



Healthway Medical

Empowering Healthier Lives

Healthway Medical Corporation Limited

(Incorporated in the Republic of Singapore)

(Company Registration Number: 200708625C)

Sustainability Report 2017

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ABOUT THIS REPORT

Healthway Medical Corporation Limited (“HMC” or the “Company” and together with its subsidiaries, the “Group” or “we” or “us” or “our”), commits our sustainability efforts through our inaugural sustainability report (the “report”), prepared in compliance with Rules 711A and 711B of the Singapore Exchange Securities Trading Limited (“SGX-ST”) Listing Manual Section B and in accordance with the Global Reporting Initiative (“GRI”) Standards (2016) – Core Option.

This report covers data and information from 1 January 2017 to 31 December 2017 (“FY2017”) across 2 divisions in Singapore, Primary Healthcare Division and Specialist Healthcare Division. Within this report, we will be discussing our Group’s achievements and performance towards Environmental, Social and Governance (“ESG”) issues.

We have adopted the GRI reporting framework for its robust regime and we have looked into using the principles of stakeholder inclusiveness, sustainability context, materiality and completeness to put together a comprehensive report. And for its quality, we have applied the GRI principles of accuracy, balance, clarity, comparability, reliability and timeliness. Please refer to GRI Content Index, which summarises information in our report.

We have not sought external assurance for FY2017.

Report Contact and Feedback

We welcome your feedback and for any queries or suggestions in relation to this Sustainability Report, you could reach us at <http://www.healthwaymedical.com/contact/>

CHAIRMAN STATEMENT



Dear stakeholders,

As I reflect on the transformation of HMC over the years, I am reminded how we can adapt to a changing landscape in the healthcare industry while delivering the expectations of our stakeholders. FY 2017 was a challenging year of recovery and transition as we rebuild under the new leadership of Board of Directors (the “Board”) and management.

In response to Ministry of Health’s strategy of maintaining healthcare good and affordable healthcare, “3 Beyonds”, *Beyond Healthcare to Health, Beyond Hospital to Community and Beyond Quality to Value*, we have developed various initiatives to provide quality healthcare as the demand rises.

As we actively review our strategy and business operations in this challenging year, we remain committed to our goal of providing quality patient care, contributing to a healthier Asia through our sustainability efforts and integrating it with our strategy formulation to provide accessible, affordable and quality medical services to our patients.

We would like to thank our shareholders, long-time business partners and all stakeholders for their unwavering support and confidence in us as we present our first Sustainability Report. The report would be discussing the challenges, material topics and material ESG factors which management has identified as being important to our stakeholders, these topics and factors were then subsequently reviewed by the Board, taking into consideration its strategy formulation process. The Board has overseen the management and monitoring of these factors as part of its sustainability efforts

Our Board and senior management remains committed in building for the future with efforts to become the trusted and leading healthcare provider in Asia and we look forward to sharing this journey with you.

