



Advanced Holdings Ltd

Sustainability Report

2019

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MANAGING DIRECTOR'S MESSAGE

Dear Stakeholders,

On behalf of the Board of Directors, we are pleased to present to you the Sustainability Report for Advanced Holdings Limited (the "Group" or "Advanced") in respect of the financial year ended 31 December 2019 ("FY2019").

Product safety and quality, environmental protection and our people were our top priorities in FY2019 and will continue to form the basis of our sustainability efforts going forward.

At Advanced, we pride ourselves in the quality and safety of our products. We strictly comply with industrial safety standards and perform thorough checks on every product to ensure that they are safe for our customers. We endeavour to improve the productivity of our customers' operations with our products.

The Group also prioritises the health and safety of our employees. We implement measures to ensure that our workers are provided with a safe working environment and sufficient safety training.

We strictly comply with all environmental regulations in our operating sites and have taken measurable steps to conserve energy in an effort to operate more sustainably.

The Group continues our commitment to develop sustainable practices and operations. We believe that incorporating sustainability in our business has benefited our stakeholders and the environment. We will continue to engage with our stakeholders to ensure that our policies and practices reflect their interests.

Sincerely,

DR WONG KAR KING

Managing Director

ORGANISATION PROFILE



Founded in 1993 and headquartered in Singapore, Advanced Holdings Ltd., listed on the Mainboard of the Singapore Exchange Securities Trading Limited ("SGX-ST"), is a global engineering science organization that designs, manufactures and markets a diverse range of innovative products and solutions to the Oil & Gas, Petrochemicals & Chemicals industries to make operations safer, cleaner and more efficient.

Advanced's main business operation is the Engineering Services and Equipment business. Advanced offers engineering services as well as process and quality control equipment in three key business segments which range from individual analysers (Advanced Analyser Technologies), housed process analyser systems and sampling systems (Advanced System Solutions), to various customised special valves complete with actuation and controls (Advanced Plant Solutions).

Registering over 17 patents, trademarks and other Intellectual Properties, Advanced enjoys a leading technological edge honed by its research & development efforts aimed at cultivating innovation and improving its products, capabilities and technologies to benefit its customers.

Advanced has manufacturing facilities and offices in more than 11 countries, including the USA, UK, France, Germany, Saudi Arabia, UAE, China and Singapore. This global presence allows Advanced to work more closely with its customers while providing comprehensive engineering services.

The Group's Singapore office is Advanced Holdings Limited ("AHL") and its main subsidiaries in Singapore are Advanced Controls Pte Ltd ("ACPL") and Advanced CAE Pte Ltd ("CAE"). Its other main overseas subsidiaries are Advanced CAE Ltd ("ACS") in China, Advanced Controls Pte Ltd Korea branch ("ACK"), Guided Wave Inc ("GWI") in the United States of America ("USA"), Analytical Technology & Control Limited ("ATAC") in the United Kingdom ("UK"), and ZMK Technologies GmbH ("ZMK") in Germany.

OUR SUSTAINABILITY STORY

OUR VISION

To be the most advanced organisation in engineering science.

OUR MISSION

Advancing innovations in engineering science.

SUSTAINABILITY PHILOSOPHY

Advanced believes that achieving our social, environmental and ethical responsibilities is as essential as running our business operations profitably. Sustainability practices are integrated into the setting of key performance indicators ("KPIs") and management incentives.

Known for delivering products with stringent quality and safety standards, we practise sustainable procurement in the selection of materials and suppliers to ensure that our supply chain is sustainable and ethically responsible.

We are committed to providing our employees with a safe working environment and adequate safety training. We further ensure that our employees are provided with opportunities to grow and upgrade their current skillsets.

We reduce our carbon footprint through constant innovations, and we practise sustainable measures such as green procurement, pollution prevention and energy conservation in our daily operations to achieve resource efficiency.

The Group is dedicated to developing innovative engineering technologies and solutions that are operationally safer, cleaner and more efficient for our customers in the Oil & Gas and Petrochemicals & Chemicals industries. We are currently exploring the use of more energy-efficient components in our products, and will continue to innovate and improve in this area.

Advanced believes in giving back to the community and we are actively involved in multiple charitable works, both locally and globally.

