



## 2017 SUSTAINABILITY REPORT

# TABLE OF CONTENTS

01 ABOUT THIS REPORT REPORTING GUIDELINES AND PROCESS REPORTING SCOPE AND PERIOD FEEDBACK	01	
02 BOARD STATEMENT SUSTAINABILITY INITIATIVES COMMITMENT& ASSURANCE	02	
03 ABOUT DUTECH BUSINESS PROFILE STRATEGIC LAYOUT PRODUCTS LINE MARKET PRESENCE	03	
04 APPROACH TO SUSTAINABILITY SUSTAINABILITY STRATEGY GOVERNANCE STRUCTURE STAKEHOLDER ENGAGEMENT MATERIALITY ASSESSMENT	07	
05 ENVIRONMENTAL ENVIRONMENTAL FOOTPRINT ENVIRONMENTAL COMPLIANCE	11	
06 PEOPLE DIVERSIFY AND INCLUSION TRAINING AND DEVELOPMENT	14	
07 COMMUNITY RELATIONS WITH COMMUNITY LOCAL MARKET PRESENCE	17	G GENZUG
08 HIGHLIGHT& TARGET 2017 HIGHLIGHT 2020 TARGET	18	
09 GRI CONTENT INDEX	19	

# ABOUT THIS REPORT

This is the inaugural sustainability report ("SR2017") by Dutech Holdings Limited ("Dutech" or the "Group"), but we are always embedding sustainable initiatives in our long-term business plan since we went public in 2007. This report is to inform all Dutech's stakeholders of our sustainability strategies, initiatives and past performance in a transparent and accountable manner.

#### **REPORTING GUIDELINES AND PROCESS**

The report has been prepared in accordance with the Global Reporting Initiative ('GRI') framework standards: Core option to report about our impacts on the economy, environment and society. All the information and figures for this report are collected from different business units, departments and plants, after a series of careful verification to confirm the relevance and accuracy. We have not engaged any external assurance for this report, but relied on the internal data monitors and the review by the Board to ensure the accuracy of our disclosures on sustainability performance.

#### REPORTING SCOPE AND PERIOD

The report covers the Environmental, Social and Governance (ESG) and sustainability strategies, initiatives and performance of our operations in Shanghai and Nantong, Jiangsu Province, the People's Republic of China, where Dutech's headquarters office and main plants are situated, for the 2017 financial year from 1<sup>st</sup> January 2017 to 31<sup>st</sup> December 2017. All data and statistics are recorded in RMB unless otherwise stated.

#### **FEEDBACK**

Feedback is vital to our development on sustainability. We appreciate any comments or suggestions on this report. Please feel free to reach out to us at:

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BOARD STATEMENT

#### Dear Stakeholders,

On behalf of the Board of Directors of Dutech Holdings Limited ("Dutech" or the "Group"), I am pleased to present our inaugural Sustainability Report 2017. As a manufacturer, we are aware that our operations are consuming the social resources and have some impacts on the environment and community.

#### SUSTAINABLE INITIATIVES

We strive to have a positive impact on the environment and society as a whole, while remaining a successful business and increasing shareholder's value. We take sustainability as the fundamental to the long-term development and introduce the concept of "Sustainable" in our objectives related to all the processes, plants and systems in our operation business. In 2017, Dutech stepped forward for firstly presenting in details our sustainability strategies, initiatives and performance related to environmental, social and governance to our stakeholders. We set up our approach to the sustainability with four material pillars, including Environment, People, Economics and Community to ensure the implementation of the sustainability strategy.

#### **COMMITMENT& ASSURANCE**

This is Dutech's first sustainability report. When preparing the report, the Board delegated the authority for daily management of economic performance, people and environmental topics to the Sustainability Working Group in Shanghai headquarters to oversee the sustainability process within the Group and ensure the proper and consistent direction of the Group's strategy. Our Sustainability Working Group worked hard on the determination and assessment of material environmental, social and governance ("ESG") factors, after gathering all the information from different functions. All the processes are monitored by the board.

#### The board took the responsibility to review the report, as a result, we can ensure herein:

The following sustainability report is prepared with the internationally recognized Global Reporting Initiative ("GRI") Standards and is complied with the SGX-ST Listing Rules 711A and 711B.

