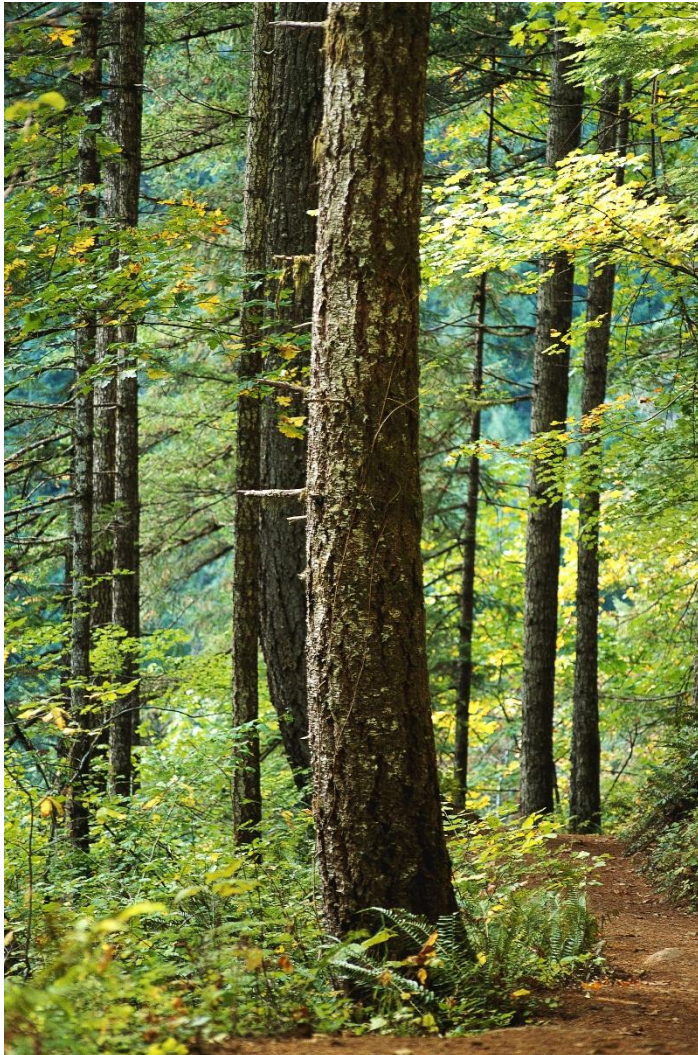


Sustainability Report



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Board Statement

The Board is pleased to present the inaugural sustainability report of Enviro-Hub Holdings Ltd. (“Enviro-Hub”).

The concept of circular economy – a zero-waste future in which resources are optimised through reuse and recycling – is gaining traction among businesses across all industries. At Enviro-Hub, we support the adoption of circular economy principles as a means to increase profitability while reducing the society’s dependence on natural resources. As a company that provides environmental management solutions and services, we view waste as an important resource. We strive to maximise the value of waste collected by ensuring recyclable materials are diverted from disposal so that they can be processed and turned into other valuable resources.

Sustainability is at the heart of our businesses services, recycling and refining of metal as well as trading of electronic waste (e-waste) and metals, reflects our efforts for creating a sustainable future. In addition, we recognise the importance of ourselves being a sustainable business, and sustainable practices are not only incorporated into our services, but across our operations as well.

Proper disposal of our customers’ e-waste is the cornerstone of our business. When doing so, we focus on two areas. The first is using environmentally appropriate methods to limit any damage to the environment. The second is adopting best practices for the safe disposal of e-waste to protect customers’ data and intellectual property (IP). IP protection is one of our customers’ top concerns when utilising our services. They place a great deal of trust in us to protect their data and IP to prevent the theft of sensitive information. Therefore, we are committed to the protection of customers’ data and IP when carrying out our operations.

The Board considers environmental, social and governance (ESG) issues as part of Enviro-Hub’s overall strategy while overseeing the management of sustainability-related performance within Enviro-Hub. A sustainability committee was established to support the Board in implementing sustainability initiatives.

Through our stakeholder engagement and materiality assessment, the Board validated key areas to focus our sustainability efforts, in line with our business strategy. We have also identified initiatives, performance and targets for the upcoming year in our sustainability report for the financial year ended 31 December 2018.

We invite you to join us as we embark on our sustainability journey towards achieving our vision.