OUR SUSTAINABILITY STORY

SUSTAINABILITY TARGETS

The following table is a summary of the Group's sustainability targets and performance during the reporting period:

Environmental Targets for 2019	
2019 Target	Performance Update
Analyse and monitor energy use and achieve 1% energy saving	Achieved average energy intensity of 3.0 kWh/man hour Energy intensity reduced by 14.3%
Environmental compliance	Achieved zero incidents of environmental non-compliance

Environmental Targets for 2020	
2020 Target	Action Plan
Analyse and monitor energy use and achieve 1% energy saving	Continue to maintain low level energy consumption
Zero incidents of environmental non-compliance	Strictly comply with prevailing environmental laws at office and all manufacturing sites

Social Targets for 2019	
2019 Target	Performance Update
Achieve 16 training hours per employee per year	Achieved a group-wide average of 5.5 training hours per employee
Achieve 75% engagement rate in conducting performance appraisals and identifying required training programmes	Achieved a group-wide average of 67% participation rate in conducting performance appraisal and identifying required training programs
Monitor and reduce or maintain staff turnover rate	Staff turnover rate increased from 13.5% in FY2018 to 17.4% in FY2019

Social Targets for 2020	
2020 Target	Action Plan
Maintain and pass inspections for all product safety certifications	Strictly comply with all local product safety standards and regulations
Achieve 16 training hours per employee per year	Continue to review training programme for employee development and work to meet the 16 training hours target
Achieve 75% engagement rate in conducting performance appraisals and identifying required training programmes	Perform regular performance and performance appraisals to ensure employee engagement and identify suitable training programmes. To endeavour to achieve the 75% engagement rate target
Monitor and reduce or maintain staff turnover rate	Continue to improve employee engagement and satisfaction to maintain a healthy staff turnover rate

ETHICS AND INTEGRITY

ETHICS AND COMPLIANCE

Advanced places a strong emphasis on ethics and compliance in its daily operations and interactions with suppliers. All new employees are given an induction programme on the Group's Code of Ethics and core values before they commence work. All reported instances of ethical breaches and non-compliance are investigated fairly and thoroughly.

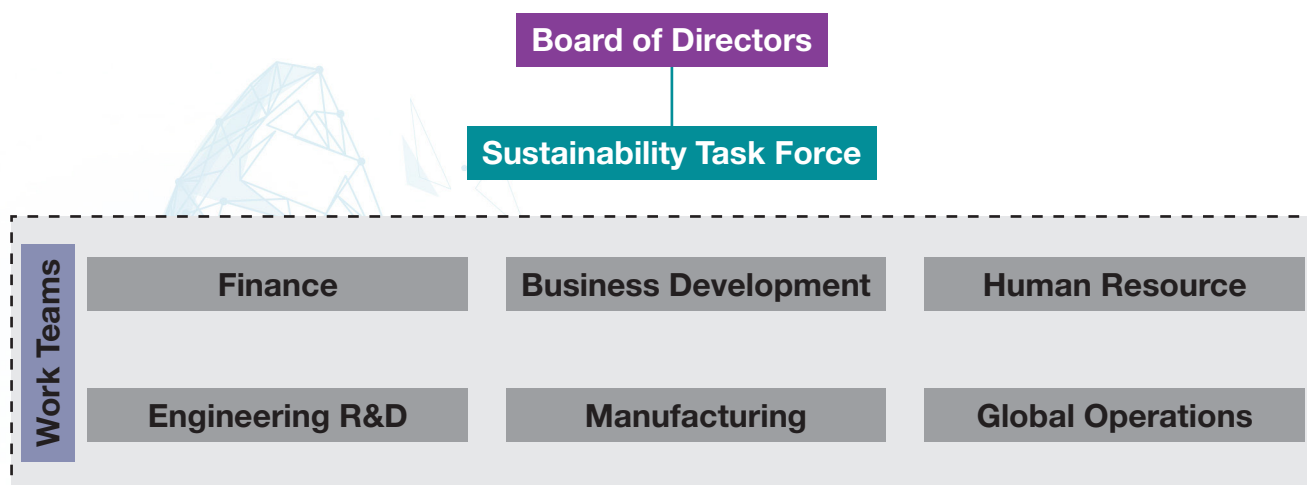
ANTI-CORRUPTION

The Group's business core principles revolve around integrity, responsibility and accountability. An Employee Code of Conduct is in place to reiterate our firm position against corruption and bribery and provides a framework for all staff to adhere to in their dealings with customers, business partners and other colleagues. Our stance against corruption and bribery is also clearly communicated to all of our business partners before they commence dealings with us.

There was no incident of corruption or public legal action brought against the Group during the reporting period.

GOVERNANCE AND STATEMENT OF THE BOARD

At Advanced, sustainability is prioritised at the board level. We have established a Sustainability “Task Force” to implement and manage the Group’s sustainability measures. The Task Force is chaired by the Ms Samantha Teo (Deputy Chief Executive Officer) and comprises employees from the Finance, Business Development, Human Resources, Engineering R&D, Manufacturing and Global Operations.



The duty of the Task Force is to formulate the sustainability framework, communicate the culture and values of a sustainable business, and monitor sustainability performances that are material to our stakeholders. The Task Force also reviews the Group’s sustainability objectives, challenges, targets and progress and aligns them with the strategic direction of the Group, and supervises the work teams in their implementation of sustainability measures and tracking of sustainability data and progress.

The Board has considered sustainability issues as part of our strategic formulation, approved the material environmental, social and economic topics identified and overseen that the factors identified are managed and monitored.

