



BUND CENTER INVESTMENT LTD

2018

Sustainability Report

Pursuit of Sustainability

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Bund Center Investment Ltd

AT A GLANCE

Bund Center Investment Ltd (“BCI” or “the Company”) and its subsidiaries (collectively “the Group”), is listed on the Singapore Exchange and headquartered in Singapore, is engaged in investment holding property businesses in People’s Republic of China (“PRC”). Currently, it is engaged in:

- a. the ownership of the Westin Bund Center Shanghai a five-star hotel in Shanghai that is currently managed by Westin Hotel Management, LP.; and
- b. the ownership and management of commercial and retail properties, namely the Bund Center Office Tower in Shanghai and the Golden Center, a six-storey retail complex in Ningbo, Zhejiang Province, PRC.

BCI, through its subsidiary, Shanghai Golden Bund Real Estate Co., Ltd, owns an acclaimed brands, namely Westin Bund Center.

We have great responsibility to sustainably manage our business operations and be an equal opportunity employer that allows the communities in which we operate to prosper. Our unwavering commitment to architectural and quality excellence is reflected in our development, winning us prestigious prizes such as the FIABCI Prix d’Excellence Award and Top Ten Best Office Building in PRC. Our hotel is currently the only flagship Westin hotel in Shanghai and has won many accolades and has established itself as a world class luxury hotel, having received the Star

The Light of Shanghai



Diamond Award from The American Academy of Hospitality Sciences and Top 500 hotels in the world by Travel+Leisure magazine.

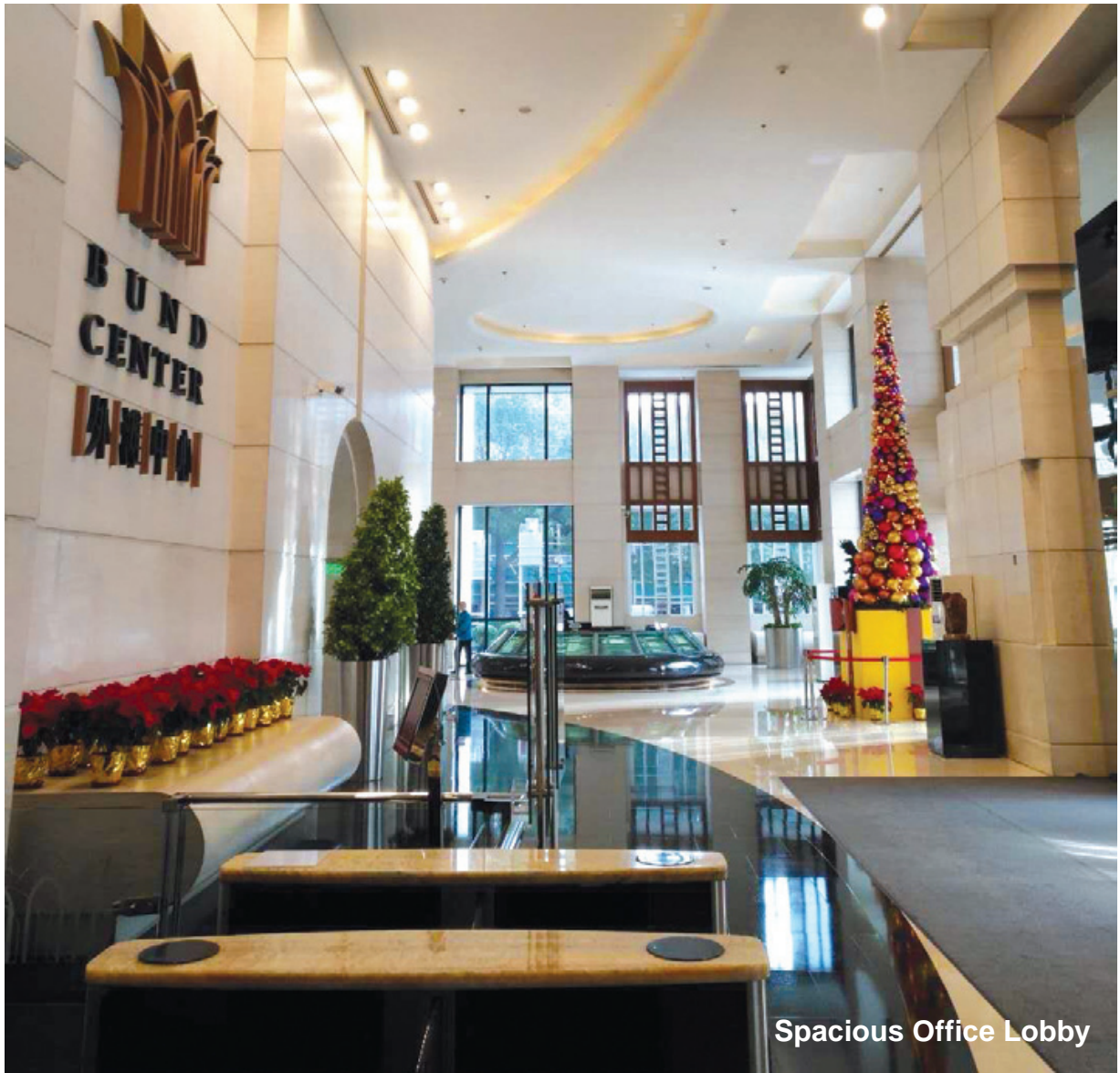
BCI achieved a commendable operating performance with a total profit of S\$27.4 million and recorded a revenue of S\$118.9 million with an EBITDA of S\$66.7 million for FY2018.

Please refer to our Annual Report 2018 for additional details on our corporate structure and

our financial results. At the end of 2018, BCI had 661 employees across the Group's PRC operations as covered in this report. For more details on our workforce, please refer to the "People" section on page 28.

During the reporting period, there were no significant changes to the organization. To this end, we are a member of the following organisations:

- Member of Shanghai Hotel Association
- International Brand Hotel Shanghai Association



Spacious Office Lobby

Message from the Chairman and CEO



DEAR STAKEHOLDERS,

We are pleased to present our second Sustainability Report for Bund Center Investment Ltd (“BCI” or “the Company”) and its subsidiaries (collectively “the Group”). This report, which has been approved by the Board of Directors (“Board”), presents BCI’s material sustainability or environmental, social, and governance (“ESG”) issues, our continuing approach in managing these issues, and setting their performance indicators.

In 2018, we continue to conduct Materiality Assessment internally to identify our material ESG issues and integrate it into our existing risk management framework so as to ensure that the Board is kept abreast of its happenings and has the ability to support our management team in addressing them. We aim to make our buildings more productive, energy and water efficient and sustainable. The Board is also supported by the Audit Committee as well as the Enterprise Risk Management Committee in managing the Group’s sustainability initiatives and programs.

Within our operations, a robust governance and risk management framework guides the organisation in conducting our business ethically. We adopt a zero-tolerance approach towards corruption. There were no legal cases regarding corruption which were brought against the Group, or its subsidiaries during the year under review.

Occupational safety, health and well-being continue to be paramount importance to us. We are pleased to report that there were no fatalities or instances of occupational diseases in our Hospitality and Asset Management divisions. We are committed to continue accessing and improving our internal controls to reduce the occurrence of accidents, injuries and illnesses to all our employees.

It is our responsibility as an employer to provide a conducive and inclusive workplace for our employees’ development, well-being and satisfaction, boosting employee morale through eco-friendly practices. Recognising that people are the main driver of our success, we treat all our employees equally, fairly, and with respect, offering them an equal opportunities policy on employment. We are committed to contributing back to the economic and social development of the society through our local community engagements and development programs in our PRC operations.

We are proud of the progress we have made in 2018. For instance, we have reduced our electricity and water consumption thanks to focused energy and water efficiency policies. Our accomplishments in 2018 were made possible due to teamworks and full commitments of the Group colleagues. As we look to the future, we aim to continue integrate sustainability into our operations and culture so that we can continue to deliver hard work and dedication to local community and environmental needs.

With the passage of a year of progress, we are pleased to share our sustainability journey with you.

A handwritten signature in black ink, appearing to read 'Frankle', written over a light blue horizontal line.

FRANKLE (DJAFAR) WIDJAJA

Executive Chairman and Chief Executive Officer

How We Report

Being in the second year of our sustainability reporting, we are committed to continue implementing the reporting requirements by leveraging on our continuous improvements approach.

Our annual Sustainability Report provides us with a valuable opportunity to engage our stakeholders and respond to issues that matter most to them and to our business. It will continue to inform shareholders on our risk management, strategy development and stakeholder engagement activities as we work to further focus and prioritise our sustainability and corporate social responsibility initiatives.

This report covers the period from 1 January to 31 December 2018 (FY 2018), and we will publish this report on an annual basis. Our sustainability report will be published in an online format on our corporate website, which reduce an environmental impact and make our reporting more targeted and accessible to our stakeholders.

Our sustainability report contains detailed information on our material issues, as well as the impact of our operations on society and the environment. We recognise that sustainability reporting is a journey and are adopting a phase implementation approach and we will seek to provide additional disclosures on our material topics as

our sustainability reporting matures over time. We continues to establish proper reporting processes before starting to report on the entire Group. This reporting scope encompasses the operations and focuses on our hotel flagship **Westin Bund Center Shanghai** and **Bund Center Office Tower**, the major contributors to the Group in terms of asset size, profitability and staff strength.

We are not going to seek external assurance for this report, but intend to do so at some point in the future. For now, our main focus is continue on embedding sustainability into the organisation, and seeking verification of our management systems.

We recommend reading this report together with our Annual Report 2018, which provides key information on our financial performance as well as additional details on our corporate governance and risk management. Both reports are critical communication pieces in the ongoing and transparent engagement of our stakeholders.

This report uses standard units of measurement. Conversion factors, where required and applicable, are explained in their respective sections. For any questions regarding this report, please contact John Woo, Chief Risk Officer, Bund Center Investment Ltd at john.woo@bundcenter.com

Board of Directors' Statement

The Board of BCI is pleased to present the second Sustainability Report for FY2018. This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option. It is in line with the SGX Sustainability Reporting mandate in all material aspects.

The Board is working with the Audit Committee ("AC") to provide oversight on significant environmental, social and governance issues that might have an impact on BCI's long term business objectives. These material issues would be reviewed regularly to ensure they are relevant and address our stakeholders' concerns.

The Board has considered the BCI's Material Issues as part of its key strategic formulation, determined the material ESG issues and overseen the management and monitoring the material ESG issues identified.

OUR SUSTAINABILITY MANAGEMENT STRATEGY AND GOVERNANCE



At BCI, the pursuit of sustainability guides our approach to doing business. We recognize that sustainable development is fundamental to our long-term success and growth. We continually work to integrate sustainability into all aspects of our operations; we give the highest priority to the interests of all our stakeholders, thereby creating long-term value for our shareholders, customers and the environment.

In This Section

In this section, we would like to introduce BCI's sustainability vision and explain our sustainability related governance structures and risk management procedures. In addition, we are also going to describe how we identified our material issues and how we are working to engage our stakeholders on them.

Our activities are guided by internationally recognized frameworks (such as the Global Reporting Initiative's reporting standards) and we align our efforts to global issues through the UN Sustainable Development Goals (SDGs). We seek to create a positive social economic and environmental benefit to the local communities and the wider societies which we operate in, and to contribute to the inclusive and sustainable development of PRC.

Bund Center Investment Ltd's Sustainability Vision



Sunshine Atrium

Our flagship project Bund Center Office Tower, an iconic landmark of the Bund, visible from all directions and offer sweeping views across the Huangpu River to Pudong, with its crown rooftop, a well-known and established brand in Shanghai.

