

SUSTAINABILITY REPORT



LIBRA GROUP LIMITED

10/23/2018

Libra Group Limited Sustainability Report

Table of Contents

1	MESSAGE FROM THE CEO / BOARD STATEMENT	3
2	ABOUT THE REPORT	4
2.1	Report Scope.....	4
2.2	Report Methodology.....	4
2.3	Report Structure	4
2.4	Report Contact and Feedback.....	5
3	CORPORATE PROFILE	6
3.1	Mission and Values	6
3.2	Governance.....	6
3.3	Ethics and Compliance	7
4	INTEGRATING SUSTAINABILITY INTO OUR BUSINESS	8
4.1	Sustainability Management Framework.....	8
4.2	Key Stakeholders and Material Issues	8
4.3	Alignment with International Initiatives	9
4.3.1	Sustainable Development Goals (SDGs).....	9
4.3.2	United Nations Global Compact (UNGC).....	10
4.4	Awards and Achievements.....	12
5	STAKEHOLDER ENGAGEMENT.....	13
5.1	Protecting Our Environment for the Future Generations.....	14
5.1.1	Our Approach	14
5.1.2	Reduction of Carbon Footprint	14
5.1.3	Promoting Green Practices	15
5.2	Caring for Our Employees	16
5.2.1	Our Approach	16
5.2.2	Employment Practices.....	16
5.2.3	Workforce Diversity	18
5.2.4	Employee Benefits.....	21
5.2.5	Safety and Health in the Workplace.....	21
5.2.6	Individual Rights	22
5.3	Focusing on Our Customers' Needs.....	23
5.3.1	Our Approach	23
5.3.2	Customer Feedback and Satisfaction	23
5.3.3	Product Quality and Safety	23
5.3.4	Data Safety and Privacy.....	23
5.4	Partnering Our Suppliers.....	24
5.4.1	Our Approach	24

Libra Group Limited Sustainability Report

	5.4.2 Supplier Selection.....	24
	5.4.3 Supplier Review	24
	5.5 Supporting for Our Community	25
	5.5.1 Our Approach	25
	5.5.2 Our Community Initiatives Highlight.....	25
6	PERFORMANCE TABLE.....	26
	6.1 Energy Usage and CO ₂ Emissions.....	26
	6.2 Employment Profile	27
	6.3 Employees Engagement and Training.....	28
	6.4 Customer Feedback / Satisfaction	29
	6.5 Supplier Screening Using Environmental Criteria	30
	6.6 Community Contribution	31
7	GRI CONTENT INDEX	32

Libra Group Limited Sustainability Report

1 MESSAGE FROM THE CEO / BOARD STATEMENT

Libra Group Limited (“Libra”) is a Singapore-based integrated building solutions company with core businesses in: (i) mechanical and electrical engineering (“M&E”) services, (ii) sales and manufacturing of air-conditioning and mechanical ventilation ducts (“ACMV”) and trading of ACMV related products, and (iii) building and construction solutions.

Founded in 1997 and listed on the Catalist Board of the Singapore Exchange Securities Trading Limited (“SGX-ST”) in 2011, Libra is an established market leader in integrated M&E solutions and customised ACMV ducts. It provides design, manufacturing, and supply and installation services for various systems, including ACMV, fire alarms and fire protection, electrical, sanitary and plumbing, as well as speciality utilities.

Libra is one of the largest manufacturers of customised ACMV ducts in Singapore with strong brand equity for ACMV-related products, such as LibraSeal, LibraAire, Libra Flex, Libra Aluminium Foil Tape and Libra Gasket Tape brands.

Libra has built a strong track record in the industry with its focus on quality, safety and sustainability. Its past projects include iconic Singaporean landmarks such as Marina Bay Sands and the Sports Hub, as well as various commercial, industrial and residential projects. Leveraging on its core competencies, Libra has broadened its range of services and solutions through its building and construction arm, as well as taking on higher-value contracts and obtaining a higher Building and Construction Authority (“BCA”) grading.

It gives me great pleasure to introduce our Sustainability Report for the financial year ended 31 December 2017 (“FY2017”), which highlights the progress and achievements of our organisation over the previous 12 months, with particular focus on our commitment to working alongside with our valued stakeholders to build a sustainable business based on our resilience, adaptability and innovation.

In this, our first sustainability report, we firmly believe that building a sustainable business is vital to our continued success and that we must be fully accountable for our impact on the environment, our customers, our people and our community as well as our financial performance.

The delivery of sustainable results is, crucially, a critical aspect of our ability to remain a strong and financially stable company. Acknowledging this helps to put into focus our commitment to principles laid out in our Corporate Sustainability Policy. Our responsibility to society is to ensure that sustainable practices are incorporated into every link of our value chain. We must meet the needs not only of our customers, employees and the community we operate in, but also those of our environment and our future generations.

This report provides detail about how we have met our responsibilities with our key stakeholders during the FY2017 and beyond.

Libra Group Limited Sustainability Report

2 ABOUT THE REPORT

This sustainability report articulates our commitment to sustainability and transparency. This, our first sustainability report, is designed to provide a transparent and balanced view of the company, to reflect the interests of our key stakeholders, and to address those interests pragmatically. This report aims to include comprehensive and accessible information on the company's strategies towards sustainability and other key issues, and has been prepared according to recognized standards.

2.1 Report Scope

This report covers the performance of our consolidated entities in FY2017. This report focuses on the sustainability performance, activities and initiatives that are under our direct control, including our Singapore offices and operations, our local supply chain as well as any overseas activities directly associated with us. Material issues and topics described in this report have been selected according to their significance in respect of the company boundaries, our sustainability context and the expectations of our stakeholders. Our material operations are mainly in Singapore. Consequently, the scope of and all material topics disclosed in this report are relevant to the activities in Singapore. Nevertheless, our corporate governance and sustainability approaches are drawn from the policies and practices set at the Group level.

This sustainability report focuses on the Group's sustainability strategies and practices whilst highlighting the economic, environmental, and social and governance aspects of our activities and developments. This report aims to provide an overview of our approach, priorities and targets, as well as a performance review for our key sustainability areas.

2.2 Report Methodology

We have prepared our report based on the requirements of the 'In accordance-Core' level of the Global Reporting Initiative (GRI) Standards Sustainability Reporting Guidelines. We have chosen the GRI Standards Reporting Guidelines for its robust regime and detailed guidance which offers an internationally-recognized benchmark for the disclosure of governance approaches and of the environmental, social and economic performance and impacts of organizations. This report also incorporates the primary components of the report content as set out in the "Comply or Explain" requirements for sustainability reporting under Rule 711B of Section B: Rules of Catalist of the Listing Manual of the SGX-ST (the "Listing Rules"). Our data is reported in good faith and to the best of our knowledge. We strive to continuously improve our data collection processes.

We did not seek external assurance for this report.

2.3 Report Structure

This Sustainability Report aims to reflect the interests of our key stakeholders. We have identified five key stakeholder groups, namely, the environment and future generations, employees, customers, suppliers and communities. For each stakeholder group, we set out our management approaches in respect of how material issues are identified as well as how such issues are prioritized and managed. Further, we will present our initiatives relating to sustainability in respect of environmental, social and economic issues relevant to our business and boundaries. Finally, we will provide the information of our key performance indicators, performance targets and outcomes.

The information regarding the basis for report boundaries and our materiality assessment is provided in section 4.

Libra Group Limited Sustainability Report

Altogether, this report provides the basis for our responses and disclosures to the GRI-Standards Sustainability Reporting Guidelines In-Accordance-Core Relevant GRI references and disclosures and our responses are summarised in the GRI Content Index provided in section 7 of this report.

2.4 Report Contact and Feedback

Thank you for your interest in our Sustainability Report. We welcome and value your feedback on the content of this report and encourage you to contact us through the following channels:

❖ In writing to:

Corporate Social Responsibility Department
LIBRA GROUP LIMITED
53 Loyang Drive
Singapore 508957

❖ Via our contact page at www.libragroup.com.sg/contact-us

This report is provided in PDF format only and is available for download on the following page of our website: www.libragroup.com.sg/investment/sustainability.