Advanced adopts a precautionary approach in strategic decision making and daily operations by implementing a comprehensive Enterprise Risk Management framework. Please refer to the Group’s Annual Report 2019 for further information.

STAKEHOLDER ENGAGEMENT

The Group actively engages in meaningful and productive dialogues with our stakeholders and we participate in various industry and government forums to keep abreast of any material stakeholder issues.

We identify key stakeholders as groups which have material impact or could potentially be impacted by our operations.

The following table summarises our key stakeholders, engagement platforms and their key concerns:

Stakeholders	Areas of Concern	Means of Engagement	Section Reference
Employees	• Remuneration and benefits • Training and career development • Occupational Health and Safety	• Service appraisal and staff recognition	• Our People • Occupational Health and Safety
Customers	• Product Safety	• Customer feedbacks • Brochures and monthly newsletters	• Product Safety
Community	• Community engagement services • Environmental Preservation	• Corporate social responsibility programmes • Corporate Donations	• Protecting the Environment • Corporate Social Responsibility
Government and Regulators	• Environmental compliance • Product Safety	• Industrial seminars • Focus group discussions	• Protecting the Environment • Product Safety • Our People
Shareholders and Investors	• Economic performance • Anti-corruption policy	• SGX announcements • Annual reports • Annual General Meetings	• Ethics and Integrity • Product Safety • Protecting the Environment

REPORTING PRACTICE

The Group's sustainability report is produced in accordance with the GRI standards "Core" option, covering our performance from 1 January 2019 to 31 December 2019.

The GRI standards represent the global best practices for reporting on economic, environmental and social topics.

The report also incorporates the primary components of report content as set out by the SGX's "Comply or Explain" requirements on sustainability reporting under Listing Rule 711B.

GRI does not require external assurance and the Group's Task Force has assessed that external assurance is not required as the Group is laying the foundations for a sustainability reporting framework this year.

This report is available online at SGXNet and <https://advancedholdings.com>. A detailed section reference with GRI Standards is found at the GRI Standards Content Index section of this report.

The Group's material topics are identified based on its impacts on our internal and external stakeholders, as outlined in the Stakeholders Engagement section.

Material Topics	Boundaries
ECONOMIC	
GRI 202: Market Presence	
GRI 203: Indirect Economic Impact	The Group
GRI 205: Anti-corruption	
ENVIRONMENTAL	
GRI 302: Energy	
GRI 305: Emissions	The Group
GRI 306: Effluents and Waste	
GRI 307: Environmental Compliance	
SOCIAL	
GRI 401: Employment	
GRI 403: Occupational Health and Safety	
GRI 404: Training and Education	
GRI 405: Diversity and Equal Opportunity	
GRI 406: Non-Discrimination	
GRI 408: Child Labour	The Group
GRI 409: Forced or Compulsory Labour	
GRI 413: Local Community	
GRI 416: Customer Health and Safety	
GRI 419: Socioeconomic Compliance	

PRODUCT SAFETY

At Advanced, we are committed to delivering products that are designed and constructed to be safe for intended use. We prioritise the health and safety of our product users and implement strict control measures to safeguard the health and safety of our customers.

CUSTOMER HEALTH AND SAFETY

GRI 416-1, 416-2

At a group level, we take careful measures to ensure that every product is safety certified and compliant with industrial safety requirements and standards. Our product designs and manufacturing strictly comply with product safety regulations and standards and we endeavour to maintain our product safety certifications and respective inspections.

In order to build confidence in the safety of our equipment, all our products are third-party certified for reliable and safe use when deployed in explosive environments, as well as compliance with a minimum set of regulatory, technical and safety requirements. Some internal and third party certificates that we issue for our products include the Declaration of Conformity, Appareils destinés à être utilisés en ATmosphères Explosives (Apparatus for use in ATmospheres Explosives or “ATEX”) certification, Certificate of Conformity issued by the International Electrotechnical Commission System for Certification to Standards Relating to Equipment for Use in Explosive Atmospheres (“IECEx”) and certification issued by the Canadian Standards Association (“CSA”).

Details of our product certifications are as follows:

Declaration of Conformity

- Certified by the Group’s quality control unit for products that meet all relevant requirements of all product safety directives applicable to the product.

ATEX

- Third party certification for equipment that are safe for intended use in potentially explosive atmospheres.
- Involves manufacturing, sale, installation and use of equipment.

IECEx Certificate of Conformity

- Third party certification for equipment that comply with international standards and are safe for intended use in potentially explosive atmospheres.
- Involves manufacturing, operation and maintenance of product.

CSA

- Third party certification for top-notch products or components that have been tested independently and comply with industrial standards.
- CSA certified products deliver exactly what is expected of them.

PRODUCT SAFETY

Advanced has stringent controls over the quality of components sourced from suppliers, and every component used for assembly of the final product must be granted with a Certificate of Conformity of safety before being procured. Our factories are subject to stringent inspections by local authorities and we strictly comply with regulations to ensure that we pass the inspections without significant fines.

