



HAW PAR CORPORATION LIMITED

SUSTAINABILITY REPORT 2019

(Performance Report)

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1. READER'S GUIDE

1.1 About Haw Par Corporation Limited

Haw Par Corporation Limited (the “Company”, together with its subsidiaries, the “Group”) is a multinational group which has been listed on the Singapore Exchange since 1969. The Haw Par Group is an enterprise with a strong consumer healthcare business with a range of healthcare products promoting a healthy lifestyle. The largest contributor to the healthcare business comes from our brand Tiger Balm. With a wide range of products available in over 100 countries, Tiger Balm is arguably the world’s leading and most versatile topical analgesic brand. Besides the consumer healthcare business, the Group also engages in the leisure business and holds significant investments in securities and properties.

1.2 Report Scope

Our approach and governance for sustainability are set out on our company website: www.hawpar.com/sustainability

The Sustainability Report 2019 continues to outline our practices with a focus on performance data and commentary of our material Environmental, Social and Governance (“ESG”) issues from 1 January 2019 till 31 December 2019 (“2019”). We have maintained focusing our third report on our Healthcare business, which contributes 92% of our revenue and 62% of total revenue and other income. Information and data relate mainly to our operations in Singapore where we are headquartered. In addition, we have also provided qualitative information on our largest asset segment, Investment.

1.3 Methodology

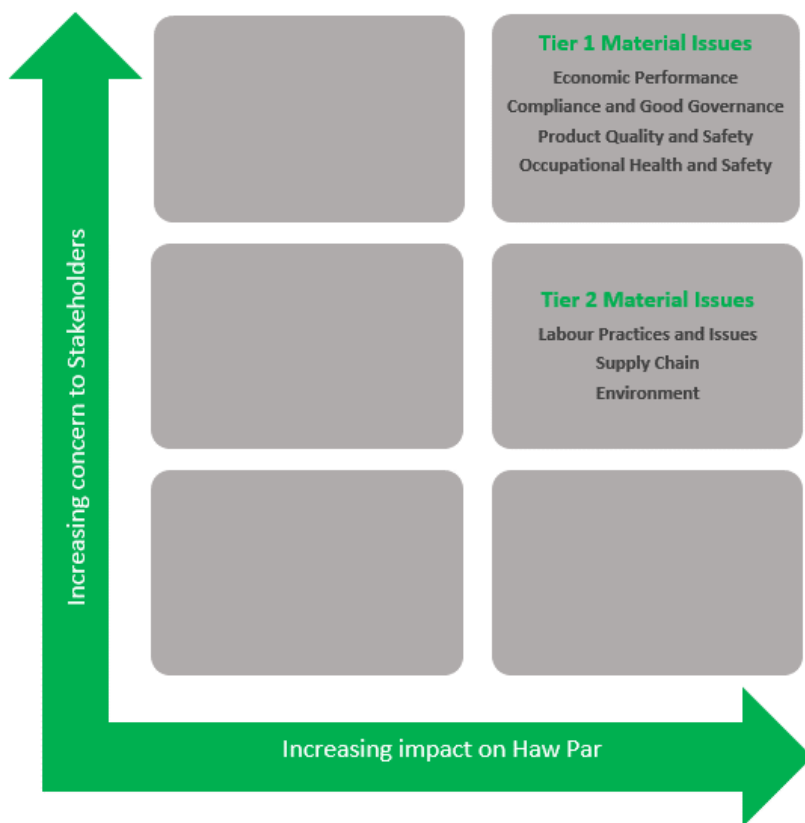
This report has been produced in accordance with the Global Reporting Initiative (GRI) Standards: Core option. In this GRI report, we focus on the key material issues for our business. The GRI Content Index can be found on page 9. The Sustainability Report is published annually as part of our Report to Shareholders and is available on our website.