Enviro-Hub Holdings Ltd’s Board of Directors

About This Report

This is Enviro-Hub's first sustainability report. The report includes information on Enviro-Hub's environmental, social and governance ("ESG") practices, policies, initiatives and performances, amongst others, for the financial year 1 January 2017 to 31 December 2017 ("FY2017"). The scope of this report includes data relating to Cimelia Resource Recovery Pte Ltd ("Cimelia"), Enviro-Metals Pte Ltd ("Enviro-Metals") and HLS Electronics Pte Ltd ("HLS") as we focused on our business operations pertaining to recycling and refining of metals as well as trading of e-waste and metals. These businesses are based in Singapore. Reporting of other business lines will be reassessed for inclusion in following years. Enviro-Hub publishes its sustainability report on an annual basis.

This report is developed with reference to the Global Reporting Initiative ("GRI") Standards (2016) with the exception of disclosures for the material factor "Occupational Health and Safety", whereby it makes reference to GRI Standards (2018). The development of this report is in accordance with the Singapore Exchange SGX-ST Listing Rules 711A and 711B – Sustainability Reporting Guide.

Enviro-Hub greatly welcomes all feedback in relation to our sustainability efforts. Please send your feedback to info@enviro-hub.com.

Sustainability Governance

Sustainability efforts at Enviro-Hub are driven by the Chief Financial Officer ("CFO") and a Sustainability Task Force ("STF"). The CFO oversees the integration of ESG topics into Enviro-Hub's strategic direction and business operations as well as manages and monitors its overall sustainability performance.

The CFO also communicates Enviro-Hub's sustainability performance to the Board. The STF, which includes representatives from the Operations and Finance divisions, is responsible for overseeing the implementation of Enviro-Hub's strategy and policies on sustainability.





Enviro-Hub benchmarks its sustainability performance in the context of its business objectives against industry peers in order to identify areas for improvement. We review our sustainability policies regularly so that remedial actions can be taken if current policies and measures are inadequate to improve our future performance.

Materiality Assessment

We conducted a materiality assessment to identify ESG factors that were important to our business operations and of significant interest to our stakeholders. The following factors were taken into consideration for the materiality assessment:

- global and local emerging sustainability trends;
- industry best practices;
- material topics identified by industry peers; and
- sustainability reporting frameworks.

Seven material factors were identified as a result of the assessment, and they were reviewed and validated by the Board. The material factors are presented in the table below:

Sustainability Category	Material Factor
 Economic	<ul style="list-style-type: none"> ▪ Economic Performance
 Environment	<ul style="list-style-type: none"> ▪ Environmental Compliance (including in regards to Emissions, Effluents and Sludge, Auditing by our customers)
 Social	<ul style="list-style-type: none"> ▪ Occupational Health and Safety ▪ Talent Attraction and Retention ▪ Training and Education ▪ Local Communities
 Customers	<ul style="list-style-type: none"> ▪ Protection of Sensitive Information

Stakeholder Engagement

Regular engagement with our stakeholders allows us to have a better understanding of their concerns and interests. This also promotes lasting relationships with our stakeholders, which have a significant impact on our performance and long-term success.

We identified our stakeholders and they include both internal and external stakeholders. Through actively engaging our stakeholders, we continue to align our priorities with their needs. The table below summarises our stakeholder engagement methods, frequency and key topics of interest.

Key Stakeholders	Engagement Methods	Frequency	Key Topics of Interest
Investors and Shareholders	Timely and transparent updates of financial results and announcements, business developments, press releases and other relevant disclosures via SGXNet and Enviro-Hub's website	Throughout the year	<ul style="list-style-type: none"> • Transparent reporting • Sound corporate governance practices • Business strategy and outlook
	Roadshows and investor conferences	Throughout the year	
	One-on-one meetings and site visits	Throughout the year	
	Annual General Meeting	Annually	
Employees	Induction programme for new employees	Throughout the year	<ul style="list-style-type: none"> • Equitable remuneration • Fair and competitive employment practices and policies • Safe and healthy work environment • Employee development and well-being
	Training and development programmes	Throughout the year	
	Career development performance appraisals	Annually	
	Recreational and wellness activities	Throughout the year	
	Regular e-mails, meetings and town-halls sessions	Throughout the year	
Customers	Feedback from customers	Throughout the year	<ul style="list-style-type: none"> • Comments and potential room for improvement in delivering goods and services • IP protection and data security
	Independent audit from our customers	Annually/Biannual	
Government and Regulators	Meetings and dialogue sessions	Throughout the year	<ul style="list-style-type: none"> • Compliance with and updates on changing laws and regulations

Economic Performance

Enviro-Hub strives to generate continuous growth for our stakeholders, and considers our economic performance as a material factor. Achieving a strong economic performance would allow us to deliver sustainable returns to our shareholders while contributing to the local economy at the same time.

