

SUSTAINABLE DEVELOPMENT REPORT 2018

- Driving the shift to a Sustainable Future



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ABOUT THIS REPORT

To enhance the transparency of Sustainability Development performance, HAS's 12th annual Sustainable Development Report provides information and details regarding Environment, Occupational Health & Safety, Employees, Business Partners and Community for the year 2018.

The report covers all main aspects of our owned or operated businesses. Performance of our suppliers, contractors, or business partners, as well as all financial information are not included in this report, unless otherwise noted from Hong Kong Airport Services Limited in the 2018 calendar year.

This report has been prepared in accordance with Global Reporting Initiative (GRI) Sustainability Reporting Standard "GRI Standards", an internationally recognized standard for corporate reporting that covers economic, environment and social performance. A GRI Standards Content Index details the extent to which each of the requirements has been covered in the report. GRI standards performance indicators summary is disclosed in the "GRI Standards Content Index". No external assurance was pursued for this reporting period.

The Sustainable Development Report 2018 and our previous year's reports can be found on www.has.com.hk.

MESSAGE FROM THE CHIEF OPERATING OFFICER



2018 is a special year for HAS as it marks our 20th Anniversary. It is a time for celebration and embracing our achievements in the past 20 years. We are grateful for the hard work, dedication and contributions of all the HAS staff members which makes HAS a successful and strong company that goes from strength to strength. Being a major ground handling service provider at the Hong Kong International Airport, we are now providing ramp and passenger services to more than 30 airline customers including prominent local carriers Cathay Pacific, Cathay Dragon and Air Hong Kong.

It is a key mission of HAS to provide sustainable relationship with our customers by providing excellent, quality and efficient service. We have set up a freighter ramp handling team on 1 January 2018 with dedicated and specialised resource to support freighter operations and the growth in freighter movements. In July 18, we successfully renewed our Ramp Handling Licence with the Airport Authority for another 10 years until 2028. Critical Key Performance Index (KPI) targets are introduced under the new Licence. I am very pleased to share that HAS has been able to achieve and exceed the targets since its implementation. The 4th renewal audit for ISAGO certification was conducted from 4 to 6 September 2018 under the new ISAGO auditing model. HAS again successfully receive recertification with zero finding. To further excel in customer service, HAS also becomes a member of The Hong Kong Association for Customer Service Excellence (HKACE).

Our GSE and Vehicle Replacement Programme continued in 2018, involving a capital investment of more than HK\$25M. Electric-powered GSE/vehicles are procured to replace diesel-driven equipment/vehicles whenever feasible. When compared with a 6.96% increase in aircraft movements during the year, a 3.13% fuel efficiency improvement was achieved in 2018. To improve efficiency and reduce work injury due to manual handling, we also co-operate with the Hong Kong Airport Authority on use of ergonomic manual loading aids Stack@Ease to support lifting and transfer of baggage.

As a member of the Swire Group, HAS continues to support the Group's new Sustainable Development Strategy "THRIVE", with a strong environmental focus in reducing carbon emissions. This is our long-term mission.

Safety is always our number one concern. We continue our efforts to enforce good safety practices and ingrain a culture of safety, with "Zero" accident as our ultimate goal.

This is the 12th Sustainable Development Report of HAS and it summaries the work we have done in the past year and sets out our future plan and goals. I invite you to read this report and share with us on ways to contribute on sustainable development and build a greener future.



Mary Chan
Chief Operating Officer

AT A GLANCE: OUR BUSINESS OVERVIEW

Hong Kong Airport Services Ltd. (HAS) was established in 1995 to provide professional ramp and cargo services to airlines at Hong Kong International Airport. It started operations on 6 July 1998 with the opening of Chek Lap Kok International Airport. On 1 November 2008, HAS integrated with Hong Kong International Airport Services Ltd (HIAS) and became one of the largest ground handling service providers in Asia.

HAS established a joint venture company “Shanghai International Airport Services Company Limited” (SIAS) with Shanghai International Airport Company Limited, Air China Limited and Shanghai Airport Authority in March 2012. SIAS provides ground handling services for international or regional and domestic customer airlines at Shanghai Pudong International Airport and Shanghai Hongqiao International Airport.

Hong Kong International Airport is one of the busiest international airports in the world. HAS provides ramps services to nearly half of the aircraft movements at HKIA. Efficient ground handling teams are led by experienced supervisors and management. Whether it is passenger or ramp service solutions, the professionals at HAS are there to serve and support with passion. We endeavor to making every turnaround safe and swift.

HAS is a member of the International Air Transport Association (IATA) Ground Handling Partnership and was awarded the IATA Safety Audit for Ground Operations (ISAGO) Registration since 2011. It means our standard operating procedures and practices fully conform to stringent and internationally recognized standards and recommended practices.

Our Company now employs over 2,700 employees and owns a fleet of over 3,000 ground support equipment (GSE) and vehicles. As at December 2018, HAS provides essential ground services to 30 international airlines in Hong Kong International Airport, including major local carriers Cathay Pacific (CX), Cathay Dragon (KA), Air Hong Kong (LD).

Our workstations are mostly located at the Hong Kong International Airport including Cathay Dragon House, Cathay City, Passenger Terminal Buildings (Terminal 1 and Terminal 2) and Cathay Pacific Cargo Terminal. In-Town Check-in (ITCI) services at Hong Kong and Kowloon Airport Express Stations are also supported by professional staff at HAS.

SUSTAINABILITY: OUR MANAGEMENT APPROACH

Our Vision is to excel as a regional, full service ground handling agent by:

Putting safety first;

Building a sustainable relationship with our customers by providing excellent service, quality and efficiency;

Creating value for all our stakeholders;

Recognising the contribution of our employees;

Cherishing team work;

Committing to corporate sustainable development

香港機場地勤服務有限公司

致力成為

提供全面服務的亞太區最佳地勤代理

秉持宗旨

安全第一	效率至上
服務優質	以客為尊
員工為本	人盡其才
群策群力	永續發展

Our vision is to excel as a regional, full service ground handling agent.

The Vision and Missions Statement of the company sets the framework for us to regulate the Sustainability Strategy, which provides steering mechanisms and defines specific goals by which we measure ourselves.

We are committed to adhering to the highest standards of professionalism, accountability and transparency in our business practices; to providing quality services to our customers, while offering satisfactory and sustainable returns to our shareholders. We are an equal opportunities employer and we offer our staff competitive remuneration packages, foster their career development, provide them with safe and healthy workplaces, and actively consult them on a variety of issues.

As part of our overall commitment to good corporate governance, we believe it is our duty to act in a socially responsible manner through a range of initiatives that aim to benefit the communities we serve, and help to preserve our natural environment.

Sustainable Development Policy

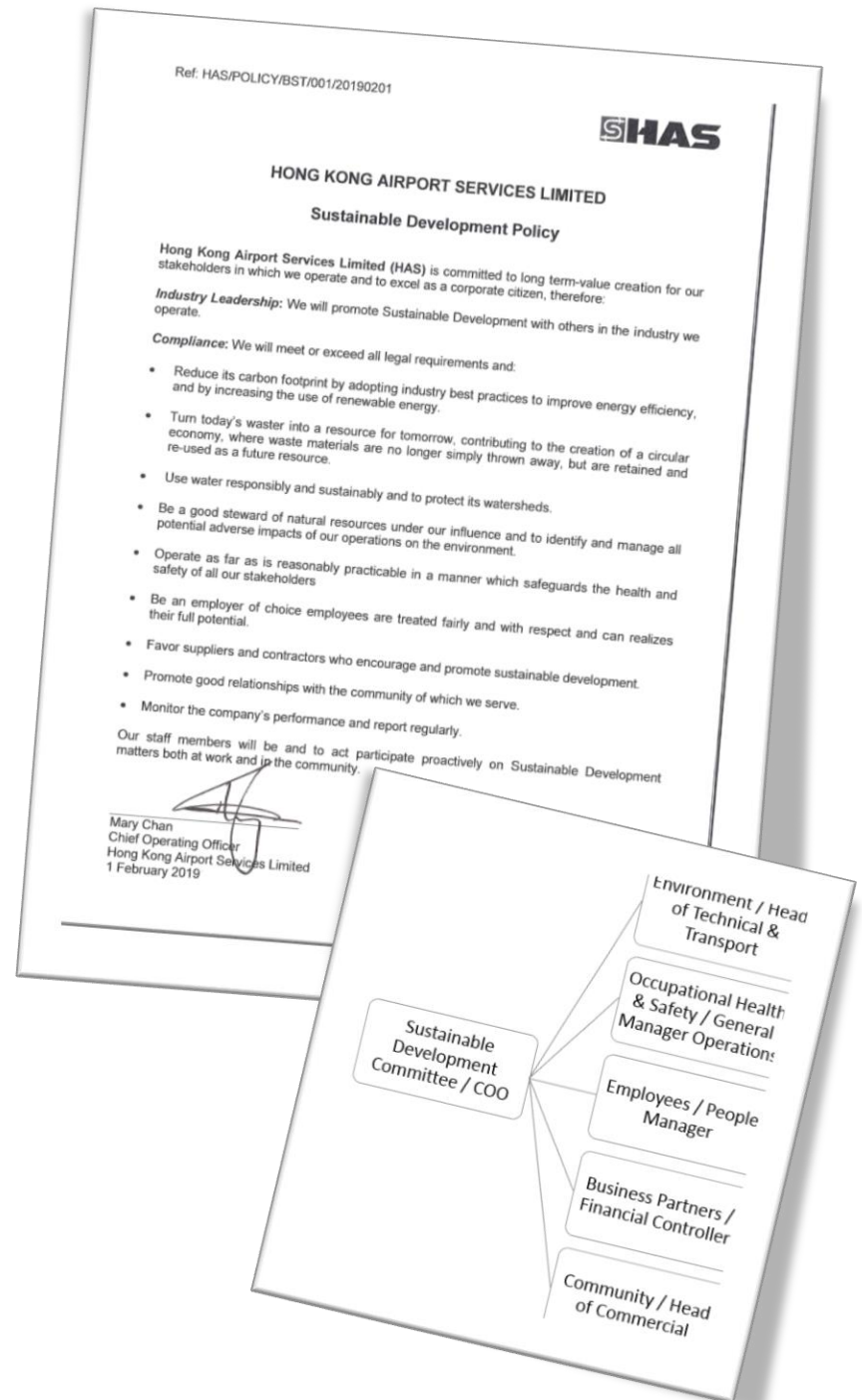
We adopted the Sustainable Development Policy developed by Swire Pacific and further devised our own policies and Code of Conducts in 5 major areas, which embeds Sustainable Development principal and practices throughout our business. We are committed to achieving business growth while not compromising the environment, not only seek to protect and enhance the environment but also ensure the safety of our employees' and well-beings. We also look at empowering and embracing our local community. Our Sustainable Development Policy can be found here: www.has.com.hk

Corporate Governance

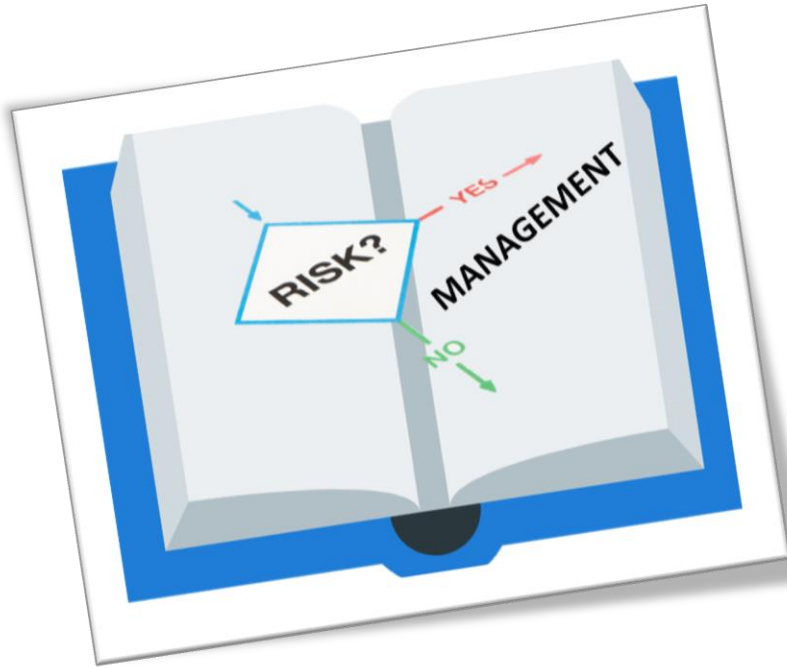
In July 2008, we established a Sustainable Committee to oversee the sustainability management strategy, to maintain corporate governance and to strive for continuous improvement.