Libra Group Limited Sustainability Report

3 CORPORATE PROFILE

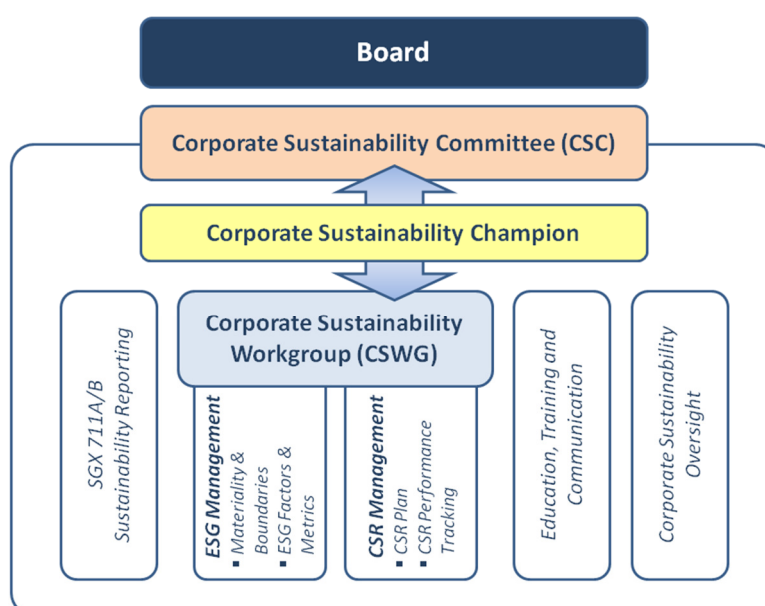
3.1 Mission and Values

We aspire to be the leading integrated building and construction solutions provider in Singapore and ASEAN generally with particular focus on the highest quality, safety and sustainability standards.

Our employees operate according to a set of core values that guide all aspects of our business. We recognise that cooperation, communication and trust are essential for us to effectively collaborate within the organisation and to remain competitive in our industry, and that care and concern through respect, patience, empathy and consideration are essential, both within the organisation and among the communities in which we operate.

3.2 Governance

Our Board of Directors (the “Board”) oversees all corporate governance and operational matters relating to our business. For corporate sustainability, the Board is supported by the Corporate Sustainability Committee (“CSC”) which is chaired by our Chief Executive Officer (“CEO”) and comprises designated senior executives. The CSC provides leadership and approval in respect of corporate sustainability matters such as the Corporate Social Responsibility (“CSR”) plan as well as community investment and environmental initiatives. Supported by the CSC, our executive director Mr. Chu Siow Leong, the Company’s Corporate Sustainability Champion (the “Champion”) and subject matter expert on corporate sustainability issues, pro-actively raises corporate sustainability awareness through education and training across the organization. Through the Corporate Sustainability Work Group (“CSWG”) which is tasked with, *inter alia*, the implementation of CSC action plans, the identification of sustainability issues and the preparation and handling of all sustainability-related corporate policies and regulations, our Champion engages and communicates with people within the company in collectively executing the CSR plan, identifying and managing the Environment, Social and Governance (“ESG”) Factors as well as engaging stakeholders. The businesses and functions provide back-to-back assurance over the quality of the information for sustainability reporting.



Libra Group Limited Sustainability Report

3.3 Ethics and Compliance

Being a listed company on the SGX-ST, we are managed to the highest standards of corporate governance as required by the Listing Rules. We strictly conform to local and international best practices. Our corporate governance framework covers ethics and compliance through a Code of Conduct as well as action guidelines which are to be adhered to by the officers and employees across our organization. Every new employee is introduced to our Code of Conduct and our policies on ethics and compliance which include areas such as anti-corruption. Communication channels are in place to enable all employees and individuals engaged in our business activities to report complaints of unethical behaviour. We have a designated officer who maintains a register of incidences regarding ethics and compliance issues and escalates material incidents to management where appropriate.

Libra Group Limited Sustainability Report

4 INTEGRATING SUSTAINABILITY INTO OUR BUSINESS

We believe that corporate social responsibility is a key driver towards long-term sustainability. Such responsibility is pragmatically integrated into our business practices as one of the core values in our corporate culture. Embedding such responsibility into our management processes across the value chain allows us to establish credibility among our stakeholders. We recognize that our actions today matter and we play a part in influencing the environment for our future generations. Through integrating the notion of sustainability in our business, we ensure that our business strategy and operations are in line with a long-term vision towards a conducive and sustainable future.

4.1 Sustainability Management Framework

In 2017, we took the initiative to establish our sustainability reporting framework. We performed an analysis on our business and operation models as the basis for our stakeholder mapping and materiality assessment. Through our analysis, we identified five key stakeholder groups within our sustainability context and their respective material issues are detailed in this report.

4.2 Key Stakeholders and Material Issues

We have a regular review, assessment and feedback process in relation to the ESG factors. The key to this is a regular Enterprise Risk Assessment (“ERA”) exercise which entails the identification, assessment and documentation of material risks and corresponding internal controls. Such material risks include fraud and corruption, environmental, health and safety, and human capital risks which are ESG relevant. We are continuously improving the adequacy and effectiveness of our ERA process in response to the changing business and operation environment.

Through regular stakeholder engagement, we identify and review material issues that are most relevant and significant to us and our stakeholders. For external stakeholders, priority is given to issues important to society and applicable to us. Then, we prioritize our sustainability efforts and report issues that are most material to the business and the stakeholders. As material issues are often specific and unique to countries and locations, we are reporting the stakeholder engagement and material issues relevant to our Singapore operations in this report.

Stakeholders	Material Issues	Significance
Future Generations	▪ Materials recycling of product material and packaging ▪ Environmental education of our employees and customers ▪ Reduction of carbon emissions ▪ Reduction of energy consumption ▪ Compliance with best practices and standards on Green initiative, such as the BCA Green & Gracious Builders Award	Our sustainability agenda for the environment and future generations is embedded into the day-to-day business activities among our staff. We continue to strive to improve from a holistic perspective through our company culture and practices. Within the big picture of sustainability, we also take steps towards key goals such as curbing global warming, as well as conserving and recycling resources. Such efforts are crucial to a sustainable economic ecosystem for our customers as well as our business sustainability.
Employee	▪ Employee well-being through workplace health & safety and work life balance ▪ Regular training of employees on critical skill sets to sustain competitiveness	An ethical and professional working environment is crucial in cultivating a corporate culture which motivates and empowers our employees to meet their full potential both professionally and personally.

Libra Group Limited Sustainability Report

	▪ Competitive compensation scheme to retain talents ▪ Non-discrimination, diversity and equality ▪ Senior management engagement with employees	
Customer	▪ Safety of our customers in our services delivery ▪ Customer data privacy ▪ Customer satisfaction and customer-centric approach	The quality and safety of our services and products to our customers are the core focuses of our commitments. Through our quality and safety commitments to our customers, we will, in turn, be contributing to their own successful sustainable development.
Supplier	▪ Environmental, labour and human rights impact in the supply chain	To effectively and meaningfully implement our sustainability agenda, it is important that our suppliers and partners share our values in their business practices in areas such as the environment, human rights, labour practices and corporate ethics. Such alignment of values is a crucial part of building mutually beneficial relations with suppliers and channel partners to enhance both their own competitiveness and that of ours.
Community	▪ Impact on communities and local economies, and future generation education ▪ Economic value generated and distributed to local community	In our vision in moving our business to high-value-added business areas, the ability to identify and attract people with the relevant knowledge and talent are crucial to the sustainability of our businesses.
Common To All Stakeholder Groups	▪ Compliance with prevailing laws and regulations ▪ Good corporate governance & ethics, transparency and non-financial reporting ▪ Ethical business practices such as anti-corruption ▪ Grievance mechanisms	Legal compliance and ethical practices are the core foundation of our business. Our culture is established and sustained through strong corporate governance, transparent reporting and open communications with all our stakeholder groups.