Lee Luen-Wai, John

Non-Executive Non-Independent Chairman

CORPORATE PROFILE

Our Vision

A Healthier Asia

Our Mission

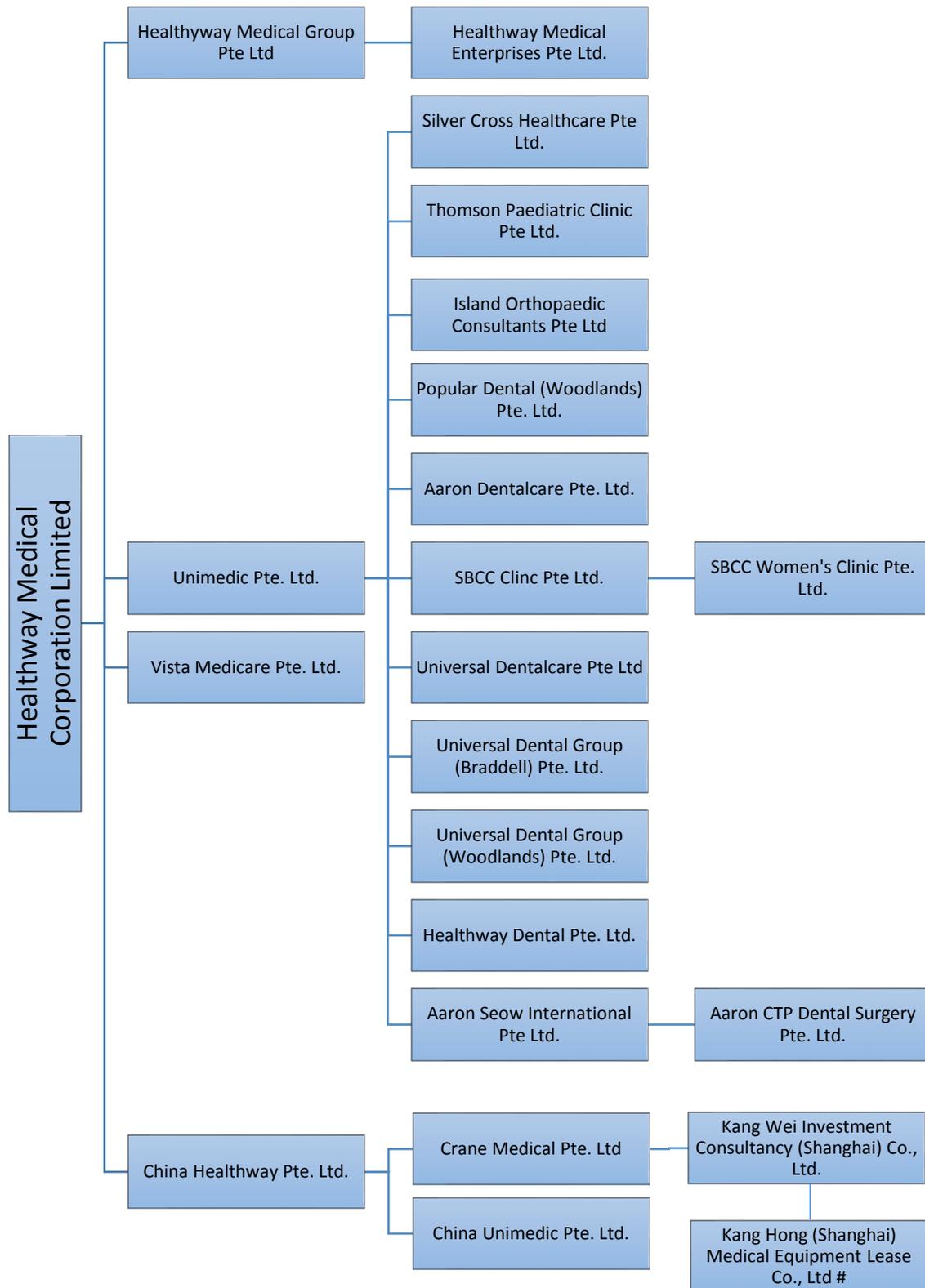
To be Asia's leading healthcare provider that is trusted, service-oriented and technology empowered

Company Profile

From our beginnings in 1990 in primary healthcare, HMC has grown to become a respected medical group in Singapore. With 100 clinics and medical centres, HMC has a wide network of medical centres and clinics in the country. We offer comprehensive services including primary healthcare, health screening, and extended range of specialist disciplines such as orthopaedics, cardiology, general surgery, ophthalmology (eye), otorhinolaryngology (ear, nose & throat), psychological wellness and psychiatry, paediatric and child development, obstetrics and gynaecology, dental services including specialist dentistry and allied healthcare services.

HMC puts patients first, and places them at the core of our healthcare ecosystem. We leverage innovation and technology for integrated health management that benefits our patients with convenient access to affordable, comprehensive, holistic treatments and preventive healthcare, from birth through all their life stages. By engaging and empowering our patients, we give them the autonomy they need over their health matters to help them optimise their health and wellbeing.