HAS Sustainability Development is governed by Sustainable Development Committee. The Committee is chaired by the Chief Operating Officer (COO) and comprised sub-committees focusing on five major areas in our sustainable initiatives, each of which is led by a department head or a functional manager.

HAS clearly delineates the responsibility and accountability of the Board of Directors. The governance of sustainability at HAS is executed through the Management Committee, which comprises Chief Operating Officer as a standing member and Board members appointed by Cathay Pacific Airways. The role of the Chief Operating Officer is to report the Company performance at regular intervals. The Board members are responsible for following a set of principles that address conflicts of interest, confidentiality, remuneration, and compliance with laws, rules and regulations.



Corporate Risk Management



HAS recognizes that risk management is integral to the business success. We possess a structured work process to identify potential and actual business hazards and risks and to determine how they are managed and mitigated. To ensure continuing relevance, the Corporate Risk Management Policy is regularly reviewed for possible update. We identify the significant risks faced by the Company, produce a Corporate Risk Register on an annual basis and form a strategy in response to these issues. This management process is continuous and responsive to the changing business environment and to the influences of stakeholders. As a wholly-owned subsidiary of Cathay Pacific Airways, we follow the risk management framework set by Cathay Pacific; and we adopt the Corporate Risk Manual of the Group which includes criteria for evaluating risk and the tolerable level that the organization is willing to accept together with the mitigating factors.

Stakeholders Engagement

We understand the thoughts and voices from stakeholders are important for us to formulate future sustainability strategy. The engagement process has underpinned initiatives that advanced the integration of cultures as well as guiding the management architecture for external stakeholder relationships through the challenging times. We have started engaging our stakeholders on sustainability since 2009 and we have identified a few key stakeholder groups which are Customers, Employees, Suppliers & Contractors, Government & Regulators, Business Partners, Local Community, NGO. Stakeholder members are engaged regularly through face-to-face meetings, group discussions and surveys etc. We value feedback from stakeholders through outreach and dialogues with them, which helps us know more about their views and concerns towards our future development.



Incorporating in a THRIVE-ing Future -Swirethrive

SwireTHRIVE was created by the Swire Group Sustainability Committee (SGSC), comprising the Sustainable Development Office (SDO) and representatives from all major operating companies to address the complex and varied environmental sustainability challenges. There are six environmental priorities in SwireTHRIVE : Carbon, Waste, Water, Sustainable Materials, Biodiversity and Climate Resilience.

HAS, as an operating company of the Cathay Pacific Group, is committed to reducing the environmental impact from our daily operations and will work closely with the Group to develop relevant and reasonable targets. We operate the largest GSE and vehicle fleet with significant share on fossil fuel consumption (except jet fuel) within the Group. Therefore, carbon emission is with direct and immediate impact and concern to HAS.

HAS encourages development of environmentally friendly technologies that we could reduce our carbon emissions while maintaining the highest operational efficiency.










SwireTHRIVE strategy framework supports the Group-wide Sustainable Development Policy

SDGs and Strategy

The Sustainable Development Goals (SDGs), also known as the Global Goals, aims to ensure global prosperity as part of a new sustainable development agenda to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

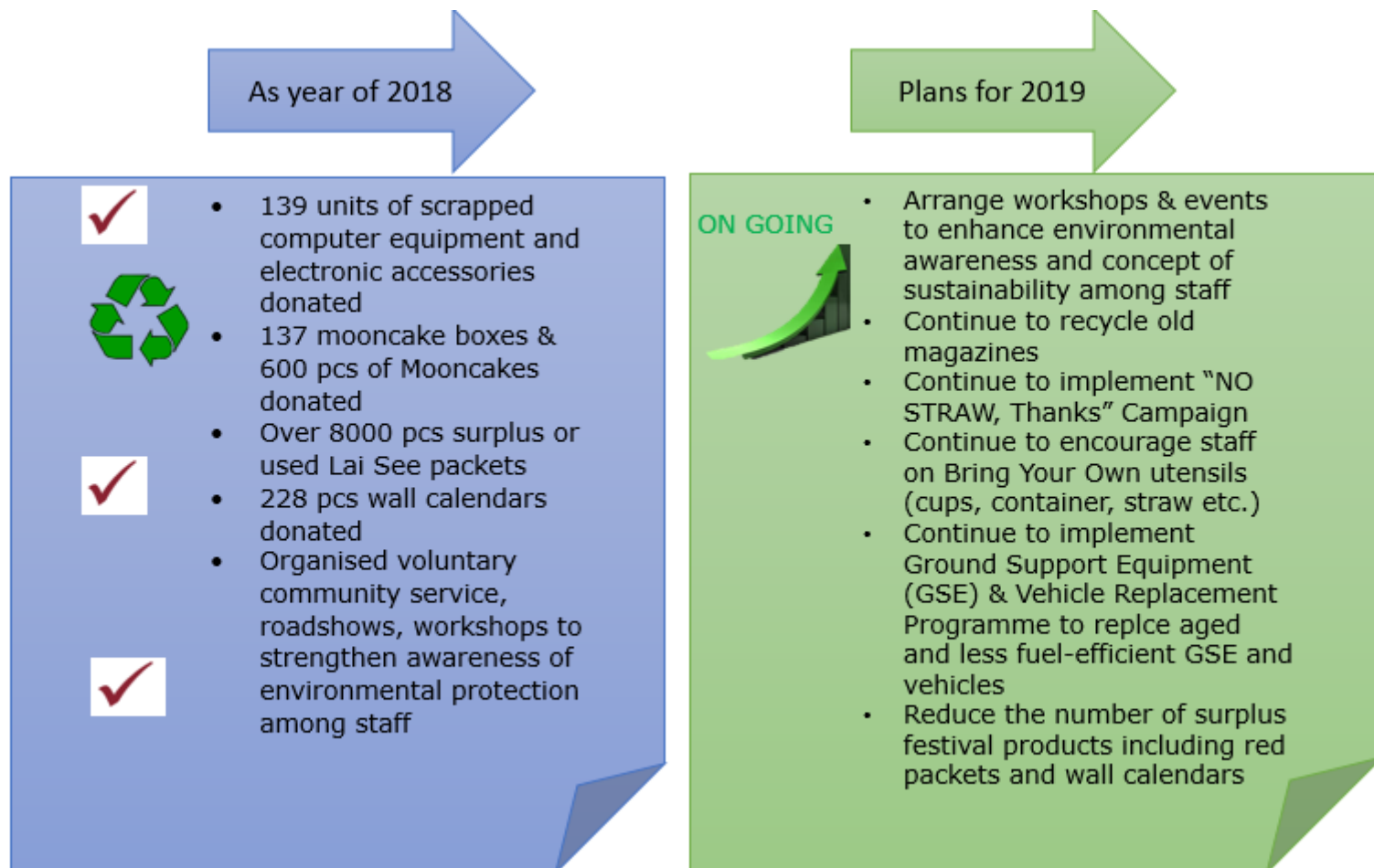
The table below shows how SDGs, GRI standards, SwireTHRIVE and HAS sustainability strategy align.

HAS Sustainability Objectives	Swire THRIVE / Swire Policy	Sustainable Development Goals (SDG)	GRI Standards Disclosure
Environment	Pursue a long-term ambition of decarbonization		302-1,302-3,302-4 305-1, 305-2, 305-4, 305-5
Occupational Health & Safety	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all		403-2
People		 	102-8 401-1 404-1, 404-2, 404-3 405-1
Business Partners	Source materials sustainably Ensure sustainable consumption and production patterns	 	102-9
Community	Swire Development Policy Swire CSR Turn today's waste into tomorrow's resource		413-1

ENVIRONMENT

“HAS is committed to being environmental responsible in the community we operate. All services offered to our customers will be performed in an environmentally responsible manner. The same principle will be applied to all internal processes and procedures. “

Implementing responsible environmental management is our goal in respect of environmental performances. Our Environmental Management Plan and Policy consist of handling procedures in accordance with the regulations and legislation of Hong Kong. We keep on putting our largest effort on environmental performances by setting guidelines in all aspects of our operations to achieve the compliances in the policy. Our comprehensive environmental strategy covers resources conservation and pollution prevention to minimize our operational impacts to the environment, including air pollution, waste, and water. HAS endeavors to ensure that we are operating in an environmentally friendly manner.

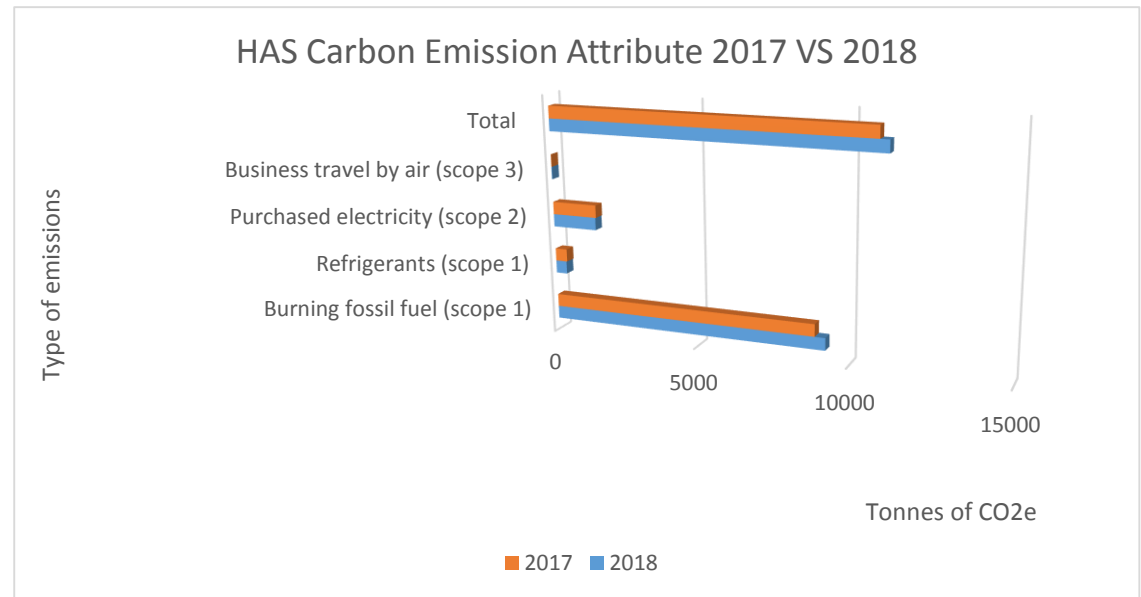
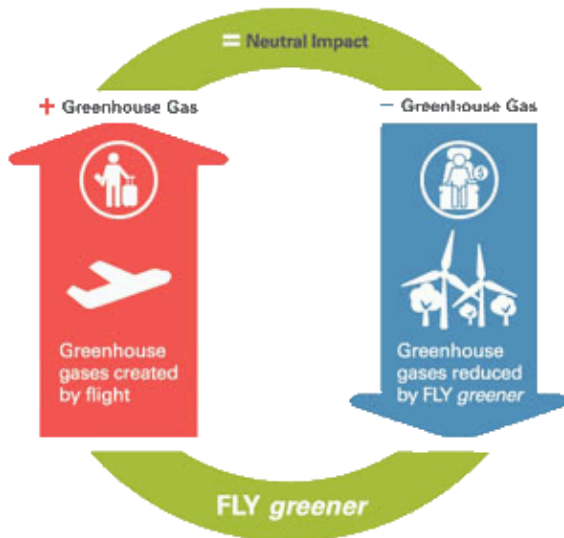


Carbon Emission and Energy Management

In 2018, HAS generated Greenhouse Gas Emission of 11,141.55 tonnes of carbon dioxide equivalent (CO₂e). Our carbon footprint mainly comprised fossil fuel consumption (Scope 1), electricity consumption (Scope 2) and business travel (Scope 3). Fuel consumed by our GSE and vehicles accounted for over 83% of the total carbon emissions.