Bund Center Office Tower and Westin Bund Center, continue being the major contributors and four pillars to our Sustainability Vision as follows:

1. BEST IN CLASS REAL ESTATE

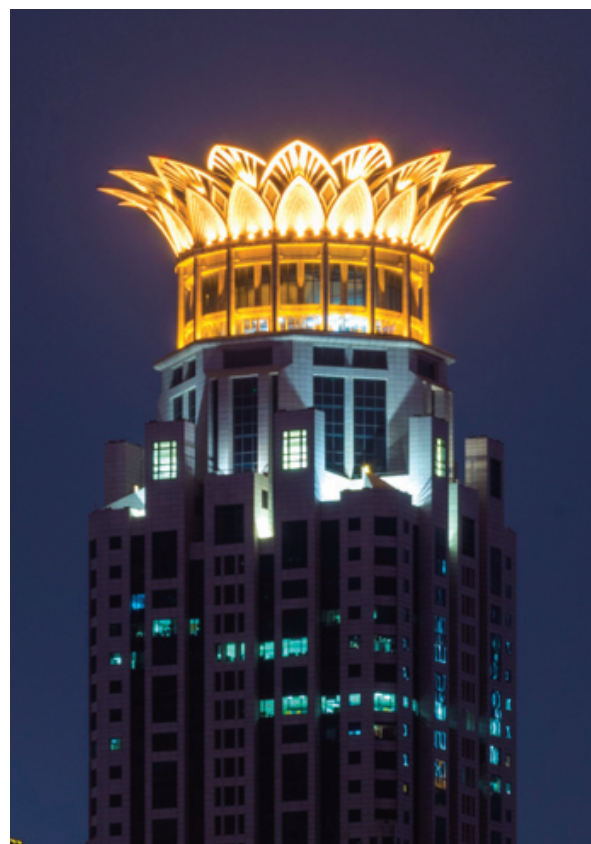
A Tower of Convenience - Dominating the skyline of the Shanghai Bund and Redefining Building Standards. Our top priority and greatest strength: By providing state-of-the-art facilities and services of the highest quality and standards, we are contributing to the prosperity for our present and future generations. The building has been designed by one of Shanghai's most experienced foreign architects- John Portman & Associates- who have created a design that reflects the corporate image of strength prestige and success whilst still remaining in harmony with the colonial architecture of the Bund.

Some examples include:

Top quality offices, commercial spaces and hotel property, built in accordance with leading engineering and environmental standards, incorporated a host of intelligent building facilities required by today's multinational corporations. Raised flooring; optic fibre cable network; satellite connection; and advanced building automation systems created a new quality benchmark in Shanghai.

Our contribution to the development of quality infrastructures was built with reference to the importance of environmental combined with the architecture equipped with various facilities such as free shuttle bus service for tenants to the main public transport hub and also provides concierge services, a laundry pick up, cleaning and collection services, comfortable pedestrian area and garden landscaping. In addition, our Office Tower has in place stringent security measures such as access security gates and round-the-clock security patrol dogs that are trained in detecting explosive materials on special occasions and events.

These activities are aligned with Sustainable Development Goals (SDGs) number:



BUND CENTER in its entirety was awarded the Shanghai Magnolia award for excellent engineering and construction and in 2004 received the FIABCI Prix d'Excellent Award. In September 2005, our Office Tower was named "Top Ten Best Office Building in China" by China Business Newspaper.

2. CLIMATE ACTION

BCI recognises the need to mitigate climate change and is committed to:

- having continuous development of public facilities within our building in order to minimise unnecessary emissions, maintaining good air quality and use natural light.
- Making contributions through various means in the decarbonisation (e.g. supporting energy saving efforts within our building)

These activities are aligned with Sustainable Development Goals (SDGs) number:



Our Approach

3. SUSTAINABLE COMMUNITIES

BCI continues to contribute to the growing prosperity of China's society in a number of ways as part of its commitment. Some examples include:

- Healthy, Wellness and Clean Lifestyle Campaign
- The Group promotes regular exercise program and healthy living campaigns to encourage employees to live active and balance lifestyles.



Global Running Day and Run to Give 2018 on healthy, wellness and clean lifestyle campaign.

These activities are aligned with Sustainable Development Goals (SDGs) number:



4. EDUCATIONAL PATRONAGE



Westin Bund Center conducted regular educational patronage activity to help internship student in Shanghai.

BCI considers education and training to be one of the most important prerequisites for the sustainable development of society. We are committed to ensuring that everyone within the communities of our operations, independent of their gender or age, and at their own discretion, has equal access to our education ecosystem. Some examples of our activities in this area are non-formal education, economic and cultural knowledge programs for local communities and ensuring that students are well-prepared for the growing demand of modern job markets.

These activities are aligned with Sustainable Development Goals (SDGs) number:



Governance and Risk Management

GOVERNANCE

ANTI-CORRUPTION

Our reputation is dependent on daily decisions made across the organisation. We are dedicated to upholding integrity and honesty in our operations, and have adopted a zero tolerance policy towards fraud, corruption and unethical actions. Issues that require whistleblowing are those that affect our ability to operate effectively and our reputation.

We have a Whistleblower Policy that ensures any internal or external stakeholder can raise any issue through any of our independent and accessible whistleblowing channels without fear of repercussion. We clearly state what steps need to be taken when someone has a concern, including who to contact, who to speak to if in doubt and how the law protects whistleblowers. Whistleblowing and anti-corruption updates continue to be made available to all our staff annually.

We will continue to review our Whistleblowing Policy during FY2019. We aim to have zero incident of corruption in FY2019.

REGULATORY COMPLIANCE

We are committed to acting in the best interests of BCI and ensuring we comply with local and international laws, regulations and governance codes, standards and policies. Employees are made aware of all relevant laws, regulations and policies through regular training.

Non-compliance with such laws, regulations, codes, standards and policies are tracked and addressed and there was no incident recorded in FY2018. There was no incident of non-compliance concerning marketing communications or product and service information and labelling in FY2018.

We aim to maintain a clean record with no incident of regulatory non-compliance for FY2019. We will continue to stay abreast of all regulatory updates and changes and train our staff accordingly.

Our sustainable development strategy is planned to comply with both SGX Sustainability Reporting guidelines and GRI Standards.

The implementation of this strategy is built around BCI's strong corporate culture and our core values:

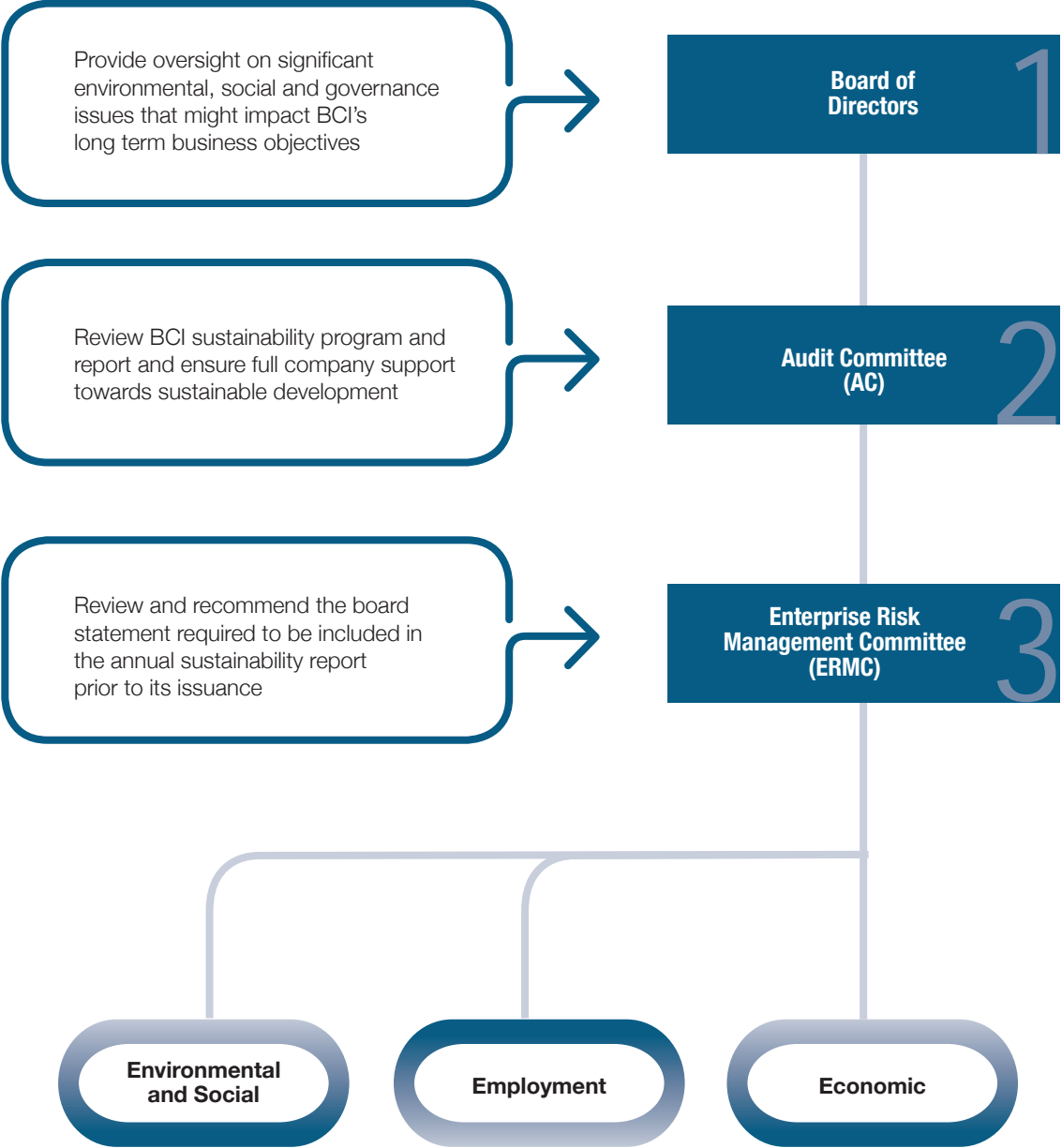
- Positive Attitude
- Integrity
- Commitment
- Continuous Improvement
- Innovation
- Loyalty

With a better understanding on sustainability issues and how they could potentially influence our business gradually over time, we have implemented sustainability initiatives into the Group's overall governance and operations, directed by strong leadership involvement:

Our Approach

SUSTAINABILITY GOVERNANCE STRUCTURE

Roles & Responsibilities of Board and Committees:





Building an internal culture of sustainability continues to be the key to our journey towards sustainability; this ensures that all members of the Company act upon a shared understanding of the importance of balancing the economic, environmental and social impacts of the Company's operations.

The Company's Enterprise Risk Management Committee ("ERMC") oversees the sustainability initiatives and directions of the Company, making sure they are followed and are aimed at creating value for the Company and its stakeholders, which is central to the Company's effort in building a sustainability culture. The ERMC champions sustainability principles, initiatives, and programs during the year and helps to establish departmental sustainability objectives and performance indicators, and is instrumental in the production of the annual sustainability report. The ERMC comprises representatives from the company's business units, brought together to work collectively on driving the value of sustainability across the Company.

Our sustainability structure consists of senior management, middle management and

employees from various functions. The senior management of various operation departments is responsible for guiding each department to work towards to achieving common sustainability goals and targets.

By integrating sustainability initiatives tightly into our existing risk management, we can ensure that the Board is always kept abreast of our material sustainability issues, and the Group's performance on the follow-up actions taken to address and mitigate them. As part of our preparations for this report, we have mapped most material issues to our Enterprise Risk Management ("ERM") framework.

We place strong emphasis on complying with all national and regional level regulatory frameworks. These include

regulations on operational permits, design and refurbishment, finance and accounting, labour laws, customer protection, and environmental frameworks.

We seek to proactively engage the relevant authorities to collaboratively develop solutions and frameworks such as waste management that will ensure the well-being of our surrounding communities.

Our employees have received clear guidance on the standards of ethical behaviour required of them through our Code of Conduct policy, supplemented by our whistle blowing policy that serves as an effective oversight measure for the prevention of fraud, corruption and other types of misconduct. We also have policies in place that cover procurement activities and fair employment practices.

Our Approach

All newly hired employees are required to attend mandatory orientation training courses. During these training courses, new staffs are taught BCI's core values and the policies listed above. We provide dedicated training on anti-corruption policies and procedures, as a mandatory and annual exercise for all staff.

Going forward, we will be working to achieve the following goals and shall report our progress in subsequent sustainability reports:

- Aim for integration of sustainability governance.
- Maintain zero incidents of non-compliance with any relevant environmental and social regulatory frameworks.
- Gradual expansion of the scope of our sustainability reporting to include all other BCI projects.
- Full integration of sustainability metrics into our ERM system.

