



聯明集團有限公司  
LIAN BENG GROUP LTD



SUSTAINABILITY REPORT  
2020



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# **SUSTAINABILITY PHILOSOPHY**

To achieve long-term business sustainability and viability as  
a responsible, global corporate citizen



# BOARD STATEMENT

We are pleased to present Lian Beng Group Ltd (“Lian Beng” or “the “Company”, together with its subsidiaries, the “Group”) annual Sustainability Report for our financial year ended 31 May 2020 (“FY2020”).

The Board of Directors (“Board”) and the key management team are directly involved in identifying the Group’s Economic, Environmental, Social and Governance (“EESG”) factors, planning and strategising the sustainability initiatives to minimise EESG risks.

The Sustainability Reporting Task Force, comprising senior management executives from key functions and business units, plan, implement and review the sustainability initiatives and assists the Board to:

- i) Establish the framework for data collection, monitoring and reporting;
- ii) Identify the stakeholder concerns and expectation through consultation and cooperation between management, employees and stakeholders;
- iii) Identify potential EESG risks and opportunities arising from the business activities.

The availability of EESG data enables sustainability reporting to gain a greater significance to investors. Apart from being an image-building exercise, it is widely recognised that good EESG practices do contribute to the overall long-term success of the Company, and play an important part in the competition for talent and investment.

In defining our reporting content, we applied the Global Reporting Initiative (“GRI”)’s principles by considering the Group’s activities, impact and substantive expectations and interests of its stakeholders. We observed a total of four principles, namely materiality, stakeholder inclusiveness, sustainability index and completeness. For reporting quality, we observed the principles of balance, comparability, accuracy, timeliness, clarity and reliability.

The EESG data and information provided in this report have not been verified by an independent third-party and were derived from internal data monitoring and verification to ensure its accuracy.



# BOARD STATEMENT

## Reporting Period and Scope

This report is set out on a “comply or explain” basis in accordance with Practice Note 7.6 of the Singapore Exchange Securities Trading Ltd. (“SGX-ST”) Listing Manual on Continuing Listing Obligations.

Corresponding to GRI’s emphasis on materiality, this report highlights the key EESG related initiatives that were carried out throughout a 12-month period, from 1 June 2019 to 31 May 2020.

In this report, we will be covering all business segments and subsidiaries with the exception of our property development segment. For property development segment, please refer to SLB Development Ltd (“SLB”)’s Sustainability Report FY2020.

## Reporting Framework

This Sustainability Report has been prepared with reference to the Core Option of the GRI Standards. GRI Standards is an internationally recognised sustainability reporting framework and covers a comprehensive range of sustainability disclosures to measure, understand and communicate their critical sustainability issues on environmental, economic and social impacts to stakeholders.

## Feedback and Access

We welcome feedback from all our stakeholders with regards to our sustainability efforts as this will enable us to improve our policies, practices and performance. You may email us your comments and suggestions at [lbg@lianbeng.sg](mailto:lbg@lianbeng.sg).

As part of our efforts to promote environmental conservation, no hard copies of this Sustainability Report FY2020 have been printed. The Sustainability Report FY2020 is available for download at SGX website or our company website at [www.lianbeng.com.sg](http://www.lianbeng.com.sg).



# CORPORATE PROFILE

Established in 1973, Lian Beng Group Ltd is one of Singapore's major home-grown construction groups and provides one-stop business solutions with integrated civil engineering and construction support service capabilities. The Group was listed on the mainboard of the SGX-ST in 1999.

The Group is principally involved in 3 business segments:

## **a) Construction**

The Group is principally involved in the construction of residential, industrial and commercial projects, and civil engineering projects as a main contractor. As a Building and Construction Authority ("BCA") Grade A1 contractor in General Building, Lian Beng is able to tender for public sector building projects of unlimited contract value, while its A2 grading in Civil Engineering allows it to tender for engineering projects of up to \$85 million in contract value.

The construction business includes other construction-related activities, such as manufacturing of ready-mix concrete, engineering and leasing of construction machinery, and processing of fabricated reinforcement bars, which supports the construction projects of the Group and other third parties.

## **b) Investment Holdings and Dormitory Business**

### **i) Investment Holdings**

The Group owns a diverse property portfolio comprising commercial, industrial and residential properties in Singapore, as well as a portfolio of investment securities.

### **ii) Dormitory Business**

The Group currently owns 55% of a dormitory, Westlite Mandai.

## **c) Property Development**

The property development of Lian Beng Group is undertaken by its subsidiary company, SLB, which was listed on Catalist Board of SGX-ST in 2018. SLB is a diversified property developer with extensive experience and track record across the residential, mixed-use as well as industrial and commercial sectors and property development projects ranging from small to large scale.

In FY2020, after receiving approval from its shareholders for business diversification into fund management business, SLB has established partnerships with experienced industry veterans, which aims to actively pursue investment opportunities in real estate funds and various segments of the real estate value chain.

# CORPORATE PROFILE

## Awards and Achievements



The Group has won a number of awards and accolades for our excellence in general construction practices. In FY2020, we have also been presented with a ROSPA GOLD Award 2019 for Occupational Health and Safety (an award that we have been receiving for many years) as well as the bizSAFE Star and bizSAFE Partner certifications awarded by the Workplace Safety and Health (“WSH”) Council in Singapore. Other notable awards include:

- BCA Green Mark Award for Buildings (Gold Plus), 2019
- BCA Green Mark Award for Buildings (Platinum), 2018
- BCA Construction Excellence Award (Merit), 2018
- BCA Quality Excellence Award Quality Champion (Platinum), 2017
- BCA Building Information Modelling (BIM) Award Organisation (Gold), 2017
- International Construction Award by the Global Trade Leaders’ Club, headquartered in Madrid, Spain
- Green and Gracious Builders (Excellent).

The construction segment has also received ISO 9001, ISO 14001 and ISO 45001 certifications for our environmental and quality practices.

## Membership of Associations

Lian Beng is a member in the following associations:

- The Singapore Contractors Association
- Singapore Business Federation
- Singapore Institute of Directors
- Singapore National Employers Federation

# SUSTAINABILITY APPROACH



## Stakeholder Engagement

An important starting point in our sustainability journey is to identify our stakeholders and the material factors relevant to our business. Stakeholders are groups of people who have a material impact on our business or may be materially impacted by our business. These key stakeholders include internal stakeholders such as employees and external stakeholders such as subcontractors, suppliers, customers and regulators. We engage our stakeholders through various channels to understand their concerns and expectations and incorporate these into our corporate strategies to achieve mutually beneficial relationship.

