



## OIO Holdings Limited

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SUSTAINABILITY REPORT 2019

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## BOARD STATEMENT

The Board of Directors (the “Board”) is pleased to present its first sustainability report (the “Report”) of OIO Holdings Limited (formerly known as DLF Holdings Limited) (“OIO”, the “Company” and together with its subsidiaries, the “Group”) for the financial year ended 31 December 2019 (“FY2019”). This Report provides an overview of the Group’s approach and commitment towards the management of environmental, social and governance (“ESG”) risks and opportunities.

The Report presents the Group’s ESG initiatives, plans and performances and demonstrates ongoing commitment to sustainable development. The Board believes this Report is an important avenue to engage with its stakeholders to understand their needs and concerns and ensure continuous improvement in different ESG aspects.

To increase its competitiveness, the Group is keen on integrating a sustainability approach in its operation. The Group aims to enhance its sustainability management and performance and make contributions to the environment, the Group’s employees, business and the local community where it operates.

The Board would like to take this opportunity to express its gratitude to our employees, customers and business partners for their continuous support. Looking forward, the Group will continue to expand its businesses while enhancing its ESG performance by progressively implementing more sustainable practices.

**OIO Holdings Limited’s Board of Directors**

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## ABOUT OIO HOLDINGS LIMITED

Listed on Catalist of the Singapore Exchange Securities Trading Limited (the “SGX-ST”) on 25 July 2018, OIO Holdings Limited (formerly known as DLF Holdings Limited) is a Singapore-based mechanical & electrical (“M&E”) engineering services and solutions provider. The Group engages in 3 segments, namely the M&E engineering services, project management and turnkey contracting services segments. The Group generally operates as a sub-contractor for its project management services and has the capabilities to undertake projects as a main-contractor, in particular, in relation to its turnkey contracting services. The Group has developed extensive expertise as an M&E engineering services and solutions provider and has built up a strong network with well-established customers who are either often engaged in projects in Singapore and the region or require its services for their hotels and properties. In FY2019, the Group solely focused on the provision of M&E services.

As approved by the Company’s shareholders at the Extraordinary General Meeting held on 26 June 2020, the Company has diversified its business to blockchain related business and had changed its name to “OIO Holdings Limited” on 2 July 2020. The Company aims to create additional revenue stream and steady growth from the blockchain agency and related business on top of its M&E engineering business and include the ESG factors in relation to its blockchain related business in its sustainability report for the financial year ending 31 December 2020.

## ABOUT THIS REPORT

### REPORTING SCOPE

This Report presents OIO Holdings Limited’s sustainability performance for the period between 1 January 2019 and 31 December 2019. Unless otherwise specified, the scope of the Report covers the activities and projects that the Group has direct operational control on in all of the Group’s segments in Singapore, where its headquarters is situated in. In FY2019, the Group acted as the subcontractor of the M&E engineering projects, therefore the usage of environmental resources in such projects, including but not limited to electricity and water, were not included in this Report since the Group did not have direct operational control over such usage.

The reporting scope reflects the scale of the Group’s operations and the significance of the Group’s economic, environmental and social impacts. This Report also presents and summarises the Group’s policies, practices and performance relating to the ESG aspects. The Group will strengthen its sustainability works in the future and will continue to improve its scope of disclosure subject to the materiality assessment and necessity.

### REPORTING FRAMEWORK

This Report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core Option. The GRI Standards sets out generic sustainability factors, general principles and indicators for the Group to report on sustainability policies, practices, performance and targets that are in line with the global best practices for reporting on economic, environmental and social topics. This Report also complies with the Practice Note 7F Sustainability Reporting Guide in the Catalist Rules issued by the SGX-ST.

## CONTACT US

The Group welcomes feedback to continuously improve its sustainability reporting and practices. If

you wish to provide comments or feedback, please send your feedback to [enquiry@oio.sg](mailto:enquiry@oio.sg).

## SUSTAINABILITY GOVERNANCE

The Board has overall oversight of the Group's ESG issues. The Board considers sustainability issues as part of the strategic formulation of the Group. For this first sustainability report, the Board identified ESG topics that are material to the Group's business together with the participation of the Group's stakeholders through conducting a materiality assessment. The outcome of the materiality assessment will be shown in the section headed "Materiality Assessment".