More information regarding Enviro-Hub's economic performance can be found on pages 41 to 105 of the Annual Report.

Customers

Protection of Sensitive Information

Performance in FY2017

- Zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data

Target for FY2018

- Maintain/achieve zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data

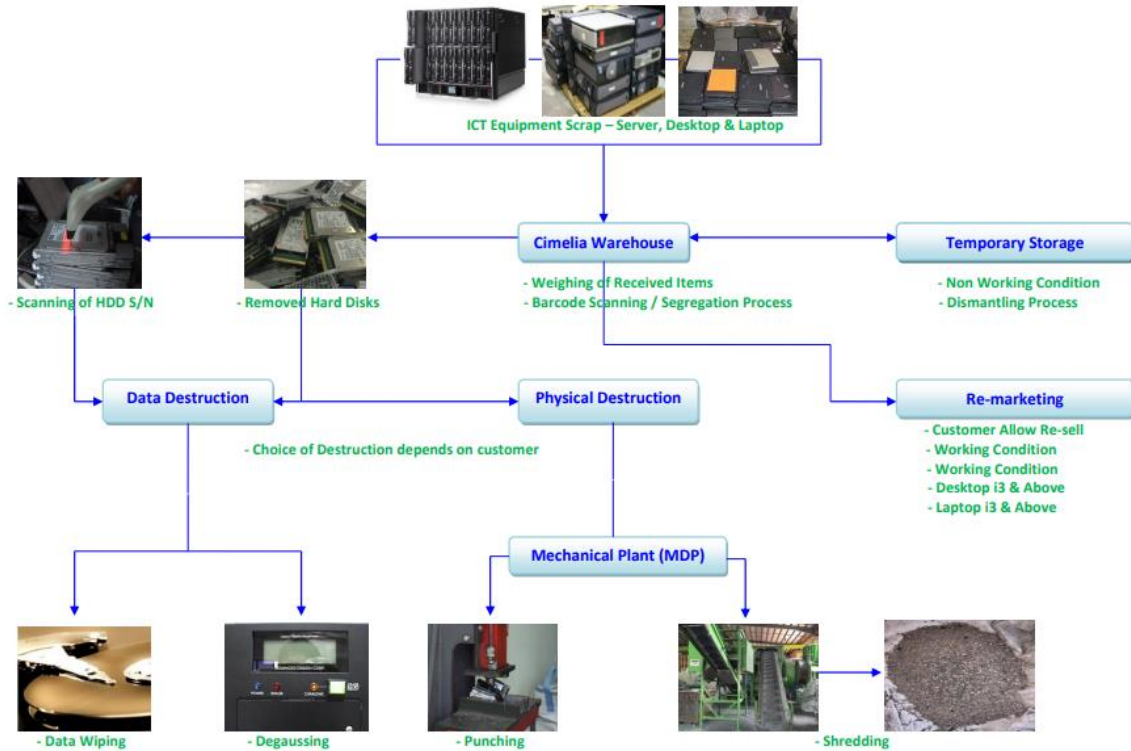
The mishandling of e-waste can cause sensitive information and data stored on electronic devices and used equipment to be stolen or reused without consent. Hence, as many of our clients have highly sensitive data and intellectual property stored on the e-waste that they pass to us, protecting our customers' data is a vital part of our job.

At Enviro-Hub, we take data protection seriously. We abide by the National Institute of Standards and Technology (NIST) SP 800-88 Guidelines (R2 certificate covers NIST 800), and Cimelia's degausser model MW 1B is certified under the U.S. National Security Agency Standards. Information and data stored on electronic devices are completely destroyed by Enviro-Hub's close loop facility before the devices are recycled or reused.

