

Hiap Tong Corporation Ltd.

Sustainability Report FY 2018

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About this Report

Hiap Tong Corporation Ltd. and its subsidiaries (“Hiap Tong” or the “Group”) is pleased to present its inaugural sustainability report covering its sustainability efforts in the financial year ended 31 March 2018 (“FY2018”).

As an integrated one-stop service provider that offers a complete solution to customers, we are motivated by the prospect of being a benchmark creator in creating sustainable value for our shareholders and customers. We are committed to applying the leading practices in sustainability reporting and transparency to our various stakeholders.

Board Statement

Recognising the importance of sustainability, the Sustainability Reporting Committee (the “SR Committee”) leads sustainability efforts within the Group. The SR Committee reports directly to the Board, which has considered sustainability issues as part of its strategic formulation, determined the material Environmental, Social and Governance (“ESG”) factors and overseen the management and monitoring of these factors.

Reporting Scope and Period

This sustainability report provides an overview of Hiap Tong’s sustainability performance as well as its strategies and practices, while highlighting the economic, environmental, and social impacts of the Company’s activities and developments. To reaffirm our commitment towards sustainability, our sustainability report will be published by the end of August on an annual basis from the financial year ending on 31 March 2019 (“FY2019”) onwards. This report covers the group for FY2018 from 1 April 2017 to 31 March 2018.

Reporting Process

In each reporting cycle, Hiap Tong’s SR Committee reviews the content of the report to determine its relevance to our business as well as to ensure that the current and emerging material issues of significance pertaining to sustainability and the interests of our stakeholders are addressed. The SR Committee includes the Executive Directors, Group Financial Controller, Finance Manager, Business Development Manager, HR Manager, and the management personnel for all our business functions.

GRI Guidelines

We would like to inform our stakeholders of our sustainability efforts in accordance with the Global Reporting Initiative Sustainability Reporting Standards (the “GRI Standards”).

The GRI Standards provide a globally recognized framework for companies to measure and communicate their environmental, economic, social and governance performance. We have prepared our report in accordance with the GRI Standards - Core Option.

Feedback

We value feedback from our stakeholders as it allows us to continually improve our sustainability policies, processes and performance. Kindly address all feedback to the SR Committee at sr@hiaptong.com. Your feedback is important to us so that we can improve on our future reporting.

Message from the CEO

Dear Stakeholders,

It is my honour to present our first Sustainability Report for year ended 31 March 2018. With 40 years of establishment, corporate social responsibility is always embedded in our business philosophy and operation strategy. At all times, we strive our best to make commitment to ethical, safe and sustainable value creation for our shareholders, lenders, customers, employees and other stakeholders, and applies this philosophy when considering our impact on the local communities in which we operate.

Business Review and Outlook

The crane leasing industry remains challenging and competitive in the current year which led to decline in the gross profit margin. Nonetheless, the Group has managed to extend our lifting services project with ExxonMobil for another 5 years from 1 January 2018. Furthermore, the Group was also awarded a long-term Port Services contract by PSA Corporation Limited for a period of 5 years commencing from 1 April 2018. The Group has also a wholly owned subsidiary, HT Port Services Pte Ltd which was incorporated during the year to solely focus on provision of Port Services for the Group. This will show positive sustainability in revenue for the Group for the near future.

Stakeholder Engagement and Acknowledgement

On behalf of the Group and the Sustainability Reporting Committee, I would like to take this opportunity to extend our gratitude to our stakeholders, including our customers, business partners, principals and our employees for their continuous support as we know that our success will not be possible without you all. We wish to assure all shareholders of their beliefs in the long-term prospect of the Group.

Together with your support, we will continue to strengthen our business and innovate for the future, creating a sustainable future for generations to come.

Mr Ong Teck Meng

Executive Chairman and Chief Executive Officer

Hiap Tong Corporation Ltd.

