

GLOBAL REPORTING INITIATIVE CONTENTS INDEX

2020 FACT SHEET

The table below outlines the Global Reporting Initiative (GRI) Standards that have been referenced in developing the 2019 Annual Report. All disclosures are from the latest available GRI Sustainability Reporting Standards as at February 2020.

Section	Pages	Disclosure
COVID-19 & our 2019 Report	1	102-46 Defining report content and topic Boundaries 102-49 Changes in reporting 102-50 Reporting period 102-51 Date of most recent report 102-52 Reporting cycle
Who we are and where we operate	2-5	102-1 Name of the organisation 102-2 Activities, brands, products, and services 102-3 Location of headquarters 102-4 Location of operations 102-5 Ownership and legal form 102-6 Markets served 102-7 Scale of the organisation 102-8 Information on employees and other workers 102-9 Supply chain 102-10 Significant changes to the organisation and its supply chain 102-16 Values, principles, standards, and norms of behaviour 102-45 Entities included in the consolidated financial statements
Chairman's review and Group Managing Director's review	8-11	102-12 External initiatives 102-14 Statement from senior decision-maker 102-20 Executive-level responsibility for economic, environmental, and social topics
Strategy and value proposition	12-15	102-15 Key impacts, risks, and opportunities 102-29 Identifying and managing economic, environmental, and social impacts 102-31 Review of economic, environmental and social topics 102-44 Key topics and concerns raised 102-46 Defining report content and topic Boundaries 102-47 List of material topics 102-49 Changes in reporting 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
Thriving Customers	16-20	102-12 External initiatives
Committed Partners	20-23	102-12 External initiatives 308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria
Engaged People	24-27	102-8 Information on employees and other workers 102-12 External initiatives 102-29 Identifying and managing economic, environmental, and social impacts 102-40 List of stakeholder groups 102-41 Collective bargaining agreements 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 403-1 Occupational health and safety management system 403-2 Hazard identification, risk assessment, and incident investigation 403-3 Occupational health services 403-4 Worker participation, consultation, and communication on occupational health and safety 403-5 Worker training on occupational health and safety 403-6 Promotion of worker health 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 403-8 Workers covered by occupational health and safety management system 403-9 Work-related injuries 404-2 Programs for upgrading employee skills and transition assistance programs 405-1 Diversity of governance bodies and employees

Section	Pages	Disclosure
Delighted Consumers	28-31	102-12 External initiatives 102-29 Identifying and managing economic, environmental, and social impacts 102-40 List of stakeholder groups 102-56 External assurance 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 416-1 Assessment of the health and safety impacts of product and service categories 417-1 Requirements for product and service information and labelling 413-1 Operations with local community engagement, impact assessments, and development programs 203-1 Infrastructure investments and services supported 413-1 Operations with local community engagement, impact assessments, and development programs 414-1 New suppliers that were screened using social criteria
Better Environment	32-37	102-11 Precautionary Principle or approach 102-12 External initiatives 102-29 Identifying and managing economic, environmental, and social impacts 102-40 List of stakeholder groups 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 301-1 Materials used by weight or volume 301-2 Recycled input materials used 302-1 Energy consumption within the organisation 302-3 Energy intensity 302-4 Reduction of energy consumption 303-1 Water withdrawal by source 303-3 Water withdrawal 303-4 Water discharge 303-5 Water consumption 304-3 Habitats protected or restored 305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect (Scope 2) GHG emissions 305-3 Other indirect (Scope 3) GHG emissions 305-4 GHG emissions intensity 305-5 Reduction of GHG emissions 308-1 New suppliers that were screened using environmental criteria
Stakeholders	38-39	102-13 Membership of associations 102-15 Key impacts, risks, and opportunities 102-21 Consulting stakeholders on economic, environmental, and social topics 102-29 Identifying and managing economic, environmental, and social impacts 102-40 List of stakeholder groups 102-42 Identifying and selecting stakeholders 102-43 Approach to stakeholder engagement 102-44 Key topics and concerns raised 415-1 Political contributions
Sustainability strategy	58-60	102-15 Key impacts, risks, and opportunities 102-18 Governance structure 102-20 Executive-level responsibility for economic, environmental, and social topics 102-21 Consulting stakeholders on economic, environmental, and social topics 102-22 Composition of the highest governance body and its committees 102-23 Chair of the highest governance body 102-29 Identifying and managing economic, environmental, and social impacts 102-30 Effectiveness of risk management processes 102-31 Review of economic, environmental and social topics 102-44 Key topics and concerns raised 102-46 Defining report content and topic Boundaries 102-47 List of material topics 102-49 Changes in reporting 102-54 Claims of reporting in accordance with the GRI Standards 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
Our 2020 Goals and 2019 progress	61	102-15 Key impacts, risks, and opportunities 102-47 List of material topics 102-56 External assurance
Business and sustainability risks	68-69	102-15 Key impacts, risks, and opportunities 102-30 Effectiveness of risk management processes
Independent Limited Assurance Report	155	102-56 External assurance
Global Reporting Initiative contents index (this table)		102-54 Claims of reporting in accordance with the GRI Standards