MSM INTERNATIONAL LIMITED

SUSTAINABILITY REPORT 2024

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BOARD'S STATEMENT

The Board of Directors ("Board") acknowledges the importance of embedding sustainability into the operations of the Group in order to fulfill the expectation and requirement of its stakeholders and to provide better understanding on the Group's business approaches in managing Economic, Environmental, Social and Governance ("EESG") risk and opportunities. Under the guidance from the Board, material EESG factors have been determined and disclosed in this Sustainability Report. The Board is responsible for overseeing the management and monitoring of these EESG factors and takes them into consideration in the determination of the Group's strategic direction and policies.

We welcome feedback from our stakeholders with regards to our sustainability efforts as this enables us to improve our policies, systems, and results. For queries and suggestions, email to <u>msm.reporting@msmmgroup.com</u>.

ORGANISATION PROFILE

MSM International Limited ("MSM" or the "Company") was listed on the SGX Catalist in 2010. MSM and its subsidiaries (collectively, the "MSM Group" or the "Group") is an integrated metal engineering company, offering a comprehensive suite of services spanning design, product development, prototyping, tool & die fabrication, production, and assembly. MSM's business activities can be broadly categorised into three core business segments, which are (1) OEM contract manufacturing; (2) Clean-room and laboratories; and (3) Kitchen appliances, equipment and related services.

OVERVIEW OF REPORT

This Sustainability Report has been prepared in accordance with the requirements of Rules 711A and 711B of the Listing Manual Section B: Rules of Catalist of the Singapore Exchange Securities Trading Limited ("SGX-ST") ("Catalist Rules"), and references to the Global Reporting Initiative ("GRI") Standards. The climate-related disclosure references to the recommendations of the Task Force on Climate-Related Financial Disclosure.

The Company has chosen the GRI Standards as it represents the global best practices for reporting on EESG topics. This Sustainability Report is also prepared in accordance with GRI Principles for defining report content, including:

- > Stakeholder Engagement: responding to stakeholder expectations and interests;
- > **Sustainability Context**: presenting performance in the wider context of sustainability;
- > **Materiality**: focusing on issues that impact business growth and are of utmost importance to stakeholders; and
- Completeness: including all information that comprise of significant EESG impact to enable stakeholders to assess the Company's performance.

This Sustainability Report is in line with the Group's continued commitment to address issues relating to sustainability across the various EESG related factors. We aim to share more information in our subsequent reports.

This report highlights the sustainability performance for all entities covered in our financial reporting period from I April 2023 to 31 March 2024 ("FY2024") with historical performance data included for comparison, where applicable.

The EESG performance data presented in this report have been primarily sourced from the Group's internal information systems and original records to ensure their accuracy. The Group did not seek external assurance for this sustainability report but instead relied on internal verification mechanisms to ensure the accuracy of the information.

POLICY, PRACTICES AND PERFORMANCE REPORTING

SUSTAINABILITY REPORTING PROCESS



STAKEHOLDER ENGAGEMENT

An important starting point in our sustainability journey is to identify our stakeholders and material aspects relevant to our businesses. The interests and requirements of key stakeholders are also taken into account when formulating corporate strategies. These key stakeholders include, but are not limited to employees, suppliers and service providers, investors and shareholders, customers, and regulators.

We adopt both formal and informal communication channels to understand the needs of key stakeholders and incorporated these into our corporate strategies to achieve mutually beneficial relationships. The following sets out our engagement platforms with our stakeholders:

Stakeholder Group	Key Topic of Concern	Engagement Methods	Frequency
Customers	 On-time delivery and services Competitive pricing Quality Control 	 Customer satisfaction survey Regular sales meeting Emails and telecommunications 	Throughout the year
Suppliers	 Timeliness of delivery of products and services Compliance with specifications of requirements Business continuity and long- term relationship 	 Pre-qualification and periodic performance assessment Quotations and proposals Emails and telecommunications Regular supplier meetings 	Throughout the year
Employees	 Work environment Fair compensation and benefit 	 Performance appraisals Internal communications and meetings Training programmes Company events 	Throughout the year
Investors	 Economic performance Corporate governance Shareholders' returns 	 Announcements on SGXNet General Meetings Annual reports 	Periodically
Government and Regulators	- Regulatory and industry standards and guidelines compliance	 Consultations Meetings and discussions Submission of information when requested 	Throughout the year

STAKEHOLDER ENGAGEMENT (CONT'D)

MATERIALITY ASSESSMENT

The identification of material EESG factors are directed by the senior management of the Company in consultation with the Board, focusing on those that materially impact our business, strategy, business model and key stakeholders.