Our Sustainability Report 2019 has not been externally assured. We welcome feedback from our stakeholders on this report at sustainability@hawpar.com

2. BOARD STATEMENT

The Sustainability Steering Committee (SSC) consisting of senior management and led by the CEO champions sustainability efforts and priorities at the Group. The SSC reports to the Board, which has specifically considered sustainability issues as part of its strategic formulation, and has determined the ESG factors identified as material to the business of the Group. The Board oversees the management and monitoring of these ESG factors.

The material ESG factors that are the focus in the Sustainability Reporting of the Group are prioritised in the chart on the next page. For FY2019, Environment has been added as a Tier 2 ESG factor whereby data on energy and water consumption are disclosed.



3. ESG SUSTAINABILITY REVIEW

| Focus | Objective / Targets | Policies, Performance and Practices | | | | | |
|-------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------|-------------|-------------|-------------|-------------|
| Tier 1 Material Issues | | | | | | | |
| Economic Performance | To ensure the Group is in good financial health and is poised for sustainable generation of shareholder value. | in SGD '000 | 2015 | 2016 | 2017 | 2018 | 2019 |
| | | Direct Economic Value Generated: Revenues | 273,161 | 266,654 | 288,348 | 345,781 | 360,453 |
| | | Economic Value Distributed * | 185,404 | 232,363 | 210,322 | 225,774 | 434,017 |
| | | Operating costs * | 99,558 | 102,139 | 120,606 | 118,949 | 127,993 |
| | | Employee wages and benefits | 28,185 | 29,528 | 28,784 | 33,667 | 35,048 |
| | | Payments to providers of capital | 43,822 | 85,505 | 43,993 | 55,180 | 254,219 |
| | | Payments to government | 13,660 | 15,005 | 16,761 | 17,780 | 16,563 |
| | | Community investments | 179 | 186 | 178 | 198 | 194 |