4.3 Alignment with International Initiatives

4.3.1 Sustainable Development Goals (SDGs)

Established in 1945 under the Charter of the United Nations (UN) (the “Charter”), the General Assembly occupies a central position as the chief deliberative, policymaking and representative organ of the United Nations. Comprising all 193 Members of the United Nations, it provides a unique forum for multilateral discussion of the full spectrum of international issues covered by the Charter. It also plays a significant role in the process of standard-setting and the codification of international law.

On 25 September 2015, the UN General Assembly adopted the 17 Sustainable Development Goals (“SDGs”) to end poverty, protect the planet, and ensure prosperity for all as part of a new sustainable development agenda. Each goal has specific targets to be achieved over the next 15 years. Although the SDGs are primarily aimed at governments, they represent an important opportunity for businesses

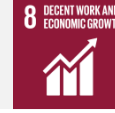
Libra Group Limited Sustainability Report

to also act for a more sustainable world. We will use SDGs as one of the guiding principles for our sustainability initiatives.

We acknowledge that our participation in reaching the SDGs has room for improvement. As we advance on our sustainability journey, we will continue to assess our alignment with the SDGs and, whenever possible, redirect our internal priorities and sustainability strategy to more effectively and comprehensively address these goals.

SDGs Logo Source: <http://www.un.org/sustainabledevelopment/news/communications-material>

SDG Goal	Relevant Targets to Our Businesses (Source: http://sustainabledevelopment.un.org)	Our Participation
	13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	We have our own internal processes and environmental policies to reduce electricity and fuel consumption. Our approach to mitigating climate change includes staff training and implementing energy-efficient measures. We monitor and report our GHG emissions and set reduction targets.
	15.1: By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.	All the paper used in our offices is Forest Stewardship Council (FSC) certified. We actively promote the use of FSC paper across our organization.

				The following SDG goals are relevant to our business, operations and value chain. They are addressed in our various policies at the group level. Such goals are also embedded in various initiatives carried out across the organization.
				
				

				We do not believe these goals are relevant to our business or industry. They are not within our boundaries and scope of influence; therefore, we are currently unable to make noticeable contributions to such goals.
				

4.3.2 United Nations Global Compact (UNGC)

The United Nations Global Compact (“UNGC”) is a United Nations initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their

Libra Group Limited Sustainability Report

implementation. The UNGC is a principle-based framework for businesses, stating ten principles in the areas of human rights, labour, the environment and anti-corruption.

Below are the relevant sections of our report which make reference to the 10 principles of the UNGC.

Principle		Report Section
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	5.2.2.1
Principle 2	Make sure that they are not complicit in human rights abuses.	5.2.2.1
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	5.2.2.1
Principle 4	Elimination of all forms of forced and compulsory labour.	5.2.2.1, 5.2.4.1
Principle 5	Effective abolition of child labour.	5.2.1, 5.2.2.1
Principle 6	Elimination of discrimination in respect of employment and occupation.	5.2.2.1
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	5.1.1
Principle 8	Undertake initiatives to promote greater environmental responsibility.	5.1.2, 5.1.3
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	5.1.2, 5.1.3
Anti-Corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	3.3

Libra Group Limited Sustainability Report

4.4 Awards and Achievements

Year	Description
2012	Singapore SME 1000 Company
2015	Top Business Luminaries : Promising SME 500
2016	bizSafe Level Star
2016	BCA Green and Gracious Builder Award
2017	Quality Management System Certified
2017	Health and Safety Management System Certified
2017	Environmental Management System Certified

Libra Group Limited Sustainability Report

5 STAKEHOLDER ENGAGEMENT

We believe that good CSR practices go hand-in-hand with good corporate management practices. We also recognize that it is vital that our management approaches are adaptable to the dynamics of the business and operation environment in such a way that we can continuously assess our impacts, develop sustainability objectives and respond in a proper manner to meet our stakeholders' expectations. Our CSR framework is based on our approach to sustainability and includes policies and measurement mechanisms to monitor the impacts made by our businesses and operations.

Key to the success of our sustainability programme is regular and up-to-date communication about our CSR policies and activities to all our stakeholders, and the provision of appropriate feedback mechanisms so that we can monitor and evaluate how we are doing and explore new possibilities stimulated by stakeholder responses. We see our sustainability report as being a critical component of this continuous cycle of communication and evaluation. Our sustainability efforts in respect of each stakeholder group are managed through our CSR plan in the manner as indicated in the table below.

Stakeholder	Management Approach	Engagement Initiatives	Outcomes and Responses	Boundaries
Environment and Future Generations	Environmental Management System (EMS), Environmental Policy, EMS Guidelines, Waste Recycling/Management, Green Campaigns, ISO 14001 Certification	Internal Awareness and Education	Energy Efficient Lighting (e.g. LED), Digital Filing and Document to Reduce Paper Consumption.	Singapore Operations
Employee	Code of Conduct, Fair Employment Practices, Training and Career Development, Flexible Work Policy, Pension Scheme, WHS Framework, OSHAS Certification, bizSAFE	Staff Communication Sessions, Staff Feedback Process, Staff Exit Interviews	Work Life Balance Programmes, Training Programmes, Employee Benefits, Re-engagement	Singapore Operations
Customer	Customer Relationship Management System, Policies on Quality Assurance, Data Security for Customer Information, Privacy policy, ISO 9001	Customer Feedback Process, Competitive Benchmarking survey, Customer Data Protection Awareness and Education Program	Customer Complaints and Compliments Statistics / Trending, Create and Engage Brand Ambassadors	Singapore Operations
Supplier	Supplier Selection and Regular Review Process	Feedback and Communication with Suppliers through Supplier Performance Review	Incident Register, Supplier Engagement	Singapore Operations
Community	Selection of Community Initiatives in Alignment with Organization Goals	CSR Programme, Awards and Accolades, Corporate Rebranding	Increase Visibility of the Company's CSR Efforts, Internship Programmes (Support Young Talents who are Disciplined, Creative, and Innovative), Education Scholarships, Awards and Accolades Programmes	Singapore Operations

Libra Group Limited Sustainability Report

5.1 Protecting Our Environment for the Future Generations

5.1.1 Our Approach

We are committed to maintaining and building on the same stringent environmental policies and standards across our holding company and subsidiaries. We target to adopt innovative technologies for our core businesses to reduce waste and increase efficiency, and we strive to reduce energy consumption for our dormitory and corporate office. We recognise our responsibility to protect the environment for the health and well-being of future generations.

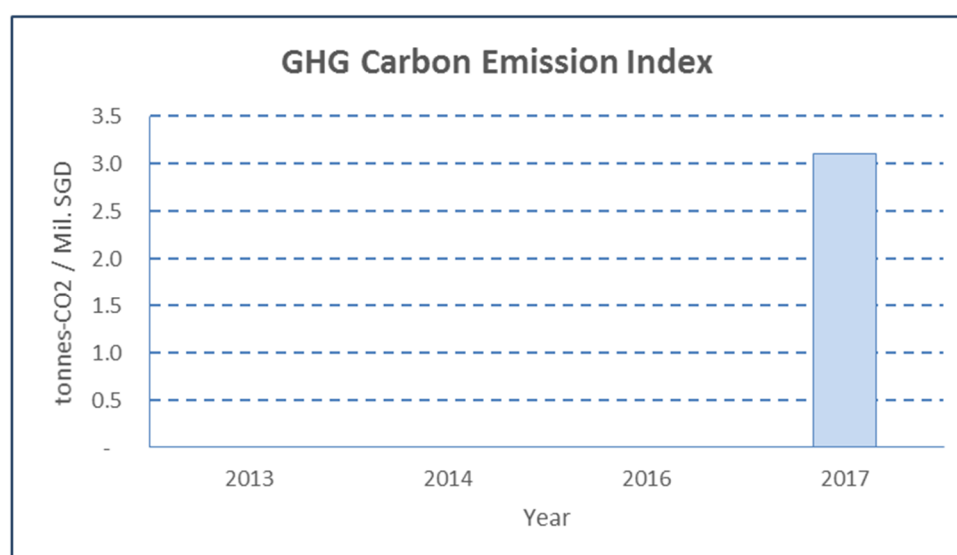
5.1.2 Reduction of Carbon Footprint

We recognize that effective management and monitoring of our carbon footprint can reduce operating costs, raise brand profile, create a competitive edge and increase stakeholder value. Our carbon footprint is measured in terms of Greenhouse Gas ("GHG") emissions. However, GHG emission is an absolute measure of how much carbon dioxide equivalent (CO₂e) is emitted. Our GHG emission is predominantly indirect (Scope 2) emission. We have insignificant direct (Scope 1) emission, and we do not include the GHG emissions generated by our suppliers (Scope 3).