Total GSE fuel consumption in 2018 was 3.46 million litres, representing a 3.83% year-on-year increase in total carbon emissions. When compared with 6.96% increase in aircraft movements from additional customer airlines and cargo freighter handling business, a 3.13% fuel efficiency improvement was actually achieved. For 2018, we had increased the number of electric loaders from 10 units to 18 units. The electric loader population has reached 29% of the entire fleet.

Fly Greener Programme



As a responsible business partner in the community and to support renewable energy projects, HAS since April 2008 has joined the FLY Greener Programme, a voluntary carbon offset programme launched by Cathay Pacific Airways to offset the CO₂ emissions generated from business trips. All CO₂ credits from the Fly Greener programme are sourced from independently reviewed and accredited projects that reduce CO₂ emissions. In 2018, HAS offset a total of 16 tonnes of carbon dioxide from staff duty travel.



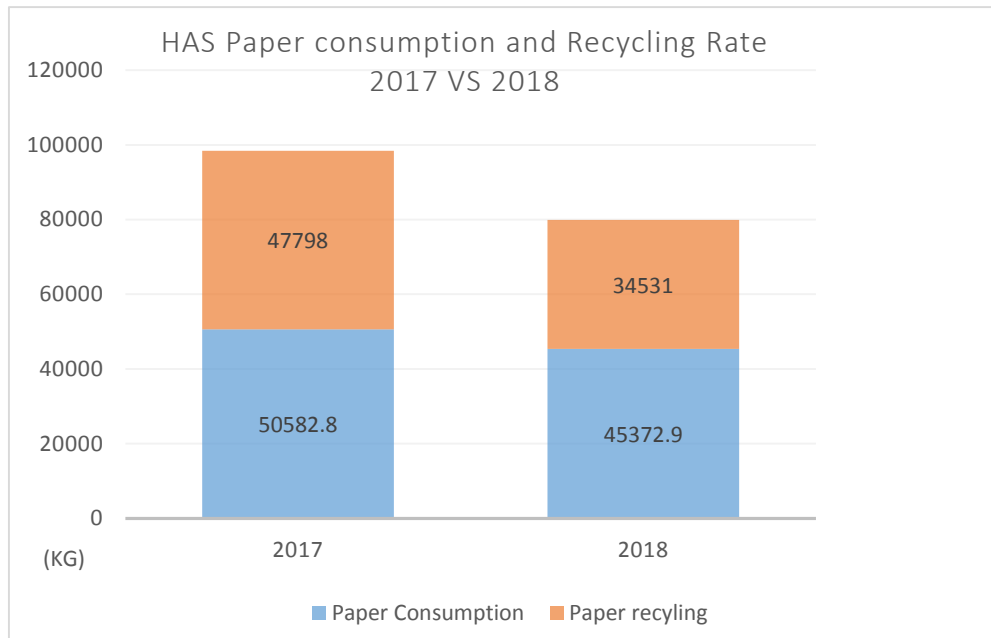
Fly Greener

Ground Support Equipment Replacement Programme

HAS operated the largest Ground Support Equipment (GSE) and vehicle fleet within the Group. We are committed to reducing carbon emissions and have implemented its GSE Replacement Programme since 2011. We acquired a total of 96 new GSE included baggage carts, diesel tractors, shuttle buses, electric lower deck loaders, electric tractors and electric private vehicles for better performance and energy saving in 2018.



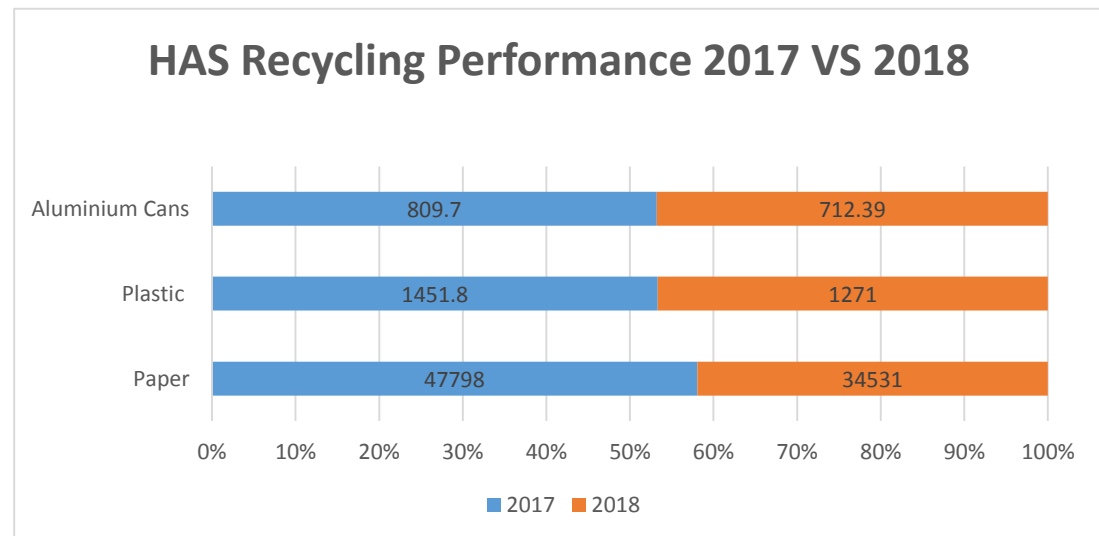
Waste Management



Waste problem has been one of the most concerned environmental issues in today's society. It is our responsibility to ensure that all wastes generated during operations are managed in accordance with good waste management practice.

HAS launched a waste management system across all operations in 2010. The system mainly focuses on managing the chemical and office waste generated in our daily operations, as well as recycling of materials. We keep regular statistics on our waste including the quantity for disposal and recycle from our daily operations. These records are provided monthly by our waste collection contractors, enabling HAS to closely monitor effectiveness of our waste management.

In 2018, we had a 10 % decrease in the amount of paper consumption. Moreover, various channels were used to enhance staff environmental awareness, e.g., bring your own bottle to refill water, bring your own food container to reduce plastic utensils used for takeout.





Apart from ordinary recycling items, we also organized recycling programmes for other materials such as mooncake boxes, electronic wastes, Chinese New Year red packets (Lai See) and wall calendars. In 2018, we participated in the Peach Blossom Trees Recycling Programme organized by Hong Kong Airport Authority for the 2nd consecutive year.

Being 15th consecutive year in a row, HAS was awarded the “WastewiSe Label” under the “Class of Excellence” from the Hong Kong Awards for Environmental Excellence, organized by the Environmental Campaign Committee. This award recognizes our continued efforts in effective waste reduction measures.



MUNICIPAL SOLID WASTE (MSW) CHARGING SCHEME

In view of Government policy on Municipal Solid Waste (MSW) Charging Scheme, HAS joined the briefing on HKIA Municipal Solid Waste (MSW) Charging Pilot Scheme organized by the Airport Authority which allowed participating tenants to receive simulated invoices every month on their waste disposal amount as well as the anticipated MSW charge. The MSW Charging Pilot Scheme adopts the “polluter pays” principle to encourage the airport community to further reduce waste.



Employees Engagement

Engaging employees in our sustainability targets and goals is essential to us. Motivating employees to actively participate in our sustainability programmes is crucial in order to strengthen awareness of environmental issues in the Company.

Polyfoam Recycling Centre Visit & Green Monday Lunch Talk 2018

A Polyfoam Recycling Centre Visit at Tsuen Wan was arranged on 21 Jul 2018. Our staff families and friends learnt how to collect polyfoam in the community such as industrial area and wet market in neighborhood, followed by polyfoam pre-treatment process including sorting and removing impurities of polyfoam and lastly participants experienced use of hot-melted machine to compress polyfoam into glue bricks.

On 3 Sep 2018, Mr. Andy Li, Project Manager of Polyfoam Recycling Centre was invited as our guest speaker for “A Green Monday Talk – Polyfoam Recycling” to give us further information about polyfoam to our colleagues. During the talk, vegetarian sandwiches were served to promote low carbon living to participants.



No Straw Friday, Thanks!

HAS continued to enhance staff awareness about plastic straws impact to our environment such as micro plastics found in seafood, table salt and even drinking water. A SD campaign “No straw, thanks!” was launched on 27 Aug at HAS staff Canteen. The goal is to start living a plastic-free life by going No Straw as the first step and help to create a more sustainable environment together. The campaign started from no straw day on every FRIDAY and straw on request only for other days. When compared with the consumption from Aug to Sep 2018 as baseline, the straw usage was reduced from 23, 805 pcs to 17, 167 pcs. It represented a 28% reduction in straw consumption. By end of 2018, we achieved a 39% saving in total straw usage.





Earth Hour 2018

HAS continued to participate in “Earth Hour” organized by the World Wildlife Fund (WWF) in 2018, with an aim to achieving low carbon emission and enhancing environment awareness among staff. Departments were invited to switch off all the non-essential lighting at 8:30pm for one hour on 24 Mar 2018. Furthermore, the non-essential lights at back offices on 4/F Cathay Dragon House were also switched off from 1pm to 2pm on 23 Mar 2018 to support this activity.

CLP Power Your Love Roadshow

To spread the spirit of caring among the society through energy saving initiative, Environmental Committee continued to work with CLP to arrange “Power Your Love” roadshows at head office at Cathay Dragon House and frontline offices in Passenger Terminal Building in Jun 2018. Over 580 colleagues joined the onsite registration and energy saving tips were shared during the roadshow.



T-Park Eco Tour 2018

Eco Tour to T-Park was held on 24 Nov. A total of 20 staff & their families and friends enjoyed the wonderful day. The event covered a T-Park guide tour which showed us how T-Park were more than just a plant, but a place to learn and engage Hong Kong's green force through the recreational and educational facilities.



Other Environment Initiatives

During the reporting year, we had participated in the following programmes:



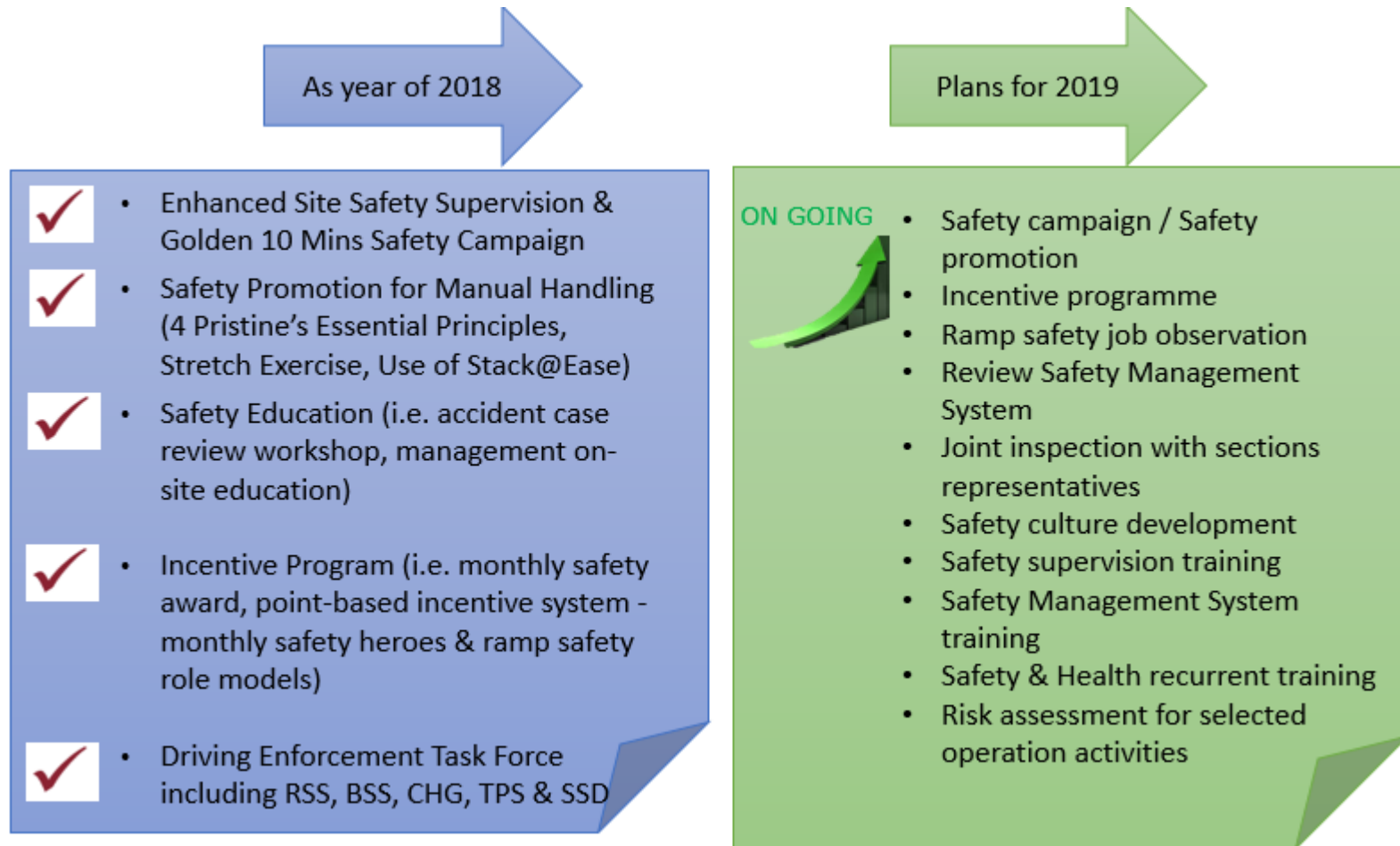
Donation of red packets to "Greeners-action" via Swire Properties Limited