| | | | | | | | | |
|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------|----------|--------|---------|----------|
| | | <table border="1" data-bbox="560 192 1369 282"> <tr> <td data-bbox="560 192 791 282">Economic Value Retained *</td> <td data-bbox="791 192 906 282">87,757</td> <td data-bbox="906 192 1021 282">34,291</td> <td data-bbox="1021 192 1136 282">78,026</td> <td data-bbox="1136 192 1251 282">120,007</td> <td data-bbox="1251 192 1369 282">(73,564)</td> </tr> </table> <p data-bbox="560 293 1401 342">* 2015 to 2017 figures have been restated due to change in measurement basis for investment properties following the adoption of Singapore Financial Reporting Standards (International).</p> <ul data-bbox="560 371 1401 645" style="list-style-type: none"> • We paid out 142% of our full year earnings as dividend (including special dividend) to mark the company's 50th anniversary in 2019. • Haw Par received the following awards in 2019: <ul data-bbox="592 461 1401 551" style="list-style-type: none"> ○ Distinguished Member of “Singapore’s Fastest Growing Companies 2019” – a ranking carried out by The Straits Times and Statista ○ The Edge Billion Dollar Club Award (Multi-Industry) for 2019 • Continual brand investment across all markets. • Continual product development for targeted markets. • Exercise due care and discipline in investment and expenditures. | Economic Value Retained * | 87,757 | 34,291 | 78,026 | 120,007 | (73,564) |
| Economic Value Retained * | 87,757 | 34,291 | 78,026 | 120,007 | (73,564) | | | |
| <p data-bbox="162 656 288 745">Compliance and Good Governance</p> | <p data-bbox="347 656 533 891">To have an effective, transparent and robust governing platform that ensures long-term values are always in check.</p> <p data-bbox="347 936 533 965"><u>Target/s for 2020</u></p> <p data-bbox="347 976 533 1115">Disclosure on maintaining a record of business practices free of corruption</p> | <ul data-bbox="560 656 1401 1402" style="list-style-type: none"> • High standard of corporate governance which promotes clarity and accountability. • Internal audit of different business units and functions carried out throughout the year. • Risk management review carried out quarterly. • Internal Audit reports independently to the Audit and Risk Committee. • Sustainability Steering Committee comprising senior representatives from different business units and functions, including Internal Audit, addresses sustainability issues concerning the Group. • Code of conduct undertaken by every employee. • Strong ethical stance on anti-corruption and preference to work with organisations that have a strong corporate governance structure. • Haw Par’s anti-corruption policies have been communicated to staff and governance body members. • Abide by the laws and resolutions of every country in which we operate. • Being part of the corporate governance process of the target company is a pre-requisite for direct investment. • Whistle-blowing policy in place to address issues worthy of attention in confidence. • We did not incur any monetary fines or sanctions for any non-compliance with operational regulatory requirements or environmental conditions of our operations in 2019. • We did not incur any significant fines for non-compliance with laws and regulations concerning the provision and use of products and services in 2019. • We maintained a record of business practices free of corruption in 2019. • Haw Par received the SIAS Most Transparent Company Award (Consumer Staples) in 2019. | | | | | | |
| <p data-bbox="162 1424 320 1480">Product Quality and Safety</p> | <p data-bbox="347 1424 533 1682">To ensure that safety is never compromised in any part of our value chain as any repercussion can bring harm to the long-term value of Haw Par.</p> <p data-bbox="347 1727 533 1756"><u>Target/s for 2020</u></p> <p data-bbox="347 1767 533 1906">Disclosure on any product recall arising from quality or safety failure</p> | <ul data-bbox="560 1424 1401 2018" style="list-style-type: none"> • Customer health and safety is a strong value that cannot be compromised at Haw Par. • Keeping abreast with development via regular communication with stakeholders such as regulatory bodies, marketing authorisation holders, distributors, suppliers and consumers is part of ensuring a high standard of Product Quality and Safety is maintained. • Standards maintained with the need to maintain valid GMP certification of our production premises. • ISO 9001 Quality Management System which is global in scope entails critical review of management, manufacturing, marketing and distribution processes. • Periodic customer satisfaction survey and feedback also help keep quality and safety in check. • KPIs are developed and collection of relevant data to monitor the achievement of these objectives are carried out routinely. • Every aspect of the value chain from procurement and inspection of raw materials to shipment of finished goods goes through stages of check in accordance with stringent GMP and QMS processes. • In the three years to 2019, there were no incidents of non-compliance concerning product and labelling. • There were no incidents of any product recall arising from quality or safety failure. | | | | | | |

| <p>Occupational Health and Safety</p> | <p>To ensure that Haw Par's manufacturing unit remains free from risk to employees, or any other persons on our premises.</p> <p><u>Target/s for 2020</u> Disclosure on rate of recordable work-related injuries</p> | <ul style="list-style-type: none"> • Commitment to the safety of our people and of those we work with. • Our Quality, Environmental, Health and Safety (QEHS) Policy outlines that we provide suitable training, instructions and information about work procedures such that workers can carry out their jobs effectively. • Annual review of safety practices and performance. • In the collective agreement, Haw Par Healthcare and the union agreed to co-operate and undertake to work together on workplace safety. Internally, Haw Par has established a safety committee and the Union is able to provide feedback to the committee directly. Monthly meetings are held by the safety committee. <p>No. of Haw Par Healthcare employees in the safety committee 2019: 11 2018: 11 2017: 8</p> <ul style="list-style-type: none"> • Regular sessions to remind employees of safety practices were conducted by supervisors, executives and safety committee members. Subject matter included proper usage of equipment, types and uses of issued safety personal items, fire and safety practices and other safety concerns arising from observations of daily walkabouts. • Work-related injuries <table border="1" data-bbox="560 808 1358 987"> <thead> <tr> <th></th> <th>2019</th> <th>2018</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td>Recordable work-related injuries+ No. of Injuries</td> <td>4</td> <td>4</td> <td>5</td> </tr> <tr> <td>Fatalities as a result of work-related injury No. of fatalities</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p><i>+The work-injury incidents were reported to the Singapore Ministry of Manpower (MOM). None of the injuries were permanent and there was no further action from MOM. All cases considered closed.</i></p> <ul style="list-style-type: none"> • In the three years to 2019, there were no workers with high risk of diseases related to their occupation. | | 2019 | 2018 | 2017 | Recordable work-related injuries+ No. of Injuries | 4 | 4 | 5 | Fatalities as a result of work-related injury No. of fatalities | 0 | 0 | 0 |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|------|------|-------------------------------------------------------------|---|---|---|---------------------------------------------------------------------------|---|---|---|
| | 2019 | 2018 | 2017 | | | | | | | | | | | |
| Recordable work-related injuries+ No. of Injuries | 4 | 4 | 5 | | | | | | | | | | | |
| Fatalities as a result of work-related injury No. of fatalities | 0 | 0 | 0 | | | | | | | | | | | |

