

Maxi-Cash Financial Services Corporation Ltd

SUSTAINABILITY REPORT 2021





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“This announcement has been reviewed by the Company’s sponsor, SAC Capital Private Limited (“**Sponsor**”). This announcement has not been examined or approved by the Singapore Exchange Securities Trading Limited (the “**SGX-ST**”) and the SGX-ST assumes no responsibility for the contents of this announcement, including the correctness of any of the statements or opinions made, or reports contained in this announcement. The contact person for the Sponsor is Ms Tay Sim Yee (Tel: 6232 3210) at 1 Robinson Road #21-00 AIA Tower, Singapore 048542.

INTRODUCTION



MESSAGE FROM THE CEO

BOARD STATEMENT



“Our responsibility to the society is to ensure that sustainable practices are incorporated into every link of our value chain. We must meet the needs not only of our customers, employees and the community we operate in, but also those of our environment and our future generations.”

Ng Kean Seen
Chief Executive Officer

On behalf of the Board of Directors, we are pleased to present our Sustainability Report for the financial year ended 31 December 2021 (“FY2021”), which highlights the progress and achievements of the Group’s sustainability journey during the financial year, with particular focus on our commitment to working alongside with our valued stakeholders to build a sustainable business based on our resilience, adaptability and innovation.

At Maxi-Cash Financial Services Corporation Ltd (“Maxi-Cash” or the “Company”, and together with our subsidiaries, the “Group”), we firmly believe in the growing importance of Environmental, Social and Governance (“ESG”) factors that are integral to the overall long-term viability of the Group and we seek to incorporate ESG considerations into our strategies and be fully accountable for our impact on the environment, our customers, our people and our community.

The delivery of sustainable results is a critical aspect of our ability to remain as a strong and financially stable company. Acknowledging this helps to put into focus our commitment to the principles laid out in our Corporate Sustainability Policy.

Our responsibility to the society is to ensure that sustainable practices are incorporated into every link of our value chain. We must meet the needs not only of our customers, employees and the community we operate in, but also those of our environment and our future generations.

In FY2021, the emergence of the Delta and Omicron COVID-19 variants further underline the importance of mitigating the adverse impact of COVID-19 on our operations. The COVID-19 pandemic and its resulting economic uncertainties continue to bear on employment and consumer sentiment in the various countries we operate in. We have worked on the digitalisation of our business, unlocking new avenues to reach our clientele and building resilience against unforeseen operational changes. We will continue to leverage on our branding, store network, innovation and staff training to further improve the efficiency of the delivery of our products and services.

This report provides details about our sustainability practices and performances and how we have met our responsibilities with our key stakeholders during FY2021.

ABOUT THE GROUP

Maxi-Cash is the first public-listed pawnbroker in Singapore board (listed on 22 June 2012), which provides financial services in the form of pawnbroking, retail and trading of jewellery and branded merchandise, and secured lending. As the leader and innovator in the pawnbroking industry in Singapore, Maxi-cash has also paved the way in changing the overall image of pawnbroking by allowing customers to enjoy modern, professional pawning experience where trust, transparency and reliability are the hallmarks of our services.

Maxi-Cash has a strong presence in Singapore with 47 pawnshops and / or retail outlets most of which are strategically and conveniently located near amenities such as bus interchange and MRT Stations. Its international presence is found in Malaysia, Hong Kong, and Australia.

For details of our Group and outlets, please refer to our website <https://maxi-cash.com/> or pages 82 to 83 of our annual report for FY2021 (“Annual Report”).

Awards and Achievements

The Group’s retail and trading business (Maxi-Cash Retail Pte. Ltd.) attained CaseTrust Accreditation from the Consumer Association of Singapore (“CASE”) since October 2015. The accreditation reaffirms the Group’s commitment to fair trading and transparency to consumers. Maxi-Cash is proud to be one of the top employers of choice in the Straits Time Singapore’s Best Employers 2020.