The table below sets out our engagement with our stakeholders:

STAKEHOLDERS	ENGAGEMENT PLATFORMS	ISSUES OF CONCERN	READ MORE IN THE FOLLOWING SECTIONS
Community	<ul style="list-style-type: none"> <li>Community Services Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Environmental Impact</li> <li>Social Development</li> </ul>	<ul style="list-style-type: none"> <li>Environmental Topics</li> <li>Giving back to our community</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Structured and open annual performance appraisal system to link performance with remuneration</li> <li>Training and Education</li> </ul>	<ul style="list-style-type: none"> <li>Competitive remuneration and benefits</li> <li>Training and development opportunities</li> <li>Ethics and Conduct</li> </ul>	<ul style="list-style-type: none"> <li>Training and Career Development</li> </ul>
Suppliers and Subcontractors	<ul style="list-style-type: none"> <li>Weekly update from contractors</li> <li>Mass toolbox meetings</li> <li>Tenders and evaluations</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety</li> <li>Environmental Compliance</li> </ul>	<ul style="list-style-type: none"> <li>Managing our Suppliers</li> <li>Vision Towards an Accident-Free Work Culture</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Regular dialogues</li> </ul>	<ul style="list-style-type: none"> <li>Data Privacy</li> <li>Quality of tenants' living conditions</li> </ul>	<ul style="list-style-type: none"> <li>Protecting Customer Privacy and Data</li> <li>Customer Health and Safety</li> </ul>
Governments and Regulators	<ul style="list-style-type: none"> <li>SGX announcements</li> <li>Annual Reports</li> <li>Sustainability Reports</li> <li>Ongoing dialogues</li> </ul>	<ul style="list-style-type: none"> <li>Environmental compliance with National Environmental Agency ("NEA")</li> <li>Regulatory and Industrial requirements under BCA and Ministry of Manpower ("MOM")</li> </ul>	<ul style="list-style-type: none"> <li>Fines or Penalties</li> <li>Injuries and Incidents</li> </ul>
Shareholders and investors	<ul style="list-style-type: none"> <li>Annual Reports</li> <li>Investor Relations Management</li> <li>Annual General Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Economic Performance</li> <li>Anti-corruption</li> </ul>	<ul style="list-style-type: none"> <li>Innovative and Excellence</li> <li>Anti-corruption</li> </ul>



# SUSTAINABILITY APPROACH

## Materiality Assessment

Our sustainability process begins with the identification of relevant EESG factors. Such factors are then prioritised and validated through our stakeholder engagement questionnaires conducted every three years. The result of this process will determine the list of material EESG factors which are disclosed in this Sustainability Report.

During the years when questionnaires are not conducted, we review the material factors to ascertain if they are still relevant. In FY2020, the Group has conducted a materiality assessment questionnaire by gathering inputs from our stakeholders.

We engaged our employees, subcontractors, suppliers and customers, seeking their feedback for prioritisation of each EESG factors through the questionnaires distributed. In order to determine a material factor, we assessed its potential impact on the economy, environment and society and its influence on the stakeholders.

Along with GRI framework and stakeholders' input, we have identified the following material factors. Arising from the stakeholders' feedback, we have added one new economic factor, Economic Performance, in this year's report.

<b>ECONOMIC</b> <ul style="list-style-type: none"><li>• Economic Performance</li><li>• Innovation and Excellence</li><li>• Anti-Corruption</li></ul>	<b>ENVIRONMENTAL</b> <ul style="list-style-type: none"><li>• Input Materials</li><li>• Energy and Emissions Management</li><li>• Water Management</li><li>• Effluents and Waste Management</li><li>• Environmental Compliance</li></ul>
<b>SOCIAL</b> <ul style="list-style-type: none"><li>• Our Employees by Gender and Age Group</li><li>• Employee Benefits</li><li>• Training and Career Development</li><li>• Giving Back to Our Community</li><li>• Vision towards an Accident-free Work Culture</li><li>• Injury and Incidents</li><li>• Fines or Penalties</li><li>• Managing our Suppliers</li><li>• Customer Health and Safety</li><li>• Protecting Customer Privacy and Data</li></ul>	<b>GOVERNANCE</b> <ul style="list-style-type: none"><li>• Diversity of Governance Bodies</li></ul>

# GOVERNANCE TOPICS

Lian Beng's Board and Management are committed to maintain a high standard of corporate governance to ensure greater transparency and to protect the interests of the shareholders. The Company has put in place various policies and practices that will safeguard the interest of shareholders and enhance shareholders' value as part of its effort to maintain high standards of corporate governance.

We believe that our constant drive for corporate excellence will allow us to establish a more transparent and accountable system, thereby increasing the value of the Group and its value to our shareholders.

Please refer to page 27 of FY2020 Annual Report for details of the Group's Corporate Governance Report. We will continue to comply with the Code of Corporate Governance and meet the requirements that are expected of us by our stakeholders substantially.

## Diversity of Governance Bodies

The Board believes in diversity and values the benefits diversity can bring to the Board in its deliberations. With the female-to-male ratio of 2:5 on the Board, we believe our Board's gender diversity will further enhance the Board's decision-making capability and ensure that the Group has the opportunity to benefit from all available talent and perspectives.

We have achieved the target we set last year. Moving forward, the Board intends to maintain its current diversity of female-to-male ratio.



# ECONOMICS TOPICS

## Economic Performance

The Group's financial performance are discussed in detail in the FY2020 Annual Report, please refer to the following sections in our FY2020 Annual Report:

- Chairman's statement, page 2 to 7
- Financial Highlights, page 16 to 17
- Operations Review, page 19 to 24
- Financial Statements, page 74 to 187

The COVID-19 pandemic has generated unprecedented operational challenges to the Group. Lian Beng has established a Business Continuity Task Force, to plan and to take immediate actions to address the evolving challenges. The Task Force follow up closely with the rules and regulations implemented by the Singapore government, plan reactive measure to minimise the business disruption and support the recovery efforts.

## Innovation and Excellence

The Group has made investments in technologies such as telescopic handler, automatic wheel washer and biometric systems to increase our productivity on-site and save manpower on menial tasks. We also incorporated the use of Prefabricated Prefinished Volumetric Construction ("PPVC") and Prefabricated Bathroom Units ("PBU"), as part of the Design for Manufacturing & Assembly ("DfMA"). DfMA is a relatively new approach in the construction industry whereby more work is brought off-site, manpower and time needed to construct buildings are reduced while ensuring work sites are safe, conducive and have minimal impact on the surrounding living environment of the project sites.

With the bulk of the installation activities and manpower moved off-site to factory-controlled environment, the use of PPVC and PBU reduce dust and noise pollution at the project sites while achieving productivity improvement and worksite safety. We have also automated the rebar fabrication processes to increase efficiency and accuracy for use in construction projects. This has helped to reduce the level of wastage in the rebar fabrication process.

We have achieved the target we set last year and the Group will continue to invest in innovation and productivity improvements in relation to our operational processes. We will constantly be on a lookout for new innovative technologies and methods to increase productivity.