Furthermore, the Board has delegated the responsibility of overseeing the management and monitoring of the material ESG factors to the sustainability task force (the "Task Force") which comprises key management personnel of the Group. The Task Force works closely with the Board to establish the Group's sustainability objectives, strategy and performance and is responsible for collecting and analysing relevant ESG data and identifying the Group's ESG issues. In addition, the Task Force periodically reports to the Board for the assessment and identification of ESG risks and the subsequent implementation or revision of the Group's ESG strategies.

## STAKEHOLDER ENGAGEMENT

The Group values its stakeholders and their feedback regarding its businesses and ESG aspects. In formulating operational strategies and sustainability measures, the Group takes into account stakeholders' expectations and concerns. The Group maintains close communication with its stakeholders that have direct and significant impacts on the Group's business and also those who are affected by the Group's operations.

Stakeholders' expectations have been taken into consideration by utilising diversified engagement methods and communication channels as shown below:

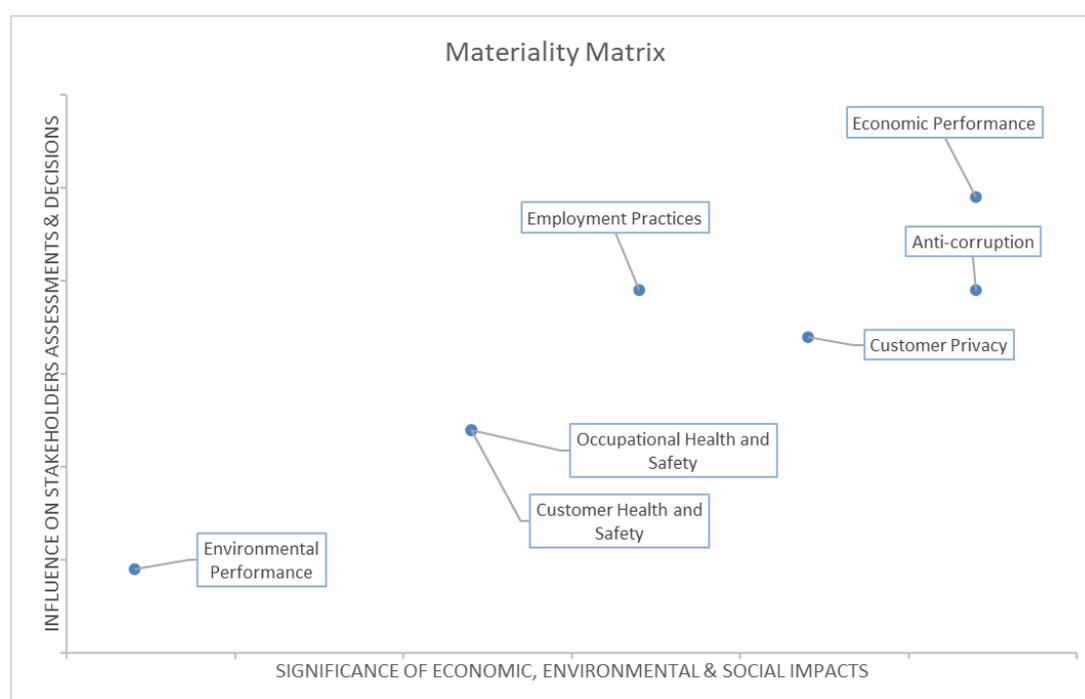
Stakeholders	Expectations and Concerns	Engagement Methods	Frequency
Government and Regulatory Authorities	<ul style="list-style-type: none"> <li>Compliance with laws and regulations</li> <li>Compliance with industry standards and guidelines</li> </ul>	On-site visits	Year-round
		Written and/or electronic correspondences	
Investors and Shareholders	<ul style="list-style-type: none"> <li>Economic performance</li> <li>Transparent disclosure</li> <li>Sound corporate governance practices</li> <li>Long-term growth of the business</li> </ul>	Updates of financial results and announcements, business developments, press releases, and other relevant disclosures via SGXNet and the Group's website	Year-round
		Annual/Extraordinary General Meetings	Annually
Customers	<ul style="list-style-type: none"> <li>High-quality products and services</li> <li>Customer privacy</li> </ul>	On-site visits	Year-round
		Email and customer service hotline	
Employees	<ul style="list-style-type: none"> <li>Attractive remuneration package</li> <li>Good employment practices</li> <li>Safe and healthy work environment</li> </ul>	Training and development programmes	Year-round
		Regular meetings	
		Performance appraisals	Annually
Contractors and Suppliers	<ul style="list-style-type: none"> <li>Equitable treatment</li> <li>Good supply chain management</li> <li>Fair and open selection</li> </ul>	Established channels of communication	Year-round
		Site visit	

