





# **Corporate Overview**

#### NAME

YTL PowerSeraya Pte. Limited

#### **PRIMARY SERVICES**



Electricity Generation



**Utilities Supply** (Steam, Water)



Electricity and Gas Retailing



Oil Storage Tank Leasing

#### **CORPORATE OFFICE**

1 HarbourFront Place #17-01 HarbourFront Tower One Singapore 098633

#### **OWNERSHIP**

YTL PowerSeraya Pte. Limited is a wholly owned subsidiary of YTL Power International Berhad

#### **COUNTRIES OF OPERATION**

Singapore

#### **MARKETS SERVED**

Singapore

#### **EMPLOYEES**

339

(Headcount)

99.4%

(Full-Time)

75.4% (Male)

49.2%

(Covered by Collective Agreement)



Oil Trading and Bunkering

# YTL PowerSeraya's CSR Strategic Thrusts

#### **CSR Vision:**

To promote a positive and sustainable environment as well as to improve our social contribution to the community in which we operate.

Through five thrusts under the CSR Strategy, which are in line with what's material for the company, we seek to build confidence amongst our stakeholders in realising our vision. All thrusts contribute towards building up our financial, social and natural capital.

To have a deeper understanding of the Group's materiality, <u>please refer to pages 14-19 of the FY14/15</u> Corporate Accountability Report.

#### **Our CSR Thrusts**

1. Invest in Green Capabilities



To embrace cleaner energy solutions and in doing so, develop greener capabilities for a sustainable future.

2. Incorporate Greenhouse Gases in Management Agenda



To publicly report the emissions and initiatives tied to greenhouse gases (GHG) in our operations and practices. Besides being transparent in our operations, this public disclosure keeps the improvement of our GHG performance in mind.

#### 3. Build Strategic Partnerships



To leverage on one another for ideas, solutions and growth. We recognise the need to develop strong partnerships with key stakeholders.

#### 4. Nurture Human Capital



To continue building our human capital. More than just developing our employees to build economic performance, it is also about creating a culture that embraces the philosophy of sustainability.

#### **5.** Grow with the Community



To engage in initiatives with a common social mission, as these efforts resonate with our company's core values of nurture and respect.

### Who We Are



YTL PowerSeraya Pte. Limited (YTL PowerSeraya) is a wholly owned company of YTL Power International Berhad, which is listed on the Kuala Lumpur stock exchange. YTL PowerSeraya owns and manages power generation and desalination plant assets. The plants produce electricity and high pressure steam which form the primary revenue stream of YTL PowerSeraya. Fuel oil is purchased directly from the market and natural gas directly from Singapore intermediaries via long-term contracts, which come in the form of Liquefied Natural Gas (LNG) and Piped Natural Gas (PNG).

These together with desalinated water, form the inputs to produce high pressure steam, which is sold to industrial customers at Jurong Island, Singapore,



whereas electricity generated by the power plants is sold to the Energy Market Company.

YTL PowerSeraya's vision is to be the leading provider of integrated utilities and energy solutions for a sustainable future. It is supported by two wholly owned subsidiaries PetroSeraya Pte. Ltd (PetroSeraya) and Seraya Energy Pte. Ltd (Seraya Energy) – together, the three entities are known as the Group in this report.

PetroSeraya is the physical oil trading and oil storage tank leasing arm of YTL PowerSeraya. It owns and manages the oil terminal and oil tank farm assets at its operational base on Jurong Island, Singapore. In addition, it sources and secures fuel supplies for the power generation business of YTL PowerSeraya. PetroSeraya's main sources of revenue come from its oil trading, oil storage tank leasing and blending activities. Seraya Energy is the electricity retail arm of YTL PowerSeraya. Its primary revenue source is the sale of electricity and gas to commercial and industrial customers.