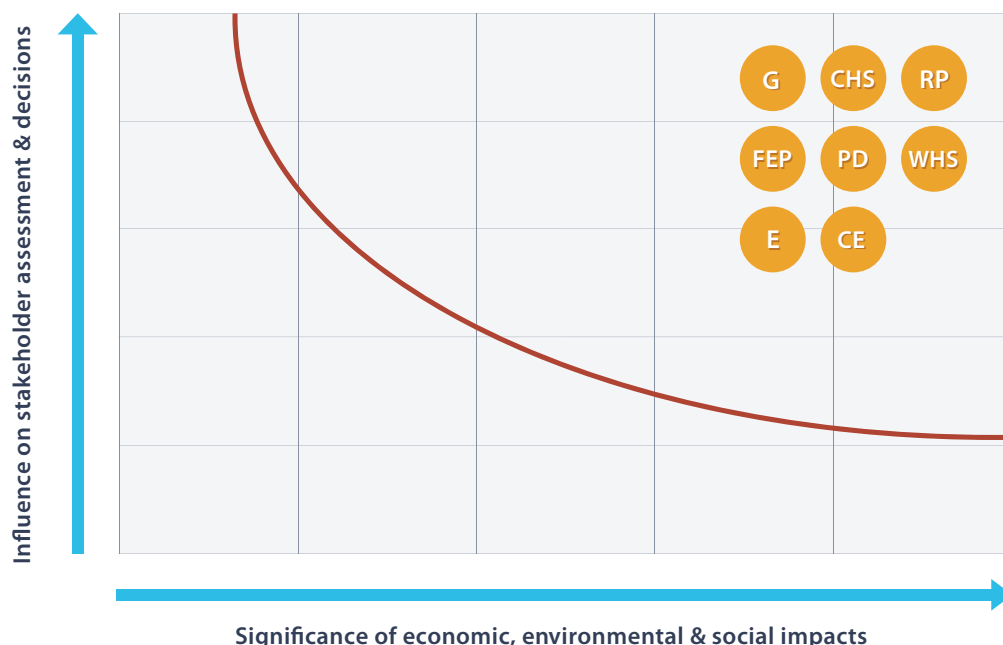
MATERIALITY

Last year we carried out a materiality assessment, beginning with a high-level peer benchmarking exercise to identify potential risks and opportunities from a sustainability perspective. This was followed by validation with management and Board to finalise our material ESG factors. We selected topics that we have the greatest impact on, and that have the greatest impact on our business.

The Materiality Matrix maps out the significant ESG and economic factors that impact our business, as well as insights gained from stakeholder engagements. It helps us to focus our efforts in paying attention to the values that are critical to the success of our business as well as the priorities of various stakeholders. It is reviewed regularly, taking into account the feedback that we receive from our engagement with a wide variety of stakeholders, broader sustainability trends and the issues facing the hospitality industry.

Based on feedback from our various stakeholders, we have shortlisted the following material factors based on valuable insights that we have gained from our stakeholder engagement efforts, as well as factors that management deems to have potential material impacts to our business operations. These are reviewed from time to time.

We identified the following categories of material issues along with an assessment of the significance of their economic, environmental and social impacts and their influence on stakeholders' decisions as followings:



4 Pillars of Our Sustainability Strategy	Material Topics	Relevant GRI Standards
Economic Topics	Governance (G)	Anti-Corruption
		Compliance with Social and Economic Laws
		Compliance with Environmental Laws
		Compliance with Product Information Laws
		Human Rights Grievance Mechanisms Compliance
		Marketing and Communications
		Customer Privacy
	Customer Health and Safety (CHS)	Customer Health and Safety
	Responsible Procurement (RP)	Service Quality
		Procurement Practices
Social Topics	Fair Employment Practices (FEP)	Equal Employment Opportunity
		Non-Discrimination
		Forced or Compulsory Labour
		Human Rights Grievance Mechanisms
	People Development (PD)	Training and Education
	Workplace Health & Safety (WHS)	Occupational Health and Safety
Environmental Topics	Environment (E)	Energy
		Emissions
		Water
		Effluents and Waste
Community Topics	Community Engagement (CE)	Local Communities

The process for defining and reviewing our material issues is largely based on GRI and follows their four-step approach, which involves identification, prioritisation, validation and review. To conclude the implementation of the last of these four steps, we will be conducting a review of our material issues for the publication of next year's sustainability report.

Our Approach

STAKEHOLDER ENGAGEMENT

BCI placed a great value on the diversity of our stakeholders including customers, national and local governments, local communities, interest groups and industry associations and shareholders, and seek to engage them throughout the year. By maintaining an open connection with all of our stakeholders, we are better able to understand their needs and identify what we can do to grow, improve and excel.

Throughout the reporting period, we have engaged external stakeholders through our regular channels, such as annual surveys, shareholder meetings and operational meetings. In addition, we interact with the communities through customer satisfaction surveys, engagement with local communities on education and healthcare, and working closely with various government entities on joint public infrastructure and safety projects (e.g. fire safety or public transport).

Examples of current stakeholder engagement exercises relating to sustainability topics via on-going communication are as follows:

- Annual tenant satisfaction survey for our office buildings
- Annual employee satisfaction survey
- Marketing surveys for tenants, potential tenants and hotel guests
- Annual corporate brand awareness survey undertaken by the management
- Local community and government sponsored CSR programs

Key topics raised by our internal and external stakeholders during the reporting period include:

TYPE OF STAKEHOLDER		
CONCERN	EXTERNAL via customer survey	INTERNAL via employee engagement survey
POSITIVE	<ul style="list-style-type: none"> • Strategic location and friendly neighbourhood • Excellent customer service 	<ul style="list-style-type: none"> • Trust in company goals • Clarity on company values • Pride to work for the company
NEUTRAL	<ul style="list-style-type: none"> • Need for maintaining cleanliness and safety at building sites • Need for more tenant facilities such as convenient stores and places for F&B • Need for faster response by the Customer Service (CS) division in addressing complaints 	<ul style="list-style-type: none"> • Opportunity to apply knowledge and skills on the job • Divisional and departmental supervisors are open to feedback from team • Attractive work opportunities
NEGATIVE	<ul style="list-style-type: none"> • Need to add shuttle bus within Bund Center Office Tower • Maintenance and upgrade of Bund Center Office Tower common facilities 	<ul style="list-style-type: none"> • Business process does not fully encourage collaboration • Insufficient internal communications on certain operational activities • Speed of management response to address performance issues

In this 2018 report, we have mapped out the various GRI disclosures that resulted from the identified material issues which caused an impact towards our main stakeholders (please see table on page 42 for details).

In the meantime, we strongly encourage all readers of this report to send us their feedback on the results of our materiality assessment or any other concerns you may have with regard to BCI's sustainability efforts.

Please contact John Woo, Chief Risk Officer, at john.woo@bundcenter.com. We look forward to hearing from you.

Our Approach

GRI DISCLOSURE	CUSTOMER	EMPLOYEES	INVESTOR/SHARE HOLDERS	LOCAL COMMUNITIES	NGOs	REGULATORS
Direct Economic Value			•			
Defined benefit plan obligations and other retirement plans		•	•			•
Infrastructure investments and services supported	•		•	•		•
Significant indirect economic impacts	•		•	•		•
Operations assessed for risks related to corruption	•		•			•
Communication and training about anti-corruption policies and procedures	•		•			•
Confirmed incidents of corruption and actions taken	•		•			•
Recycled input material used	•		•			
Energy consumption within the organization	•		•		•	•
Energy intensity	•		•		•	•
Reduction of energy consumption	•		•		•	•
Water withdrawal by source	•			•		•
Water recycled and reused	•					
Direct GHG emissions			•	•	•	•
GHG emissions intensity			•	•	•	•
Reduction of GHG emissions			•	•	•	•
Non-compliance with environmental laws and regulations			•		•	•
New employee hires and turnover		•	•			•
Benefit provided to full-time employees		•	•			•
Parental leave		•	•			•
Minimum notice period		•	•			•
Types of injury and rates of injury, occupational disease, last days, absenteeism, and number of work-related fatalities	•		•			•
Average hours of training per year		•	•			
Employee development programs		•	•			
Percentage of employees receiving regular performance and career development reviews		•	•			
Diversity of governance bodies and employees			•			
Operations with local community engagement, impact assessment and development program			•	•		
Operations with significant actual and potential negative impacts on local communities			•	•		•
Incidents of non-compliance concerning the health and safety impacts of products and services			•		•	•
Non-compliance with laws and regulations in the social and economic area			•			•

In This Section

Using nature as an inspiration, the core of our design is to encourage social harmony and community engagement, providing the right balance between technology, nature, people and workplace.

With nearly two hectares of land encircled by four separate roads namely Yanan, Henan, Guangdong and Jian Xi, our development have incorporated a number of unique design features including a spacious garden, an internal-ring road and three separate vehicular access points. In addition, a three level underground carpark providing more than 450 carpark lots provide ample carparks for all tenants and visitors to the building, including provision of car parks to the medical staffs of the neighborhood Renji Hospital (仁濟醫院) which was founded in the year 1844, a university hospital affiliated to Shanghai Jiao Tong University School of Medicine.

ENVIRONMENT MANAGEMENT

This section of the report, we continually look for ways to improve the energy efficiency of our buildings and facilities at the various ways in which our operations impact the environment and lays out our commitment to minimise them. Our environment initiatives are focused on minimizing the material environmental impacts of our operations, which include energy, water and waste. We also actively engage staff and customers to champion and address some of the environmental impacts together.

Covered in this section are:

- Our efforts to improve energy efficiency and reduce the greenhouse gas (GHG) emissions associated with our operations;



- Our water usage along with data on our effluents and discharges generated;
- Statistics on waste created and how we are handling it.

During the year under review, we have introduced a number of initiatives at Bund Center Office Tower and Westin Bund Center such as installing energy saving and sensor-activated

LED lightings in guest rooms and common areas, as well as adjusting the water flow in our guest rooms. This has resulted in a 1.4% decrease in energy usage and carbon footprint respectively. Non-hazardous wastes reduced by 22.2% from 1,084 tonnes in 2017 to 843 tonnes in 2018 due to the lower occupancy rate of our hotel, and higher volume of recycled items from guest



In FY2018, Westin Bund Center celebrated the global Earth Hour champion in sustainability.

rooms. As the average occupancy dropped, it is inevitable that we recorded a reduction by 5.3% in our year-on-year water consumption from 2017 to 2018. We are addressing this trend by engaging in a number of on-site water efficiency initiatives, including the water recycling. This was achieved through a number of initiatives such as:

- Improving the water tap fittings and sensors to reduce overflow losses
- Manage the water consumption for cooling tower through water recirculation

We plan to implement regiment of water use monitoring to detect abnormal usage patterns by respective business unit weekly. We are looking forward to presenting in future reports

how these measures are helping to reduce our environmental impact.

Every little act goes a long way, even the simple acts of switching off lights during the lunch period and collecting rainwater to water plants and wash common areas. We have successfully implemented a smoking ban and designated a no smoking zones at our buildings and deliver anti-smoking messages to our employees and customers.

Moving ahead, we plan to engage a new waste disposal program to improve the recycling programme in our buildings. We have also embarked on a campaign to educate our guests and employees to not waste food and are pleased to see encouraging initial results.

Environment

INNOVATION

At BCI, we understand the significant impact of climate change and strive to protect the surrounding environment through policies and existing programs. To realise our commitment in implementing developments with an environmental cause, our buildings are incorporating green architectures to conserve energy, water and natural resources. All our buildings maximise sunlight penetration while reducing solar heat, thus boosting energy efficiencies, and optimising air circulation. Our buildings reduce air-conditioning and lighting energy consumption through the use of natural lighting and outdoor common walkways.

Going forward, we are exploring to obtain the Green Building Certification in our existing buildings. We have also embarked on a sustainability program with specific responsibilities assigned to staff across all parts of the organisation. Through this program, we will be able to better calculate and eventually reduce the energy required in the operation of our developments; lower our water consumption and carbon emissions, leading to better waste management.

From FY2018 as a baseline, we start to disclose our performance targets, which will be tracked and in comparison with FY2019 performances.

All figures in this section related solely to the two buildings, Bund Center Office Tower and Westin Bund Center. Our current system of data collection does not provide for separately reporting of our electricity and water consumption for Bund Center Office Tower and Westin Bund Center. Hence, the reported total energy consumption includes all combined activities from Bund Center Office Tower and Westin Bund Center.

Top & Middle: Natural view of the Hotel lobby area and Executive Lounge
Bottom: Natural light into Guest Room



Building Energy and Water Consumption

We continually look for ways to improve our operations so as to reduce impact to the environment, improve service to the customers and to bring efficiency to our operations. Apart from our exploration to obtain an accreditation as an internationally recognised green standards building, the Group has in the meantime has continue undertake numerous initiatives to reduce consumption of energy across our buildings such as an electrical switchboards replacement project made during the year, and other gradual implementation of control timing function for our air-conditioning systems, usage of energy-efficient LED lightbulbs, sensor-activated lightings in common areas, sensor-activated taps and toilet equipment.

Building Energy Consumption

During the FY2018, the Bund Center Office Tower and Westin Bund Center have introduced initiatives on installing energy saving LED lightings in common areas, guest rooms, carpark, basements, IT rooms and Back of House.



