



سيسكو
SISCO
الشركة السعودية للخدمات الصناعية
Saudi Industrial Services Company

2020 ESG REPORT



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ABOUT THIS REPORT

Welcome to Saudi Industrial Services Company (SISCO)'s inaugural Sustainability Report highlighting the company's sustainability activities, performance and progress. This report also highlights SISCO's future commitments and objectives to integrate Environment, Social and Governance (ESG) best practices across SISCO and its subsidiaries.

Reporting Period

2020

This report covers economic, social, and environmental performances and activities from 1st January 2020 to 31st December 2020. It presents our approach and commitment towards sustainable development within the region.

Reporting Standards

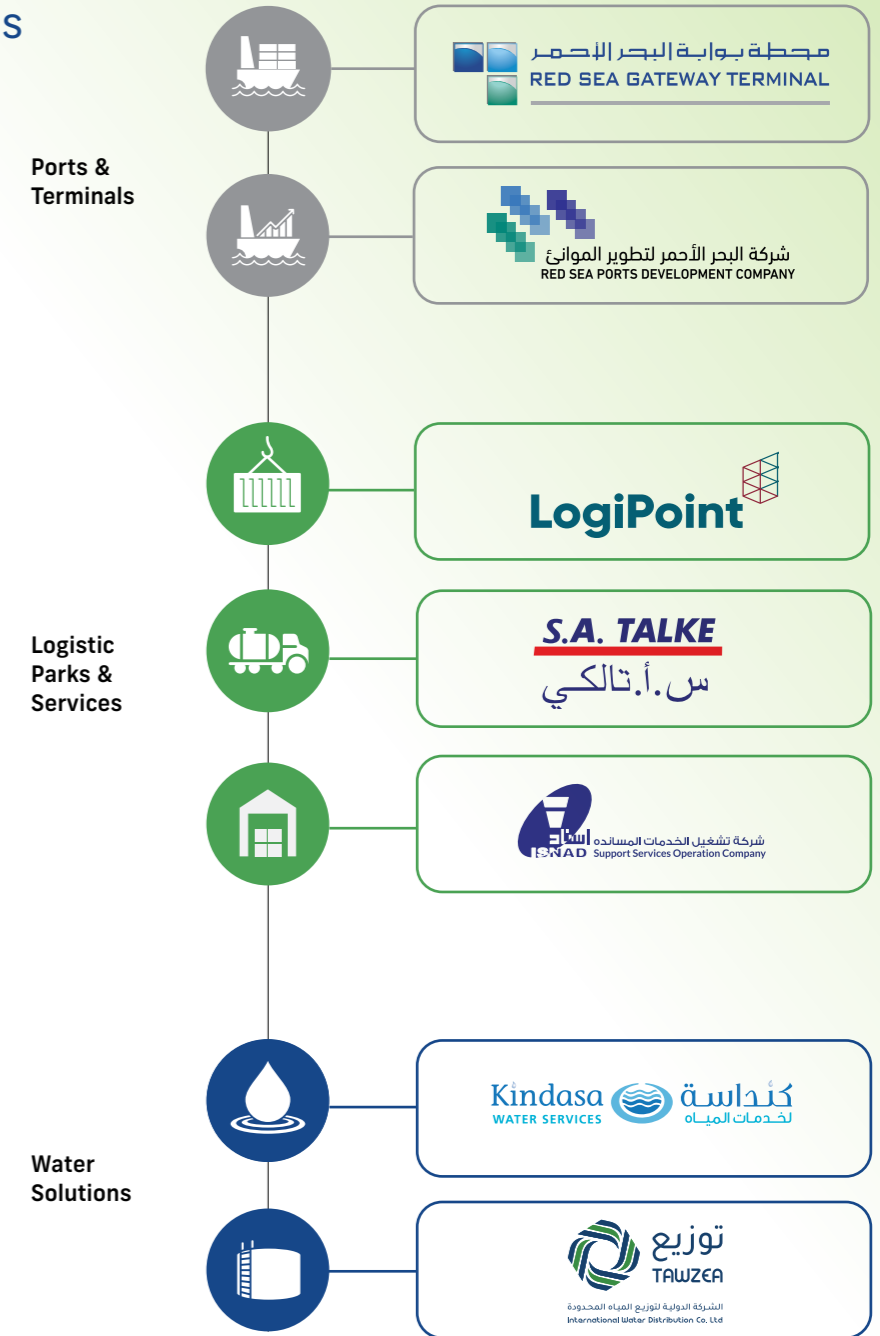


This report has been prepared in accordance with the GRI Standards: Core option. It focuses on the material sustainability issues of relevance to SISCO and its stakeholders. The GRI content index is provided in Appendix B.

Additionally, this report emphasises SISCO's key efforts and commitment towards supporting international and national standards, visions, and objectives, including the Sustainability Accounting Standards Board (SASB) Guidelines, United Nations Sustainable Development Goals (SDGs), Saudi Vision 2030 and the National Standards of Sustainability (Ministry of Commerce and Industry).

Reporting Boundaries

Our inaugural ESG Report focuses on SISCO at a holding's level including our subsidiaries.



Inquiries and Feedback

SISCO welcomes any feedback or inquiries related to this report on our email: ir@sisco.com.sa

CHAIRMAN'S MESSAGE



I am pleased to provide our first Corporate ESG Report for the year 2020. The report reflects our deep and continuous commitment towards ESG space.

Our long-term vision aims to maximize our positive economic, social and environmental impacts for both SISCO and the society at large.

In Saudi Arabia, Vision 2030 – a national sustainable development plan – lays out a transformation agenda across economic, social, environmental and governance dimensions. Globally, the UN Sustainable Development Goals (SDGs) represent a similarly ambitious sustainable development plan for the world. We are grateful that our Group and our stakeholders are aligned on this call to sustainability.

Year 2020 was a challenging year, and during these difficult times, sustainability continued to remain an integral part of our culture.

In the face of global challenge, we not only complied with local requirements but protected our employees and their families, while delivering our products and services to customers through-

out our three main business sectors. As we move ahead, we remain optimistic about the future. Sustainability will continue to be at the forefront of our operations and strategic direction.

We believe SISCO offers a rewarding and compelling long-term investment opportunity for shareholders and all potential stakeholders. We have a solid balance sheet and an impressive financial and operational track record.

In this report, we have highlighted SISCO Group's sustainability performance and achievements in 2020, which are all the more impressive considering the disruption caused by COVID-19 outbreak, SISCO seeks to contribute to society and as we move forward into 2021, we will continue to take leadership actions by supporting key sustainability initiatives .

I would like to extend my gratitude to the team for developing this report. Our sincere thanks to SISCO's shareholders for your continued support and engagement during this challenging year.

Aamer Abdullah Alireza
Chairman of the Board

SISCO AT A GLANCE

Corporate Profile

SISCO was established by a group of well-known prominent Saudi Businessmen in 1988 as a publicly joint stock company, with the aim of developing and investing nationally in industrial estate support services. SISCO was listed on Tadawul in 2003 and is considered one of the Kingdom's most prominent companies, undertaking large-scale capital investment projects, in the logistics, ports and water solutions sectors.

At SISCO, we set the benchmark of firsts: first private desalination plant in the Kingdom of

Saudi Arabia (KSA); first bonded and re-export zone in KSA; first privately built and operated container terminal in KSA. All these businesses and projects are world class, profitable and sustainable businesses adding to the Saudi Arabian economic growth and expansion.

Across the SISCO Group, we demonstrate the highest standards of effectiveness and efficiency in all aspects of business operations to acquire a leading position in the relevant markets. We are committed to operating in a work environment that achieves maximum productivity and offers robust returns for our stakeholders.

Mission

To become the partner of choice for leading public and private organisations by acting as a long-term anchor shareholder, operating, and developing key infrastructural projects in Ports & Terminals, Logistics Parks and Services and Water Solutions.

Vision

To enable the economic transformation and prosperity of the Kingdom of Saudi Arabia.

Business Sectors

SISCO has three main business sectors, namely:



Ports & Terminals

SISCO Group's port and container terminal business is a proven market leader in increasing productivity and sets a benchmark for efficient operations. Red Sea Gateway Terminal Company (RSGT) is at the forefront of our success in this segment; from inception and construction to currently ranking among the top container terminals in operational productivity internationally. Our ports sector is a prime player in supporting the Saudi Vision 2030.



Logistic Parks & Services

SISCO Group set up the first bonded and re-export zone in the Kingdom in 1999. The business has grown rapidly to include a diverse range of logistics services; developing new logistics parks and hubs to cater for increasing demand of logistics, warehousing, distribution, transportation, and value-added services.



Water Solutions

From water desalination to distribution and treatment, SISCO Group's water companies lead the way as private suppliers to the industrial sector and beyond. SISCO Group is ideally positioned as an active player to participate in the privatisation initiatives of the vision 2030.



الشركة الدولية لتوزيع المياه المحدودة International Water Distribution Co. Ltd

SUSTAINABILITY AT SISCO

A winning approach to sustainability seeks to capture financial business benefits while pushing for a positive environmental impact. Fostering a sustainable green economy is a powerful way to maintain and strengthen the Kingdom's economic, environmental, and social development, reinforcing its international competitiveness. We believe our sustainability efforts will further expand our businesses in key markets to achieve diversified and sustainable results.

For SISCO Group, sustainability means permanently creating value for all stakeholders: customers, employees, investors, business partners and society. For us, sustainability is not an isolated area where we act, but an integral and inveterate part of our corporate strategy.

Our Stakeholders

We have developed our stakeholder map which incorporates and categorises key internal and external stakeholders based on their influence on SISCO Group. We have several engagement channels to capture feedback from our stakeholders that affect or are affected by our business and operations. Their involvement directs our sustainability approach and the material issues on which we focus.

We aim to seek feedback by actively engaging with our stakeholders, to identify and understand their priorities and requirements and address potential sustainability risks and opportunities. Our key stakeholder groups are shown below, and a detailed stakeholder map can be found in the appendices.



Our Materiality Assessment

Determining the materiality of stakeholder issues is a process that involves frequent review from our internal and external stakeholders. We have identified 13 material issues which if not managed properly, could materially impact on SISCO Group. We have ranked these material issues by prioritising the topics based on significance to SISCO Group and its stakeholders.



Most Important	Very Important	Important
1 Governance, Ethics and Compliance	5 Data Privacy and Cyber Security	10 Sustainable Procurement
2 Talent Attraction, Development & Retention	6 Technology and Innovation	11 Diversity and Equality
3 Climate Change and Energy	7 Community Investment & Engagement	12 Financial Performance
4 Health & Safety	8 Environmental Management	13 Customer Experience
	9 Water and Waste management	

Our Sustainability Framework

SISCO’s sustainability framework encapsulates the essence of sustainability for the SISCO Group by identifying the key areas that need to be addressed and well-adjusted. Our sustainability framework comprises four pillars that align with SISCO Group’s corporate mission and values as well as our material issues.



Alignment with National, and International standards and guidelines

At SISCO Group, we have aligned our materiality issues with the GRI Standards, UN SDGs, SASB Guidelines, Saudi Vision 2030, and the National Standards of Sustainability (Ministry of Commerce and Industry).



2020 HIGHLIGHTS



EMPOWERING OUR PEOPLE

SISCO ACHIEVED 89% OF OVERALL PROGRESS THROUGH AN EMPLOYEE ENGAGEMENT SURVEY CARRIED OUT IN 2020.

THE RECOMMENDATIONS AND ACTIONS STEMMING FROM THE SURVEY WERE 60% ACHIEVED DURING THE SAME YEAR.



GOOD GOVERNANCE AND STRONG INTUITION

SISCO GROUP WAS ABLE TO ACHIEVE THE HIGHEST EVER REVENUE AND PROFITS THROUGH ITS SUBSIDIARIES AND INVESTEE COMPANIES IN 2020.



SUSTAINABLE ENVIRONMENT AND INFRASTRUCTURE

IN 2020, RSGT WAS PROUDLY NAMED WINNER OF THE 2020 SUSTAINABILITY AWARD AS PART OF THE 17TH ANNUAL SEATRADE MARITIME AWARDS.

RSGT WAS SELECTED IN RECOGNITION OF "EXCEPTIONAL INITIATIVE THAT SUPPORTS SUSTAINABLE MARITIME COMMERCE".

SISCO GROUP WAS SUCCESSFUL IN DECREASING ITS WASTE AND MATERIAL CONSUMPTION BY 25% IN 2020.



SUPPORTING OUR COMMUNITIES

IN 2020, WE PROUDLY INVESTED A SIGNIFICANT 406% MORE IN COMMUNITY INVESTMENTS IN KSA.

IN OUR EFFORTS TO PROMOTE LOCAL SUPPLIERS AND SMES, THE GROUP INCREASED THEIR SME SUPPLIER ENGAGEMENTS BY 10%, AND THE TOTAL LOCAL SUPPLIERS ENGAGED INCREASED BY 18% THROUGHOUT THE GROUP.

1

EMPOWERING OUR PEOPLE

Our employees play an integral role in the success of SISCO Group. We ensure that our employees are deeply appreciated and valued. We seek to attract the best talent, while also promoting nationalisation efforts. We pride ourselves in maintaining the highest standards in health and safety at our facilities, monitoring carefully potential risks to our employees and our operations, to provide a safe working environment for our workforce.

Material Issues Covered

- Talent Attraction, Development and Retention
- Health and Safety
- Diversity and Equality

Saudi Vision 2030 Pillar



An Ambitious Nation



A Thriving Economy



A Vibrant Society

Sustainable Development Goals



3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



TALENT ATTRACTION, DEVELOPMENT AND RETENTION

Our efforts to attract and retain staff, provide equal opportunities, and increase diversity in our workforce are fundamental to our ability to operate effectively. SISCO is a diverse Group. We have zero tolerance to any form of discrimination and strive to treat everyone fairly, creating value for our employees by supporting them in reaching their potential. To remain the industry leader, it is imperative that we continue to retain high-calibre experts across SISCO and its Group.

By using vocational, technical, and tertiary compliance training, we ensure that our employees across the Group retain the necessary certifications and qualifications and continue their professional growth. SISCO Group provides learning and development opportunities through internal on-the-job training opportunities,

through our Professional Learning & Development Programme as well as external training opportunities.

The manner we acquire, manage, develop, and engage people across the Group is divided into four foundational areas: talent acquisition, engagement and well-being, talent development and remuneration. The majority of SISCO Group's talent management programmes are created and delivered at a local level, based on each affiliate's needs. However, the top line strategy remains the same across the Group: encompassing performance management, leadership development, succession management and employee capability building.