**Progress** 

# **About This Report**

This bridging report captures the Group's financial and non-financial performance for FY15/16 (ending June 2016). It continues from the previous financial year's corporate accountability report and seeks to give readers a snapshot of the Group's sustainability and operational performance in a condensed and easy-to-read format.

For readers seeking to gain a deeper and greater understanding of the Group's sustainability and operational performance, it is recommended that this bridging report be read together with the FY14/15 Corporate Accountability Report, which is an independently assured GRI G4-Core report. Although this bridging report is not intended to follow the GRI G4 reporting framework, it still seeks to report aspects that are most material to the Group.

The FY15/16 figures in this report are compared with FY14/15, unless otherwise indicated.

# **Corporate Governance**

YTL PowerSeraya is committed to maintaining a high standard of corporate governance. For more details, please refer to the Governance section in YTL PowerSeraya's website.



# Chairman's Message



TAN SRI DATO'
(DR) FRANCIS YEOH SOCK PING
Chairman

#### The Year in Numbers

For the year in review, we achieved a revenue of \$1.9 billion, down 26.7% from \$2.6 billion in the previous year. Net Profit After Tax registered at \$25.3 million, compared to \$96.9 million in FY14/15.

The subdued performance was mainly attributed to excess generation capacity, lower electricity margins due to reduced vesting volumes, as well as intense competition from the entry of new electricity retailers.

At YTL PowerSeraya, we have focused on building a sustainable portfolio of businesses, which we believe will continue to hold us in good stead and provide the capacity for growth in today's business environment inundated with competition and constant changes.

# Strengthening a Sustainable Business

We continue to move in tandem with the development of Singapore's energy industry, one which benefits consumers, as well as strengthen our business model to deliver long-term value.

The nation is increasingly moving towards a more sophisticated market infrastructure with more avenues for consumers and businesses to manage their energy needs and costs. The launch of the Electricity Futures Market in 2015 is a start and the Group will continue to explore and leverage upon avenues such as these to cater to customers' appetite for cost-efficient solutions.

To maintain our customer service excellence track record, the retail team continues to seek opportunities to innovate and improve. This further sets the path for the team to gear up for the full liberalisation of the electricity market in 2018 when residential households will have the option to choose their preferred electricity retailer.

Additionally, the sale of steam and our oil storage and bunkering services business will help soften the impact of lesser earnings from the highly volatile electricity market in the short to medium term.

#### **Appreciation**

I would like to thank the Directors, the Senior Management team and staff of YTL PowerSeraya for staying strong as a team. As we continue to operate in challenging times, I believe the commitment, determination and capabilities of our people will ensure we are able to maximise the position of the Group and capture the right growth opportunities as they arise.

I would like to also express my appreciation to our customers and business partners for their continued support towards YTL PowerSeraya, as well as the Union of Power and Gas Employees (UPAGE) for its close collaboration with the Board and Management.

Thank you and God bless all of you.

# CEO's Message



CHAN SWEE HUAT
Chief Executive Officer

The last financial year remained a challenging business environment as the energy industry continued to face both financial and oil volatilities. Competition persisted with the commercial operations of new plants in Singapore's power generation market, which led to a power supply glut, as well as the emergence of new independent electricity retailers in the consumer contestable space.

While YTL PowerSeraya's financial performance reflects the current condition of the industry, its impact was cushioned by the Group's multi-utilities strategy, proving that the latter is able to keep the Group in good stead despite a challenging period.

#### Water Consumption and Emission Levels

In FY15/16, water self-sufficiency was maintained at the power plant, where 98% of our water consumption came from desalinated and recycled water. In addition, our water usage for every unit of energy produced improved by 48%. While Greenhouse Gas (GHG) emissions from power plant operations saw a 4.4% increase from the previous year, GHG intensity of the power plants is

within the stretched target of 0.40 metric tonnes per MWh. The Group will continue to set this target as the GHG target for the next three years (ending June 2019), taking into account how the power plants' efficiency has reached its peak.