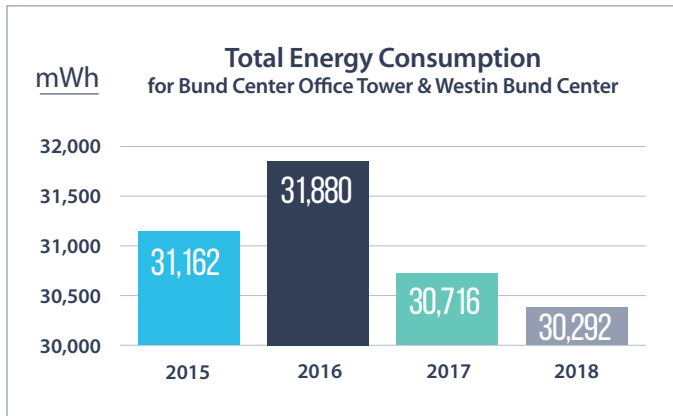
Below Left: ABB Project-upgrade of the main power switch system for predictive maintenance by monitoring performance and getting immediate maintenance alerts to minimise unforeseen equipment failures, avoid tenants complaints and safeguard against costly repairs.

Below Right: LED lightings in Bund Center Lounge at Level 25

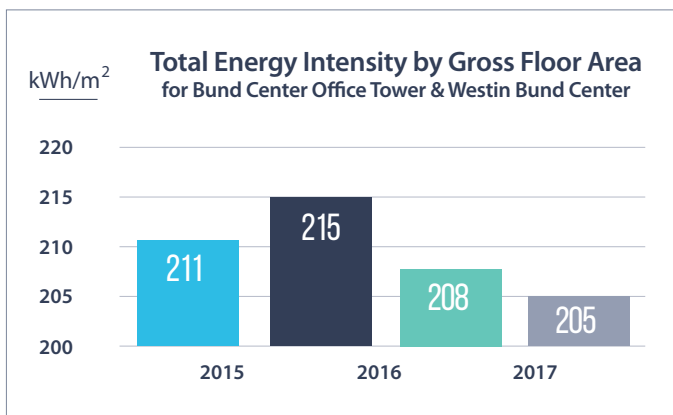


Shanghai Suite-Westin Bund Center installing sensor-activated LED lightings in guest rooms.

Environment



During the year under review, we have introduced initiatives on installing energy saving and sensor-activated LED lightings in Hotel guest rooms and common areas, carpark and basement in the office tower, which resulted in a 1.4% decrease in energy usage. The total energy consumption has decreased from 30,716 mWh in 2017 to 30,292 mWh in 2018.



Energy intensity per GFA occupied slightly improved by 1.4% compared with year 2017 and year 2018 which reduced from 208 kWh/m² to 205 kWh/m².

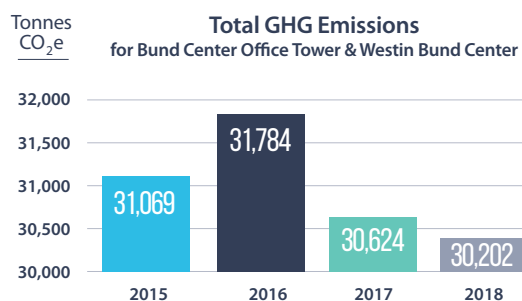
INDICATORS	SCOPE	TARGET	STATUS
Total Energy Consumption	Bund Center Office Tower and Westin Bund Center	1% reduction of energy intensity (Base year: 2018)	Target Ongoing

In 2019, the Westin Bund Center and Bund Center Office Tower will continually seek specific action plans to energy efficiency by implementing the LED lightings system on a level to level basis. Meanwhile, the PRC government is also promoting the use of more electric vehicles to reduce carbon emission and has required office buildings to have at least 15% of car park lots to be installed with electrical charger by 2020.

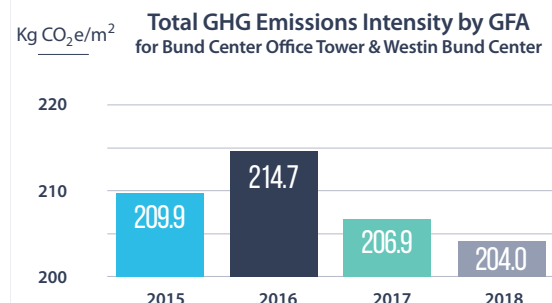
Emissions



The Westin Bund Center and Bund Center Office Tower will continually seek opportunities for a further reduction in our GHG emissions, and aims to install low nitrogen emission burner for boiler which will maximise our energy efficiency and reduce our carbon footprint.



In line with our energy efficiency initiatives, we recorded a reduction of 1.4% in our Total GHG emissions between 2017 and 2018.



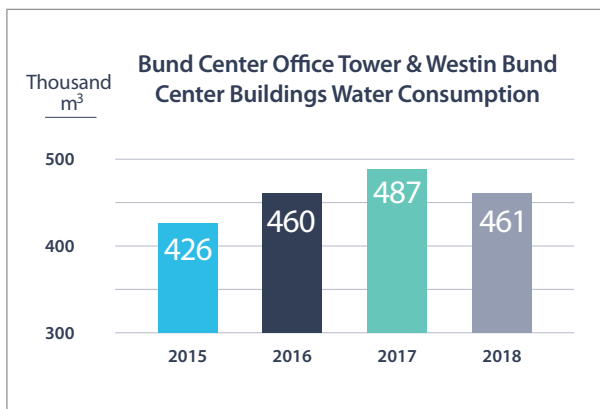
Despite the high occupancy rate in our buildings, our GHG emissions intensity per GFA occupied decreased marginally by 1.4% between 2017 and 2018.

Water Consumption

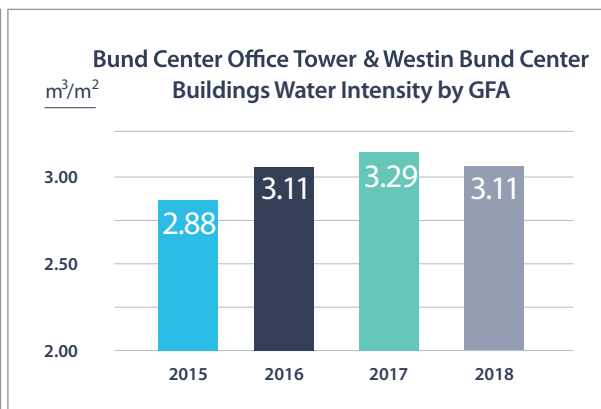


We are mindful that our operations have an impact on water consumption. Water is a critical resource and constraints on the quality and quantity of water available limits our ability to operate effectively. Bund Center Office Tower and Westin Bund Center recorded a total water consumption of 461 thousand m³ in 2018. Water used at our buildings is from the Shanghai Municipal Source. Our buildings recorded a reduction of 5.3% in water consumption as compared to 2017 mainly due to the upgrading project on water saving devices in our office tower, and slightly lower occupancy rate of our hotel. We will continue to monitor carefully to minimise any water wastages and possible discharge of effluents into natural water systems.

The following charts provide details on the water consumption by Bund Center Office Tower and Westin Bund Center. We will be gradually expanding coverage for this disclosure in our future sustainability reports.



Total buildings water consumption has reduced from 487 thousand m³ in year 2017 to 461 thousand m³ in year 2018, which reduced 5.3% of water usage respectively.



Building water intensity by GFA occupied recorded a decrease of 5.4% in year 2018 as compared to the year 2017, with a decrease from 3.29m³/m² to 3.11m³/m².

INDICATORS	SCOPE	TARGET	STATUS
Water Intensity	Bund Center Office Tower and Westin Bund Center	1% reduction of water intensity (Base year: 2018)	Target Ongoing

To reduce our water footprint, the Westin Bund Center and Bund Center Office Tower will seek specific action plans aimed at reducing our water consumption, such as installing new air-conditioning cooling water system to split the IT room and chiller on a level to level basis and target to upgrade the water saving device in order to reduce the water intensity by 1% in 2019.

Effluents and Waste



We practised waste segregation in our buildings and pay special attention in ensuring that no hazardous waste was sent to the landfill.

Apart from reducing the types and amount of wastes that can be reused and recycled across our operations, we are using our ongoing communications with local government authorities to suggest improvements on waste management. In 2018, we recorded 843 tonnes (2017: 1,084 tonnes) of waste disposed of in our hospitality business and 69 tonnes (2017: 62 tonnes) of waste was recycled.



INDICATORS	SCOPE	TARGET	STATUS
Waste Management	Westin Bund Center	Reduce the food waste, the usage of plastic bags and plastic straw, disposable plastic amenity bottles in a hotel's bathroom, restyling the florals, and manage the food waste solutions.	Target Ongoing
Waste Management	Bund Center Office Tower	Reduce the usage of plastic bags and paper, and renovation waste recycling	Target Ongoing

In 2018, iPads are used for board meetings which reduced the amount of paper used for printing. As far as possible, we are moving towards a paperless environment in all our business units.

In 2019, Westin Bund Center will consider to implement the food waste tracking system, to reduce the plate food waste. Based on the tracking information and analysis, the Westin Bund Center will reduce the food waste effectively.

Environment

Environmental Compliance

Given the iconic and prestige of Bund Center, we are subjected to stringent environmental regulatory frameworks in PRC China. As part of our environmental compliance and for its ongoing operational permit, BCI is also required to comply with several health, safety and environment (“HSE”) regulations such as liquid waste management, fire safety certification, and equipment licenses. The relevant authorities will perform audits on our operational feasibility and issue permit certificates only upon compliance with these requirements.

We are pleased to report that there were no incidents of environmental non-compliance during the reporting period.

RESPONSIBLE SOURCING- SUPPLY CHAIN RESPONSIBILITY



We want to be a well-managed hospitality company, delivering a pleasant and comfortable guest-centred experience in our hotel. With this ambition in mind we also want to be responsible and sustainable in the aspects of our supply chain. We are keen to make sure everything we do is ethical and lawful, and that we work in a socially and environmentally sustainable way. Working with suppliers, partners and our team members, we aim to ensure that everyone understands the social and environmental impact of our operations and work together to make continual improvements to reduce our impact on the environment, and to increase responsible activity as well as deliver a sustainable sourcing approach across our supply chain.


Given the nature of our business, we engaged with various food suppliers, contractors, architects, employees, retail customers and tenants across our value chain.

We recognised that our operations are highly depend on reliable supply chain, such as the procurement of food and beverages, building equipment and the hotel supplies, which ensures that we are able to continually receive the goods and services that we require.

RESPONSIBLE SEAFOOD

In 2018, Westin Bund Center worked closely with our suppliers to improve our environmental and social image, launched an internal education and awareness campaign and responsible seafood at our dining facilities.

Target: In FY2019, we will endeavour to ensure that we procure from the pre-approve suppliers.



* 可持续发展 Sustainable

* 纯净无污染环境 Pollution-Free

* 源头可溯 Responsibly Sourced

舞台餐厅带来“环保、无污染”海鲜自助美食

The Stage Presents “Sustainable, Pollution-free” Seafood Buffet

三月和四月，广受好评的舞台餐厅为宾客带来以“环保、无污染、源头可溯”的珍贵海鲜为原料，烹饪而成营养美味且食材源头放心可靠的海鲜大餐。本次舞台餐厅的大厨们特地选用以环保、可持续发展的方法野生捕获的海鲜。将冰岛北冰洋无污染海域的水产品全程冷链送至您的餐桌，并保证整个过程透明可溯源。海鲜品类包括：马鲛鱼、青鳕鱼、比目鱼、冰岛红鱼、北极甜虾仁、青口贝等。

In This Section

We will be looking at our overall employment statistics for the Bund Center Office Tower and Westin Bund Center, our outstanding performance as an equal opportunity employer, benefits and welfare programs, our investment in training and development as well as employee engagement.

THE OLYMPIC SPIRIT

Our “People First” culture drives our efforts to care for both our employees and customers. We pride ourselves on being the best we can be, always. To live this “Olympic Spirit”, we set goals which make us winner. We seek to outperform our peers and competition.

The hospitality and property management industry are based on relationships. At BCI, we work hard to ensure that we have the right people in the organization who share in our values of passion, progress, doing the right thing and provide exceptional guest/tenant experiences. We want to create a place where people want to work, where they have the right tools and environment to do great work, and where they can develop skills to enable them to progress their careers with us.