## MATERIALITY ASSESSMENT

A materiality assessment survey was conducted in FY2019 to identify ESG topics that are material to the Group’s business operations. Stakeholders who identify themselves as investors and shareholders, government and regulatory authorities and employees were involved in completing the materiality survey. In preparing the materiality assessment, the following factors were considered:

- Industrial best practices;
- Global and local emerging sustainability trends; and
- Sustainability reporting frameworks.

The Group has considered feedback from relevant stakeholders in determining the Group’s material sustainability aspects to be covered in this Report. The material ESG topics identified cover all of the reported business segments. The Group’s materiality matrix for FY2019 is presented as follows:



Category	Material Topics
Economic	Economic Performance
Governance	Anti-corruption
Environment	Environmental Performance
Social	Employment Practices
	Occupational Health and Safety
	Customer Privacy
	Customer Health and Safety

The Group will disclose its performance of the above material topics in the following sections of this Report. The Group considers the results as important reference points for the planning of sustainability targets and management in the following financial years.

The Group confirmed that appropriate and effective management policies and internal control policies

for the ESG issues are in place.

## GOVERNANCE

The Group strives to uphold good corporate governance practices to maintain trust and a positive relationship with its stakeholders. The Group has developed a sound system of risk management and internal control to provide reasonable assurance that tangible and intangible assets are safeguarded, operational controls are adequate, business risks are suitably protected. The audit committee of the Company (the “Audit Committee”) oversees and ensures that such system has been appropriately implemented and monitored.

### ANTI-CORRUPTION

The Group places a high priority on integrity, honesty and fairness and emphatically affirms its zero-tolerance policy regarding any forms of corrupt activities. The Group has in place relevant anti-corruption guidelines and requires all employees to abide by the guidelines. These guidelines include basic principles such as compliance with laws, rules and regulations of Singapore, avoid conflicts of interest and report any illegal and unethical behaviour.

### Whistle-blowing Mechanism

The Group has established a Whistle-blowing Policy which sets out a detailed reporting and investigative procedure to encourage and provide a confidential platform that enables employees to raise serious concerns and report fraudulent activities internally so the Group may address and correct inappropriate conduct and actions. A detailed reporting and investigative procedure has been set out within the said policy. All concerns will also be treated with strict confidentiality. The Group intends to protect the whistle-blower from common concerns such as confidentiality, retaliation or recrimination. Therefore, the employee reporting in good faith under this procedure shall be assured of the protection against unfair dismissal or victimisation, even if the reports are subsequently proved to be unsubstantiated.

In FY2019, there were neither confirmed incidents of corruption nor public legal cases regarding corruption brought against the Group, nor any termination of contracts with business partners due to violations related to corruption. The Group did not identify any material non-compliance with relevant anti-corruption laws and regulations. Moreover, there was no number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption and no public legal cases regarding corruption brought against the organisation or its employees during the reporting period and the outcomes of such cases. The Group aims to maintain this trend for the forthcoming year.

More details of the Group’s corporate governance practices can be found in the “Corporate Governance Report” on pages 12 to 29 of the Group’s annual report 2019.

## ECONOMIC

The Group sees economic performance as a material factor to the Group as business economic viability is important not only to the Group but also its stakeholders. The Group aims to deliver sustainable economic performance coupled with good corporate governance practices and high ethical standards. The Group’s financial performance for FY2019 can be found in the “Financial Highlights” on page 8 and “Financial Statements” on pages 38 to 91 of the Group’s annual report 2019.

## ENVIRONMENTAL

The Group is committed to making continuous effort in protecting the environment through pollution prevention and resource conservation in its daily operations. Therefore, the Group strives to integrate environmental sustainability into its business operations. To mitigate environmental impact arising from the business operation, the Group has formulated green practices which can be found in the Safety and Green Management Assessment System Manual. Green practices are described in respective headings within this environmental aspect. The Group will consider expanding the scope of environmental disclosure when the data collection system matures.