# **Energy and Water Education Programmes**

We continue to reach out to the wider community and seek to educate the young on energy, as well as water conservation.

Our REAP (Responsible Energy Advocates Programme) has educated close to 600 students and reached out to 200 households since its launch in 2010.

Additionally, our water education programme PLAY (Punggol Learning Adventure for Youths) reached out to 240 students across eight primary and secondary schools in the last financial year.

#### **Staying Resilient**

Expecting constant change and challenges in today's business environment is a norm. To ensure we stay resilient, a diversified portfolio in both our regulated and non-regulated businesses will continue to provide a strong pillar of growth in earnings for

the Group and bring long-term value to our stakeholders. Being aligned with the growth strategy of our parent company, YTL Power International, we will continue to seize the right opportunities to broaden our revenue base and build upon our robust business model and people capabilities to boost and strengthen our position as an integrated energy company in Singapore.

#### **Acknowledgement**

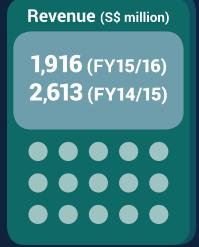
I would like to express my deepest appreciation to our staff for their continued support and commitment for staying the course and supporting the Group's push to optimise our operations and enhance productivity. Sincere thanks go out too to the Board of Directors and Senior Management team for their unwavering efforts to achieve common goals. I would also like to thank our customers. UPAGE and business partners for their confidence in our Group. I believe that the collective strength from these strong partnerships will continue to see us through these challenging times and we will emerge stronger to take our integrated energy business to the next level of growth.



# **Performance Overview**

Financials and Governance

**Key Indicators** 





**Zero Fraud Incidents** 

**No Breach** of Electricity **Market Rules** 





# **Performance Overview**

Human Capital and Environmental

Zero Fatalities Zero Discriminatory Incidents



**Staff Turnover** 



Training Expenditure per Staff

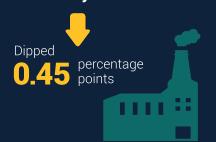




(metric tonnes per MWh)



Overall Plant Efficiency

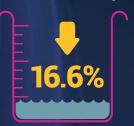


**Power Generation from Natural Gas** 

99.6%



#### **Water Consumption**



#### **Water Consumption Sources**

**97.7%** from desalinated water and recycled water



## **Milestones**

FY15/16 (July 2015 – June 2016)





#### **Walking for a Cause**



#### **Lauded for Eco-Efforts**



#### August 2015

The Group pledged its commitment to the United Nations (UN) Global Compact's 10 universally accepted principles as part of its continued efforts to improve energy and water efficiency, and nurture staff via training and engagement in CSR initiatives. The UN Global Compact supports companies who practise responsible values and principles in their daily operations.

#### September 2015

YTL PowerSeraya, together with its employees, raised more than \$25,000 in total for Steptember, CPAS' (Cerebral Palsy Alliance Singapore) first major fundraising activity, which was held in September 2015 to support people with cerebral palsy. This initiative also aligns with the Group's philosophy to promote a healthy and fit lifestyle among its employees.

#### November 2015

Kevin Lee, Senior Manager of Sustainability and HSE (Health, Safety and Environment) received the EcoFriend Award (under the Private Sector) for his individual contribution to the environment. He was commended for his efforts in developing environmentally responsible initiatives at YTL PowerSeraya, as well as raising eco-awareness among employees, suppliers, customers and the community at large.



# **Milestones**

FY15/16 (July 2015 - June 2016)

#### MOU Signing for Power Engineering Sector



#### Seraya Energy Holds First Outdoor Movie Event



#### U SAFE SPARKS Award 2016 by NTUC



#### January 2016

YTL PowerSeraya signed a Memorandum of Understanding with four educational institutions to further train talent in power engineering via the SkillsFuture Earn and Learn Programme. This will give polytechnic and ITE students and graduates the opportunity to deepen their skills and knowledge to build their power engineering career.