Employment

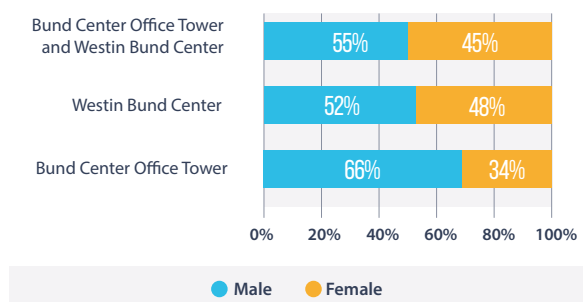
OUR EMPLOYEES



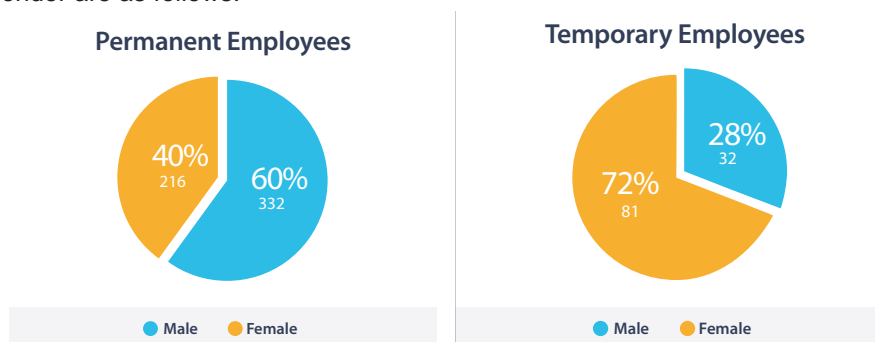
BCI values and recognises our people as the leading asset. The culture of competitiveness, commitment, competency, creativity, collaboration and caring shapes our people and drives the company forward.

As at 31 December 2018, Bund Center Office Tower and Westin Bund Center employed a total of 661 employees, who are based in our operations in Shanghai PRC, of which 364 are male (55%) and 297 are female (45%). The relatively higher ratio of male to female employees is mainly due to the nature of our business of real estate and property management and the supply of manpower available to us on internship. Being an equal opportunity employer, we are witnessing a better balanced gender composition of our workforce in middle management and above.

Workforce by Gender in year 2018



Overall, a total of 83% are hired on a permanent and 17% of our employees are hired on a temporary basis, with the gender breakdown between permanent and temporary employees illustrated in the charts below. Temporary employees typically have a term of 6 months. The breakdown of the total employees by gender are as follows:



Benefits that are exclusively provided to full-time employees include:

- **Culture + People Program**

The commitment to continuously build culture from the inside-out is timeless and enduring. Our associates create our culture: and our culture create a place for all of us to keep getting better and help each other reach our potential.

- **Diversity and Equal Opportunity**

We are continuing to promote an inclusive culture that focuses on treating everyone fairly. In our commitment, we have adopted fair and merit-based employment practices.

A fair working environment should be one that is free of discrimination, harassment, bullying and victimisation. Our commitment to fair labour practices is emphasised in our employee handbook and employment practices. As an equal opportunity employer, we consider all qualified candidates for employment without regard to race, gender, disability, religion, sexual orientation, union membership and political affiliation. We have an equal opportunities policy on employment, banning any form of discrimination and believe that our employees should be treated equally, fairly and with respect.

Different backgrounds and perspectives help us improve our ways of working, deliver better business results, and drive innovation. We therefore seek to create an inclusive work environment that fosters collaboration based on mutual respect. In 2018, 13 different nationalities and 5 disabled employees were represented in our workforce respectively.



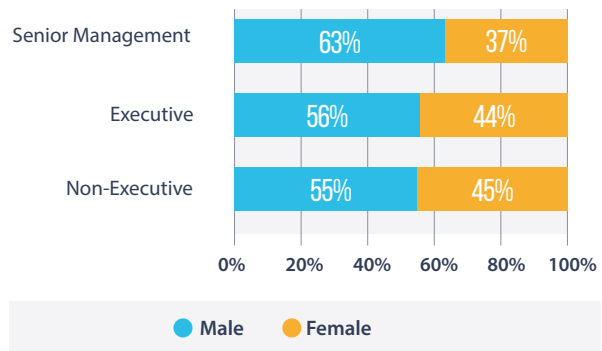
Women's Empowerment



Our motto

**We Don't Just Give You A Job.
We Give You A Profession.**

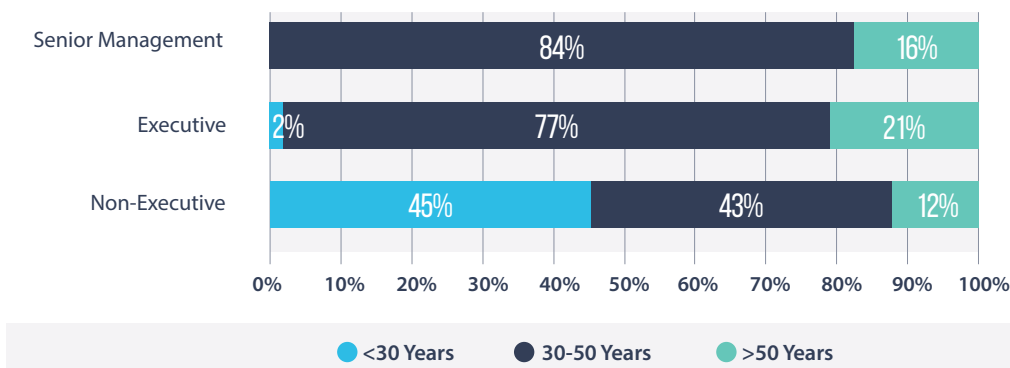
Workforce by Employment Category by Gender



We have 37% female employees in Senior Management, 44% females in Executive and 45% female employees in the Non-Executive categories.

MATURE WORKERS

Workforce by Employment Category by Age Group



As BCI values diversity of its workforce, we continue to practice the employment of mature workers. During the reporting period, 16% of our employees in Senior Management are above the age of 50, while 84% of our Senior Managers are between age 30 to 50 and none of the senior Management are below age of 30. In the Executive category, 21% age above 50, 77% between the age of 30 to 50 and 2% below age of 30. In the Non-executive category, 88% are relatively younger and below age 50, 12% are more than age 50.

IMPACT ON YOUTH PROGRAM



In FY2018, we are supporting programs that prepare youth for jobs in our hotel industry in PRC via the training conducted in 13 main events, which includes college, university, job fair and etc.

Italian food training for our trainee to enhance their skills.

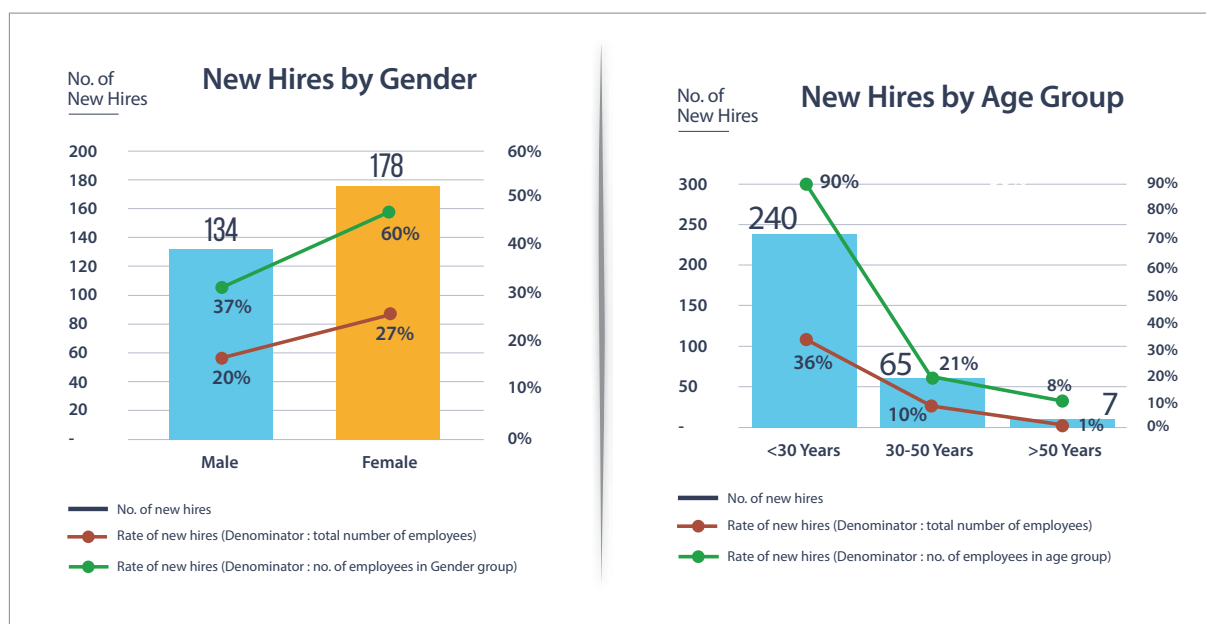
NEW HIRES AND EMPLOYEE RETENTION

We recognise that welfare and career development contribute significantly to the satisfaction and reputation of a workplace. Through our proactive engagement with employees, we are seeing significant levels of satisfaction among our employees. These are backed by our new hire and turnover data illustrate below. During the year, we hired 312 new employees, contributing to a new hire rate of 47.2%. Believing that a diversified team with different age groups, backgrounds, and skillsets will bring enriching perspectives to the workplace; we hire people from different age groups, including the re-employment of employees above age 50.



We strongly believe in hiring the best, investing in them; committed to continuously engaging and retaining them.

During the year, we hired 312 new employees and it represents 47.2% out of the total 661 employees. We hired 178 female and 134 male, vast majority of 240 new employees which are age below 30 years, 65 employees between age 30 years to 50 years and including re-employment of 7 employees above 50 years, believing with the diversified team members with different gender, age group, backgrounds, experience, skillsets will bring enriching perspectives to the workplace.

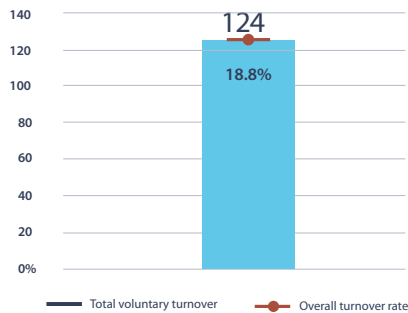


People

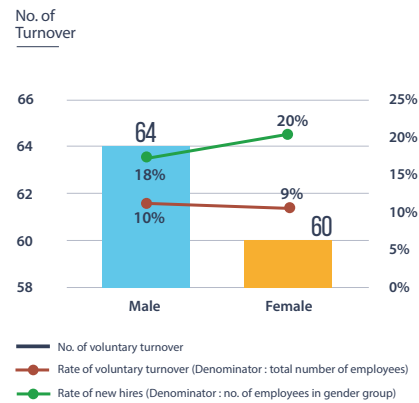


BCI recorded a total voluntary turnover of 124 with an overall turnover rate of 18.8% in 2018. The number of turnover and turnover rate by age group and gender are portrayed in the charts below. Through these charts, our low turnover figures serve as a testament to our initiatives in improving employees' well-being and satisfaction.

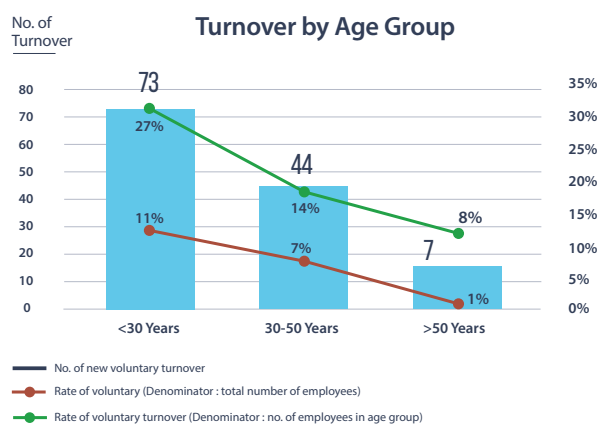
Employee Turnover



Turnover by Gender



Turnover by Age Group



Benefits and Welfare

Our primary engagement with our employees is via Employee Events held several times throughout the year. Other than competitive remuneration, we care for our employees through welfare and benefit schemes; including but not limited to insurance coverage, healthcare benefits, parental leave, and retirement provision to all our employees.

We organised annual family day party in conjunction with summer vacation.



Family-friendly Employer

BCI prioritises employees' welfare. We continue to support our employees by providing benefits and welfare for employees with family, including parental leave, medical benefits, subsidy for marriage and grievance, etc.

As at 31 December 2018, all female and male employees who took their maternity and paternity benefits have returned to work at the end of their maternity leave and paternity leave respectively. Therefore, we recorded a return to work rate of 100% for both our female and male employees.



Respecting Freedom of Association and Collective Bargaining Rights

BCI continues to respect all employees' rights to the freedom of association and members of trade unions. We are guided by the PRC Government regulation which allows trade unions to represent our employees for collective bargaining, providing our employees with an avenue to seek redress for disputes. All permanent employees from the Bund Center Office Tower are covered by collective bargaining agreements.

Above the minimum wage

We believe in providing decent work remuneration. As such, our employees are remunerated based on their experience, position, and competency. We strictly comply with the minimum wage set by the PRC Government and ensure that all our employees are rightly compensated for their work; independent of their gender.