We have reviewed the existing topics and assessed its continued relevance to the Group's business and the emerging trends in our industry. We have concluded that the EESG factors identified in FY2020 remain relevant and material to us for the current financial year in managing the risk and impact to the current operations. We will continue to evaluate our material EESG factors on an annual basis.

MATERIALITY ASSESSMENT (CONT'D)

The sustainability focus areas and material topics that are relevant to MSM Group are outlined below:

Sustainability Focus Areas	Materiality Topics	Relevant GRI Standards
Economic	Economic Performance	GRI 201-1 Direct Economic Value Generated and Distributed
	Procurement Practices	GRI 204-1 Proportion of Spending on Local Suppliers
Environmental	Conservation of Resources	GRI 302-1 Energy Consumption within the Organisation
		GRI 303-5 Water Consumption
	Environmental Compliance	GRI 2-27 Compliance with Laws and Regulations
Social	Occupational Health and Safety	GRI 403-1 Occupational Health and Safety Management System
		GRI 403-9 Work-Related Injuries
	Employment and Turnover	GRI 401-1 New Employee Hires and Employee Turnover
	Diversity and Equal Opportunity	GRI 405-1 Diversity of Governance Bodies and Employees
	Training and Education	GRI 404-1 Average Hours of Training per year per Employee
Governance	Corporate Governance	GRI 2: General Disclosures 2021
	Risk Management	GRI 2: General Disclosures 2021
	Business Ethics	GRI 205-3 Confirmed Incidents of Corruption and Actions Taken
	Whistle Blowing Policy	GRI 2-26 Mechanisms for Seeking Advice and Raising Concerns

The following sections discuss the material EESG factors identified.

ECONOMIC

ECONOMIC PERFORMANCE

The Group firmly believes that the focus on financial sustainability is critical and we aim to maximise returns for long-term profitability, thereby creating sustainable shareholder value. The Group's basic principle is that long-term profitability and shareholders' value is ensured by taking into account the interests of stakeholders, such as shareholders, employees, suppliers and society as a whole. Looking ahead, the Group will continuously look for potential and possible opportunities to expand business in all segments both locally and abroad, via the development of new products, service expansion as a one-stop solutions provider, strategic investments and acquisitions.

For more detailed information regarding our FY2024 financial results, please refer to the following sections in our Annual Report 2024:

- \blacktriangleright Letter to Shareholders, pages 3 4
- Financial Statements, pages 46 104

PROCUREMENT PRACTICES

We endeavour to create a positive impact by supporting procurement of products and services from locally established business entities. Our procurement process is conducted through evaluation of suppliers in terms of pricing, reliability, credibility and other related requirements prior to awarding a contract or order to supplier. We apply the same practices of procurement process by giving priority to locally produced items which are priced competitively, to ensure efficient and effective procurement of all goods that are required for the operations of the Group.

For FY2024, 96.82% (FY2023: 96.56%) of our purchases have been sourced from local suppliers which is in line with the target set last year. Nevertheless, MSM shall always continue to prioritise local suppliers when performing purchasing activities. By supporting local organisations through our supply chain management, we have directly contributed to the growth of the local economy and indirectly attracted investments into the country. We will continuously support our local businesses and target to maintain our local purchases proportion at above 90% for FY2025, subject to competitive pricing among the suppliers sourced.

ENVIRONMENTAL

CONSERVATION OF RESOURCES

The Group believes that the efficient use of natural resources such as energy and water will contribute positively to sustainable growth for the Group in the long term and reduce its environment footprint. The Group made efforts to create awareness and encourage employees to adopt electricity and water saving habits in office to reduce the consumptions.