#### January 2016

Seraya Energy, the retail arm of YTL PowerSeraya, took its biggest customer engagement and outreach event outdoors. More than 800 quests, customers and business partners, as well as their family members bonded through games and food, then enjoyed a movie under the stars. Part of the proceeds from drinks sold at the event also went to YTL PowerSeraya's adopted charity, GROW (Goodwill, Rehabilitation and Occupational Workshop) under CPAS (Cerebral Palsy Alliance Singapore).

#### **April 2016**

YTL PowerSeraya received the U SAFE SPARKS Award 2016 for its contribution towards achieving excellence in workplace safety and health. The award was organised by the National Trades Union Congress (NTUC), NTUC LearningHub (LHUB) and NTUC's e2i (Employment and Employability Institute) and in partnership with the Workplace Safety and Health (WSH) Council.



#### **Seraya Energy**

Seraya Energy's market share in the contestable retail electricity sector was 19.2% in FY15/16, a decrease from 20.5% in FY14/15. Correspondingly, sales volume was 6,107 GWh for the year ended 30 June 2016.

Intense competition in the retail electricity market continued to rise with the entry of new electricity retailers, which exerted downward pressure on profit margins and slowed new customer acquisitions. Through this challenging period, the retail team continued to keep pace with market developments and proactively engage customers to keep them abreast of changes within the electricity industry and help them make sound purchase decisions.

With the full liberalisation of the electricity market to include domestic households in 2018. Seraya Energy, backed by its

extensive retail experience, is already preparing itself to capture a wider customer base. Campaigns will be targeted to create long-term value for both existing as well as new customers. At the same time. Seraya Energy will explore new technologies and strategic alliances to develop new solutions to further strengthen its customer value proposition.



#### **PetroSeraya**

The Trading and Fuel Management arm's jetty and tank leasing activities picked up progressively after the upgrading works of its jetty facilities were completed at the start of 2015 last year.

With an upgraded and well-integrated terminal configured for cargo and bunker trading and enhanced capabilities to facilitate rapid turnaround time, PetroSeraya handled 13.68 million metric tonnes of fuel oil for FY15/16. This was 108% higher than FY14/15. At the same time, more than twice the number of vessels berthed at the terminal in FY15/16, compared to the year before, with an average berth utilisation rate of more than 56%.

As part of its plans to optimise the use of its operational assets, PetroSeraya also successfully leased out all of its 18 storage tanks, with a combined storage capacity of 810,000 m<sup>3</sup>.

PetroSeraya's commercial operations in the oil terminal and oil storage business remain central to its growth in the fuel oil and related environment. The team will continue to look into capturing the right opportunities to meet customers' oil storage and bunkering needs.







#### **Utilities And Energy Markets**

For the financial year in review, YTL PowerSeraya sold 8,976 GWh of electricity. It maintained a generation market share of 18.7%, which is comparable to the last financial year's 18.0%. Competition in the electricity market remained strong and challenging, driven by volatilities across global markets, as well as over-supply in generation capacity in the wholesale electricity market.

In the midst of a challenging business environment, the Group continued to maintain a steady stream of income from steam and potable water sales. This included a three-year potable water sales agreement, which commenced in June 2016, to provide up to 1,000m³ of potable water per year.

As part of the Group's continuing efforts to improve the reliability and availability of its four Combined Cycle Gas Plant units, it conducted workshops and forums, together with its Original Equipment Manufacturer (OEM) partner, to develop and execute action plans to enhance its start-up reliability and reduce forced outages of its gas units. Its efforts paid off and the Group achieved an improved gas plant reliability factor of 99.9% as compared to 98.8% in FY14/15 - a testament of the team's commitment towards achieving the highest standard of performance in its operations.

The Group is fully committed to maintaining consistently high standards towards quality, environmental, health and safety as well as cyber security management systems.

