction	N/A
STRATEGY			
GRI 102: General Disclosures 2016	102-14 Statement from senior decision-maker	Message from Board	N/A
ETHICS AND INTEGRITY			
GRI 102: General Disclosures 2016	102-16 Values, principles, standards and norms of behaviour	Introduction	N/A
GOVERNANCE			
GRI 102: General Disclosures 2016	102-18 Governance structure	Introduction	N/A

GRI 102: GENERAL DISCLOSURES 2016			
STAKEHOLDER ENGAGEMENT			
GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	Stakeholder Management	N/A
	102-41 Collective bargaining agreements	Not Applicable – No collective bargaining agreement in place	N/A
	102-42 Identifying and selecting stakeholders	Stakeholder Management	N/A
	102-43 Approach to stakeholder engagement	Stakeholder Management	N/A
	102-44 key topics and concerns raised	Stakeholder Management	N/A
REPORTING PRACTICE			
GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	Annual Report 2021, Page 107	N/A
	102-46 Defining report content and topic Boundaries	About This Report	N/A
	102-47 List of material topics	Materiality assessment	N/A
	102-48 Restatements of information	Not Applicable – No restatement of information for Sustainability Report FY 2020	N/A
	102-49 Changes in reporting	Additional disclosure on anti-corruption is inserted into Sustainability Report FY2021	N/A
	102-50 Reporting period	About This Report	N/A
	102-51 Date of most recent report	Sin Heng Heavy Machinery Limited Sustainability Report FY2020	N/A
	102-52 Reporting cycle	About This Report	N/A
	102-53 Contact point for questions regarding the report	About This Report	N/A
	102-54 Claims of reporting in accordance with the GRI Standards	About This Report	N/A
	102-55 Content index	GRI Content Index	N/A
	102-56 External assurance	About This Report	N/A

CATEGORY: ECONOMIC			
GRI STANDARDS	DISCLOSURE	SECTION REFERENCE	OMISSION/REMARK
ECONOMIC PERFORMANCE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Our Economic Performance	N/A
	103-2 The management approach and its components	Our Economic Performance	N/A
	103-3 Evaluation of the management approach	Our Economic Performance	N/A
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Our Economic Performance	N/A
ANTI-CORRUPTION			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Anti-corruption Measures	N/A
	103-2 The management approach and its components	Anti-corruption Measures	N/A
	103-3 Evaluation of the management approach	Anti-corruption Measures	N/A
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Anti-corruption Measures	N/A
CATEGORY: ENVIRONMENT			
ENVIRONMENTAL COMPLIANCE			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Complying with Environmental Standards	N/A
	103-2 The management approach and its components	Complying with Environmental Standards	N/A
	103-3 Evaluation of the management approach	Complying with Environmental Standards	N/A
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	Complying with Environmental Standards	N/A
CATEGORY: SOCIAL			
EMPLOYMENT			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Promoting Diversity in Our Workforce	N/A
	103-2 The management approach and its components	Promoting Diversity in Our Workforce	N/A
	103-3 Evaluation of the management approach	Promoting Diversity in Our Workforce	N/A
GRI 401: Employment	401-1: New employee hires and employee turnover	Promoting Diversity in Our Workforce	N/A

CATEGORY: SOCIAL			
OCCUPATIONAL HEALTH AND SAFETY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Ensuring Our Employees' Health and Wellbeing	N/A
	103-2 The management approach and its components	Ensuring Our Employees' Health and Wellbeing	N/A
	103-3 Evaluation of the management approach	Ensuring Our Employees' Health and Wellbeing	N/A
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Ensuring Our Employees' Health and Wellbeing	N/A
	403-2 Hazard identification, risk assessment, and incident investigation	Ensuring Our Employees' Health and Wellbeing	N/A
	403-3 Occupational health services	Ensuring Our Employees' Health and Wellbeing	N/A
	403-4 Worker participation, consultation, and communication on occupational health and safety	Ensuring Our Employees' Health and Wellbeing	N/A
	403-5 Worker training on occupational health and safety	Ensuring Our Employees' Health and Wellbeing	N/A
	403-6 Promotion of worker health	Ensuring Our Employees' Health and Wellbeing	N/A
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Ensuring Our Employees' Health and Wellbeing	N/A
	403-9 Work-related injuries	Ensuring Our Employees' Health and Wellbeing	N/A
TRAINING AND EDUCATION			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Nurturing Our Talents	N/A
	103-2 The management approach and its components	Nurturing Our Talents	N/A
	103-3 Evaluation of the management approach	Nurturing Our Talents	N/A
GRI 404: Training and Education 2016	404-1: Average hours of training per year per employee	Nurturing Our Talents	N/A
	404-3 Percentage of employees receiving regular performance and career development reviews	Nurturing Our Talents	N/A

CATEGORY: SOCIAL			
CUSTOMER HEALTH AND SAFETY			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Safeguarding Our Customers' Health and Safety	N/A
	103-2 The management approach and its components	Safeguarding Our Customers' Health and Safety	N/A
	103-3 Evaluation of the management approach	Safeguarding Our Customers' Health and Safety	N/A
GRI 416: Customer Health and Safety 2016	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	Safeguarding Our Customers' Health and Safety	N/A