OCCUPATIONAL HEALTH & SAFETY

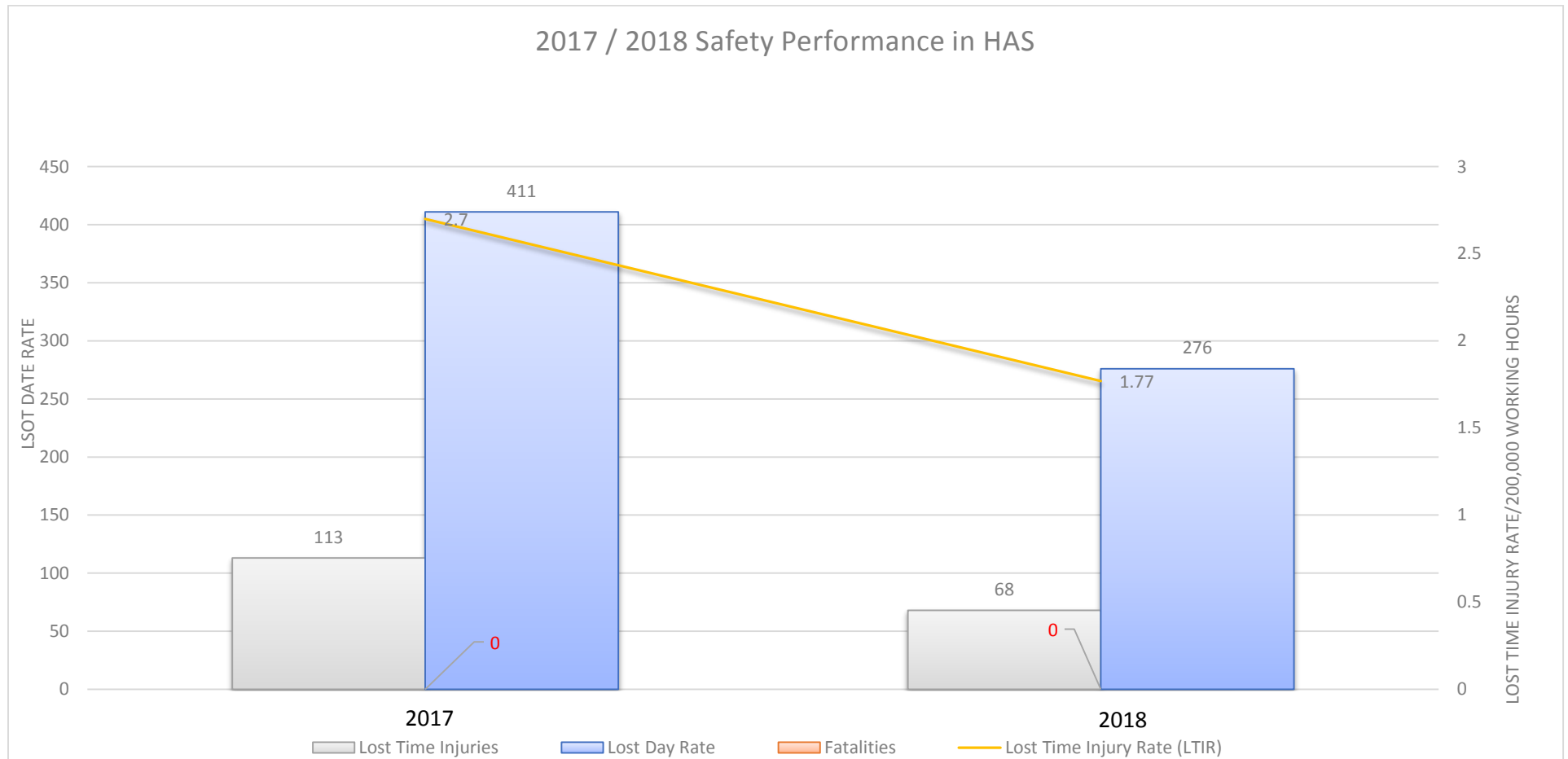
“HAS is committed to conducting its business in a manner which protects the health and safety of our employees, customers, visitors, contractors and general public as far as being reasonably practicable, minimize hazards in the workplace to prevent accidents and injuries. To achieve the policy objective, we make occupational health and safety responsibilities of every employee.”

Our Safety Policy and infrastructure ensure that a high standard of safety in the workplace can be achieved and maintained. Since 2009, we conducted Safety Management System review and strengthened our safety framework based on strong commitment, clear accountability and safety-focused leadership. The purpose is to enhance safety culture and to align the IATA Safety Audit for Ground Operations (ISAGO) standards.



Safety Performance

Safety performance in HAS is measured by the lost time injury rate (LTIR) and the lost day rate (LDR). The LTIR is the number of injuries per 100 full-time equivalent employees. LDR is the number of work days lost to injuries per 100 full-time equivalent employees. In 2018, there were a total of 68 Lost Time injuries reported. The Lost Time Injury Rate (LTIR) decreased from 2.7 in 2017 to 1.77 in 2018.



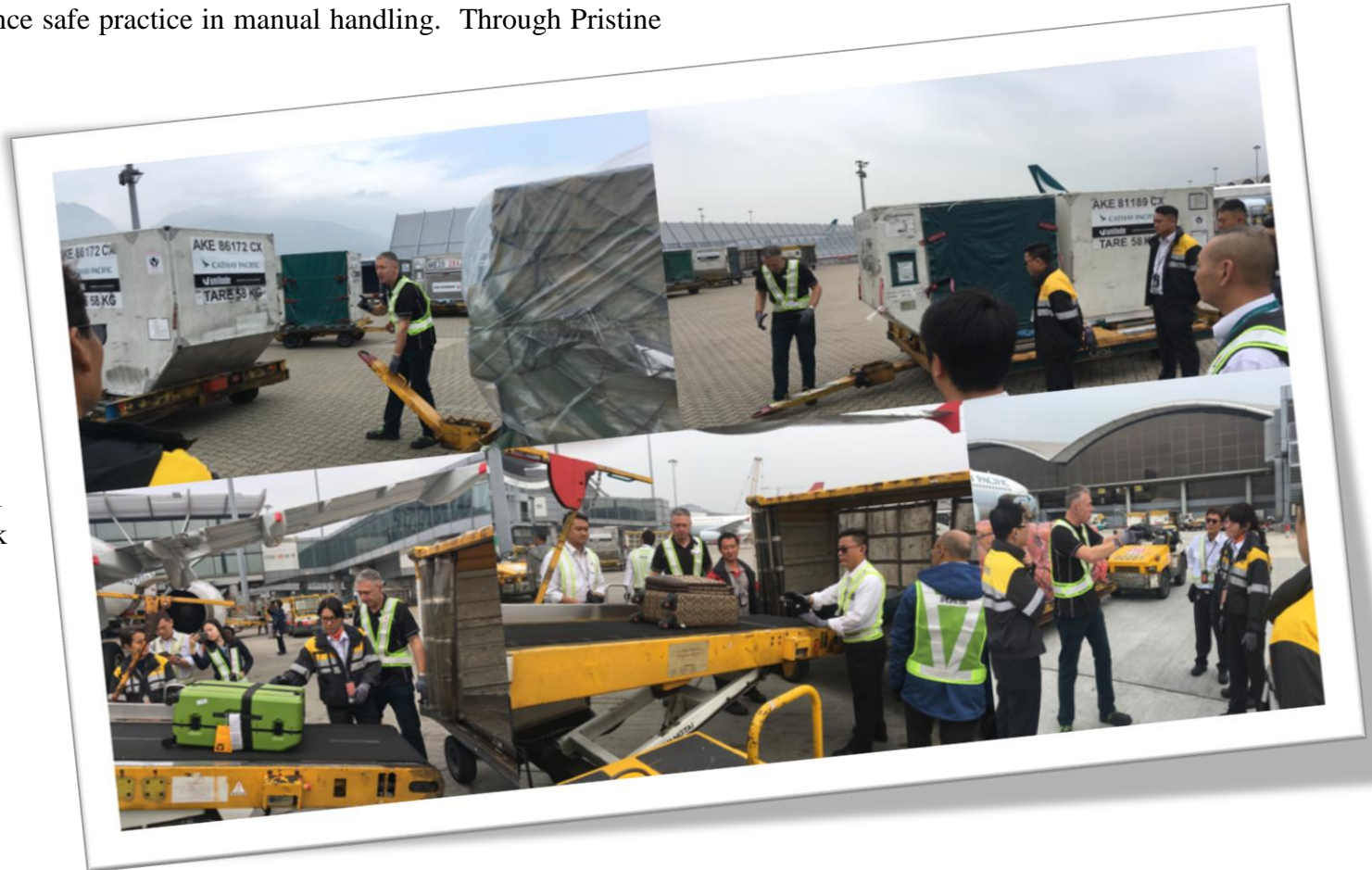
Our analysis showed the major reasons for work injuries included hit by/hit to, staff carelessness, uncontrollable/undesired conditions and improper body posture at work which are caused by human factors as well as complexity of ground operations. Safety Department and frontline operations management always strive to improve on safety performance.

Safety Culture & Training

In order to enhance safety culture and to ensure staff are competent to carry out their duties in a safe manner, HAS continue to develop a series of safety education and promotion programmes and safety campaigns to strengthen our safety framework. We believe that improved awareness of workplace safety is a prerequisite for our staff to recognize and to minimize the risk of accident during operation.

Pristine Condition Manual Handling Training

HAS continues to promote and enhance safe practice in manual handling. Through Pristine Condition Manual Handling Training which includes theoretical and practical training, staff can apply correct manual handling techniques in their daily operations which helps minimize work injury. In Jan 2019, Pristine Condition experts conducted a 2-days recurrent training for our staff. 23 staff completed the training. They not only applied the skills in their daily work but also helped train other colleagues on correct manual handling technique to prevent work injury.



Management Reviews – Accident Case Review Workshops

HAS continues to enhance safety awareness via various channels. Accident case review workshop and management onsite education were conducted since 2017. We encourage staff engagement through this platform with case discussion and sharing of best practices to identify improvement opportunity.



Driving Enforcement Task Force

HAS also set up a Driving Enforcement Task Force in 2018. It aims at strengthening safety awareness and enforcing driving safety among staff. During the campaign period, we had stepped up on-site inspections and followed up with staff not complying driving rules.