Several processes have been put in place to protect customers' sensitive information, which include:

- data wiping
- degaussing (hard-disk drives only)
- punching of hard-disk drives
- manual physical destruction/recycling
- shredding
- mechanical plant crushing

Cimelia's Process Flowchart for ICT Recycling & Data Destruction



Cimelia's Process Flowchart for ICT Recycling and Data Destruction

During the year, there were zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data.

DATA STORAGE MEDIA DESTRUCTION

Cimelia has in place data storage media destruction services that serve as a protection of Intellectual Property (IP). This initiative took place between September 2017 and February 2018.

Cimelia provided recycling bins with locks for customers to collect e-waste at their sites. When the bins are about 75% filled, Cimelia will collect these bins. These locks are provided to customers as some electronic parts can be easily sold, which may result in thefts.

Environment

Environmental Compliance

Performance in FY2017

- Zero incidents of non-compliance with environmental laws and regulations

Targets for FY2018

- Maintain zero incidents of non-compliance with environmental laws and regulations
- Meet the Company Emergency Response Team (CERT)'s requirement from the Singapore Civil Defence Force (SCDF)

Electronic waste is a rapidly growing waste stream, with many electronic devices becoming obsolete each year. The improper disposal of e-waste can lead to air, water and soil pollution, which poses a threat to the environment and human health. Enviro-Hub acknowledges the importance of environmental compliance. Being compliant with environmental laws and regulations reflects Enviro-Hub's commitment to safeguarding the environment.

We abide by various environmental laws and regulations, such as the Environmental Protection and Management Act and Regulations, the Hazardous Waste Act, the Prevention of Pollution of the Sea Act and the Fire Safety Act. Additionally, we have internal policies in place to support our compliance with environmental laws and regulations, which include the Cimelia Quality, Environmental, Health and Safety (QEHS) Policy.

In order to keep abreast with environmental laws and regulations applicable to Enviro-Hub, we have implemented measures/initiatives such as attending course and seminars, visiting relevant government agencies' websites, receiving letters from the National Environment Agency (NEA) and emails from various training service providers to keep us updated with the changes in such laws while monitoring our activities and performance to comply with relevant laws. Training is also provided to directors and employees of the company when there are changes to existing laws and regulations. The training needs of each employee are assessed and determined by a technical manager. Enviro-Hub strives to be a responsible service provider by ensuring that our outsourced vendors and suppliers undergo a rigorous assessment and evaluation process. Should there be any reported incidents, investigation and execution of preventive and corrective actions are taken. Additionally, we have attained the following certifications:

- ISO 14001:2015
- ISO 9001:2015
- OHSAS 18001:2007
- R2:2013 (Responsible recycling standard for effective recycling of electronic waste)

Enviro-Hub has implemented processes and checks as part of its efforts to comply with environmental laws and regulations. During the year, there were zero incidents of non-compliance with environmental laws and regulations reported.

ENERGY SAVINGS PLAN

At HLS Electronics Pte Ltd, we aim to keep our utility bill below \$500 per month for the year. We are committed to creating operational excellence through the management of buildings, equipment, energy usage and operational process utilising sustainable resources through the following steps:

- ✓ Replacing light fixtures, bulbs and other electronic appliances with Energy Star¹ or similar rated equipment for energy consumption savings
- ✓ Implementing ventilation strategies that improve the effectiveness of natural ventilation as well as provide adequate air quality
- ✓ Offering programmes to educate employees on smart energy usage
- ✓ Keeping work areas bright by installing energy-efficient lighting in all work areas in order to comply with the local regulatory code and to protect the safety of employees

Through the aforementioned initiatives, we had monthly utility bill of less than \$500 for the whole of 2017.

¹ Energy Star is a U.S. Environmental Protection Agency voluntary programme that helps businesses and individuals reduce costs and protect the environment through using energy efficiency products.

INSTALLATION OF SCRUBBERS



Acid and cyanide scrubbers at Cimelia

Electronic waste is harmful as it contains toxic heavy metals such as lead and calcium, which need to be treated professionally. At Cimelia, electronic waste collected is dismantled and segregated into different streams. Part of the electronic waste may be sent for crushing and grinding.