GROUP STRUCTURE*



*Group Structure as at 10 December 2018

In Liquidation

SUPPLY CHAIN MANAGEMENT

We aim to build a responsible and sustainable supply chain by extending the application of responsible business practices to our local partners and suppliers. We have more than 170 core suppliers that provide key clinical materials such as medical supplies, medical equipment such as medical blood pressure monitor machine and consumables such as medical gloves, etc.

It is mandatory that all suppliers and vendors supplying to us are registered with relevant local regulatory body for the sales of health products. Our preferred suppliers abide by established ethical guidelines and is committed to sustainable development and have a track record of Health, Safety and Environmental (“HSE”) competence.

In managing our supply chain, we ensure that our suppliers are assessed by management in accordance with established procurement policies. All suppliers are assessed based on credibility, technical capability and cost competitiveness. We are constantly working towards achieving a more sustainable supply chain through continuous engagement with our suppliers.

COMMUNITY INVOLVEMENT

As the leading private healthcare provider in Singapore, HMC voluntarily commits to contribute to economic and social development while improving the quality of life of workforce and their families as well as the public community. We have also embarked on Ministry of Health’s initiatives on the “3 Beyonds” through the healthcare services we provide across our clinic networks.

Our Primary Healthcare division forms one of the largest private clinic networks in Singapore, offering over sixty (60) General Practitioner (“GP”) and dental clinics providing outpatient services such as acute care, chronic care management, vaccinations, health screenings, vocational medical examinations, travel health services and radiology services. We also provide family medicine services and our clinics are conveniently located within communities and in major housing estates, under the brand names of Healthway Medical, Silver Cross, My Family Doctor and Peace.

We also hold various community events and outreach programmes to create awareness on health related issues and provide care for patients beyond our clinic operations such as the following:

- **Diabetes CSR Event**

In line with Ministry of Health’s efforts, we invited medical experts to provide health talks to the public in November 2017. The public was welcomed to book for health screening with the panel doctors during the event.

MEMBERSHIP OF ASSOCIATIONS AND CERTIFICATES

As part of our Group's operations, all our clinics are licenced by the Ministry of Health and the centralised procurement of the Group has a valid licence from the Health Sciences Authority to sell therapeutic products by way of wholesale dealings. Our clinics are also participants of the Medisave / MediShield Life / CHAS Accreditation scheme.

GOVERNANCE STRUCTURE AND SUSTAINABILITY

We are committed to maintain good corporate governance and we have policies and procedures in place to safeguard against fraud and protect the interests of our stakeholders.

Our Group is headed by an effective Board which sets goals, reviews and advises on overall strategies and directions, oversees the effectiveness of the management and assumes responsibilities for overall corporate governance of our Group to ensure our Group's strategies are in the best interests of the Company and its stakeholders. Details of our Board members and respective committees are as follows:

BOARD OF DIRECTORS

Lee Luen-Wai, John
(Non-Executive Non-Independent Chairman)

Dr Stephen Riady
(Non-Executive Non-Independent Director)

Anand Kumar
(Non-Executive Non-Independent Director)

Chen Yeow Sin
(Lead Independent Director)

Sonny Yuen Chee Choong
(Independent Director)

Lin Weiwen, Moses
(Independent Director)

AUDIT COMMITTEE

Chen Yeow Sin
(Chairman)

Sonny Yuen Chee Choong

Lin Weiwen, Moses

NOMINATING COMMITTEE

Chen Yeow Sin
(Chairman)

Sonny Yuen Chee Choong

Lin Weiwen, Moses

REMUNERATION COMMITTEE

Lin Weiwen, Moses
(Chairman)

Chen Yeow Sin

Sonny Yuen Chee Choong

GOVERNANCE STRUCTURE AND SUSTAINABILITY (CONT'D)

Our Group has put in place various policies and practices that will safeguard the interests of our stakeholders and some of these policies are discussed in detail below.