To ensure user safety, we consider the diversity of our users and incorporate a multi-language guide on operation of equipment for safe use and maintenance, as well as monitoring requirements of product where necessary. We have enhanced the user safety measures at Advanced CAE Ltd ("ACS"), such as providing personal protective equipment for products with surface temperature above 60 degrees Celsius and installing frequently-used products at a readily accessible location. In addition, we incorporated analyses of maintenance accessibility and material handling procedures in our product layout design and conducted hazard and operability ("HAZOP") reviews for our customers to ensure user safety.

There was no reported incident of non-compliance concerning the health and safety impacts of our products and services in 2019.

PRODUCT QUALITY AND PRODUCTIVITY

GRI 203-2

We have standardised engineering designs and material model selection to improve product accuracy, as well as standardise operating procedures and specifications to improve product installation quality. We also established a Combustion Ion-Chromatography ("CIC") Analysis sampling system to reduce man-hours and increase operational productivity.

With enhanced quality and productivity management measures, our products effectively increase the efficiency and productivity of our customers' operations.



PROTECTING THE ENVIRONMENT

Advanced recognises the need to preserve and protect the environment. We strive to be an environmentally responsible supplier of engineering equipment by implementing energy-efficient manufacturing practices.

ENERGY-SAVING PRODUCTS

GRI 302-5

Advanced delivers products that provide solutions for some of the most pressing environmental issues. The Research and Development team innovates engineering technologies to reduce the carbon emissions and energy consumption of our analysers.

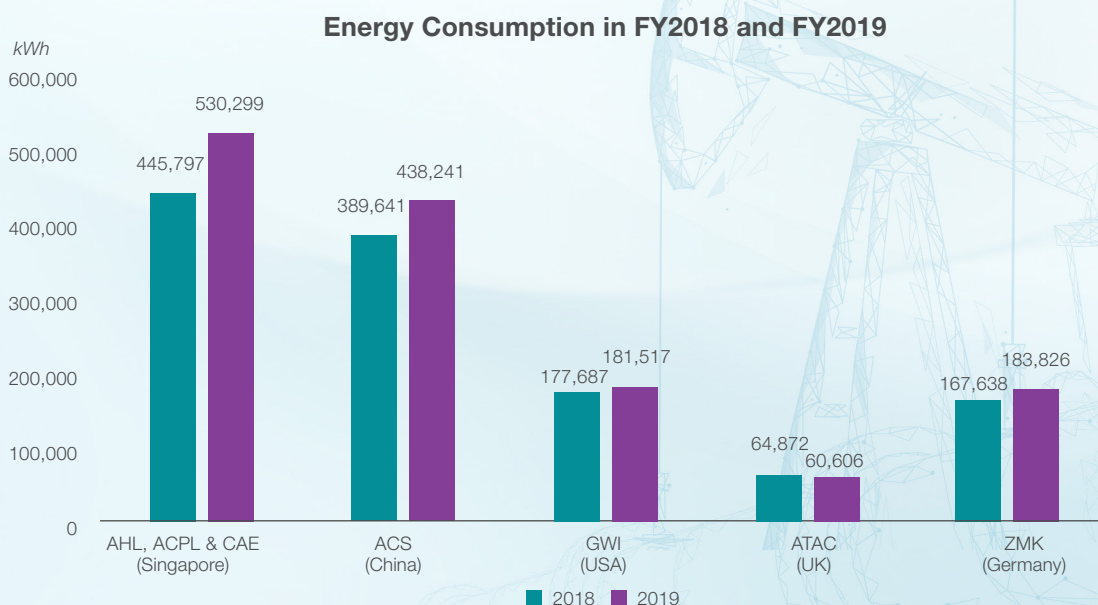
In addition, our procurement and engineering departments procure energy-saving components for our final products whenever possible.

SUSTAINABLE MANUFACTURING

GRI 302-1, 302-3, 305-2, 305-4, 305-7, 306-2

The Group strives to operate sustainably by reducing its carbon footprint in its office and manufacturing facilities. The only source of energy is the electricity purchased for consumption. As such, the Group has implemented energy-saving initiatives, such as switching off all lights during non-operating hours and maintaining the air-conditioning temperature at 24 degrees Celsius.

Our manufacturing plant in China, ACS, implemented additional measures to improve operational productivity and reduce resource wastage, such as improving production accuracy and incorporating a product recovery system to recycle used gases and liquids. Paperless initiative was implemented to reduce wastage, and photocell light sensors and audio control lights were installed to minimise energy wastage. ACS also replaced its original lights with light-emitting diode (“LED”) lights, as well as the air compressor and gas tank to increase energy efficiency. Similarly, our manufacturing plant in United Kingdom, ATAC, upgraded all fluorescent lights to LED lights which will reduce energy consumption by an expected 24%. All heavy equipment are regularly serviced to improve energy efficiency and minimise energy wastage.