Electronic waste containing precious metals is treated using cyanide and acids in order to recover the metals. During this process, toxic cyanide and acid fumes generated could cause various adverse health effects. These gases are treated before being discharged into the atmosphere. We have installed scrubbers as a means of reducing emissions. During the scrubbing process, these toxic gases are neutralised before they are discharged into the atmosphere.

Social

Occupational Health and Safety

Performance in FY2017

- Total Number of Workplace Fatalities: 0
- Total Number of Workplace Injuries: 2
- Total Number of Lost Days: 17
- Total Number of Occupational Disease Incidents: 0
- Total Number of Absentee Days: 0

Targets for FY2018

- Maintain/achieve zero fatalities/or injuries
- Attain OHSAS 18001:2007 and ISO 14001:2015 certifications

Given the nature of our businesses, safeguarding the health and safety of our employees is of utmost importance to us. We believe that building a strong safety culture in the workplace will protect the company's most valuable asset – our people. Enviro-Hub adheres to local safety laws and regulations and has internal policies in place to minimise potential injuries. Examples of such policies include the Workplace Safety and Health Policy, the Employment of Foreign Workers Act, the Environmental Protection and Management Act and Regulation, the Environmental Health Act and the Fire Safety Act et cetera.

We have established a health and safety committee to oversee the implementation of health and safety policies. At Enviro-Hub, we strive for continuous improvement in managing and eliminating health and safety risks by routinely conducting operational risk assessments, thereby preventing injury and ill-health to employees and contractors in our operations. All reported incidents and accidents are investigated and preventive and corrective actions are taken.

We also provide occupational health and safety training to our employees. In FY2017, our employees received a total of 805.5² hours of occupational health and safety training. We aim to increase our occupational health and safety training hours in the following year.

In order to improve the management of occupational health and safety at Enviro-Hub, we have set in place various initiatives. These include but are not limited to the following:

- Conduct monthly environment, health and safety (EHS) and fire safety inspections and take corrective action(s) for any safety violations
- Provide regular training and educate staff on the potential health risks and safety hazards in the work environment and the proper precautions to undertake
- Require the presence of a safety manager who conducts bi-annual spot checks and timely investigation and execution of preventive and corrective actions based on incidents reported by employees and visitors
- Conduct monthly site meetings with project consultants to discuss health and safety (injuries), environmental (e.g. mosquito breeding, noise) and any other ad-hoc matters
- Conduct daily tool box meetings³ to raise any EHS concerns from operational staff members
- Provide an open channel of communication across all levels to gather feedback and comments on safety and health related issues

² The training hours figure includes employees at Enviro-Hub, Cimelia, Enviro-Metals and HLS.

³ Tool box meetings are short meetings held to discuss safety issues.

- Install closed-circuit television (CCTV) cameras for security purposes to protect the company's assets and customers' intellectual property (IP)
- Hire security guards who operate 24/7 and conduct daily rounds and spot checks
- Engage a contractor to provide weekly inspections and treatments for the control of mosquitoes, cockroaches, common ants and rodents

During the year, there were zero reported workplace fatalities, incidents of occupational disease and absentee days. However, two workplace injuries⁴ were recorded. One of the injuries occurred when an employee at the headquarters was moving heavy equipment and injured his back, which resulted in four lost days. The other injury occurred when an employee at HLS accidentally sprayed his right palm with hot radiator fluid while cleaning a forklift. This incident resulted in 13 lost days.

Talent Attraction and Retention

Performance in FY2017

- Number of new employees hired: 12 employees (monthly rate: 1.2%)⁵
- Number of employee turnover: 22 employees (monthly rate: 2.3%)⁶

Target for FY2018

- Maintain an employee turnover rate within the industry average

Enviro-Hub believes that employees play a key role in determining its success. Therefore, we have invested our efforts in attracting talent by providing training and development opportunities to our employees and caring for their well-being.

