



SINJIA LAND
limited

**SUSTAINABILITY REPORT
2019**

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ABOUT THIS REPORT

[GRI 102-1] [GRI 102-50] [GRI 102-53 to 54]

In this Sustainability Report (“**Report**”), it covers Sinjia Land Limited and its subsidiaries¹ (“Sinjia” or the “Group”) sustainability performance for the reporting period from 1 January 2019 to 31 December 2019. This Report focuses on the significant operations of the Group which covers Sinjia Land Limited and G4 Station Pte Ltd. This Report has been prepared in accordance with the GRI Standards: Core Option. We continue to address the factors deemed material to Sinjia based on the Economic, Environmental, Social and Governance (“**EESG**”) factors, and present our progress so far in our sustainability journey. Sinjia is committed to continually improving its sustainability reporting processes.

We welcome feedback from our stakeholders as this enables us to continually improve upon our sustainability efforts. Please send your feedback to feedbag@sinjl.com.

In our effort to conserve the environment, no hard copies of this Report are printed. We have uploaded a digital copy on our website at www.sinjl.com and on the SGXNet at www.sgx.com.

ABOUT US

[GRI 102-2 to 7, 102-16, 102-45]

Headquartered in Singapore, Sinjia was established in Singapore in 2004 and was listed on SESDAQ (now known as **Catalist**) in 2005. Subsequently, Sinjia was transferred to the Singapore Exchange Securities Trading Limited (“**SGX-ST**”) Main Board in 2008 and then in 2015, was transferred to the SGX-ST Catalist.

The Group engages in hostel management, operating under G4 Station Pte. Ltd. (“**Hostel**”), which was acquired in October 2016. The Hostel, a 5-storey economy class hostel in Singapore with a size of 574.8 square meters, has 23 dormitory rooms and 87 beds (ranging from 2 to 8 beds per room). The occupancy level at any time during our reporting period is approximately 67%.

Mission

At Sinjia, we believe that affordability should never compromise service. We aim to reflect this belief through our provision of quality hospitality at a competitive price. Our services are dedicated to crafting a comfortable experience for our guests.

Vision

Our vision is to be the preferred choice for travellers in Singapore seeking comfort at an affordable rate.

Core Values

- We aim to be a socially responsible corporation by reducing, recycling and re-using relevant resources to minimise our impact on the environment.
- We aim to be a people developer by inculcating a sense of affiliation and belonging amongst the management team and staff.
- We value people as assets and provide opportunities for continual learning and personal upgrading.

BOARD'S MESSAGE

[GRI 102-14]

Dear Stakeholders,

It is our pleasure to present our third Sustainability Report for the financial year ended 31 December 2019. This Report outlines the key Economic, Environmental, Social and Governance (“EESG”) factors deemed material to us and our stakeholders. We have considered the sustainability issues as part of our strategic formulation which are determined by the material EESG factors. We also ensured that there is adequate management and monitoring over the material EESG identified during the year.

Sinjia is engaged in hostel management. There has been a significant impact to the tourism sector caused by the spread of COVID-19 beyond the financial year end (“COVID-19 outbreak”) which had resulted in a significant reduction in hostel occupancy rates after the financial year ended 31 December 2019 and up till the date of this report. The related impact to the performance of the Group cannot be reliably estimated due to the uncertainty in the magnitude and duration of the impact to the tourism sector caused by the COVID-19 outbreak.

At Sinjia, as we are committed to working towards sustainable growth, we have considered sustainability issues as part of our strategy formulation. We would like to express our gratitude to our partners, stakeholders and team members involved in our sustainability journey. As we continue to strive towards a sustainable future, we endeavour to continually enhance value to our stakeholders.

Once again, we thank you for your unwavering support.

LI AN HUA
Non-Executive Chairman

CHEONG WEIXIONG, JEFF
Group Chief Executive Officer and Executive Director

BUSINESS EXCELLENCE AND ETHICS

[GRI 102-11, 102-16, 205-3]

Enterprise Risk Management

The Group has an Enterprise Risk Management (“ERM”) policy that safeguards the stakeholders’ interest. This sound system of risk management determines the nature and extent of the significant risks which the Group is willing to take in achieving our strategic goals. The policy is aligned to ISO 31000: 2009, the international standards on ERM with the objectives of meeting the compliance in the design, implementation and monitoring of the key risks and internal control systems in place. The Group has developed and implemented the appropriate risk management procedures to address the key risks identified. All significant matters will be highlighted to the Audit Committee and the Board of Directors of the Company.