In view of the changes to and dynamism of our business and operations, we established our GHG emission efficiency index for consistent tracking of our carbon footprint over time. To this end, we have set a target for GHG emission efficiency improvement of 10% from our 2017 level by 2030. Our target for GHG emission improvement is 0.83% per year. Although various business lines and operations account for varying GHG emissions across the organization, they all support this target and have aligned our environmental objectives accordingly.

FY2017 is our first year of sustainability reporting. FY2017 will be used as reference against how our performance will be measured in subsequent years.

In FY2017, our GHG emission efficiency index stands at 3.1 tonnes-CO₂/Mil.SGD, as indicated below.



Libra Group Limited Sustainability Report

5.1.3 Promoting Green Practices

We have embraced various green practices in our business and operations such as ISO 14001, and the Green and Gracious Builders Award from BCA.

The ISO 14000 family of standards provides practical tools for companies and organizations of all kinds looking to manage their environmental responsibilities. ISO 14001:2015 sets out the criteria for an environmental management system and can be certified to. It maps out a framework that a company or organization can follow to set up an effective environmental management system. It can be used by any organization regardless of its activity or sector. Using ISO 14001:2015 provides assurance to our management and employees as well as external stakeholders that environmental impact is being measured and improved.

BCA launched the Green and Gracious Builder Scheme in February 2009. The scheme was introduced to raise the environmental consciousness and professionalism of builders. It is also a benchmark of a builder's corporate social responsibility to the environment and the general public. Apart from setting standards for green practices, it also sets standards for gracious practices. These gracious practices will improve the image of our builders and the construction industry particularly among neighbours and residents, some of whom may have been affected by construction activities near them. BCA's efforts at developing a sustainable built environment have gained sufficient momentum and have been well accepted by the industry. Many have responded enthusiastically to the BCA Green Mark Scheme – a scheme that recognizes the efforts of developers, architects and engineers in contributing to environmental sustainability in their development projects. However, one of the key players in the construction value chain, the builders, has not been well recognized. It is important to recognise that they also contribute to environmental sustainability and environmental protection when they “go green” and adopt environmentally-friendly construction site management practices. Given the high visibility and impact of construction works, it is also important for builders to be socially responsible to the environment, neighbours and the general public by being committed to gracious practices during construction. The Green and Gracious Builder Scheme was therefore introduced to raise the environmental consciousness and professionalism of builders. Together with the BCA Green Mark Scheme, this scheme will form part of the holistic framework to shape a sustainable built environment for Singapore. *

Libra was awarded the BCA Green and Gracious Builder Award in 2016 as we were committed to using light weight penal, eco green and recycled materials at our construction sites as well as recommending 5 tag air-conditioners to our customers in ACMV projects. The Award aims to raise environmental consciousness and professionalism among builders. It recognises builders who take the effort to address environmental and public concerns arising from construction works and serves to develop a more positive image of the industry over time.

* Source: The Green and Gracious Builder Guide

Libra Group Limited Sustainability Report

5.2 Caring for Our Employees

5.2.1 Our Approach

Our people are our most valuable resource and investing in their professional development is vital to our business sustainability. Our goal is to establish work ethics among our employees which are in line with our core values and code of conduct. They are the foundation upon which we build all our business initiatives and conduct our day-to-day activities.

We recognise that a motivated workforce will convey a positive and powerful message to all our key stakeholders, such as our customers, suppliers and the members of the community. By attracting, nurturing, empowering and rewarding our employees, we create an environment conducive for innovation to further boost our competitiveness. Such commitment to our employees promotes a corporate culture of passion, quality, excellence and trust within the organization which enhances our ability to create value for our stakeholders.

Our Human Resource (HR) management principles and policies have been developed and established based on fair employment practices with the goal of attracting, developing and retaining a robust motivated workforce. Our HR policies cover key areas such as remuneration, benefits, staff selection, career development and training. Such policies are communicated to all employees through our comprehensive Employee Handbook which is regularly reviewed by management and we constantly seek feedback from our staff to ensure that our decisions are aligned as much as possible with their needs.

Our business operates in an environment which comprises diverse races, cultures and geographic locations. With this in mind, our HR policies are implemented across the organization with pragmatism, taking into consideration the prevailing laws and regulations as well as local culture, norms and racial sensitivity.

5.2.2 Employment Practices

Our employment practices focus on maximizing the strength of our employees by providing equal opportunities based on merit, and help our employees to develop strength through our comprehensive training and development programme. We regularly review the competency and development of our employees to effectively match their strengths to their job specifications. Our performance based reward scheme provides guidance and motivation to our employees to perform to their potentials in alignment with the objectives of the company.

5.2.2.1 *The Tripartite Guidelines on Fair Employment Practices*

We proactively pursue and adopt best practices in HR management. Our HR practices are guided by the Singapore Tripartite Alliance for Fair and Progressive Employment Practices. The Singapore Tripartite Alliance comprises the Ministry of Manpower, Singapore National Employers Federation and National Trades Union Congress. The Tripartite Alliance has formulated guidelines on fair employment practice for adoption by Singapore employers, embracing the recruitment, training, treatment and reward of employees.

5.2.2.2 *Communications*

As our Company grows, effective communications across the organization are crucial to ensure continuous alignment of objectives of the employees and the organizational objectives. We achieve this through our various communication sessions customized based on the target employees. Communication sessions for our managers are held on a regular basis. Agendas covered at these sessions are customized in a manner appropriate to the target functional scope of the managers. For

Libra Group Limited Sustainability Report

example, in the monthly managers' meeting, operational agendas such as leadership and operation issues may be discussed while at the quarterly sessions, the high level topics include strategic business directions, new service launches, ongoing developments and key project reviews.

5.2.2.3 Employee feedback

We value our employees' expertise in their areas of responsibilities. Therefore, their feedback is important in the improvement of overall management and the operation of the organization. Through various established processes of employee engagement, such as employee objective setting, performance review as well as exit interviews in the case of resignations, we gather such valuable feedback for the continuous improvement of our organization.

In addition, there are other feedback channels for areas specific to business and functions, such as our whistle-blowing policy on control and compliance issues. Such feedback is managed by the leaders and managers of the specific business and function domains. We have also established reporting and escalation channels should the feedback require the attention of higher management.