Introduction

Corporate Profile

Hiap Tong Corporation Ltd. was established in 1978. The Group is a leading provider of hydraulic lifting and haulage services to the marine, petrochemical and construction industries in Singapore.

From a single 10 tonne mobile crane in 1980, the Group has expanded its combining lifting and haulage fleet size to an aggregate of 296 vehicles as at 31 March 2018, consisting of 114 cranes (with lifting capacities ranging from 10 to 1200 tonnes) and 182 units of haulage equipment.

Hiap Tong offers the largest range of lifting capabilities in the hydraulic mobile crane category and we believe is the only Singapore Company with the ability to provide mobile lifting services with lifting capacities of up to 1200 tonnes. Our current lifting capabilities of up to 1200 tonnes allow us to undertake specialised lifting jobs.

We pride ourselves as an integrated one-stop service provider, offering a complete solution to customers from lifting services, with our extensive fleet of mobile cranes, to transportation services, with our haulage fleet.

With an established customer base of more than 300 customers, some of our notable customers include business units and affiliates of SembCorp Industries Ltd and Keppel Corporation Limited in the marine industry; ExxonMobil Asia Pacific Pte Ltd, and Sankyu (S) Pte Ltd. in the petrochemical industry; as well as Yongnam Energy & Construction Pte Ltd and Shanghai Tunnel Engineering Co (Singapore) Pte Ltd in the construction industry. With our strong track record, business reputation and superior quality services, many of our major customers are repeat customers who have been doing business with us for more than 10 years.

Vision

Hiap Tong strives to be the preferred choice in offering a complete solution to customers from lifting services, with our extensive fleet of mobile cranes to transportation services with our haulage fleet.

Mission

Hiap Tong enhances the strength and trust in our brand name through:

- Commanding diversified range of products and customers;
- Ensure continuity of businesses and preserve shareholder investment; and
- Explore opportunities and growth prospects.

Financial Highlights

FY2018 saw the Group overcome the challenging and competitive market conditions to deliver yet another year of profitability. The Group has recorded a revenue of S\$43.2 million and net profit of S\$ 1.1 million for the financial year ended 31 March 2018. Please refer to the Group's annual report of FY2018 for detailed information on financial performance.

Strategic Approach for sustainability

Our Approach

The Board has considered sustainability issues as part of the strategic formulation of the Group. We strive to create sustainable value for our stakeholders. We have established a Sustainability Reporting Committee comprising of all the senior management to oversee the Group's social responsibility practices and ensure that these are integrated into our business operations and complement our goals. We also actively participate in initiatives in line with our sustainability approach.

Committee Structure

With sustainability issues integral to Hiap Tong's strategic approach for development and progress, we have formed a SR Committee comprising of all the senior management and board level representatives to allow for effective engagement on sustainability issues. The SR Committee focuses on the Group's sustainability objectives, goals and progress to ensure the Group's progress and development is in line with the Group's strategic direction and goals.

Materiality Assessment

The materiality assessment forms part of our dialogue with our stakeholders. By communicating with them about key topics, we gain a better understanding of their different views and perspectives. This in turn enables us to actively address important issues and challenges and to report on them transparently.

Hence, the Group is committed to undertaking the materiality assessment annually. We believe doing so will help us to identify new trends, evolve our strategy accordingly and tailor our reporting to align it to the interests and needs of our business and our stakeholders.

Our Materiality Process

Hiap Tong engaged a team of external sustainability consultants in 2018 to assist in the identification and prioritisation of issues that are most relevant and significant to the Group and its stakeholders. These issues are mostly linked to the Group's overall strategy and other major areas of corporate sustainability.

A discussion was then facilitated with the Sustainability Reporting Committee members and thereafter, they will evaluate each ESG factor based on the influence on stakeholder decisions and significance of environmental and social impact.

Material ESG Factors

The SR committee has identified the following material ESG factors for FY2018.

1. Our People, Our Community;
2. Creating a Healthy, Safe and Conducive Workplace;
3. Training and Education; and
4. Customer Health and Safety.