Tier 2 Material Issues

| <p>Labour Practices and Issues</p> | <p>To identify employees' work motivation (including work-life balance) and the conditions in the environment supporting such motivation in order to make further improvements.</p> <p><u>Target/s for 2020</u> Disclosure on number of training hours per employee by gender</p> | <ul style="list-style-type: none"> • Employee at Haw Par Healthcare Singapore – Breakdown by Employment Contract and by Gender. <table border="1" data-bbox="560 1301 1078 1487"> <thead> <tr> <th>Gender</th> <th>Permanent</th> <th>Contract / Temp</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>204</td> <td>0</td> <td>204</td> </tr> <tr> <td>Female</td> <td>183</td> <td>28</td> <td>211</td> </tr> <tr> <td>Total</td> <td>387</td> <td>28</td> <td>415</td> </tr> </tbody> </table> <p>We do not have part-time employees.</p> <ul style="list-style-type: none"> • Employee satisfaction and development are key success factors. • We are supportive of working parents, and family care leave is available to our employees. • Our local practices are in our Employee Handbook, which is readily available in Haw Par's intranet. • Statistics and trends that warrant attention are monitored for appropriate measures. • Training budgets are allocated to ensure continual talent development. • In 2019 our employees each received an average of 2.35 training hours. • Percentage of employees at the manufacturing division of Haw Par Healthcare Singapore covered by a collective bargaining agreement: <table border="1" data-bbox="560 1877 959 1944"> <thead> <tr> <th>2019</th> <th>2018</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td>69%</td> <td>68%</td> <td>68%</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Whistle-blowing policy in place to address issues worthy of attention in confidence. | Gender | Permanent | Contract / Temp | Total | Male | 204 | 0 | 204 | Female | 183 | 28 | 211 | Total | 387 | 28 | 415 | 2019 | 2018 | 2017 | 69% | 68% | 68% |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------|-----------------|-------|------|-----|---|-----|--------|-----|----|-----|-------|-----|----|-----|------|------|------|-----|-----|-----|
| Gender | Permanent | Contract / Temp | Total | | | | | | | | | | | | | | | | | | | | | |
| Male | 204 | 0 | 204 | | | | | | | | | | | | | | | | | | | | | |
| Female | 183 | 28 | 211 | | | | | | | | | | | | | | | | | | | | | |
| Total | 387 | 28 | 415 | | | | | | | | | | | | | | | | | | | | | |
| 2019 | 2018 | 2017 | | | | | | | | | | | | | | | | | | | | | | |
| 69% | 68% | 68% | | | | | | | | | | | | | | | | | | | | | | |