WHISTLE-BLOWING POLICY

With a strong emphasis on compliance our Group has in place a whistle-blowing policy for employees and external parties. The policy aims at addressing possible improprieties in financial reporting as well as

- Concerns about HMC Group's accounting, internal controls or auditing matters.
- Breaches of the HMC Group's policies, or Code of Conduct.
- Fraud, thefts and misuse of the HMC Group's properties, assets or resources.
- Corruption, bribery or blackmail.
- Conduct which is an offence, or breach of law.
- Conflicts of interest without disclosure.
- Concealing information about any malpractice or misconduct.
- Any other improper matter that may cause financial or non-financial loss to the HMC Group or damage its reputation.

The policy provides independent channels for whistleblowing and report any potential non-compliance or suspected fraud. The Chairman of the Audit Committee will make an initial assessment and subsequently instruct to conduct independent investigation where necessary. Any reports of suspected fraud, dishonest practices or similar matters can be lodged to Mr Chen Yeow Sin, AC Chairman at whistleblow@healthwaymedical.com.

INTERESTED PERSON TRANSACTIONS

We have adopted an Interested Person Policy, which governs the procedures for identification, review and approval of transactions with interested persons. All Interested Person Transactions ("IPT") are reviewed periodically to ensure the transactions are carried out on an arm's length basis and on normal commercial terms and all reportable transactions are announced on SGX website accordingly.

SUSTAINABILITY APPROACH

Our Group incorporates ESG considerations into our operations with paperless initiatives such as utilising electronic invoice and electronic medical chit (e-medical chit) features through our Invoicing and Clinic Management systems. Our sustainability efforts are led by management and management is responsible for on-going communication to our Board, who oversees our sustainability approach.

STAKEHOLDER ENGAGEMENT

We engage with our key stakeholders continuously to align our sustainability approach with their expectations and to better understand what material topics will affect them.

Stakeholder	Engagement Activities	Stakeholders' expectations
Patients	<ul style="list-style-type: none"> - Obtain feedback from patients on our doctors and clinical staffs - Face to face interaction - Public forum 	We aim to constantly improve the quality of medical care we provide to our patients and to introduce, monitor and check processes to ensure patient safety.
Suppliers	<ul style="list-style-type: none"> - Marketing practices - Supplier assessment - Feedback via email/phone call 	We aim to comply with internal purchasing policies and procedures. Moreover, we ensure suppliers and vendors supplying to us are registered with relevant local regulatory body for the sales of medical supplies, consumables and medical equipment. Through consistent communication with suppliers, we strive to ensure quality and efficiency of services and products.
Employees	<ul style="list-style-type: none"> - Induction and orientation programme - Internal memos - Employee training - Staff - Email - Phone call 	We aim to : <ul style="list-style-type: none"> - Provide all employees with a safe working environment. - Inculcate a culture of excellence and high standards of conduct - Provide a fair compensation.
Investors	<ul style="list-style-type: none"> - Strategic meetings to discuss on long term growth and innovation strategy - Annual meetings - Board meetings - Circulars to shareholders 	We ensure that our balanced capital allocation and our drive for efficiency would create long term value and provide a long term pathway towards sustainable profit growth.
Government and regulators	<ul style="list-style-type: none"> - Discussions with government agencies and departments 	We engage governments and policy makers through our public policy teams, at agency and legislative levels to understand and achieve national health objectives.

MATERIALITY

Based on inputs gathered from our stakeholder engagement process, we have identified the following factors to provide our stakeholders with better clarity on our operations and our priorities:



ANTI-CORRUPTION

HMC's policies prohibit any form of corruption practices within our Group as it has strong negative impact and must be eliminated to build a sustainable, inclusive and transparent society. Anti-corruption policies such as conflict of interest declarations policy and corporate gifts policy have been established and communicated and made available to all employees, board and management. All employees of HMC are required to complete a conflict of interest declaration upon joining our Group as well as to update their declarations on a half yearly basis. The Conflict of Interest policy requires all employees to disclose all interests, which could conflict or appear to conflict, with their duties, in accordance with the Conflict of Interest policy, and comply with the actions recommended by management to address such issues.