**Johnny Liu** 

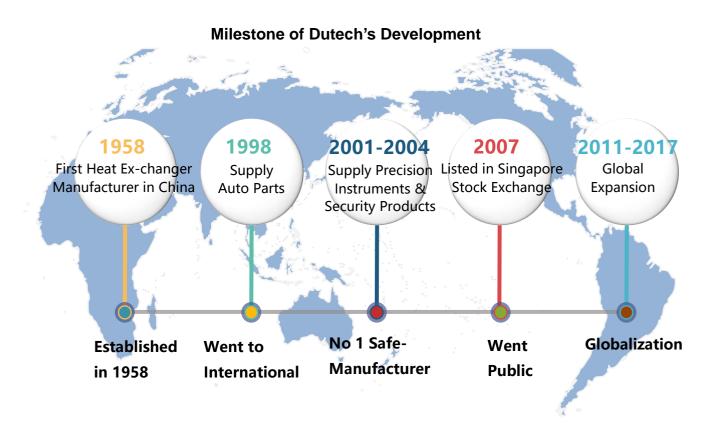
**Chairman & CEO** 



#### **BUSINESS PROFILE**

Dutech Holdings Limited was originally the first Heat Ex-changer Manufacturer in China, established in 1958 and supplied to SH Diesel Engine Corp. Over the years, our business extended to the auto parts, the precision instruments and the fire-proof commercial safes.

Afterwards, we rapidly grew into a global leading manufacturer of high security UL- and CENcertified products through the international acquisition of Format Tresorbau Beteiligungs GmbH in 2011 and Deutsche Mechatronics GmbH in 2014. We also design and manufacture intelligent terminals including Ticketing and Vending Machines ("TVM") and parking machines at the plants of Krauth Technology GmbH, Almex GmbH and Metric Group Limited. The Group was listed on the Main board of the Singapore Exchange Securities Trading Limited ('SGX-ST') on 2 August 2007.



In recognition of our outstanding capabilities, the Group has received numerous awards, amongst them the "200 Best Companies under US\$1 Billion in Sales" by Forbes Asia Magazine in 2008, the "Best 50 Chinese Companies in the next 30 Years" by Founder Magazine in 2008, the "Quality Supplier" by Scientific Games in 2014, and the "21 Century China best business model selection" in 2014.

#### STRATEGIC LAYOUT

The Group's headquarters locates in Shanghai, which serves as the center for group management, research and development, marketing, customer service, corporate development, and finance management. Our manufacturing and service facilities are strategically located in China, the Philippines, Germany, the United Kingdom and the United State. The strategic layout of Global Dutech is detailed below:

#### **Strategic Layout of Global Dutech**

- Singapore Administrative Office
- Shanghai, China Headquarters
  - R&D Center
  - Executive office with functions of marketing, customer service, corporate development, and financial management
- Nantong, Jiangsu Province,China- Main Plants
- Tri Star Inc
- Tri Star Technology Co., Ltd.
- Jiangsu Tri Star Equipment Co., Ltd.
- Jiangsu Tri Star Technology Co., Ltd.
- Jiangsu Tri Star Terminal Equipment Technology Co., Ltd.

- > The United States Subsidiaries
  - Format USA, Inc.
- The United Kingdom
  - -Subsidiary & Overseas Plant
  - Metric Group Limited
- Philippines Overseas Plant
  - Matrix Mechatronix Technology Phils. Corp.
- Germany Subsidiaries & OverseasPlants
  - Format Tresorbau Beteiligungs GmbH
  - Deutsche Mechatronics GmbH
  - Krauth Technology GmbH
  - Almex GmbH