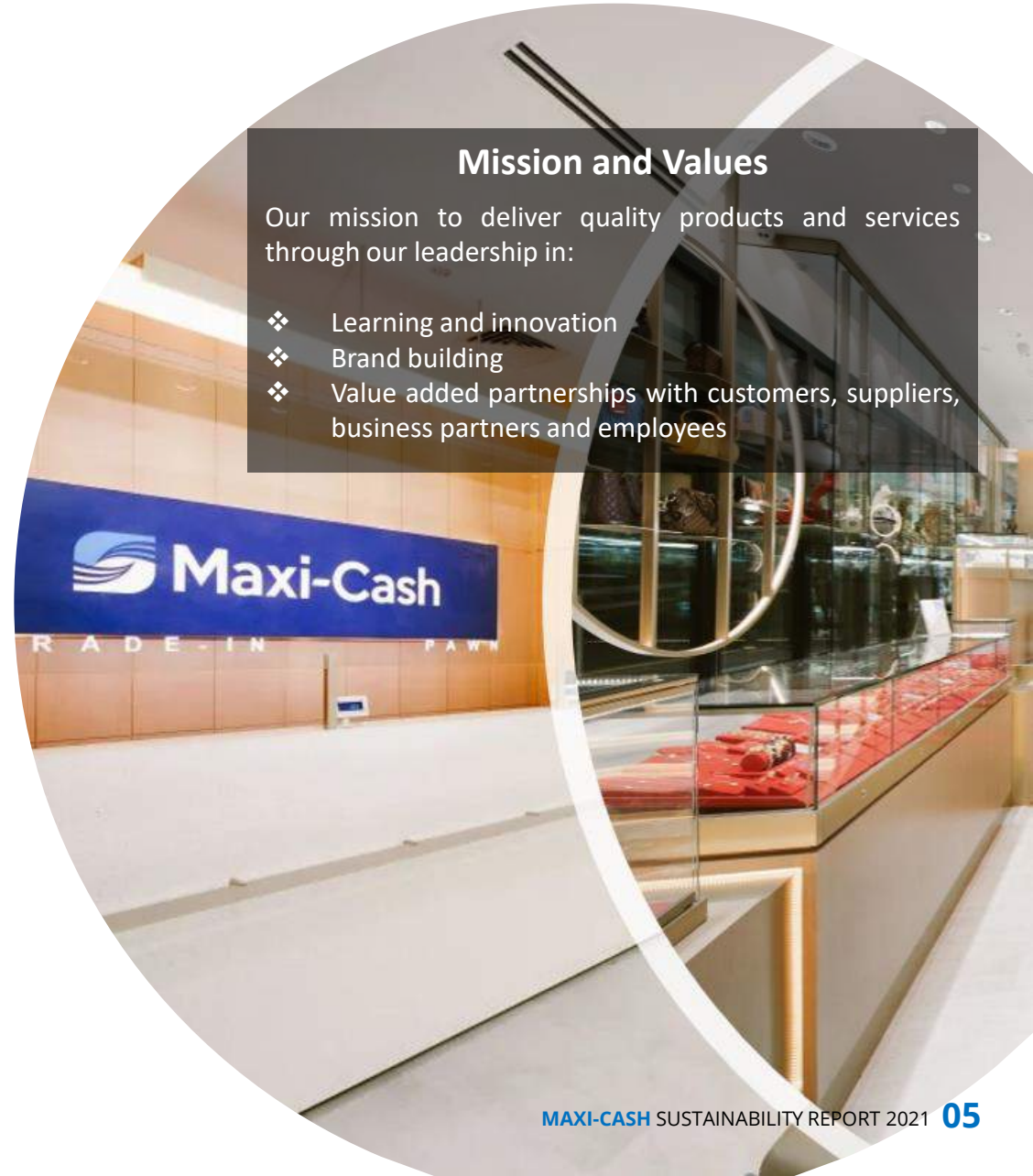
The Group is a member of the following Associations that champions the interests of the Singapore Business community and promotes business growth through linking enterprises, contributing to improving the environment and corporate governance system for investing.



Mission and Values

Our mission to deliver quality products and services through our leadership in:

- ❖ Learning and innovation
- ❖ Brand building
- ❖ Value added partnerships with customers, suppliers, business partners and employees



ABOUT THE REPORT

Reporting Scope and Period

This report covers the sustainability practices and performance of the Group in FY2021, for the period from 1 January 2021 to 31 December 2021. The scope and all material topics disclosed in this report are applicable to our operations in Singapore.

Reporting Framework

This report is aligned and prepared according to the Global Reporting Initiative's GRI Standards: Core Option. We selected the GRI Standards for our sustainability reporting framework as they are internationally recognised as one of the leading global standards in reporting on an organisation's sustainability impacts. Please refer to the GRI Content Index attached at the end of this report for more information. This report has been prepared in accordance with Rule 711(B) of the SGX-ST Listing Manual Section B: Rules of Catalist ("Catalist Rules") and draws on the guidance set out in Practice Note 7.6, where applicable.



Independent Assurance

Maxi-Cash has not sought external assurance for this report. However, we will consider seeking external assurance as our sustainability reporting matures over time.

Report Contact and Feedback

Thank you for your interest in our Sustainability Report. We welcome and value your feedback on the contents of this report and encourage you to contact us through the following channels:

❖ **In writing to:**

Corporate Sustainability Committee
Maxi-Cash Financial Services Corporation Ltd
55 Ubi Avenue 3 #03-01
Singapore 408864

❖ **Via our contact page at:**

www.maxi-cash.com/support/contact-us

This report is provided in PDF format only and is available for download on the following page of our website: www.maxi-cash.com/about-us/#investor-relations

SUSTAINABILITY STRATEGY






SUSTAINABILITY MANAGEMENT FRAMEWORK

We performed an analysis on our business and operation models as the basis for our stakeholder mapping and materiality assessment. Through our analysis, we identified four (4) key stakeholder groups and their respective material issues are presented in this report.

KEY STAKEHOLDERS

We have a regular review, assessment and feedback process in relation to the ESG topics.

We identify and review material issues that are most relevant and significant to the Group and our stakeholders.

Stakeholders	Material Issues	Significance
Future Generations 	<ul style="list-style-type: none"> ❖ Reduction of carbon emissions through minimisation of energy consumption 	Sustainability agenda relevant to our business is through curbing carbon emission.
Employees 	<ul style="list-style-type: none"> ❖ Employee well-being through workplace health & safety and work life balance ❖ COVID-19 safe management measures at workplace ❖ Regular training of employees on critical skillsets to sustain competitiveness 	An ethical and professional working environment is crucial in cultivating a corporate culture which motivates our employees.
Customers 	<ul style="list-style-type: none"> ❖ Customer data privacy ❖ Customer satisfaction and customer-centric approach 	To ensure quality and safety of our services and products to our customers.
Suppliers	<ul style="list-style-type: none"> ❖ Environmental, labour and human rights impact in the supply chain 	To favour those suppliers who share our commitment to our sustainability goals.