An employee must not exploit, or appear to exploit, to his/her personal interest, benefit or financial gain, any personal or professional relationships with customers, suppliers, counterparties and their respective employees with which the Company has a contractual relationship. All employees must take steps to ensure that any conflict of interest to which they may be subject to does not affect, or appear to affect, a decision taken by them on behalf of the Company. When the employee has an existing conflict of interest, transaction may be undertaken if:

- a. The conflicting interest is fully disclosed;
- b. The person with the conflict of interest is excluded from the discussion and approval of such transaction;
- c. A competitive bid or comparable valuation exists; and
- d. The approving authorities have determined that the transaction is in the best interest of the Company.

The corporate gifts policy outlines the definition of gifts and provides the general principles on the acceptance of gifts and gifts giving.

	Number	Percentage
Employees which anti-corruption policies and procedures have been made available to	550	100%
Board and Management which anti-corruption policies and procedures have been made available to	10	100%

Our group has also established whistle-blowing procedures within the Group to provide guidance on any potential suspicious matters detected as a deterrence to corruption.

We are pleased to state that for FY2017, we did not have any confirmed incident of corruption.

Target for subsequent reporting:

Our group would continue to strive to maintain its zero cases of confirmed incidents of corruptions, as well as to continue enforcing the practices and procedures in place. We would also maintain our efforts to communicate the importance of anti-corruption through policies and announcements and to update the relevant policies and procedures accordingly to continue to identify and prevent corruption at our workplace. Additionally, we intend to explore launching internal initiatives such as questionnaires with regard to anti-corruption information for our employees as part of potential training in the coming year.

EFFLUENTS AND WASTE (MEDICAL WASTE)

Being in the medical industry, HMC handles different types of medical waste on a daily basis. Our Group is committed to being environmentally conscious to ensure that our medical waste management is conducted in a safe and sustainable manner. Licensed waste disposal companies are engaged to collect and dispose sharps and biohazardous waste as part of our Group's adherence to regulations and to mitigate against the potential danger of improper disposal of medical waste.

Disposal of different types of waste:

1. Sharps, and biohazardous waste disposal

As part of the protocol and practice to ensure safety of our patients and our staff, the clinics implements practices for safe handling and disposal of sharps:

- a. Sharps are discarded into sharp box/puncture-resistant containers
- b. Sharps box /punctured-resistant containers and biohazardous waste are disposed of through hospital, medical specialist centre or licensed contractors.
- c. All sharp and biohazardous materials disposed after every use.

2. Disposal of pharmaceutical waste

Disposal of pharmaceutical waste are carried out by an officer/ executive in the Central Procurement under the supervision of a pharmacist. This would ensure minimisation of access to other personnel for waste materials and proper recycling to be utilised for available materials.

Pharmaceutical waste can be broadly classified into two groups:

- **General Pharmaceutical Waste**

Pharmaceutical products such as vitamins, over the counter medications, and most prescription-only medications such as anti-hypertensive, anti-diabetics etc.

- **Special Pharmaceutical Waste**

Special pharmaceutical products such as the items below:

- Anti-infectives (e.g antibiotics, antifungals, antivirals, antiparasitics)
- Vaccines and other immunological products,
- Antineoplastic drugs
- Controlled drugs
- Pharmaceutical products containing heavy metals

To provide an insight and to ensure our stakeholders that regulations with regard to medical waste materials disposal are met, we have summarised the information on the disposal methods in the table below:

Type of Pharmaceutical Waste	Disposal procedures
Disposal of General Pharmaceutical Waste	<ul style="list-style-type: none"> ○ All products should be opened / destroyed as far as practicable. ○ Containers are to be emptied, tablets de-blistered, creams squeezed out etc. ○ Destroyed products may then be disposed of as general waste using black refuse bags via the refuse collection system. ○ Liquid products are to be emptied from their bottles and disposed of via the public sewage system.
Special Pharmaceutical Waste - Anti-infectives, vaccines and other immunological products	<ul style="list-style-type: none"> ○ All products should be opened / destroyed as far as practical ○ Containers are to be emptied, tablets de-blistered, creams squeezed out etc. ○ Destroyed products are to be collected in yellow biohazard bags. ○ Liquid products are NOT to be disposed of in the sewage system but to be bagged directly into yellow bags. ○ A National Environmental Agency licenced contractor is to be engaged for collection of the yellow bags above for incineration.
Antineoplastic drugs	<ul style="list-style-type: none"> ○ Disposed into purple cytotoxic bags or purple sharps bin (for those in glass containers). ○ Staff who are handling antineoplastic bags will wear appropriate personal protection equipment (PPE) to protect themselves from any accidental exposure to antineoplastic medications. ○ All PPEs used when handling and disposing antineoplastic drugs will be disposed into purple cytotoxic bags.
Controlled drugs	<ul style="list-style-type: none"> ○ The Pharmacist will physically verify before any controlled drugs can be destroyed. Pharmacist will justify reason(s) for disposal (e.g. expired, damaged) and documented in the respective controlled drug book. ○ Pharmacist will contact designated officer from Health Sciences Authority to witness and authorise the destruction of controlled drugs.
Pharmaceutical products and medical devices containing heavy metals	<ul style="list-style-type: none"> ○ The identity and nature of heavy metals will be first determined. ○ Disposal of the heavy metals will be outsourced to a licensed industrial waste collector under Environmental Public Health (Toxic Industrial Waste) Regulation.

Target for subsequent reporting:

The importance of medical waste management will remain a big part of our Group's operations and as an assurance of our efforts in sustainability and safety. We will maintain and continue to look for areas of improvements such as the monitoring of performance and credentials of our medical waste disposal providers to ensure they satisfy key criteria such as safety, costs and adherence to regulations. We will also look to measure the amount of medical waste made by our Group to allow more quantitative targets and data to be utilised in the future.

TRAINING AND EDUCATION

Our doctors, specialists and clinical professionals are the pillars of our Group and they spearhead our efforts to ensure that our patients are our priority by committing to provide quality healthcare services to all our patients.

The Group aspires to create a conducive environment to help our employees, including doctors and clinical professionals, perform at their best and deliver quality care to our patients. In 2018, the cost of training courses attended by the employees totalled to \$38,342 before subsidies, indicating the efforts made by our Group to ensure that the employees are well equipped for their roles and tasks.

In addition, comprehensive human resource policies are in place to encourage and provide guidance in relation to training and education. Subsidies are granted by our Group for further educational opportunities such as graduate diplomas and professional certificates to selected employees to allow them to pursue their professional interests and to enhance their knowledge and expertise in their respective fields. Leave entitlement and travelling costs incurred are also part of course coverage benefits and some professional courses may also be subsidised fully or partially depending on different scenarios.

All employees are subjected to the standards and criteria set by the Group, 100% of the employees undergo a periodic appraisal exercise to review their performance. With the involvement of both the supervisor and staff for the exercise, it allows a two-way communication on the performance, improvements to be made as well as the target setting for the upcoming year. The tables below summarise the training and performance review statistics.

Average staff training hours

By gender	From January 2018 to November 2018 (In hours) per employee
Male	24
Female	18
By employee category	
Management and above	8
Executives	32
General staff	14

Percentage of total employees receiving periodic performance review

	Percentage of total employees
By gender	
Male	23.5%
Female	76.5%
By employee category	
Management and above	6%
Executives	29%
General staff	65%

TRAINING AND EDUCATION (CONT'D)

Target for subsequent reporting:

The Group will maintain its efforts to ensure that the appraisal exercises/performance reviews are conducted regularly and fine-tuned to adapt to the changing climates and expectations. We would continue to allocate resources for training and development of employees aiming to continue to ensure that all staff has at least 8 hours of training a year.