#### **Manufacturing Facilities within Group**









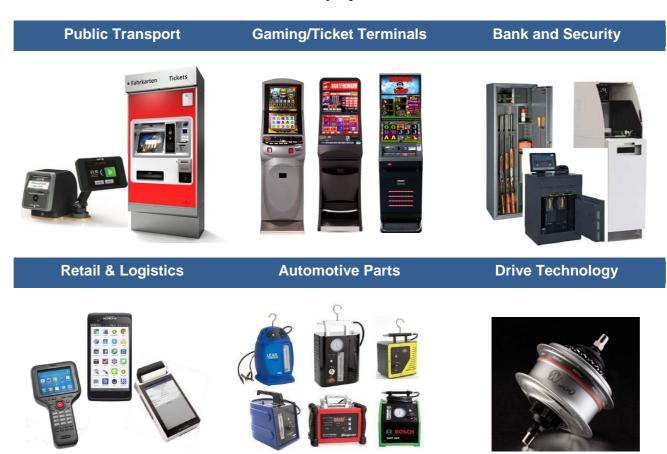




#### **PRODUCTS LINE**

Today, we design, develop, manufacture and market ATM safes, banking safes, commercial safes, cash-handling systems, parking machines and intelligent terminals including Ticketing and Vending Machines ("TVM"). The Group is proud of its strong research and development capabilities, vertically integrated solutions and large-scale operations, which enable us to offer high quality products to our customers at competitive price within demanding lead time.

#### **Product Display of Dutech**



#### **R&D Capabilities and Facilities**







#### **MARKET PRESENCE**

The Group has a global market presence in all major countries, comprising of Germany, France, Italy, the United Kingdom, the United States, Brazil, India, Japan and Chinese Mainland. Our reputable customers include Hitachi, Diebold-Nixdorf, Liberty Safe & Security Products Inc., Tractor Supply Co., Glory Ltd., SGI, Aldi and Deutsche Bahn.

#### **Customer Base of Dutech**



























































# APPROACH TO SUSTAINABILITY

#### SUSTAINABILITY STRATEGY



Sustainability is always embedded in our long-term business plan. At Dutech, sustainability focuses on the long-term value we deliver to a wide variety of our stakeholders, comprising of our customers, our shareholders, our employees, our suppliers, the local government we collaborate with and the community we work in.

For us, it is about being responsible for a boarder range of stakeholders for long term, and increasing the positive impacts that Dutech's operations, products and employees have on the whole society, and in doing so, when pursuing the Group's ongoing viability, growth and success.

We take a four-pillar approach to Sustainability, focusing on the issues that matter most to our business and our stakeholders. These four material pillars are identified as Economics, Environment, People, and Community. The following report is to explain some material impacts regarding Environment, People and Community. About the disclosure of Economic factors, please refer to "Annual Report 2017 Dutech Holdings Limited ("AR2017") ".

#### SUSTAINABILITY GOVERNANCE STRUCTURE

We all believe that good sustainability governance is the fundamental to corporate governance. At Dutech, sustainability is strictly governed across various levels within the group from the Board, Chief Executive Officer and senior management in headquarters to the sustainability working groups and business units in each plant. Our sustainability governance structure is detailed below:

#### **Governance Structure of Dutech**

Levels within the Group	Responsibility
Board of Directors	Delegating the authority for daily management of economic performance, people and environmental topics to the Sustainability Working Group; Meeting annually to approve of Group's strategy framework; Review the effectiveness of sustainability strategy, and seek to areas for further improvement; Taking responsibility for review the report and ensure the sustainability strategy;
Chief Executive Officer	Leading the Senior Management to implement the sustainability strategy with guidance from the Board of Directors;  Overseeing and monitoring the preparation of sustainability reporting, driving progress company-wide;
Senior Management Team	Providing Sustainability Working Group with the interface to our business units in plants; Facilitating, monitoring, supervising and reviewing the preparation of sustainability report;
Sustainability Working Group	Developing the plan and schedule for sustainability reporting disclosure;  Drafting the sustainability report;
Business Units with Different Functions in each Plant	Supporting the Sustainability Working Group in sustainability reporting disclosure by the Collecting the data and gathering information;

#### STAKEHOLDER ENGAGEMENT

Stakeholders are the key to our success as they directly affect or be affected by the Dutech's every action, objectives and policies. As such, we attach great importance to deepen the relationships and create mutual understanding with our all related parties. We regularly communicate with our investors, our employees, our customers and our suppliers. Besides, we also patiently listen to the opinions from some additional stakeholders embracing the government and community.