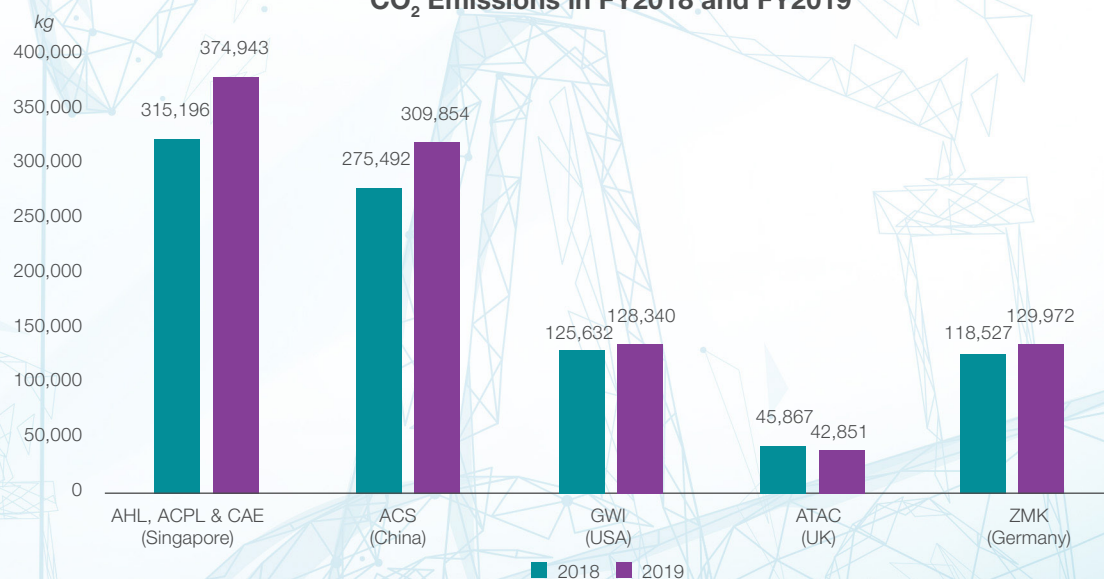
PROTECTING THE ENVIRONMENT

Energy Intensity in FY2018 and FY2019

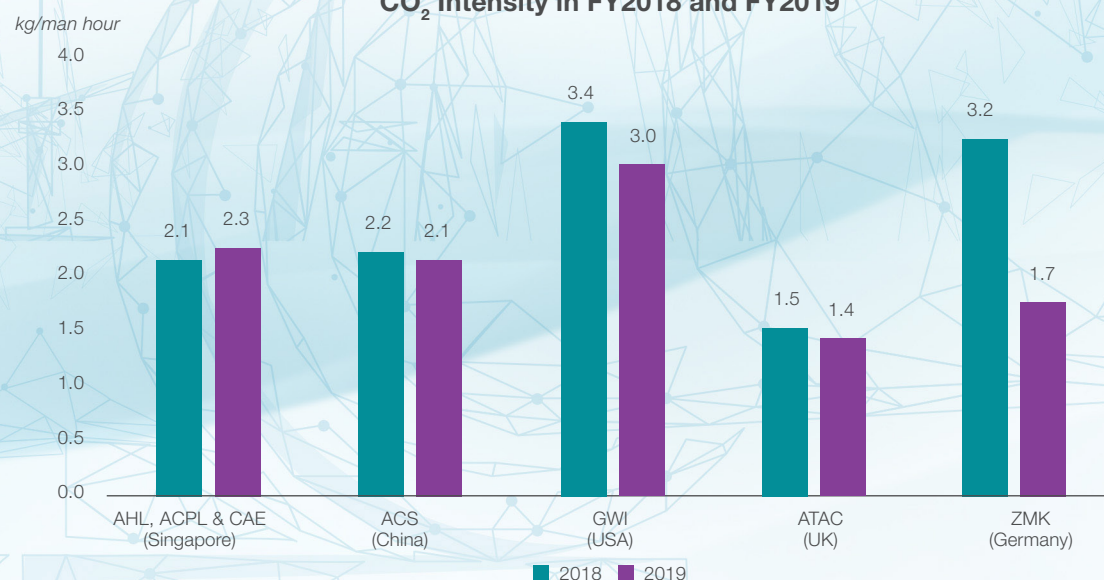


The total (group-wide) energy consumption for FY2019 totalled to 1,394,489 kWh, up from 1,245,635 kWh in FY2018. The increase in energy consumption in FY2019 was primarily due to longer operating hours. The energy intensity in FY2019 averaged at 3.0 kWh/man hour on a group-wide level, down from 3.5 kWh/man hours in FY2018.