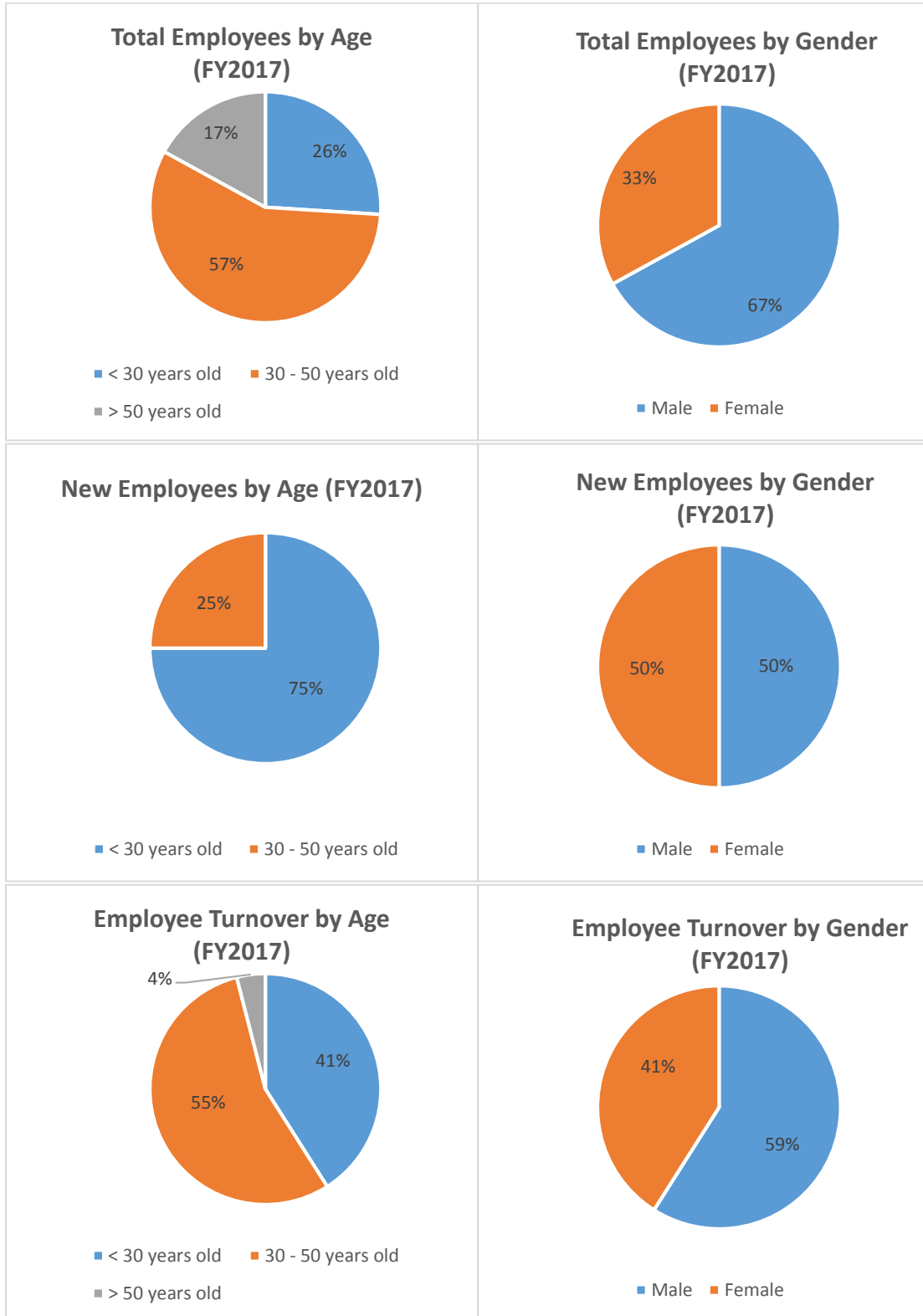
Our human resource policy details policies and procedures in relation to working hours, leave and other employment benefits, remuneration and bonuses and conflict of interests. We have in place processes and procedures of recruitment, rewards and recognition for our employees.

As of 31 December 2017, Enviro-Hub had 81 employees and all of them were based in Singapore. 57% of Enviro-Hub's employees were within the 30-to-50-year age group, while the average monthly turnover rate for the year was 2.3% and the average monthly new hire rate was 1.2%. To improve the efficiency of our recycling facilities, Enviro-Hub continues to streamline our operation and explore automation processes. As a result, less workers were hired in FY2017.

⁴ The number included one employee at the headquarters and one employee at HLS.

⁵ Average monthly recruitment rate in 2017: 2.4% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower

⁶ Average monthly resignation rate in 2017: 2.2% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower



To improve the well-being of our employees, we offer a wide range of employee engagement programmes, such as lunch time talks, annual Christmas lunch, and end-of-year celebration. We strive to increase employee satisfaction by providing our employees a positive working environment and improving our communication with them.