Retirement Plans and other Defined Benefits

We comply with all relevant government regulations in the following ways:

1. WORK INJURY

All workers' compensation will be made in accordance with China Labor Law.

2. SOCIAL INSURANCE & HOUSING FUND

All permanent employees will be entitled for the individual social insurance according to the Social Insurance Law of the People's Republic of China. By offering sustainability training and events that tackle a range of sustainability issues, we promote awareness and engage employees and their families in the company's sustainability accomplishments. Also, we will bear the individual housing fund for all entitled permanent employees according to the Regulations of Shanghai Housing Provident Fund.

3. RETIREMENT

All permanent employees retirement schemes will be accorded in accordance to the People's Republic of China's retirement ordinance.

People Development

TRAINING AND DEVELOPMENT

Talent management and succession planning are vital components of our human resource strategy. We must ensure the safety and well-being of our employees and invest in their training and development. People are our most important asset. It is therefore imperative for us to explore ways to better manage our people and maintain our talent pool. We have allocated an annual training budget and developed in-house programs to support the career growth and aspirations of our employees.



We conducted training on etiquette and traffic management services for all our employees.

By offering sustainability training and events that tackle a range of sustainability issues, we promote awareness and engage employees and their families in the company's sustainability accomplishments.

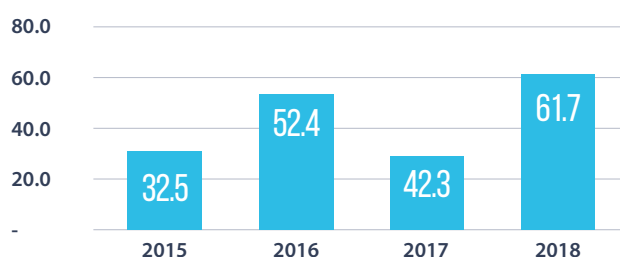
Programs covers 3 core areas: developing core competence to ensure we are an effective and efficient organisation; providing opportunities for skill development to support career development; and line management and leadership development to create a talent pipeline.

All employees are required to undergo training as part of their annual skills enhancement that is related to their job function. As of 31 December 2018, each employee has benefitted from an average of 61.7 hours of training.

We believe in equipping our employees with the skills they require in ensuring the future growth of our Group. Furthermore, developing skills and talents allows employees to grow, leading to better opportunities, thereby helping the communities where they live and work to flourish. We provide on-the-job training opportunities and will support qualified employee by paying for their membership fees in professional bodies.



**Average Training Hours Per Employee
Bund Center Office Tower & Westin Bund Center**



INDICATORS	SCOPE	TARGET	STATUS
Service Quality and Talent Attraction and Retention, through People Development	Bund Center Office Tower and Westin Bund Center	Average training hours per employee: 45 hours per year 2019 (Base year: 2018)	Target Ongoing



Employee Engagement

We continue to invite all employees to rate their level of satisfaction in our annual Employee Satisfaction Survey. The other main pillar of our employee engagement is the semi-annual performance and career development review. This KPI-based formal review is an important milestone in our employees' career as their performances, strengths and areas of improvement are evaluated transparently and objectively, which will then form the basis for our employees' promotion.

Occupational Health & Safety

In This Section

Protecting the health and safety of our employees is a key priority and we continue to seek to emphasise the importance of health and safety in the workplace and instil a culture of responsible, safe work practices that are in line with the Government's regulations. We continually recommend, monitor and review safety procedures while identifying red-flagging potential risks. In ensuring that our practices are in line with the best practices of the industry, we have put in place reporting procedures for all accidents and injuries at the workplace.

In addition, we send our employees for training in workplace safety and first aid in the event of a medical emergency. In addition, they are also trained in handling fire hazards at the work place, and participate regularly in fire drills and evacuation exercises.



We always ensure compliance with the Fire Protection Regulations of the PRC China. We conducted periodical fire evacuation drills at Westin Bund Center Office Tower and Westin Bund Center at locations with high human traffic flows.

Our Disciplined Approach to Ensuring Occupational Health & Safety



Fire and hazards prevention exercise are being conducted four time annually with the participation of the Shanghai Fire Control Bureau.

Our OHS initiatives include safety checks to ensure compliance by our employees and contractors; and the annual OHS equipment certification for compliance with the fire safety standards of the Shanghai Fire Control Bureau. We have implemented the following important layer of occupational health and safety checks to ensuring the occupational health and safety:

1. Increased frequency of checking by the project Environmental Health and Safety team on daily and weekly basis
2. Regular quality assurance, assessment on risk and control on OHS and environment by Colliers International.

We carry out fire drills and simulation periodically to ensure that these procedures are understood and implemented, ensuring a safety culture being instilled in our operations. We also conduct regular trainings and awareness programs on health and safety for our workforce and tenants.

We take OHS incidents very seriously. All incidents are reported to the Safety Department, which will be included in the Monthly Operation Report that is submitted to Division Heads. For some categories of

incidences, such as breakdown of equipment, and near misses due to negligence, an investigation report with follow-up actions will also be submitted to the Division Heads. Resulting from our continuous initiatives, we are pleased to report that there were no fatalities and occupational diseases in Bund Center Office Tower and Westin Bund Center divisions.

There were four work-related accidents in FY2018 sustained by our employees. The four injuries that involved our employees led to 82 lost days. Currently, we only track lost days and total man hours worked for our own employees and aim to include data on our contractors in the future.

Also, we currently do not track our employees' health and safety data by gender, and aim to include the above information by gender in our future reports.



2018	Accident Frequency Rate (AFR) No. of workplace accidents per million manhours worked	2.2
	Accident Severity Rate (ASR) No. of man days lost per million manhours worked	59.4



We have implemented various initiatives to promote a healthy lifestyle for the well-being of our employees:

- Discounted gym memberships for permanent employees
- Employees' Running Club
- After work sports activities (basketball, futsal, badminton, volleyball and etc.)

For health and safety, the following initiatives are noteworthy:

- Health and safety awareness through BCI intranet and socialisation events
- Regular fire drills involving all employees and tenants
- Health and safety training for emergency response team
- Installing safety signage in all parts of BCI property

Move Well with Shanghai International Marathon



Global Running Day is on 6 Jun 2018, which is a celebration of running that encourages everyone to get moving.



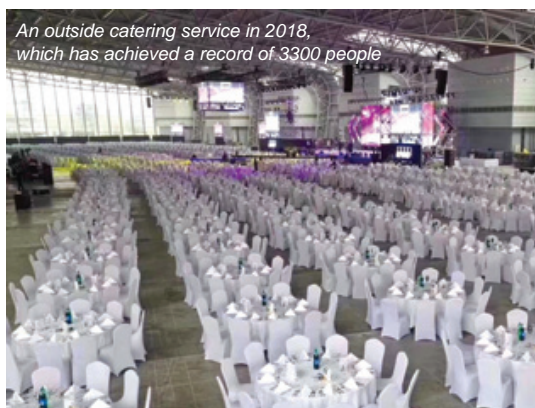
Services Quality and Customer Well-Being

In This Section

BCI is committed to leveraging on its expertise and innovation to improve the quality of life and well-being of its building occupants. Complying with international standards, Bund Center Office Tower and Westin Bund Center was developed on an area of 1,414,600 sqft and 636,100 sqft respectively. Green features of our buildings includes high energy and water efficiency.

Service Quality, Customer Satisfaction And Retention

Bund Center is committed to being a responsible corporate citizen for its employees, guests/tenants and local communities. Through a system of guest and tenant feedback and other forms of stakeholder engagement, we formulate policies and best practices for a positive and enriching experience and environment for our stakeholders and local communities.



An outside catering service in 2018, which has achieved a record of 3300 people



The ability to retain existing customers and the ability to attract new customers are critical to business sustainability. At Westin Bund Center, we prioritise our strong relationships with our guests and customers by continually striving to improve our service standards and making our customers feel completely at home. Our senior management teams are fully committed to reading every feedback form submitted by our customers and will take the necessary follow-up action.



In 2002, our Office Tower was awarded the Shanghai Magnolia award for excellent engineering and construction.



In May 2004, Bund Center Office Tower was awarded with the Gold Award in the World FIABCI Prix d' Excellence Award under the Category Highly Commended-Specialised Category. This award is presented in recognition of real estate development which helps to make the world a better place to live and work. It has been esteemed and example of excellence as regards all the aspects of its creation.

Services Quality and Customer Well-Being

More recently, the following awards were achieved in the reporting period: Certificate of Achievement from **Shanghai Huangpu District Energy Saving Award 2018** for Bund Center Office Tower and Westin Bund Center Category.

The implementation of international standards for our Bund Center Office Tower and Westin Bund Center has allowed us to achieve significant improvements in our environmental impact.



Ensuring Customers' and the Public's Well-Being



Honesty reflects a supreme moral approach that is a model for everyone to follow. We take all incidents relating to our customers' or the public's well-being very seriously. Our employee set a great example of honesty among his co-workers for returning lost wallet.

GUEST HEALTH & SAFETY

We accord the highest importance towards the safety and security of our guests, visitors, occupants, tenants, customers and anyone who visits our properties. We regularly review our safety standards based on industry best practices. In Westin Bund Center, we adhere strictly to regulated food safety standards to ensure the highest levels of food safety. To raise HSE awareness among our tenants, we have constantly engaged them on a regular basis through activities conducted to promote safety in our buildings. These engagements include HSE socialisation, the placement of safety signage in public spaces, corridors and fire drills with tenants and visitors.

GUEST DATA PRIVACY

We treat the personal data and information of the public such as guests, visitors, occupants, tenants and customers as strictly confidential. Given the increasing threats to data security and ever evolving information technology used to protect our data, we ensure that our approach taken prevents cyber threats through effective controls in place and full compliance with the Personal Data Protection policies. Establishing the Personal Data Processing Statement, which includes the use of various hardware and software technologies to ensure secure data transmissions over our website. Communicating our internal policies and practices to all our team members, so that they are aware of their responsibilities toward guest/tenant privacy.

In 2018, there were 20 injuries involving members of the public. Most of the reported incidents were due to human error caused by visitors. After each incident, a detailed investigation will be carried out. Results of the investigation will clearly spell out the cause and repercussions, as well as the follow up action undertaken to reduce the reoccurrence of such similar incident. The final report will be presented and discussed during the Monthly Operations Meeting.



Community

We recognise our role and responsibilities to enhance the well-being and livelihood of local communities; contributing to China's economic prosperity. For us at BCI, good relationships and partnerships with our community and stakeholders at-large are a key foundation for the sustained growth of our business.



In This Section

CHARITABLE PROGRAM AND POVERTY ALLEVIATION

BCI is committed to integrating our responsibilities towards the surrounding local communities as part of our Group's business strategy. By improving the socio-cultural environment within our operations' communities through various initiatives, we aim to create significant benefits for local communities on the basis of common shared value and understanding. We provide an overview of the broad range of initiatives undertaken by BCI that focus on positive community impact. Our activities that support local communities range from regular charitable visits to poverty alleviation and quality education.



Run to Give demonstrates our commitment to drive sustainable social and economic impacts in the communities where we live and work. In addition, the fund raised will go to a local charity for maximum relevance and a broader impact with wider reach.

Education in the Communities



Westin Bund Center via regional office organized regular charity activity to help students.

We participated in the World Sleep Day on 10 March 2018 which call to action on important issues related to sleep, including medicine, education, social aspects and driving. It is organized by the World Sleep Day Committee of World Sleep Society and aims to lessen the burden of sleep problems on society through better prevention and management of sleep disorders.

Climate Action

At BCI, we recognise the importance of preserving a sustainable environment through our green developments which consists of activities focused on the theme of improving the greeneries surrounding our buildings such as tree planting. Every year, we have organised an annual climate day to raise public awareness on the importance of conserving our environment through activities such as waste management.