Consumptions	FY2023	FY2024
Electricity (KWH)	2,172,131	2,419,887
Water (m ³)	31,424	32,885

The table shows an 11% increase in electricity consumption and a 5% increase in water consumption from FY2023 to FY2024, exceeding the target set for a 2% savings in FY2023. The rise in electricity and water usage in FY2024 can be attributed to:

- (1) Increased production volume aligned with an approximately 11% rise in sales for FY2024; and
- (2) Acquisition of 8 automated machines (laser cutting, bending, and milling) in Q4 of FY2023, which commenced operations in FY2024.

The Group is targeting to maintain the saving of 2% for total electricity and water usage in FY2025.

ENVIRONMENTAL COMPLIANCE

It is a continuous challenge to successfully manage environmental issues. Sustainable and responsible practices have been incorporated into our business model and implemented throughout the Group. Our products and services meet relevant safety and environmental requirements demanded by our customers and the regulatory bodies.

There was no incidence of non-compliance with laws and regulations resulting in significant fines or sanctions in FY2024 and FY2023. We endeavour to maintain this track record.

SOCIAL

OCCUPATIONAL HEALTH AND SAFETY

We do our utmost effort to safeguard employees' health and safety against any potential workplace hazards. We are also committed to comply with applicable regulatory requirements to prevent injuries and illnesses at workplace. Regular reviews are carried out to evaluate the adequacy of existing health and safety standards and practices. All employees are periodically briefed on the relevant health and safety measures and the practical precautions to be taken. Personal Protective Equipment ("PPE") is also provided to employees when they are carrying out their duties. The Group also ensures that adequate personal accident insurance coverage and Social Security Organisation ("SOCSO") are in place for all employees. All work-related injuries or incident, regardless of its severity, must be recorded and corrective action plans are to be implemented to prevent recurrence.

For FY2024 and FY2023, there was no incident of reportable accidents and no penalty or fine imposed by the relevant authorities for non-conformance to regulatory requirements. We endeavour to maintain this track record.

EMPLOYMENT AND TURNOVER

The Group offers a range of benefits to its employees, which varies by region and includes some or all of the following – annual leave, medical leave, maternity leave, personal accident insurance, healthcare, and bonuses. All employees receive a regular appraisal on their work performance which promotes better understanding on career expectation and progression, thus fostering close working relationship and harmonious work environment.

EMPLOYMENT AND TURNOVER (CONT'D)

	FY2023 New Hires (Number)	FY2023 Employee Hire (%)	FY2024 New Hires (Number)	FY2024 Employee Hire (%)
By Gender				
Male	118	85%	44	59 %
Female	21	15%	31	41%
By Age				
Under 30 years old	87	63%	53	71%
30 – 50 years old	52	37%	22	29%
Over 50 years old	-	-	-	-

	FY2023 No. of Employee Resigned	FY2023 Employee Turnover (%)	FY2024 No. of Employee Resigned	FY2024 Employee Turnover (%)
By Gender				
Male	50	78%	49	63%
Female	14	22%	29	37%
By Age				
Under 30 years old	31	48.5%	39	50%
30 – 50 years old	31	48.5%	39	50%
Over 50 years old	2	3%	-	-
Employee Turnover Rate				
No. of Employee Resigned Average No. of Employeesx 100	22	%	2	25%

As at 31 March 2024, our Group possessed a total workforce of 305 employees (As at 31 March 2023: 324). In FY2024, the Company's employee turnover rate was recorded at 25%, aligning with the desired range of 25% to 35% set by the Group. This achievement can be attributed to a satisfying work environment, fostered by regular feedback, career development opportunities, a respectful workplace culture, competitive salary/compensation, adequate benefits and regular performance appraisals. These employee-centric strategies have resulted in higher job satisfaction and eventually contributed to a healthy turnover rate and reflect the success of MSM Group's efforts in creating a supportive and rewarding workplace. We aim to maintain the employee turnover rate in the range of 25% to 35% in FY2025.

DIVERSITY AND EQUAL OPPORTUNITY

The Group is committed in ensuring fairness in career or opportunities. The Group adopts a non-discriminatory policy for hiring and promoting employees. We do not discriminate one's race, age, gender, religion, ethnicity, disability or nationality and we aim to have zero record for discrimination. We encourage our employees to grow with the Group. All employees received evaluation for work performed to promote learning and embrace opportunities for career development through informal/verbal feedback from immediate superiors.

