

# & Environmental Social (E&S) DISCLOSURE GUIDE



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# Foreword

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The SSC and IFC, as well as sustainable investment institutions worldwide, believe that a company's commitment to sustainable development and transparency of information on the environmental, social and governance impact of a business has a direct correlation to the performance as well as long-term profitability of the business. In the context of increasingly extensive integration of the financial markets, as Vietnam has been taking an active part to enter into and enforce bilateral and multilateral trade agreements, the SSC holds the view that this represents an opportunity but also a challenge for Vietnamese businesses. We expect that Vietnamese businesses will take this opportunity to establish their competitive advantage to win interest from strategic investors towards new business opportunities.

The E&S Disclosure Guide was commissioned by the IFC and the SSC to encourage public listed companies to adopt and better implement the disclosure of environmental and social information as stipulated by Circular 155/TT-BTC of the Ministry of Finance dated 6 October 2015 on public disclosure guidance for the stock market.

We hope that, with this Guide, businesses will have a clear and consistent understanding of the information related to environmental and social activities as a basis for designing and developing their annual reports to include environmental and social information (consolidated report), or developing a separate report on social and environmental activities in line with international practices and the expectations of the stakeholders.

The SSC and the IFC acknowledge and thank PwC Vietnam for supporting the development of this Guide.

The SSC and the IFC would like to extend our special thanks to Swiss Economic Cooperation & Development, which is the main sponsor for the development and publication of this important Guide.

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Chapter 1

# INTRODUCTION TO THE GUIDE



## Purpose of this Guide

This Guide provides additional guidance to report preparers in complying with Circular 155/2015/TT-BTC dated 6 October 2015 on public disclosure for stock exchanges. This Guide provides guidance on the performance indicators required under Article 8, Item 2, Chapter II and Appendix 4 on Annual Reports of Circular 155/2015/TT-BTC. This Guide has been compiled based on the G4 Reporting Principles of the Global Reporting Initiative (GRI), which makes it applicable to Vietnamese companies in all industries, small-scale or large.

This Guide mainly provides companies with simple steps to begin their sustainability reporting focusing on the reporting of environmental and social indicators. This Guide aims to answer the following questions:

- What performance indicators should a Vietnamese company consider disclosing in its annual report or sustainability report?
- How are the indicators aligned to the GRI framework?
- How are indicators defined and what should be reported for each indicator?
- What main steps are to be taken in the process?

This Guide is designed so that Vietnamese companies across all industries can readily apply the disclosure processes. It serves as a good foundation for companies to determine metrics and Key Performance Indicators (KPIs) to measure their sustainability performance.

Every reasonable effort must be made to obtain all material data to meet with regulatory requirements. In circumstances where there are difficulties in acquiring the necessary data in a timely manner, the omissions along with an explanation must be stated in the report. It is recommended that companies set out the steps they are taking to acquire the information for future reporting.

Chapter 2

# DATA COMPILATION



# Methodology

For effective management and transparency in reporting, the disclosure processes in this Guide follows four overall steps:



## 1. Determine scope of report

There are different types of disclosure in sustainability reporting, including indicators focused on operations, indicators related to management approaches and more general narrative disclosures on strategies adopted or issues identified. Setting the scope allows for structured and focused reporting. *Scope: Defined as the extent of coverage and boundaries of information to be included in the sustainability report measured over a specified time range (e.g. a financial year). The scope of disclosure can be based on:*

- *operational boundaries: locations of the organization (e.g. countries of operation, entities) and operations within the entire value chain; and*
- *organizational boundaries: entities within the organization*

## 2. Calculate and collect data

Measuring progress is an important step towards effectively creating value for stakeholders. By compiling data and performing calculations to determine the value of the measured metrics, the data can be conveyed in a meaningful manner.

## 3. Review data

This step is meant to ensure data cohesiveness and applicability to reporting standards. Consistency of data is an important aspect of reporting and should be verified across all reported measures.

The review incorporates an analysis and assessment of the information on the disclosed performance indicator including an assessment and comparative analysis of actual impact and changes between the reporting periods.

Source: GRI G4 Sustainability Reporting Guidelines

## Methodology (cont'd)

### 4. Disclose data

Upon compilation and verification of the information, companies should maintain transparency and disclose findings according to the disclosure indicators' requirements in order to build trust amongst stakeholders. Where data are not available, this should be explained.

## Materiality

Going through the materiality process helps organizations identify and prioritise what is most relevant to act on and to report. Both the Integrated Reporting Framework from the International Integrated Reporting Council and the GRI reporting framework provide guidance on the materiality process.