Whistle Blowing Policy

Sinjia engages in responsible business practices and complies with the relevant laws and regulations that address bribery and corruption. A Whistle Blowing Policy has been implemented to provide employees of the Group with an independent and confidential channel to report suspected fraud, corruption, dishonest practices or irregularities. The policy encourages the reporting of such matters by employees on an anonymous basis. The Group is confident of the policy’s effectiveness as reports by employees can be made confidentially and easily via e-mail.

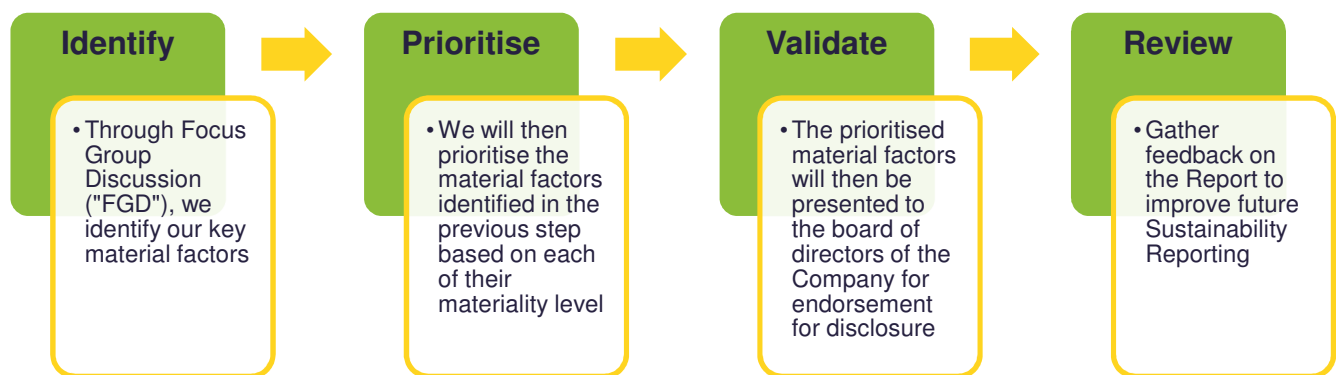
At the same time, such reporting will also be in compliance with applicable laws and the employees will not be penalised.

Details of the Whistle Blowing Policy are disseminated to all employees of the Group and reminders are circulated to all existing employees and new employees on a semi-annual basis. There were no incidents of bribery and/or corruption reported during the year.

OUR APPROACH TO SUSTAINABILITY

[GRI 102-18, 42, 46]

We conducted our first materiality assessment in 2017 with reference to the Global Reporting Initiative (“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 (“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. We will continue to assess the identified material factors on a regular basis to ensure their relevance. We analysed our operations and adopted a 4-step approach (shown below) in determining the material EESG factors that are material to our stakeholders.



Sinjia addressed the issues at hand by following the 4-step process listed above. We studied these EESG risks and their potential impacts to gain a comprehensive overview of mitigation approaches. Through the above four steps, we were able to gain an understanding of the issues that matter most to our key stakeholders. We then earmarked material factors and assessed their materiality with regards to our business operations, with reference to the respective GRI standards.

Sinjia has our very own Team who evaluated these material factors with reference to the GRI Standards. Thereafter, the Team worked with the relevant departments to execute the strategies and action plans upon the approval by the Company’s Chief Executive Officer and Board of Directors.

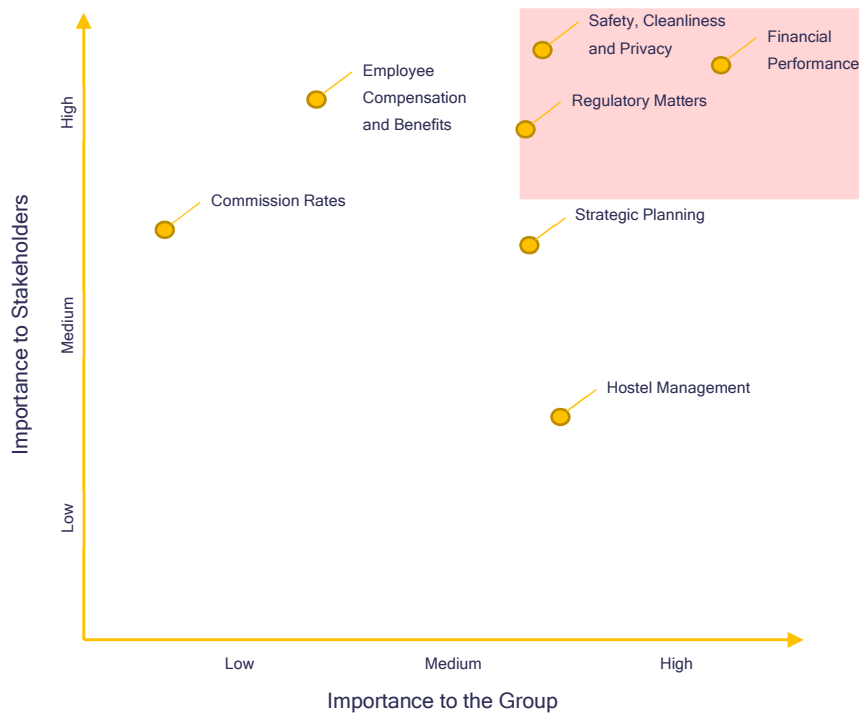
Sinjia is committed to improving the identification and management of material issues relevant to our stakeholders.