| <p>Supply Chain</p> | <p>To guide and encourage corporate social responsibility across our supply chain.</p> <p><u>Target/s for 2020</u> Disclosure on percentage of new suppliers that were screened for compliance with local labour law</p> | <ul style="list-style-type: none"> • Committed to an ethical and accountable procurement process that maintains integrity and fairness. • Supplier Code of Conduct aims to integrate our sustainability principles across our supply chain, and aims to positively influence the environmental, social and governance performance of our suppliers. • A vendor assessment is carried out for all contract manufacturers and suppliers based on product specifications and defined criteria. • Products are tested by qualified and competent laboratories. • Once our key suppliers meet Haw Par's quality standards and regulatory requirements such as GMP certification for drug licence or ISO, they are subject to Haw Par audits. • We continually engage critical suppliers to remain updated on approved supplies of raw materials (our largest suppliers are in Asia). • In line with Haw Par's policy, supplier audits are scheduled every three years for our key suppliers. • In 2019, more than 90% of our new suppliers were screened for compliance with local labour law. • Authorities of a few countries like China and the U.S. such as the Food and Drug Administration (FDA) visited and audited our raw material suppliers. | | | | | | | | | | | | |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------|---------------------------------------------------------------------|-----|--------------------------------------------------------------------------------|---------|------------------------------------------------------------|------|-----------------------------|-----|-------------------------------|-----|
| <p>Environment</p> | <p>To minimise our environmental footprint through efficient use of resources.</p> <p><u>Target/s for 2020</u> Disclosure on Greenhouse Gas (GHG) Emissions</p> | <ul style="list-style-type: none"> • Committed to operating in an environmentally responsible and sustainable manner for the health of our communities and planet. • We monitor, manage and optimise use of resources in our operations to minimise impact on environment. • We continually develop and improve our systems and processes to enhance environmental sustainability in our operations. • We comply with all relevant environmental legislation in all countries in which we operate. <table border="1" data-bbox="560 1059 1091 1361"> <thead> <tr> <th></th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Incidents of non-compliance with environmental laws and regulations</td> <td>Nil</td> </tr> <tr> <td>Energy consumption within the Organisation (MWh) Purchased Grid Electricity</td> <td>3,875.7</td> </tr> <tr> <td>Water withdrawal from third-party water source (megalitre)</td> <td>11.7</td> </tr> <tr> <td>Water discharge (megalitre)</td> <td>8.1</td> </tr> <tr> <td>Water consumption (megalitre)</td> <td>3.6</td> </tr> </tbody> </table> | | 2019 | Incidents of non-compliance with environmental laws and regulations | Nil | Energy consumption within the Organisation (MWh) Purchased Grid Electricity | 3,875.7 | Water withdrawal from third-party water source (megalitre) | 11.7 | Water discharge (megalitre) | 8.1 | Water consumption (megalitre) | 3.6 |
| | 2019 | | | | | | | | | | | | | |
| Incidents of non-compliance with environmental laws and regulations | Nil | | | | | | | | | | | | | |
| Energy consumption within the Organisation (MWh) Purchased Grid Electricity | 3,875.7 | | | | | | | | | | | | | |
| Water withdrawal from third-party water source (megalitre) | 11.7 | | | | | | | | | | | | | |
| Water discharge (megalitre) | 8.1 | | | | | | | | | | | | | |
| Water consumption (megalitre) | 3.6 | | | | | | | | | | | | | |

4. CONTRIBUTIONS TO UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Delivering health and wellness to communities in which we operate is the focus of our initiatives to contribute to the society. In 2019, we continued with our heritage of providing Tiger Balm products to those in need.

We believe that no one should be constrained from leading an active life, and sport is a force for wellbeing and empowerment. Since 2015, Haw Par has been supporting athletes from Singapore Disability Sports Council (SDSC). Going beyond sponsorship of broad based competitions, Haw Par provides a Sports Bursary to help financially-marginalised athletes to sustain their sports development, enabling more to live healthier and active lives. In 2019, Haw Par sponsored the Singapore Disability Sports Awards to recognise the achievements of the athletes and the community behind them.