We are committed to promoting open communication between employees and management by encouraging our employees to share their ideas and concerns, both positive and negative.

Enviro-Hub does not discriminate against age, as age is not a selection criterion used when advertising, shortlisting or selecting job candidates. As a company that strives to provide an accommodating workplace, our employees are entitled to time off and unpaid leave of up to two months for unexpected care needs. This initiative has positively impacted employee turnover while providing employees enough time off work to meet their personal needs.

Training and Education

Performance in FY2017

- Average hours of training per employee: 31.6⁷

Targets for FY2018

- Roll-out incentive initiatives to encourage self-learning amongst employees for career development
- Provide relevant internal and external training opportunities to improve workers' skills and knowledge

Enviro-Hub is committed to the development of our employees to support us in our growing business needs by provide training to our employees throughout the year. Investing in training and development programmes for our employees allows them to be equipped with relevant skills and strengthens their commitment to the company.

Enviro-Hub offers our employees leadership and compliance training programmes. Employees who do not meet the performance expectations are offered additional training. Career advancement opportunities are also offered to our employees. As of 31 December 2017, 26 employees at Enviro-Hub received an average of 31.6 hours of training.

⁷ 26 out of 81 employees received training in FY2017.

Local Communities

Performance in FY2017

- Supported take back programmes and e-waste recycling projects that have a positive impact on local communities

Target for FY2018

- Organise Global Environment Day with our staff

Enviro-Hub is committed to supporting a circular economy by engaging and working with local communities to improve waste management. We encourage local community members to reuse waste items and recycle electronic waste in our efforts to create a zero-waste society.

Enviro-Hub has implemented various initiatives as a means of giving back to society. In FY2017, Enviro-Hub supported take back programmes and e-waste recycling projects that have a positive impact on local communities. We work with town councils, local schools and polytechnics to educate students and the public and provide information on the environmental impacts of improper disposal of electronic waste. Our employees are involved in various CSR activities throughout the year.

PANASONIC HEARTLAND E-WASTE PROGRAMME

The purpose of this programme is to provide a proper channel for the public to dispose of their electronic waste in an environmentally-friendly way. For every item donated, Panasonic Asia Pacific will donate an energy efficient light bulb to low income families in the South East District. This programme took place from September 2017 to February 2018.

Panasonic initiated to pilot the Heartland E-Waste Recycling Programme for Home Appliances in Singapore in 2013 and Cimelia had significant involvement throughout the programmes. In FY2017, 4,000 light bulbs were distributed to low-income families.



Panasonic Heartland E-Waste Recycling Programme

We work with our vendor, Schneider Electric, to create awareness about recycling and to encourage their employees to recycle electronic waste. Items such as metals, plastics, aluminium, stainless steel and copper are collected from Schneider Electric and recycled by HLS. The proceeds from the recycling

programme are used to assist a charity organisation, Willing Heart, and to provide hot meals to lower-income families. For Schneider Electric's Global Environment Day, HLS was invited to speak on recycling.

HLS also conducted a recycling awareness programme with DBS Bank. Cimelia's employees were also involved in CSR activities, such as the Singtel x Singpost E-Waste recycling programme as well as the E-Waste recycling programme at CapitaLand Properties.