In FY2019, the Group did not identify any non-compliance with relevant environmental laws and regulations that would have a material impact on the Group. The Group aims to maintain the record of zero incidents for non-compliance for the forthcoming year.

### GREENHOUSE GAS (“GHG”) EMISSIONS

The Group’s major sources of GHG emissions were generated from the use of purchased electricity (Scope 2). Measures on reducing GHG emissions will be described in the section headed “Energy”. The Group aims to maintain or reduce Scope 2 GHG intensity in the forthcoming financial year.

Summary of GHG emissions performance:

Indicator <sup>1</sup>	Unit	FY2019
Scope 2 – Indirect GHG Emissions • Purchased electricity	tCO <sub>2</sub> e	7,045.81
Total GHG Emissions	tCO <sub>2</sub> e	7,045.81
Total GHG Emissions Intensity	tCO <sub>2</sub> e/ thousand revenue (S\$) <sup>2</sup>	7.01

Notes:

1. GHG emissions data is presented in terms of carbon dioxide equivalent and is based on, but not limited to, “The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards” issued by the World Resources Institute and the World Business Council for Sustainable Development and the latest Electricity Grid Emission issued by the Energy Market Authority of Singapore.
2. For FY2019, the Group recorded a revenue of S\$1,004,558. This data is used for calculating other intensity data.

### ENERGY CONSUMPTION

The Group strives to reduce energy consumption and enhance energy efficiency where possible. Anomaly in electricity consumption will be investigated to find out the root cause and preventive measures will be taken. Therefore, the Group has adopted the following energy-saving measures to better govern the use of energy within the Group’s operation, these include:

- Switch off all idle appliances and unnecessary lightings upon leaving the Group’s premise;
- Purchase equipment with high energy efficiency on the replacement of old equipment;
- Explore energy-efficient technologies (such as using LED lights instead of T5 lighting fixtures) to implement in operations; and
- Where possible, track energy consumption on-site, this will enable strategies on reducing energy consumption to be set.

The Group's total energy consumption during FY2019 was approximately 17,248.00kWh, with an intensity of approximately 17.17 kWh per thousand revenue recorded. The Group will endeavour to maintain the electricity consumption intensity for the forthcoming year.

#### WATER MANAGEMENT

The Group principally consumes municipal water at the offices. To strengthen employees' awareness of water conservation, the Group not only posts reminders around the offices but also regularly inspects water taps to prevent leakage and installs low-flow aerators on faucets and dual-flush water cistern in toilets in washrooms where possible.

In FY20219, the Group water consumption was approximately 35.70m<sup>3</sup> with an intensity of approximately 0.04m<sup>3</sup> per thousand revenue recorded. The Group will endeavour to maintain the water consumption intensity for the forthcoming year.

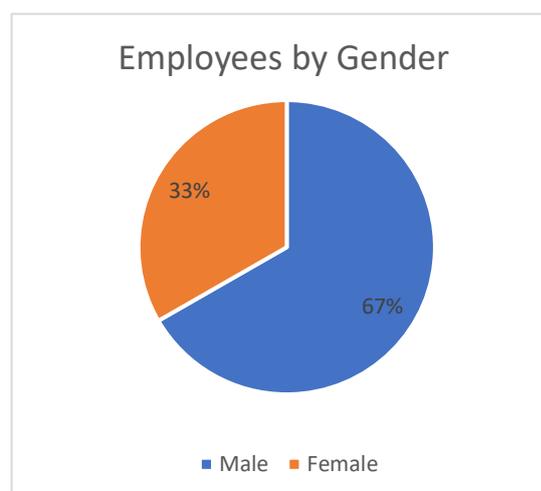
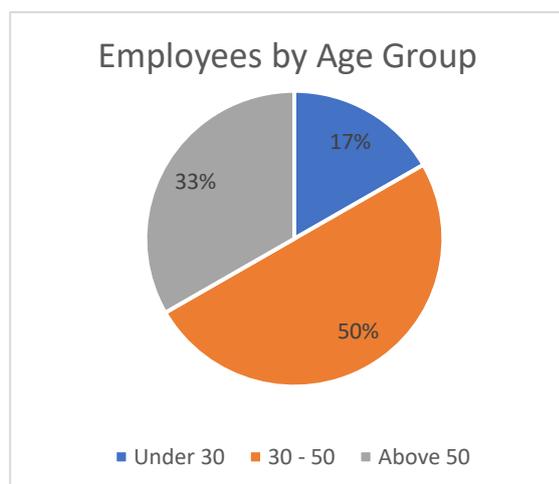
## **SOCIAL**

The Group places great effort in ensuring compliance on socioeconomic aspects. The management of the Group regularly reviews the business activities, sets up clear policies and procedures in advance to prevent potential infringement of related laws and regulations. Employees are also encouraged to report any suspected cases of violation in laws and regulations. In FY2019, the Group did not identify any non-compliance with relevant material socio-economic laws and regulations, and we aim to maintain this trend for the forthcoming year.