Safety Role Model Award Scheme

The Annual and Quarterly Safety Role Model Campaigns had been held since 2013 to recognize staff who achieved outstanding safety performance. In 2018, 29 frontline staff were selected as safety role models. These role models not only fully complied with all the in-house safety rules and regulations, but also actively promoted work safety among their colleagues. They were awarded certificates and prizes from management to show the Company's appreciation of their efforts in cultivating safety culture.



Safety Promotions

A series of safety promotional activities were conducted in 2018. The objectives of these activities were to promote traffic safety, 10 critical in-house safety rules and 4-steps for safe transfer of ULD. Promotion such as Safety Road Show with game booths and Site Safety Ambassador Promotion were held.



Staff Health & Wellness

Our company recognizes the importance of mental and physical wellness of our staff. Good health is vital to individual performance and development. To ensure our employees are educated on the best practices, we organized different activities to develop healthy lifestyles and promote healthy corporate cultures.

- Health Seminar - Back & Neck Care
- Health tips via email and electronic notice boards
- Employee Assistance Programme (EAP)
- Health Seminar – Strategies for Anti-oxidation
- Health Seminar – Say goodbye to Sub-health



Staff and Workplace Safety

GSE & Vehicle Safety Improvement Plan

Good and efficient equipment contributes to a safe operation. Our Technical Services Section (TSS) carried out a series of GSE & vehicle improvement initiatives to enhance GSE operation safety in 2018 including:

Staff injury from using handrail

- Install additional handle bar on early version of CBV (currently only equipped with single handle bar); total only around 10 in fleets; and new version of CBV
- Paint green color on all handle bars;
- Paint red color at the dangerous zone



Additional roller sensor for loader

- Protect the side guide
- Avoid container or pallet run out from the platform



CPSL Pallet Dolly Improvement works

- The new stopper lifting handle aim to safeguard operators from finger injury.
- Interlock hook would enhance prevention on pallet slipping down incident



Lifting handle



Interlock hook



Square Bar

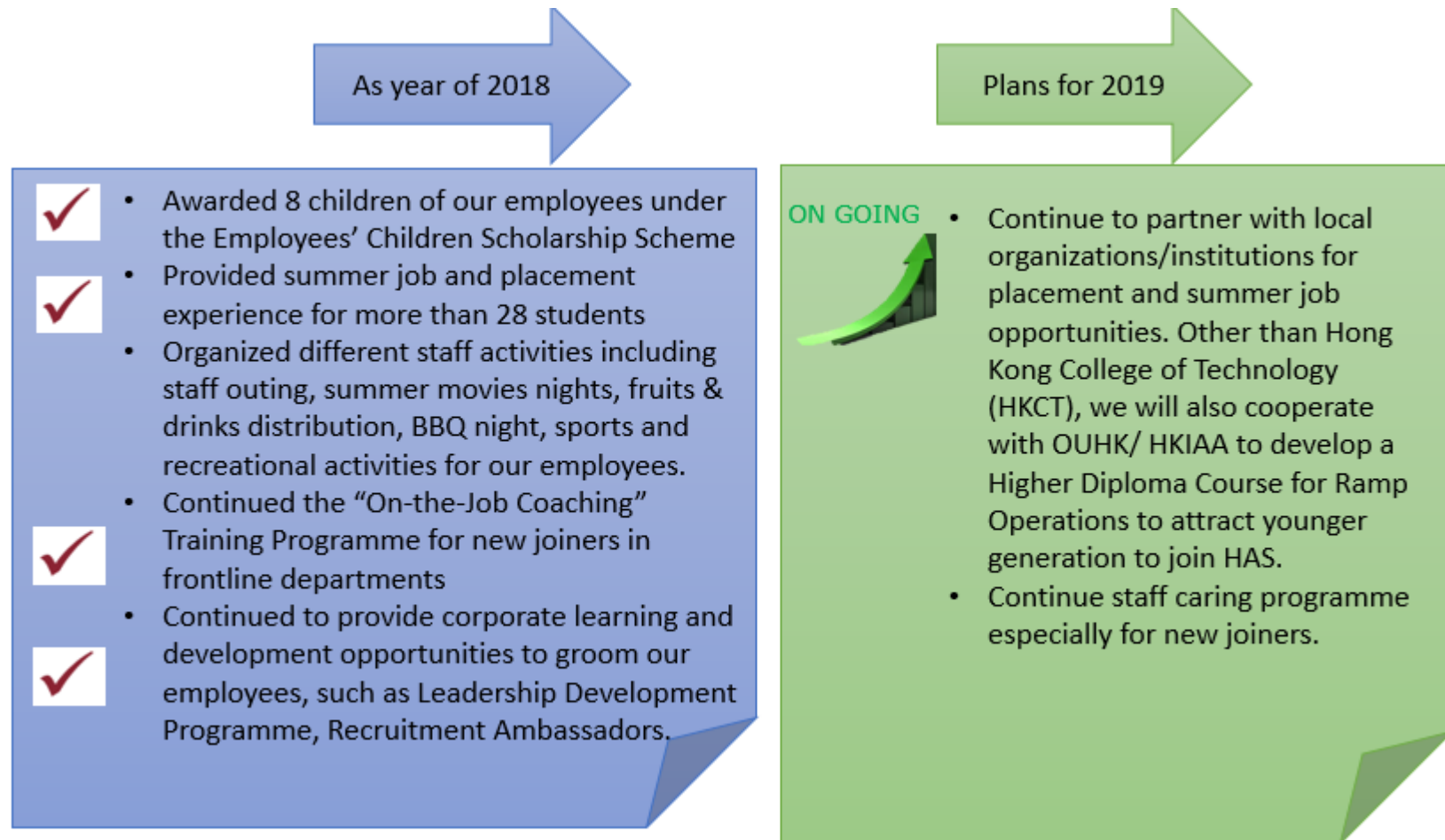
Award & Recognitions

HAS was awarded the “Corporate Safety Performance Award” during the 2017/2018 Airport Safety Recognition Award ceremony by the Airport Authority. 23 of our staff received individual awards during the ceremony including “Role Model Safety Behavior”, “Accident Preventive Measure”, “Best Safety Supervisor”, “Good Safety Suggestion” in recognition of our contribution to occupational health & safety. Besides, HAS was also awarded the “Best Safety Performance Award 2018 – Ramp Handling Operator Group” of Airfield & Baggage Hall Safety Campaign 2018 organized by the Airport Authority.



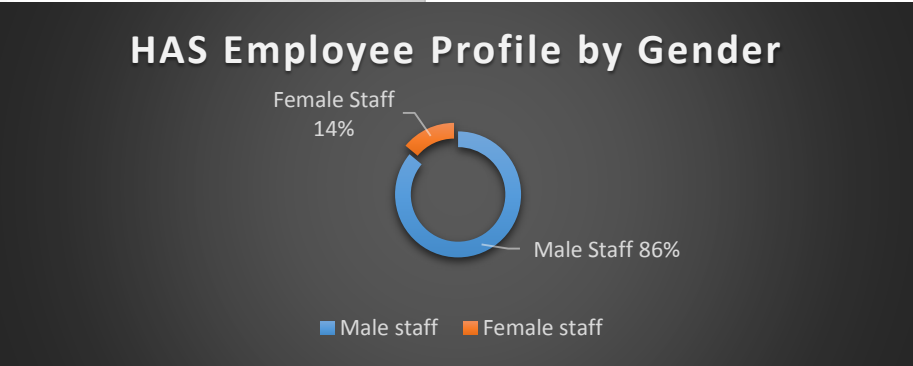
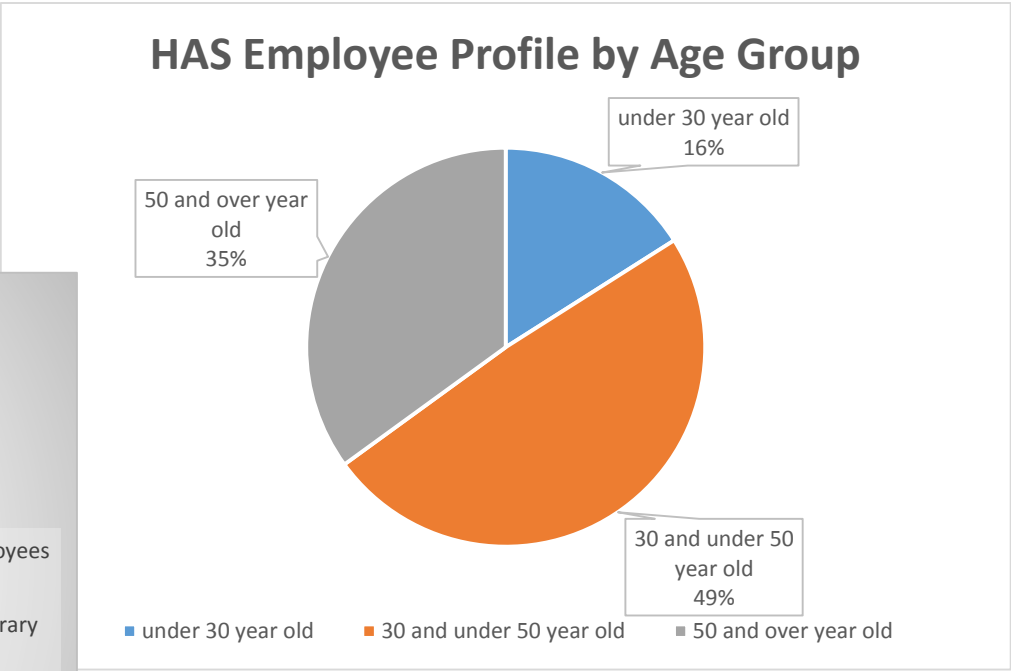
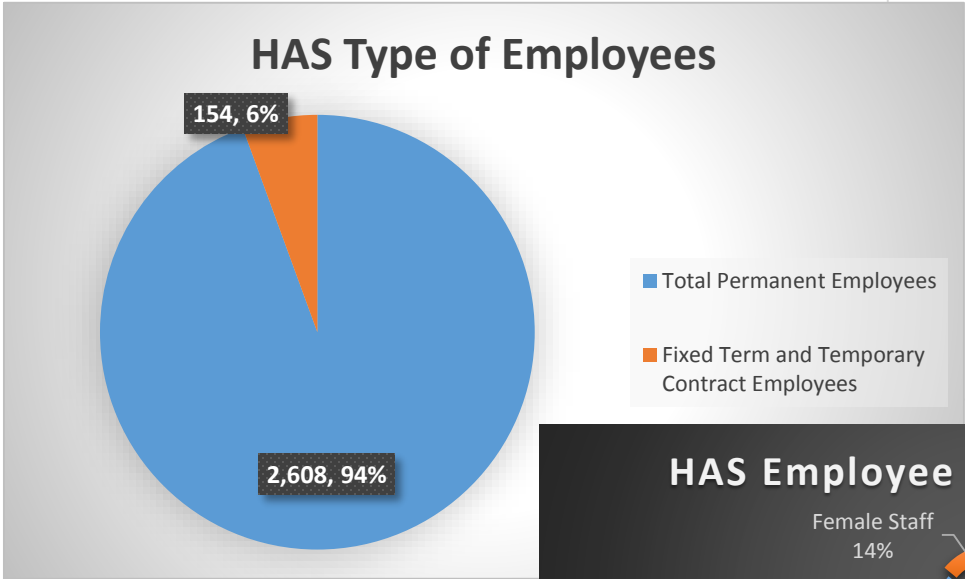
OUR PEOPLE

Being a good employer enables us to attract talents, retain skilled employees, and develop their potential. HAS is an Equal Opportunities Employer. We recognize the importance of staff engagement and acknowledge our greatest asset being our people. We established various communication platforms across company to share our values. Employee's motivation, skill and dedication have enabled us to meet the ongoing challenges facing the aviation industry.



Demography Of HAS Staff

HAS employed 2,762 staff, comprising 2,608 (94%) permanent employees and 154 (6%) contract employees as of 31 December 2018. 86% of the workforce was male and 14% was female as respectively.



Training and Staff Development

We provide staff with career development programme and continuous training to attract and retain talents for our long-term sustainable business growth. In 2018, we provided 197, 184 hours of training to all levels of employees which is equivalent to an average of 75.6 hours of training per employee.