Our People

We want the SISCO Group to be a great place to work by creating a congenial environment. We respect our people, their rights, and conditions of employment. Our employment policy and regulations ensure that all employment activities are aligned with the company's strategy and legal compliance.

The HR policy, including hiring and operations, is in compliance with the Saudi Labour Law, which ensures fair and ethical employment practices. We are fully aligned with the laws prohibiting employment of children under the age of 18 years, and protects against forced labour. We provide opportunities for employees to grow and develop and, we create an environment where all individuals feel valued and there is equal opportunity for all.

SISCO Group provides various benefits to employees who are qualified for housing, transportation, and phone allowances among other benefits. Employee benefits include annual bonuses based on the company's performance, annual airline ticket for non-Saudi employees, health insurance, schooling allowances, and loyalty rewards for every 5 years spent in the company.

Our strategy is to attract and retain the best and talented people to maintain and develop our business. With an engaged, high-performing, and diverse workforce, we are better positioned to meet future challenges. Despite COVID-19 challenges, our workforce saw an increase of 11% compared to the previous year, with no staff layoffs or salary deductions during the COVID pandemic.

Workforce Profile

Workforce size

- Full time employees (#)
- Total number of employees

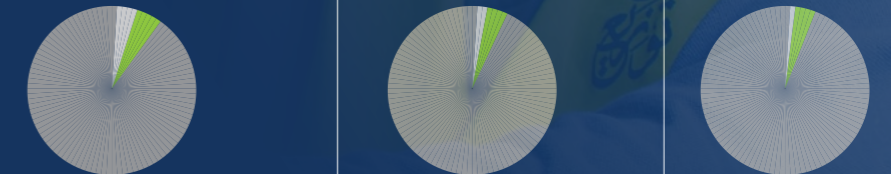
2018	2019	2020
2,967	3,395	3,761
2,967	3,395	3,761



By employment level

- Full time employees in senior management (#)
- Full time employees in middle management
- Full time staff (not senior or middle management)

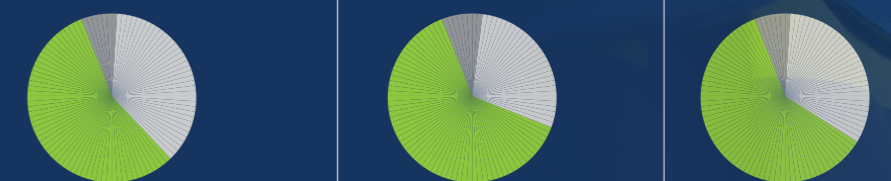
2018	2019	2020
49	53	57
131	150	155
2,787	3,192	3,549



New employee hires by age

- Workforce by age 18-30 (#)
- Workforce by age 31-50 (#)
- Workforce by age 51+ (#)

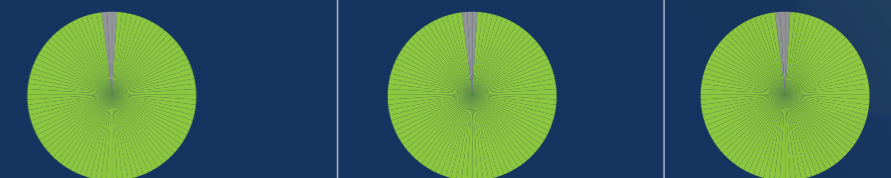
2018	2019	2020
942	1,053	1,118
1,844	2,134	2,399
181	208	244



Workforce by gender profile

- Male
- Female

2018	2019	2020
45	51	51
2,922	3,344	3,710



Hiring and Turnover

The recruitment policy at SISCO Group ensures that all recruitment and selection activities carried out are in a fair, consistent, and appropriate manner and in line with company policies and national legislation. It also aims to document the steps between different stakeholders involved in the recruitment activities, to select the correct candidate.

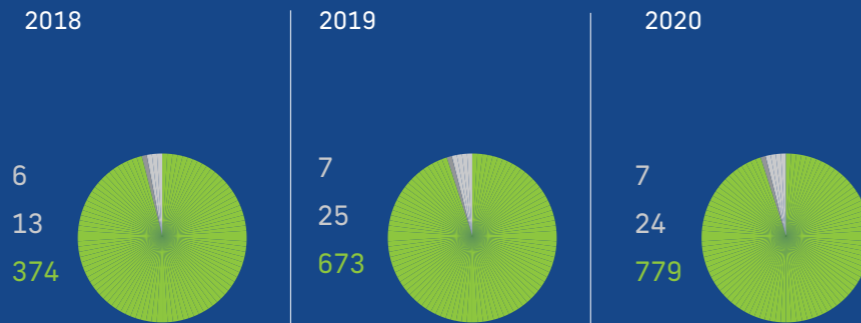
The SISCO pre-recruitment cycle ensures the right candidates have been shortlisted through a rigorous process. The candidates are then put through a recruitment process and upon selection of the candidate, the new recruits are put through onboarding process, where employees are supported and briefed on regulations and work customs.

Our subsidiaries follow a similar recruitment process, following policy and regulations which are aligned with Saudi labour law policy. We provide equal opportunity employment, where possible, to different races, religions, people with disabilities and does not discriminate towards hiring other nationalities. In 2020, the SISCO Group hiring, and turnover rates remained stable, despite the economic global challenges impacting the world due to the COVID-19 pandemic. This year, we hired a total of 810 new employees, across various levels in SISCO Group.

Our successful efforts in nurturing a stable work environment are best reflected in the year on year decreasing turnover rate. The SISCO Group employee turnover rate for 2020 decreased to 12% in 2020 as compared to the previous year, marking an achievement in our efforts to retain employees, especially during COVID-19.

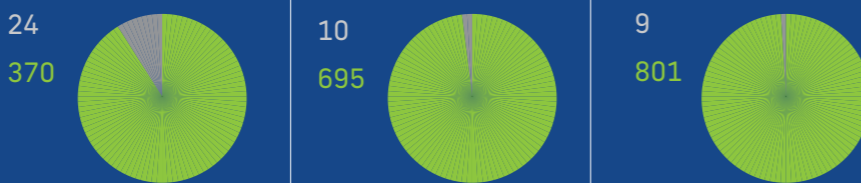
New employee hires by employment level

- New employee hires in senior management (#)
- New employee hires in middle management (#)
- New staff hires (not senior or middle management) (#)



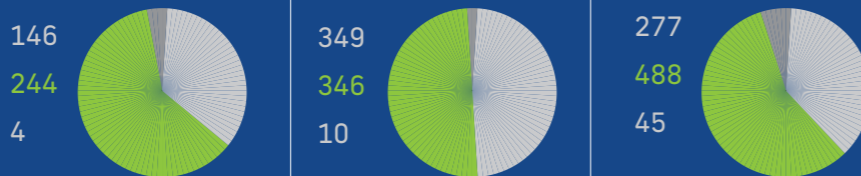
New employee hires by gender

- Female
- Male

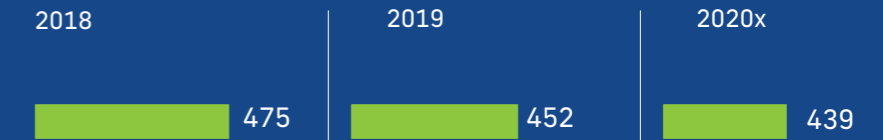


New employee hires by age

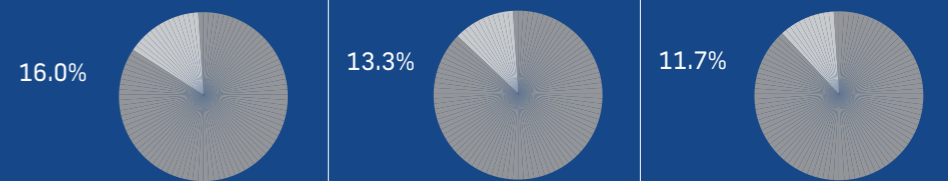
- Workforce by age 18-30 (#)
- Workforce by age 31-50 (#)
- Workforce by age 51+ (#)



Total number of employees who left the organisation

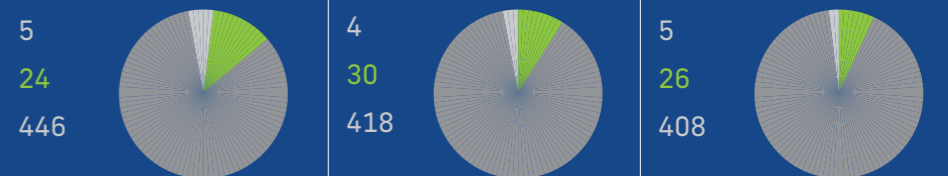


Turnover Rate



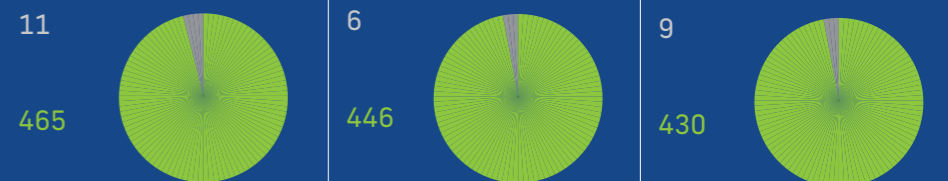
Turnover by employment level

- Senior management (#)
- Middle management (#)
- Staff (#)



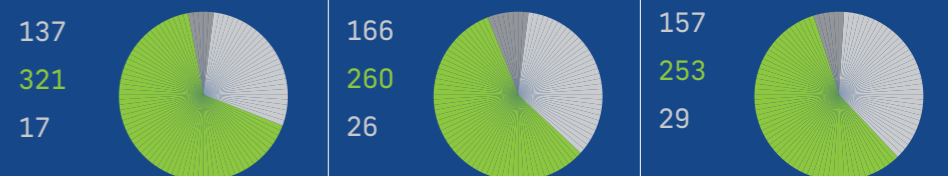
Turnover by gender

- Female
- Male



Turnover by age

- Workforce by age 51+ (#)
- Workforce by age 18-30 (#)
- Workforce by age 31-50 (#)



Training and Development

We invest in learning and development, as it is key for SISCO Group and is targeted at supporting both the long-term and short-term commercial needs of the company as well as the empowerment of our workforce. We provide support mechanisms and resources to increase individual and internal team capabilities, developing management standards and enhancing performance levels - providing a platform for career development. In addition to internal programmes and function-based training, all employees can discuss and identify external specialist courses or areas of interest that enhance individual and company performance.

Across SISCO Group, we have developed a competencies framework for each department, that creates a customised career path for all employees. By using this system, and employee cards, we can track and record the development plan for all employees. SISCO Group also provides a selection of trainings, based on the leadership assessments and succession plan. We provide sponsorship opportunities for employees to advance their education both regionally and internationally, across various fields and industries, by perusing diplomas, bachelors, masters, and PhD degrees.

The employees are nominated to attend trainings by the function head. Our employees are assessed at the completion of each training which allows us to track employee progress. SISCO Group has also introduced a Career Path programme, which is an online tool that supports meaningful discussions around longer-term aspirations and ambitions. This allows us to achieve our employees' potential and creates a varied and fulfilling future at SISCO Group. It will help ensure our business units have access to a sufficient number of qualified employees at the right time, which is key to our success.

In 2020, SISCO Group created a promotion policy to formalise and clarify the process for employees. We also offer internal recruitment opportunities, so employees may change their job positions within the Group, vertically or horizontally.



The workforce at S.A Talke attended various trainings in 2020, on topics such as Ethics, Anti Bribery, Anti-Fraud, and procurement policy. The company has developed distinct policies and programmes such as training and development, Job Description Policy, Employee Performance Appraisal Evaluation Policy and Employee Recognition Programme, to enable the employees to perform with given tasks and increase efficiency.

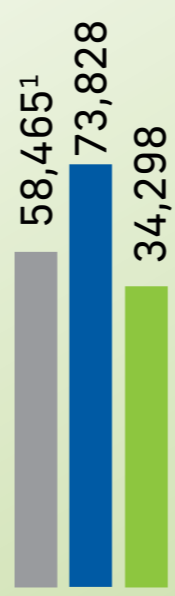
While RSGT does not have a required targeted number of hours of training per employee, mandatory HSE is required for the role; any additional training is linked to the annual performance appraisal cycle. Training resources include coaching, mentoring, personal and leadership development programmes. Though the COVID-19 pandemic postponed external training courses, RSGT conducted several Leadership and Crises Management workshops internally to keep staff engaged.

Kindasa aims to train a minimum of 20% of employees annually. Training courses are selected based on training analyses that study employees' training needs and their performance on a yearly basis.

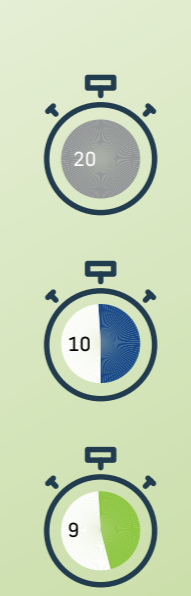
Despite cancellations and postponing of training schedules as the impacts of COVID-19 struck businesses in the Kingdom, in 2020, the total number of training hours delivered to employees increased by 2% over the previous year.

At LogiPoint, the company uses a Performance Management System to manage employee progress, performance, and personal development in relation to the overall organisational goals. This enables managers to plan and evaluate employees' performance. Moreover, creating an environment in which all employees have an opportunity to grow individually and develop talents. In 2020, LogiPoint launched an E-Learning System in cooperation with LinkedIn Learning, providing an on-demand learning solution to allow employees to gain new skills and, advance in their careers. A predetermined number of LogiPoint employees can avail thousands of virtual courses on various areas of development. In addition to the above, LogiPoint has training programmes based on our Competency Framework and/or other technical needs.