Re-certifications were successfully achieved for ISO9001, ISO14001, OHSAS18001 and ISO27001.

On the cyber security front, the Group became the first generation company to support and participate in a nation-wide multi-sector cyber security exercise. The initiative involved 100 participants from seven agencies representing four critical sectors from Energy, Telecommunications, Finance and Government.



#### **Process and Innovation**

YTL PowerSeraya's Process and Innovation team's focus for FY15/16 was to maximise the value of existing information technology (IT) systems within the Group. This included consolidating and reviewing existing technology and systems, as well as extending the shelf life of IT platforms with added functionalities.

In keeping with technology upgrades and changes in the energy industry, the team also conducted technology refresh of software systems to support various business activities in plant operations and energy trading.

Equally important is the implementation of cyber security measures and controls, which are becoming increasingly vital to minimise cyber-attacks and incidents. Besides making efforts to educate internal users on security risks and vulnerabilities, the Group participated in the Nation's first multi-sector cyber security exercise in March 2016. Exercise CyberStar was conducted by the Cyber Security Agency of Singapore and observed by Mr. Teo Chee Hean, Deputy Prime Minister and Co-ordinating Minister for National Security. It aimed to build the participants' capabilities in managing significant cyber attacks on a national level and to test established incident report processes across various critical sectors.

The team continues to pursue its plans to improve existing systems, as well as explore the use of alternative cost-efficient platforms to enhance the operational productivity of various business activities in the Group.



#### **Human Capital**

YTL PowerSeraya refreshed its technical manpower pipeline by recruiting two persons under the Singapore government's 'SkillsFuture Earn and Learn' programme. This initiative aims to further attract young talent to join the power sector with a new part-time Advanced Diploma in Power Engineering. Under this 18-month programme, new and existing full-time staff will be able to deepen their knowledge and skills in power engineering with on-the-job training while furthering their studies on a part-time basis.

To optimise the training dollar and build a productive learning culture, the Group fine-tuned its 'Learning and Development' focus by leveraging upon staff with relevant industry insights to share their knowledge with other colleagues. Equally, these internal trainers also benefited by acquiring a deeper understanding

of their own subject matter through such sharing sessions.

YTL PowerSeraya further facilitated staff's individual development by assigning senior leaders as mentors to young talent in the Group. The first batch of young engineers, who were sponsored by the Group under the Young Engineers Leadership Programme (YELP) – jointly created by Institution of Engineers Singapore (IES) and NTUC – also successfully graduated from the programme.

For its contributions towards achieving excellence in workplace safety and health, YTL PowerSeraya was awarded the U SAFE SPARKS Award by NTUC, LearningHub and e2i in partnership with the Workplace Safety and Health Council.

To promote a healthy lifestyle, YTL PowerSeraya also partnered healthcare providers and doctors



over the years to organise and encourage staff's participation in talks and programmes covering concerns such as hearing protection and chronic disease management.



# **Snapshot of Environmental Performance**

(FY15/16 vs FY14/15)

#### **Total Fuels Consumed**

Increased 4.4% to 69.8 million GJ



#### **Total Water Consumed**

Decreased 16.6% to 1.55 million m<sup>3</sup>



# **Zero Oil Spills**



#### **Treated Wastewater**

Increased 17.3% to 114,503 m<sup>3</sup>



#### **Total Solid Waste**

Decreased 44.2% to 774.3 metric tonnes



# **Environmental Performance**

Overall plant efficiency dipped marginally to 52.04% from last FY's 52.49% due to a drop in the amount of high pressure steam generated and a slight increase in the percentage of energy produced from oil-fired power plant units.