Employees Retraining Board (ERB) Manpower Developer Award

With a view to instilling a corporate culture advocating the importance of manpower training and development, the Employees Retraining Board (ERB) launched the core scheme, called “ERB Manpower Developer Award Scheme” in Dec 2009 to recognize organizations which demonstrate outstanding achievements in manpower training and development as Manpower Developers (MDs). HAS received of Manpower Developer title from 2013 to 2019 continuously in recognition of our outstanding performance in five aspects – Leading a Learning Culture, Resources Planning, Training and Development System, Performance Management and Corporate Social Responsibility in Manpower Development.

Learning Management System in HAS

In addition to traditional classroom training, HAS implemented Learning Management System (LMS) and corresponding eLearning modules such as “Dangerous Goods Awareness Training” to equip our staff with knowledge and skills. Learners are able to access course material and complete courses through eLearning platform. LMS facilitated monitoring of learning progress and course management.

Management Training for Hong Kong Airport Services Limited (HAS), Cathay Pacific Services Limited (CPSL) and Vogue Laundry (VLS)

We place high importance in our human resources and its related management, not only for HAS, but also for two other Cathay Pacific Subsidiaries – CPSL and VLS. We believe employee competencies in management skills are crucial. Our management training programs not only equip employees with right attitude and soft skills to excel their jobs, but also provide opportunities for staff development. In this regard, we implemented management programmes for different levels of staff as per their development needs. Participants from the three subsidiaries are actively engaged and share with synergy. We valued the benefits of synergy and we all are one great team.

Recruitment

HAS believe that our people are the key to our success. Our success in today's competitive business world is based on hiring the best people. HAS received below awards in 2018:

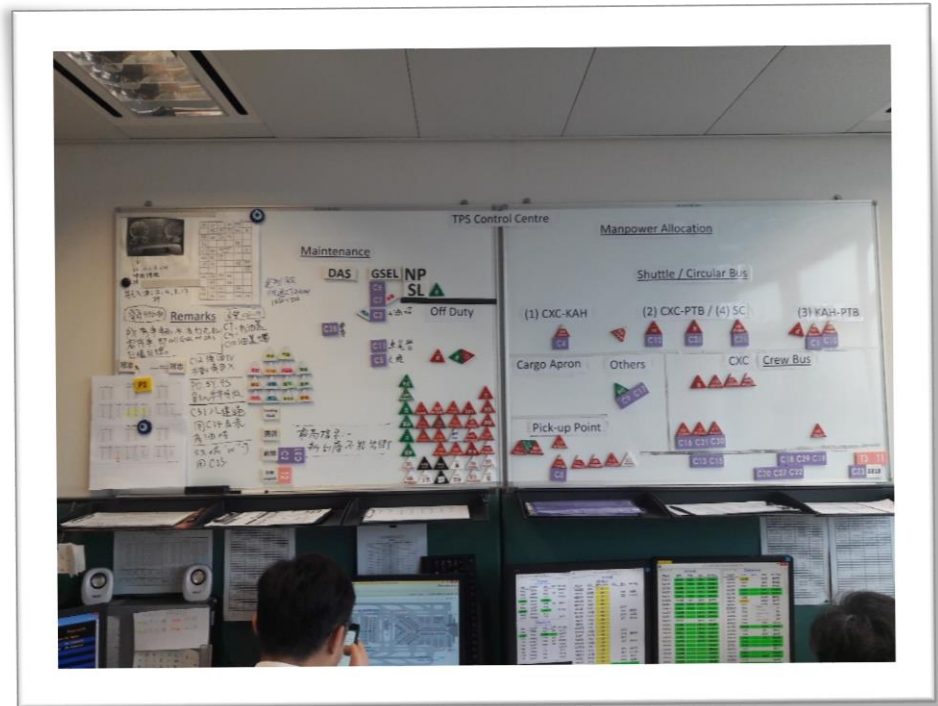


Besides, we make use of new recruitment channels such social media, online networking platforms, FaceBook Group, WhatsApp to reach potential candidates and conduct recruitment activities at housing estates and shopping malls. We also held joint recruitment activities with CPSL & VLS and also introduced staff referral scheme & new joiner bonus to attract more candidates to join HAS.

Lean Project 5S Infinity (2nd batch) Sharing Session

To foster a safe, neat, tidy and efficient workplace, Business Improvement Team (BIT) of Quality Department (QUD) had rolled out 5S Infinity (2nd batch) Programme in Aug 2018, participants of which were from CPSL, HAS and VLS. During Aug to Nov 2018, participating teams had implemented 5S improvement in their respective departments.

On 5 Dec 2018, teams shared their 5S implementation initiatives. Transport Services (TPS) and Ramp Services (RSS) were awarded Certificate of Completion. Congratulations to Transport Services (TPS) who won the Merit Award.



Transport Services (TPS)

Upon relocation from G/F to 2/F at Cathay City, Transport Services (TPS) has adopted 5S practice to improve workplace of Control Centre.

By using labelling and sorting at document shelves, it becomes faster (60%) and more convenient for colleagues to find related documents compared to the past. By applying 'Sort' and 'Set In Order', unnecessary information on white board has been removed and re-arranged so that the planning and arranging time of shuttle bus had been immensely reduced by half. Furthermore, Control Centre on 2/F can instantly monitor shuttle bus number put on the bus roof that travelling between 2/F and G/F has been minimized.

After the 5S improvement, over 85% of respondents at TPS agreed that workplace environment/facilities, daily operation and document control has improved.

Ramp Services (RSS)

Ramp Services have applied various 5S tools to their RSS Administrative Office to facilitate their day-to-day operation. The team has changed all labels from written words to pictures at stationery cabinet. Visual management has also been applied to letter shelves in which colleague letters have been stored by month. Various signage has also been used at the renovated pantry area to highlight item locations.



Team Engagement

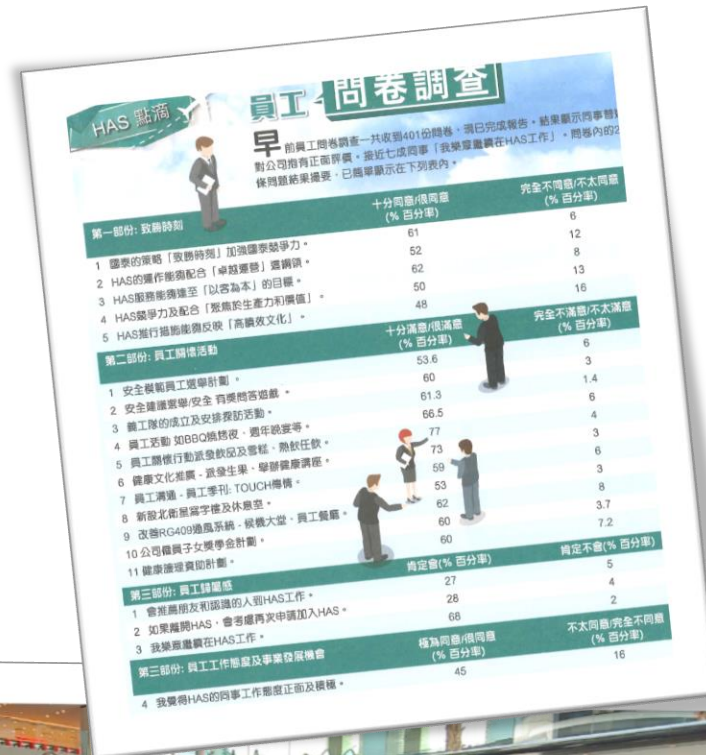
Online Staff Engagement Survey

In 2018, HAS conducted an online staff engagement survey to collect feedback from our staff regarding company strategies and activities. Over 400 completed surveys were received. The survey results reflected staff's understanding of company direction and its linkage with their work. Approximately 70% of staff expressed their intention to continue their career path with HAS.

Employees' Children Scholarship Programme

HAS offered scholarships to employees' children with outstanding academic achievements. In 2018, 8 students were awarded a scholarship \$10,000 each.

The scholarship winners and their families were invited to attend an award presentation ceremony and lunch at the Regal Airport Hotel in Jan 2019. An airport tour was also arranged to let them understand more about airport operations.



HAS Benediction Session 2018

A benediction session was held on 7 Aug 2018 at the Ramp Services office. The tradition served as a blessing for a safe and smooth operation.

Passenger Services & Ramp Handling Staff Recognition Awards

Company granted awards to Passenger Services and Ramp Handling staff to recognize their outstanding service performance.



Ivan Tang, Annie Lam, Ada Chung, Suki Tsang, Hei Ng 【左至右】



Staff Activities

- CNY Lion Dance & God
- Company Outings
- Fruit Day
- Annual Dinner
- BBQ Night
- Summer Movie Nights



- Herbal Tea/Hot Drinks/Ice-Cream/Christmas Muffin Sharing
- Health Culture Promotion by EAP
- Smoking Cessation Program Talk
- SWIRE Intra-Group Running Competition
- Cycle for Millions 2018
- HAS 20th Anniversary Celebration on 6 Jul

BUSINESS PARTNERS

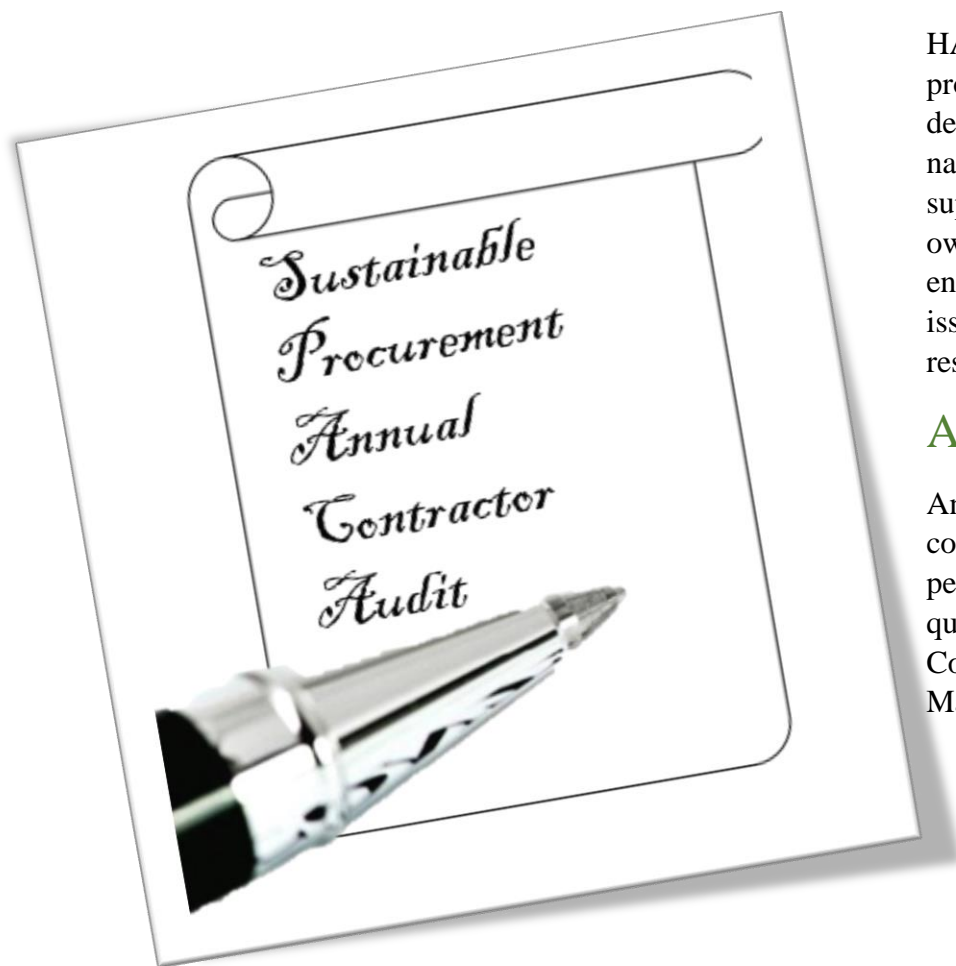
“HAS is committed to delivering excellence to our customers through our services and maintaining an amicable and sustainable relationship with all of our business partners. We also included the best practice in ethical procurement through the supply chain.