Total hours of training for employees

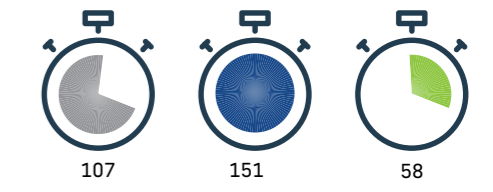


Average hours of training per employee

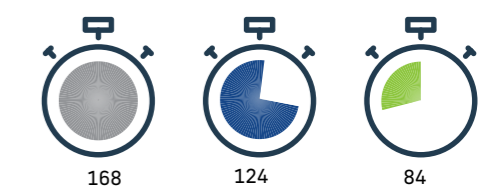


¹2018 Data excludes LogiPoint

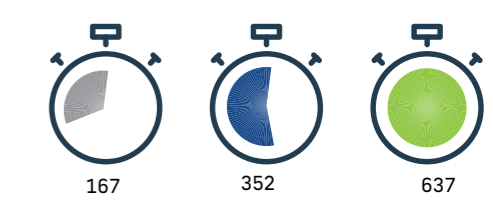
Average hours of training per female employee



Average hours of training per male employee



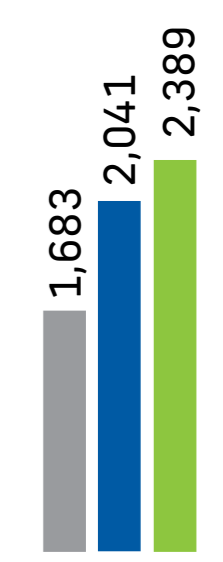
Training hours per employee on sustainability aspects (#)



Female employees participating in training (#)



Male employees participating in training (#)

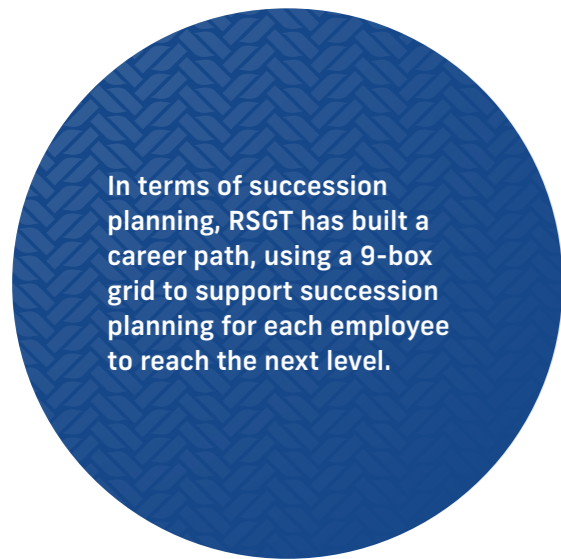


● 2018 ● 2019 ● 2020

Employee Engagement and Satisfaction

We aim to ensure high levels of employee engagement and satisfaction. We provide opportunities for employees to grow and develop and we create an environment where all individuals feel valued and there is equal opportunity for all.

Across the SISCO Group, we carry out direct and indirect appraisals of employee performance on an annual basis. This includes a mid-year performance review and annual performance review.

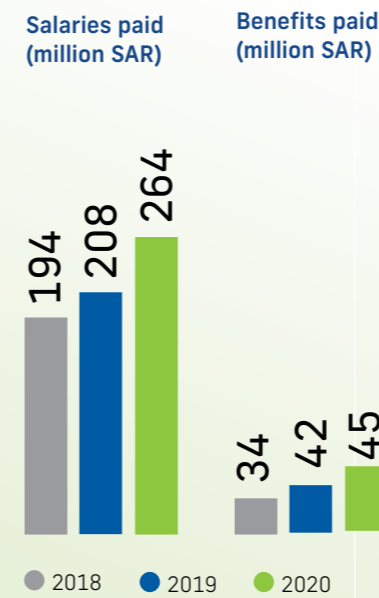


Every two years, SISCO Group undertakes a comprehensive employee engagement survey which covers sustainable engagement, strategy and direction, senior leadership, line management, performance management, training, communication, culture and values, quality and customer focus, development opportunities, work organisation, remuneration considerations, safety and other SISCO Group and subsidiary-specific questions. The survey is intended to provide insight to the Group on areas of strength and weakness. We gather the feedback from the surveys and undertake a benchmarking assessment of the results as well as develop action plans to enhance employee satisfaction.

Our last survey was conducted in 2019, which demonstrated an average employee engagement of 89% and 71% employee satisfaction levels across the SISCO Group.

Employee Engagement and Satisfaction	2018	2019	2020
Full time employees who received a performance and career development review (#)	829	1,115	1,413
Performance and career development (by employee level)			
Senior management employees that received performance and career development review (#)	28	29	34
Middle management employees that received performance and career development review (#)	87	95	109
Non-management employees that received performance and career development review (#)	714	994	1,270
Performance and career development (by gender)			
Male employees that received performance and career development review (#)	811	1,097	1,399
Female employees that received performance and career development review (#)	21	22	17

In 2020, the basic remuneration paid to employees increased by 27%, whereas the benefits paid increased by 8%.



This year, the employee absentee rate reduced by over 10%.

Absentee Rate	2018	2019	2020
Total number of missed workdays	34,378	42,070	47,218
Total workdays (full time employees)	480,600	568,099	696,297
Employee absentee rate (%)	24%	25%	22%

Parental Leave

Over the past three years, all female employees taking parental leave returned to work at SISCO Group, and 100% of these employees remained employed with us following a twelve-month period.

Parental Leave ²	2018	2019	2020
Number of female employees that took parental leave	1	2	2
Number of female employees who returned to work after parental leave ended (return to work)	1	2	2
Number of female employees returned from parental leave who were still employed twelve months after return to work (retention)	1	2	2
Return to work rate (%)	100%	100%	100%
Retention rate (%)	100%	100%	100%

²Data includes RSGT (Red Sea Port) and SISCO

HEALTH AND SAFETY

We believe that operating safely is essential to protecting our employees and driving business success. We encourage a culture that prioritises employee health and safety, alongside environmental protection. We adhere to safe labour practices and laws to protect and ensure the wellbeing of our people. Across SISICO Group, we have established Health, Safety and Environmental (HSE) policies relevant to each of our subsidiary's operations and activities.

Our Health and Safety Department operates a system of Occupational, Safety & Health (OSH), Health and Hygiene (HH) and Management Safety Walkthrough (MSW) audits and inspections. The Department allows for the assessment of health and safety risks associated with working within the company, and provides technicians with tools to identify hazards at the worksite before work begins. All employees and third parties are expected to abide by the health and safety rules, and report any violation of health and safety immediately, as expressed in our Code of Conduct.

Health and Safety – Employees

In valuing and caring for our workforce, we are committed to the highest standards of health and safety in the workplace.

During the COVID-19 pandemic in 2020, SISCO Group instituted the necessary precautions, including allowing remote working for half of the workforce – with a special focus on high-risk employees. Employees across SISCO Group's operations were required to comply with ministry recommendations of wearing masks, maintaining hygiene, and sanitising workstations. Designated quarantine areas were made for workers across the Group.



RSGT, with the support of its medical insurance partner, conducted a Health Risk Assessment in 2020, with the aim to assess the health and lifestyle choices of office staff. The assessment aspired to motivate staff and promote an active and healthy lifestyle.

The HH System oversees the inspection of terminal facilities which occurs one to two times per year, and the MSW is carried out by management and supervisory staff for a minimum of 6 audits each year, where the directors are also required to visit.



During the Saudi Government's declaration of COVID-19 pandemic lockdown implementation, Kindasa immediately formed a Crisis Management Team to oversee business continuity plans. The management team was constantly reviewing and updating procedures and precautionary measures. Successfully, Kindasa had no COVID-19 positive cases in any of the locations.

Kindasa staff were also quarantined inside the plant during the peak of the pandemic to ensure continued operations, while being compensated for the overtime work and inconvenience. As a pre-emptive measure, Kindasa also quarantined staff at the office to avoid work suspension due to risk of being denied commuting permission.



LogiPoint implements a procedure for incident management i.e., response, reporting and investigation for incidents that occur on LogiPoint premises. The HSE team is responsible for monitoring compliance with and the effectiveness of incident management through internal reviews, audits, and inspections. LogiPoint's has a defined process for workplace hazard identification, risk assessment and determining the controls needed to provide an effective occupational health and safety management of workplaces hazards into different locations.



S.A Talke, invested SAR 4.5 million in acquiring two additional accommodation premises for their blue-collar workers to implement appropriate social distancing among workers. Additionally, flu shots were provided to the staff by Jeddah Islamic Port (JIP) & Ministry of Health (MoH).

S.A. TALKE marked a significant record by reducing incident rate by 56%, reaching a 10 million safe manhours by July 2020 and continuing to more than 12 million hours till date.

Due to COVID-19, S.A Talke, rolled out a full contingency plan to manage the pandemic. Assistance was provided to employees stuck abroad due to COVID-19 and were returned home, through S.A Talke's re-entry visas, return ticket, accommodated in the hotel for quarantine procedure and, providing transportation back and forth.

An Employee Wellness and Health Programme was also implemented in line with COVID-19 safety measures. S.A Talke encouraged employees to participate in flu vaccination campaign, in collaboration of MoH.



As part of the continuous efforts to enhance the working environment, Tawzea has taken several initiatives and actions to improve and further enforce the safety measures around its numerous branches. During the past year, the COVID-19 pandemic saw an increase in the frequency of inspections and disinfecting cycles for the premises. Awareness communication throughout the company using emails, posters, phone texts, and brochures were used to ensure the safety and well-being of the employees.

While addressing the main safety concerns at Tawzea, such as electrical or fire hazards, employees are provided appropriate safety measures to eliminate or minimise the risks. For electrical hazards, the employees are provided with appropriate PPE for electrical works and all the pumps/motors are inspected frequently to ensure there are no defects that may cause an electrical shock or short circuit. For the fire hazards, the organisation has installed an improved fire alarm system for early detection, along with periodic inspection of all firefighting and fire prevention systems in place.

Tawzea and LogiPoint, conduct yearly health check-ups for employees as well as, provide discounted memberships to gyms for employees.

The occupational safety measures at Tawzea include a risk and response mechanism, where employees are trained about appropriate usage of plants and pipeline and maintenance activities. Employees are also trained to handle chemicals and hazardous materials.

In the reporting year, there were zero fatalities recorded, whereas due to integration of the new terminal and an extraordinary type of operations involved, there was an increase in employee lost time injuries of 35%.

Our focus on ensuring the highest standards of health and safety is reflected through the figures below. Although the total number of emergencies response drills conducted decreased, the remaining performance indicators improved from 2019.

Health and Safety – Employees	2018	2019	2020
Work hours (employees)	11,301,923	11,243,424	12,583,679
Employee fatalities (#)	0	0	0
Employee lost time injuries (#)	56	614	828
Employee total recordable injuries (#)	31	19	26
Employee occupational illnesses (#)	15	15	26
Total number of emergency response drills conducted (#)	48	29	17



Health and Safety – Contractors

Our relationship with our contractors is one of the most important aspects of our business model. Across SISCO Group, it is our responsibility to recognise pitfalls and protect the health and safety of our contractors and subcontractors.



LogiPoint manages contractor’s health and safety through the implementation of the revised Contractor’s Code of Conduct. In October 2020, HSE requirements had been put in place, levelling up the health and safety performance for vendors and contractors. This involved monitoring documentation available on site, regular site inspections, advising the contractors on newly identified hazards and risks and, following up on corrective actions when non-conformances are identified.



The supplier’s performance and related safety instructions at S. A Talke were updated to include COVID-19 updates in the daily supplier reports. The staff accommodation at major suppliers, are being inspected every few months by HSE team. Additionally, all the sites are monitored and, suppliers staff behaviour and performance are evaluated.



In the same year at RSGT, 144 Safety related incidents were investigated which included, seven spills, one hundred and nineteen property damages, two non-conformity cases, 15 personnel injuries and one illness.



In 2020, Maintenance work at Tawzea was being conducted in the Offloading station. An individual fell through an open manhole without a safety sign, resulting in an injury. The incident was investigated, and the fault was identified, and a procedure was installed to avoid the incident occurring again. Another incident at Tawzea, involved a worker in an excavation with poor lighting, which resulted in a fall from height that caused a minor bruising and required one day of recovery. The HSE officer on-site reported the incident and provided medical care for the worker. Following the incident, a report on the required luminosity and signs required for safe working conditions was prepared, establishing a basic criterion for maintenance staff in excavations.

In 2020, the SISCO Group successful completed 100% of investigations that were initiated, preparing solutions, and ensuring the safety of our employees to reduce the likelihood of safety related incidents occurring in the future.

Health and Safety – Contractors ³	2018	2019	2020
Work hours (contractors)	507,182	904,877	942,688
Contractor fatalities (#)	1	0	1
Safety incident investigations initiated (#)	57	32	184
Safety incident investigations completed (#)	57	32	184
Contractor lost-day rate (%)	0%	0%	0%

³Data includes Tawzea, S.A Talke and RSGT (Red Sea Ports)



Health and Safety Training

Despite the lockdown during COVID-19, the Group was able to complete 3,504 hours of H&S training. This is of utmost importance for the Group to maintain business continuity despite the global pandemic.

Health and Safety Training ⁴	2018	2019	2020
Total hours of HSE training provided to employees (hours)	5,687	12,840	3,504
Average hours of HSE training per employee (hours)	6	9	3
Total cost of training (SAR)	54,875	47,939	28,458



During the integration of the new RSGT terminal, several preventive and mitigation measures were taken to align training capabilities across old and new employees. Several refresher trainings for HSE were implemented to supplement the initial training that was provided at the period of integration. This proved to be effective to date as there has been no further increase in recordable time injuries.

⁴Data Includes RSGT (Red Sea Ports), Tawzea, LogiPoint (Isnad) and S.A. Talke

DIVERSITY AND EQUALITY

SISCO Group is a diverse company. We strive to treat everyone fairly and without discrimination, creating value for our employees, by supporting them in reaching their potential. We have placed a significant emphasis on recruiting KSA Nationals to achieve strong performance for today and sustainable talent for tomorrow.

In line with the Saudi Vision 2030, we are increasing our hires of women in the workforce, to reduce the gender employment gap. SISCO Group has also ensured that there is a zero gender pay gap for individuals engaged in the same role. In 2020, the first female Board member was appointed on the Group Board. We encourage an environment where female employees feel welcomed. Additionally, recruitment efforts do not discriminate between candidates based on gender identity – nor any other related identity categories.



Female Employment

Across the SISCO Group, we carry out mentoring and leadership development programmes for all female staff, providing proper training for all positions. The SISCO Group workplaces are suited to accommodate female staff and cater to their needs.

We do not tolerate any form of discrimination. We encourage the recruitment of female employees in line with our overall objective to promote diversity and inclusiveness. The nature of the work at the Group has proven to be challenging



At RSGT female participation in the company is encouraged through incentives such as quarterly retention bonuses of 15%, nursery support, training and personal and job specific coaching / mentoring.

for female employees. Nonetheless, SISCO Group actively encourages female candidates to apply for positions at the company, participate in all aspects of the company culture and are provided the same level of benefits and training as other employees. We have an active succession plan and leadership programmes. The LEAD programme for future leaders and the companies are actively encouraged to nominate women to participate.