Through the regular engagement practices with our stakeholders, we understand their concerns on Dutech's sustainability performance and reporting. This helps us quickly find out the key sustainability challenges the Group are facing and explore the ways that we are responding. Our stakeholders' concerns are detailed below:

#### Stakeholder Engagement of Dutech

#### **Employees**

Employees are our valuable assets which is the key to our long-term business development.

#### **Concerns**

Economic performance; Development &Training; Business, strategy &directions;

#### **Engagement Methods**

Employee engagement surveys; Regular visits, dialogues, briefings; Staff Appraisal;

#### **Suppliers**

Reliable and qualified suppliers are crucial to the success of our business. It ensures the strategic advantages in competition.

#### **Concerns**

Compliance;

#### **Engagement Methods**

Occasional sites visit; Regular performance evaluation on quality, availability and On-Time;

#### **Customers**

As a global manufacturer, we are committed to addressing the needs of our customers and following through with our quality services.

#### **Concerns**

Product quality & availability; Service quality;

#### **Engagement Methods**

Customer satisfaction surveys; Regular meetings; Feedbacks from hotline/ emails communications; Interactions by sales staff;

#### **Governments**

Government promulgates laws and regulations, shaping the business environment in which our business is directly affected.

#### **Concerns**

Compliance;

#### **Engagement Methods**

Occasional sites visit; Regular reports &meetings;

#### **Shareholders**

Our core objective is to increase shareholders' wealth, so we keep close with and listen patiently to every voice from shareholders.

#### **Concerns**

Economic performance; Business, strategy &directions; Dividends Plan;

#### **Engagement Methods**

Annual report; Annual General Meetings; Occasional sites visits; Inquiry by phone calls/Email communications; Company website; SGX corporate announcement;

#### **Local Community**

We encourage active participation in community to fulfill our social responsibility, through some financial aid, voluntary activities and publicity campaigns.

#### Concerns

Community investment; Voluntary activities;

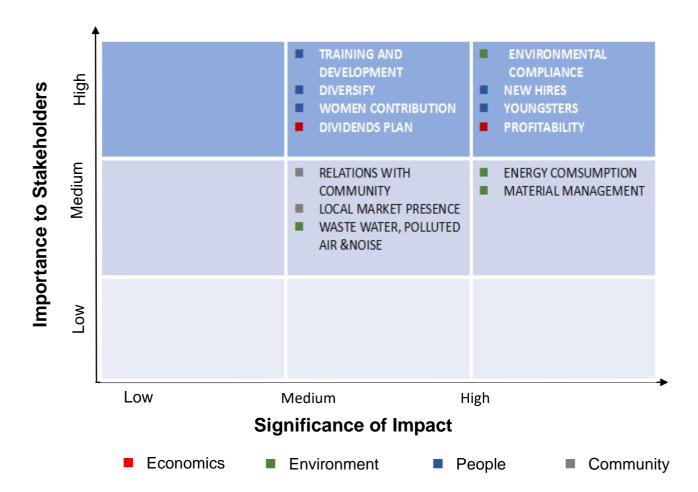
#### **Engagement Methods**

Visits and meetings; Donations; Voluntary activities; Publicity campaigns;

#### MATERIALITY ASSESSMENT

In FY2017, we firstly conducted a materiality test with Materiality Matrix to identify the priorities and emerging areas of concerns from all the stakeholders. The test was based on the GRI Standards' materiality principle for defining report content and our Materiality Matrix is detailed below:

#### **Dutech Materiality Matrix**



The findings yielded new material topics embracing economic, diversity, training development, environment footprints, energy consumption, waste management, environmental compliance, relations with community and local market presence became the most important topic for the Group.

# MATERIAL ESG FACTORS -ENVIRONMENTAL

#### **ENVIRONMENTAL FOOTPRINT**

We will inevitably create noise, produce waste water and emit polluted air with dust in the production process. Environmental protection is extremely important to us. We continuously seek to provide quality products that minimally influence the environment, while reduce our environmental footprint in the production. To minimize the environmental footprint,

- We have put in place a specific guideline for every step in the production process to ensure adherence to the requirements of the ISO14001 environmental management system certification.
- 2. We designated a full-time environmental specialist to be responsible for the environmental management on the plants. Based on the review from our environmental specialist, we are continuously trying to make improvement on our environmental management system.
- 3. Periodic testing and audits are conducted by the environmental specialist to identify any deficiency in our environmental management system.