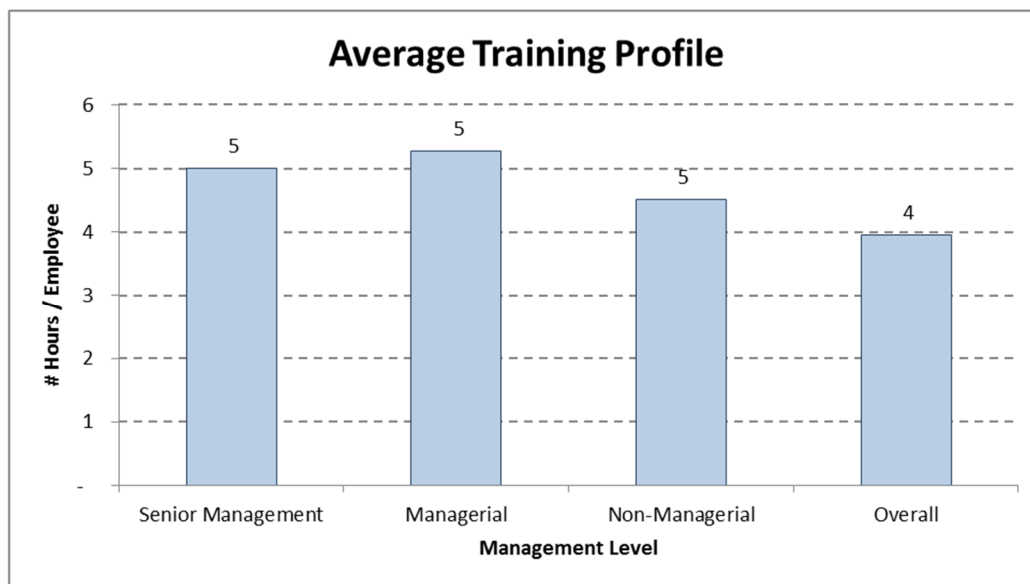
5.2.2.4 Career Development and Training

We recognise that consistent and ongoing education is critical to maintaining a competitive, skilled, productive and motivated workforce. Employee career development and training opportunities are prepared based on merit and contributions towards the organization objectives through objective setting and regular performance reviews. We continue to review and improve our people development and learning process in light of the changing business and operation environment.

Our training programme covers a variety of areas catering to employees with difference job scopes and skills set requirements. Our core training curriculum and contents are developed and guided by well-established industry and international standards such as ISO 9100, ISO 14000, OHSAS 18001 and bizSAFE. In addition, specific training curriculums are developed based on the specific requirements of the specific businesses and functions. Training topics range from soft skills development in areas such as communication and leadership, to technical programmes covering project management and office productivity tools.

In FY2017, each employee received an average of 4 hours of training. We recognize that the training requirements vary depending on the levels of management responsibilities. Each senior manager registered an average of 5 hours of training while managerial and non-managerial staffs received an average of 5.1 hours and 4.5 hours of training respectively. In light of the changing business requirements and opportunities in variety of training methodologies, we continue to revise our training curriculum and programme to align with our organization objectives and to strive for effectiveness and efficiency in our training approach.

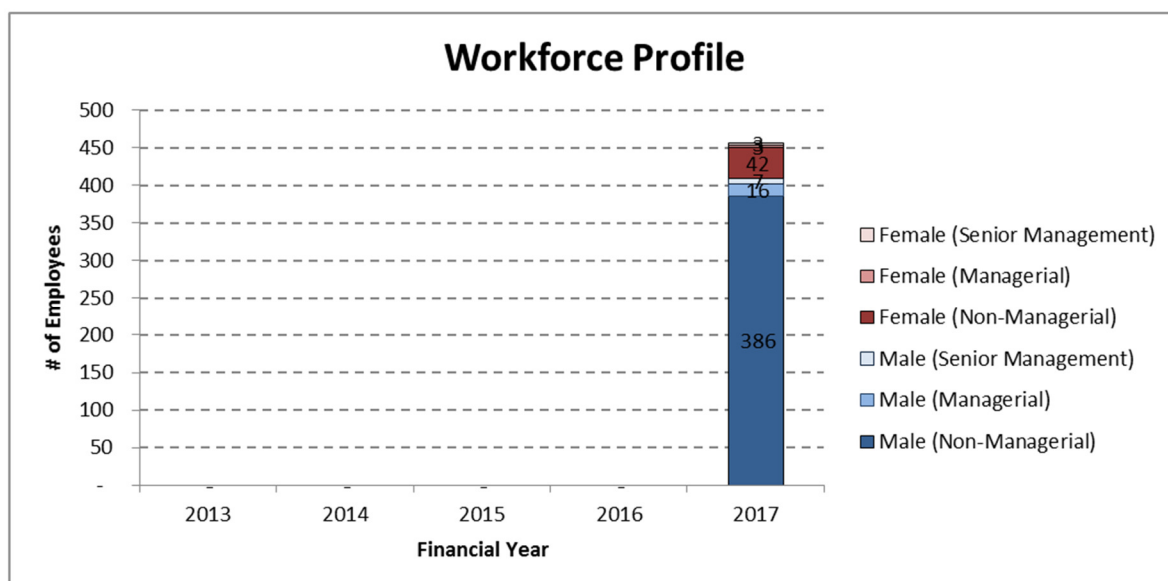
Libra Group Limited Sustainability Report



5.2.3 Workforce Diversity

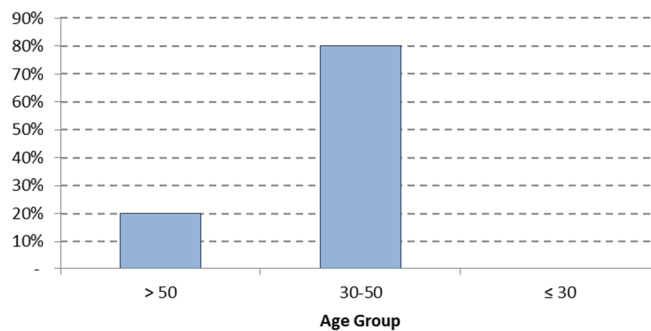
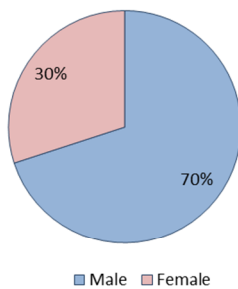
Our business thrives on diversity. As such, we leverage on a host of strengths and skills that can only come from a diverse workforce embracing employees from various ethnic groups, religion, age and gender.

In FY2017, 48 of our 457 employees were female, comprising 10.5% of our workforce. Further, in respect of our staff holding managerial positions, 6 were female (i.e. 20.7%), while in respect of our staff holding non-managerial positions, 42 were female (i.e. 9.8%). The male to female ratio for managerial and non-managerial positions were 1:3.8 and 1:9.2 respectively. From an age profile perspective, there were 221 employees below 30 years old. The number of employees between 30 and 50 years old was 222 as compared 14 employees above 50 years old. All members of our senior management team, including general managers, directors and unit heads, are Singaporean and Malaysian.

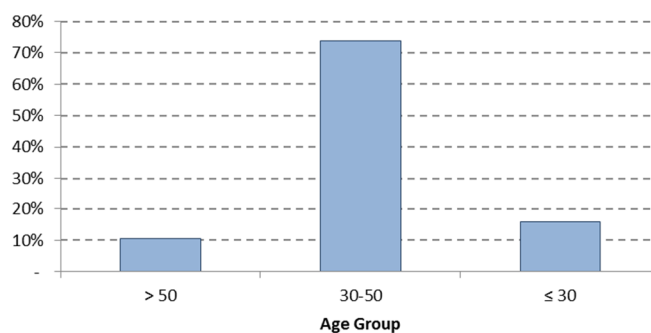
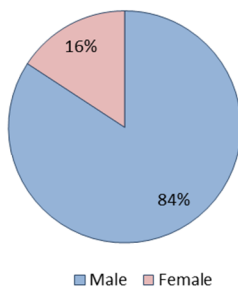


Libra Group Limited Sustainability Report

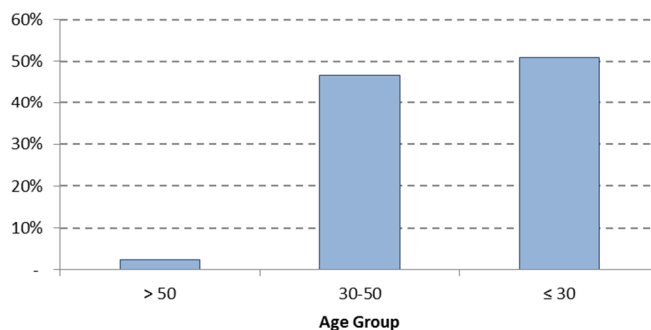
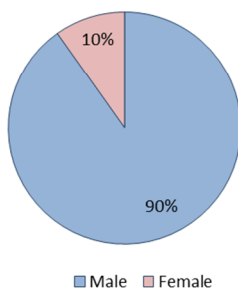
Senior Management