# ECONOMICS TOPICS

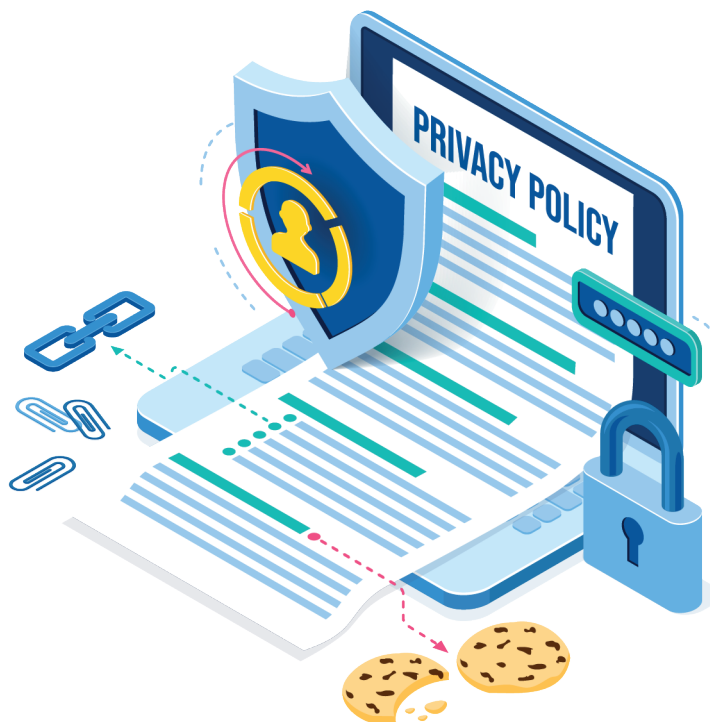
## Anti-Corruption

Lian Beng has a zero-tolerance policy against any form of corruption. The Group has an established Code of Conduct that sets out the principles of business ethics and conduct and covers significant areas including appropriate business conduct and ethics, safeguarding of confidential information and prohibition on insider trading, anti-bribery, corruption and fraud measures, conflicts of interest and non-competition.

Whistleblowing policy has been put in place, where it provides an avenue for employees and external parties to raise concerns in confidence about possible improper financial reporting or other matters to the Chairman of the Audit Committee via email at [whistleblowing@lianbenggroup.com.sg](mailto:whistleblowing@lianbenggroup.com.sg).

Independent investigations and follow-up actions will be taken to correct the weaknesses in internal controls and policies that may allow the perpetration of fraud or misconduct or both and to prevent a similar incident from repeating itself. Administrative, disciplinary, civil or criminal actions or any combinations of these will be taken following the completion of independent investigations.

Similar to FY2019, there were no incidents of corruption in FY2020 and we have achieved the target we set last year. We will continue to aim for a corruption-free organisation in FY2021.



## ENVIRONMENTAL TOPICS

We believe in protecting the environment for the sake of our future generations. Lian Beng is a committed and environmentally responsible partner in the communities we operate in to ensure a safe, efficient and environmentally conscious operating environment. The Group believes in building a practical 'green' future by minimising the adverse impact on the environment associated with our construction activities.

Lian Beng's risk and sustainability-based strategies are geared to assess, avoid, reduce and mitigate environmental risks and negative impacts. Our Environmental Policy and Guideline ("EPG") provides the overall framework to ensure that natural resources are efficiently used throughout the conservation of energy and water, and minimise the waste by reducing, reusing and recycling where possible. The EPG applies to all the Group's business segments.

We are also a proponent of the Green and Gracious Builder Scheme ("GGBS") initiated by BCA. The GGBS Scheme was introduced to raise the environmental consciousness of builders, promote environmental protection and gracious practices during the construction period. The adoption of the GGBS by the Group has raised the level of environmental consciousness among the project team and also helps to align all entities within the Group towards the discharge of our environmental responsibilities.

In the construction industry, energy, water, material consumption and waste disposal are dependent on the volume and different stages of the construction activities. In FY2020, there were nine on-going construction projects as compared to eight in FY2019. Due to the increase in the number of construction projects and the progress of the construction, the energy, water and material consumption and waste disposal in FY2020 were higher than in FY2019.

However, the overall energy, water, material consumption and waste disposal in FY2020 was offset by the Circuit Breaker measure implemented by the Singapore government in April 2020 to contain the outbreak of COVID-19 which resulted in work suspension at most of our project sites.



# ENVIRONMENTAL TOPICS

## Construction

Lian Beng works closely with its staff, workers and subcontractors to ensure comprehensive management of environmental impact at all its construction sites.

<b>COMPLIANCE ASSESSMENTS:</b>	<b>HEALTH AND SAFETY AWARENESS:</b>	<b>WASTE/VECTOR MANAGEMENT:</b>
<ul style="list-style-type: none"><li>• Corporate and project-based internal safety audits</li><li>• Compliance audits</li><li>• Gaps assessment</li><li>• Compliance to WSH regulations</li></ul>	<ul style="list-style-type: none"><li>• Training of staff and subcontractors</li><li>• Emergency escalation framework</li></ul>	<ul style="list-style-type: none"><li>• Compliance to NEA regulations</li><li>• Source reduction</li></ul>
<b>HAZARDOUS MATERIALS MANAGEMENT:</b>	<b>AIR QUALITY/NOISE MANAGEMENT:</b>	
<ul style="list-style-type: none"><li>• Hazardous materials usage and storage reporting</li><li>• Hazardous materials business plan</li><li>• Hazardous materials inventory</li><li>• Asbestos, lead and mould management</li><li>• Subsurface investigations</li><li>• Site characterisation and remediation</li><li>• Underground storage tank management</li></ul>	<ul style="list-style-type: none"><li>• Engagement of Acoustic Consultant to study on residual noise prior to project commencement</li><li>• Air quality / Noise permits</li><li>• Record keeping in source reduction</li><li>• Programme development</li><li>• Training / WSH regulations</li></ul>	

## Input Materials

### READY-MIX CONCRETE

Complementing our efforts to encourage the use of environmentally friendly materials, we have introduced use of green materials in our ready-mix concrete. In FY2020, green materials make up an average of 7% and 9% of the ready-mix concrete produced at our Punggol Plant and Tuas Plant respectively [FY2019: 7% (Punggol Plant), 11% (Tuas Plant)].

We have not achieved the target we set last year, mainly due to higher percentage of public projects in FY2020 of which materials were supplied by the customers. We will strive to continue increasing the percentage to 10% for both Punggol Plant and Tuas Plant in FY2021 to develop a concrete mix with lower carbon footprint.

# ENVIRONMENTAL TOPICS

## Energy and Emissions Management

We are committed to working closely with our stakeholders to manage our carbon footprint. Improving energy efficiency by managing carbon emissions is one of the crucial elements in addressing climate change. Therefore, we will continue to minimise energy consumption by constructing well-designed projects that will aid in reducing gas emissions. Energy and emissions intensity ratios are calculated for the Group to better assess emissions efficiency. In FY2020, we have achieved our target and most of the consumption has decreased as compared to FY2019. For all relevant business units, we aim to maintain the current energy consumption for the next financial year.

### **CONSTRUCTION PROJECTS**

Lian Beng is certified as a Green and Gracious Builder (Excellent). Environmentally friendly initiatives are incorporated into building designs and implemented during the construction period. All projects undertaken by Lian Beng have been Green Mark Certified. Martin Modern was certified "Gold Plus" and Defu Industrial City was certified "Platinum" for efforts in environmental protection.

There were nine ongoing projects in FY2020, where energy consumption totalled 8,089,200 kWh and CO<sub>2</sub> emissions were 5,719,400 kg. With construction projects having a combined GFA of 768,617 m<sup>2</sup>, the total energy and emission intensity ratios were 10.52 kWh/m<sup>2</sup> and 7.44 kg/m<sup>2</sup> respectively. There was an increase of 1,312,500 kWh in FY2020 total energy consumption as compared to FY2019 of 6,776,700 kWh. The significant increase in energy consumption was attributed to having some of the projects entering the next construction phase, which required more energy as compared to the initial phase, as well as new projects commenced in FY2020.