Kindasa aims to provide an excellent working environment for female employees. Kindasa also participated in the Human Resources Development Fund (HRDF) – a government programme which supports female staff by rewarding them for completing more than 2 years of employment with the company. The HRDF programme aims at encouraging Saudi women to enter the workforce. HRDF has launched two programmes namely, 'Qurrat' and 'Wusool'. "Qurrat" is responsible for providing the working mothers a hospitality service for their children, "Wusool" provides Saudi female workers with the necessary transportation fees.

Kindasa strives to make the workplace more accommodating of female staff. Kindasa and S.A Talke also provide training programmes in leadership management to ensure that all female employees attain the necessary skills that are required in their respective management level.

To promote the employment of women in the logistics industry, SISCO Group encourages and supports female employment. The Group was able to maintain a steady number of female employees during 2020 as compared to the previous year.

Number of female employees (#)



Females in senior management



Female employment rate



● 2018 ● 2019 ● 2020

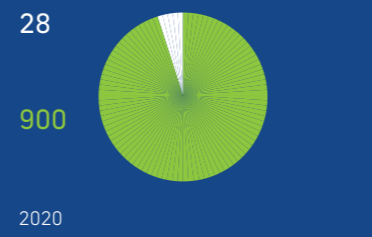
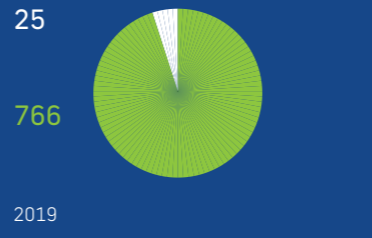
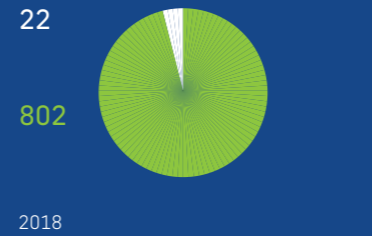


Nationalisation

SISCO Group is leading the way for recruiting KSA Nationals for all positions. As per our Saudisation plan for recruitment, we are targeting professional agencies for senior level positions and using the Group's media platforms to attract Saudi applicants. We hope to increase the percentage of nationals in all positions, by providing attractive benefits and allowances, as well as specialised on job training.

The SISCO Group leadership management programme (LEAD) is focused on hiring Saudi nationals. The graduate programme runs on a two-year cycle for newly graduate Saudi Nationals, with the first programme completed in 2020. In addition, Saudi Nationals are always prioritised in the hiring process. All national employees receive the same benefits. However, nationals receive 50% of a basic salary in lieu of an annual air ticket when going on annual leave.

The increase in nationalisation seen in 2020, was 17% compared to 2019, solidifying our efforts to attract national talent. We aim to maintain the current Saudisation rate with hopes to increase to 50% in the next two to five years.



- Nationals in senior management
- Nationals among total full-time workforce



RSGT enhanced its visibility for local employment opportunities by using the social media channels such as LinkedIn, Bayt, and referrals from exiting employees. In addition, RSGT has maintained overall nationalisation on a platinum level during the review period.



LogiPoint has also increased the number of national employees through its 2020 Fresh graduate programme. Through attracting national talent, LogiPoint has been able to increase the number of national female employees as well. A similar approach is followed at Tawzea, including relevant training and competitive packages to Saudi employees.



Kindasa has achieved the highest ranking in the Nitaqat programme for Saudisation i.e., increasing the employment of Saudi nationals in the private sector. Kindasa has a strategic partnership with government programmes, focusing on skills development for nationals. This includes the 'Droub Training programme' offered by the HRDF, supporting the rehabilitation and development of the skills in national applicants, to raise the levels of participation in the private sector. National employees at Kindasa also receive 50% of their remuneration during annual leaves as well as exam leaves.



S.A Talke created new female sections in the Rabigh and Head Office to enhance the work environment and empower women in different departments. The company is successfully providing training for mid-level management female employees to enhance their skills and capability to handle the logistical operations, warehousing, manpower management, and communications.



Saudi employees at Tawzea and LogiPoint are provided half of their basic salary annually when they take their annual vacations, Ramadan bonus and technical training based on the job's need.



2

GOOD GOVERNANCE AND STRONG INTUITION

SISCO Group is committed to conducting its business with the highest standards of integrity, transparency, and accountability. Our robust governance structure is guided by a sound risk management framework. We work diligently to eliminate all types of fraud, bribery, corruption, and all forms of financial crime, while advocating human rights. We continuously aim to create value for our stakeholders, by keeping a solid balance sheet with an impressive track record, both financially and operationally and ensuring we consider the effects on stakeholders in decision making.

Material Issues Covered

- Governance, Ethics and Compliance
- Data Privacy and Cyber Security
- Financial Performance

Saudi Vision 2030 Pillar



A Thriving Economy An Ambitious Nation

Sustainable Development Goals



GOVERNANCE, ETHICS AND COMPLIANCE

To gain our customers confidence, we must maintain the exceptionally high standards of integrity on which this trust is built. We do not seek to compromise our integrity or threaten our assets, brand, people, or intellectual property. All our operations are aligned with the KSA labour law, which complies with all current labour regulations and protects the rights of employees.

In accordance with our company policy, we trust our employees to work with respect. We do not allow any kind of discriminatory behaviour, harassment, or victimisation. Also, we provide whistleblowing training to all our employees, to be able to raise any concern where the interests of others or the organisation itself are at risk.

SISCO Corporate Governance promotes a high standard of governance practices, transparency, accountability, and integrity and to consequently ensure that the interests of the Board and executive management are aligned with those of the company and the shareholders.

The value proposition is that SISCO and its subsidiaries add value to projects in alignment with the mission and vision statements. We also target international joint ventures and undertake a thorough due diligence on the market sector before commitment. SISCO Groups internal control policies are concerned with minimising risk to the company and its subsidiaries. Where applicable, appropriate disclosures are made to the Saudi Capital Markets Authority (CMA) to ensure compliance with regulatory rules and regulations. Shareholders can vote online without attending the meeting through the system of Securities Depository Centre Co. 'Edaa' or proxy.



On a regular basis, RSGT's supervisory and HSE staff carry out ethics and compliance monitoring for all operations. From an individual perspective, RSGT has the HR25 Grievance & Employees' Voice Policy, to alert the company of any concerns. RSGT's induction process for new employees addresses the communication of human rights, employee rights, and the company's policies. Specifically, these elements are covered by the HR policies and enshrined in the RSGT Code of Conduct.

RSGT carries out appraisals of employee performance on an annual basis, where the scoring is from 1-5, where 5 is the highest. Should an employee's final evaluation be less than a 3, then a performance and career development review is carried out.



S. A Talke has a process of registering risks and opportunities of high probability and with respect to severity. Employees are also trained on company policies related to disciplinary action, employee code of conduct, grievances, harassment, and discrimination policy.



The risk identifying process at Tawzea, is not specific to human rights violations. However, all of its operations are aligned with the labour law, which protect the rights of its workers against such violations.



Board of Directors

Our Board of Directors comprises seven members, six male and one female. There are four independent members and three non-independent members. Furthermore, in 2020, there was a 33% increase in independent Board members.

Board of Directors	2018	2019	2020
Independent members of the Board of Directors	3	3	4
Non-independent members of the Board of Directors	4	4	3
Executive members of the Board of Directors	0	0	0
Non-executive members of the Board of Directors	7	7	7
Female members of the Board of Directors	0	0	1
Male members of the Board of Directors	7	7	6



The Board of Directors form three committees namely, the Audit and Risk committee, Investment committee and the Nomination and Remuneration committee.

The Audit and Risk committee meets at least once every quarter and assists the Board in fulfilling its oversight responsibilities; primarily in reviewing quarterly and annual financial statements, reporting financial and non-financial information, reviewing systems of internal controls, risk management, the audit process, and the related party transactions. The Investment committee assists the Board in reviewing the Group's major investment transactions and performances, oversee the Group's financial resources and advises on future financial strategy. The Nomination and Remuneration committee meets as and when required, in reviewing and approving

the compensation to be provided to SISCO, Board members, Chief Executive Officer, and employees. In addition, the committee is responsible for overseeing the development, screening, and nomination of qualified individuals for membership of the Board and its committees.

The board members are evaluated through self-evaluation forms, where each board member is evaluated by the other members. The committee's members report their activities to the board on an annual basis. In 2020 we also saw the appointment of our first female Board member.

We provide an induction programme for new members, transparency on the policies, governance, and the strategy of the company. Also, the Group offers outside training to the board members. The Group also ensures training on ethical issues is provided to the subsidiaries and associated companies.

The remuneration and incentives are calculated based on the annual performance appraisal, which evaluate the executives' efforts to achieve the strategy and the achievement during the year.

Anti-corruption and anti-bribery

SISCO Group does not engage in any form of bribery or corruption: we treat everyone with fairness, dignity, and respect, and we adhere strictly to the industry governance laws. Ultimately, our governance process ensures our strategy is effectively overseen and implemented. We provide an induction programme for new Board members, showcasing transparency on the policies, governance, and the strategy of the company.

The Group also provides trainings for subsidiary and associated companies on ethical issues. Our 'Whistleblowing Box' has been set up for receiving anonymous reports on environmental, health, corruption, fraud, and any illegal activities received by internal auditors. These are then referred to the Legal and Compliance Department for investigation and action. The Internal Audit Department set in place, conducts periodical Fraud Risk Assessments, audits, and investigations.

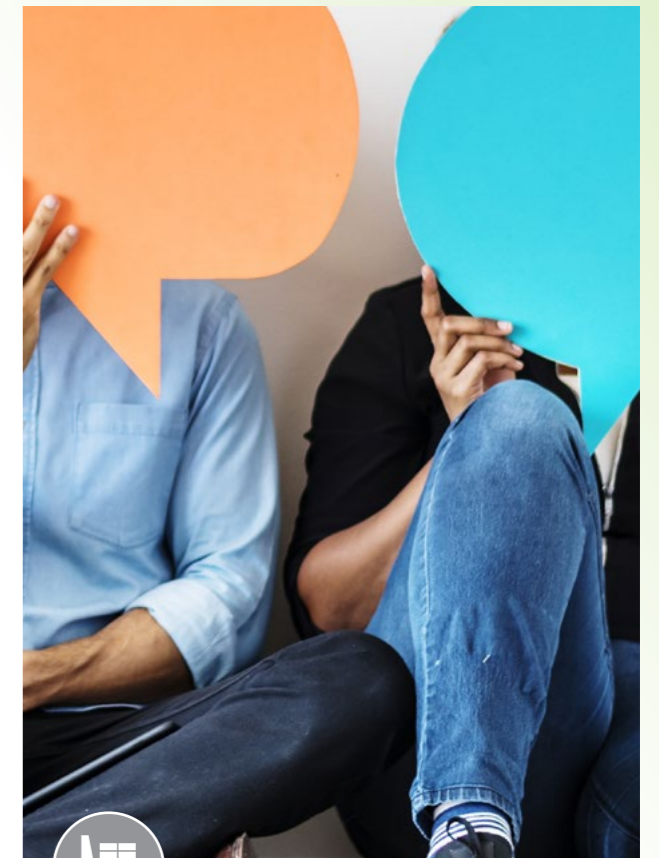


LogiPoint and Tawzea, introduced a similar Whistle Blowing Policy and provide training to all the employees of the company, on raising the alarm over concerns of wrongdoing including fraud, financial irregularity, serious maladministration arising from the deliberate commission of improper conduct and/or unethical activities.

LogiPoint conducted internal audits and issued reports to the Internal Audit Committee and to the management for improving the internal controls to reduce risk. Annual risk assessments were done to prepare risk based internal audit plan. LogiPoint also successfully completed fraud risk assessment during 2020, as well as IT assessment and COVID-19 impact assessments.



Tawzea is currently establishing a framework for preventing and responding to risk of corruption incidents in the future, as currently we encourage employees to express any concern regarding Code of Conduct, policies, or any information.



RSGT employs a mechanism to file grievances, which is both a confidential and anonymous system whereby employees can lodge concerns. Employees can lodge two types of grievance i.e., Performance Grievances related to annual appraisals, and/or Employees' Voice, which include grievances related to facilities, work balance and fairness, equipment operation safety, food and beverages, salaries, leadership, work environment, reward, and recognition.

In 2020 the grievances filed during the report period decreased by 73% compared to 2019. This was due to the efforts of the SISCO Group operations in introducing a range of mechanisms.

Grievances ⁵	2018	2019	2020
Number of performance grievances filed in the reporting period (#)	14	11	3
Number of these performance grievance addressed or resolved (#)	14	11	3
Number of employee grievances filed in the reporting period (#)	10	12	107
Number of these employee grievance addressed or resolved (#)	10	12	93

Compliance

The compliance role at SISCO Group is governed by the Legal Department and reports directly to the Chief Legal Officer. We formally appointed a Compliance Officer and set out the goals and roles and responsibilities of the function. The role oversees the review of constitutional documents, labour contracts and ensures their compliance with laws and regulations. Staff are periodically trained on compliance with applicable laws and regulations impacting the Group.

DATA PRIVACY AND CYBERSECURITY

Protecting personal data, compliance with privacy laws and strengthening cybersecurity are essential commitments for the SISCO Group. We place significant emphasis on the prevention, detection, management, and response to security risks. We recognise that any breach would affect our ability to operate as normal and, the integrity of our customers' information. SISCO Group deploys tools to identify vulnerabilities, and forecasting trends in the cybersecurity landscape, to prevent and defend the company against threats. As a business, we implement the best security controls, based on international standards and

best practices. Our IT infrastructure management team ensures effective crisis management planning systems are in place to deal with any eventuality.