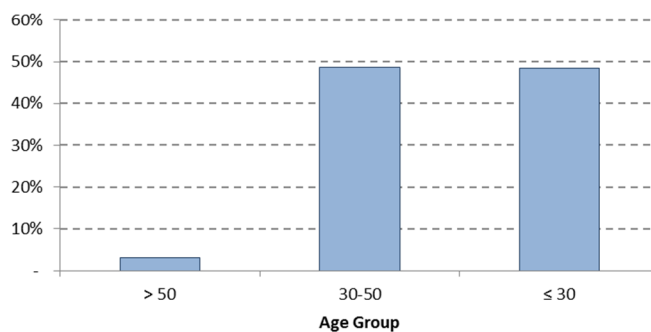
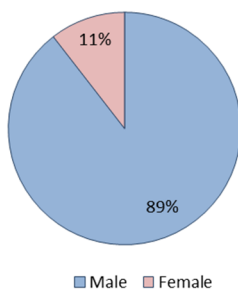
Managerial Staff



Non-Manual Staff



Overall

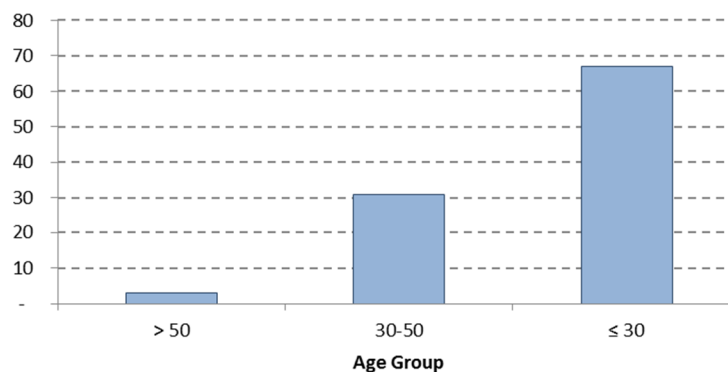
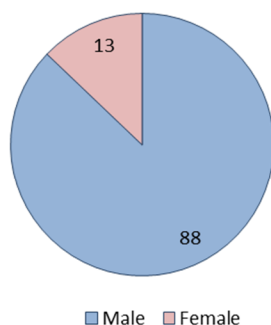


In FY2017, we hired a total of 101 new employees, while 177 resigned during the same period. As a result, we have a net decrease of 76 in our workforce. Out of the new hires, 66.3% of the new hires

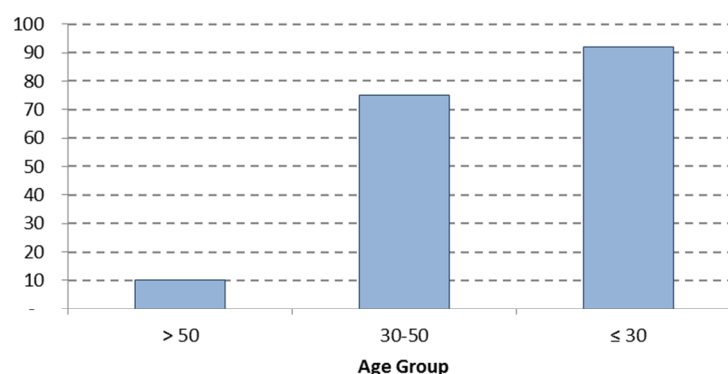
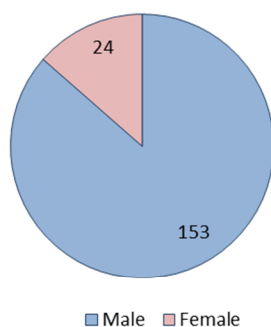
Libra Group Limited Sustainability Report

were below the age of 30, 30.7% were between 30 and 50 years old, while the remaining 3.0% were above 50 years old. The gender ratio of new hires was 88 males to 13 females. For the resignees, 52.0% of the resignees were below the age of 30, 42.4% were between 30 and 50 years old, while the remaining 5.6% were above 50 years old. The gender ratio of resignees was 153 males to 24 females.

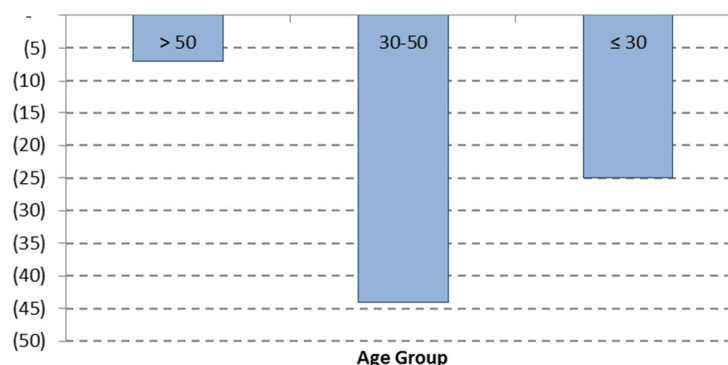
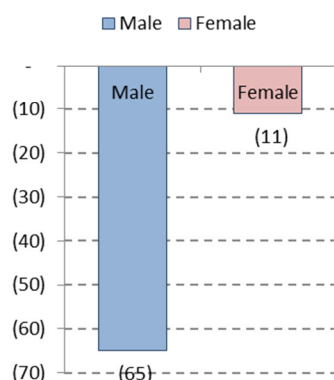
New Hire



Resignee



Net Employee Movement



In addition to the human resources we manage under our payroll internally, we also engage external contracted companies as our outsourced vendors which provide outsourced personnel, such as cleaners and security guards who might work within our premises. Although we supervise these people, they are employed by the contracted companies and are not included in our head count. We do not employ other types of un-contracted workers.

Libra Group Limited Sustainability Report

We expect that all the contracted companies we work with will share our core principles of HR management practices. In our vendor selection process, we take into consideration their HR management practices as one of the key selection and performance criteria. We regularly review the performance of our vendors based on these criteria as a key basis to determine whether to continue to engage the vendors with their services.

5.2.4 Employee Benefits

All non-managerial employees in Singapore are covered by the Employment Act (Chapter 91) of Singapore, which provides basic employment terms and working conditions including contract requirements, remuneration, hours of work, overtime, rest days and annual leave entitlement.

In addition to the statutory benefits outlined in the Employment Act, we provide beyond-compliance-level benefits to our fulltime employees. Examples of these benefits include vacation, marriage and compassionate leaves.

5.2.4.1 Work-Life Balance

While developing the talents of our employees and providing equal opportunities for them to excel are the key drivers for our company, we also recognize that the well-being and contentment of our employees are pivotal to the success and sustainability of our business and performance. Our employees are our most valuable asset, and we appreciate that their overall well-being needs to be well looked after in order for them to sustain their performance and realize their full potential.

To support our employees to strike a work-life balance, we aim to create an environment that allows our employees to achieve harmony in their personal and professional life. We intend to adopt a flexible approach to work arrangements and offering programmes to support health and wellness.

We understand that the workplace can be at times stressful due to the competitiveness of our workforce and our business. To support our employees in their effort of pursuing excellence, we will launch various programmes and initiatives to balance their work with fun, and to develop an environment and culture of mutual support.

5.2.4.2 Retirement and Healthcare

Our company has a presence in various geographic locations where there are various local laws and regulations on pension and healthcare for employees. Our HR management practices comply with such laws and regulations. In Singapore, we participate in the Central Provident Fund (“CPF”) personal savings scheme, which helps employees to fund their retirement, home ownership, healthcare and education. Under this scheme, monthly deductions from the employees’ gross salaries are paid into their CPF savings accounts. We, the company, make employer contributions to these accounts, according to the rates stipulated in the CPF Act (Chapter 36) of Singapore. In addition to CPF contributions, we provide comprehensive medical coverage for all employees. For more information on the CPF scheme and the contribution rates, please go to www.cpf.gov.sg.