As we strive to improve our level of transparency and timely communication to all our stakeholders, we will be reviewing the significance of, and reporting other ESG factors in the following years.

Stakeholder Engagement

Hiap Tong operates diverse communication channels to listen to stakeholders' requirements and opinions. Our stakeholders are classified into four main groups – Employees, Customers, Shareholders/Investors and Business Partners. Currently, we have an internal investor relations function to facilitate the communications with all stakeholders and shareholders on a regular basis, to attend to their queries or concerns, as well as to keep the investors apprised of the Group's corporate developments and financial performance. Through this, we strive to achieve greater effectiveness for our stakeholders through identifying focus areas and streamlining our processes.

The following four key stakeholder groups have been identified:

1) Our Employees

We recognise that our employees are fundamental to the Group's productivity and continuity. We aim to nurture them well to increase their engagement and contribution to the Group.

2) Our Customers

We strive to maximise our customer satisfaction, which reflects sales and revenue. We ensure that we understand our customer needs and expectations and we aim to build long lasting relationships with our customers so that they are likely to engage our services again.

3) Our Shareholders and Investors

We aim to maintain profitability in our Group and maximise shareholders' return. We also strive to maintain corporate governance and improve level of transparency through reporting and communication.

4) Our Business Partners

We work closely with our business partners / subcontractors to ensure that all our operations that were carried out are in line with our sustainability efforts and industry practices.

Supply Chain

As a sustainable company offering a complete solution to customers from lifting services with our extensive fleet of mobile cranes and transportation services with our haulage fleet, we source our mobile cranes from mainly Germany, Japan and China.

In selecting the supply of the hydraulic mobile cranes, suppliers are assessed under stringent criteria. These include track records, financial strength as well as commitments towards high quality, health and safety standards.

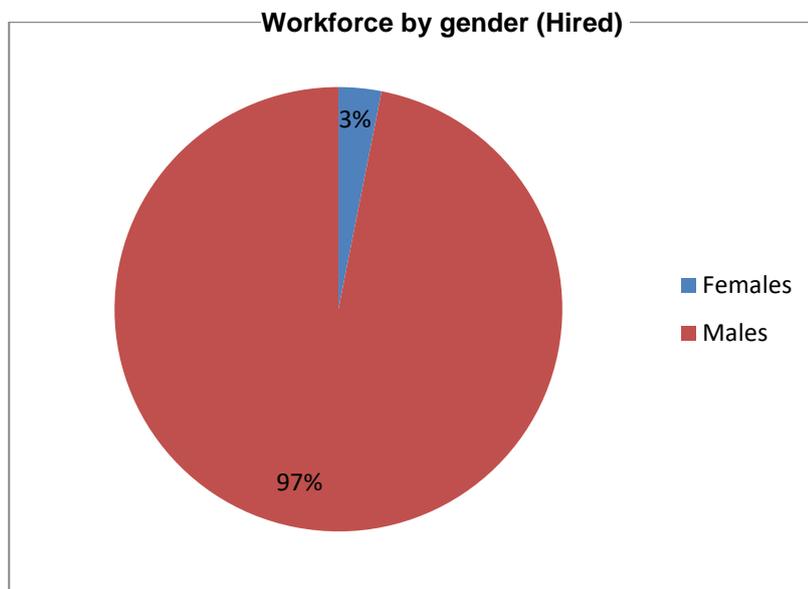
Our People, Our Community

At Hiap Tong, we recognise that our success lies in our people. We are committed to developing our people through skills-building and leadership opportunities to realize the potential in our future leaders.

As part of our dedication to developing our people, we strive to create an inclusive working environment where every employee is valued and individual performance recognized. We value the key role of diversity in developing a competent and efficient workforce. We also have numerous programs, training courses and workshops aiming to strengthen our people's appreciation for diversity. Furthermore, we provide equal opportunities for all employees without discrimination.