#### EMPLOYMENT PRACTICES

Human resources are the cornerstone of the Group. The Group attaches great importance to its employees' contribution and dedication to sustainable business development. Relevant employment policies are formally documented in the Human Resources Policy Manual. The Group periodically reviews these policies and employment practices to ensure compliance with statutory standards, continuous improvement of its employment standards and competitiveness against companies of the similar industry.

As at 31 December 2019, the Group employed a total of 12 employees. All were permanent full-time workers working in Singapore. All activities of the Group are performed by the Group's employees. The following graphs show the breakdown of employees by age and gender diversity of employees of the Group:



#### Recruitment and Remuneration

Employees are recruited via a robust and transparent recruitment system based on their merits and potential and make decisions independent of race, national origin, marital status, religious or political affiliation, age, sexual orientation and disability. The Group has set a series of terms and conditions with regard to rights and obligations imposed on its employees as specified in the Letter of Offer of Employment, including salary increment, working hours and rest days, etc.

In addition to the leave entitlement stipulated in the Employment Act of Singapore, the Group is flexible in granting leave to cater to the needs of its employees, such as marriage leave, examination leave, compassionate leave, etc. Employees are also entitled to benefits such as outpatient medical and dental benefits.

#### Diversity and Equal Opportunity

The Group recognises the importance of a diverse and skilled workforce for its business and endeavours to create a cooperative and collaborative workplace culture for its employees. Hence, the Group is committed to maintaining a discrimination-free work environment. This covers all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Employees are strongly encouraged to report any suspected cases to protect the rights and interests of each employee. Any forms of sexual harassment or abuse in the workplace will not be tolerated.

#### OCCUPATIONAL HEALTH AND SAFETY

Occupational health and safety is regarded as an integral part of the Group's business as M&E engineering services present a level of risk, therefore the Group attaches great importance to providing a safe and secure workplace for its employees, customers and visitors.

The two subsidiaries – Acmes-Kings Corporation Pte Ltd and DLF Engineering Pte Ltd – pertaining to the M&E engineering services segment are certified with BizSafe Level Star and BizSafe Level 3 respectively. Furthermore, DLF Engineering Pte Ltd has completed the Safety and Green Management Assessment (“SgMA”) Scheme for Electrical Engineering Works as part of the requirement under the Singapore List of Trade Subcontractor's registration.

A Safety and Green Management Assessment System has been set up by the Group and was implemented under the requirement of the Workplace Safety and Health Act and based on the International Organisation for Standardisation (“ISO”). Its details and functions are stated in the Safety

and Green Management Assessment System Manual. The said manual covers all workers under the M&E engineering services segment and aims to provide employees with a ready means of communicating the minimum safety standards to be adopted by all employees working in the workplace. The manual is reviewed by top management and other relevant personnel at least once a year and whenever there are any changes in legislation or internal procedures. The Environmental, Health, Safety and Security Policy is also incorporated in the comprehensive manual, setting out the management approach and commitment towards health and safety in clear terms. Risk assessment is conducted in each project to identify hazards, evaluate risks and propose risk control measures to ensure the health and safety of the Group's employees.

#### Safety Training

Conducting safety training is essential for maintaining zero workplace fatalities and reducing workplace injuries. Therefore, the Group provides orientation training to all new site supervisors, workers and employees on their first day of work. During the orientation training, safe work procedures, in-house rules and regulations and the emergency response plan will be introduced. Other personnel, such as forklift driver, scaffold erector, signalman and rigger, are required to attend and complete relevant mandatory safety training. Toolbox meetings are held daily to educate all workers on the relevant health hazards, safe working practices and proper use of personal protective equipment by line/ trade supervisors to all workers.