We have identified key stakeholder groups that are instrumental to the Group's success. It is crucial to include and align the needs of these stakeholders in our business decisions so that we can better strengthen our relationships with them.

MATERIALITY ASSESSMENT

For the purpose of the report structure and clarity, the material topics are grouped into key themes and categorised according to our four sustainability pillars of Environment (E), Employees (S), Customers (G), and Suppliers (G), corresponding to the ESG framework.

A summary of Maxi-Cash's ESG impacts, where the impacts occur, our involvement with these impacts and our management approach is presented in the table below :-

Material Topics	Management Approach	Initiatives	Outcomes and Responses	Boundaries
Environmental				
Future Generations	Prevailing laws & regulations on environment, Waste Recycling / Management	Our internal standard operating policies	Reduce paper consumption through digital filing and documentations, waste and chemicals disposal by recycling company	Singapore Operations
Social				
Employees	Code of Conduct, Training and Career Development, Safe and Conducive Work Environment	Staff Communication Sessions, Staff Feedback Process, Staff Exit Interviews	Training Programmes, Annual Performance Appraisal, Induction programmes, Volunteer and community activities	Singapore Operations
Governance				
Customers	Customer Relationship Management System, Data Security for Customer Information	Customer Feedback Process, Competitive Benchmarking Survey, Customer Data Protection Awareness and Education Program	Customer Complaints and Compliments Statistics / Trending, Create and Engage Brand Ambassadors	Singapore Operations
Suppliers	Supplier Selection and Regular Review Process (Supply chain management)	Feedback and Communication with Suppliers through Supplier Performance Review	Regular and open communication, meetings and discussions about expectations and deliverables	Singapore Operations

GOVERNANCE



Our Board of Directors (the “Board”) oversees all corporate governance and operational matters relating to our business. For corporate sustainability, the Board is supported by the Corporate Sustainability Committee (“CSC”) which is chaired by our Chief Executive Officer (“CEO”) and includes other designated senior executives.



Ethics & Compliance

Being a listed company on the Catalist board of the SGX-ST, we are managed to the highest standards of corporate governance as required under the Catalist Rules. Our corporate governance framework covers ethics and compliance through a Code of Conduct as well as action guidelines which are to be adhered by the officers and employees across the Group. Every new employee is introduced to our Code of Conduct and our policies on ethics and compliances, which includes areas such as anti-corruption. Communication channels are in place to enable all employees and individuals engaged in business activities report complaints of unethical behaviour. We have a designated officer who maintains a register of incidences regarding ethics and compliance issues and escalates to the top management where appropriate.

In compliance with the requirements as Regulated Dealers for Precious Stones and Precious Metals (Prevention of Money Laundering and Terrorism Financing) Act (“PSPM Act”), we have put in place internal policies, procedures and controls to mitigate Money Laundering/Terrorism Financing. This includes providing the appropriate training for our employees. Since July 2020, we have developed and rolled out our in-house PSPM Act training for our employees including senior management which covered the overview of the PSPM Act, compliance requirements, consequences, internal SOP and work processes.

Risk Management

The Board, supported by the Audit Committee (“AC”), is responsible for overseeing our risk management and internal controls including financial, operational, compliance and information technology controls. Our Risk and Compliance team has also implemented comprehensive internal controls on key operations. With a strong risk management system that is in place, it allows us to manage our risks effectively as we expand our business.

Whistle Blowing policy

Pursuant to the Rule 1204 (18A) of the SGX Catalist Rules, the Management has put in place a whistle blowing policy and procedures fully endorsed by the AC and approved by the Board, through which employees of the company may raise concerns about suspected malpractice in the matter of financial management and reporting and, or misconduct relating to the Company. The company has put in place a Whistleblowing Committee which included our CEO and Chairman of Audit Committee to lead and manage the overall process and is responsible to ensure that the policy is regularly reviewed and remains relevant.

KEY STAKEHOLDERS

Focusing on Our **Customer's** Needs

Our Approach

Safety in our premises is always our priority

Product Quality and Safety

Reliability and quality of our products are of paramount importance to us. Health and safety of our customers is always our priority. To ensure product safety for our customers, we have put in place a set of key quality assurance processes to ensure compliance with regulations and international standards. We aim to totally eliminate product safety incidents so as to foster a 'Safety First' culture through employee training and quality control. No reports were received on non-compliance with regulations or codes concerning health and safety of products and services for FY2021.

The Group's retail and trading business (Maxi-Cash Retail Pte. Ltd.) attained CaseTrust accreditation from the CASE since October 2015. The accreditation reaffirms the Group's commitment to fair trading and transparency to consumers.

Data Safety and Privacy

Ensuring safety and privacy of our customers' data is of great priority to us. We have a well-established Personal Data Protection Act Policy to protect the privacy of such sensitive data.

Partnering Our **Suppliers**

Our Approach

We strive to encourage our suppliers to adopt sustainable practices. Supplier selection requires our key suppliers to disclose their sustainability practices.

Supplier Selection

We select our key suppliers based on criteria such as quality of products and services, competitiveness of pricing and financial health. We will require our suppliers to disclose their sustainable business practice. Sustainable business practice is one of the key criteria in our supplier selection.