DIVERSITY AND EQUAL OPPORTUNITY

We employ a total of 550 employees to undertake a variety of diverse roles for operational duties such as nurses, therapists and counsellors to business development executives and finance staff.

We are committed to non-discrimination and provide equal opportunities by abiding the Tripartite Alliance for Fair & Progressive Employment Practices (“TAFEP”) guidelines in our recruitment and selection process. We have established an Employee Code of Conduct which outlines our Group’s stance against any discrimination on any basis such as gender, religion or age.

Opportunities for advancement, promotion and recognition of achievements, compensation and trainings are distributed equally based on merit. Policies on equal employment opportunity are established to provide guidelines on factors and pointers to take note for both employees and management. Do see the tables below for some statistics on our employees.

During the previous year, we are proud to disclose that there were no incidents of discrimination reported and no incidents of such cases were reviewed or remediated.

Proportion of salary distribution by gender

	Male	Female
Management and above	100%	0%
Executives	66.7%	33.3%
General staff	11.1%	88.9%

Age group of employees and gender population in our Group

Age	<30 years old	30 – 50 years old	>50 years old
By gender	170 people	265 people	115 people
Percentage of Male	4.2%	16.2%	3.1%
Percentage of Female	26.7%	32.0%	17.8%
By employee category			
Management and above	0.0%	0.5%	0.2%
Executives	6.5%	21.6%	6.2%
General staff	24.4%	26.0%	14.5%

Proportion of different races in our Group

	Chinese	Malay	Indian	Others
By gender				
Male	18.5%	0.5%	2.4%	2.0%
Female	45.5%	10.5%	8.4%	12.2%
By employee category				
Management and above	0.5%	0.0%	0.4%	0.0%
Executives	28.7%	0.7%	2.5%	2.2%
General staff	34.7%	10.4%	7.8%	12.0%

* Rounding may lead to difference of up to 0.1% for the tables above

DIVERSITY AND EQUAL OPPORTUNITY (CONT'D)

Target for subsequent reporting:

The group will continue to enforce equal opportunities and career advancement to all our employees and ensure that management are involved to create such an environment for all the employees.

CUSTOMER PRIVACY

We place emphasis on maintaining patients' privacy and have established a policy to comply with Personal Data Protection Act ("PDPA") across our Group. With a PDPA officer appointed, we continue to maintain high standards in safekeeping of personal data of our patients. Our Group ensures that recipients of messages and communications are not part of the "do not call" register established by the commission under PDPA.

Collection of personal data would involve the notification of the individuals through forms, and consent would be obtained prior to the collection. Withdrawal of such consent could be communicated directly through our Group's official website.

All feedback and complaints with regard to privacy issues are communicated to the PDPA officer and will be duly followed up within the timeframe for the response action established by our Group. For the year, there was 1 incident of customer complaint and the Personal Data Protection Commission, an external committee enforcing the PDPA followed up on the case. Our group followed up promptly with the complainant to address their concern. With the assistance provided by our Group to the complainant, and the prompt response to the queries raised by the Personal Data Protection Commission, no further action was taken by Personal Data Protection Commission.

Target for subsequent reporting:

Our Group will continue to strive for excellence and be vigilant with the privacy of our patients. With the goal of reduced complaints and incidents with regard to customer privacy, we will continue to strengthen our internal monitoring efforts. The PDPA officer will consistently update himself with the latest regulatory changes, provide assistance to the regulatory authorities and ensure that our Group's procedures are up to date with the latest regulations.

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GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Pg 14-15
	103-2 The management approach and its components	Pg 14-15
	103-3 Evaluation of the management approach	Pg 14-15
GRI 306: Effluents and waste	306-1 Water discharge by quality and destination	Not applicable
	306-2 Waste by type and disposal method	Pg 14-15
	306-3 Significant spills	Not applicable
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