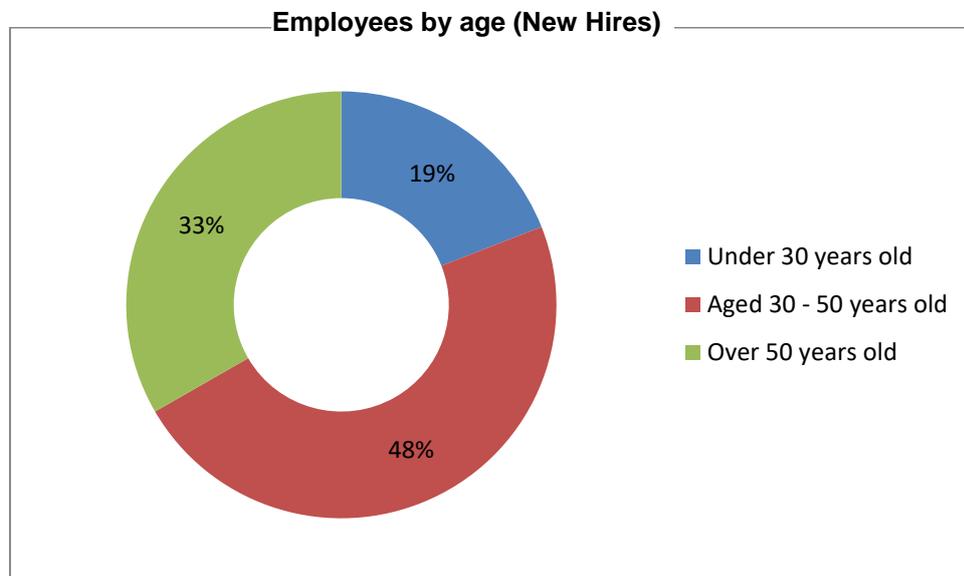
As of 31 March 2018, Hiap Tong has a total number of 647 employees. Embracing diversity as crucial to developing a 21st century competent and resilient workforce, we recruit from various age groups.

Due to the inherent nature of labour-intensive work and physically challenging working conditions, the majority of our employees is male. Female staff are mostly working in Finance, Human Resource and Project Management departments. We make a conscious effort to maintain diversity in the middle management, to generate creativity and innovation and improve the organization's culture.



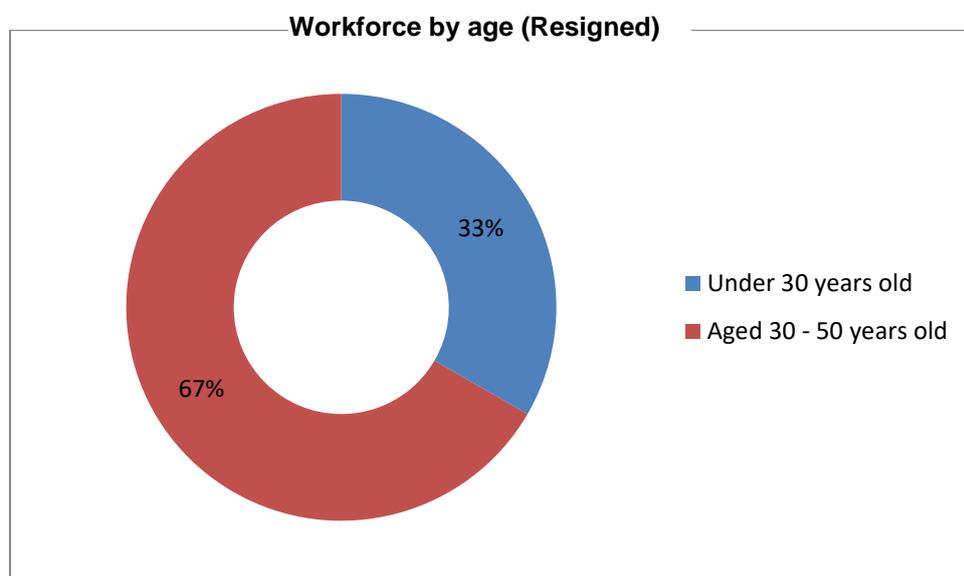
New Hires

Hiap Tong made 21 new hires in FY2018, at a hire rate of 3%. The new hires came from various age groups, with 19% were below 30 years old, 33% were above 50 years old, and the majority of the 48% were aged 30-50 years old. It is understandable that all new hires were male due to the nature of industry which is providing lifting capabilities services with hydraulic mobile cranes.