IDENTIFICATION OF STAKEHOLDERS

[GRI 102- 40, 42 to 44]

We have continued to engage with our stakeholders to understand their expectations and our approach to engagement is shown below.

Stakeholders	Basis for Determining Stakeholders	Engagement Platform	Frequency of Engagement	Topic Discussed
Investors and Shareholders	Influence on management's decisions and responsibility towards investors	Company's website and annual general meeting	As and when; and annually	Financial performance; Strategic planning
Online Booking Agents	Dependency on agents	E-mails and phone calls	As and when	Commission rates
Government and Regulators	Compliance with local laws and regulations	Regular reporting	Annually	Regulatory matters
Employees	Employees executes the direction of the Group	Performance appraisal, informal dialogues and phone calls	As and when; and annually	Employee compensation and benefits; Hostel management
Hostel Guests	Customers' needs influence the direction of the Group	Online booking platforms, informal dialogues and feedback	As and when	Safety, cleanliness and privacy



We have identified and prioritised the topics discussed and ranked them in accordance to importance to our stakeholders and importance to the Group.

Topics falling under the right quadrant are deemed material and will be reported in this Report.

OUR MATERIAL EESG FACTORS

[GRI 102-46 to 47]

There have been no major changes to our business operations this year. The key factors identified under the EESG framework remain the same.

Material Topic	Why Material	GRI Standards Disclosure	Boundary	
			Within Sinjia	Outside Sinjia
Economic				
Economic performance	Poses significant effects towards stakeholders	201-1	√	
Indirect economic impact	Poses significant effects towards stakeholders	203-2	√	
Procurement practices	Poses significant effects towards stakeholders	204-1	√	
Anti-corruption	Poses significant effects towards stakeholders	205-3	√	
Environmental				
Energy consumption	Poses significant effects towards sustainability	302-1 302-3	√	
Water consumption	Poses significant effects towards sustainability	303-1	√	
Environmental compliance	Compliance towards local laws and regulations	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	√	

RESPONSIBILITY TOWARDS OUR ECONOMY

[GRI 102-9, 204-1]

Our Indirect Economic Impact

The Singapore tourism sector continues to attain high records in International Visitor Arrivals (“IVA”). From January to December 2019, IVA increased 3.3% over the same period last year to reach 19.1 million visitors. Accommodation is one of the basic needs for any tourism activity. As a hostel service provider, we recognised the importance of providing good services as the level of hospitality helps in building the image and market of Singapore.

The Average Occupancy Rate (“AOR”) for our reporting period has increased by 2% from approximately 65% to 67%. This is in line with the Gazetted Hotel Statistics as reported by Singapore Tourism Board (“STB”) for the Standard AOR of Small Hotel Sizes¹ and Economy Tier² hotels have both grown 0.6% from 74.3% to 74.9% and 83.4% to 84.0% respectively, as compared 2018.

We work with the Singapore Tourism Board (“STB”) to drive strategic alignment towards the development of a vibrant and innovative hotel sector. We promote the different places of interests in Singapore by displaying the various Singapore attractions brochures at our Hostel lobby. Additionally, we frequently provide advice to our guests and assist them with the booking of tickets and tours over our reception counter. It is, however, impracticable for us to quantify

the indirect economic impact arising from such activities.

We will continue to display Singapore attractions brochures to help further promote tourism in Singapore.



¹ Small Hotels Sizes refer to hotels with 100 rooms and less.

² Economy Tier includes hotels in the budget segment and are generally located in outlying areas. The hotel tiering system is a reference system developed by the Singapore Tourism Board.

RESPONSIBILITY TOWARDS OUR ECONOMY

[GRI 102-9, 103-1 to 3, 203-2, 204-1]

Our Procurement Practices

Sinjia is committed to building a sustainable supply chain which promotes value for both the Group and our suppliers. Our supply chain consists of vendors based in Singapore. Our vendors provide us with energy, water, laundry and pest control services. Local on-site procurement gives Sinjia many advantages over the supply chain of the business.

Local suppliers are able to deliver products and services with shorter lead time and lower cost. Face to face meetings with our suppliers allows us to address any concerns that we might have and maintain greater control over the standard and quality of products and services provided to us. We aim to continue our local procurement practices in the long run.