	Performance				
	FY2017	FY2018	FY2019	FY2020	FY2021
Customer Compliments	1	3	1	126	216
Customer Complaints	8	18	21	23	17
Compliments vs. Complaints ratio	1:8	1:6	1:21	5:1	13:1
	(Total = 9)	(Total = 21)	(Total = 22)	(Total = 149)	(Total = 233)

FY2021 Performance As of FY2021, the Compliments vs. Complaints ratio stands at 13:1. We will continue to strive to improve our current performance.

SOCIAL





HUMAN CAPITAL

Our Approach

Our people are our most valuable resource and investing in their professional development is vital to our business sustainability. Our goal is to establish work ethics among our employees, which is in line with our core values and code of conduct. They are the foundation upon which we build all our business initiatives and conduct our day-to-day activities.

Our Human Resource (“HR”) management principles and policies have been developed and established based on fair employment practices, with the goal of attracting, developing and retaining a motivated workforce.

In view of the ongoing COVID-19 pandemic, we protect the health and safety of our employees by allowing them to return to the office on a team rotation basis and encourage them to continue working from home, where possible. We also distribute free ART-kits to all employees and encourage everyone to do active testing to stop any possible spread.

Our employment practices focus on maximizing the strength of our employees by providing equal opportunities based on merits, and helping our employees to develop strength through our comprehensive training and development programme.

The Tripartite Guidelines on Fair Employment Practices

We have adopted the best practices in our HR management. Our HR practices are guided by the Singapore Tripartite Alliance for Fair and Progressive Employment Practices. The Singapore Tripartite Alliance comprises the Ministry of Manpower, Singapore National Employers Federation and National Trades Union Congress.

Communications

As the Group grows, effective and open communications across the Group is crucial to ensure continuous alignment of objectives of the employees and the organisational objectives. We have achieved this through our various communication sessions customised based on the target employees. Communication sessions for our managers are held on a regular basis. Agendas covered at these sessions are customised to the target functional scope of the managers.

During the COVID-19 outbreak, regular, consistent and clear communication on COVID-19 related information was provided to all employees through email or other internal communication.



Employee feedback

We value our employees' expertise in their areas of responsibilities. Therefore, their feedback is important for the improvement of overall management and operation of the Group. Through various established processes of employee engagement, such as annual employee survey, goal setting discussion, performance review conversation as well as stay and exit interviews, we gather valuable feedback so that we can continually improve our organisation.

In addition, the Group's whistle-blowing policy provides a transparent channel for employees to report any concern or complaint regarding any improper accounting or financial matters, internal controls, disclosure of information, conflict of interest, insider trading, or any other areas involving fraud, corruption and misconduct of employees. The public, customers and stakeholders can also report possible improprieties or provide other feedback through the Company's website at <https://maxi-cash.com/>. There have been no incidents pertaining to whistle-blowing in FY2021.

Safety and Health in the Workplace

We are committed to workplace safety and health, and we take precautions to prevent occupational injuries among our employees. We believe that safe work conditions boost work morale. To assist in the case of emergencies, we have formed a Fire Warden committee and also assign and train employees to be First Aiders.

During the COVID-19 outbreak, we have representatives from each department in the Safe Management Committee to conduct inspections and checks, and rectify non-compliance, and assist in reinforcing and ensure understanding on internal communications on safe management measures. Extensive wipe down and disinfection of frequently-touched surfaces are carried out through the day to ensure our workplace is safe from virus.

Individual Rights

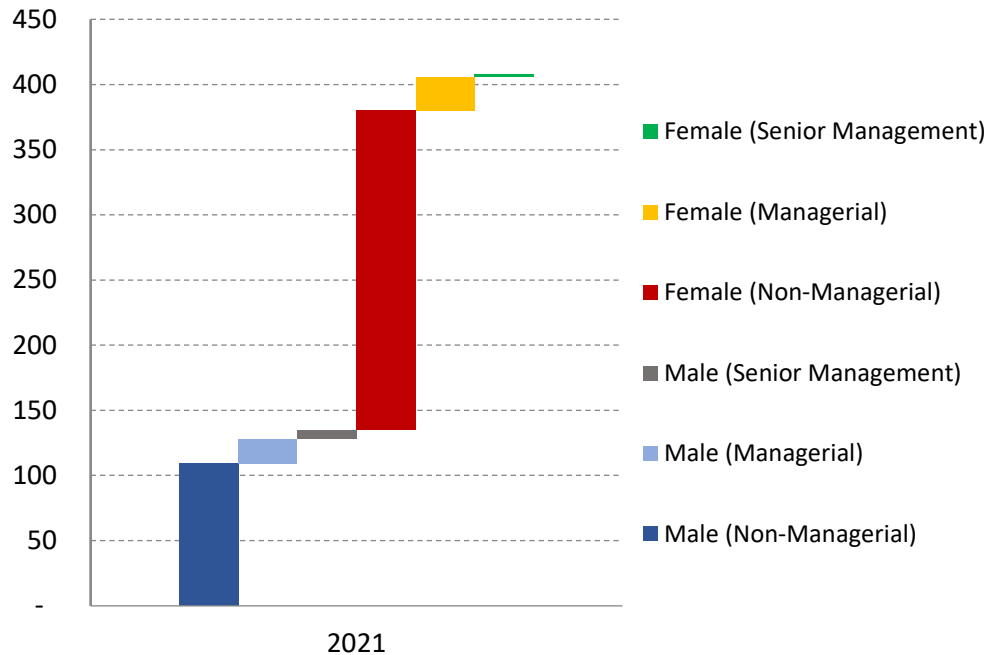
Respecting and protecting basic human rights is fundamental to all our Group's operations. In FY2021, none of our workforce was covered by a collective bargaining agreement. There are no incidents of forced labour or young workers identified across the Group, and no human rights-related grievances have been reported.