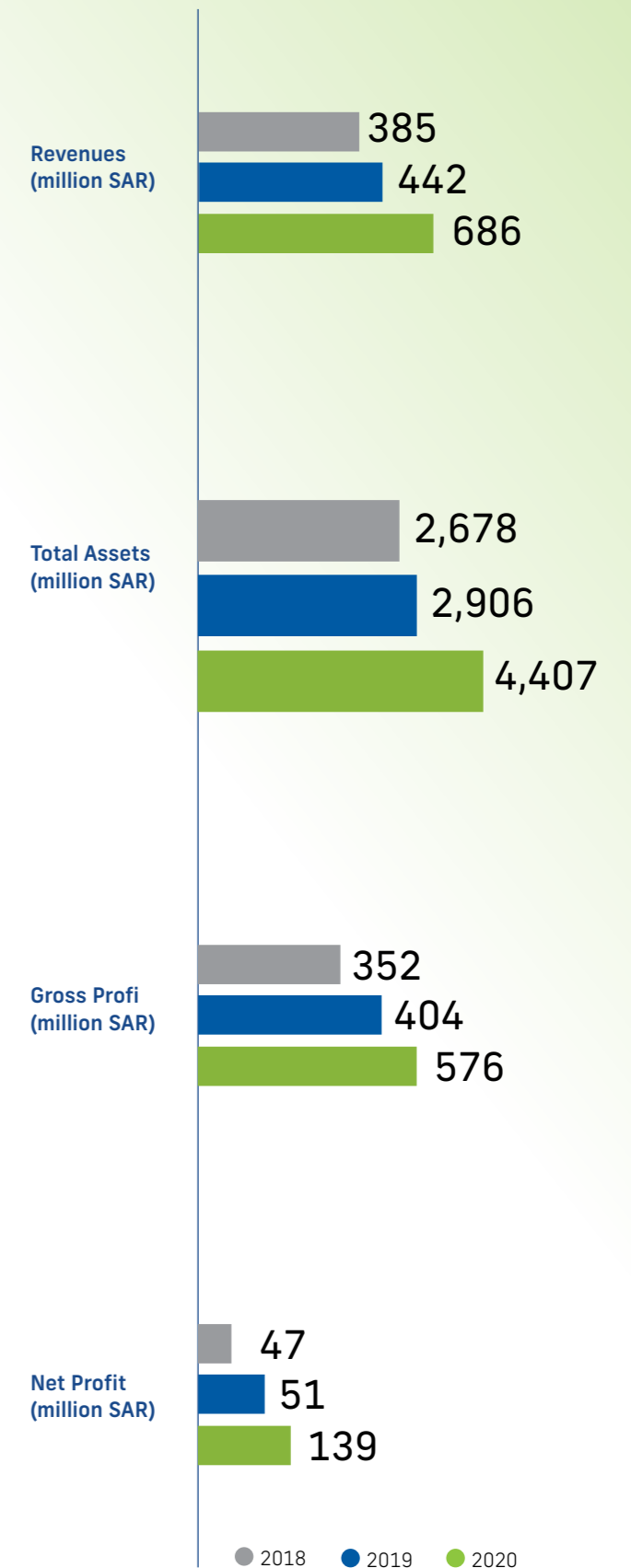
During the COVID- 19 pandemic, the IT management were able to build our data security protocols for data traffic, emails, and server security. We were also able to upgrade the firewall to be aligned with the latest technology for optimum security required for remote working.

⁵Data Includes Red Sea (Red Sea Ports), Kindasa, LogiPoint (Isnad) and S.A. Talke

FINANCIAL PERFORMANCE

Our financial stability creates value for our stakeholders and the economic growth of KSA. We aim to achieve continual, stable financial growth, maintaining low costs and high operating efficiency, while ensuring adequate capital reserves to absorb losses, retained earnings for growth, and meet obligations in the event of adverse operating conditions. By adopting a sustainable business model to achieve financial and performance gains we aim not only to positively contribute to the economic vitality of country, but also ensure the overall attainment of the Saudi Vision 2030.

Despite the economic downturn due to COVID-19 Pandemic across the globe, SISCO Group was able to achieve the highest ever revenue and profits through its subsidiaries and investee companies. Through automation, we were able to improve investor engagement by successfully conducting online investor conferences and earning calls. For further details on our financial performance, please refer to the Financial Statements of the 2020 Annual Report.



3

SUPPORTING OUR COMMUNITIES

SISCO Group believes that as a contributor to the economic future of KSA, we also need to contribute to the community. Community development initiatives uplift, making the lives of people better through our engagement. Through our products and services, we guarantee a rich customer experience. Additionally, we are committed to ethical sourcing. At the Group, we foster mutually rewarding relationships with our suppliers.

Material Issues Covered

- Community Investment and Engagement
- Sustainable Procurement
- Customer Experience

Saudi Vision 2030 Pillar



An Ambitious Nation



A Vibrant Society

Sustainable Development Goals



COMMUNITY INVESTMENT AND ENGAGEMENT

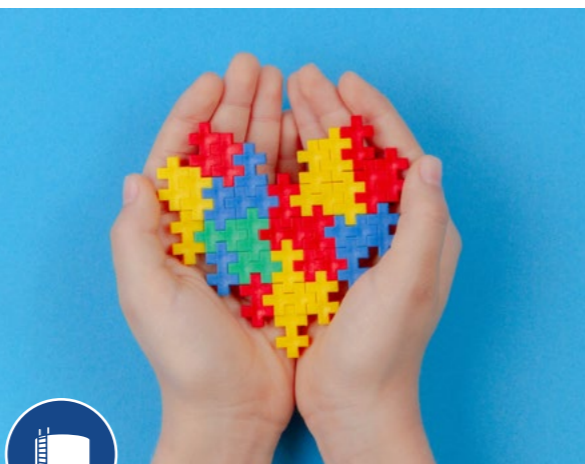
Community involvement is an essential component of our business strategy and the value we add to society. We are committed to investing in the communities we operate in, having a positive, measurable, and lasting effect. Our ideology is to make a difference, though not only monetary donations but also volunteering and employee participation. Our Corporate Social Responsibility (CSR) activities are carried out throughout the Group. All community development initiatives and projects are steered by the CSR committee, and selected based on their relevance to selected areas of focus.

As in previous years, SISCO carried out several social programmes. Our monetary donations are usually aimed at government organisations. As a responsible corporate citizen, we aim to not have any significant negative impact on our communities as a result of our operations. We hope to make a difference by giving back to the communities.

During the COVID-19 pandemic, SISCO rolled out several initiatives. We donated SAR 1 million to the Mecca relief fund, as well as donated 450 meals over Ramadan. As a part of community investment, SISCO was involved in renovating a local school in the community. We also participated in an educational programme at a local school for raising awareness on environmental protection.



S.A. Talke is committed to making a difference in its local community through various programmes identified by their 'Waste Free Environment' campaign. S.A. Talke tries to increase awareness about reducing plastic waste, and the benefits of a healthy environment by promoting a greener and more sustainable environment by engaging the community as well as clients. In 2020, S.A. Talke successfully initiated an educational programme at an orphanage, in collaboration with Petro Rabigh Company project. The same year during Ramadan, Iftar meals were also distributed to various deserving parts of the community. The company can measure the success of specific community initiatives by realising the total beneficiaries of the activity.



The community development approach at Tawzea, focuses on the development of their employees and their families, to promote health and education to enhance the quality of life. This includes several benefits and initiatives provided to them such as health awareness campaigns, in addition to education allowances and discounted memberships with fitness gyms. Employee's feedback is taken to measure effectiveness and plan future enhancement.

In 2020 we proudly invested an incredible 406% more in community investments. This was mainly due to the increase in sponsorships and donations. In the coming year, we aim to spend an additional 1% of profits on various community investments.

Community Investment ⁶	2018	2019	2020
Total value of community investments (SAR; million)	200,000	250,000	1,265,000
Total number of local community development programmes based on local community needs (#)	4	6	3
Operations with significant actual or potential negative impacts on local communities (#)	1	1	1
Donations and sponsorships (SAR; thousand)	0	50	775
Total number of volunteers (employees)	172	170	5
Total number of employee volunteering hours	80	80	20

⁶Data includes SISCO and S.A Talke

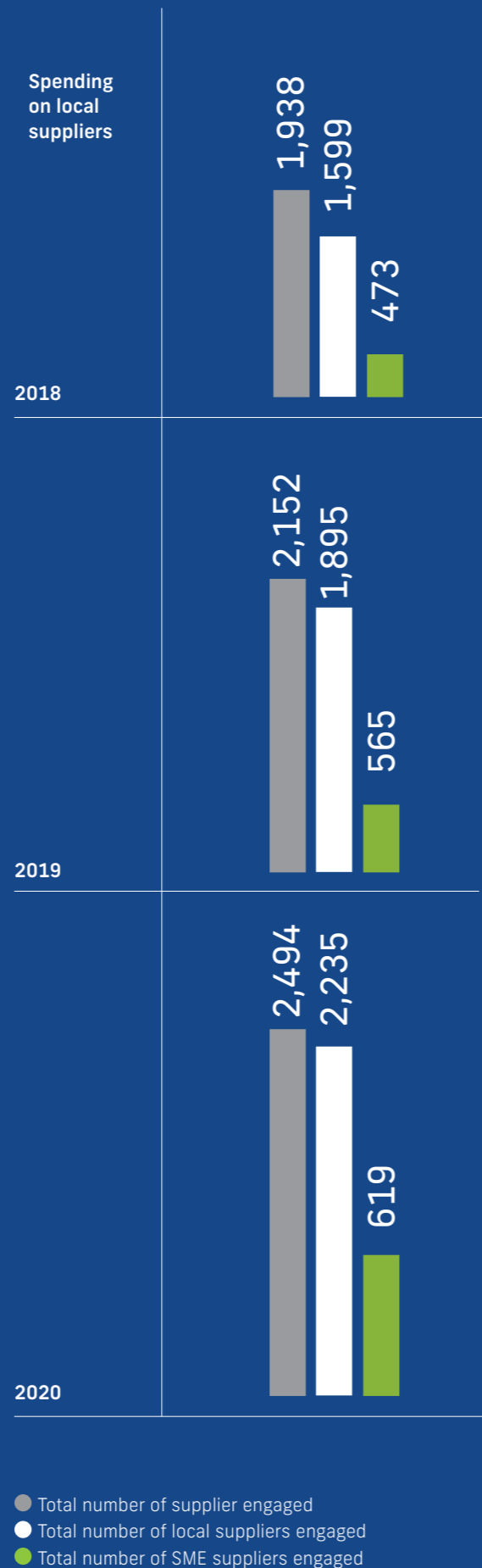


SUSTAINABLE PROCUREMENT

Our engagement with suppliers and associates in fostering commitment to sustainability continues to gather momentum. As a responsible major purchaser, we ensure that goods and services are sourced sustainably. As part of our sustainable procurement goals, we aim to make a significant contribution to raising social and environmental standards throughout our supply chain.



In our efforts to promote local suppliers and SMEs, in 2020 SISCO Group increased their SME supplier engagements by 10% and the total local suppliers engaged increased by 18%. The percentage of spending on local suppliers stood at 92% in 2020 compared to 2019.



Supplier Management

The supplier management process at SISCO Group ensures maximum value is received from suppliers, while engaging with them properly and effectively to ensure operations run smoothly.



As part procurement process, RSGT's Technical Services representatives carry out inspections at the supplier's manufacturing sites. In other instances, 3rd party to inspection is carried out.



During COVID-19, S.A Talke was constantly updating primary supplier's performance and auditing and major suppliers staff accommodations. All the sites are constantly monitoring suppliers staff performance as well as behaviour.



LogiPoint has developed a Supplier Code of Conduct which is part of procurement policy. The policy has integrated environmental considerations into the procurement process for key categories as well as on KPI's that include environment, quality, health, and safety. Suppliers with stronger environmental or social performance are favoured.

Non-Conformity Reports are issued when non-compliances are noticed, and appropriate preventive and corrective actions are initiated. In the case of breaches related to HSE standards, LogiPoint issues penalties according to company HSE violations or according to the agreements. In 2020 LogiPoint hired procurement specialist and developed a new code of conduct that complied with the requirements of ISO 9001-2015 & ISO 14001:20015.

LogiPoint put a new system in place to measure, evaluate, and select the suppliers/vendors based on KPI's that include environment, quality, health, and safety.



Kindasa supports and promotes local procurement to avoid delays in delivery and lowered costs incurred in shipment clearance, customs, etc. Kindasa is also sure to focus on environmental and social aspects of procurement related issues. Suppliers are also encouraged through demand for eco-friendly and recyclable packaging.



Both LogiPoint and S.A. Talke saw considerable increases in the supplier audits performed in 2020. In the same year suppliers were able to identify significant actual and potential negative impacts and improve on them through the audit results.

CUSTOMER EXPERIENCE

Customers are a key stakeholder for the SISCO Group and engaging with them is critical to ensuring the SISCO's continued survival and growth. SISCO takes into consideration the requirements, perceptions, and preferences of customers when developing new products and services.

We regularly conduct online surveys to understand our customers better and gauge their level of satisfaction. Keeping our customers in the forefront, we re-designed our website to include customer care features. SISCO Group also seeks to strengthen relationships with its customers through customer insights activities. The Group provides consistency in its service to all customers across its operations.



RSGT signed a new 30-year concession (from 2020 to 2049) to operate and develop Jeddah Islamic Port. Under the new concession, RSGT will develop the largest container terminal in Saudi Arabia and the Red Sea by investing SAR 6.6 billion in infrastructure, equipment, and technology, with annual capacity reaching 8.8 million Twenty-foot equivalent unit (TEUs) throughout the concession period. The expansion and investments are planned based on market development and capacity needs. Expanding to the former NCT area and customer base fits RSGT's Growth Strategy for domestic growth and will allow it to serve its customers better.



S.A Talke conducts an annual customer satisfaction survey to obtain information from key clients about services, staff, and operations. These surveys are shared with key departments for feedback. In 2020, S.A. Talke implemented several initiatives to enhance customer experience including monthly and quarterly business review meetings, sharing of performance dashboards, and daily COVID-19 updates. As a there was a 62% reduction in customer complaints in year 2020.



LogiPoint established a procedure for the handling of customer perception and gaining feedback related to the products and services safety, which we provide to clients or their representatives. Once received, the feedback is recorded in ManageEngines (an internal comprehensive IT management software) for tracking of corrective and preventive actions. The HSEQ team conducts an annual audit review if customer feedback and complaint were responded and recorded. The strategic direction for 2020, by the leadership team at LogiPoint planned to improve quality across the organisation which was reflected within the staffs KPI's.



The customer complaint system at Tawzea was enhanced in 2020 to include a new feedback system for customers to lodge any complaints or suggestions, online or by calling to improve customer relationship. This will be added to the existing ticketing system that was able to resolve 1,083 complaints in 2020, from a total of 1121 complaints.



Due to COVID-19 and to cope up with current trends LogiPoint upgraded its traditional marketing activities to a digital marketing initiative, utilising big data and other analysis tools to create interactive social media and direct to customer marketing.

Health and Safety – Customers

Keeping in line with enhancing customer experience, customer health and safety is fundamental to our sense of product responsibility. By identifying and minimising all possible risks of our products – including those arising from harmful materials or potentially endangering functional features – we ensure the safety of our customers and end-users.