GRI Content Index

GRI Standards (2016)		Notes/Page number(s)
General Disclosures		
Organisational Profile		
102-1	Organisation's name	Enviro-Hub Holdings Limited
102-2	Activities, brands, products and services	Annual Report 2017 – Corporate Profile, Page 2
102-3	Location of headquarters	Annual Report 2017 – Corporate Information, Page 1
102-4	Location of operations	Annual Report 2017 – Corporate Profile, Page 2
102-5	Ownership and legal form	Annual Report 2017 – Group Structure, Page 3
102-6	Markets served	Annual Report 2017 – Corporate Profile, Page 2
102-7	Scale of the organisation	Annual Report 2017 – Financial Highlights, Page 12 Talent Attraction and Retention, Pages 13-15
102-8	Information on employees and other workers	Talent Attraction and Retention, Pages 13-15
102-9	Supply chain	Not applicable, supply chain is minimal and insignificant.
102-10	Significant changes to organisation and its supply chain	No significant changes during FY2017
102-11	Precautionary principle or approach	Environmental Compliance, Page 11
102-12	External initiatives	Enviro-Hub supports and complies with the International Organisation for Standardisation (ISO) and Responsible Recycling practices for Use in Accredited Certifications Programmes (R2) standards.
102-13	Membership of associations	Enviro-Hub is a member of the Waste Management & Recycling Association of Singapore.
Strategy		
102-14	Statement from senior decision-maker	Board Statement, Page 2
Ethics and Integrity		
102-16	Values, principles, standards and norms of behaviour	Annual Report 2017 – Corporate Vision; Corporate Mission, cover page
Governance		
102-18	Governance structure	Sustainability Governance, Page 3 Annual Report 2017 – Group Structure, Page 3
Stakeholder Engagement		
102-40	List of stakeholder groups	Stakeholder Engagement, Page 5
102-41	Collective bargaining agreements	Not applicable, no collective bargaining agreements are in place.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, Page 5
102-43	Approach to stakeholder engagement	Stakeholder Engagement, Page 5
102-44	Key topics and concerns raised	Stakeholder Engagement, Page 5
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Annual Report 2017 – Audited Financial Statements, pages 41-105
102-46	Defining report content and topic Boundaries	About This Report, Page 3 Materiality Assessment, Page 4
102-47	List of material topics	Materiality Assessment, Page 4

102-48	Restatements of information	Not applicable as this is Enviro-Hub's first sustainability report
102-49	Changes in reporting	Not applicable as this is Enviro-Hub's first sustainability report
102-50	Reporting period	About This Report, Page 3
102-51	Date of most recent report	Not applicable as this is Enviro-Hub's first sustainability report
102-52	Reporting cycle	About This Report, Page 3
102-53	Contact point for questions regarding the report	About This Report, Page 3
102-54	Claims of reporting in accordance with GRI Standards	About This Report, Page 3
102-55	GRI content index	GRI Content Index, Pages 18-20
102-56	External assurance	Enviro-Hub has not sought external assurance on this report but may do so in the future.
Material Topics		
Economic Performance		
201-1	Direct economic value generated and distributed	Economic Performance, Page 6 Annual Report 2017 – Audited Financial Statements, pages 41-105
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Economic Performance, Page 6 Annual Report 2017 – Audited Financial Statements, pages 41-105
103-2	The management approach and its components	Materiality Assessment, Page 4 Economic Performance, Page 6 Annual Report 2017 – Audited Financial Statements, pages 41-105
103-3	Evaluation of the management approach	Materiality Assessment, Page 4 Economic Performance, Page 6 Annual Report 2017 – Audited Financial Statements, pages 41-105
Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	Environmental Compliance, Pages 9-11
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Environmental Compliance, Pages 9-11
103-2	The management approach and its components	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Environmental Compliance, Pages 9-11
103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Environmental Compliance, Pages 9-11
Employment		
401-1	New employee hires and employee turnover	Talent Attraction and Retention, Pages 13-15
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Talent Attraction and Retention, Pages 13-15
103-2	The management approach and its components	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Talent Attraction and Retention, Pages 13-15

103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Talent Attraction and Retention, Pages 13-15
Occupational Health & Safety (GRI Standards 2018)		
403-9	Work-related injuries	Occupational Health and Safety, Pages 12-13
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Occupational Health and Safety, Pages 12-13
103-2	The management approach and its components	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Occupational Health and Safety, Pages 12-13
103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Occupational Health and Safety, Pages 12-13
Training and Education		
404-1	Average hours of training per year per employee: average training hours per employee by gender and by employee category	Training and Education, Page 15
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Training and Education, Page 15
103-2	The management approach and its components	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Training and Education, Page 15
103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Training and Education, Page 15
Local Communities		
413-1	Operations with local community engagement, impact assessments and development programs	Local Communities, Pages 16-17
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Local Communities, Pages 16-17
103-2	The management approach and its components	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Local Communities, Pages 16-17
103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Local Communities, Pages 16-17
Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protection of Sensitive Information, Pages 7-8
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Protection of Sensitive Information, Pages 7-8
103-2	The management approach and its components	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Protection of Sensitive Information, Pages 7-8
103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Protection of Sensitive Information, Pages 7-8