The Group also has a rebar division that processes fabricated reinforcement bars and supports construction projects of the Group as well as third parties. The rebar division has consumed a total energy of 151,300 kWh and CO<sub>2</sub> emissions of 107,000 kg. With the energy consumption, the production is 0.17 Mt/kWh.

We strive to reduce total energy use on-site by introducing energy-saving equipment, including solar panels, to power equipment such as noise meters, and earth control measures. Energy-saving air conditioning units and motion sensors were also installed in less frequently used areas to further conserve energy. In FY2020, we have successfully conserved a total of 162,300 kWh of energy, which is equivalent to 114,800 kg in CO<sub>2</sub> emissions as compared to 149,300 kWh of energy and 105,600 kg in CO<sub>2</sub> emissions in FY2019.

# ENVIRONMENTAL TOPICS

## READY-MIX CONCRETE

For the manufacturing of ready-mix plants, we are committed to reduce energy consumption through process improvement by using resources and equipment to optimise energy usage. Our energy consumption for ready-mix concrete was 2,400,100 kWh and an average of energy consumption per cubic meter of concrete of 4 kWh/m<sup>3</sup> in FY2020.

There was a 10% decrease in energy consumption as compared to FY2019 where our energy consumption was 2,672,300 kWh and an average of energy consumption per cubic meter of concrete of 4 kWh/m<sup>3</sup>. The significant decrease in energy consumption was mainly due to the Circuit Breaker measure implemented by the Singapore government in April 2020 to contain the outbreak of COVID-19 which resulted in no production activities in the last two months of FY2020.

## INVESTMENT HOLDINGS

The total energy consumption for the investment holdings amounted to 13,268,500 kWh and the corresponding CO<sub>2</sub> emissions were 9,381,400 kg in FY2020. There was 5% decrease as compared to the energy consumption and CO<sub>2</sub> emissions in FY2019 at 13,915,800 kWh and 9,840,600 kg in CO<sub>2</sub> emissions.

The decrease in energy consumption was mainly due to lower energy consumption in the months of April and May during the closure of premises in accordance with the Circuit Breaker measures implemented by the Singapore government in April 2020 and replacement of lightings to LED lightings in the common areas for Sembawang Shopping Centre as well as Broadway Plaza during the financial year.

## DORMITORY BUSINESS

For our dormitory Westlite Mandai, we have implemented several energy-saving initiatives to reduce energy consumption hence we have achieved some energy savings. In FY2020, total energy consumption for the dormitory was 3,563,400 kWh and the corresponding CO<sub>2</sub> emissions was 2,519,500 kg, which was relatively constant as compared to the consumption in FY2019 at 3,512,300 kWh and CO<sub>2</sub> emissions of 2,483,700 kg respectively.

Common areas of workers' accommodation are designed to maximise the use of natural light

Lifts operate on a variable voltage and variable frequency ("VVVF") motor drive with sleep mode features to help reduce electricity usage

Worker dormitories are separated by walls, with an opening at the top that allows for air ventilation



# ENVIRONMENTAL TOPICS

## Water Management

Water is a scarce resource in Singapore and it is an important resource that we have to conserve. Our water conservation measures include collecting rainwater to reduce the demand for fresh water, as well as reusing and recycling water across our businesses.

In FY2020, we have not achieved the target we set last year and noted an increase in our consumption mainly due to the increase in number of construction projects and some projects entering the next construction phase which have increased the water usage. The Group remains committed in continuing our water conservation efforts and make improvements to our water-reclaiming processes. For all relevant business units, we will strive to maintain the current water consumption for the next financial year.

### **CONSTRUCTION PROJECTS**

Earth Control Measures (“ECM”) are implemented across all of our construction sites. In FY2020, approximately 15% (89,041 m<sup>3</sup>) [FY2019: 15% (43,311 m<sup>3</sup>)] of ECM-collected treated water are reused as a secondary source by construction projects for general purposes such as vehicle washing, watering of access pathways as well as washing of workers’ toilets. This practice has allowed us to maximise the use of rainwater collected. In addition, the use of pre-cast concrete has significantly reduced the need of using the on-site water.

Targets for water usage are set and water meters are also installed to track water usage at all project sites. In FY2020, the nine construction projects have utilised a total of 216,300 m<sup>3</sup> of water against the GFA of 768,617m<sup>2</sup>. There was a significant increase of 160,200 m<sup>3</sup> in FY2020 water consumption as compared to FY2019 at 56,100 m<sup>3</sup> against the GFA of 623,340 m<sup>2</sup>. The significant increase in water consumption corresponded to some projects entering the next construction phase, which required more water as compared to the initial phase, as well as new projects commenced in FY2020.

### **READY-MIX CONCRETE**

In FY2020, 136,700 m<sup>3</sup> of water was consumed in the manufacturing of ready-mix concrete. There was an increase in water consumption as compared to FY2019 at 121,800 m<sup>3</sup>. The increase of water consumption was mainly due to the billing cycle of service provider which was billed based on estimated usage of previous months even though there were no production activities in the last two month of FY2020. Excluding the two months, the water usage was similar to FY2019.

# ENVIRONMENTAL TOPICS

## **INVESTMENT HOLDINGS**

In FY2020, water consumption for the investment holdings amounted to a total of 112,100 m<sup>3</sup>. There was a significant increase as compared to the water consumption in FY2019 at 84,400 m<sup>3</sup>. The increase was mainly attributed to increase in shopper traffic and enhanced cleaning and maintenance routines in Sembawang Shopping Centre in FY2020.

## **DORMITORY BUSINESS**

There are several ongoing initiatives in place for water conservation, such as education on water-saving habits at the dormitories. Our dormitory Westlite Mandai has incurred a total water consumption of 390,400 m<sup>3</sup> in FY2020. The water consumption remained relatively constant as compared to FY2019 at 381,100 m<sup>3</sup>.

## **Effluents and Waste Management**

### **CONSTRUCTION PROJECTS**

Silt and sediment control is a key element in our water resources management strategy. As a measure to preserve the quality of water, ECM is implemented across all of our construction sites. The ECM that is currently implemented at all of our construction project sites is designed by Qualified Earth Control Professional ("QECP") as part of the requirements to prevent earth and silt from being discharged into public drains that could lead to water catchment areas.

The ECM takes into consideration factors such as erosion control, sediment control and treatment. The QECP will monitor the capacity of the treatment equipment, storage tanks and implementation measures during the construction period. We have achieved the target we set last year and we will continue to ensure that the ECM is properly implemented at all construction project sites in FY2021.



# ENVIRONMENTAL TOPICS

## Water Discharge Treatment

### *CONSTRUCTION PROJECTS*

One of the ECM's functions is to filter collected rainwater within the project site. The collected water containing mud and silt will be treated by the equipment through chemical filtering or membrane system filtering before being discharged into the common public drainage outside the development.