#### **POLLUTED AIR&NOISE**

Each workshop at our plants is equipped with dust removal systems. Noise is isolated by moving source away from the circumjacent residential and business areas, thickening shock pads and building sound-proof premises. From 2015, we passed all the tests for air and noise emission.

#### WASTE WATER,

Based on our local regulation before FY2015, all the hazardous water should be collected together, stored for centralized treatment by the qualified plant. We outsourced the waste water disposal to the qualified plant before discharging, we also have put in place specific procedure for workers to collect and store waste water.

	Pollutants	Quantity in FY2017 (in t/a)
	Wastewater	2,565
Effluent	COD	3.46
Effluent	SS	2.30
	NH <sub>3-</sub> N	0.35
Waste Gas	VOCs	0.08

Since FY2016, to meet our local environmental regulation, we started to build a sewage treatment station at main plant. The new sewage treatment station is designed with 17 processes to dispose the wastewater, ensuring 100% meet the emission standards. The situations of sewage discharge and air emission are detailed in the table above

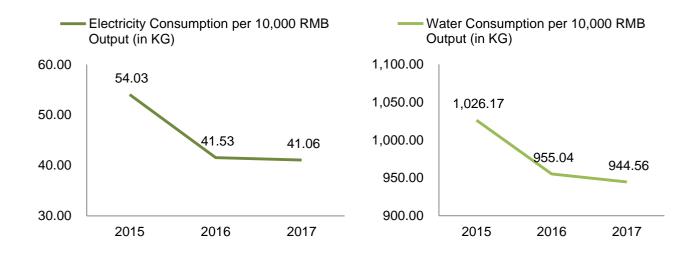
# MATERIAL ESG FACTORS -ENVIRONMENTAL

#### **ENERGY CONSUMPTION**

We consume a large amount of water, electricity and nature gas in various forms in daily production, while at the same time, will leave some adverse impacts on environment.

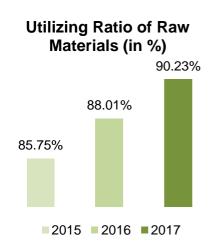
In FY2017, Electricity Consumption per 10,000 RMB Output was decreased from 54.03KG to 41.53KG in FY2016, largely because of the reconstruction scheme of air compressors conducted in June FY2016, which was also well managed in FY 2017 with a slight decrease of 0.47KG. It successfully saved 23% electricity compared with FY2015, 1% compared with FY2016. Water Consumption per 10,000 RMB Output had been keeping in a healthy level around 1,000KG during last three years.

#### **Energy Consumption**



#### **MATERIALS MANAGEMENT**

At Dutech, we aim to maximize the use and efficiency of resources. We invested a large amount in our infrastructure by investing new equipment and technically converting the old systems. The utilizing ratio of raw materials was steadily increased from 85.75% in FY2015 to 88.01% in FY2016, and to 90.23% in FY2017.



## MATERIAL ESG FACTORS -ENVIRONMENTAL

#### **ENVIRONMENTAL COMPLIANCE**

We are always committed to manufacturing products that deliver a green impact and are compliant with all the environmental requirements.

#### **RESTRICTION OF HAZARDOUS SUBSTANCES (ROHS) REQUIREMENT**

Since the new ROHS Directive 2011/65/EU have been published in the Official Journal of the European Union on 1st July, 2011, we took the rapid response. We worked closely with our suppliers to collect materials information to assure the quality of supply.

We required all our suppliers should undertake to ensure that their supply complies with the European Parliament Directive 2011/65/EU, the Restriction of Hazardous Substances (RoHS), and clearly explicit this warranty clause in the renewed supply contract.

Besides, in order to retain the reliable and qualified suppliers, we make regular performance evaluation of our suppliers with respect of quality, availability and On-Time test.

#### **Qualified Suppliers** ■ The number of other qualified 310 suppliers 235 ■ The number of 232 1058 qualified 767 suppliers with 434 long-term relationships 2015 2016 2017

According to the performance evaluation, the number of the qualified suppliers in 2017 increased to 1,369, among which 77.3% achieved a long-term cooperation with us.