EMPLOYMENT PROFILE

Workforce Profile

In FY2021, 273 (67%) of our employees were female and 135 (33%) employees were male. In terms of management function, 28 females (52%) and 26 males (48%) held managerial positions, while 245 females (69%) and 109 males (31%) held non-managerial positions. The male to female ratio of managerial and non-managerial positions were 1:1 and 1:2 respectively

Workforce Profile



Employment Profile (Performance Table)

	Performance				
	FY2017	FY2018	FY2019	FY2020	FY2021
Total Employees	375	412	393	402	408
Men : Women ratio in non-managerial positions	1:2 (Total = 375)	1:2 (Total = 412)	1:2 (Total = 393)	1:2 (Total = 402)	1:2 (Total = 408)
Men : Women ratio in managerial positions	1:1 (Total = 375)	1:1 (Total = 412)	1:1 (Total = 393)	1:1 (Total = 402)	1:1 (Total = 408)

FY2021 Performance

FY2017 was our first year of reporting the performance. As of FY2021, the Men: Women ratio in non-managerial and managerial positions stand at 1:2 and 1:1 respectively, which remains the same from the previous year. We will continue to strive to maintain our current performance.

Workforce Diversity

We employ qualified candidates without any discrimination against age, gender, race, marital status, nationality or religion. We are committed to maintaining a talented, dedicated and diverse workforce and to providing equal opportunities in employment.

EMPLOYEE ENGAGEMENT & TRAINING

Career Development and Training

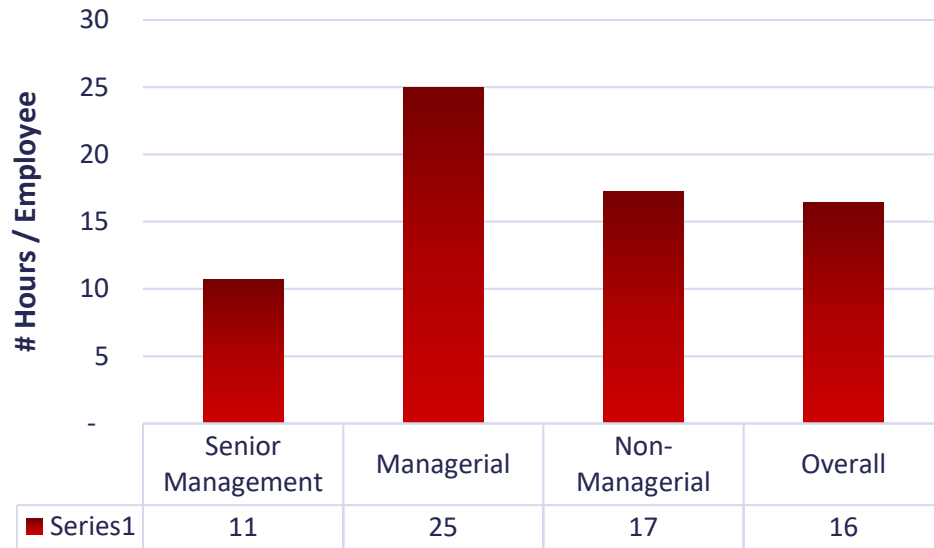
We recognise that consistent and ongoing training is critical to maintaining a competitive, skilled, productive and motivated workforce.

In FY2021, each employee received an average of 16 hours of training. We recognised that the training requirements vary depending on the levels of management responsibilities. Each senior manager recorded an average of 11 hours of training, while managerial and non-managerial staffs recorded an average of 25 hours and 18 hours of training respectively. In light of changing business requirements and opportunities and the variety of training methodologies, we will continue to revise our training curriculum and programme to align with the Group's objectives and to strive for effectiveness and efficiency in our training approach.

We have in place structured in-house employee engagement and training programmes to obtain employee feedback, facilitate and enhance employee motivation and encourage upskilling e.g. in the areas of leadership and people skills. In addition, we worked with external training service providers to upskill employees' technical competencies and in the area of digitalisation.



Average Training Profile



Employees Engagement and Training (Performance Table)

	Performance				
	FY2017	FY2018	FY2019	FY2020	FY2021
Average Training Hours per Employee	18.0	19.0	16.0	5.0	16.0

FY2021 Performance

FY2017 was our first year of reporting the performance. During FY2021, the average training hours per employee stands at 16 hours, which is a 11.1% reduction from the base year as the Company focuses on on-the-job training and due to new waves of infection caused by the more transmissible Omicron COVID-19 variant, leading to the employees unable to attend some of the seminars and training sessions physically. We will continue to strive to improve our current performance.

EMPLOYEE BENEFITS AND HEALTHCARE

To ensure our employees' well-being, we have provided our employees with access to quality healthcare services and encourage participation in our various wellness initiatives such as steps challenge, weight-loss programme and health and wellness talks.