5.2.5 Safety and Health in the Workplace

Libra is committed in embracing best practices in Workplace, Health and Safety (“WSH”) and environmental systems within the company, together with its subsidiaries. We are guided by the steadfast commitment to our employees for a safe working environment which they can work and excel in safely with full confidence. The Group has adhered fully to the WSH requirements as set by the Workplace Safety and Health Council of Singapore (“WSHC”) and Ministry of Manpower. We have rigorously put in place not only the safety measures, but also the risk management guidelines for Workplace Safety and Health Hazards in Construction and Landscape Industries.

Libra Group Limited Sustainability Report

Moreover, we have adopted local as well as international WSH system and practices for our Company. We have attained bizSafe certifications for our divisions. At the same time, Libra has adopted ISO 9001 and OHSAS 18001 system across our Company.

Environmental, health and safety issues are key priorities in the Company's overall business management. The management team sets a strong foundation by providing clear direction within the organisation of the value of an effective occupational health and safety management approach to foster risk-free and environmentally-friendly premises.

We have also incorporated the WSH safety standards within our business practices. Beyond Libra's own business operations, we have also implemented specifications on safety requirements and standards in the vendor selection process for all our projects. In our development and enhancement activities, we ensure that we work with qualified contractors and hold them responsible for the management of the required health and safety standards. Our sub-contractors are required to submit risk assessments and safety work procedures prior to the commencement of the project works.

5.2.6 Individual Rights

Respecting and protecting basic human rights is fundamental to all our operations and deeply ingrained in our Code of Conduct, which applies to all employees. Labour rights, the prohibition of discrimination and harassment, protection of privacy, prohibition of forced and child labour, and workplace health and safety are all strictly observed within the work environment, and discrimination and harassment of any kind is not tolerated at our company.

We also respect our employees' rights to freedom of association as well as their membership of trade unions and other professional bodies.

In FY2017, none of our workforce was covered by a collective bargaining agreement, no incidents of forced labour, child labour or young workers were identified across the organisation, and no human rights-related grievances have been reported.

Libra Group Limited Sustainability Report

5.3 Focusing on Our Customers' Needs

5.3.1 Our Approach

Customer service, quality products and the highest level of product safety have always been our priorities, with customer satisfaction being the goal of all our corporate activities. As customer trust and retention starts with our people and products, we place the utmost importance in training our employees in customer service excellence and in continuously striving to improve the quality and safety of our products and services.

Open and frequent communication and responsive feedback are ingrained into our daily activities with customer interaction. In addition to striving for excellence in product service and support, we attach enormous importance to data privacy. We have processes and controls in place over confidential and sensitive data related to our customers such as contracts.

Since 2011, we have been certified under the ISO 9001 standard for quality management systems. The certification has helped us increase the control of our internal processes and the quality of our services.

5.3.2 Customer Feedback and Satisfaction

We listen to our customers and take their opinions very seriously. We consolidate customer feedback through a range of communication channels including our website, a dedicated hotline, regular customer survey, and our customer service personnel. Through our customer feedback system, we capture our customers' comments for analysis and action. Customer compliments are also tracked so that we can monitor where we are getting things right and cascade positive feedback to our employees, to their superiors and to our CEO.

5.3.3 Product Quality and Safety

Reliability and quality of our products and services are of paramount importance to us. Safety and health of our customers are always our priority. To ensure product safety to our customers, we have in place a set of key quality assurance processes and standards, such as ISO 9001, OHSAS 18001, bizSAFE, BCA Green & Gracious, to ensure compliance with regulations and international standards. Ultimately, we aim to totally eliminate product safety incidents so as to foster a 'Safety First' culture through our employee training and quality control.

5.3.4 Data Safety and Privacy

Ensuring safety and privacy of our customers' data is of great priority to us. We have processes and controls in place for handling and communicating sensitive and confidential information of our customers such as contracts, customer orders and product delivery orders. Our information security policies ensure our customers' data are managed in accordance to the level of confidentiality. We strictly observe all local laws and internal regulations applicable to personal information protection.

For the collection and disposal of wastepaper, we work with our office cleaning personnel for handling and reselling of wastepaper to recovery companies for pragmatic reasons. Every individual is responsible for shredding all papers, including confidential documents, before disposing into paper recycling boxes situated near the photocopiers and printers. Such practices established within our office provide us with the confidence that sensitive information is protected during the whole life cycle of our documents.

Libra Group Limited Sustainability Report

5.4 Partnering Our Suppliers

5.4.1 Our Approach

As part of our ambition to realize sustainability throughout our value chain, we extend the application of responsible business practices to our local partners and suppliers. We recognise that we are only at the beginning of our journey to integrate sustainable business practices throughout our supply chain, and we are committed to continuous improvement. We aim to identify new opportunities for collaboration with our suppliers, gradually increase transparency and continue to build shared capacity to minimise our indirect environmental and social impacts.

5.4.2 Supplier Selection

Our key suppliers are carefully selected through our supplier selection process. When selecting our key suppliers, we examine criteria such as financial health, quality of products and services, and competitiveness of pricing. In addition, we also take into consideration the overall sustainability policies adopted by our suppliers. Our final decision on supplier selection is based on the overall assessment which takes a balanced view across all selection criteria.

5.4.3 Supplier Review

We regularly review the performance of our key suppliers to determine whether to extend our partnership with them. During the key supplier review process, we engage with our key suppliers to communicate our expectations and mutual feedback. Such a review process ensures alignment of our key suppliers' services and products to our business requirements and sustainability objectives through pragmatic and continuous improvement in our partnership with our key suppliers.

Libra Group Limited Sustainability Report

5.5 Supporting for Our Community

5.5.1 Our Approach

Libra is conscientious of our corporate responsibility as a responsible corporate citizen and we constantly seek to contribute and share the fruits of our labour with the community.

The key motivation driving all our community engagement initiatives is to enable and empower the elderly in a rapidly ageing Singapore. We must respect and care for our seniors who are an integral part of our society. Libra will do our best to help our seniors in their golden years, which includes the supply of medical items and food as well as the gifting of Chinese New Year red packets containing small donations to share our blessings.

We also recognize that meeting the needs of today's elderly goes beyond their own care, security and well-being, extending to that of their families, homes and neighbourhoods as well. To this end, our engagement programmes also encompass financial and practical support in carefully selected communities, through fundraising and voluntary activities.

Our community initiatives are selected according to how closely they are aligned with our own community engagement goals of "we listen you talk", the anticipated staff participation rate, and the tangible impact on the beneficiary. Separately, we also engage in other community initiatives on an ad hoc basis. All our business units and some of our channel partners are involved in our community engagement programmes.

The culture and spirit of giving back to our society are ingrained into our company's vision, and reflects our commitment to supporting our community.

5.5.2 Our Community Initiatives Highlight

Event / Activity	Type of Engagement	Beneficiary
Event	Donation	Lee Ah Mooi Old Age Home

Libra Group Limited Sustainability Report

6 PERFORMANCE TABLE

6.1 Energy Usage and CO₂ Emissions

Direct and indirect CO₂ emissions as measured in GHG emissions are measured in tonnes (t-CO₂) and kilowatt Hours (kWh), mainly from fuel consumed. The fuel we purchase is from non-renewable sources.

As our business and functions grow over time, our GHG emissions vary. To ensure consistency and comparability of the GHG emission measures over time, we have created a GHG emission index for our performance monitoring. The indexes adjust the GHG emissions for the size of our activities. We normalize the amount of GHG emissions by the amount of our revenues which we use as a proxy of the size of our activities. The GHG emission index is measured in t-CO₂ per SGD million.

	Performance			Target	
	FY2015	FY2016	FY2017	FY2017	FY2018
GHG Emission Index (t-CO ₂ / million SGD)	-	-	3.10	- -%	3.08 [0.8%]

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the GHG Emission Index stands at 3.10. In subsequent years, we will track our performance in reference to this base year.