One of the key service providers involved in our supply chain are the online travel agents. We work closely with 6 main travel booking agents known to many such as Agoda, Booking.com, Expedia, Hotels.com, Traveloka and Airbnb. As the Group currently works with all the major online travel agents, we seek to maintain our current working relationships in the long term.

RESPONSIBILITY TOWARDS OUR ENVIRONMENT

[GRI 103-1 to 3, 302-1, 3, 307-1]

Sinjia understands that being a successful hostel service provider requires the Group to be efficient, well managed and customer focused. On top of these, Sinjia needs to fulfil the expectations of our stakeholders, which includes demonstrating our commitment to preserving the environment. We did not identify any non-compliance with environmental laws and regulations during the reporting period.

Our Energy Consumption

Each guest room requires non-renewable energy sources in the form of electricity, which is powered by electricity distributors. These include air-conditioning, lighting and heating.

Area of focus	FYE 2018 Performance	Target for FYE 2019	FYE 2019 Performance	Target for FYE 2020
Electricity consumption	129,000 kWh	NA	138,000 kWh	NA
Average electricity consumption per guest night	6.88 kWh / guest night	6.19 kWh / guest night	7.13 kWh / guest night	6.80 kWh / guest night

During the reporting period, the Hostel has consumed a total of 138,000 kWh of electricity and has an occupancy of 19,359 guest nights. On average, each Hostel guest consumes 7.13 kWh of energy per guest night, which represents a 3.6% increase in the consumption of energy per guest night. As compared to the nationwide average of 80.1kWh per room night³, the Hostel has kept the electricity consumption minimal.

While the comfort of our guests is a key element during their stay, we abide by our Group's energy saving policies whenever possible. We display notices in the room and within the Hostel to remind our Hostel guests to switch off the air-conditioning and lights whenever they are not in use. We also play our part in reducing our carbon footprint by utilising sensors and controls to adjust the lighting and other systems, such that they are automatically switched on when motion is detected. The reduction of energy consumed reflects the effectiveness of the Group's energy saving policies. The Group will continue to monitor its energy consumption and take extra steps to reduce the energy intensity ratio per guest night. Moving forward, we seek to keep the electricity consumption per guest night below 6.80 kWh per guest night in the long term.

³ This was computed using the 2018 total electricity consumption by sub-sector for Accommodation and Food Services (obtained from Energy Market Authority) divided by Gross Lettings (Room-Nights) (obtained from Singapore Tourism Board).

RESPONSIBILITY TOWARDS OUR ENVIRONMENT

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

Our Water Consumption

Water is a scarce resource in Singapore. As the demand for water continues to increase in tandem with population and economic growth, we have seen an increase in the hostel's water consumption.

Area of focus	FYE 2018 Performance	Target for FYE 2019	FYE 2019 Performance	Target for FYE 2020
Water consumption	2,192,000 litres	NA	2,199,000 litres	NA
Average water consumption per guest night	117 litres / guest night	< 120 litres / guest night	116 litres / guest night	< 120 litres / guest night

A total of approximately 2,199,000 litres of potable water was obtained from the local municipal water supplies during the reporting period. That translates to the equivalent of 116 litres of water use per guest night, which represents a 0.9% reduction in consumption per guest night. The Group has met our target of keeping our water consumption below 120 litres per guest night. We were unable to perform an industry benchmarking⁴ by sub-sector.

Hostel guests are also given complimentary bottles of water for their personal consumption. We noted an overall increase in the water consumption at our Hostel, which is in tandem with the increase in the number of guest nights during the year. However, through our water conservation efforts, we see a fall in the average water consumption per guest night.

As the pressure on water resources increases, it is important to reduce and conserve water resources. Sinjia recognises the importance of water and is constantly finding ways to reduce water consumption in the Hostel. We hang signs around the pantry and bathrooms to remind all our guests to turn off the tap when not in use. This is also to encourage Hostel guests to reduce their water consumption where possible.

At Sinjia, we are committed to save and conserve in every small way that we can to reduce our water consumption. Our water saving policies have been effective in reducing the average consumption per guest night. Moving forward, we seek to keep the water consumption per guest night below 120 litres in the long term.

⁴ There were no sub-sector statistics reported by the Ministry of the Environment and Water Resources, Public Utilities Board.

RESPONSIBILITY TOWARDS OUR PEOPLE

[GRI 102-7 to 8, 41, 401-1, 404-3, 405-1, 406-1]

Our employees play an important role in our business and we are committed to creating a positive environment for the physical and mental well-being of our employees. This includes the overall job satisfaction which keeps our retention rate high; an inclusive and non-discriminatory culture which forms a safe working space; a fair and open environment for continuous career development; and a safe working environment for all employees.