All employees are entitled to consult our company's appointed panel of medical practitioner or government polyclinics for normal sickness and are entitled to dental care and medical claims for any treatment including specialist treatments.

We respect the privacy of our employees and information provided by our healthcare provider is only on an aggregated basis. We will not use employees' participation in health services or programmes as a criterion for our decision regarding employment or engagement of the employees.

Retirement

Our group has presence in various geographic locations where there are various local laws and regulations on pension and healthcare for employees. Our HR management practices comply with applicable laws and regulations in those countries we operate.

ENVIRONMENTAL



Energy Usage and Carbon Emissions

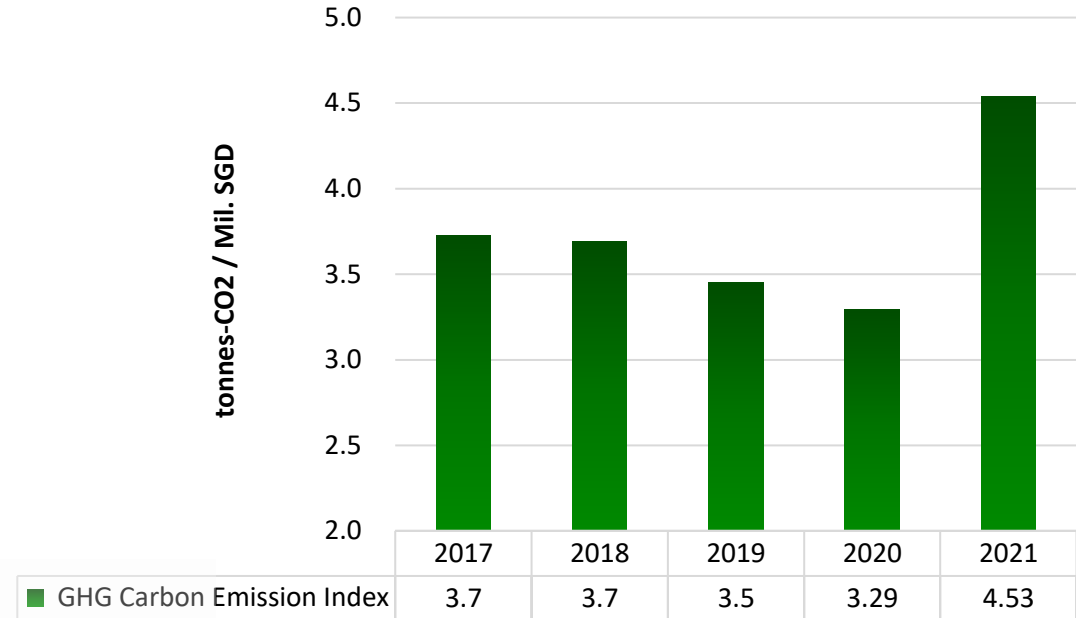
Reduction of Carbon Footprint

We recognise that the effective management and monitoring of our carbon footprint can reduce operating costs, raise brand profile, create a competitive edge and increase stakeholders’ value. Our carbon footprint is measured in terms of Greenhouse Gas (“GHG”) emission. However, GHG emission is an absolute measure of how much carbon dioxide equivalent (CO₂e) is emitted. Our GHG emission is predominantly indirect (Scope 2) emission that result from the electricity used. We have insignificant direct (Scope 1) emission, and we do not include the GHG emissions generated by our suppliers (Scope 3).

Considering the changes and dynamics of our business and operations, we have established our GHG emission efficiency index for consistent tracking of carbon footprint over time. To this end, we have set a target for GHG emission efficiency improvement of 23% from our FY2017 level by FY2030. Our target for GHG emission improvement is 1% per year. Although various business lines and operations account for different percentages of GHG emissions across the Group, they all support and have aligned their environmental objectives accordingly.

In FY2021, our GHG emission efficiency index stands at 4.53. In comparison to our base year FY2017 index at 3.73, it is a 21.4% increase. The increase of index was mainly due to the drop in revenue. For more details on the GHG emission efficiency index, please refer to Section below.

GHG Carbon Emission Index



Energy Usage and CO₂ Emissions (Performance Table)