Resignations

Of the 6 employees that left our organisation in 2018, 67% were between 30-50 years old and the remaining 33% were under 30 years old. Similarly to recruitment, turnover was all males due to the nature of industry which is providing lifting capabilities services with hydraulic mobile cranes.



In general Hiap Tong was able to maintain a strong and healthy workforce, with a very low turnover rate within the organisation. The change in employee numbers was due to new hires to refill the existing positions left by resignees and addition of several new positions.

Benefits and Welfare

At Hiap Tong, we value and recognise our people's contributions through rewards and benefits. In addition to the competitive remuneration offered, we extend our employees a set of benefits including but not limited to:

Item	Employment Benefits	Descriptions
1	Medical insurance	Covering foreign worker medical claims
2	Work Injury Compensation Insurance	Covering foreign worker work injury
3	Flexible Work Arrangement	Creating work-life harmony at the workplace
4	Various Allowances benefits	Company has various allowances for entitled staffs such as housing allowance, attendance incentive, Sunday allowance, performance allowances, safety allowances and etc.
5	Annual Variable Bonus	Annual variable bonus will be issued before each Chinese New Year. This bonus will be based on current market conditions, company's overall performance as well as individual employee's performance.
6	Salary increment	Salary increment amount determined based on annual appraisals after year end.
7	Annual festival celebrations	Embracing diversity and culture, we also celebrate important festivals as a company.

Being in an industry largely labour-intensive, we are dedicated to ensuring the health and safety of our people as our top priorities. We are in full compliance with the Work Injury Compensation Act introduced by the Ministry of Manpower and covers all employees with work injury compensation, and also extending the worker medical insurance to our group of foreign workers.

In addition, we are constantly reviewing our employment policies and remuneration practices to ensure compliance with the updated employment laws, in order to keep up with the best industry practices to provide the optimal working conditions for our people.

Central Provident Fund (CPF) Scheme and Contributions

The CPF is a comprehensive social security scheme co-funded by both the employers and employees which aim to provide working Singaporeans and Permanent Residents with a degree of financial confidence and security through their old age.

Hiap Tong assists employees in making monthly contributions which are deducted from their gross monthly salaries and deposited into their CPF accounts, as a statutory requirement from the Singapore government. For employees below 55 years old, Hiap Tong makes an additional contribution of 17% as an employer on top of the employee's 20% contribution.

Similarly, for our staff employed under the subsidiaries in Malaysia, there is also government management retirement saving scheme, Employees Provident Fund ("EPF"), which provides retirement benefits for those who contribute.

Parental Leave

Hiap Tong supports the Singapore government's pro-family legislation and adopts welfare practices to enhance this pro-family environment at the workplace. As per Ministry of Manpower, eligible working mothers and fathers whose new-born child is a Singapore citizen; both parents of the child are legally married; and the eligible employee has at least work at least 3 continuous months with Hiap Tong, are entitled to 16 weeks of maternity leave and 2 weeks of paternity leave respectively. Eligible working parents of at least one Singapore citizen child whom is less than seven years old; or between ages of 7 to 12 (by extension); and work at least 3 continuous months with Hiap Tong are entitled to 6 days of paid childcare leave annually. Hiap Tong will continually enhance these pro-family practices and work towards building a conducive workplace for our working parents.