A significant portion of the Group's activities (i.e. the Hostel operations) are performed by hostel workers through an outsourcing arrangement with HLN Rubber Products Pte. Ltd. and is included as part of our total headcount for the purpose of this Report. Our employees are not covered under any collective bargaining agreements. Directors and management will be reviewing the outsourcing arrangement with the objective to minimise its cost and maximise its returns.

Our Workforce Retention Rate

The Group's strategy in maintaining our high retention rate involves raising the overall well-being of our employees. We have in place certain benefits for our employees who require additional support.

Employees will be granted flexible working arrangements based on their individual parental or elderly care responsibilities. Sinjia considers the circumstances that may be relevant to determine whether a refusal is or is not reasonable.

Sinjia also allows a pregnant employee to transfer to a 'safe job' without any change in her original employment terms. In the event where the employee cannot be transferred to a 'safe job', she will be required to take 'no safe job' leave for the time stated in the medical certificate or until the pregnancy ends. 'No safe job' leave is a special type of paid leave as agreed which can be no lower than 30% of the employee's original base pay.

We strongly believe that such benefits show our employees that Sinjia cares about their overall well-being and wants to ensure that they are happy and satisfied with their working environment.

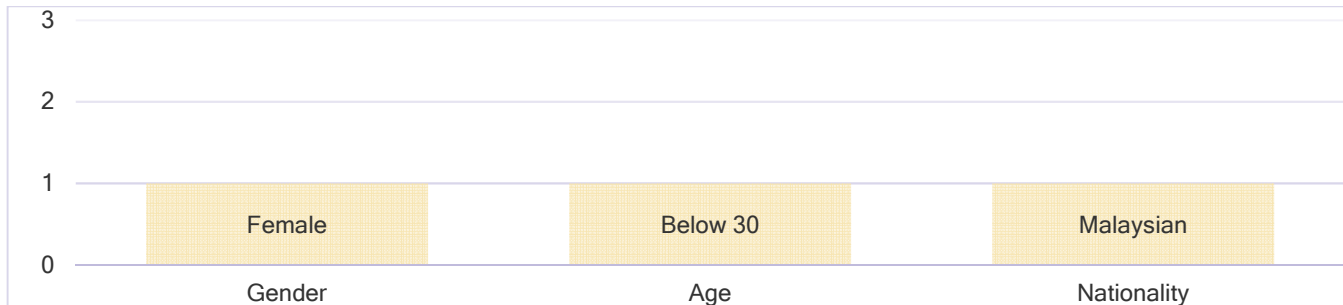
RESPONSIBILITY TOWARDS OUR PEOPLE

[GRI 102-7 to 8, 41, 401-1, 404-3, 405-1, 406-1]

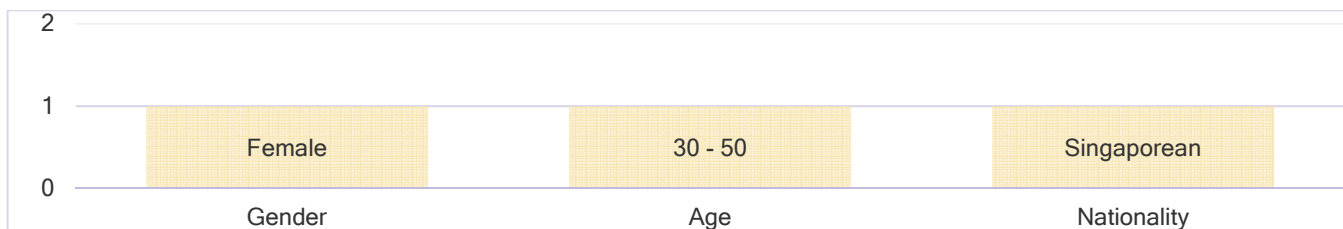
Our Workforce Retention Rate

As at 31 December 2019, The Group's workforce comprised of 11 permanent and full-time staff. Our hiring and turnover rates during the reporting period are shown below:

Hiring



Turnover



Area of focus	FYE 2018 Performance	Target for FYE 2019	FYE 2019 Performance	Target for FYE 2020
Hiring rate	26%	< 15%	9%	< 15%
Turnover rate	19%	< 10%	9%	< 15%

During the reporting period, Sinjia's hiring rate and employee turnover rate were both 9%. The hiring rate and turnover rate was down 17% and 10% respectively. The Group has managed to keep the rates below the target set in the prior year. In 2019, the Ministry of Manpower reported the recruitment rate and resignation rate 3.1% and 2.5% respectively. We trust that our rates, though higher than the sector average, are considered low due to our lean structure. This is a result of our favourable human resource policies put in place. We aim to keep our employee turnover rate low as it eliminates the need for re-training of employees. Moving forward, we seek to keep the hiring rate and turnover rate below 15% and 15% respectively in the long run.