Appendix

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
General Disclosures				
Organisational Profile				
GRI 102 : General Disclosures 2016	102-1	Name of the organization	a. Name of the organization.	About BCI, page 4
	102-2	Activities, brands, products and services	a. A description of the organization's activities. b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.	About BCI, page 4
	102-3	Location of headquarters	a. Location of the organization's headquarters.	About BCI, page 4
	102-4	Location of operations	a. Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.	About BCI, page 4
	102-5	Ownership and legal form	a. Nature of ownership and legal form.	About BCI, page 4
	102-6	Markets served	a. Markets served, including: i. geographic locations where products and services are offered; ii. sectors served; iii. types of customers and beneficiaries.	About BCI, page 4
	102-7	Scale of the organization	a. Scale of the organization, including: i. total number of employees; ii. total number of operations; iii. net sales (for private sector organizations) or net revenues (for public sector organizations); iv. total capitalization (for private sector organizations) broken down in terms of debt and equity; v. quantity of products or services provided.	About BCI, page 5; BCI Annual Report 2018, page 10-11
	102-8	Information on employees and other workers	a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data have been compiled, including any assumptions made.	People > Employment > Our Employees, page 28
	102-9	Supply chain	A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products and services.	Environment > Environment Compliance, page 26
	102-10	Significant changes to the organization and its supply chain	a. Significant changes to the organization's size, structure, ownership, or supply chain, including: i. Changes in the location of, or changes in, operations, including facility openings, closings and expansions; ii. Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations); iii. Changes in the location of suppliers, the structure of supply chain, or relationships with suppliers, including selections and termination.	Environment > Environment Compliance, page 27
	102-11	Precautionary Principle or approach	a. Whether and how the organization applies the Precautionary Principle or approach.	Our Approach > Governance and Risk Management, page 11

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Organisational Profile				
	102-12	External initiatives	A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.	Our Approach > Building a Culture of Sustainability, page 13
	102-13	Membership of associations	a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.	About BCI, page 5
Strategy				
GRI 102 : General Disclosures 2016	102-14	Statement from senior decision-maker	a. A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.	Message from the Chairman, page 6
Ethics and Integrity				
GRI 102: General Disclosures 2016	102-16	Values, principles, standards, and norms of behavior	A description of the organization's values, principles, standards, and norms of behavior	Our Approach > How We Report, page 7
Governance				
GRI 102: General Disclosures 2016	102-18	Governance structure	a. Governance structure of the organization, including committees of the highest governance body. b. Committees responsible for decision-making on economic, environmental, and social topics.	Our Approach > Governance and Risk Management, page 11
Stakeholder Engagement				
GRI 102: General Disclosures 2016	102-40	List of stakeholder groups	A list of stakeholder groups engaged by the organization	Our Approach > Stakeholder Engagement, page 16-17
	102-41	Collective bargaining agreements	Percentage of total employees covered by collective bargaining agreements.	People > Benefits and Welfare > Respecting Freedom of Association and Collective Bargaining Rights, page 34
	102-42	Identifying and selecting stakeholders	a. The basis for identifying and selecting stakeholders with whom to engage.	Our Approach > Stakeholder Engagement, page 16-17
	102-43	Approach to stakeholder engagement	The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Our Approach > Stakeholder Engagement, page 16-17
	102-44	Key topics and concerns raised	a. Key topics and concerns that have been raised through stakeholder engagement, including: i. how the organization has responded to those key topics and concerns, including through its reporting; ii. the stakeholder groups that raised each of the key topics and concerns.	Our Approach > Stakeholder Engagement, page 16-17
Reporting Practice				
GRI 102: General Disclosures 2016	102-45	Entities included in the consolidated financial statements	a. A list of all entities included in the organization's consolidated financial statements or equivalent documents. b. Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	Our Annual Report 2018, page 72-73
	102-46	Defining report content and topic Boundaries	a. An explanation of the process for defining the report content and the topic Boundaries. b. An explanation of how the organization has implemented the Reporting Principles for defining report content.	Our Approach > Materiality, page 14-15

Appendix

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Reporting Practice				
GRI 102 : General Disclosures 2016	102-47	List of material topics	a. A list of the material topics identified in the process for defining report content.	Our Approach > Materiality, page 14-15
	102-48	Restatements of information	a. The effect of any restatements of information given in previous reports, and the reasons for such restatements.	NO
	102-49	Changes in reporting	a. Significant changes from previous reporting periods in the list of material topics and topic Boundaries.	NO
	102-50	Reporting period	a. Reporting period for the information provided.	About This Report, page 7
	102-51	Date of most recent report	a. If applicable, the date of the most recent previous report.	21st December 2018
	102-52	Reporting cycle	a. Reporting cycle.	About This Report, page 7
	102-53	Contact point for questions regarding the report	a. The contact point for questions regarding the report or its contents.	About This Report, page 7
	102-54	Claims of reporting in accordance with the GRI Standards	a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either: i. 'This report has been prepared in accordance with the GRI Standards: Core option'; ii. 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'.	About This Report, page 7
	102-55	GRI content index	a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report. b. For each disclosure, the content index shall include: i. the number of the disclosure (for disclosures covered by the GRI Standards); ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials; iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made.	GRI Content Index, page 42
	102-56	External assurance	a. A description of the organization's policy and current practice with regard to seeking external assurance for the report. b. If the report has been externally assured: i. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; ii. The relationship between the organization and the assurance provider; iii. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report.	About This Report, page 7

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Topic Specific Disclosures				
Category: Economic				
Economic Performance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	BCI Annual Report 2018 page 10-11
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	BCI Annual Report 2018 page 10-11
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	BCI Annual Report 2018 page 5
GRI 201 : Economic Performance 2016	201-1	Direct economic value generated and distributed	a. Direct economic value generated and distributed (EVG&D) on an accruals basis, including the basic components for the organization's global operations as listed below. If data are presented on a cash basis, report the justification for this decision in addition to reporting the following basic components: i. Direct economic value generated: revenues; ii. Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments; iii. Economic value retained: 'direct economic value generated' less 'economic value distributed'. b. Where significant, report EVG&D separately at country, regional, or market levels, and the criteria used for defining significance.	BCI Annual Report 2018, page 50-55

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GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Topic Specific Disclosures				
Category: Economic				
Economic Performance				
GRI 201 : Economic Performance 2016	201-3	Defined benefit plan obligations and other retirement plans	<p>a. If the plan's liabilities are met by the organization's general resources, the estimated value of those liabilities.</p> <p>b. If a separate fund exists to pay the plan's pension liabilities:</p> <p>i. the extent to which the scheme's liabilities are estimated to be covered by the assets that have been set aside to meet them;</p> <p>ii. the basis on which that estimate has been arrived at;</p> <p>iii. when that estimate was made.</p> <p>c. If a fund set up to pay the plan's pension liabilities is not fully covered, explain the strategy, if any, adopted by the employer to work towards full coverage, and the timescale, if any, by which the employer hopes to achieve full coverage.</p> <p>d. Percentage of salary contributed by employee or employer.</p> <p>e. Level of participation in retirement plans, such as participation in mandatory or voluntary schemes, regional, or country-based schemes, or those with financial impact.</p>	People > Benefits and Welfare > Retirement Plans and other Defined Benefits, page 34
Market Presence				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	<p>For each material topic, the reporting organization shall report the following information:</p> <p>a. An explanation of why the topic is material.</p> <p>b. The Boundary for the material topic, which includes a description of:</p> <p>i. where the impacts occur;</p> <p>ii. the organization's involvement with the impacts.</p> <p>For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</p> <p>c. Any specific limitation regarding the topic Boundary.</p>	People > Benefits and Welfare > Above the minimum wage, page 34, BCI Annual Report 2018 page 12-15
	103-2	The management approach and its components	<p>For each material topic, the reporting organization shall report the following information:</p> <p>a. An explanation of how the organization manages the topic.</p> <p>b. A statement of the purpose of the management approach.</p> <p>c. A description of the following, if the management approach includes that component:</p> <p>i. Policies</p> <p>ii. Commitments</p> <p>iii. Goals and targets</p> <p>iv. Responsibilities</p> <p>v. Resources</p> <p>vi. Grievance mechanisms</p> <p>vii. Specific actions, such as processes, projects, programs and initiatives</p>	People page 28-35, BCI Annual Report 2018 page 12-15
	103-3	Evaluation of the management approach	<p>For each material topic, the reporting organization shall report the following information:</p> <p>An explanation of how the organization evaluates the management approach, including:</p> <p>i. the mechanisms for evaluating the effectiveness of the management approach;</p> <p>ii. the results of the evaluation of the management approach;</p> <p>iii. any related adjustments to the management approach.</p>	People > Benefits and Welfare, page 33-35, BCI Annual Report 2018 page 12-15

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Market Presence				
GRI 202 : Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<p>a. When a significant proportion of employees are compensated based on wages subject to minimum wage rules, report the relevant ratio of the entry level wage by gender at significant locations of operation to the minimum wage.</p> <p>b. When a significant proportion of other workers (excluding employees) performing the organization's activities are compensated based on wages subject to minimum wage rules, describe the actions taken to determine whether these workers are paid above the minimum wage.</p> <p>c. Whether a local minimum wage is absent or variable at significant locations of operation, by gender. In circumstances in which different minimums can be used as a reference, report which minimum wage is being used.</p> <p>d. The definition used for 'significant locations of operation'.</p>	People, page 34
Indirect Economic Impacts				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	<p>For each material topic, the reporting organization shall report the following information:</p> <p>a. An explanation of why the topic is material.</p> <p>b. The Boundary for the material topic, which includes a description of:</p> <ul style="list-style-type: none"> i. where the impacts occur; ii. the organization's involvement with the impacts. <p>For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</p> <p>c. Any specific limitation regarding the topic Boundary.</p>	Community, page 40-41
	103-2	The management approach and its components	<p>For each material topic, the reporting organization shall report the following information:</p> <p>a. An explanation of how the organization manages the topic.</p> <p>b. A statement of the purpose of the management approach.</p> <p>c. A description of the following, if the management approach includes that component:</p> <ul style="list-style-type: none"> i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives 	Community, page 40-41
	103-3	Evaluation of the management approach	<p>For each material topic, the reporting organization shall report the following information:</p> <p>An explanation of how the organization evaluates the management approach, including:</p> <ul style="list-style-type: none"> i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach. 	Community, page 40-41

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GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Anti-Corruption				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	Our Approach > Governance and Risk Management, page 11-13
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	Our Approach > Governance and Risk Management, page 11-13
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	Our Approach > Governance and Risk Management, page 11-13
GRI 205 : Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	a. Total number and percentage of operations assessed for risks related to corruption. b. Significant risks related to corruption identified through the risk assessment.	Our Approach > Governance and Risk Management, page 11-13
	205-2	Communication and training about anti-corruption policies and procedures	a. Total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region. b. Total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region. c. Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations. d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region. e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.	Our Approach > Governance and Risk Management, page 11-13

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Anti-Corruption				
GRI 205 : Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken	a. Total number and nature of confirmed incidents of corruption. b. Total number of confirmed incidents in which employees were dismissed or disciplined for corruption. c. Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption. d. Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.	Our Approach > Governance and Risk Management, page 11-13
Energy				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	Environment > In this section, page 18-20 Environment > Energy, page 21-22
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	Environment > Energy, page 21-22
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	Environment > Energy, page 21-22

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GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Energy				
GRI 302: Energy 2016	302-1	Energy consumption within the organization	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used. b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used. c. In joules, watt-hours or multiples, the total: i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption d. In joules, watt-hours or multiples, the total: i. electricity sold ii. heating sold iii. cooling sold iv. steam sold e. Total energy consumption within the organization, in joules or multiples. f. Standards, methodologies, assumptions, and/or calculation tools used. g. Source of the conversion factors used.	Environment > Energy, page 21-22
	302-3	Energy intensity	a. Energy intensity ratio for the organization. b. Organization-specific metric (the denominator) chosen to calculate the ratio. c. Types of energy included in the intensity ratio; whether fuel, electricity, heating, cooling, steam, or all. d. Whether the ratio uses energy consumption within the organization, outside of it, or both.	Environment > Energy page 20-21
Water				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	Environment > In this section, page 18-20 Environment > Water, page 24
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	Environment > Water, page 24

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Water				
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	Environment > Water, page 24
GRI 303: Water 2016	303-1	Water withdrawal by source	a. Total volume of water withdrawn, with a breakdown by the following sources: i. Surface water, including water from wetlands, rivers, lakes, and oceans; ii. Ground water; iii. Rainwater collected directly and stored by the organization; iv. Waste water from another organization; v. Municipal water supplies or other public or private water utilities. b. Standards, methodologies, and assumptions used.	Environment > Water, page 24
	303-2	Water sources significantly affected by withdrawal of water	a. Total number of water sources significantly affected by withdrawal by type: i. Size of the water source; ii. Whether the source is designated as a nationally or internationally protected area; iii. Biodiversity value (such as species diversity and endemism, and total number of protected species); iv. Value or importance of the water source to local communities and indigenous peoples. b. Standards, methodologies, and assumptions used.	a. Environment > Water, page 24
	303-3	Water recycled and reused	a. Total volume of water recycled and reused by the organization. b. Total volume of water recycled and reused as a percentage of the total water withdrawal as specified in Disclosure 303-1. c. Standards, methodologies, and assumptions used.	Environment > Water, page 24
Emissions				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	Environment > In this section, page 18-20 Environment > Emissions, page 23