We recognise that healthy communities do largely depend on a healthy planet, which is in turn dependent on healthy ecosystems with rich biodiversity. Haw Par is a supporter of the United Nations Decade on Biodiversity 2011-2020 and our Blue Mission at Underwater World Pattaya aims to inspire, educate, conserve. As the tiger and leopard, listed among the most endangered species on Earth, are the namesakes of Haw Par and our company founders, we have been sponsoring the Malayan Tiger Exhibit and the Leopard Exhibit at the Night Safari and the Singapore Zoo since 1995 and 1986 respectively.

The United Nations adopted 17 Sustainable Development Goals in 2015 to achieve sustainable development for all by 2030. Haw Par contributes to five of the goals.



People and the Community 2019 highlights



Haw Par Corporation commemorated its 50th Anniversary through giving back. Over 400 staff participated in Haw Par's charity projects to spread cheer.

Row 1: Grandparents' Day Outreach

Haw Par organised visits to 20 nursing homes in Singapore. Staff befriended the seniors, played games with them and presented gifts of Tiger Balm to them in honour of their contributions to the society.

Row 2: Supporting Special-Needs Athletes

At the Haw Par Para Sports Bursary Award Ceremony and the Haw Par National Youth Championships sponsored by Haw Par and organised by Singapore Disability Sports Council (SDSC), Staff turned out in force to cheer the special-needs athletes on. With Haw Par's support, the Boccia community has grown and the level of play of Boccia athletes continues to improve. (left) GOH Mr Desmond Lee, Minister for Social and Family Development, Mr Tarn Sien Hao, Group General Manager of Haw Par, and SDSC President Kevin Wong presenting the Haw Par Para Sports Bursary Award to a recipient.

Row 3: Building an Inclusive Society

The Singapore Disability Sports Awards sponsored by Haw Par Corporation and organised by SDSC were presented by GOH Grace Fu, Minister for Culture, Community & Youth, and Mr A K Han, Executive Director of Haw Par Corporation, to the athletes, coaches, and volunteer groups who helped build our inclusive society through expanding sporting opportunities for all.

5. GRI CONTENT INDEX

| GRI Standard | Disclosure Title | Page Reference |
|----------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General Disclosures | | |
| 102-1 | Name of the organisation | Reader's Guide, pg. 2 |
| 102-2 | Activities, brands, products, and services | Reader's Guide, pg. 2 |
| 102-3 | Location of headquarters | Reader's Guide, pg. 2 |
| 102-4 | Location of operations | Reader's Guide, pg. 2 |
| 102-5 | Ownership and legal form | Reader's Guide, pg. 2 |
| 102-6 | Markets served | Reader's Guide, pg. 2 Annual Report, Tiger Balm – A Global Player, pg. 20 |
| 102-7 | Scale of the organisation | Reader's Guide, pg. 2 |
| 102-8 | Information on employees and other workers | ESG Sustainability Review, Labour Practices and Issues, pg. 5 |
| 102-9 | Supply chain | ESG Sustainability Review, Supply Chain, pg. 6 Annual Report, Tiger Balm Global Presence, pg. 20 |
| 102-10 | Significant changes to the organisation and its supply chain | There were no significant changes to our supply chain in 2019. |
| 102-11 | Precautionary Principle or approach | CEO Statement, Company Website: www.hawpar.com/sustainability |
| 102-12 | External initiatives | We did not subscribe to or endorse any external initiatives in 2019. |
| 102-13 | Membership of associations | We do not have memberships that are strategic or beyond routine dues in 2019. |
| 102-14 | Statement from senior decision-maker | Board Statement, pg. 2 CEO Statement, Company Website: www.hawpar.com/sustainability |
| 102-15 | Key impacts, risks, and opportunities | CEO Statement, Company Website: www.hawpar.com/sustainability |
| 102-16 | Values, principles, standards, and norms of behaviour | Annual Report, Corporate Governance Report, pg. 34 |
| 102-18 | Governance structure | ESG Sustainability Review, Compliance and Good Governance, pg. 4 |
| 102-40 | List of stakeholder groups | Stakeholder Engagements, Company Website: www.hawpar.com/sustainability |
| 102-41 | Collective bargaining agreements | ESG Sustainability Review, Labour Practices and Issues, pg. 5 |
| 102-42 | Identifying and selecting stakeholders | Stakeholder Engagements Annual Report, Corporate Governance Report, pg. 34 Company Website: www.hawpar.com/sustainability |