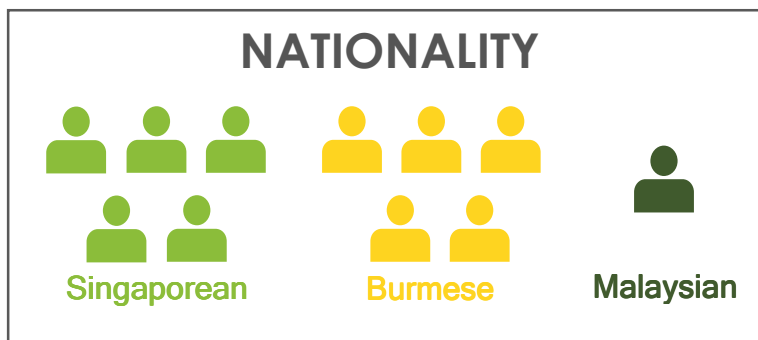
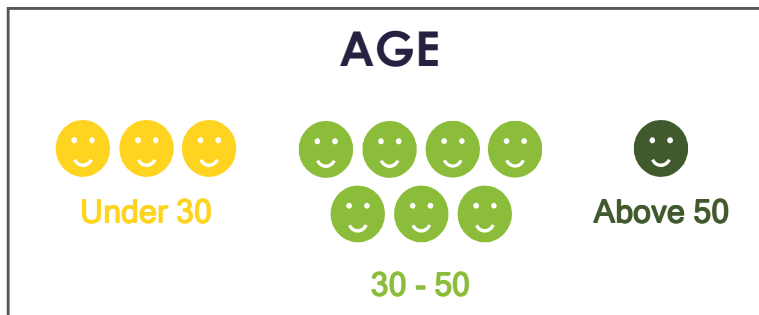
RESPONSIBILITY TOWARDS OUR PEOPLE

[GRI 103-1 to 3, 102-7 to 8, 41, 401-1, 404-3, 405-1, 406-1]

Our Diverse Workforce

Sinjia pledges to promote an inclusive culture that focuses on treating all employees fairly. In our commitment, we adopt fair and merit-based practices for recruitment, selection and promotion. Sinjia's zero tolerance on discrimination, sexual harassment and bullying aims to attract and retain the best possible employees while at the same time, provide all our employees with a safe and respectful work environment.

Sinjia has a diverse workforce comprising of people from a wide array of cultures, viewpoints and backgrounds. Our effective employment policies are based solely on merit and capability, regardless of age, gender, or nationality. We have achieved a balanced workforce as tabulated below.



RESPONSIBILITY TOWARDS OUR PEOPLE

[GRI 103-1 to 3, 102-7 to 8, 41, 401-1, 404-3, 405-1, 406-1]

Our Diverse Workforce

Sinjia's employee gender ratio of 55% female and 45% male is comparable to the industry benchmark⁵ of 56% female and 44% male. For employees aged under 30, 30 to 50 and above 50 categories, the employee ratio is 27%, 64% and 9% respectively. As compared to the industry benchmark of 17%, 32% and 51%, we trust that our employee age groups are adequately distributed.

Our diversity is not limited to our employees but also our board of directors. Our directors come from different age groups and backgrounds which helps to foster innovation. Our experienced directors bring about stability and security while the younger directors contribute by introducing new ideas and methods to better manage the Group strategically.

The Board comprises of 4 male directors, of whom, 2 fall under the age group 30 - 50 years old and 2 others above 50 years old. Although there is currently no female director appointed to the Board, the Board does not rule out the possibility of appointing a female director if a suitable candidate is nominated for the Board's consideration. We believe in continually creating an inclusive and supportive environment for all our employees.

We are committed to providing a workplace free from discrimination, sexual harassment and bullying. Such conduct will not be tolerated and will lead to action being taken, which may include dismissal. There were no incidents of discrimination during the reporting period.



⁵ Industry benchmark figures obtained from sub-sector Accommodation and Food Services as reported by the Ministry of Manpower.

RESPONSIBILITY TOWARDS OUR PEOPLE

[GRI 101-1 to 3, 102-7 to 8, 41, 401-1, 404-3, 405-1, 406-1]

Developing Our Employees

Sinjia believes in nurturing our employees so that they not only meet and exceed their personal career goals, but also perform to their best. Personal growth of employees would lead to improved organisational performance. Emphasis is placed on feedback from employees as the management believes that such appraisals improve organisational efficiency. This two-way communication creates an effective environment for employees to discuss career goals and formulate plans to get one step closer to meeting these goals.