As at 31 March 2024, we had a workforce of 305 employees in MSM Group (As at 31 March 2023: 324) were distributed as follows:

	As at March 2023	As at March 2024				
By Gender						
Male	85%	81%				
Female	15%	19%				
By Age						
Under 30 years old	42%	43%				
30 – 50 years old	54%	52%				
Over 50 years old	4%	5%				
By Nationality	By Nationality					
Local	40%	47%				
Foreigner	60%	53%				

The Group has maintained an adequate or acceptable stability in workforce diversity, particularly regarding gender, age, and nationality distribution.

The manufacturing nature of the Company necessitates a higher proportion of male employees for production requirements, resulting in a relatively higher male-to-female ratio. However, the slight increase in female employees indicates a positive shift towards gender diversity despite this challenge.

The age distribution has remained relatively stable, with a balanced age profile and a growing number of both younger and older employees. This balance can contribute to a diverse range of experiences and perspectives within the workforce.

The slight increase in local employees demonstrates the Group's focus on hiring locally to support community development.

For FY2025, the Group targets to maintain its current employment diversity and equality, as per the ratio in FY2024.

TRAINING AND EDUCATION

The Group understands that there is a continuous needs to enhance, improve and upgrade employee skills and knowledge. The talents and capabilities of employees benefit both their personal development and the Company's growth. Thus, employees are encouraged to attend relevant courses or seminars to upgrade themselves and improve their skills. We are committed in providing training and development opportunities and promote an inclusive culture that allows our employees to develop progressive and long-term careers. Our employees have been successful in providing quality standards and fulfilling all business and operational commitments through relevant in-house training conducted by Head of Departments, on-the-job experience, training course and continuous learning initiative. All Directors have completed the sustainability training courses.

	FY2023	FY2024
Average Training Hour	2.51	2.55

In FY2024, the average training hours fell below the target set in FY2023, reaching only 2.55 hours, although it showed improvement from the previous year's average of 2.51 hours. The low average training hours was largely due to the Company's primary focus on prioritizing the fulfillment of customer orders. Nevertheless, we will continue to provide regular training to our employees for their development, where possible. We target to spend an average of 3 hours per annum to train our employees.

GOVERNANCE

CORPORATE GOVERNANCE

The Board and the Management of MSM are committed to the best practices in corporate governance to ensure sustainability of the Group's operations. We believe that our constant drive for corporate excellence will allow us to establish a more transparent, accountable and equitable system, thereby increasing the value of the Company and its value to our shareholders. Please refer to pages 10 to 36 of the Annual Report FY2024 for the Group's Corporate Governance Report.

We will continue to comply with the Principles of the Code of Corporate Governance ("Code") and endeavour to meet all requirements expected of us by our stakeholders. In areas where the Company's practices vary from any Provisions of the Code, appropriate explanations are provided for the variation, and how the practices the Company had adopted are consistent with the intent of the relevant Principle of the Code.

RISK MANAGEMENT

The Board is committed to ensure that the Group has an effective and practical enterprise risk management framework in place to safeguard shareholders' interests, and the sustainability of the Group as well as provide a basis to make informed decisions having regard to the risk exposure and risk appetite of the Group. For detailed disclosure on our risk management, please refer to pages 21 to 22 of our Annual Report FY2024.

We aim to review the risk management framework regularly to ensure all relevant risks are identified, communicated and addressed in a timely manner.

BUSINESS ETHICS

The Group does not engage in bribery or any form of financial crime. Employees are reminded never to offer, promise or give bribes in connection with our business and must never ask for or accept bribes. Good governance provides assurance to all stakeholders of the continue performance of MSM Group's EESG factors.

For FY2024 and FY2023, there have been no reported incidents of bribery or any form of financial crime. We endeavour to maintain this track record.

WHISTLE BLOWING POLICY

Our whistle blowing policy provides a mechanism for employees and external parties to report concerns over alleged wrongful acts. For detailed disclosure on our whistle blowing policy, please refer to page 25 of Annual Report FY2024.

For FY2024 and FY2023, there were no whistle blowing cases reported during the reporting period. We endeavour to maintain this track record.