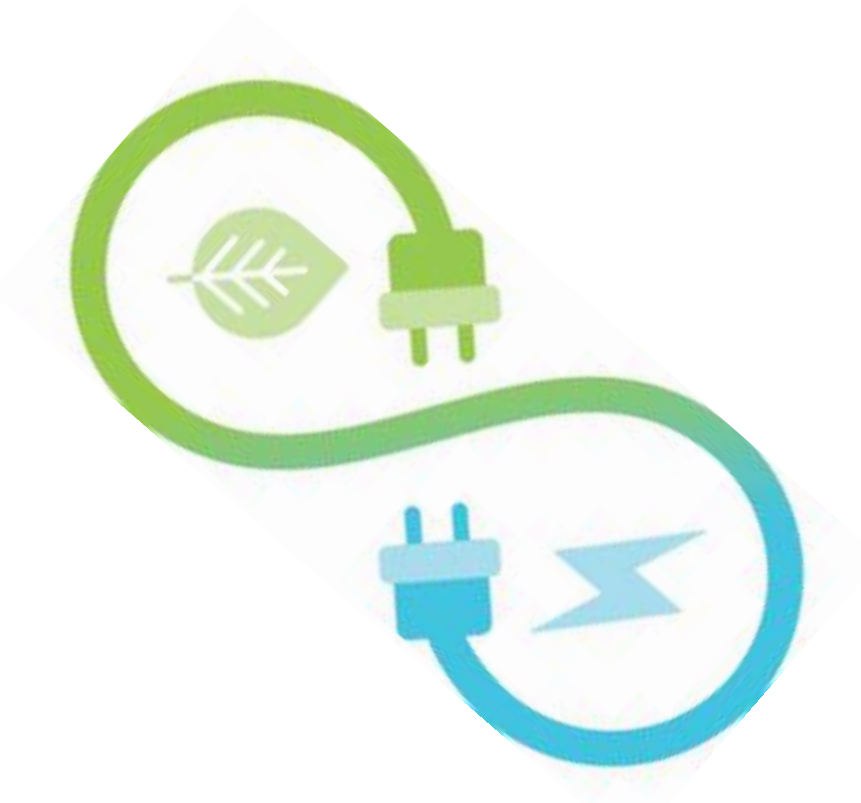
Direct and indirect CO₂ emissions as measure in GHG emissions are measured in tonnes (t-CO₂) and kilowatt Hours (kWh), from electricity and fuel consumed. The electricity and fuel that we purchase are both from non-renewable sources.

As our business and operations grow over time, our GHG emissions and electricity consumption will vary. To ensure consistency and comparability of the GHG emission and electricity consumption measures over time, we have created a GHG emission index and electricity consumption index for our performance monitoring. The index adjusts the GHG emissions and electricity consumption for the size of our activities. We normalise the amount of GHG emissions and electricity consumption by the size of our revenue which we use as a proxy of the size of our activities. The GHG emission index is measured in t-CO₂ per SGD million and the electricity consumption index is measured in kWh per SGD million.

	Performance				
	FY2017	FY2018	FY2019	FY2020	FY2021
GHG Emission Index (t- CO₂ /million SGD)	3.73	3.69	3.45	3.29	4.53
Electricity Consumption Index (kWh /million SGD)	7,682	7,638	7,141	6,854	9,444

FY2021 Performance FY2017 was our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our FY2030 goals.

As of FY2021, the GHG emission index stands at 4.53 and the electricity consumption index stands at 9,444, which is 21.4% and 22.9% respectively increase from the base year. This was mainly due to amount of GHG emissions and electricity consumption by the amount of our revenues which we use as a proxy of the size of our activities. Thus, the drop of revenue in FY2021 and increase in number of stores had caused a significant impact on the index.



Reduction of Paper Consumption

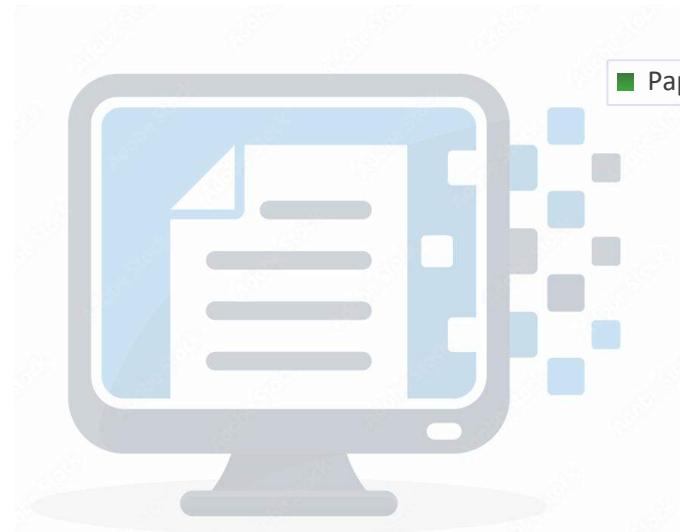
All our employees are encouraged to minimise paper usage at work by adhering to our paperless initiative.

We encourage all employees to adopt digital documents instead of paper documents with an aim to further reduce paper consumption.

Considering the changes and dynamics of business and operations, we have established our paper consumption index for consistent tracking of paper consumption over time. Due to the successful implementation of our paperless initiative, we have recorded a significant improvement in our paper consumption since FY2018. Hence, we would like to revise our paper consumption improvement target from 23% to 40% by 2030.

Our target for paper consumption improvement is about 3% per year. Although various business lines and operations account for different percentage of paper consumption across the organisation, they have aligned their environmental objectives accordingly.

In FY2021, we consumed a total of 2,571 kg of paper. Our paper consumption index stands at 12.11. In comparison to our base year FY2017 index at 14.3, it is a 15.3% improvement.



Paper Consumption Index



Paper Consumption (Performance Table)

We capture the data for paper consumption by the number of reams of paper used. One ream of paper is equivalent to 500 sheets of paper. To ensure consistency and comparability across various paper sizes, such as A3 and A4 papers, we measure the paper consumption by the weight of paper used which is adjusted for the various sizes and quality of paper.

As our business and operations grow over time, the paper consumption patterns will vary. We have devised a paper consumption index for our performance monitoring. The index adjusts the paper consumption for the size of our activities. We normalise the total weights of paper consumed by the size of our revenue which we use as a proxy of the size of our activities. The paper consumption index is measured in kilograms per SGD million.