#### FY15/16 Performance

#### **Overall Plant Efficiency**

(Percentage of total input energy content [i.e. power plant's fuel] converted into electricity and high purity steam)



**0.45** percentage points

#### **Energy Intensity**

(Energy consumed for electricity and steam generation operations [i.e. house load] divided by energy output [i.e. electricity and steam generated])



13.0%

#### **Water Intensity**

(Water consumed for every unit of energy produced)



48.4%

#### **GHG Intensity (Scope 1)**

(Greenhouse Gas [GHG] emissions per unit of energy produced from power plant operations)

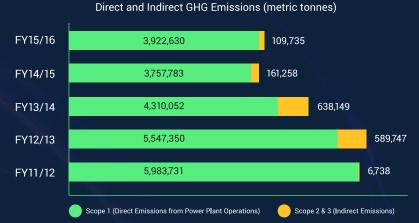


4.4%

# **Environmental Performance**

Total GHG emissions (Direct and Indirect) increased 2.9% to 4.03 million metric tonnes. This is mainly due to an increase in Direct GHG Emissions (Scope 1) arising from power plant operations.

Indirect Emissions comprising Scope 2 and 3 emissions decreased 32%. This is mainly due to a drop in electricity purchased from the Singapore electricity pool to fulfil commercial obligations.



Water Intensity\* (water consumed for every unit of energy produced) decreased 48.4% to 0.047 m³ per MWh. The decrease is due mainly to a drop in water used for operating the power plant.



<sup>\*</sup>Water Intensity = Total water consumed (minus water in the form of high pressure steam sold to customers) divided by the total energy produced by the power plant



# Engaging Stakeholders on Energy and Water Conservation

Learn more about our stakeholder partnerships and engagements in our **Corporate Accountability Report FY14/15**.



#### **REAP**

The Group's sustainability programme REAP (Responsible Energy Advocates Programme) seeks to train tertiary and pre-university students to be ambassadors of energy conservation. Since its inception in 2010, the programme has educated 600 students and reached out to 200 households.



#### **PLAY**

YTL PowerSeraya's water education programme 'PLAY' (Punggol Learning Adventure for Youths) was developed in partnership with the Waterways Watch Society in 2014. In FY15/16, the programme saw the participation of 240 students from eight upper primary and secondary schools. Under the PLAY programme, students cover an educational trail at the Punggol Waterways guided by a facilitator from the Waterways Watch Society.



#### **Energy Makeover**

In FY15/16, seven customers were invited to participate in the Energy Makeover Initiative run by Seraya Energy. Five customer site audits were subsequently conducted with business partners to determine their energy efficiency retrofit needs. Since this initiative was introduced in 2013, it has delivered annual energy savings of about 537,000 kWh, equivalent to powering 100 four-room Housing Development Board (HDB) flats for a year. It has also led to an estimated reduction of carbon dioxide emissions of 230 metric tonnes per year since its launch. Energy efficiency improvements for customers come mainly from changing lighting fixtures to the more efficient fluorescent or LED alternatives.

# Social Performance

Nurturing and growing with employees, youths and the community.

**78** 

Workplace Health and Family Life activities

15
Student interns in the Group



16.4%

Non-shift staff on flexi-start arrangement



Youth scholarships awarded

Since FY13/14



23

Employees' children awarded the Nithiah Nandan Book Prize

Since FY08/09

Engagements with GROW, our adopted charity

Initiatives

Cerebral palsy individuals supported in the Lunchbox programme

\$31,084 Funds raised

# Social Performance

**HR Performance** 

Staff Turnover (i.e. voluntary resignations only) increased slightly to 9.7% from 8.2% – a reflection of the tight labour market in Singapore. This compares well with the 12.0% industry average.

		FY12/13	FY13/14	FY14/15	FY15/16
YTL PowerSeraya	Voluntary resignations, dismissal, medical board out, retirement and death in service	8.1%	17.1%	13.6%	13.5%
	Voluntary resignations only	5.7%	10.1%	8.2%	9.7%
Petroleum, Chemical and Pharmaceutical Industry'	Voluntary resignations only	12.0%	12.0%	14.4%	12.0%

<sup>\*</sup>Source: Singapore Yearbook of Manpower Statistics 2016, Ministry of Manpower

#### **Training Expenditure**

Training expenditure per employee dipped 23.3% to \$460. This is due to a shift towards using in-house trainers and facilitators for training delivery.