CO₂ Emissions in FY2018 and FY2019



CO₂ Intensity in FY2018 and FY2019



PROTECTING THE ENVIRONMENT

Gases such as Sulphur Dioxide are used as a test gas in the quality control stage of some equipment to measure their accuracy and reliability. In an effort to mitigate discharge of hazardous gas during manufacturing, an insignificant amount of the gas is used and exhausted in the testing process. The testing environment is also equipped with a fume hood to prevent any leftover toxic fumes from being discharged into the environment.

We optimise the management of all effluents discharge and waste disposal by implementing measures such as reducing and recycling waste at all manufacturing sites. In addition, since our inception, we have arranged to sell the scrap metal waste generated during manufacturing to resellers for recycling.

ENVIRONMENTAL COMPLIANCE

GRI 307-1

Advanced strictly complies with local environmental regulations where we operate.

Our UK manufacturing entity conforms to the Waste Electrical and Electronic Equipment Directive (“WEEE Directive”) for its electrical waste management, and it complies with the Control of Substances Hazardous to Health Regulations (“COSHH”) for chemicals management.

The USA manufacturing entity complies with environmental regulations under the California Environmental Protection Agency (“CalEPA”) to restore, protect and enhance the environment, and to ensure public health, environmental quality and economic vitality.

There was no incident of non-compliance with environmental laws and regulations in 2019.

OUR PEOPLE

Advanced believes in fair employment practices and providing all employees with equal opportunities. We have implemented policies to ensure that all operations are in compliance with local labour regulations and all employees are treated fairly.

OCCUPATIONAL HEALTH AND SAFETY

GRI 403-2, 403-3

The Group believes that our employees are our greatest asset, and safeguarding their health and safety is essential in our operations. We strictly comply with workplace safety regulations at all manufacturing facilities.

The Group provides adequate health and safety training for all employees at our manufacturing facilities to reduce the risk of mechanical hazards (injuries arising from moving parts of machines) and non-mechanical hazards (harmful emissions and chemical by-products).

We necessitate all engineering and manufacturing personnel to be equipped with suitable safety gear, including protective clothing, helmets, goggles, tools and safety accessories when working in the factory. First Aid kits are available at all manufacturing sites in case of open injuries. Our Singapore office also conducts annual fire drills to ensure that all employees are well-prepared in case of fire hazards.

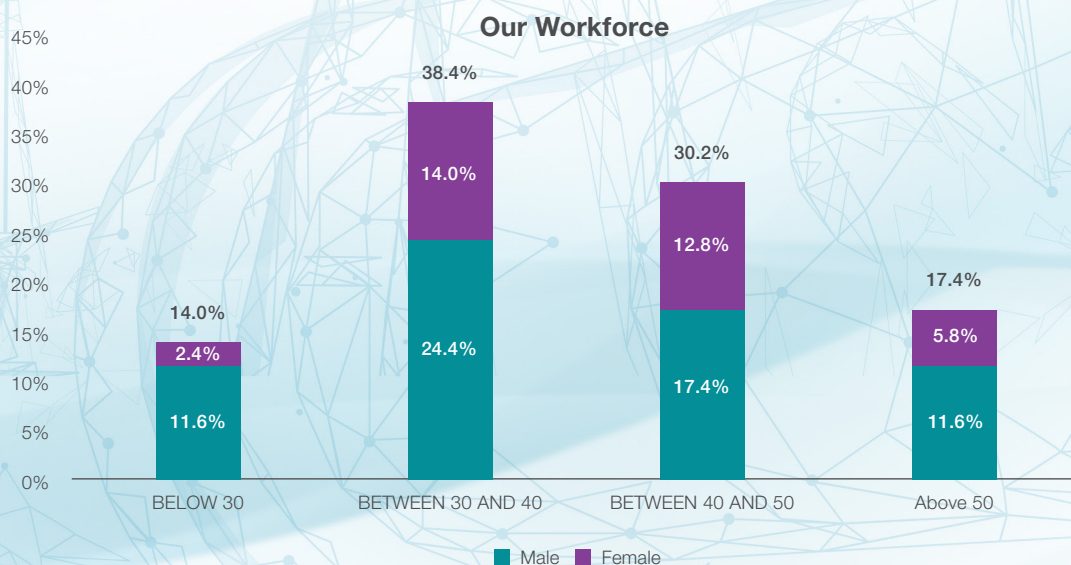
There was no reported incident of workplace safety incidents in 2019.

WORKFORCE DIVERSITY

GRI 202-2, 405-1, 405-2

The Group promotes gender and age diversity in our Board, key management and workforce to ensure continuity in the pipeline of skilled employees. We practice fair remuneration for all employees regardless of gender and age.