Performance					
	FY2017	FY2018	FY2019	FY2020	FY2021
Paper Used for Office Printing					
Total Weight of Paper Consumed (kg)	2,689	2,431	2,330	2,531	2,571
Paper Consumption Index (kg / million SGD)	14.3	11.9	10.3	9.8	12.1

FY2021 Performance

FY2017 was our first year of reporting the performance. For performance tracking purpose, we will use FY2017 data as our base for our performance tracking towards our FY2030 goals.

As of FY2021, the Paper Consumption Index stands at 12.1, which is a 15.3% improvement from the base year adhering to the Company's paperless initiative which was started in 2017.





GRI CONTENT INDEX

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards Core option. We did not seek external assurance for this report.

N.B.: AR = Annual Report, SR = Sustainability Report (i.e. this report)

GRI Reference	Disclosure	Response	
General Standard Disclosure			
Organisational Profile	102-1	Name of the organisation	SR cover page
	102-2	Activities, brands, products and services	AR Page 5-6
	102-3	Location of headquarters	AR Page 57, SR Page 6
	102-4	Location of operations	AR Page 57, 82-83
	102-5	Ownership and legal form	AR Page 57, 82-83, 117-118
	102-6	Market served	AR Page 4-5
	102-7	Scale of the organisation	AR Page 57
	102-8	Information on employees and other workers	SR Page 15-16
	102-9	Supply chain	SR Page 12
	102-10	Significant changes to the organisation and its supply chain	No Significant changes
	102-11	Precautionary principle or approach	SR Page 8-14
	102-12	External initiatives	SR Page 5
	102-13	Membership of associations	SR Page 5
Strategy	102-14	Statement from senior decision-maker	SR Page 4
Ethics and Integrity	102-16	Values, principles, standards, and norms of behaviour	AR Page 11-42 (Corporate Governance Report), SR Page 5,11
Governance	102-18	Governance structure	AR Page 11-42 (Corporate Governance Report)
Stakeholder Engagement	102-40	List of stakeholder groups	SR Page 8-9, 12-23
	102-41	Collective bargaining agreements	None of our workforce was covered by collective bargaining agreements
	102-42	Identifying and selecting stakeholders	SR Page 8
	102-43	Approach to stakeholder engagement	SR Page 9
	102-44	Key topics and concerns raised	SR Page 8-9

GRI Reference	Disclosure	Response
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General Standard Disclosure		
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Reporting Practice	102-45	Entities included in the consolidated financial statements	AR Page 82-83
	102-46	Defining report content and topic boundaries	SR Page 6
	102-47	List of material topics	SR Page 8
	102-48	Restatements of information	No Significant Changes
	102-49	Changes in reporting	No Significant Changes
	102-50	Reporting period	SR Page 6
	102-51	Date of most recent report	Published on 28 May 2021
	102-52	Reporting cycle	SR Page 6
	102-53	Contact point for questions regarding the report	SR Page 6
	102-54	Claims of reporting in accordance with the GRI Standards	SR Page 6
	102-55	GRI content index	SR Page 24-26
	102-56	External assurance	SR Page 6

ECONOMIC		
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Economic Performance	201-1	Direct economic value generated and distributed	AR Page 2
	201-2	Financial implications and other risks and opportunities due to climate change	SR Page 20
	201-4	Financial assistance received from government	AR Page 74-75
Anti-corruption	205-1	Operations assessed for risks related to corruption	AR Page 26-28
	205-2	Communication and training about anti-corruption policies and procedures	SR Page 11
	205-3	Confirmed incidents of corruption and actions taken	There is no confirmed incident noted
Anti-competitive Behaviour	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	There is no incident noted

ENVIRONMENT		
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Energy	302-1	Energy consumption within the organisation	SR Page 20-21
	302-4	Reduction of energy consumption	SR Page 20-21
Emissions	305-1	Direct (Scope 1) GHG emissions	SR Page 20-21
	305-2	Energy indirect (Scope 2) GHG emissions	SR Page 20-21
	305-3	Other indirect (Scope 3) GHG emissions	SR Page 20-21
	305-5	Reduction of GHG emissions	SR Page 20-21
Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	There is no incident noted

GRI Reference	Disclosure		Response
General Standard Disclosure			
SOCIAL			
Labor/Management Relations	402-1	Minimum notice periods regarding operational charges	No specified minimum notice period
Occupational Health and Safety	403-1	Occupational health and safety management system	SR Page 15
	403-4	Worker participation, consultation, and communication on occupational health and safety	SR Page 15
	403-5	Worker training on occupational health and safety	SR Page 15
	403-6	Promotion of worker health	SR page 18
	403-9	Work-related injuries	No reports were received on work related injuries
	403-10	Work related ill health	No reports were received on work related ill health
Training and Education	404-1	Average hours of training per year per employee	SR Page 17-18
	404-2	Programs for upgrading employee skills and transition assistance programs	SR Page 17-18
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	SR Page 16
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	There is no incident noted
Human Rights Assessment	412-2	Employee training on human rights policies or procedures	SR Page 15
Public Policy	415-1	Political contributions	There is no political contribution noted
Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and services categories	SR Page 12
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There is no incident noted
Marketing and Labelling	417-2	Incidents of non-compliance concerning product and service information and labelling	There is no incident noted
	417-3	Incidents of non-compliance concerning marketing communications	There is no incident noted
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There is no incident noted
Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	There is no incident noted



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