Sustainable Performance Of The Suppliers And Contractors

Supplier Code Of Conduct

Sustainability is a key element of HAS's values and forms an integral part of our business strategy for a long-term relationship. We work with suppliers and contractors who share the same values standards and promote Sustainable Development. HAS expects all its suppliers and contractors to share the principles which are expressed in HAS Supply Chain Sustainability Code of Conduct. In order to establish the level of compliance within our supply chains, suppliers are required to complete the Corporate Social Responsibility: Suppliers Self-Assessment which enables us to evaluate the CSR performance of their company. Moreover, our suppliers are expected to replicate the same standards requirements further down the supply chain. The goal is to strengthen mutual understanding of how sustainability should be practiced in day-to-day business. This includes various aspects such as ethical procurement, environmental protection, health and safety, labour rights.





Sustainable Procurement

HAS is committed to sustainable purchasing and gives preference to sustainable products. We continue to operate in accordance with the prevailing sustainable development strategy of Swire Group. We strive to be good stewards of the natural resources and biodiversity under our influence. We prefer to work with suppliers and contractors who promote sustainable development through their own business activities. Sustainable procurement helps achieving actual environmental and social benefits, promotes public awareness on sustainability issues and encourages manufacturers to introduce environmentally and socially responsible products.

Annual Contractor Audits

Annual Contractor audits were carried out Nov 2018. This is to ensure their compliance of all the applicable legal requirements and to evaluate contractor performance on environmental protection, occupational health and safety and quality assurance. The audit scope covers compliance of Supplier Code of Conduct, Environmental Management, Occupational Safety & Health, Quality Management and Service Level Agreement for GSE & vehicle maintenance.

Core on Customer Airlines

Customer Satisfaction Survey

Our airline customers are invited to participate in the Customer Satisfaction Survey to provide their comments on our service performance. Customer satisfaction survey allows us to review and enhance our quality service as well as to build better collaborative relationship with our airline customers. Compared with 2017, we achieved an increase in average overall rating which demonstrated our efforts in providing quality services to customers.



Awards & Recognitions

During the reporting year, HAS is honored to receive “2018 HKIA Customer Services Excellence Programme (CSEP)” & “At Your Service 2018” awards from the Hong Kong Airport Authority. HAS will keep up with our good work and strive to providing the most outstanding ground handling service to our valuable customers.

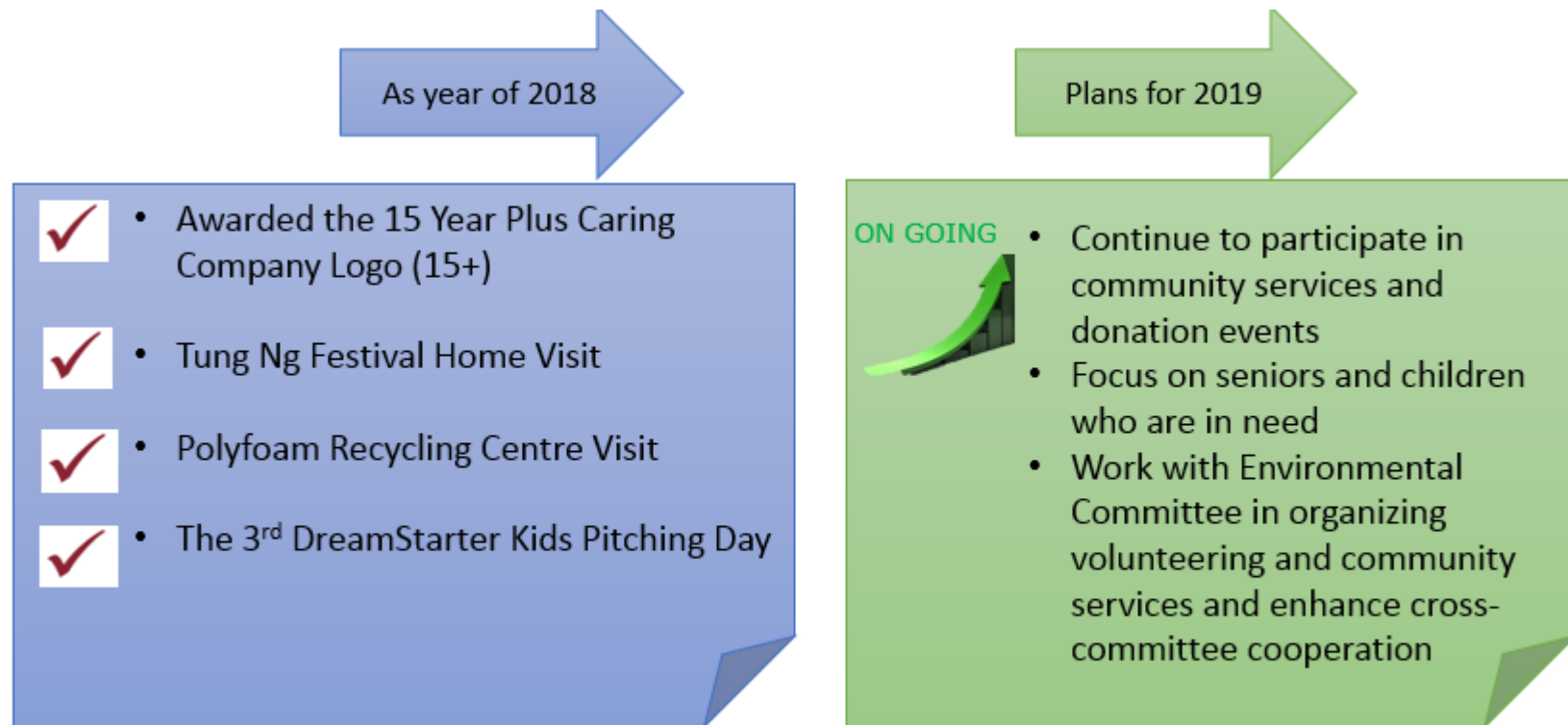


“Ramp Incident Free” Commendation Ceremony by Japan Airlines

HAS received “Ramp Incident Free” commendation from Japan Airlines for the 10th consecutive year. This award recognizes our colleague’s determination to achieve an incident free ramp operation.

COMMUNITY

HAS is committed to adopting corporate social responsibilities, and serving the community through our volunteer team, HAS Dynamic, and participating in various fund-raising programmes organized by NGO.



HAS Dynamic Volunteer Team



HAS Dynamic
Volunteer Services

Our HAS Dynamic Volunteer Team was formed in 2002. Staff volunteers dedicated their leisure time to help the needy in the community.

Caring Company 15+Years

In recognition of our continuous commitment in Caring for the Community, Caring for the Employees and Caring for the Environment, the Hong Kong Council of Social Service (HKCSS) awarded us the 15years+ Caring Company logo.



Community Engagement

The 3rd DreamStarter Kids Pitching Day

DreamStarter is an initiative that encourages primary school students to pursue their dreams. Students are encouraged to come up with original and creative ideas and work on them throughout the school year.

The 3rd DreamStarter Kids Pitching Day was held on 9 & 10 Nov 2018. During the event, students presented their dreams and their implementation plans in groups to the public to gain support through crowdsourcing and crowdfunding.



Tuen Ng Festival Home Visit



Tuen Ng Festival Home Visit was organized on 2 Jun 2018 with Sik Sik Yuen Ho Kin District Community Centre. HAS Dynamic volunteers shared their love to visit the elderly home and celebrate the festival.

Deliver Our Care Through Donations

Book for LOVE 2018

153 brand new and second-hand books (from staff) were donated to charity bazaar via Swire Properties.



Skip Lunch Day 2018

The Community Chest of Hong Kong provides integrated welfare services to support the underprivileged in Hong Kong. The Community Chest organized a “Skip Lunch Day” on 16 Mar 18 to raise fund to support the street sleepers, residents in cage homes and cubicles. Staff were invited to donate \$35 or above to receive a skip lunch coupon. Total 96 coupons were sold and the donation was sent to the Community Chest of Hong Kong.

Community Chest Green Day 2018

The Community Chest of Hong Kong organized “The Community Chest Green day” on 20 Jul 18 to benefit the medical and health services which were supported by The Community Chest. Staff were invited to donate \$75 or above to receive a Community Chest Green Day Commemorative Ticket for 2 days of unlimited travel on MTR on 26 & 27 Aug 18. Donation was collected and passed to the Community Chest.

Mid-Autumn Festival 2018

Mid-Autumn Festival Home Visit was organized by Yang Memorial Methodist Social Service on 15 Sep 18. Staff were invited to give donation for preparing the “Mooncake gift pack” to the elderly. Total \$2,950 donation was collected to this activity.

Mooncakes Donation 2018

HAS Community and Environmental Committees cooperated and continued to support Project Green Moon and Mooncake Sharing Programme organized by Swire Properties & Maxim’s Group. Total of 240 pieces of mooncake were donated to Hong Kong Salvation Army and 324 pieces of mooncake were donated to Food Angel via by Swire Resources.

Apart from mooncake donations, a total of 137 mooncake boxes were collected from staff members and delivered to Swire Properties for recycling. All the proceeds were donated to the Salvation Army to share our care for the people in need, including members of elderly homes and centres, the disabled, the low-income families and the homeless.



Dress Casual Day 2018

To show our care for underprivileged families and to raise fund for the needy, we participated in the Dress Casual Day organised by the Community Chest of Hong Kong.

Love Teeth Day 2018

Jointly organized by the Community Chest of Hong Kong, the Hong Kong Dental Association and Oral Health Education Unit of the Department of Health, the Love Teeth Day event aimed to increase awareness of tooth health whilst showing care to those in need. A total over \$3000 donation was raised from staff.



SUSTAINABILITY PERFORMANCE INDICATORS SUMMARY 2018

ENVIRONMENTAL PERFORMANCE	Unit	2017	2018	SOCIAL PERFORMANCE	Unit	2017	2018
Energy Consumption				Total workforce			
<i>Direct Energy Consumption by type</i>				<i>By Type of Employment</i>			
Mobile - Diesel	GJ	114509.73	118442.91	Total Permanent Employees	number	3095.00	2608.00
Mobile - Unleaded Petroleum	GJ	5678.43	5683.82	Fixed Term and Temporary Contract Employees	number	76.00	154.00
<i>Fugitive Consumption by type</i>				Total Hours Worked	thousand hours	8351.00	58076.00
Refrigerant HFC-134A	Tonnes	0.31	0.29	Total Employees			
<i>Indirect Energy Consumption by type</i>					number	3171.00	2762.00
Purchased Electricity (1)	GJ	10183.52	10034.34	<i>By Gender</i>			
Total Energy Consumption				Male Staff	number	2458.00	2375.00
	GJ	130371.68	134161.07	Female Staff	number	713.00	387.00
Greenhouse Gas (GHG) Emissions				<i>By Age Group (in %)</i>			
Direct Carbon Dioxide Emissions (Scope 1)	Tonnes	9301.58	9620.07	Under 30 years old	number	847.00	442.00
Indirect Carbon Dioxide Emissions (Scope 2)	Tonnes	1528.00	1505.15	30 and under 50 years old	number	1322.00	1353.00
Other Carbon Dioxide Emissions (Scope 3)	Tonnes	11.20	16.33	50 and over years old	number	1002.00	967.00
Total GHG Consumption (Scope 1, 2 & 3)							
	Tonnes	10840.78	11141.55	Occupational Health & Safety			
Total GHG Emission Intensity				Total Fatalities	number	0.00	0.00
Carbon intensity	kg CO2e / ATM	60.26	58.09	Lost Time Injuries	number	113.00	68.00
Water Consumption				Lost Days due to Injuries	days	17171.00	10618.00
Total Municipal Water Consumption	m3	16047.58	16632.00	Lost Time Injury Rate (3)		2.71	1.77
Total Water Discharged *	m3	16047.58	16632.00	Lost Day Rate (4)		411.00	276.00
Waste Management				Training and Education			
<i>Disposal Materials</i>				Average Hours of Training per Employee	No. of hours	67.41	75.61
Industrial / Commercial Waste / General Refuse	kg	48162.40	43392.80	Executive – Top/Senior Management	No. of hours	10.71	9.17
Total Waste to Landfill	kg	48162.40	43392.80	Executive – Middle/Junior Management & Supervisory	No. of hours	28.37	32.68
Recycled Materials				Non-executive – Customer Facing Staff	No. of hours	172.71	338.32
Paper recycled	kg	47798.00	34531.00	Non-executive – Non-customer Facing Staff	No. of hours	55.95	67.09
Plastic recycled	kg	1451.80	1271.00	Convicted Case of Corruption	case	0.00	0.00
Aluminum recycled	kg	809.70	712.39				
Total Recycled Amount	kg	50059.50	36514.39				

Note and definition

(1): The electricity consumption in Cathay City, Cathay Dragon House and Cathay Pacific Cargo Terminal are excluded.