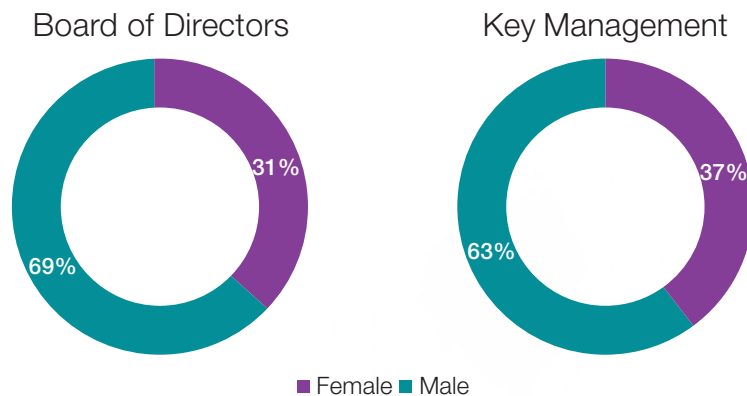
As at end of 2019, there were 86 employees in the Singapore entities. The following graph summarises the age and gender diversity in the Singapore entity workforce:



The top management has several women in key leadership roles, including our Deputy CEO, Ms. Samantha Teo. Our Board and employee diversity is a major force in driving change and innovation in the Group.

OUR PEOPLE

The graphs below show the gender distribution of our Board and key management on a group level:



The Group hires senior management from the local community, including Singapore, China, USA, Germany, and United Kingdom. This allows us to effectively harness their market knowledge and optimise the growth of our business in various countries.

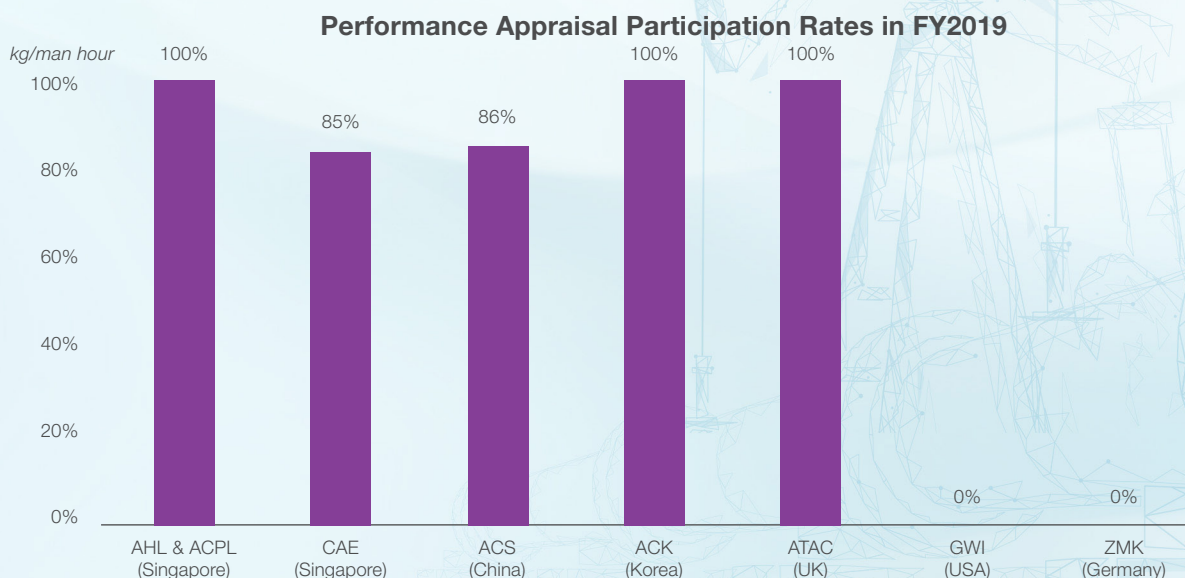
EMPLOYEE BENEFITS AND DEVELOPMENT

GRI 401-1, 401-2, 404-1, 404-2, 404-3

Advanced makes an effort to promote employee wellbeing and ensure that all staff remain engaged and motivated. We provide employee benefits as regulated by labour laws to promote employee wellbeing and productivity, including healthcare, insurance and parental leave.

To build on our success, we continue to focus on human capital development as it has a strategic role in our business growth and organisation strategy. Advanced prioritises engineering science and aims to become a leader in the field through continuous innovation. To have a better standing ground in an industry that is constantly evolving, it is imperative for Advanced to retain and develop the right people with the right skills in our organisation. Aside from bonus schemes, the Group provides employees with opportunities for growth and development, such as conducting internal and external training courses, relocations or job reassignments to upgrade our employees and give them meaningful careers.

For entities in countries like China and Singapore, annual performance reviews are conducted and used as an opportunity to identify additional training required for employees to achieve their targets set for the following years.



OUR PEOPLE

We achieved a group-wide average of 5.5 training hours per employee per annum and we will work towards achieving our target of 16 training hours per employee. Our turnover rate was 17.4% in FY2019 as compared to 13.5% in FY2018 at our Singapore entities.

ETHICAL LABOUR PRACTICES

GRI 202-1, 406-1, 408-1, 409-1, 419-1

Advanced strictly complies with minimum wage laws at all of our operating facilities. We do not tolerate any form of discrimination, forced labour or child labour in our operations.