LogiPoint established a procedure for handling customer perception and gaining feedback related to the products and services safety. This is shared with clients or their representatives. Based on feedback to customer based on comments, recommendation, complaint including corrective measures if required. The HSEQ conduct an internal audit at least annually to review if customer feedback and complaints have been addressed and recorded. Once the complaints are received it is recorded in for corrective and preventive actions.

Temperature controlled operations at LogiPoint such as for reefer containers and cargo, present potential risks that may compromise customer health, as containers might be damaged due to improper handling. Identified control measures in place minimise the risks including work instructions, to avoid any damage during cargo operations.



As a tool of performance monitoring and measurement S.A Talke conducts regular auditing and inspection of project sites to verify that the requirements related to Safety, Health, Accountability and Process, Environment and Security are implemented accordingly. No activities that could potentially compromise product safety and customer health are tolerated. S.A. TALKE marked a significant record by reducing incident rate by 56%, reaching a 10 Million Safe Manhours in July 2020 and continuing to more than 12 million till date. Customer complaints were reduced by 62% of customer complaint in 2020. In addition to ISO management systems, Tawzea adheres to the Saudi Standards, Metrology and Quality Organisation (SASO) and, international World Health Organisation (WHO) standards for compliance of products. The quality assurance department uses approved methods and procedures in compliance with the highest international standards.



The quality assurance department at Tawzea, collects daily samples from the main distribution points for analysis for an increase of sodium hypochlorite which can pose as a threat to our customers health. These are tested against SASO, and GCC standards. In addition, the quality assurance department also collects randomised samples from clients to check for compliance and to further engage with the customers and identify their concerns, if any. Another method of evaluation comes from the customer service department with customer satisfaction surveys and questionnaires being provided and feedback tracking system (CRM) to evaluates risks related to customer health and product safety.

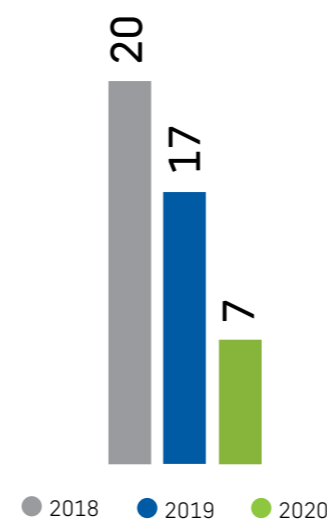


One of the challenges facing Tawzea is knowing the location of leakages. Tawzea constantly ensures that the customer have no water leakages by calculating the deference between outlet flow meter and inlet of flow meter. Another challenge faced by the company is excavation works by different utilities' providers, the nature of the geological site where the project is operating, and uncooperative clients. The Tawzea maintenance department conducts routine maintenance rounds to check for defective and deteriorating valves, connections, or meters that may cause impurities or changes in the quality of the product. Meetings are then conducted with customers who raised complaints regarding product quality. The objective of the meetings is to increase awareness regarding storage condition and method of disinfection of product if needed.

In 2020, we reduced the number of incidents of non-compliance with regulations, voluntary codes, or supplier standards, concerning health and safety of products, services, or handling/ transport/ storage of product by 59% compared to the previous year. In 2020, there were seven incidents identified which were related to water leakages, uncooperative clients near project sites, harmful materials, and potentially endangering functional features.

Health and Safety – Customers⁸

Number of incidents of non-compliance with regulations, voluntary codes, or supplier standards, concerning health and safety of products, services, or handling/ transport/ storage of product



⁸Data includes LogiPoint and S.A Talke



4

SUSTAINABLE ENVIRONMENT AND INFRASTRUCTURE

We aim to manage our environmental impact through reducing the negative adverse effects our operations have on it. We seek to reduce our water consumption and waste generation. In our attempt to safeguard our planet, we set out to combat climate change and reduce energy consumption. SISCO Group also relies on implementing cost-effective technology and infrastructure, which also has minimal environmental impact.

Material Issues Covered

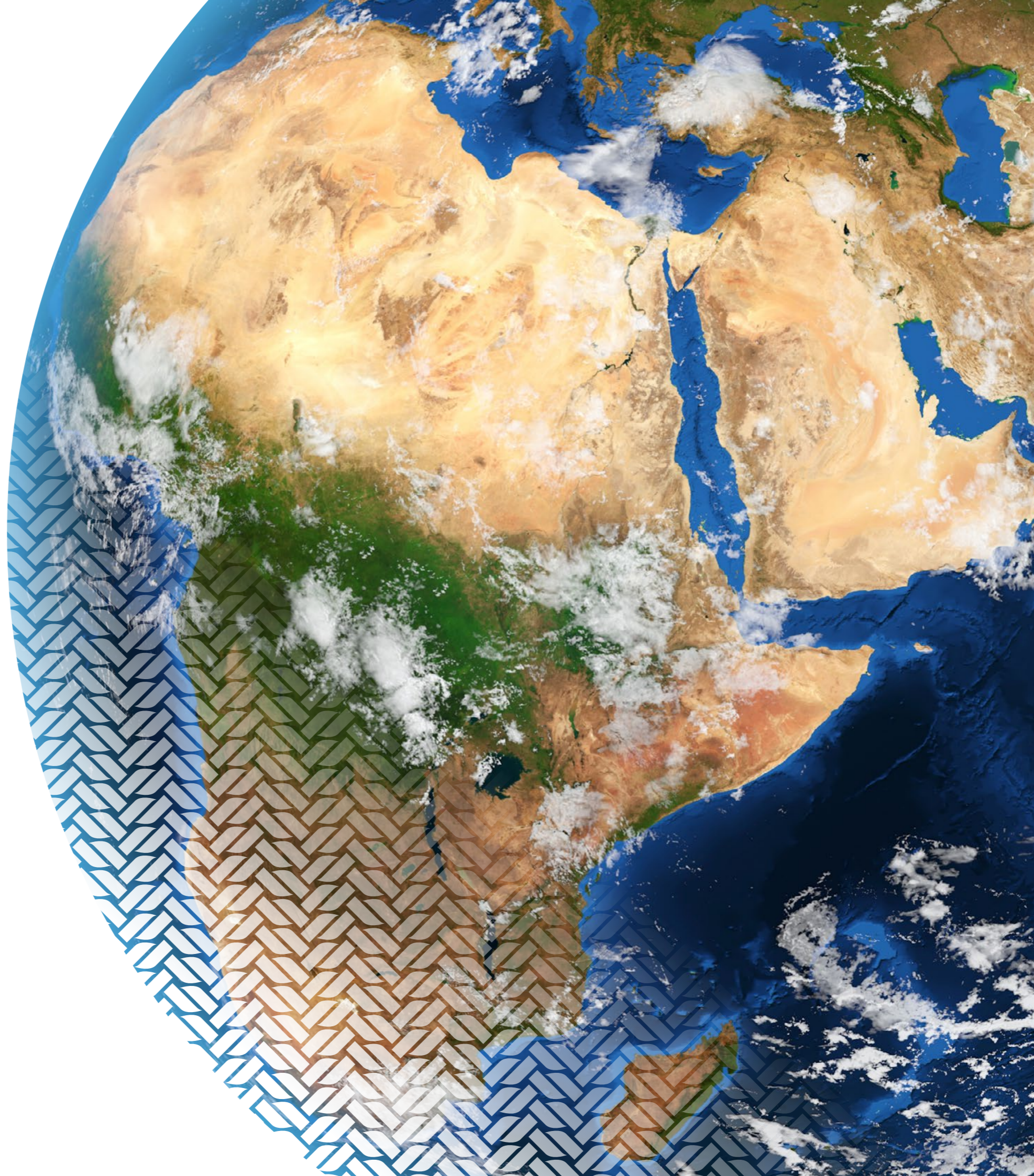
- Climate Change and Energy
- Technology and Innovation
- Environmental Management
- Water and Waste Management

Saudi Vision 2030 Pillar



A Vibrant Society

Sustainable Development Goals



CLIMATE CHANGE AND ENERGY

As a capital-intensive company, we are exposed to various types and degrees of local, regulatory, physical, and socio-economic risks associated with climate change. Climate change has widespread economic, political, and social consequences. We believe that it is important for us to show leadership in worldwide efforts to mitigate the adverse effects of climate change, by reducing our carbon emissions. We recognise that we operate in an energy intensive sector, therefore, we concentrate our efforts to reduce energy consumption and implement initiatives that positively impact the environment.



LogiPoint has developed a Health, Safety, Environment and Quality (HSEQ) Strategy for 2019-2021 which covers various ESG aspects including conducting Environmental Impact Assessments (EIAs), initiating ISO 14001 certification, setting sustainability targets, and identifying opportunities to drive continual improvement throughout business, identify opportunities and risks through the analysis of data, consultation and internal audits, providing the necessary controls to reduce impact to our people, business, clients, local communities and the environment in which we operate.

By 2021, LogiPoint aims to measure accurate energy, water, and waste consumption per client/area, and define realistic targets for 2022 that reduce the consumption by no less than 2%.



Energy Consumption

Over the past several years, energy efficiency and energy conservation has been at the forefront at the Group. We have implemented several initiatives across business sectors to ensure reduction in company-wide energy consumption and facilitate energy reduction efforts.



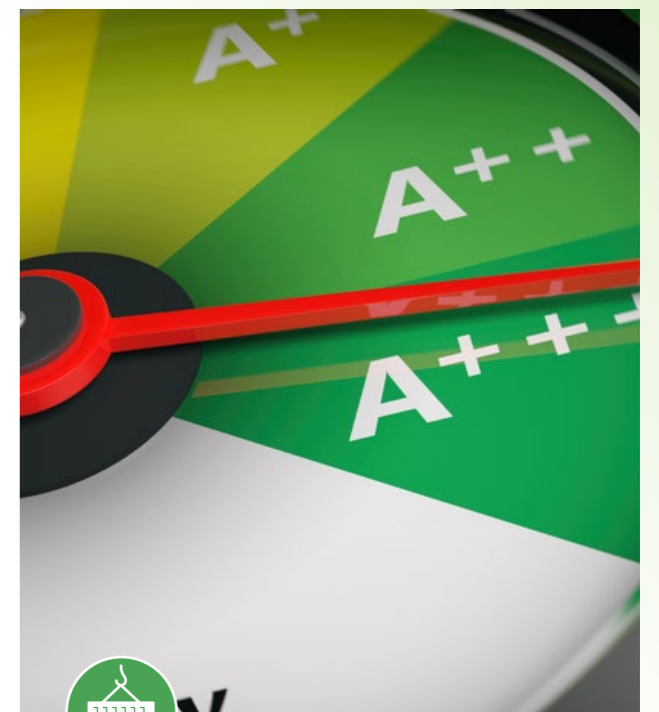
In 2020, RSGT continued the planned and preventative maintenance of combustion and electrical prime movers, ensuring continued efficient power generation and consumption. RSGT also plans to launch a programme in 2021, to replace conventional lighting systems with Light Emitting Diode (LED) or low energy consuming lighting, as already being done at LogiPoint and S.A Talke. Mostly energy is consumed by the lighting systems in the terminals; therefore, the light masts will also be replaced with LED lighting systems. RSGT technical division monitor the energy usage and consumption of the terminal, both electrical consumers and combustion engines. The purpose of the monitoring is to ensure that the energy consumed does not exceed known value tolerances, which may indicate operational issues with the consumer. Although in the year 2020, from April, RSTG planned for expansion and have doubled their land operational area and thus impact in the increase of utility usage.



Tawzea, has successfully installed solar panels in certain areas to test and better understand the feasibility of switching to renewable energy sources for operations. Tawzea makes a conscious effort to engage its staff in energy reduction practices within the company premises, while also monitoring machines with high energy consumption to either repair or replace them.



During the previous year, S.A Talke implemented an energy saving reminder programme "Go Green", which monitors and measures the direct consumption of energy from operations, reported monthly. An increase in consumption initiates action from the management. Additionally, S.A. TALKE placed "Go Green Stickers" and energy saving reminders throughout the projects, offices, and accommodations.

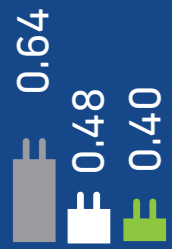


LogiPoint, has successfully developed an environmental policy with the objective of assessing compliance and identifying opportunities for improvement in the environmental field—currently monitoring energy and natural resources consumption. LogiPoint undertakes periodic preventive maintenance for its electrical equipment, machineries, and vehicles which keep emissions at an acceptable level based on country legislations and manufacturer recommendations. Audits and inspections regularly assist in maintaining adequate implementation of the preventive maintenance.