(2): This information is excluded due to changes in the data collection system.

(3): Lost Time Injury Rate = Total injuries / Total Hours Worked x 200,000*. (* This represents rate per 100 employees, based on 40 hours per week for 50 weeks a year.)

(4): Lost Day Rate = Total Days Lost/ Total Hours Worked x 200,000*. (*This represents rate per 100 employees, based on 40 hours per week for 50 weeks a year.)

(5): This information is excluded due to changes in the data collection system.

(*): Numbers are estimated.

GLOBAL REPORTING INITIATIVE (GRI) STANDARDS CONTENT INDEX

GENERAL STANDARD DISCLOSURES			
<u>GRI Standard Indicator</u>	<u>Title</u>	<u>Relevant section(s)</u>	<u>Remarks</u>
Organisation Profile			
GRI 102:	General Disclosures	About This Report	
102-1	Name of the organization	At A Glance: Our Business Overview	
102-2	Activities, brands, product and services	At A Glance: Our Business Overview	
102-3	Location of headquarters	At A Glance: Our Business Overview	
102-4	Location of operations	At A Glance: Our Business Overview	
102-5	Ownership and legal form	At A Glance: Our Business Overview	
102-6	Markets served	At A Glance: Our Business Overview	
102-7	Scale of the organisation	At A Glance: Our Business Overview	
102-8	Information on employees and other workers	At A Glance: Our Business Overview Our People	
102-9	Supply chain	At A Glance: Our Business Overview Business Partners	
102-10	Significant changes to the organization and its supply chain	N/A	There were no significant changes during the reporting period regarding HAS's size, structure of ownership.
102-11	Precautionary Principle or approach	Risk Management	
102-12	External initiatives	N/A	Currently we do not have any external initiatives
102-13	Membership of associations	Message from the Chief Operating Officer At A Glance: Our Business Overview	
Strategy & Analysis			
102-14	Statement from senior decision-maker	Message from the Chief Operating Officer	

Ethics & Integrity

102-16	Values, principles, standards, and norms of behaviour	Sustainability: Our Management Approach Our People	
102-18	Governance structure	Corporate Governance	
102-22	Composition of the highest governance body and its committees	Corporate Governance	
102-23	Chair of the highest governance body	Corporate Governance	
102-25	Conflicts of interest	N/A	HAS strictly abided by our Code of Conduct
102-29	Identifying and managing economic, environmental, and social impacts	Sustainable Development Policy	

Stakeholder Engagement

			Not reported - The majority of HAS employees are in Hong Kong where there is no statutory recognition of collective bargaining agreements.
102-40	List of stakeholder groups	Stakeholders Engagement	
102-41	Collective bargaining agreements	N/A	
102-42	Identifying and selecting stakeholders	Stakeholders Engagement	
102-43	Approach to stakeholder engagement	Stakeholders Engagement Business Partner	
102-44	Key topics and concerns raised	Stakeholders Engagement Business Partner	

Reporting Practice

102-45	Entities included in the consolidated financial statements	About This Report	
102-46	Defining report content and topic boundaries	About This Report	
102-47	List of material topics	About This Report	
102-48	Restatements of information	N/A	No Restatement of information from earlier reports.
102-49	Changes in reporting	About This Report	There were no significant change to topic boundaries
102-50	Reporting period	About This Report	
102-51	Date of most recent report	About This Report	
102-52	Reporting cycle	About This Report	
102-53	Contact point for questions regarding the report	About This Report Contact US	
102-54	Claims of reporting in accordance with the GRI Standards	About This Report	
102-55	GRI content index	Global Reporting Initiative (GRI) Standards Content Index	
102-56	External assurance	About This Report	

Management Approach

GRI 103:	Management Approach	
103-1	Explanation of the material topic and its boundary	About This Report
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach

ECONOMIC STANDARD SERIES			
<u>GRI Standard Indicator</u>	<u>Title</u>	<u>Relevant section(s)</u>	<u>Remarks</u>
Procurement Practices			
GRI 204: 204-1	Procurement Practices Proportion of spending on local suppliers	Business Partners	
Anti-corruption			
GRI 205:	Anti-corruption		
205-2	Communication and training about anti-corruption policies and procedures	Our People	Training about anti-corruption policies and procedures are provided to all staff during the orientation session
205-3	Confirmed incidents of corruption and action taken	Sustainability Performance Indicators Summary 2018	
Anti-competitive behaviour			
GRI 206:	Anti-competitive behavior		
206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices		There were no cases regarding anti-competitive behaviour, anti-trust and monopoly practices

ENVIRONMENTAL STANDARDS SERIES

<u>GRI Standard Indicator</u>	<u>Title</u>	<u>Relevant section(s)</u>	<u>Remarks</u>
Materials			
GRI 103:	Management Approach		About This Report Environment Occupational Health & Safety Our People Business Partners Community
103-1	Explanation of the material topic and its boundary		Business Partners Community
103-2	The management approach and its components		Message from the Chief Operating Officer Sustainability: Our Management Approach
103-3	Evaluation of the management approach		Message from the Chief Operating Officer Sustainability: Our Management Approach
301-1	Materials used by weight or volume		Business Partners
Energy			
GRI 103:	Management Approach		About This Report Environment Occupational Health & Safety Our People Business Partners Community
103-1	Explanation of the material topic and its boundary		Business Partners Community
103-2	The management approach and its components		Message from the Chief Operating Officer Sustainability: Our Management Approach
103-3	Evaluation of the management approach		Message from the Chief Operating Officer Sustainability: Our Management Approach
GRI 302:	Energy		
302-1	Energy consumption within the organisation		Environment Environment Sustainability Performance Indicators
302-3	Energy intensity		Summary 2018
302-4	Reduction of energy consumption		Environment

Water

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 303:	Water		
		Sustainability Performance Indicators Summary 2018	Municipal water supply by Water Supplies Department of HKSAR
303-1	Water withdrawal by source		

Emission

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 305:	Emission		
		Environment Sustainability Performance Indicators Summary 2018	
305-1	Direct (Scope 1) GHG emissions		
		Environment Sustainability Performance Indicators Summary 2018	
305-2	Energy indirect (Scope 2) GHG emissions		

Environment
Sustainability Performance Indicators
Summary 2018

Environment
Sustainability Performance Indicators
Summary 2018

Effluents And Waste

About This Report
Environment
Occupational Health & Safety
Our People
Business Partners
Community

Message from the Chief Operating Officer
Sustainability: Our Management Approach

Message from the Chief Operating Officer
Sustainability: Our Management Approach

HAS complied with all relevant environmental
laws and regulations

Environment
Sustainability Performance Indicators
Summary 2018

HAS complied with all relevant environmental
laws and regulations

Environmental Compliance

About This Report
Environment
Occupational Health & Safety
Our People
Business Partners
Community

Message from the Chief Operating Officer
Sustainability: Our Management Approach

Message from the Chief Operating Officer
Sustainability: Our Management Approach

103-3 Evaluation of the management approach
GRI 307: Environmental Compliance

307-1 Non-compliance with environmental laws
and regulations

N/A

HAS complied with all relevant environmental
laws and regulations

Supplier Environmental Assessment

GRI 103: Management Approach

About This Report
Environment
Occupational Health & Safety
Our People
Business Partners
Community

103-1 Explanation of the material topic and its
boundary

103-2 The management approach and its
components

Message from the Chief Operating Officer
Sustainability: Our Management Approach

103-3 Evaluation of the management approach
GRI 308: Supplier Environmental Assessment

Message from the Chief Operating Officer
Sustainability: Our Management Approach

308-1 New suppliers were screened using
environmental criteria

Business Partners

HAS strictly abided by our Supply Chain
Sustainability Code of Conduct

SOCIAL STANDARD SERIES

<u>GRI Standard Indicator</u>	<u>Title</u>	<u>Relevant section(s)</u>	<u>Remarks</u>
Employment			
GRI 103:	Management Approach		
		About This Report	
		Environment	
		Occupational Health & Safety	
		Our People	
103-1	Explanation of the material topic and its boundary	Business Partners	
		Community	
103-2	The management approach and its components	Message from the Chief Operating Officer	
		Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer	
		Sustainability: Our Management Approach	
GRI 401:	Employment		
401-1	New employee hires and employee turnover	Our people	
Occupational Health And Safety			
GRI 103:	Management Approach		
		About This Report	
		Environment	
		Occupational Health & Safety	
		Our People	
103-1	Explanation of the material topic and its boundary	Business Partners	
		Community	
103-2	The management approach and its components	Message from the Chief Operating Officer	
		Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer	
		Sustainability: Our Management Approach	
GRI 403:	Occupational Health And Safety		
	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities		
403-2		Occupational Health and Safety	
		Sustainability Performance Indicators	
		Summary 2018	

Training And Education

GRI 103:	Management Approach	
		About This Report Environment Occupational Health & Safety Our People Business Partners Community
103-1	Explanation of the material topic and its boundary	
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach
GRI 404:	Training And Education	
		Our People Sustainability Performance Indicators Summary 2018
404-1	Average hours of training per year per employee	
404-2	Programmes for upgrading employee skills and transition assistance programmes	Our People Sustainability Performance Indicators Summary 2018

Diversity And Equal Opportunity

GRI 103:	Management Approach	
		About This Report Environment Occupational Health & Safety Our People Business Partners Community
103-1	Explanation of the material topic and its boundary	
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach
GRI 405:	Diversity and Equal Opportunity	
		Our People Sustainability Performance Indicators Summary 2018
405-1	Diversity of governance bodies and employees	

Non-discrimination

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 406:	Non-Discrimination		
406-1	Incidents of discrimination and corrective actions taken	N/A	No incident of discrimination during the reporting year

Child Labour

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 408:	Child Labour		
408-1	Operations and suppliers at significant risk for incidents of child labour	N/A	HAS complied with all relevant laws and regulations

Forced Or Compulsory labour

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 409:	Forced Or Compulsory Labour		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	N/A	HAS complied with all relevant laws and regulations

Local Communities

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 413:	Local Communities		
413-1	Operations with local community engagement, impact assessments and development programs	Community	

Supplier Social Assessment

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 414:	Supplier Social Assessment		
414-1	New suppliers that were screened using social criteria	N/A	HAS strictly abided by our Supply Chain Sustainability Code of Conduct

Customer Health And Safety

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 416:	Customer Health And Safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	N/A	No incident of concerning the health and safety impacts of products and services during the reporting year.

Marketing And Labelling

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 417:	Marketing And Labelling		
417-2	Incidents of non-compliance concerning product and service information and labelling	N/A	No incident of concerning the health and safety impacts of products and services during the reporting year.
417-3	Incidents of non-compliance concerning marketing communications	N/A	No incident of concerning the health and safety impacts of products and services during the reporting year.

Socioeconomic Compliance

GRI 103:	Management Approach		
		About This Report Environment Occupational Health & Safety Our People Business Partners Community	
103-1	Explanation of the material topic and its boundary		
103-2	The management approach and its components	Message from the Chief Operating Officer Sustainability: Our Management Approach	
103-3	Evaluation of the management approach	Message from the Chief Operating Officer Sustainability: Our Management Approach	
GRI 419:	Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic	N/A	No incident of concerning the health and safety impacts of products and services during the reporting year.

CONTACT US

HAS welcome feedback and suggestions about our Sustainable Development Report and performance. Should you have any comments or questions about our report, please contact us:

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