We have installed Total Suspended Solids ("TSS") web-based monitoring system at the water discharge points to ensure the TSS reading of treated water will not exceed 50 mg/l. The discharged water will be monitored by the TSS web-based monitoring system and the user will be alerted if the reading exceeds the requirement. Following this, corrective measures will have to be taken to address the issue. The treated water will then flow through the public drainage system into our catchment areas.

We have achieved our target of TSS reading of treated water not exceeding 50 mg/l. We will continue to monitor and ensure that the TSS reading of treated water does not exceed 50 mg/l.

### *READY-MIX CONCRETE*

For manufacturing of ready-mix concrete, we have achieved the target of maintaining effluent discharge at 0 m<sup>3</sup>. The Group commits to continue to control and maintain the effluent discharge at 0 m<sup>3</sup>.



# ENVIRONMENTAL TOPICS

## Waste Disposal

### **CONSTRUCTION PROJECTS**

Construction wastes from each project are collected by NEA-licensed waste collectors. Construction wastes collected by these operators are categorised and segregated accordingly at their respective yards before being transported to government landfills or incinerators. Materials such as wood and rubber are sent to recycling yards. In FY2020, we have observed a significant increase in construction waste collected for disposal totalled 11,800 tonnes (FY2019: 2,700 tonnes). This was mainly due to some projects were at its peak of construction phase and some projects were entering into completion phase where project sites were cleaned up, and hence more construction waste were collected.

However, there was a decrease in the total amount of concrete waste collected of 1,200 tonnes (FY2019: 3,600 tonnes). This was due to some projects were in completion phase, there was less structural concrete work performed, contributing to less concrete waste.

We currently recycle rebar waste by sending it to authorised scrap dealers who will in turn segregate and dispose of through the authorised agency. We only engaged certified and authorised contractors who will utilise proper channels of waste disposal. All rebar waste would be required to go through the sorting process to segregate items between those that can be recovered and those that can be recycled.

In FY2020, we used a total of 81,100 tonnes of rebar, out of which 470 tonnes of waste were recycled. This is a marginal decrease as compared to FY2019 where 570 tonnes of waste out of 63,400 tonnes were recycled due to less wastage generated from accuracy of estimation and less technical changes arising from the projects.

We have achieved the target we set last year and will continue to increase our waste recycling efforts in the next financial year.

### **READY-MIX CONCRETE**

For the manufacturing of ready-mix concrete segment, production waste collected for disposal totalled 47,000 tonnes in FY2020. There was a decrease as compared to FY2019 at 51,800 tonnes. We have achieved our target in maintaining the production waste disposal at 0.08 tonnes/m<sup>3</sup> of concrete. We aim to maintain the production waste disposal at the current 0.08 tonnes/m<sup>3</sup> by continuously reviewing and re-evaluating our current processes and procedures and further enhance our sustainability effort.

# ENVIRONMENTAL TOPICS

## Environmental Compliance

As we grow our business, we are committed to reduce the environmental impacts of our business activities. Similar to FY2019, we have complied accordingly to the laws and regulations in FY2020 and achieved our target. Moving forward, we aim to ensure continual compliance with the relevant laws and regulations.

### **NOISE MANAGEMENT**

#### **CONSTRUCTION PROJECTS**

During the planning and design stage of the construction projects, Lian Beng will engage acoustic consultants to evaluate whether the expected noise to be generated during the construction site will exceed the noise limits stipulated by NEA. The acoustic consultants will conduct a Noise Impact Assessment ("NIA"), to calculate and forecast the noise that will be generated at the construction sites.

Based on the results of the NIA, the acoustic consultants will recommend a Noise Management Plan ("NMP") that will cover the entire period of the construction project. Our Project Manager will oversee and monitor noise control throughout the construction period based on the NMP.

The NMP caters to different phases of the construction project and provides appropriate noise mitigation/control measures for each construction activity. It also recommends noise mitigation measures for the machinery and equipment that will be utilised during the different phases of construction activities. To effectively control the noise level of our construction activities, a continuous noise monitoring on-site is adopted and this can be accessed by both the contractor and NEA online.

To further enhance our noise management effectiveness, Lian Beng appoints designated staff and establishes feedback channels for each project and to manage complaints from surrounding residents via flyers, notices and letters to keep them updated on our construction works. We have also installed project signboards for similar purposes, with contact numbers included for convenient access by residents nearby.

### **VECTOR MANAGEMENT**

#### **CONSTRUCTION PROJECTS**

The construction industry plays an important role to play a part to curb dengue transmission and protect our workers and residents around work sites against dengue disease. Vector control plans are currently implemented at every project site to prevent mosquito breeding to protect the construction site personnel and members of the public from mosquito-borne diseases.

We will continue to make assurance that all of our construction site workers are well-educated and well-aware of the harmful effects of mosquito breeding. Lian Beng will also continue to cultivate good practices, conduct routine checks and engage pest control companies to carry out regular insecticide spraying to prevent any possible breeding of vectors.

# SOCIAL TOPICS

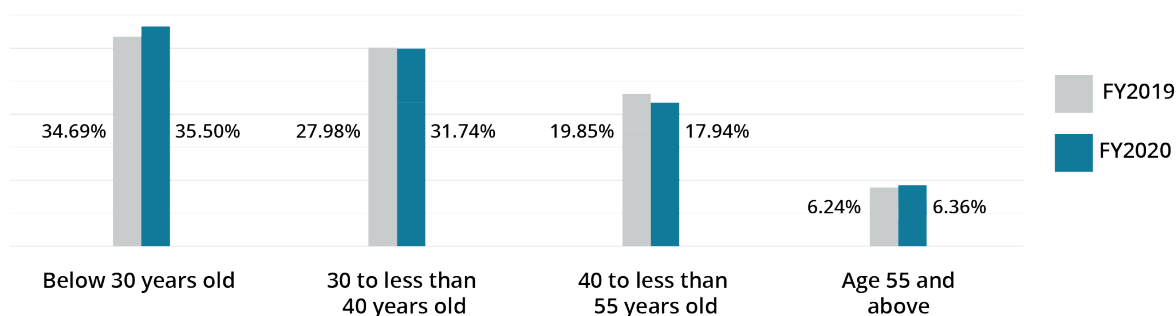
## Our People, Our Asset

At Lian Beng, we believe in caring for our employees and the communities that we operate in so that we can continue to grow sustainably. We work towards creating an inclusive workplace environment, committed to mutual respect, fairness and equality for all our staff and workers.

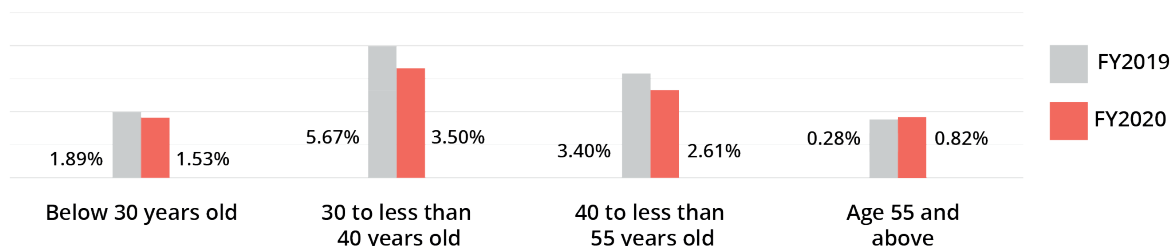
We provide opportunities for continuous learning and skills improvement for staff development. Our total staff count has significantly increased from around 1,100 employees as at 31 May 2019 to around 1,600 employees as at 31 May 2020. The increase in total staff count was due to the manpower requirement needed for the existing projects and new projects secured.