Internally, we also strictly controlled production process by properly managing chemical substances, reducing hazardous substances in our products, regularly inspecting of finished products. Up to now, all the inspections showed that our products are qualified under the new RoHS.

### **MATERIAL ESG FACTORS**

### -PEOPLE

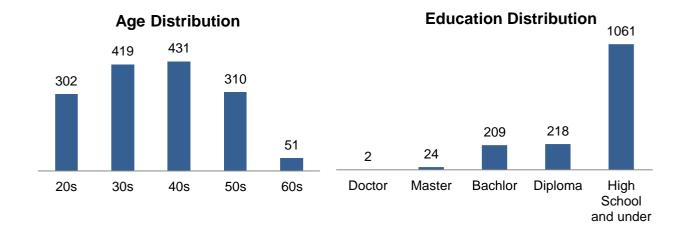
#### **DIVERSIFY AND INCLUSION**

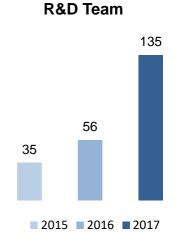
#### **DIVERSITY**

As we expand to the international market, we are growing into a global group with 1,513 employees at China main plant and Headquarters in FY2017. We are committed to building a diverse team to achieve the global success.

Dutech is a mufti-generational company with employees from 20 to 66. Majority of our employees move into in their thirties and forties, with total proportion of 56%. The third major group is the one aged over 50, making up 20%. Most of them work in senior positions in company with years of experience. Besides, we highly value our young generation under 30 (20%) and encourage their diversified development.

The percentage of our employees from higher education and liberal education are respectively 2% and 28%. 70% left are our workers and have low levels of education.





#### **NEW HIRES**

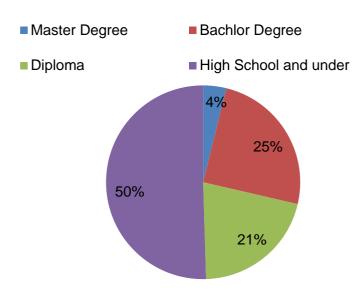
To meet our objectives of being supplier of future Smart City, we are hiring new employees with different expertise, especially for our R&D team. We strive to develop our R&D team and try to transfer from an original equipment manufacturer (OEM) to an original design manufacturer (ODM). From FY2015, we only have 35 research staff. Two years after that, our R&D team was rapidly expanding to a group of 135 professionals in electrical and software engineering.

#### **WOMEN CONTRIBUTION**

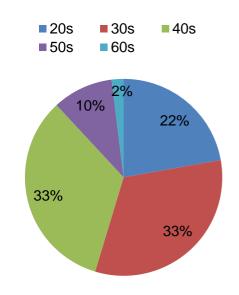
We highly depend on the contributions from our outstanding female representation. In FY2017, 21% of our employees are female representation, totally amounting to 311 women.

- 1. More than 29% of them received higher education. 12 women staff (4%) acquired their master degree, 77 women staff (25%) graduated with the bachelor degree.
- 2. The majority of 311 female representations are in their thirties and forties, contributed 66% of total. Young women of post-90s generation are a fastest-growing group, up to 69 employees (22%) in FY 2017.
- 3. Two of eight senior managers in group are women, while the proportion of female middle management is significant as well, up to 28%.

#### **Education Distribution of Female Staff**



#### Age Distribution of Female Staff

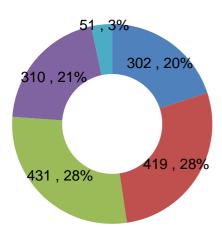


#### YOUNGSTERS FOR FUTURE

Young staff is our key priority in human resource development. We continued to develop our talent pool and bring younger professionals into our business through campus recruitment and graduate training programs.

In FY2017, we had 302 young people of post-90s, contributed 20% of total employees. Especially at headquarters, we made careful selection of talent and recruited 13 young postgraduates from top universities worldwide with different major covers Electronic Engineering, Accounting and Finance.