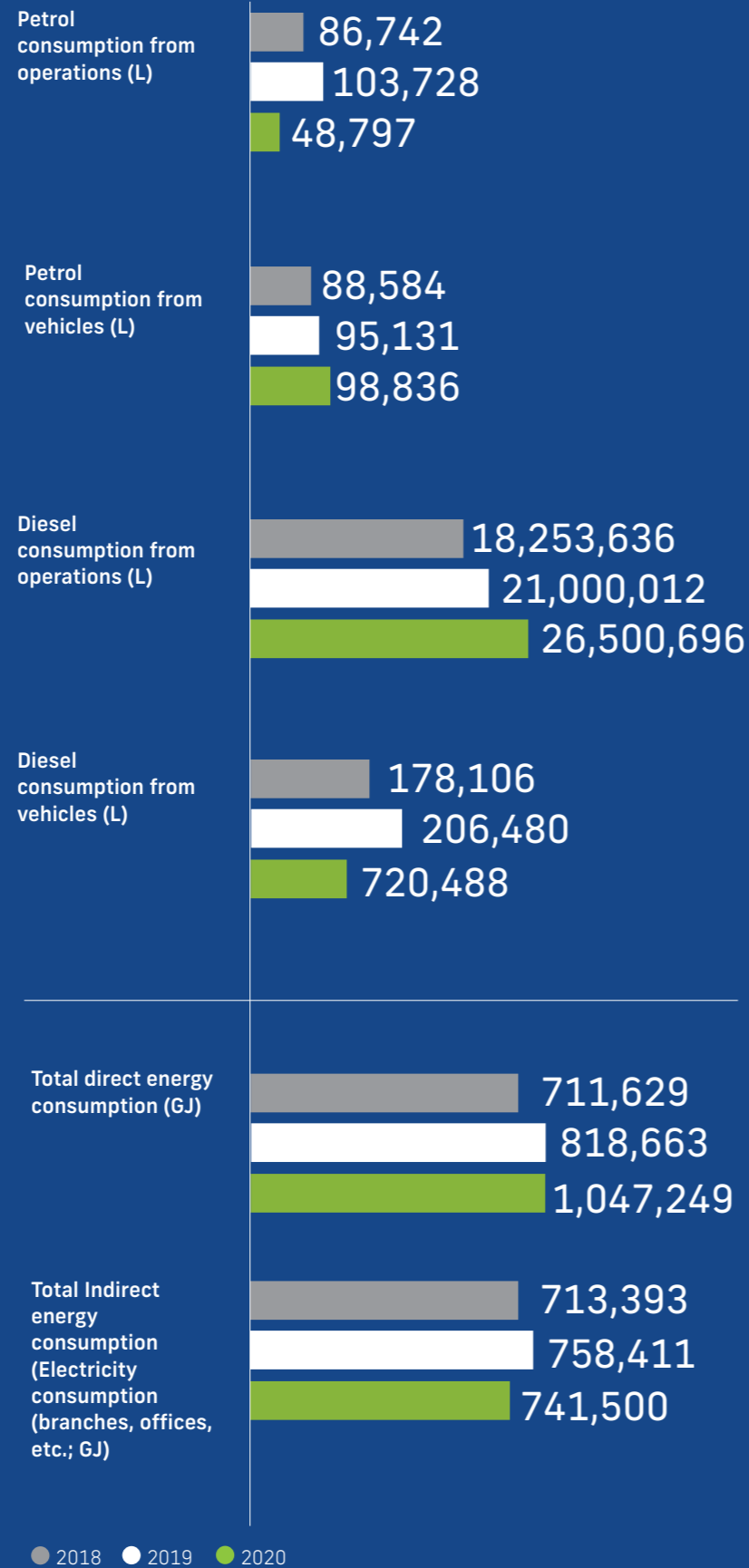
In 2020 our total direct and indirect energy increased by 13%, as compared to 2019. This was partly due to the expansion of land operational area at RSGT, causing an increase in electricity consumption and fuel consumption.

Energy Consumption⁹

Energy consumption intensity (direct and indirect; GJ/m3)



Energy consumption intensity (direct and indirect; GJ/FTE)

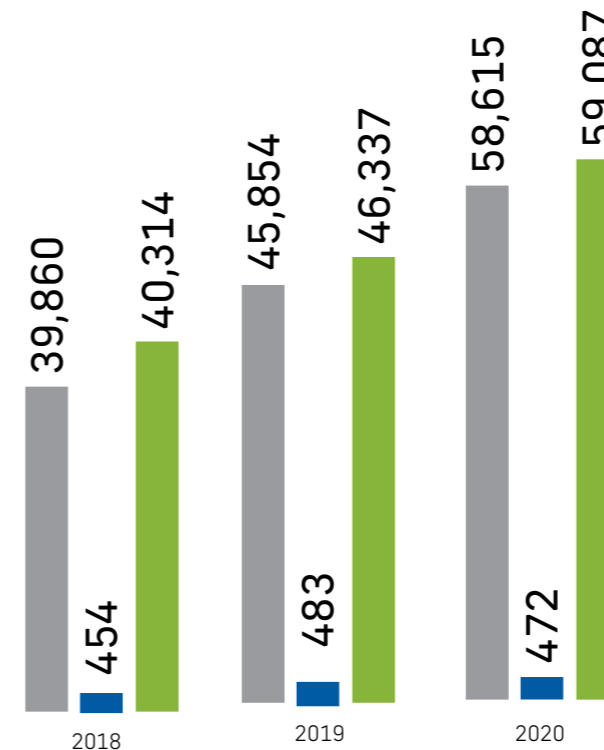


⁹Data includes SISCO, Red Sea (Red Sea Ports), Tawzea, LogiPoint (Isnad) and S.A. Talke

Greenhouse Gas (GHG) Emissions

To reduce our carbon emissions, SISCO Group aims to initiate the process by tracking and quantifying our emissions to achieve a quantifiable reduction in emissions. The SISCO Group, monitors and tracks its carbon emissions generated by both its direct and indirect energy consumption.

The direct GHG emissions has increased by 28% in 2020 compared to the previous year. However, the indirect GHG emissions decreased by 2%, increasing the total GHG emissions by 28% for 2020.



- Direct GHG emissions (Scope 1) (tons of CO2eq)¹⁰
- Indirect GHG emissions (Scope 2) (tons of CO2eq)¹⁰
- Total GHG emissions (sum of Scope 1, Scope 2, Scope 3) (tons of CO2eq)¹⁰

¹⁰Data includes Red Sea (Red Sea Ports), Kindasa, and S.A. Talke



In 2020, RSGT automated and supplemented its current fleet of diesel driven Rubber Tire Gantry (RTG) Cranes with electrically driven ones, which will lead to lower fuel consumption and hence lower emissions, i.e., hybridisation of the RTG fleet.



TECHNOLOGY AND INNOVATION

At a time of rapid digitalisation when traditional thinking is being challenged, our ability to innovate keeps the Group ahead of the curve while adding value to our customers, partners, and industry. Technology is a key driver of society and will be more so in the future. By fostering a technologically savvy workforce, we ensure that our people are prepared for a digital future. We are committed to the development of innovative services that benefit our customers and better processes that enable SISCO Group to deliver our products and services more efficiently.



In 2020, RSGT announced the arrival of the first consignment of new advanced terminal equipment, which includes diesel driven terminal trucks (TTs) and electric TTs and trailers that will accelerate and speed up port and quay operations at the Northern Part of Jeddah Islamic Port (JIP), the biggest and busiest port in Saudi Arabia. The new Terminal Trucks and Trailers, the newest of its kind in the Kingdom, come equipped with the latest and most demanding safety features, which will significantly contribute to increasing productivity and performance at JIP. This comes in the wake of the 30-year concession mega contract to redevelop and modernise the Northern Part of Jeddah Islamic Port.



The IT Department at S.A Talke, introduced several technological advancements to smoothly transition to remote working. The technological improvements included upgrades, software updates and new system downloads to ensure safety and efficiency.

During 2020, S.A Talke increased email security on both incoming and outgoing emails by ATP. S.A Talke also started monitoring the data traffic, periodically review and scan server and network devices for any suspicious activity and upgraded the firewall to be aligned with the latest technology. The company also implemented End point cloud-based security and SSL VPN connectivity.



ENVIRONMENTAL MANAGEMENT

SISCO is committed to managing its environmental impact and protecting natural resources through Health, Safety Environment & Social Policy, where environmental measures are managed through our Integrated Management. Moreover, SISCO Group companies are ISO 14001 certified for environmental management.

RSGT was named winner of the 2020 Sustainability Award at the 17th Annual Seatrade Maritime Awards, Middle East, Indian Subcontinent & Africa, hosted virtually from Dubai. RSGT was selected in recognition of an exceptional sustainable maritime commerce initiative by the judging panel of independent industry experts.



RSGT is considering automation of its diesel driven Terminal Trucks and electric Terminal Trucks for the future. Although the climate of KSA warrants advancements in reliable battery designs, RSGT is monitoring the possibilities for future use.

Light Masts and Ship-to-Shore (STS) cranes lighting systems have for the most part been converted to LED type with significant power consumption reduction realised.

RSGT remains dedicated to pursuing environmentally sustainable operations at KSA's largest container terminal, through its (CSR) programme, constant investment in new, low emission and efficient equipment, procedures, and the extensive training of RSGT personnel.

RSGT has also established artificial reefs on the outskirts of the port area in support of biodiversity and marine life.



S.A. Talke undertakes monthly environmental awareness sessions and environmental campaigns to increase the level of awareness and demonstrate commitment to the environment by engaging employees in such initiatives.

S.A Talke introduced the Operation Clean Sweep® (OCS) programme to prevent the loss of plastic granules (pellets, flakes, and powders) during handling by the various entities in the plastics value chain and their release into the environment.

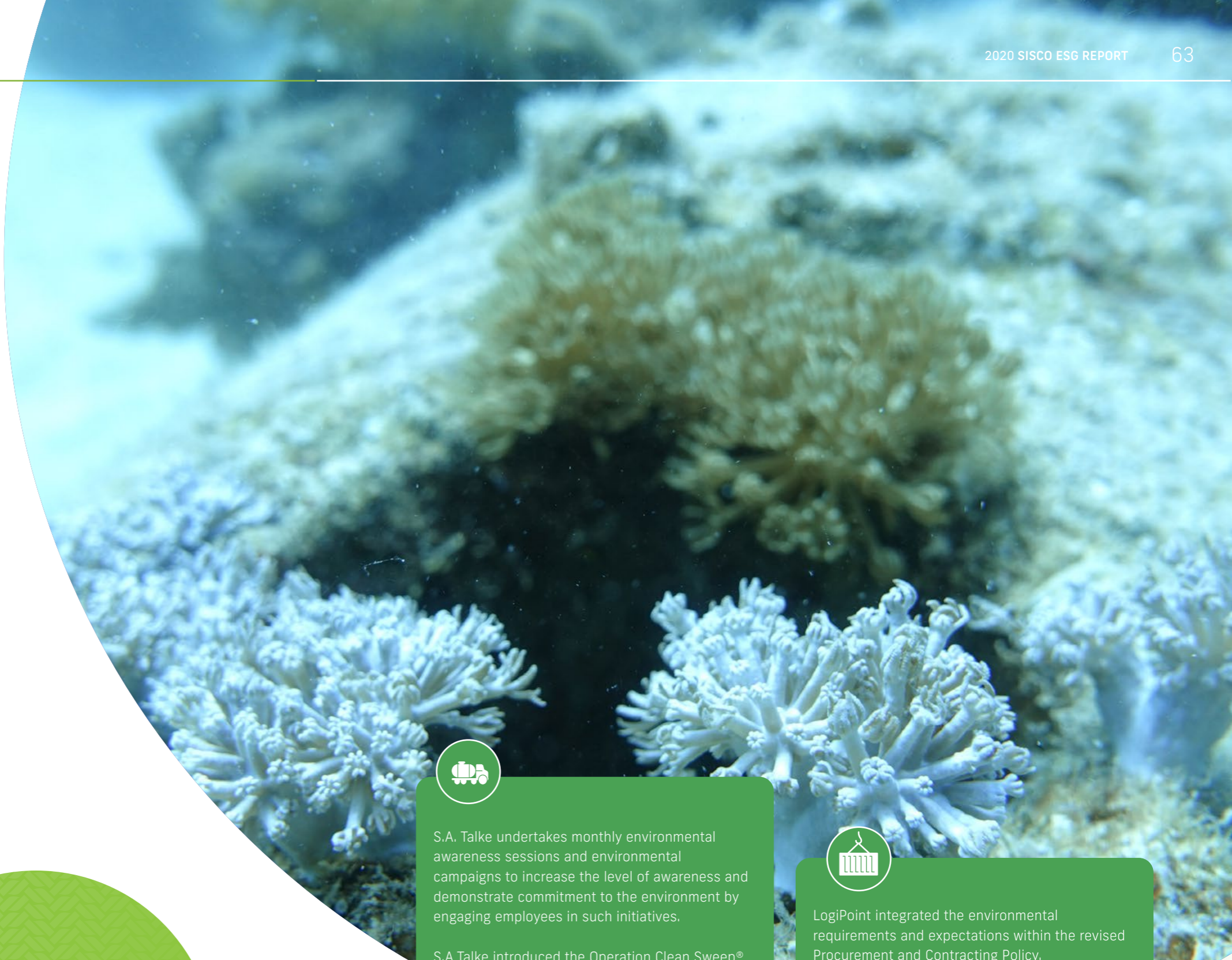
S.A. Talke, Tawzea and LogiPoint have maintained ISO14001:2015 environmental management system certifications within the integrated health, safety, environment, and quality management systems (HSEQ-IMS).



LogiPoint integrated the environmental requirements and expectations within the revised Procurement and Contracting Policy.



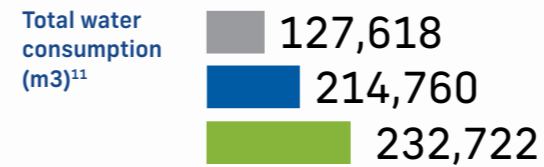
Tawzea won an Operations and Maintenance (O&M) contract with Ministry of Environment, Water, and Agriculture The project is to operate and maintain the Nabhaniah PW network, as well as several production stations. The five-year project includes several wells and associated strategic storage tanks.



WATER AND WASTE MANAGEMENT

The Group is conscious of its environmental responsibilities and seeks to limit its environmental footprint. We seek to boost our waste recycling efforts. We aim to achieve this through our reliance on electronic systems rather than paper-based systems. We also aim to keep our water ways clean by treating our operational waste. At SISCO Group we are committed to reducing our water consumption and using water more responsibly.

The total water consumption for SISCO Group increased by 8%, although our recycled wastewater decreased by 4%. With the help of our new water conserving measures throughout the Group, we aim to decrease our water consumption in the coming year.



Water Consumption



Since 2016, RSGT has been using specific cranes designed with air conditioning condensate water capture tanks to collect all water and reuse it for crane washing and crane window washing purposes.



Staff at LogiPoint and Tawzea are encouraged to conserve water through the installation of water conserving faucets on the premises and through awareness raising on the importance of water conservation. LogiPoint is currently considering different methods of water conservation and recycling programmes based on data analysis, sustainability, and efficiency



Meanwhile, at Kindasa the facilities produce their own utility water for consumption, therefore the impact is minimal on utility water consumption.



Across Tawzea, we implemented water conserving faucets and spread awareness to all employees on the importance of conserving resources.

At Tawzea, a sewage system was designed to treat residential-strength and industrial wastewater to be used for irrigation. The treated sewage effluent (TSE) has reduced reliance on an independent source or third party to provide irrigation water as TSE water is better for plantation than Potable water (PW). The subsurface system also caters to customers for industrial city irrigation. In 2020, the wastewater generated from raw water desalination using reverse osmosis (RO) technology, was used to aerate the roads of MODON oasis.

¹¹Data includes Red Sea (Red Sea Ports), Kindasa, and S.A. Talke

Waste Management

SISCO strives to shift away from a culture of waste. By improving containment and disposal of our waste, we aim to prevent contaminants from entering the surrounding environment.



All workshop and maintenance waste oil at RSGT are collected and stored in above ground holding tanks and periodically managed by a waste oil contractor. The waste oils and sludge collected from our activities are processed in our sewage treatment plant to further separate the water. The plant water is analysed monthly with certified test results tracked.