Creating a Healthy, Safe and Conducive Workplace

We are committed to adding value to our clients by delivering product and service excellence in the constructions and petrochemical industry. Our company operates Quality, Environmental, Health, Safety Management System to the ISO9001:2008, ISO 14001:2004 & OHSAS 18001:2007 Standard.

We undertake to minimise our workplace safety, health & environmental risk and pledge for zero accident throughout all the work activities to safe guard the environment and safety and health of all employees, subcontractor, supplier and public.

Quality and Safety

Our fleets are inspected and maintained regularly to ensure safety load test requirements and are always operating at optimal performance. Visual tests are conducted annually by a professional engineer, who will issue a certificate of test and examination for our lifting machinery. Our crane operators are professionally certified and licensed by the Singapore Building and Construction Authority as well as experienced, to operate the lifting equipment safely. Our operations fully comply with the Workplace Safety and Health (WSH) Act and its subsidiary regulations giving our customers an extra peace of mind when it comes to risk management for high risk activities.

We have achieved and maintained various certifications which include the following:

1. bizSAFE Star certification awarded by “The Workplace Safety and Health Council” being fulfilling the requirements to attain bizSAFE Level Star (Will expire on June 2021);
2. ISO 9001:2015 certification awarded AJA Registrars (Will expire on July 2021); and
3. SS506 Part 1:2009/ BS OHSAS 18001:2007 certification awarded by AJA Registrars (Will expire on June 2021).

The Group has a comprehensive safety infrastructure in place as well as programmes to empower and engage our workers and we managed to keep our total number of fatalities and dangerous occurrences in FY2018 as zero. Nonetheless, there was only 1 incident reportable to Ministry of Manpower in FY2018.

Holistic Skills Development Training

In line with equipping our workers with safety knowledge and skills, we have developed a rigorous skills-training programme to ensure that each worker is capable of performing safely and optimally at the sites. Our workers are required to have safety induction training on their first day of work. Meanwhile, personal protection equipment is also distributed to our workers on their first day of work.



We keep comprehensive documentation of training courses attended by each employee to track their skills-development progress and level of competency. Being a service provider providing a wide array of services, we have developed a comprehensive syllabus for each department, ensuring that each worker is extensively equipped with the safety awareness and skills.

Post-Incident Review and Enhancing Safety Precautions

We learn from past mistakes and strive to prevent similar incidents from repeating itself again. As part of our skills-training programme, we consistently schedule workplace health and safety briefings to review our safety practices with workers. For near-miss incidents, we promptly have a review briefing dedicated to analysing the situation and to remind our workers of the relevant safety measures and precautions, as well as the safety protocols in the event of incidents.

We also ensure each worker is well protected before the start of each assignment, through documenting on the personal protective equipment record to ensure that each worker is sufficiently equipped with protective gears for their related job-scope. We have also developed a list of protocols and precautions for workers, to ensure that their safety is fully covered in all areas of work.

Safety Drill Exercises and Site Inspections

Beyond safety at the sites, we also place paramount importance on educating our employees on having the required safety knowledge and practical skills. This extends to employees at customer sites as well, to ensure that all employees are properly equipped to handle emergency situations. We have conducted fire safety briefings to educate our workers on handling fire accidents as well as the necessary protocols and measures to mitigate the situation.

As we place value in our workplace health and safety programme to develop our people to be responsive and vigilant in times of emergency situations, we conduct fire drills at our company site to ensure our people are prepared at all times in case of emergency.



Employees participating in the fire drill conducted in December 2017

Training and Education

At Hiap Tong, we recognise that our success lies in our people. We are committed to developing our people through skills-building and leadership opportunities to release the potential in our future leaders and management team. As part of our dedication to developing our people, we have numerous programs, training courses and workshops aiming to enhance the skillsets of our people.

Employee training programmes staffs and hours

Throughout FY2018, Hiap Tong provided training for 52 non-managerial male staff with up to 1,160 training hours¹. It is understandable that all training provided were to male employees due to the nature of industry which is providing lifting capabilities services with hydraulic mobile cranes. With this, the average training hours per employee is a little over 22 hours.