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURE ("TCFD")

We understand that global climate change encompasses various interconnected effects. It poses significant challenges and risks to the environment, biodiversity, human societies, and economies worldwide. Thus, we truly know that mitigating and adapting to global climate change is crucial for the sustainability and well-being of present and future generations.

The TCFD has defined a couple of core elements as a guide on the climate disclosure as follows:



Source: Taskforce Climate-Related Disclosure, 2017

Governance

The Management is responsible for identifying, assessing, monitoring and managing sustainability risks and opportunities related to the Group's business activities, including those related to climate change. The board oversees the identification and management of risks and opportunities relating to climate-related issues that are material to the business.

Strategy

We recognises the significant risks and opportunities posed by climate change. Our strategy is to identify, assess, prioritise, mitigate, and monitor climate-related physical and transition risks in our business. We have identified and assessed climate related risks and opportunities across our operations as depicted in the following table:

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURE ("TCFD") (CONT'D)

Strategy (Cont'd)

Risk	Potential Impact	Opportunities	Strategies to Address or Realise the Risk
Physical Risk (Acute)			
 Extreme Weather (i.e. Flood, droughts and typhoons) Disrupt activities in operational areas Damage to assets 	 Rise in the cost of raw materials, leading to a reduction in profit margin. Affect the production outcome leading to late delivery, bad reputation, and loss of sales. Increase the cost of maintenance for damaged assets. 	 Not Applicable 	 Emergency response preparedness. Assets (e.g., buildings, machinery and equipment, inventories, etc) are protected by comprehensive insurance. Continuous searching and expanding vendor pools.
Physical Risk (Chronic)			
RisingglobaltemperaturesandheatwavesandIncreasehealthandsafetyrisksforworkersatourmanufacturingfacilities.	 Increase in operating costs on facility upgrade (i.e. cooling system) and medical compensation. Decrease in revenue due to decreased efficiency from the well-being of the workforce. 	 Not Applicable 	 Proper ventilation and cooling systems are in place within the working place, especially in production areas where workers are exposed to high temperatures.
Transition Risk			
 Legal & Policy New regulations or tightening of regulations on reducing carbon footprint. 	 Increase in operational costs or capital expenditure as significant investment in new technologies, infrastructures, and energy efficiency measures may be required. 	 Change of customer preference to an eco- friendlier product. 	 Stay informed about the latest regulatory developments and changes in the market. Monitor industry trends, consumer behaviour and preferences through market research/survey.

Risk Management

We continuously review and improve our business and operational activities to identify significant climate-related risks. These risks are classified as either physical or transition risks, and we assess their potential impact on our operations and financial performance.

We implement appropriate control measures and regularly review all control policies and procedures, highlighting significant matters to the Audit Committee (AC) and the Board. The AC evaluates the adequacy and effectiveness of internal controls, strategies, and measures to mitigate identified risks, and reports its findings to the Board whenever new significant risks are identified.

Metrics and Targets

Scope I emissions are direct greenhouse gas emissions from sources owned or controlled by the reporting entity. This includes emissions from on-site combustion of fossil fuels, such as in vehicles or equipment owned or operated by the organization. We are currently collecting data on our energy usage and aim to disclose this part of information in our FY2025 sustainability report.

Scope 2 emissions refer to indirect greenhouse gas emissions from the generation of purchased electricity, heat, or steam consumed by the reporting entity. Our Scope 2 emissions are attributable from our electricity purchases from the national grid. For FY2024, our Scope 2 emissions amount to 1,834.27 tonnes of CO2e. This calculation is based on the average operating margin grid emission factor of 0.758 kgCO2e/kWh, as published by Malaysia's Energy Information Hub for 2021.

We will continue to monitor our carbon emission performance. As this is our first year disclosing this data, we have not yet set targets. We will establish specific targets for monitoring our emissions once we have collected sufficient data to make informed decisions.