Used Lead acid batteries from RSGT, equipment is stored and separated on site in a dedicated area and taken by a battery recycling contractor monthly. Oil spills that occur from machinery breakdowns are captured quickly before entering waterways, as well as absorbed by absorbent materials, which are later handed to the waste oil & sludge contractor. In 2020 RSGT experienced eight oil spills which were handled through using the above clean-up method.

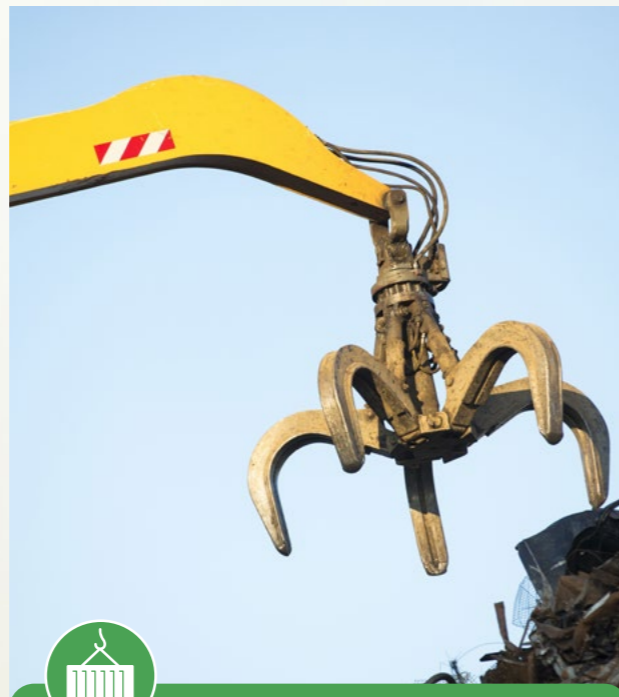
RSGT does not have a waste management policy or recycling programme, however, RSGTs technical services does have a waste management procedure for the disposal of most waste materials. Recycling is carried out on equipment tires, where newly worn tires are refurbished once prior to final disposal.

During COVID-19, RSGT and the port industries were continuously supporting and providing services for the kingdom and its people, results in increase in waste generation. It is commendable that RSGT sustain during the emergency and was effectively managed and mitigate the Covid incidents and risks.

Aiming to reduce paper consumption, RSGT has a management system that utilises mobile devices with maintenance instructions and check sheets to be used in the field. Checks at all terminal facilities and fleets are now carried out through electronic devices such as I-pads, further decreasing our paper consumption. Similar initiatives were carried out at S.A Talke, Kindasa, LogiPoint and Tawzea by using e-forms, I-Pads Automatic meter reading technology (AMR) and automating requests.



Kindasa, does not produce hazardous waste generated from the plant; however, waste in general is managed through a formal Waste Management procedure set in place.



LogiPoint has a developed a waste management plan that focuses on housekeeping and waste removal which is yet to be put into practice. LogiPoint utilises a scrap yard, to store hazardous waste till they are collected by an approved third party.



Tawzea divides its waste streams into 3 categories. Firstly, industrial waste that gets sorted based on material type and recycled appropriately. Secondly, domestic waste that is collected by a third-party company for disposal. Thirdly, agricultural waste that is also handled by a third-party company for proper disposal. A third party is responsible also for processing and managing for sludge and gravel from operations.

Due to the many measures to decrease waste generation, SISCO Group was successful in decreasing its waste and material consumption by 25% in 2020. One of the reasons for the increase was the RSGT land operations expansion. Despite COVID-19 lockdown, the ports industry in KSA was functioning at normal capacity, through effective management and mitigation of COVID-19 incidents and risk.

Waste Management and Material Consumption ¹²	2018	2019	2020
Waste			
Total waste generated (kg)	1,244,859	1,664,961	1,596,029
Hazardous waste disposed (kg)	127,600	454,766	339,273
Non-hazardous waste disposed (kg)	1,117,259	1,210,195	1,256,756
Total waste recycled (kg)	6,500	955	0
Hazardous waste recycled (kg)	0	0	0
Non-hazardous waste recycled (kg)	6,500	955	0
Materials			
Total paper consumption (kg)	811	1,097	1,399
Total paper recycled (kg)	0	0	0

¹² Data includes Red Sea (Red Sea Ports), Kindasa, Tawzea, LogiPoint (Isnad) and S.A. Talke

APPENDIX A. SISCO STAKEHOLDER MAP

Stakeholder Group	Importance to SISCO	Needs and Expectations	Methods of Engagement
Customers	Organic growth has been at the top of our priorities, as we strive to establish good relationships with our existing customers based on a win-win situation. We try to deliver value added solutions and the highest quality of products and services for our customers enabling us to widen the current scope as well as get additional business. We continuously aim to identify areas of improvement with the latest technology to deliver an unmatched experience to our customers.	<ul style="list-style-type: none"> • Innovative and sustainable products and services • Efficient and pro-active customer channels • Friendly and responsive customer service 	<ul style="list-style-type: none"> • Social media channels such as Twitter, Facebook, Instagram, and LinkedIn • Customer service offices for SISCO entities
Our People	The hard work, commitment, and contribution of every employee is integral to the success of SISCO. We have developed a unified talent management model to ensure that the firm is maximising its ability to attract, retain and nurture highly skilled employees with diverse skills and abilities across the board. SISCO entities pride themselves in maintaining the highest standards in health and safety at our facilities, monitoring carefully potential risks to our employees and our operations, to provide a safe working environment for our workforce.	<ul style="list-style-type: none"> • Employee engagement and growth, through cultivating a diverse and inclusive workforce. • Providing a safe and secure work environment • Fair compensation • Recognition and rewards 	<ul style="list-style-type: none"> • Employee trainings including orientations, professional training, and certifications. • Health and safety policies • Social gatherings such as Annual Football tournament
Shareholders & Investors	We continuously aim to create value for our shareholders, by keeping a solid balance sheet with an impressive track record both financially and operationally. The nature of SISCO's investment projects and the activities of its subsidiaries, makes it a rewarding long-term investment opportunity for shareholders, investors, and potential stakeholders. We continue to ensure that companies in the group continue to implement best practices and correct academic and technical skills are available to the companies to help ensure the quality of work is appropriate and adequate in delivering the strategic objective of the group.	<ul style="list-style-type: none"> • Strong balance sheet and continuous cash flows • Transparency and disclosure • Incorporate ESG criteria into business operations and activities. • Dynamic risk management • Strong market position 	<ul style="list-style-type: none"> • Annual reports • Corporate Governance reports • Quarterly financial statements • Board Meetings
Communities	SISCO believes that as contributor to the economic future of the country, we also need to contribute to the community. Corporate social responsibility is deeply integrated into our business activities, reflected in our CSR programme, that aims to make a positive impact on the world.	<ul style="list-style-type: none"> • Social initiatives and programmes to promote well-being of the community. • Partnerships with other organisation to address social concerns. • Regular one-off, high participation low-cost activities 	<ul style="list-style-type: none"> • Donations to charitable causes • Social welfare campaigns
Government Regulators	Promoting a compliance culture is paramount to our strategy. SISCO demonstrates its responsibilities to its various stakeholders through developing and enhancing the company's transparency and accountability. We are committed to complying with all rules and regulations. We strive to raise the standards and levels of corporate governance in line with the regional and global best practices.	<ul style="list-style-type: none"> • Alignment to national strategies and visions (Saudi Vision 2030) • Compliance with legal and regulatory requirements • Protecting customers and shareholders • Transparency and disclosure 	<ul style="list-style-type: none"> • Internal audit • External audit • Internal control and risk management systems • Compliance department • Audit Committee • Annual Reports
Partners	SISCO creates and maintains alliances and partnerships with various partners to facilitate consistent growth and strategic positioning. Strengthening partnerships with the best suppliers, distributors and trade partners allows us to meet our customer needs.	<ul style="list-style-type: none"> • New opportunities for engagement and interaction • Open communication channels • Fair and respectful treatment of suppliers • Timely payments 	<ul style="list-style-type: none"> • Supplier survey to obtain feedback from suppliers. • Supplier portal • Procurement department

APPENDIX B. GRI GUIDELINES

GRI Standard	Disclosure	Page number(s) and/or direct answers
GRI 101: Foundation 2016		
GRI 102: General Disclosures 2016		
Organizational Profile		
	102-1 Name of the organization	Saudi Industrial Services Company (SISCO)
	102-2 Activities, brands, products, and services	5, 9
	102-3 Location of headquarters	8
	102-4 Location of operations	8
	102-5 Ownership and legal form	8
	102-6 Markets served	8
	102-7 Scale of the organization	
	102-8 Information on employees and other workers	18-21
	102-9 Supply chain	32
	102-10 Significant changes to the organization and its supply chain	None
	102-11 Precautionary Principle or approach	38-41
	102-12 External initiatives	
	102-13 Membership of associations	
Strategy		
	102-14 Statement from senior decision-maker	6
Ethics and Integrity		
GRI 102: General Disclosures 2016	102-16 Values, principles, standards, and norms of behavior	8, 38-39
Governance		
	102-18 Governance structure	40
	102-21 Consulting stakeholders on economic, environmental, and social topics	11
	102-22 Composition of the highest governance body and its committees	40
	102-23 Chair of the highest governance body	6
	102-24 Nominating and selecting the highest governance body	40
Stakeholder engagement		
	102-40 List of stakeholder groups	11, 68
	102-41 Collective bargaining agreements	
	102-42 Identifying and selecting stakeholders	11, 68
	102-43 Approach to stakeholder engagement	11,12, 68
	102-44 Key topics and concerns raised	12
Reporting practice		
	102-45 Entities included in the consolidated financial statements	5, 9
	102-46 Defining report content and topic Boundaries	4
	102-47 List of material topics	12
	102-48 Restatements of information	4
	102-49 Changes in reporting	4

GRI Standard	Disclosure	Page number(s) and/or direct answers
	102-50 Reporting period	4
	102-51 Date of most recent report	
	102-52 Reporting cycle	4
GRI 102: General Disclosures 2016	102-53 Contact point for questions regarding the report	5
	102-54 Claims of reporting in accordance with the GRI Standards	4
	102-55 GRI content index	70
	102-56 External assurance	
Material Topics		
GRI 200: Economic		
Economic Performance		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	43
	103-2 The management approach and its components	43
	103-3 Evaluation of the management approach	43
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	43
	201-2 Financial implications and other risks and opportunities due to climate change	-
	201-3 Defined benefit plan obligations and other retirement plans	-
	201-4 Financial assistance received from government	-
Procurement Practices		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	48
	103-2 The management approach and its components	48
	103-3 Evaluation of the management approach	48
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	48
Anti-corruption		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	41
	103-2 The management approach and its components	41
	103-3 Evaluation of the management approach	41
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	41
	205-2 Communication and training about anti-corruption policies and procedures	41, 42
	205-3 Confirmed incidents of corruption and actions taken	42
GRI 300: Environmental		
Energy		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	56-58
	103-2 The management approach and its components	56-58
	103-3 Evaluation of the management approach	56-58
GRI 302: Energy 2016	302-1 Energy consumption within the organization	58
	302-2 Energy consumption outside of the organization	-
	302-3 Energy intensity	56-58
	302-4 Reduction of energy consumption	56-58
	302-5 Reductions in energy requirements of products and services	56-58

GRI Standard	Disclosure	Page number(s) and/or direct answers
Water and Effluents		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	64- 65
	103-2 The management approach and its components	64- 65
	103-3 Evaluation of the management approach	64- 65
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	64- 65
	303-2 Management of water discharge-related impacts	64- 65
	303-3 Water withdrawal	-
	303-4 Water discharge	-
	303-5 Water consumption	64- 65
Emissions		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	59
	103-2 The management approach and its components	59
	103-3 Evaluation of the management approach	59
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	59
	305-2 Energy indirect (Scope 2) GHG emissions	59
	305-3 Other indirect (Scope 3) GHG emissions	59
	305-4 GHG emissions intensity	59
	305-5 Reduction of GHG emissions	59
Waste 2020		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	66, 67
	103-2 The management approach and its components	66, 67
	103-3 Evaluation of the management approach	66, 67
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	66, 67
	306-2 Management of significant waste-related impacts	66, 67
	306-3 Waste generated	66, 67
	306-4 Waste diverted from disposal	66, 67
	306-5 Waste directed to disposal	66, 67
Environmental Compliance		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	62, 63
	103-2 The management approach and its components	62, 63
	103-3 Evaluation of the management approach	62, 63
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	62, 63
Supplier Environmental Assessment		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	49
	103-2 The management approach and its components	49
	103-3 Evaluation of the management approach	49
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	49
	308-2 Negative environmental impacts in the supply chain and actions taken	49
GRI 400: Social		
Employment 2016		

GRI Standard	Disclosure	Page number(s) and/or direct answers
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	18
	103-2 The management approach and its components	18
	103-3 Evaluation of the management approach	18
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	20, 21
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	18
	401-3 Parental leave	25
GRI 402: Labor/Management Relations 2016		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	-
	103-2 The management approach and its components	-
	103-3 Evaluation of the management approach	-
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	-
Occupational Health and Safety 2018		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26
	103-2 The management approach and its components	26
	103-3 Evaluation of the management approach	26
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	26, 27
	403-2 Hazard identification, risk assessment, and incident investigation	26, 27
	403-3 Occupational health services	26, 27
	403-4 Worker participation, consultation, and communication on occupational health and safety	26, 27
	403-5 Worker training on occupational health and safety	30
	403-6 Promotion of worker health	26-28
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	26-28
	403-8 Workers covered by an occupational health and safety management system	26-28
	403-9 Work-related injuries	28
	403-10 Work-related ill health	28
Training and Education 2016		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	18
	103-2 The management approach and its components	23
	103-3 Evaluation of the management approach	23
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	23
	404-2 Programs for upgrading employee skills and transition assistance programs	22-24
	404-3 Percentage of employees receiving regular performance and career development reviews	22-24
Diversity and Equal Opportunity 2016		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	16, 18, 31
	103-2 The management approach and its components	31,32
	103-3 Evaluation of the management approach	31,32

GRI Standard	Disclosure	Page number(s) and/or direct answers
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	31, 32, 34, 40
	405-2 Ratio of basic salary and remuneration of women to men	-
Non-discrimination 2016		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	18,31-32
	103-2 The management approach and its components	18,31-32
	103-3 Evaluation of the management approach	18,31-32
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	-
	412-2 Employee training on human rights policies or procedures	39
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	44 - 46
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Supplier Social Assessment		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	49
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