## Our Employees by Gender and Age Group

### STAFF HEADCOUNT - MALES



### STAFF HEADCOUNT - FEMALES



In FY2020, the average monthly recruitment rate was approximately 2.4% and the average monthly resignation rate was about 0.95%. The majority of our employees are hired for construction business and nature of the construction business are predominantly male.

With the increasing number of new hires for the construction industry, the Group's gender diversity gap is wider in FY2020 (i.e., 92% male and 8% female in FY2020 as compared to 89% male and 11% female in FY2019). Although we have not achieved target that we have set last year of minimising the diversity gap, we have no record of gender discrimination within the group. We aim for gender discrimination-free organisation in FY2021.

# SOCIAL TOPICS

## Employee Benefits

We seek to retain and attract talent with the right policies and investments. We offer the employees competitive benefits as a recognition of invaluable contribution and efforts by them. Apart from the statutory benefits outlined in the Employment Act, our employees are entitled to healthcare, insurance coverage, non-statutory leaves, lifestyle program and recreational activities.

We have collaborated with various service providers to offer each employee a unique Lian Beng lifestyle card. With the lifestyle card, employees can enjoy discounts and/or extended benefits for their purchases.

We are also committed to nurturing our employees to improve their general well-being and satisfaction. We celebrated special occasions that bring all of us together, such as New Year, National Day, Mid-Autumn Festival and Christmas Day.

We have achieved the target we set last year and we will continue to aim to benchmark our employee benefits against market practices to ensure that the benefits we offer our employees remain competitive.



# SOCIAL TOPICS

## Training and Career Development

As of 31 May 2020, Lian Beng has a total staff strength of 1,600 employees. Investing in their career growth through continuous training and development is key to our continuous success. Therefore, we aim to develop all our employees to their fullest potential to drive business excellence, by conducting various in-house and external training for our employees, as well as career development opportunities to upgrade their skillsets. We will also keep them abreast of the current technology and knowledge to improve the overall productivity and efficiency.

We retain and attract talents by providing our employees with competitive and fair remuneration to reward them for their good performance. Annual performance appraisals are conducted for our employees and the compensation packages are benchmarked against the market rate.

***11,435 hours***

**Total hours staff training in FY2020**

***7.3 hours***

**Average hours training per employee in FY2020**

We have not achieved the target we set last year to provide an average training hours of 8 hours per employee as trainings were cancelled or put on hold due to the outbreak of COVID-19. We will strive to meet this target in FY2021 when the situation improves.

## Giving Back to Our Community

Lian Beng strongly believes in being a good responsible corporate citizen and has been actively involved in corporate social responsibility projects.

The Group actively gives back to the community, while also encouraging continued community engagement among our employees. Continuing to last year's successful corporate social responsibility efforts, Lian Beng aims to contribute to a charitable cause at least once every quarter.

We have achieved this target and will continue to do so in the next financial year. We have been working with non-profit organisations to give back to the community and will continue in this financial year.

In FY2020, we contributed to the SGX Bull Charge Charity Run 2019, the Maybank Global Corporate Responsibility Day 2019 which raise funds in support of President's Challenge for the Community Chest, as well as to the bursary fund for children at the TOUCH Community Services. In addition, we have made donations to several charity organisations and to the POSB Passion Run for Kids 2019 accompanied with our employees' participation in the run. Our employees also had the opportunity to explore painting with adult learners from the Down Syndrome Association.



## SOCIAL TOPICS

Beyond Singapore, we have set aside annual funds to support other international non-profit organisations. Since 2014, we have been sponsoring and helping to build homes in rural areas of Cambodia. Through the house-building project in Cambodia, we hope to improve the well-being and developing the community and help those in need.

### Vision Towards an Accident-Free Work Culture

The safety and well-being of our staff are of paramount importance and should never be compromised. At Lian Beng, we have implemented comprehensive Workplace Health and Safety Policy to ensure workplace safety as well as measures that encourage personal ownership of each employee's workplace health and safety. The Workplace Health and Safety Committee, led by the Project Director, provides oversight of all workplace health and safety practices within the organisation. Our efforts in WSH have been recognised by BCA and Workplace Safety and Health Council.

The Group makes use of technologies that are readily available to ensure work safety is monitored on a real-time basis. For example, workers are encouraged to report any deviations from best practices at the construction sites for such lapses to be rectified immediately.

#### **AGAINST COVID-19**

In HQ, worksite offices and construction sites, we conduct twice-daily temperature checks and regular monitoring of health status. We also implemented SafeEntry measures at all entry and exit points. We advise our employees to avoid overcrowding of lifts and separate usage of lifts, and implement staggered working hour and lunch time.

For our construction staff and workers, regular swab test are conducted. We comply to BCA guidelines to reduce intermixing and avoid cross-infection of workers. For example, workers working on the same project are cohorted in a dedicated accommodation, and work in segregated teams. At the dormitory and workers quarters, worker's living space are increased and the shared facility are segregated. Additional toilet facilities are installed so that the workers only use the facilities assigned to them. Improvements are also made to the workers' welfare and well-being, and to ensure safe distancing among workers during their transportation to the work site.

# SOCIAL TOPICS

## External Initiatives Adopted

TYPE OF INITIATIVES	DESCRIPTION
Workplace Safety & Health Environment (“WSHE”) Promotion Day	<ul style="list-style-type: none"> <li>• Conducted WSHE quiz and talks by in-house trainers and external WSHE trainers who are MOM Approved Training Practitioners</li> <li>• Conducted video sessions using materials from Singapore Police Force and NEA for all sites related security and WSHE’s matters especially existing regulations, guidelines and governance under existing authorities</li> </ul>
Workplace Safety & Health Management System (“WSHMS”)	<ul style="list-style-type: none"> <li>• Routinely audited by external independent consultants and internal audit teams</li> </ul>
SS506 Singapore Standard for Occupational Safety and Health Management System, ISO 45001 and ISO 14001.	<ul style="list-style-type: none"> <li>• Lian Beng is certified to be compliant with the SS506 Singapore Standard for Occupational Safety and Health Management System, ISO 45001 and ISO 14001</li> </ul>
Project Internal Safety Audit (“PISA”) and Corporate Internal Safety Audit (“CISA”)	<ul style="list-style-type: none"> <li>• Conduct regular site safety audits. The desired outcome of PISA and CISA is to provide a safer workplace that complies with WSH regulations and standards.</li> </ul>
bizSAFE	<ul style="list-style-type: none"> <li>• As a bizSAFE Partner, Lian Beng proactively encourages our contractors to progress through the bizSAFE programme’s levels. We work to assist all subcontractors in achieving bizSAFE Star (level 5) requirements.</li> </ul>
Daily toolbox meetings, weekly WSH coordination meetings, WSH committee meetings and corporate WSH meetings	<ul style="list-style-type: none"> <li>• The objectives of the meetings are to provide oversight on WSH procedures to ensure that instances of non-compliance are identified immediately and preventive actions are formulated to prevent recurrence.</li> </ul>

# SOCIAL TOPICS

## Injury and Incidents

In FY2020, we have achieved our target and recorded no fatality as compared to one fatality in FY2019. Accident frequency rate was 5.8% in FY2020 as compared to 3.5% in FY2019.