GLOBAL REPORTING INITIATIVE ("GRI") CONTEXT INDEX

GRI Standard	Disclo	sure	Section of Report/ Reference	Page Reference
GRI 2: General	2-1	Organisational details	Organisation Profile	2
Disclosures 2021	2-2	Entities included in the organisation's sustainability reporting	Overview of the Report	2
	2-3	Reporting period, frequency and contact point	Overview of the Report	2
	2-4	Restatements of information	Not Applicable.	
	2-5	External Assurance	MSM has not sought external as Sustainability Report	ssurance for this
	2-6	Activities, value chain and other business relationship	Annual Report 2024	
	2-7	Employees	Diversity and Equal Opportunity	11
	2-9	Governance structure and	Annual Report 2024	
		composition	- Report on Corporate Govern	ance
	2-10	Nomination and selection of the highest governance body		
	2-11	Chair of the highest governance body		
	2-12	Role of the highest governance body in overseeing the management of impacts		
	2-13	Delegation of responsibility for managing impacts		
	2-14	Role of the highest governance body in sustainability reporting		
	2-15	Conflict of interest		
	2-16	Communication of critical concerns		
	2-17	Collective knowledge of the highest governance body		
	2-18	Evaluation of the performance of the highest governance body		
	2-19	Remuneration policies		
	2-20	Process to determine remuneration		
	2-21	Annual total compensation ratio	Unable to disclose due to confi constraints	dentiality
	2-22	Statement on sustainable development strategy	Board's Statement	2
	2-23	Policy commitments	Annual Report 2024	
	2-24	Embedding policy commitments	- Report on Corporate Govern	ance
	2-25	Processes to remediate negative impacts	Sustainability Report 2024	
	2-26	Mechanism for seeking advice and raising concerns	- Whistle Blowing Policy	

GLOBAL REPORTING INITIATIVE ("GRI") CONTEXT INDEX (CONT'D)

GRI	Disclos	ure	Section of Report/	Page
Standard			Reference	Reference
GRI 2: General	2-27	Compliance with laws and	Environmental Compliance	8
Disclosures	2-27	regulations		
2021	2-28	Membership associations	Not Applicable.	
	2-29	Approach to stakeholder engagement	Stakeholder Engagement	4
	2-30	Collective bargaining agreements	Not Applicable. (No collective bargaining agreements.)	
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Materiality Assessment	5 – 6
	3-2	List of material topics		
	3-3	Management of material topics		
ECONOMIC M	ATERIAL			
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	Economic Performance	7
GRI 204: Procurement Practice	204-1	Proportion of spending on local suppliers	Procurement Practices	7
		TERIAL TOPICS		
GRI 302: Energy	302-1	Energy consumption within the organization	Conservation of Resources	8
GRI 303: Water and Effluents	303-5	Water consumption	Conservation of Resources	8
SOCIAL MATE	RIAL TOP	PICS		
GRI 401: Employment	401-1	New employee hires and employee turnover	Employment and Turnover	9 – 10
	401-2	Benefits provided to full-time employees but are not provided to temporary or part-time employee	Employment and Turnover	
GRI 403: Occupational	403-I	Occupational health and safety management system	Occupational Health and Safety	9
Health and Safety	403-9	Work-related injuries	Occupational Health and Safety	9
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Diversity and Equal Opportunity	11

TCFD FRAMEWORK

Section	Disclosure	Page Reference
GOVER	NANCE	
a	Describes board oversight of climate-related risks and opportunities	15
b	Describe the role of management in assessing and managing climate-related risks and opportunities	15
STRATE	GY	•
a	Explain the climate-related risks and opportunities the organization has identified in the shorter, medium, and longer terms	15 - 16
b	Explain the impact of climate-related risks and opportunities on an organization's business, strategy and financial planning	15 - 16
c	Describe the resilience of the organization's strategy, taking into account scenarios related to different climates, including 2°C or lower scenarios	Not able to disclose due to the preliminary stage of our data collection and analysis process, we will enhance this aspect in future disclosures.
RISK MA	NAGEMENT	
a	Describe the organization's processes for identifying and assessing climate-related risks	15 - 16
b	Describe organizational processes for managing climate-related risks	15 - 16
С	Describe processes for identifying, assessing, and managing climate-related risks integrated into the organization's overall risk management	15 - 16
METRIC	S AND TARGETS	
а	Disclose metrics used by the organization to assess climate-related risks and opportunities in line with their strategy and risk management processes	16
b	Disclose Scope 1, Scope 2, and, where appropriate, Scope 3 greenhouse gases (GHG) and related risks	16
C	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	16