# Age Distribution ■20s ■30s ■40s ■50s ■60s



### MATERIAL ESG FACTORS

### -PEOPLE

#### TRAINING AND DEVELOPMENT

At Dutech, we value our people and invest in them for the long-term. We have put in place an integrated approach to developing talent with equal opportunities for all. Our HR teams draw up the separate training plans for our workers, administrative staff and young professionals every year.



We invested in various workplace and competency training, mainly focused on health, safety and environment, costing over one million RMB in FY2017. The proportion of trained employees in FY2017 was 85%, an increase of 11% on the prior year. The satisfaction degree of all training was increased to 94%.



We also encourages our people make use of their spare time to update the skills and knowledge in professionals and offers financial incentives for them to obtain the recognized qualification. In FY2017, there are 13 people acquired the professional qualifications in their area of expertise in Intermediate and Assistant Mechanical Engineer.



We are focused on mobilizing our talent pool through multiple interactions with subsidiaries all over the world. We are planning regular study and business visits for our people, sending them to our different subsidiaries to deepen the understanding of our group and exchange professional ideas and experience.



	2015	2016	2017
Training Hours per Capita (In Hours)	160	162	180
Investment in Training (In 000' RMB)	691,000	850,000	1,002,000
Proportion of Trained Employees (In %)	69%	74%	85%
Degree of Satisfaction (In %)	88%	90%	93%
No. of Qualification	4	8	13

### MATERIAL ESG FACTORS

### -COMMUNITY

#### **RELATIONS WITH COMMUNITY**

We are always focused on the relations with local community. Up to FY2017, we are awarded as 'Excellent Enterprise' and 'Famous Brand' in Jiangsu Province China in successive five years.

We collaborate closely with local university in technology research and education programs, and provide financial support to families in need and disadvantaged youth. Up to 2017:

- 1. We have set up two national research centers with the collaboration of the local government and acquired the state subsidies every year;
- 2. Our investment in 2017 to the local community to help the poor was 445,000 RMB;
- 3. 78 employees volunteered and made the blood donation;
- 4. We set up an annual sponsor plan to help student. We offered the financial aid to 10 students in FY2017 as planned;

	2015	2016	2017
Financial Contributions (in '000 RMB)	152	285	445
Blood Donation (in Person)	65	72	78
Fellowship (in Person)	10	10	10

#### LOCAL MARKET PRESENCE

All our subsidiaries are operated separately in different cities all over the world. Our hiring policy is to hire from the local community, specifically for our workers and majority of middle management. It helps to bring great job opportunities to the local community and contributes to the local tax and social security.

We have five plants in Nantong, Jiangsu Province, China. In 2017, we employed approximately 990 workers and in addition a team of 50 administrative staff and middle management. All of them were hired locally.

## **HIGHLIGHT & TARGETS**

		KPI	FY2017	FY2020 Target
	Effluent	Wastewater (In t/a)	2,565	2,200
		COD (In t/a)	3.46	3.38
		SS (In t/a)	2.30	2.20
ınt		NH3-N (In t/a)	0.35	0.30
Environment	Waste Gas	VOCs (In t/a)	0.08	0.05
ron	Energy	Electricity Consumption per 10,000 RMB Output (In KG)	42.61	39.92
nvi	Consumption	Water Consumption per 10,000 RMB Output (In KG)	1,081	986
Ш	Materials Management	Utilizing Ratio of Raw Materials (%)	90%	94%
	Environmental	No of Qualified Suppliers (In Unit)	1,369	1,500
	Compliance with RoHS	The Percentage of Qualified Suppliers with Long-Term Relationship (%)	77%	85%
	Age Distribution	The Percentage of 30s & 40s (%)	56%	60%
	Education	The Percentage of Our Employees with Higher Education (%)	2%	10%
	Distribution	The Percentage of Our Employees with Liberal Education (%)	28%	45%
		The Percentage of Women (%)	21%	25%
		The Percentage of Women with Liberal Education (%)	4%	10%
<u>e</u>	Women Contribution	The Percentage of Women with Higher Education (%)	25%	35%
People		The Percentage of Female Senior Management (%)	25%	30%
P		The Percentage of Female Middle Management (%)	28%	35%
	Youngsters	The Percentage of Youngsters (20s) (%)	20%	30%
	Training &Development	Training Hours per Capita (In Hours)	180	200
		Investment in Training (In '000 RMB)	1,002	1,200
		Proportion of Trained Employees (In %)	85%	90%
		Degree of Satisfaction (In %)	94%	95%
		No. of Qualification (In Unit)	13	20
ity		Financial Contributions (In '000 Rmb)	445	520
Community	Relations with Community	Blood Donation (In Person)	78	80
mm	,	Fellowship with Poor Students (In Person)	10	15
Col	Local Market Presence	Local Taxpayers (In Person)	1,040	1,200