There was no incident of non-compliance with laws and regulations in the social and economic area in FY2019.



CORPORATE SOCIAL RESPONSIBILITY

CORPORATE SOCIAL RESPONSIBILITY

GRI 413-1

Advanced has incorporated social, environmental and cultural commitment to our business practices. We have cultivated a corporate culture of social-accountability, unity, and compassion.

In FY2019, our community engagement activities included sponsorships to the National Arthritis Foundation, Ain Society's Charity Golf event and Singapore Island Country Club's 48th May Day Charity event.

We will continue to encourage our staff and subsidiaries to play their part as a responsible member of the international community.



SGX FIVE PRIMARY COMPONENTS INDEX

S/N	Primary Component	Section Reference
1	Material Topics	- Product Safety, Protecting the Environment, Our People, Corporate Social Responsibility - Stakeholder Engagement
2	Policies, Practices and Performance	- Managing Director's Message - Our Sustainability Story - Product Safety, Protecting the Environment, Our People, Corporate Social Responsibility
3	Board Statement	Governance and Statement of the Board
4	Targets	Our Sustainability Story
5	Framework	Reporting Practice



GRI STANDARDS CONTENT INDEX

GRI Standards	Disclosure Content	Section Reference
102-1	Name of the organisation	Annual Report 2019
102-2	Activities, brands, products, and services	Annual Report 2019
102-3	Location of headquarters	Annual Report 2019
102-4	Location of operations	Annual Report 2019
102-5	Ownership and legal form	Annual Report 2019
102-6	Markets served	Annual Report 2019
102-7	The scale of the organisation	Annual Report 2019
102-8	Information on employees and other workers	Annual Report 2019
102-9	Supply chain	Annual Report 2019
102-10	Significant changes to the organisation and its supply chain	Annual Report 2019
102-11	Precautionary principle or approach	Annual Report 2019
102-12	External initiatives	Annual Report 2019
102-13	Membership of associations	Annual Report 2019
102-14	Relevance of sustainability to the organisation and strategy for addressing sustainability	Managing Director's Message
102-16	Values, principles, standards, and norms of behaviour	Ethics and Integrity
102-17	Mechanisms for advice and concerns about ethics	Ethics and Integrity
102-18	Governance structure	Governance
102-40	List of stakeholder groups	Stakeholder Engagement
102-42	Identifying and selecting stakeholders	Stakeholder Engagement
102-43	Approach to stakeholder engagement	Stakeholder Engagement
102-44	Key topics and concerns raised	Stakeholder Engagement
102-46	Defining report content and topic boundaries	Reporting Practice
201-1	The direct economic value generated and distributed	Annual Report 2019
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Ethical Labour Practices
202-2	Proportion of senior management hired from the local community	Workforce Diversity
203-2	Significant indirect economic impacts	Product Quality and Productivity
205-1	Operations assessed for risks related to corruption	Anti-corruption
205-2	Communication and training about anti-corruption policies and procedures	Anti-corruption
205-3	Confirmed incidents of corruption and actions taken	Anti-corruption
302-1	Energy consumption within the organization	Sustainable Manufacturing
302-3	Energy intensity	Sustainable Manufacturing

GRI STANDARDS CONTENT INDEX

GRI Standards	Disclosure Content	Section Reference
302-5	Reduction in energy requirements of products and services	Energy-saving Products
305-2	Energy indirect (Scope 2) GHG emissions	Sustainable Manufacturing
305-4	GHG emissions intensity	Sustainable Manufacturing
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	Sustainable Manufacturing
306-2	Waste by type and disposal method	Sustainable Manufacturing
307-1	Non-Compliance with Environmental regulations and laws	Environmental Compliance
401-1	New employee hires and employee turnover	Employee Benefits and Development
401-2	Benefits provided to the full-time employees that are not provided to temporary or part-time employees	Employee Benefits and Development
403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	Occupational Health and Safety
403-3	Workers with high incidence or high risk of diseases related to their occupation	Occupational Health and Safety
404-1	Average hours of training per year per employee	Employee Benefits and Development
404-2	Programs for upgrading employee skills and transition assistance programs	Employee Benefits and Development
404-3	Percentage of employees receiving regular performance and career development reviews	Employee Benefits and Development
405-1	Diversity of governance bodies and employees	Workforce Diversity
405-2	Ratio of basic salary and remuneration of women to men	Workforce Diversity
406-1	Incidents of discrimination and corrective actions are taken	Ethical Labour Practices
408-1	Operations and suppliers at significant risk for incidents of child labour	Ethical Labour Practices
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Ethical Labour Practices
413-1	Operations with local community engagement, impact assessments and development programs	Corporate Social Responsibility
416-1	Assessment of the health and safety impacts of product and service categories	Customer Health and Safety
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Customer Health and Safety
419-1	Non-compliance with laws and regulations in the social and economic areas	Ethical Labour Practices



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