Libra Group Limited Sustainability Report

6.2 Employment Profile

	Performance			Target	
	FY2015	FY2016	FY2017	FY2017	FY2018
Total Employees	-	-	457	--	--
Men : Women ratio in non-manual positions	-:- (Total = -)	-:- (Total = -)	386:42 (Total = 428)	--	--
Men : Women ratio in manual positions	-:- (Total = -)	-:- (Total = -)	23:6 (Total = 29)	--	--
Average	-%	-%	3.2%	--	--

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the average monthly staff turnover rate stands at 3.2%. In subsequent years, we will track our performance in reference to this base year.

Libra Group Limited Sustainability Report

6.3 Employees Engagement and Training

	Performance			Target	
	FY2015	FY2016	FY2017	FY2017	FY2018
Average Training Hours per Employee	-	-	4	- -%	5.2 [+30%]

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the average training hours per employee stands at 4. In subsequent years, we will track our performance in reference to this base year.

Libra Group Limited Sustainability Report

6.4 Customer Feedback / Satisfaction

		Performance			Target	
		FY2015	FY2016	FY2017	FY2017	FY2018
Customer Compliments		-	-	0	--	--
Customer Complaints		-	-	0	--	--
Compliments	vs.	-:-	-:-	0:0	--	--
Complaints ratio						

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, there were no recorded compliments and complaints. In subsequent years, we will track our performance in reference to this base year.

Libra Group Limited Sustainability Report

6.5 Supplier Screening Using Environmental Criteria

	Performance			Target	
	FY2015	FY2016	FY2017	FY2017	FY2018
Key Suppliers Screened for Sustainability Criteria (%)	-	-	100%	--	100%

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, the key suppliers screened for sustainability criteria stands at 100%. In subsequent years, we will track our performance in reference to this base year.

Libra Group Limited Sustainability Report

6.6 Community Contribution

	Performance			Target	
	FY2015	FY2016	FY2017	FY2017	FY2018
Donation (SGD)	-	-	6,287	--	--
Number of Beneficiaries	-	-	1	--	--

FY2017 Performance

This year is our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our 2030 goals.

As of FY2017, we donated \$6,287. In subsequent years, we will track our performance in reference to this base year.

Libra Group Limited Sustainability Report

7 GRI CONTENT INDEX

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards Core option. We did not seek external assurance for this report.

N.B.: AR = Annual Report, SR = Sustainability Report (i.e. this report)

GRI Reference		Disclosure	Response
General Standard Disclosure			
Organization Profile	102-1	Name of the organization	SR Section 3
	102-2	Activities, brands, products, and services	AR Page 2
	102-3	Location of headquarters	AR Page Corporate information page
	102-4	Location of operations	AR Page Corporate information page
	102-5	Ownership and legal form	AR Page 117
	102-6	Markets served	AR Page 9 to 10
	102-7	Scale of the organization	AR Page 22 to 25
	102-8	Information on employees and other workers	SR Section 5.2.3
	102-9	Supply chain	AR Page 22 to 25, SR Section 5.4, 5.4.1, 5.4.2, 5.4.3
	102-10	Significant changes to the organization and its supply chain	Not significant changes / Disclose significant changes
	102-11	Precautionary Principle or approach	SR Section 3.2, 3.3, 4, 4.1, 5, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1
	102-12	External initiatives	SR Section 4.4
	102-13	Membership of associations	SR Section 4.4
Strategy	102-14	Statement from senior decision-maker	SR Section 1
Ethics and Integrity	102-16	Values, principles, standards, and norms of behaviour	AR Page 30 (Code of Governance), SR Section 3.1, 3.3
Governance	102-18	Governance structure	AR Page 30 (Code of Governance), SR Section 5.4, 5.4.1, 5.4.2, 5.4.3
Stakeholder Engagement	102-40	List of stakeholder groups	SR Section 5, 5.1, 5.2, 5.3, 5.4, 5.5
	102-41	Collective bargaining agreements	Percentage of total employees covered by collective bargaining agreements. [Refer to CSR Indicators Data]
	102-42	Identifying and selecting stakeholders	SR Section 5
	102-43	Approach to stakeholder engagement	SR Section 5
	102-44	Key topics and concerns raised	SR Section 4.2, 5
Reporting Practice	102-45	Entities included in the consolidated financial statements	AR Page 64 to 66
	102-46	Defining report content and topic boundaries	SR Section 2.1, 2.2, 2.3
	102-47	List of material topics	SR Section 4.2
	102-48	Restatements of information	No, This is our first year reporting

Libra Group Limited Sustainability Report

GRI Reference		Disclosure	Response
	102-49	Changes in reporting	<i>No, this is our first year reporting</i>
	102-50	Reporting period	<i>SR Section 2.1</i>
	102-51	Date of most recent report	<i>SR Section 2.1</i>
	102-52	Reporting cycle	<i>SR Section 2.1</i>
	102-53	Contact point for questions regarding the report	<i>SR Section 2.4</i>
	102-54	Claims of reporting in accordance with the GRI Standards	<i>SR Section 2.2</i>
	102-55	GRI content index	<i>SR Section 7</i>
	102-56	External assurance	<i>SR Section 2.2</i>
Economic			
Economic Performance	201-1	Direct economic value generated and distributed	<i>AR Page 20 to 21</i>
	201-2	Financial implications and other risks and opportunities due to climate change	<i>SR Section 5.1.3</i>
	201-3	Defined benefit plan obligations and other retirement plans	<i>SR Section 5.2.4.2</i>
	201-4	Financial assistance received from government	<i>Yes</i>
Anti-corruption	205-1	Operations assessed for risks related to corruption	<i>SR Section 4.2</i>
	205-2	Communication and training about anti-corruption policies and procedures	<i>SR Section 3.3</i>
	205-3	Confirmed incidents of corruption and actions taken	<i>No recorded incident</i>
Anti-competitive Behaviour	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<i>No legal action</i>
Environment			
Energy	302-1	Energy consumption within the organization	<i>SR Section 5.1.2</i>
	302-4	Reduction of energy consumption	<i>SR Section 5.1.2, 6.1</i>
	302-5	Reductions in energy requirements of products and services	<i>Energy consumption table</i>
Emissions	305-1	Direct (Scope 1) GHG emissions	<i>SR Section 5.1.2, 6.1</i>
	305-2	Energy indirect (Scope 2) GHG emissions	<i>SR Section 5.1.2, 6.1</i>
	305-3	Other indirect (Scope 3) GHG emissions	<i>SR Section 5.1.2, 6.1</i>
	305-5	Reduction of GHG emissions	<i>SR Section 5.1.2, 6.1</i>
Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	<i>Yes there are non-compliance and we have a process to oversee and address the incidents</i>
Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	<i>SR Section 5.4.3, 6.5</i>
Social			
Employment	401-1	New employee hires and employee turnover	<i>SR Section 5.2.3</i>

Libra Group Limited Sustainability Report

GRI Reference		Disclosure	Response
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR Section 5.2.4
	401-3	Parental leave	SR Section 5.2.1 5.2.2.1, 5.2.4
Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	SR Section 5.2.2
Occupational Health and Safety	403-1	Workers representation in formal joint management-worker health and safety committees	SR Section 5.2.5
Training and Education	404-1	Average hours of training per year per employee	SR Section 5.2.2.4, 6.3
	404-2	Programs for upgrading employee skills and transition assistance programs	SR Section 5.2.2.4, 6.3
	404-3	Percentage of employees receiving regular performance and career development reviews	SR Section 5.2.2.1 5.2.2.4, 6.3
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	SR Section 5.2.3
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	No incident
Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples	Not incident has been reported
	412-2	Employee training on human rights policies or procedures	SR Section 5.2.2.1, 0
Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	SR Section 5.4.1, 5.4.2, 5.4.3, 6.5
Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	SR Section 5.3.1, 5.3.3
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Yes, there are incidents and we have a process to oversee and address the incidents
	417-2	Incidents of non-compliance concerning product and service information and labelling	No accident
	417-3	Incidents of non-compliance concerning marketing communications	No accident
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No compliant
Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	No non-compliance