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|--------|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 102-43 | Approach to stakeholder engagement | Stakeholder Engagements Annual Report, Corporate Governance Report, pg. 34 Company Website: www.hawpar.com/sustainability |
| 102-44 | Key topics and concerns raised | Stakeholder Engagements, Company Website: www.hawpar.com/sustainability |
| 102-45 | Entities included in the consolidated financial statements | Reader's Guide, pg. 2 Annual Report, Notes to the Financial Statements, Note 16, pg. 101 |
| 102-46 | Defining report content and topic boundaries | Reader's Guide, Board Statement, pg. 2 Our Approach, Company Website: www.hawpar.com/sustainability |
| 102-47 | List of material topics | Reader's Guide, Board Statement, pg. 2 |
| 102-48 | Restatements of information | Annual Report, Notes to the Financial Statement, Note 2(b), pg. 72 |
| 102-49 | Changes in reporting | Annual Report, Notes to the Financial Statements, Note 2(a), pg. 70 |
| 102-50 | Reporting period | Reader's Guide, pg. 2 |
| 102-51 | Date of most recent report | Financial Year 2018 (1 January 2018 to 31 December 2018) |
| 102-52 | Reporting cycle | Reader's Guide, pg. 2 |
| 102-53 | Contact point for questions regarding the report | Reader's Guide, pg. 2 |
| 102-54 | Claims of reporting in accordance with the GRI Standards | Reader's Guide, pg. 2 |
| 102-55 | GRI content index | GRI Content Index, pg. 9 - 12 |
| 102-56 | External assurance | Reader's Guide, pg. 2 |

Material Topics

Economic Performance

| | | |
|-------|----------------------------------------------------|----------------------------------------------------------------------------------------------------|
| 103-1 | Explanation of the material topic and its Boundary | ESG Sustainability Review, Economic Performance, pg. 3 |
| 103-2 | The management approach and its components | ESG Sustainability Review, Economic Performance, pg. 3 Annual Report, Operations Review, pg. 18 |
| 103-3 | Evaluation of the management approach | ESG Sustainability Review, Economic Performance, pg. 3 Annual Report, Operations Review, pg. 18 |
| 201-1 | Direct economic value generated and distributed | ESG Sustainability Review, Economic Performance, pg. 3 |

Compliance and Good Governance (Including Anti-Corruption and Fair Operating Practices)

| | | |
|-------|----------------------------------------------------|------------------------------------------------------------------|
| 103-1 | Explanation of the material topic and its Boundary | ESG Sustainability Review, Compliance and Good Governance, pg. 4 |
| 103-2 | The management approach and its components | ESG Sustainability Review, Compliance and Good Governance, pg. 4 |

| | | |
|-------|--------------------------------------------------------------------------|------------------------------------------------------------------|
| 103-3 | Evaluation of the management approach | ESG Sustainability Review, Compliance and Good Governance, pg. 4 |
| 205-2 | Communication and training about anti-corruption policies and procedures | ESG Sustainability Review, Compliance and Good Governance, pg. 4 |
| 205-3 | Confirmed incidents of corruption and actions taken | ESG Sustainability Review, Compliance and Good Governance, pg. 4 |
| 419-1 | Non-compliance with laws and regulations in the social and economic area | ESG Sustainability Review, Compliance and Good Governance, pg. 4 |