Programmes for upgrading employee skills and transition assistance

Programmes for upgrading employee skills allow Hiap Tong to plan skills upgrading and equip employees to meet strategic targets of the Group. More skilled employees enhance Hiap Tong's human capital and contribute to employees' satisfaction, which will then enhance overall performance.

With this, Hiap Tong adopts various skill upgrading programmes with the objective of assisting to provide the upgrading of employees' skills and to facilitate continued employability. These internal and external programmes include the following:

No.	Name of Programme	Description
1	Tower crane apprenticeship programme	Training programme for tower crane licence with on job training & on site assessment
2	Crawler crane apprenticeship programme	Training programme for crawler crane licence with on job training & on site assessment
3	Mobile crane apprenticeship programme	Training programme for mobile crane licence with on job training & on site assessment
4	Perform Signal Rigger Task	Train to be certified signal and riggerman
5	Workplace Safety & health in construction sites	Safety regulations in construction sites
6	Supervise safe lifting operations	Safe lifting procedures
7	Supervise construction work	Safety regulations in construction sites
8	Shipyard safety instruction course	Shipyard safety

Performance and career development review

As at 31 March 2018, Hiap Tong had a total number of 647 employees. Performance and career development review of employees are performed during the performance appraisal process. This process is conducted on an annual basis whereby there will be two-way communication and engagement between supervisors and subordinates to assess the performance of the employee. Upon completion of the appraisal process, consideration of career advancement such as promotion; quantum of salary increment and annual variable bonus (Disbursed yearly before Chinese New Year) will be determined based on the performance appraisal results.

¹ On-job training hours were not included in this record.

Customer Health and Safety

In line with our commitment to ensure Hiap Tong addresses with customer health and safety, Hiap Tong adopts systematic efforts to address health and safety across the life cycle of our product and services, and ensure adherence to customer health and safety regulations and voluntary codes.

Amongst these practices to uphold this initiative, the Group has established a Quality, Environment, Health, and Safety Management System (“QEHSS”) policy which includes the following criteria:

1. Consistently meeting clients satisfaction through providing quality product and service excellence;
2. Ensuring that all our projects are delivered on time, as specified by our clients;
3. Providing training on QEHSS awareness for all employees;
4. Preventing / Eliminating / Minimizing and controlling the risk due to occupational health and safety hazards, including those arising from terror threats;
5. Eliminating / Minimizing and controlling the pollution and environmental impacts associated with our activities;
6. Complying with all applicable legal and other requirements;
7. Continual improvement of Quality, Environmental & Occupational Health and Safety performance through monitoring and review of set objectives and targets;
8. Communicating and making available this policy to all employees, subcontractors and suppliers; and
9. Establishing measurable objective, targets, programmes and procedures for continual improvement in Quality, Environmental & Occupational Health and Safety performance and top management who is accountable for it shall review periodically to ensure its effectiveness & for continual improvement.

The Group periodically reviews the QEHSS Policy minimally once every year to ensure its continuing suitability. Furthermore, top management is also involved in monitoring its quality, environmental, health and safety performance and implements improvements when appropriate.

Impact Assessment

The Group has identified that the following significant product and service categories:

1. Mobile cranes/ crawler cranes;
2. Prime Movers; and
3. Lifting gears.

All the above significant products and service categories for which Health and Safety Impacts are assessed for improvement.

The criteria used for assessment for the significant products and services stated above are assessed in accordance with lifting machine certificate, lifting gear certificate, and an annual checklist that is prepared internally.

Non-Compliance Incidents

In having an effective and robust QEHSS policy in addition to top management involvement on health and safety, there was no incident of non-compliance with regulations resulting in fine, penalty or warning.