In 2018 and 2019, all employees are subject to annual performance review to discuss their job performance and career goals. We intend to continue this practice moving forward.

Health and Safety of Our Employees

The health and safety of our employees is of paramount importance to us. We believe that everyone is responsible for ensuring health and safety at the workplace. Our Occupational Health and Safety Policy involves the identification, assessment and control of existing and potential risks to employees so as to provide them with a safe and healthy working environment.



RESPONSIBILITY TOWARDS OUR CUSTOMERS

[GRI 103-1 to 3, 416-2, 418-1, 419-1]

Singapore is a multi-racial and multi-religious society. Our hostel staff are aware of our anti-discriminatory guidelines and treatment towards our hostel guests. We strongly believe in the gathering of people from different countries, race and religion to bring about new social opportunities.

Apart from being socially responsible, we adhere to all relevant rules and regulations stipulated by the regulators from our industry. Under the Hotels Act (Section 16 - Penalties), a certificate of registration and a hotel-keeper's license are required to manage a hostel. We have also obtained other relevant approvals and clearances from the fire safety department and the National Environment Agency. We did not identify any non-compliance with socioeconomic laws and regulations during the reporting period.

Customer Health, Safety and Privacy

The health, safety and privacy of our Hostel guests are of utmost importance to us. We always strive to further improve and maximise our guests' satisfaction.

We have a regular pest control service provider who performs monthly pest control. The chemicals and methods used are almost zero toxicity to humans to ensure the comfort and safety of all our guests. Our service provider uses non-hazardous products which are safe for the environment. When the need to use hazardous products arises, they have the expertise to ensure the safety of our Hostel guests.

Sinjia has a fire emergency evacuation plan in place to ensure that there is proper fire safety. The fire safety policy comprises of several fire safety precautions and facilities such as no smoking signs, a fire alarm system, a hose reel and an emergency escape route. There are CCTVs installed around the common areas of the Hostel to ensure the safety of all our guests without compromising their privacy.

RESPONSIBILITY TOWARDS OUR CUSTOMERS

[GRI 103-1 to 3, 416-2, 418-1, 419-1]

Customer Health, Safety and Privacy

Sinjia takes data privacy and security seriously and maintains all our customers' data in a secure environment. Upon check-in, it is the Hostel's procedure to gather the guest's passport to obtain the particulars of the guest, according to the Hotels Act. We take the protection of our guests' personal data very seriously and have procedures and guidelines in place with regards to the collection, use, disclosure, retention, security and disposal of personal information. We are committed to spreading awareness about the importance of data privacy and security across the Group.

We also provide baggage deposit services located at the lobby specially for guests to deposit their luggage prior to check in or upon check out. The room is secured and is only accessible by the Hostel's staff.



Starting early 2019, the Group has kept a logbook record of all incidents relating to any accidents, loss or theft. This helps to track recurring incidents to identify weaknesses which can be improved upon. There has been no reported incidents of accidents, loss or theft. We seek to maintain this record in the coming years.

The above policies put in place have been effective in ensuring our guests' health, safety and privacy. We did not identify any non-compliance with regulations or stipulated complaints with regards to the health, safety and privacy of our Hostel guests.

GRI CONTENT INDEX

[GRI 102-55]

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GRI 102: Organisational Profile				
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102-2	Activities, brands, products, and services	-	SR 2	About us
102-3	Location of headquarters	-	SR 2	About us
102-4	Location of operations	-	SR 2	About us
102-5	Ownership and legal form	-	SR 2	About us
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102-7	Scale of the organisation	-	SR 2 SR12 - 14 AR 46	About us Responsibility towards our people
102-8	Information on employees and other workers	-	SR 12 - 14	Responsibility towards our people
102-9	Supply chain	-	SR 8 - 9	Responsibility towards our economy
102-10	Significant changes to the organisation and its supply chain	No changes	-	-
102-11	Precautionary principle or approach		SR 4	Business excellence and ethics
102-12	External initiatives	None	-	-
102-13	Membership of associations	Singapore Business Federation	-	-
GRI 102: Strategy				
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Disclosure Number	Disclosure Title	Comments	Page References AR: Annual Report SR: Sustainability Report	Section References
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102-47	List of material topics	-	SR 7	Our material EESG factors
102-48	Restatements of information	None	-	-
102-49	Changes in reporting	No changes	-	-
102-50	Reporting period	-	SR 1	About this report
102-51	Date of most recent report	15 May 2019	-	-
102-52	Reporting cycle	Annual	-	-
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Disclosure Number	Disclosure Title	Comments	Page References AR: Annual Report SR: Sustainability Report	Section References
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103-2	The management approach and its components	-	SR 8	Responsibility towards our economy
103-3	Evaluation of the management approach	-	SR 8	Responsibility towards our economy
203-2	Significant indirect economic impacts	-	SR 8 - 9	Responsibility towards our economy
GRI 204: Procurement Practices				
103-1	Explanation of the material topic and its Boundary	-	SR 9	Responsibility towards our economy
103-2	The management approach and its components	-	SR 9	Responsibility towards our economy
103-3	Evaluation of the management approach	-	SR 9	Responsibility towards our economy
204-1	Proportion of spending on local suppliers	-	SR 8 - 9	Responsibility towards our economy
GRI 205: Anti-corruption				
103-1	Explanation of the material topic and its Boundary	-	SR 4	Business excellence and ethics
103-2	The management approach and its components	-	SR 4	Business excellence and ethics
103-3	Evaluation of the management approach	-	SR 4	Business excellence and ethics
205-3	Confirmed incidents of corruption and actions taken	-	SR 4	Business excellence and ethics
GRI 302: Energy				
103-1	Explanation of the material topic and its Boundary	-	SR 10	Responsibility towards our environment