		FY12/13	FY13/14	FY14/15	FY15/16
Training Expenditure per Employee	YTL PowerSeraya	\$1,350	\$1,330	\$600	\$460
	Singapore National Average*	\$407	\$407	\$410	\$410

Singapore National Average is taken from the Ministry of Manpower (MOM) 2014 Report for Employer Supported Training that is published once every 2 years

#### **Safety Performance**

- In FY15/16, there were no fatalities for staff and contractors.
- However, there was 1 minor accident involving a staff member.
- Both AFR (Accident Frequency Rate) and ASR (Accident Severity Rate) for the Group compares well with Singapore's Average (All Industries).

#### **Occupational Health**

- Noise Induced Deafness (NID) is the main occupational health concern for the Group.
- 2015 audiometric test results revealed that 8.8% of employees tested were diagnosed as having some degree of occupational hearing loss. This is better than 28.3% recorded the previous year.
- There were no new cases of staff with Advanced NID.

	YTL PowerSeraya <sup>*</sup> FY13/14 FY14/15 FY15/16			Singapore All Industries**
Accident Frequency Rate (number of accidents per million manhours worked)	0.54	0	0.83	1.50
Accident Severity Rate (mandays lost per million manhours worked)	5.4	0	61.5	85.0

<sup>\*</sup> Covers all staff and contractors working at all power plants operated by YTL PowerSeraya

<sup>\*\*</sup> Source: Workplace Safety and Health Report 2015 by the WSH Institute Singapore

# **Report Card**

This is an abridged version of the G4 - GRI Content Index. For General Standard Disclosures and Specific Standard Disclosures, please refer to pages 68 and 69 of the previous year's report Only the most material performance indicators are presented here.

SPECIFIC STANDARD DISCLOSURES – PERFORMANCE INDICATORS					
Material Aspects	Indicators	Page Reference			
ECONOMIC					
Direct Economic Value	G4-EC1	Refer to page 11 on Revenue, NPAT			
Climate Change, Risk and Opportunities	G4-EC2	Refer to page 9 on CEO's Message			
Energy	<u>G4-EN3</u>	Refer to page 22 on Total Fuels Consumed			
Litergy	<u>G4-EN5</u>	Refer to page 23 on Energy Intensity			
Water	G4-EN8 Refer to page 22 on Total Water Withdrawn by Source				
	<u>G4-EN15</u>	Refer to page 24 on Greenhouse Gas Emissions (Scope 1)			
Frainciana (Craanhayaa Caasa)	G4-EN16	Refer to page 24 on Greenhouse Gas Emissions (Scope 2)			
Emissions (Greenhouse Gases)	G4-EN17	Refer to page 24 on Greenhouse Gas Emissions (Scope 3)			
	G4-EN18	Refer to page 23 on Greenhouse Gas (GHG) Intensity			
	G4-EN22	Refer to page 22 on Wastewater Discharge			
Effluent and Waste	G4-EN23	Refer to page 22 on Solid Waste Disposed			
	<u>G4-EN24</u>	Refer to page 22 on Oil Spills			
SOCIAL					
Staff Turnover	G4-LA1	Refer to page 28 on Staff Turnover			
Occupational Health and Safety	G4-LA6	Refer to page 29 on Safety and Health			
Training and Education	<u>G4-LA9</u>	Refer to page 28 on Training Expenditure			
Human Rights Clauses in Investment	G4-HR1	Refer to Corporate Website on Governance-Human Rights			
Freedom of Association and Collective Bargaining	G4-HR4				
Child Labour	G4-HR5				
Forced or Compulsory Labour	G4-HR6				