GRI Content Index

Category	Disclosure	Description	Page Reference and Remarks
GRI 102: General Disclosures	102-1 *	Name of the organization	Cover Page of Annual Report FY2018
	102-2 *	Activities, brands, products, and services	Pages 1 to 3 of Annual Report FY2018
	102-3 *	Location of headquarters	Page 12 of Annual Report FY2018
	102-4 *	Location of operations	Page 1 of Annual Report FY2018
	102-5 *	Ownership and legal form	Pages 41 of Annual Report FY2018
	102-6 *	Markets served	Pages 1 to 3 of Annual Report FY2018
	102-7 *	Scale of the organization	Our People, Our Community (Page 6)
	102-8 *	Information on employees and other workers	Our People, Our Community (Page 6 to 9)
	102-9 *	Supply chain	Supply Chain (Page 5)
	102-10 *	Significant changes to the organization and its supply chain	None
	102-11 *	Precautionary Principle or approach	Our Approach (Page 4)
	102-12 *	External initiatives	None
	102-13 *	Membership of associations	None
GRI 102: Strategy	102-14 *	Statement from senior decision-maker	Message from the CEO (Pages 2)
GRI 102: Ethics and Integrity	102-16 *	Values, principles, standards, and norms of behaviour	Vision and Mission (Page 3)
GRI 102: Governance	102-18 *	Governance structure	Committee Structure (Page 4)
	102-40 *	List of stakeholder groups	Stakeholder Engagement (Page 5)

Category	Disclosure	Description	Page Reference and Remarks
GRI 102: Stakeholder Engagement	102-41 *	Collective bargaining agreements	None
	102-42 *	Identifying and selecting stakeholders	Stakeholder Engagement (Page 5)
	102-43 *	Approach to stakeholder engagement	Stakeholder Engagement (Page 5)
	102-44 *	Key topics and concerns raised	Stakeholder Engagement (Page 5)
GRI 102: Reporting Practice	102-45 *	Entities included in the consolidated financial statements	Page 6 of Annual Report
	102-46 *	Defining report content and topic Boundaries	Content page (Pages 1)
	102-47 *	List of material topics	Material ESG Factors (Page 4)
	102-48 *	Restatements of information	Not applicable as this is the first year of SR reporting
	102-49 *	Changes in reporting	Not applicable as this is the first year of SR reporting
	102-50 *	Reporting period	FY2018 (1 April 2017 to 31 March 2018)
	102-51 *	Date of most recent report	Not applicable as this is the first year of SR reporting
	102-52 *	Reporting cycle	Annual
	102-53 *	Contact point for questions regarding the report	Feedback (Page 1)
	102-54 *	Claims of reporting in accordance with the GRI Standards	Core options (33 items)

Category	Disclosure	Description	Page Reference and Remarks
	102-55 *	GRI content index	GRI Content Index (Page 15 to 18)
	102-56 *	External Assurance	None
GRI 401: Employment	DMA	Disclosure of Management Approach	Our People, Our Community (Page 6)
	401-1	New employee hires and employee turnover	New Hires (Page 7) Resignations (Page 7)
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits and Welfare (Page 8)
	401-3	Parental leave	Parental Leave (Page 9)
GRI 403: Occupational Health and Safety	DMA	Disclosure of Management Approach	Creating a Healthy, Safe and Conducive Workplace (Page 10 to 12)
	403-2	Types of injury and rate of injury	Quality and Safety (Page 10)
GRI 404: Training and Education	DMA	Disclosure of Management Approach	Training and Education (Page 13)
	404-1	Average hours of training per year per employee	Training and Education (Page 13)
	404-2	Programs for upgrading employee skills and transition assistance programs	Training and Education (Page 13)
	404-3	Percentage of employees receiving regular performance and career development reviews	Training and Education (Page 13)
GRI 416: Customer	DMA	Disclosure of Management Approach	Customer Health and Safety (Page 14)

Category	Disclosure	Description	Page Reference and Remarks
Health and Safety	416-1	Assessment of health and safety impacts of product and service categories	Customer Health and Safety (Page 14)
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Customer Health and Safety (Page 14)