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103-2	The management approach and its components	-	SR 10	Responsibility towards our environment
103-3	Evaluation of the management approach	-	SR 10	Responsibility towards our environment
302-1	Energy consumption within the organisation	-	SR 10 - 11	Responsibility towards our environment
302-3	Energy intensity	-	SR 10 - 11	Responsibility towards our environment
GRI 307: Environmental Compliance				
103-1	Explanation of the material topic and its Boundary	-	SR 10	Responsibility towards our environment
103-2	The management approach and its components	-	SR 10	Responsibility towards our environment
103-3	Evaluation of the management approach	-	SR 10	Responsibility towards our environment
307-1	Non-compliance with environmental laws and regulations	-	SR 10 - 11	Responsibility towards our environment
GRI 401: Employment				
103-1	Explanation of the material topic and its Boundary	-	SR 12 - 13	Responsibility towards our people
103-2	The management approach and its components	-	SR 12 - 13	Responsibility towards our people
103-3	Evaluation of the management approach	-	SR 12 - 13	Responsibility towards our people
401-1	New employee hires and employee turnover	-	SR 12 - 16	Responsibility towards our people
GRI 404: Training and Education				
103-1	Explanation of the material topic and its Boundary	-	SR 16	Responsibility towards our people
103-2	The management approach and its components	-	SR 16	Responsibility towards our people
103-3	Evaluation of the management approach	-	SR 16	Responsibility towards our people
404-3	Percentage of employees receiving regular performance and career development reviews	-	SR 12 - 16	Responsibility towards our people

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GRI 405: Diversity and Equal Opportunity				
103-1	Explanation of the material topic and its Boundary	-	SR 14 - 15	Responsibility towards our people
103-2	The management approach and its components	-	SR 14 - 15	Responsibility towards our people
103-3	Evaluation of the management approach	-	SR 14 - 15	Responsibility towards our people
405-1	Diversity of governance bodies and employees	-	SR 12 - 16	Responsibility towards our people
GRI 406: Non-discrimination				
103-1	Explanation of the material topic and its Boundary	-	SR 14 - 15	Responsibility towards our people
103-2	The management approach and its components	-	SR 14 - 15	Responsibility towards our people
103-3	Evaluation of the management approach	-	SR 14 - 15	Responsibility towards our people
406-1	Incidents of discrimination and corrective actions taken	-	SR 12 - 16	Responsibility towards our people
GRI 416: Customer Health and Safety				
103-1	Explanation of the material topic and its Boundary	-	SR 17 - 18	Responsibility towards our customers
103-2	The management approach and its components	-	SR 17 - 18	Responsibility towards our customers
103-3	Evaluation of the management approach	-	SR 17 - 18	Responsibility towards our customers
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	-	SR 17 - 18	Responsibility towards our customers
GRI 418: Customer Privacy				
103-1	Explanation of the material topic and its Boundary	-	SR 17 - 18	Responsibility towards our customers
103-2	The management approach and its components	-	SR 17 - 18	Responsibility towards our customers
103-3	Evaluation of the management approach	-	SR 17 - 18	Responsibility towards our customers

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418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	-	SR 17 - 18	Responsibility towards our customers
GRI 419: Socioeconomic Compliance				
103-1	Explanation of the material topic and its Boundary	-	SR 17 - 18	Responsibility towards our customers
103-2	The management approach and its components	-	SR 17 - 18	Responsibility towards our customers
103-3	Evaluation of the management approach	-	SR 17 - 18	Responsibility towards our customers
419-1	Non-compliance with laws and regulations in the social and economic area	-	SR 17 - 18	Responsibility towards our customers