Product Quality and Safety

| | | |
|-------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| 103-1 | Explanation of the material topic and its Boundary | ESG Sustainability Review, Product Quality and Safety, pg. 4 |
| 103-2 | The management approach and its components | ESG Sustainability Review, Product Quality and Safety, pg. 4 ESG Sustainability Review, Supply Chain, pg. 6 |
| 103-3 | Evaluation of the management approach | ESG Sustainability Review, Supply Chain, pg. 6 |
| 417-2 | Incidents of non-compliance concerning product and service information and labelling | ESG Sustainability Review, Product Quality and Safety, pg. 4 |

Occupational Health and Safety

| | | |
|--------|----------------------------------------------------------------------------------------|------------------------------------------------------------------|
| 103-1 | Explanation of the material topic and its Boundary | ESG Sustainability Review, Occupational Health and Safety, pg. 5 |
| 103-2 | The management approach and its components | ESG Sustainability Review, Occupational Health and Safety, pg. 5 |
| 103-3 | Evaluation of the management approach | ESG Sustainability Review, Occupational Health and Safety, pg. 5 |
| 403-4 | Worker participation, consultation and communication on occupational health and safety | ESG Sustainability Review, Occupational Health and Safety, pg. 5 |
| 403-5 | Worker training on occupational health and safety | ESG Sustainability Review, Occupational Health and Safety, pg. 5 |
| 403-9 | Work-related injuries | ESG Sustainability Review, Occupational Health and Safety, pg. 5 |
| 403-10 | Work-related ill health | ESG Sustainability Review, Occupational Health and Safety, pg. 5 |

Labour Practices & Issues

| | | |
|-------|----------------------------------------------------|-------------------------------------------------------------|
| 103-1 | Explanation of the material topic and its Boundary | ESG Sustainability Review, Labour Practices & Issues, pg. 5 |
| 103-2 | The management approach and its components | ESG Sustainability Review, Labour Practices & Issues, pg. 5 |
| 103-3 | Evaluation of the management approach | ESG Sustainability Review, Labour Practices & Issues, pg. 5 |

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|-------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| 404-1 | Average hours of training per year per employee by gender, and by employee category | ESG Sustainability Review, Labour Practices & Issues, pg. 5 |
| 404-3 | Percentage of employees receiving regular performance and career development reviews, by gender and by employee category | ESG Sustainability Review, Labour Practices & Issues, pg. 5 |

Supply Chain

| | | |
|-------|----------------------------------------------------------------------|------------------------------------------------|
| 103-1 | Explanation of the material topic and its Boundary | ESG Sustainability Review, Supply Chain, pg. 6 |
| 103-2 | The management approach and its components | ESG Sustainability Review, Supply Chain, pg. 6 |
| 103-3 | Evaluation of the management approach | ESG Sustainability Review, Supply Chain, pg. 6 |
| 414-1 | Percentage of new suppliers that were screened using social criteria | ESG Sustainability Review, Supply Chain, pg. 6 |

Environment (Compliance, Energy Efficiency, Water and Effluents)

| | | |
|-------|--------------------------------------------------------|-----------------------------------------------|
| 103-1 | Explanation of the material topic and its Boundary | ESG Sustainability Review, Environment, pg. 6 |
| 103-2 | The management approach and its components | ESG Sustainability Review, Environment, pg. 6 |
| 103-3 | Evaluation of the management approach | ESG Sustainability Review, Environment, pg. 6 |
| 307-1 | Non-compliance with environmental laws and regulations | ESG Sustainability Review, Environment, pg. 6 |
| 302-1 | Energy consumption within the organisation | ESG Sustainability Review, Environment, pg. 6 |
| 303-2 | Management of water discharge-related impacts | ESG Sustainability Review, Environment, pg. 6 |
| 303-3 | Water withdrawal | ESG Sustainability Review, Environment, pg. 6 |
| 303-4 | Water discharge | ESG Sustainability Review, Environment, pg. 6 |
| 303-5 | Water consumption | ESG Sustainability Review, Environment, pg. 6 |