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GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Emissions				
GRI 103: Management Approach 2016	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	Environment > Emissions, page 23
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	Environment > Emissions, page 23
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	a. Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent. b. Gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all. c. Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent. d. Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. f. Consolidation approach for emissions; whether equity share, financial control, or operational control. g. Standards, methodologies, assumptions, and/or calculation tools used.	Environment > Emissions, page 23
	305-4	GHG emissions intensity	a. GHG emissions intensity ratio for the organization. b. Organization-specific metric (the denominator) chosen to calculate the ratio. c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). d. Gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all.	Environment > Emissions, page 23
	305-6	Emissions of ozone-depleting substances (ODS)	a. Production, imports, and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent. b. Substances included in the calculation. c. Source of the emission factors used. d. Standards, methodologies, assumptions, and/or calculation tools used.	Environment > Emissions, page 23

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Effluents and Waste				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	Environment > In this section, page 18-20 Environment > Effluents and Waste, page 25
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	Environment > Effluents and Waste, page 25
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	Environment > Effluents and Waste, page 25
GRI 306: Effluents and Waste 2016	306-1	Water discharge by quality and destination	a. Total volume of planned and unplanned water discharges by: i. destination; ii. quality of the water, including treatment method; iii. whether the water was reused by another organization. b. Standards, methodologies, and assumptions used.	Environment > Effluents and Waste, page 25

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GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Effluents and Waste				
GRI 306: Effluents and Waste 2016	306-2	Waste by type and disposal method	a. Total weight of hazardous waste, with a breakdown by the following disposal methods where applicable: <ul style="list-style-type: none"> i. Reuse ii. Recycling iii. Composting iv. Recovery, including energy recovery v. Incineration (mass burn) vi. Deep well injection vii. Landfill viii. On-site storage ix. Other (to be specified by the organization) b. Total weight of non-hazardous waste, with a breakdown by the following disposal methods where applicable: <ul style="list-style-type: none"> i. Reuse ii. Recycling iii. Composting iv. Recovery, including energy recovery v. Incineration (mass burn) vi. Deep well injection vii. Landfill viii. On-site storage ix. Other (to be specified by the organization) c. How the waste disposal method has been determined: <ul style="list-style-type: none"> i. Disposed of directly by the organization, or otherwise directly confirmed ii. Information provided by the waste disposal contractor iii. Organizational defaults of the waste disposal contractor 	Environment > Effluents and Waste, page 25
	306-5	Water bodies affected by water discharges and/or runoff	a. Water bodies and related habitats that are significantly affected by water discharges and/or runoff, including information on: <ul style="list-style-type: none"> i. the size of the water body and related habitat; ii. whether the water body and related habitat is designated as a nationally or internationally protected area; iii. the biodiversity value, such as total number of protected species. 	No water bodies are significantly affected by our water discharges and/or runoff
Environmental Compliance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: <ul style="list-style-type: none"> a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: <ul style="list-style-type: none"> i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary. 	Environment > In this section, page 18-20 Environment > Environmental Compliance, page 26-27

GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Environmental Compliance				
GRI 103: Management Approach 2016	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	Environment > Environmental Compliance, page 26-27
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	Environment > Environmental Compliance, page 26-27
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	a. Significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations in terms of: i. total monetary value of significant fines; ii. total number of non-monetary sanctions; iii. cases brought through dispute resolution mechanisms. b. If the organization has not identified any non-compliance with environmental laws and/or regulations, a brief statement of this fact is sufficient.	Environment > Environmental Compliance, page 26
Category: Social				
Employment				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	People, page 28-35
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	People, page 28-35 People > Benefits and Welfare, page 33-35

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GRI CONTENT INDEX				
GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Category: Social				
Employment				
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	People > Employment > New Hires and Employee Retention, page 31 People > Benefits and Welfare, page 33-35
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region. b. Total number and rate of employee turnover during the reporting period, by age group, gender and region.	People > Employment > New Hires and Employee Retention, page 31-32
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	a. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: i. life insurance; ii. health care; iii. disability and invalidity coverage; iv. parental leave; v. retirement provision; vi. stock ownership; vii. others. b. The definition used for 'significant locations of operation'.	People > Benefits and Welfare, page 33-35
	401-3	Parental leave	a. Total number of employees that were entitled to parental leave, by gender. b. Total number of employees that took parental leave, by gender. c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender. d. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender. e. Return to work and retention rates of employees that took parental leave, by gender.	People > Benefits and Welfare > Family-friendly Employer, page 33
Labour-Management Relations				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	People, page 28-29

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GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Labour-Management Relations				
GRI 103: Management Approach 2016	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	People, page 28-29
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	People, page 28-29
GRI 402: Labour-Management Relations 2016	402-1	Minimum notice periods regarding operational changes	a. Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them. b. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	The minimum notice period is currently defined by our business needs. We do not have a formal policy on this matter yet, but are considering to establish one.
Occupational Health and Safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	Occupational Health and Safety, page 36-37
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	Occupational Health & Safety, page 36-37

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GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Occupational Health and Safety				
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	Occupational Health and Safety, page 36-37
GRI 403: Occupational Health and Safety 2016	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	a. Types of injury, injury rate (IR), occupational disease rate (ODR), lost day rate (LDR), absentee rate (AR), and work-related fatalities, for all employees, with a breakdown by: i. region; ii. gender. b. Types of injury, injury rate (IR), and work-related fatalities, for all workers (excluding employees) whose work, or workplace, is controlled by the organization, with a breakdown by: i. region; ii. gender. c. The system of rules applied in recording and reporting accident statistics	Occupational Health & Safety, page 37
Training and Education				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	People > People Development> Training and Development, page 34-35
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	People > People Development> Training and Development, page 34-35
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	People > People Development> Training and Development, page 34-35

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GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Training and Education				
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	a. Average hours of training that the organization's employees have undertaken during the reporting period, by: i. gender; ii. employee category.	People > People Development> Training and Development, page 34-35
	404-2	Programs for upgrading employee skills and transition assistance programs	a. Type and scope of programs implemented and assistance provided to upgrade employee skills. b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.	People > People Development> Training and Development, page 34-35
	404-3	Percentage of employees receiving regular performance and career development reviews	a. Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.	People > People Development> Training and Development, page 34-35
Diversity and Equal Opportunity				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	People > Employment > Diversity and Equal Opportunity, page 29
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	People > Employment > Diversity and Equal Opportunity, page 29
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	People > Employment > Diversity and Equal Opportunity, page 29

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GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Diversity and Equal Opportunity				
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories: <ul style="list-style-type: none"> i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). b. Percentage of employees per employee category in each of the following diversity categories: <ul style="list-style-type: none"> i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). 	People > Employment > Diversity and Equal Opportunity, page 29
	405-2	Ratio of basic salary and remuneration of women to men	a. Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation. b. The definition used for 'significant locations of operation'.	People > Employment > Diversity and Equal Opportunity, page 29
Local Communities				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: <ul style="list-style-type: none"> a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: <ul style="list-style-type: none"> i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	Community, page 40-41
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: <ul style="list-style-type: none"> a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: <ul style="list-style-type: none"> i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives 	Community, page 40-41
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: <ul style="list-style-type: none"> i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach. 	Community, page 40-41

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GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Local Communities				
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	a. Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of: i. social impact assessments, including gender impact assessments, based on participatory processes; ii. environmental impact assessments and ongoing monitoring; iii. public disclosure of results of environmental and social impact assessments; iv. local community development programs based on local communities' needs; v. stakeholder engagement plans based on stakeholder mapping; vi. broad based local community consultation committees and processes that include vulnerable groups; vii. works councils, occupational health and safety committees and other worker representation bodies to deal with impacts; viii. formal local community grievance processes.	Community, page 40-41
	413-2	Operations with significant actual and potential negative impacts on local communities	Operations with significant actual and potential negative impacts on local communities, including: i. the location of the operations; ii. the significant actual and potential negative impacts of operations.	Community, page 40-41
Customer Health and Safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.	Services Quality and Customer Well-Being, page 38-39
	103-2	The management approach and its components	For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives	Services Quality and Customer Well-Being, page 38-39
	103-3	Evaluation of the management approach	For each material topic, the reporting organization shall report the following information: An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.	Services Quality and Customer Well-Being, page 38-39

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GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Customer Health and Safety				
GRI 416: Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<p>a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period, by:</p> <p>i. incidents of non-compliance with regulations resulting in a fine or penalty;</p> <p>ii. incidents of non-compliance with regulations resulting in a warning;</p> <p>iii. incidents of non-compliance with voluntary codes.</p> <p>b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient.</p>	There were zero incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period
Marketing and Labelling				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	<p>For each material topic, the reporting organization shall report the following information:</p> <p>a. An explanation of why the topic is material.</p> <p>b. The Boundary for the material topic, which includes a description of:</p> <p>i. where the impacts occur;</p> <p>ii. the organization's involvement with the impacts.</p> <p>For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</p> <p>c. Any specific limitation regarding the topic Boundary.</p>	Our Approach > Governance and Risk Management, page 11-15
	103-2	The management approach and its components	<p>For each material topic, the reporting organization shall report the following information:</p> <p>a. An explanation of how the organization manages the topic.</p> <p>b. A statement of the purpose of the management approach.</p> <p>c. A description of the following, if the management approach includes that component:</p> <p>i. Policies</p> <p>ii. Commitments</p> <p>iii. Goals and targets</p> <p>iv. Responsibilities</p> <p>v. Resources</p> <p>vi. Grievance mechanisms</p> <p>vii. Specific actions, such as processes, projects, programs and initiatives</p>	Our Approach > Governance and Risk Management, page 11-15
	103-3	Evaluation of the management approach	<p>For each material topic, the reporting organization shall report the following information:</p> <p>An explanation of how the organization evaluates the management approach, including:</p> <p>i. the mechanisms for evaluating the effectiveness of the management approach;</p> <p>ii. the results of the evaluation of the management approach;</p> <p>iii. any related adjustments to the management approach.</p>	Our Approach > Governance and Risk Management, page 11-15
GRI 417: Marketing and Labeling 2016	417-2	Incidents of non-compliance concerning product and service information and labeling	<p>a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labeling, by:</p> <p>i. incidents of non-compliance with regulations resulting in a fine or penalty;</p> <p>ii. incidents of non-compliance with regulations resulting in a warning;</p> <p>iii. incidents of non-compliance with voluntary codes.</p> <p>b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient.</p>	Our Approach > Governance and Risk Management, page 11-15

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GRI Standard	Disclosure Number	Disclosure Title	Reporting Requirements	Page Number and Reasons for Omissions, if applicable
Marketing and Labelling				
GRI 417: Marketing and Labeling 2016	417-3	Incidents of non-compliance concerning marketing communications	<p>a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by:</p> <p>i. incidents of non-compliance with regulations resulting in a fine or penalty;</p> <p>ii. incidents of non-compliance with regulations resulting in a warning;</p> <p>iii. incidents of non-compliance with voluntary codes.</p> <p>b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient.</p>	Our Approach > Governance and Risk Management, page 11-15
Socioeconomic Compliance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	<p>For each material topic, the reporting organization shall report the following information:</p> <p>a. An explanation of why the topic is material.</p> <p>b. The Boundary for the material topic, which includes a description of:</p> <p>i. where the impacts occur;</p> <p>ii. the organization's involvement with the impacts.</p> <p>For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</p> <p>c. Any specific limitation regarding the topic Boundary.</p>	Our Approach > Governance and Risk Management, page 11-15
	103-2	The management approach and its components	<p>For each material topic, the reporting organization shall report the following information:</p> <p>a. An explanation of how the organization manages the topic.</p> <p>b. A statement of the purpose of the management approach.</p> <p>c. A description of the following, if the management approach includes that component:</p> <p>i. Policies</p> <p>ii. Commitments</p> <p>iii. Goals and targets</p> <p>iv. Responsibilities</p> <p>v. Resources</p> <p>vi. Grievance mechanisms</p> <p>vii. Specific actions, such as processes, projects, programs and initiatives</p>	Our Approach > Governance and Risk Management, page 11-15
	103-3	Evaluation of the management approach	<p>For each material topic, the reporting organization shall report the following information:</p> <p>An explanation of how the organization evaluates the management approach, including:</p> <p>i. the mechanisms for evaluating the effectiveness of the management approach;</p> <p>ii. the results of the evaluation of the management approach;</p> <p>iii. any related adjustments to the management approach.</p>	Our Approach > Governance and Risk Management, page 11-15
GRI 419 : Socioeconomic Compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	<p>a. Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area in terms of:</p> <p>i. total monetary value of significant fines;</p> <p>ii. total number of non-monetary sanctions;</p> <p>iii. cases brought through dispute resolution mechanisms.</p> <p>b. If the organization has not identified any non-compliance with laws and/or regulations, a brief statement of this fact is sufficient.</p> <p>c. The context against which significant fines and non-monetary sanctions were incurred.</p>	Our Approach > Governance and Risk Management, page 11-15