Employees are required to attend internal and external occupational health and safety training to keep abreast of the evolving industry standards and best practices. Among other training activities, employees attended the "Understanding Work Injury Compensation Act and Contractors' All Risk" seminar organised by the Singapore Contractors Association Ltd.

In FY2019, the Group did not record any workplace fatalities nor any high-consequence work-related injuries. The Group intends to maintain the same record in FY2020.

#### CUSTOMER HEALTH AND SAFETY

The Group's commitment to health and safety extends to its customers. Therefore, the Group places a strong emphasis on quality control and is committed to ensuring that the projects comply with relevant regulations and requirements set by the Group's customers as the quality of projects is pertinent to the customers' health and safety, the Group's continued growth, reputation, and market standing. The Group has established a quality management system that sets out the roles and responsibilities of different personnel and the procedures for quality monitoring and control. The said management system is regularly reviewed to ensure continuous improvement in safeguarding their health and safety.

#### PROCUREMENT

The Group places great emphasis on maintaining environmental protection and quality and safety standard as these factors directly affect the Group's reputation, service quality and competitiveness against companies of the same industry. The Procurement Policy sets out the procedures for purchasing products and services to ensure that the Group's requirement is met. Furthermore, the Group understands the importance of incorporating environmental and social practices of its suppliers and therefore gives priority to engaging with suppliers who support green procurement. Internally, the Group has set out guidelines on green procurement in the Safety and Green Management Assessment System Manual.

In addition, the Group not only reviews suppliers' basic information during the supplier selection process, but also considers the price offered, production and quality management system, possession of certifications, and compliance with relevant laws, regulations and standards. The Group periodically evaluates and monitors the performance of its suppliers to ensure their compliance with quality and

service standards. Suppliers who fail to demonstrate a good standard or fail to meet the Group's supplier selection criteria will be excluded from the list of suppliers for future engagements.

In FY2019, 79.98% of the total procurement budget used for the reported segments, which are regarded as significant locations of operation, was spent on local Singaporean suppliers. The high percentage in local procurement suggests that the Group gives priority to supporting the local economy and helping to reduce the carbon footprint generated through transportation of materials procured.

#### CUSTOMER PRIVACY

The Group endeavours to protect all sensitive information pertaining to its customers and to take reasonable measures to preserve the integrity of customers' data and prevent any corruption or loss of customers' data. The Group ensures that its employees have proper knowledge and support with regard to handling sensitive information. To further safeguard the customers' personal data privacy and the Group's confidential information, employees of the Group are required to sign the Non-Disclosure Agreement. The Group has also implemented and routinely upgrade firewall, anti-virus, and anti-spam solutions to prevent leakage of confidential information.

In FY2019, the Group did not receive any substantiated complaints concerning breaches of customer privacy nor any identified leaks, thefts, or losses of customer data and aims to maintain this record for the forthcoming year.

## SGX CONTENT INDEX

Primary Component	Section Reference
Material Topics	Materiality Assessment
Policies, Practices and Performance	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Economic</li> <li>• Environmental</li> <li>• Social</li> </ul>
Board Statement	Board Statement
Targets	Under each material topic
Framework	About this Report – Reporting Framework

## GRI CONTENT INDEX

GRI Indicator	Description	Session / Explanation
<b>GRI 102: General Disclosures 2016</b>		
102-1	Name of the organisation	OIO Holdings Limited
102-2	Activities, brands, products, and services	Annual Report 2019 – Operational and Financial Review, P.7 Sustainability Report 2019– About OIO Holdings Limited, P.4
102-3	Location of headquarters	Annual Report 2019 – Operational and Financial Review, P.7 Sustainability Report 2019 – About this Report, P.4
102-4	Location of operations	Sustainability Report 2019 – About this Report, P.4
102-5	Ownership and legal form	Annual Report 2019 – P.1 Annual Report 2019 – Notes to the Financial Statements, P.43
102-6	Markets served	Annual Report 2019 – Operational and Financial Review, P.7
102-7	Scale of the organisation	Sustainability Report 2019 – Employment Practices, P.12
102-8	Information on employees and other workers	Sustainability Report 2019 – Employment Practices, P.12
102-9	Supply chain	Sustainability Report 2019 – Procurement, P.14
102-10	Significant changes to the organisation and its supply chain	No significant changes during FY2019
102-11	Precautionary principle or approach	The Group has developed internal control mechanism and will regularly conduct risk management exercises to identify potential operational risks and development of new products. In addition, the Group has introduced the Whistle-blowing Policy to maintain a high level of cooperate governance and business conduct.
102-12	External initiatives	No externally-developed economic, environmental and social charters, principles, or other initiatives is subscribed or endorsed during FY2019.
102-13	Membership of associations	The Singapore Contractors Association Ltd