The Group will continue to aim for zero fatality and reduce the number of reported injuries in the following years.

## Fines or Penalties

No significant fine was incurred in FY2020. Moving forward, we aim to not incur any significant fines or non-monetary sanctions for non-compliance with the laws and regulations.

The monitoring framework as follow:



# SOCIAL TOPICS

## Managing Our Suppliers

To raise awareness among our suppliers, the Group has implemented steps to ensure the suppliers and subcontractors are informed of their environmental responsibilities and able to meet the standards expected by the Group. This is in addition to the steps they are required to take to comply with ISO certifications.

The review and selection of suppliers and subcontractors process including environmental and social criteria. They are required to complete a self-assessment questionnaire where they are required to provide their health, safety and environmental policies and procedures in place for their employees. This questionnaire will be provided during the quotation and tendering process.

During FY2020, we have assessed 100% of our subcontractors, construction suppliers and engineering service suppliers, as targeted. We will continue to raise awareness among our suppliers and ensure that 100% of our suppliers are assessed.

## Customer Health and Safety

### *INVESTMENT HOLDINGS*

The Group assesses all structures of the buildings for health and safety impacts. We monitor our working environment to minimise risk and, when necessary, the Group would implement improvement measures to address any potential risks to our residents and tenants.

As part of the measures to prevent and control the transmission of COVID-19, we have set-up SafeEntry at all entry and exit points as well as temperature screening for everyone before entering the building. We also have regular cleaning and disinfection schedule to ensure environmental hygiene and to minimise the risk of transmission through touches of surfaces.



# SOCIAL TOPICS

## ***DORMITORY BUSINESS***

Lian Beng's dormitory Westlite Mandai houses myriad of facilities and amenities such as supermarkets, food courts, basketball and street soccer courts, cricket training pitches and sick bays.

The dormitory partners with HealthServe, a non-governmental organisation committed to helping foreign workers by making healthcare accessible to them. HealthServe's community medical and dental clinics at the dormitory operate every Saturday/Sunday evening and offer general practitioner and dental services, as well as provide free annual medical screenings to our residents.

Residents' social well-being is a priority at the dormitory. Recreational trips were organised for residents to visit Malaysia and places of interest in Singapore. Annual Westlite Days which include variety shows, songs, dance and professional performances, are organised to cater to different cultural profiles of residents. Sports activities are regularly organised, such as inter-dormitory street soccer and volleyball competitions.

### ***AGAINST COVID-19***

Due to an outbreak of COVID-19 among the foreign worker community in Singapore, workers residing at all foreign worker dormitories were placed under isolation or movement restrictions from 21 April 2020 as part of stricter Circuit Breaker measures, which required residents to stay within their dormitories at all times. Following the gradual easing of the Circuit Breaker measures from May 2020, necessary measures have been taken to ensure compliance with regulations order to allow workers residing there to resume work. The dormitory has been then declared COVID-cleared and is working towards the fulfilment of requirements for work resumption.

During the period when the dormitories were in lockdown, the residents were kept engaged with various contactless activities and contests, including video making contest, cleanest unit contests and Labour Day greeting video contest. Cash vouchers and prizes were given out as prizes to winning participants.

We have achieved the target of zero incidents of non-compliance with regulations and voluntary codes relating to the health and safety impacts of products and services in FY2020. We aim to maintain the target of zero incidents in the next financial year.

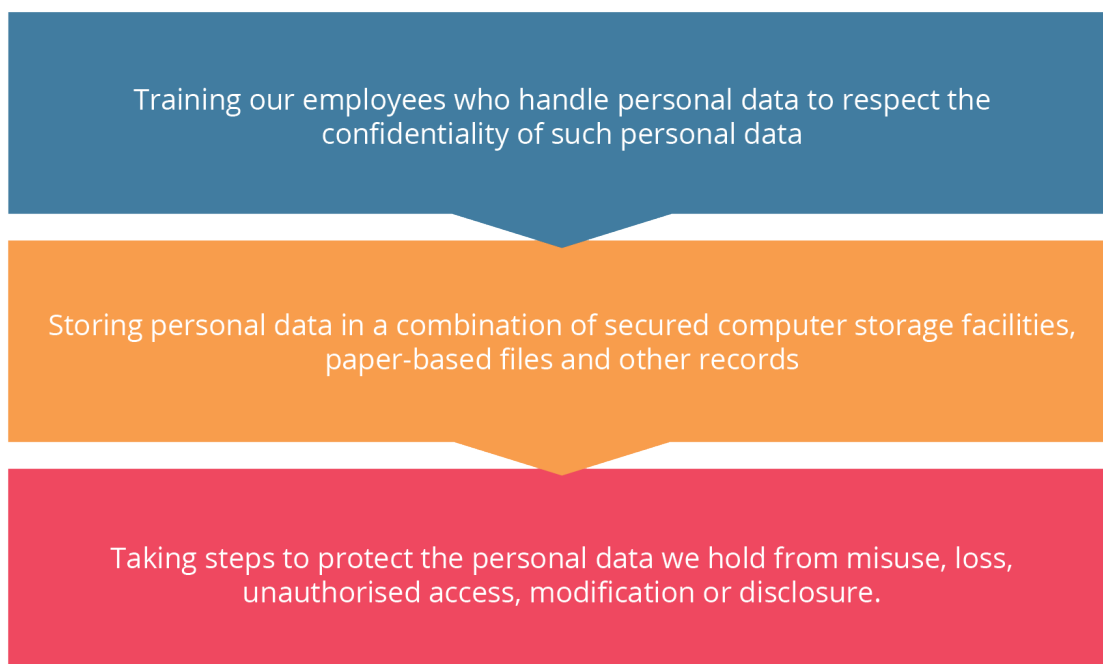
# SOCIAL TOPICS

## Protecting Customer Privacy and Data

Lian Beng protects the privacy and confidentiality of the personal data of our employees, customers and business partners. We have a Personal Data Protection Act (“PDPA”) policy that outlines how we manage the personal data we hold in compliance with the PDPA. The policy applies to all divisions and organisations across the Lian Beng group of companies.

Lian Beng seeks customer consent prior to the data collection, use or disclosure of personal data for the given purpose.

Lian Beng has appointed a Data Protection Officer to oversee our management of personal data in accordance with the PDPA. We have implemented the following measures to secure and protect the information held:



Similar to FY2019, we have achieved our target and there was no non-compliance with PDPA reported in FY2020. We aim to maintain zero incidents of non-compliance in the next financial year.

# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	DISCLOSURE CONTENT	SECTION REFERENCE
<b>GRI 102: General Disclosures</b>		
102-1	Name of the organisation	Lian Beng Group Ltd
102-2	Activities, brands, products, and services	Sustainability Report ("SR") Corporate Profile (Page 6)
102-3	Location of headquarters	SR Corporate Profile (Page 6)
102-4	Location of Operations	Annual Report ("AR") 2020 Notes to the Financial Statements (Pages 114 to 118)
102-5	Ownership and legal form	AR 2020 Corporate Information (Page 26)
102-6	Markets served	AR 2020 Operations Review (Pages 19-24)
102-7	Scale of the organisation	AR 2020 Chairman's Statement (Pages 2-7)
102-8	Information on employees and other workers	AR 2020 Our People, Our Assets (Page 25) SR Our Employees by Gender and Age Group (Page 22)
102-9	Supply chain	SR Corporate Profile (Page 6)
102-10	Significant changes to the organisation and its supply chain	None
102-11	Precautionary Principle or approach	Lian Beng supports the intent of the Precautionary Principle, but has not expressed a specific commitment
102-12	External initiatives	SR External Initiatives Adopted (Page 26)
102-13	Membership of associations	SR Membership of Associations (Page 7)
102-14	Statement from senior decision-maker	SR Board Statement (Pages 4-5)
102-16	Values, principles, standards, and norms of behaviour	AR 2020 Mission Statement (Page 1)
102-18	Governance structure	AR 2020 Corporate Governance Report (Pages 27-52)
102-40	List of stakeholder groups	SR Stakeholder Engagement (Page 8)
102-42	Identifying and selecting stakeholders	SR Stakeholder Engagement (Page 8)
102-43	Approach to stakeholder engagement	SR Stakeholder Engagement (Page 8)

# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	DISCLOSURE CONTENT	SECTION REFERENCE
102-44	Key topics and concerns raised	SR Stakeholder Engagement (Page 8)
102-45	Entities included in the consolidated financial statements	AR 2020 Notes to the Financial Statements (Pages 114-118, 125-126, 128-130)
102-46	Defining report content and topic boundaries	SR Board Statement (Pages 4-5)
102-47	List of material topics	SR Materiality Assessment (Page 9)
102-48	Restatement of information	None
102-49	Changes in reporting	None
102-50	Reporting period	SR Reporting Period and Scope (Page 5)
102-51	Date of most recent report	31 October 2019
102-52	Reporting cycle	SR Reporting Period and Scope (Page 5)
102-53	Contact point for questions regarding the report	SR Feedback and Access (Page 5)
102-54	Claims of reporting in accordance with the GRI Standards	SR Reporting Framework (Page 5)
102-55	GRI content index	SR GRI Standards Content Index (Pages 31-36)
102-56	External Assurance	SR Board Statement (Pages 4-5)
<b>GRI 201: Economic Performance</b>		
201-1	Direct economic value generated and distributed	SR Economic Performance (Page 11)
<b>GRI 203: Indirect Economic Impacts</b>		
203-2	Significant indirect economic impacts	SR Innovation and Excellence (Page 11)



# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	DISCLOSURE CONTENT	SECTION REFERENCE
<b>GRI 205: Anti-Corruption</b>		
205-1	Operations assessed for risks related to corruption	SR Anti-corruption (Page 12)
205-2	Communication and training on anti-corruption policies and procedures	SR Anti-corruption (Page 12)
205-3	Confirmed incidents of corruption and actions taken	SR Anti-corruption (Page 12)
<b>GRI 301: Materials</b>		
301-2	Recycled input materials used	SR Input Materials (Page 14)
<b>GRI 302: Energy</b>		
302-1	Energy consumption within the organisation	SR Energy and Emissions Management (Pages 15-16)
302-4	Reduction of energy consumption	SR Energy and Emissions Management (Pages 15-16)
302-5	Reductions in energy requirements of products and services	SR Energy and Emissions Management (Pages 15-16)
<b>GRI 303: Water and Effluents</b>		
303-1	Interactions with water as a shared resource	SR Water Management (Pages 17-18)
303-3	Water withdrawal	SR Water Management (Pages 17-18)
<b>GRI 305: Emissions</b>		
305-1	Direct (Scope 1) Greenhouse Gas ("GHG") Emissions	SR Energy and Emissions Management (Pages 15-16)
305-2	Energy Indirect (Scope 2) GHG Emissions	SR Energy and Emissions Management (Pages 15-16)
305-5	Reductions in GHG Emissions	SR Energy and Emissions Management (Pages 15-16)

# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	DISCLOSURE CONTENT	SECTION REFERENCE
<b>GRI 306: Effluents and Waste</b>		
306-1	Water discharged by quality and destination	SR Water Discharge Treatment (Page 19) SR Waste Disposal (Page 20)
306-2	Waste by type and disposal method	SR Waste Disposal (Page 20)
<b>GRI 307: Environmental Compliance</b>		
307-1	Non-compliance with environmental laws and regulations	SR Environmental Compliance (Page 21)
<b>GRI 308: Supplier Environmental Assessment</b>		
308-1	New suppliers that were screened using environmental criteria	SR Managing Our Suppliers (Page 28)
308-2	Negative environmental impacts in the supply chain and actions taken	SR Managing Our Suppliers (Page 28)
<b>GRI 401: Employment</b>		
401-1	New employee hires and employee turnover	SR Our Employees by Gender and Age Group (Page 22)
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR Employee Benefits (Page 23)
<b>GRI 403: Occupational Health and Safety</b>		
403-1	Occupational health and safety management system	SR Vision towards an Accident-free Work Culture (Page 25) SR External Initiatives Adopted (Page 26)
403-5	Worker training on occupational health and safety	SR External Initiatives Adopted (Page 26)
403-9	Work-related injuries	SR Injury and Incidents (Page 27)

# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	DISCLOSURE CONTENT	SECTION REFERENCE
<b>GRI 404: Training and Education</b>		
404-1	Average hours of training per year per employee	SR Training and Career Development (Page 24)
404-2	Programmes for upgrading employee skills and transition assistance programmes	SR Training and Career Development (Page 24)
404-3	Percentage of employees receiving regular performance and career development reviews	SR Training and Career Development (Page 24)
<b>GRI 405: Diversity and Equal Opportunity</b>		
405-1	Diversity of governance bodies and employees	SR Diversity of Governance Bodies (Page 10) SR Our Employees by Gender and Age Group (Page 22)
<b>GRI 413: Local Communities</b>		
413-1	Operations with local community engagement, impact assessments, and development programmes	SR Giving Back to Our Community (Pages 24-25)
<b>GRI 414: Supplier Social Assessment</b>		
414-1	New suppliers that were screened using social criteria	SR Managing Our Suppliers (Page 28)
414-2	Negative social impacts in the supply chain and actions taken	SR Managing Our Suppliers (Page 28)
<b>GRI 416: Customer Health and Safety</b>		
416-1	Assessment of the health and safety impacts of product and service categories	SR Customer Health and Safety (Pages 28-29)
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	SR Fines or Penalties (Page 27)

# GRI STANDARDS CONTENT INDEX

GRI STANDARDS	DISCLOSURE CONTENT	SECTION REFERENCE
<b>GRI 418: Customer Privacy</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR Protecting Customer Privacy and Data (Page 30)
<b>GRI 419: Socioeconomic Compliance</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	SR Fines or Penalties (Page 27)