# GRI STANDARDS CONTENT INDEX

GRI Standard		General Disclosure	Page
	<u> </u>	Organizational Profile	
	102-1	Name of the organization	1, 3
Disclosures 2016	102-2	Activities, brands, products, and services	3,5
	102-3	Location of headquarters	4
	102-4	Location of operations	4
	102-5	Ownership and legal form	3
	102-6	Markets served	6
	102-7	Scale of the organization	4
	102-8	Information on employees and other workers	14-16
	102-9	Supply chain	13
		Strategy	
GRI 102: General Disclosures 2016	102-14	Statement from senior decision-maker	2
		Governance	
GRI 102: General Disclosures 2016	102-18	Governance structure	8
		Stakeholder Engagement	_
GRI 102: General Disclosures 2016	102-40	List of stakeholder groups	9
Disclosures 2010	102-42	Identifying and selecting stakeholders	9
	102-43	Approach to stakeholder engagement	9
	102-44	Key topics and concerns raised	9
	ı	Reporting Practice	
GRI 102: General Disclosures 2016	102-45	Entities included in the consolidated financial statements	3
D13010341C3 2010	102-46	Defining report content and topic Boundaries	1
	102-47	List of material topics	7
	102-50	Reporting period	1
	102-52	Reporting cycle	1
	102-53	Contact point for questions regarding the report	1
	102-54	Claims of reporting in accordance with the GRI Standards	1
	102-55	GRI content index	19-20
		Material Topics	
ODI 204		Economic Performance	Defert
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Refer to Annual Report for Further Details

# GRI STANDARDS CONTENT INDEX (Continued)

GRI Standard	General Disclosure		Page
		Material Topics	
		Materials	
GRI 301: Materials 2016	301-1	Materials used by weight or volume	12
		Energy	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	12
Lifergy 2010	302-4	Reduction of energy consumption	12
		Emissions	
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	11-12
		Effluents and Waste	
GRI 306: Effluents and	306-1	Water discharge by quality and destination	11
Waste 2016	306-2	Waste by type and disposal method	11
		Environmental Compliance	
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	13
		Supplier Environmental Assessment	
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	13
Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental	13
Supplier Environmental Assessment 2016 GRI 405:	308-1	New suppliers that were screened using environmental criteria	13
Supplier Environmental Assessment 2016		New suppliers that were screened using environmental criteria  Training and Education	
Supplier Environmental Assessment 2016 GRI 405: Training and	404-1	New suppliers that were screened using environmental criteria  Training and Education  Average hours of training per year per employee  Programmes for upgrading employee skills and	16
Supplier Environmental Assessment 2016 GRI 405: Training and	404-1	New suppliers that were screened using environmental criteria  Training and Education  Average hours of training per year per employee  Programmes for upgrading employee skills and transition assistance programmes  Percentage of employees receiving regular	16 16
Supplier Environmental Assessment 2016 GRI 405: Training and	404-1	New suppliers that were screened using environmental criteria  Training and Education  Average hours of training per year per employee  Programmes for upgrading employee skills and transition assistance programmes  Percentage of employees receiving regular performance and career development reviews	16 16
Supplier Environmental Assessment 2016  GRI 405: Training and Education 2016  GRI 405: Diversity and Equal Opportunity	404-1 404-2 404-3	New suppliers that were screened using environmental criteria  Training and Education  Average hours of training per year per employee  Programmes for upgrading employee skills and transition assistance programmes  Percentage of employees receiving regular performance and career development reviews  Diversity and Equal Opportunity	16 16 16



### **Dutech Holdings Limited**

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