102-14	Statement from senior decision-maker	Sustainability Report 2019 – Board Statement
102-16	Values, principles, standards, and norms of behavior	Sustainability Report 2019 – Board Statement Annual Report 2019 – Chairman’s Statement, P.5
102-18	Governance structure	Annual Report 2019 – Corporate Governance Report, P.13 Sustainability Report 2019 – Sustainability Governance, P.6
102-40	List of stakeholder groups	Sustainability Report 2019 – Stakeholder Engagement, P.7
102-41	Collective bargaining agreements	No collective bargaining agreements are in place during FY2019.
102-42	Identifying and selecting stakeholder	Sustainability Report 2019 – Stakeholder Engagement, P.7
102-43	Approach to stakeholder engagement	Sustainability Report 2019 - Stakeholder Engagement, P.7
102-44	Key topics and concerns raised	Sustainability Report 2019 – Materiality Assessment, P.8
102-45	Entities included in the consolidated financial statements	Annual Report 2019 – Group Corporate Structure, P.62
102-46	Defining report content and topic Boundaries	Sustainability Report 2019 – About this Report, P.4 Sustainability Report 2019 – Materiality Assessment, P.8
102-47	List of material topics	Sustainability Report 2019 – Materiality Assessment, P.8
102-48	Restatements of information	NIL
102-49	Changes in reporting	NIL
102-50	Reporting period	Sustainability Report 2019 – About this Report, P.4
102-51	Date of most recent report	This Report is the first report published.
102-52	Reporting cycle	Report on annual basis.
102-53	Contact point for questions regarding the report	Sustainability Report 2019 – Contact Us, P.4
102-55	GRI content index	Sustainability Report 2019 – GRI Content Index, P.16
102-56	External assurance	This Report has undergone the internal review process by the Group and was reviewed by the Board. The Group did not seek external assurance for FY2019 but may consider it in the future.
<b>GRI 103: Management Approach 2016</b>		
103-1	Explanation of the material topic and its Boundary	Sustainability Report 2019 – Materiality Assessment, P.8
103-2	The management approach and its components	Sustainability Report 2019 – Sustainability Governance, P.6
103-3	Evaluation of the management approach	Sustainability Report 2019 – Sustainability Governance, P.6
<b>GRI 201: Economic Performance 2016</b>		
201-1	Direct economic value generated and distributed	Annual Report 2019 - Financial Statements, P.38

<b>GRI 204: Procurement Practices 2016</b>		
204-1	Proportion of spending on local suppliers	Sustainability Report 2019 – Procurement, P.14
<b>GRI 205: Anti-corruption 2016</b>		
205-3	Confirmed incidents of corruption and actions taken	Sustainability Report 2019 – Anti-corruption, P.10
<b>GRI 302: Energy 2016</b>		
302-1	Energy consumption within the organisation	Sustainability Report 2019 – Energy Consumption, P.11
302-3	Energy Intensity	Sustainability Report 2019 – Energy Consumption, P.11
<b>GRI 303: Water 2016</b>		
303-3	Water withdrawal by source	Sustainability Report 2019 – Water Management, P.12
<b>GRI 305: Emissions 2016</b>		
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Report 2019 – GHG Emissions, P.11
305-4	GHG emissions intensity	Sustainability Report 2019– GHG Emissions, P.11
<b>GRI 307: Environmental Compliance 2016</b>		
307-1	Non-compliance with environmental laws and regulations	Sustainability Report 2019 – Environmental, P.11
<b>GRI 403: Occupational Health and Safety 2018</b>		
403-1	Occupational health and safety management system	Sustainability Report 2019 – Occupational Health and Safety, P.13
403-5	Worker training on occupational health and safety	Sustainability Report 2019 – Occupational Health and Safety, P.13
<b>GRI 418: Customer Privacy 2016</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Report 2019 – Customer Privacy, P.15
<b>GRI 419: Socioeconomic Compliance 2016</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	Sustainability Report 2019 – Social, P.12