## The GRI Guidelines

The GRI G4 Sustainability Reporting Guidelines (Implementation Manual), a widely recognised independent framework, is recommended for this purpose. The GRI Guidelines offer a set of principles ("how" to report) and performance indicators ("what" to report) that have been developed through more than 13 years of global and multi-stakeholder dialogue.

The GRI principles are:

- **Stakeholder Inclusiveness** – the report should identify stakeholders and document the company's responses to reasonable stakeholder expectations and interests.
- **Sustainability Context** – the report should describe the organization's performance in the wider context of sustainability.
- **Materiality** – the report should reflect the organization's significant economic, environmental and social impacts and include information to substantively influence stakeholders' assessments and decisions.
- **Completeness** – the report should provide sufficient coverage of material topics and indicators within clearly defined reporting boundaries.

Source: GRI G4 Sustainability Reporting Guidelines

## Methodology (cont'd)

The GRI framework is a useful starting point as it covers a broad range of economic and E&S performance aspects accompanied with technical guidance (protocols) on how to measure and report these.

When organizations report using GRI Guidelines, they not only disclose their most critical environmental, social, and economic impacts, but also generate reliable, relevant and standardized information that can be used to assess opportunities and risks. The result enables more informed decision-making – both within the business and among its stakeholders.

The relevant GRI Aspects and Indicators are indicated for the disclosure indicators required under Circular 155 (see Chapter 3) and are shown in the legend below.

Legend	Definition	Reference Code
GRI G4 Aspect	A general description of where impacts occur for each material matter.	<b>Energy</b>
GRI G4 Indicator	The reference point in the GRI G4 Sustainability Reporting Guidelines.	<b>G4-EN3</b>

Source: GRI G4 Sustainability Reporting Guidelines

# Data Collection and Verification

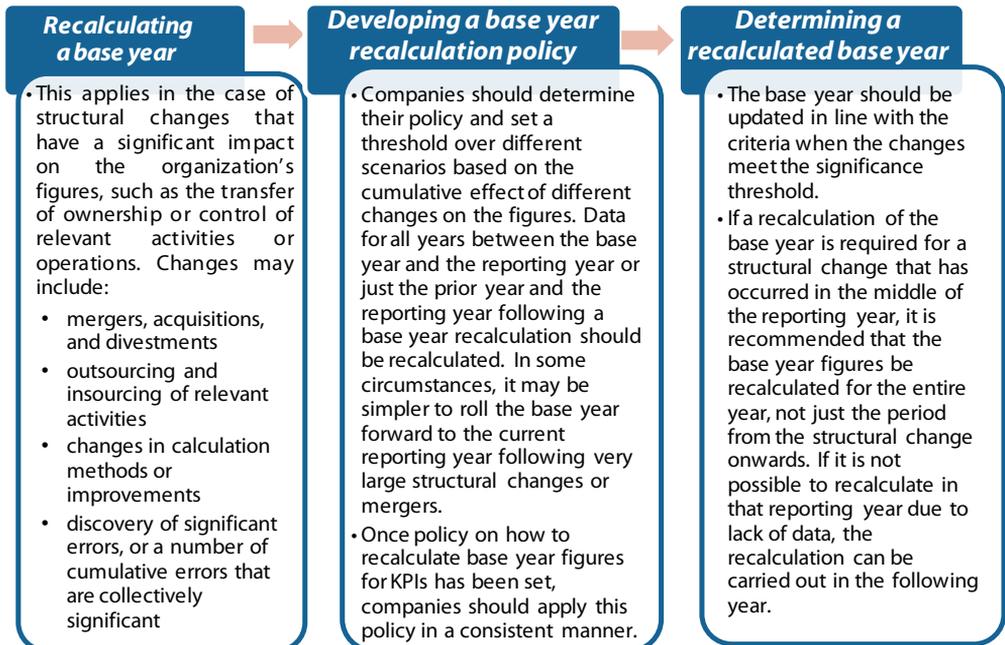
## Data Collection

The reporting period should be set at a 12-month duration and aligned with the company's financial year to facilitate easier comparison and analysis of financial and non-financial performance. If they differ, the majority of the sustainability reporting year should fall within the financial year.

Targets and a base year need to be set in order to maintain a meaningful and consistent comparison of performance over time. The earliest year for which you have data should be selected. The base year can be one of the following:

- a fixed or single base year
- an average of a range of years in order to smooth out year-on-year fluctuations
- a rolling base year

Re-calculations for the base year can be performed as follows:



## Data Collection and Verification (cont'd)

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### Verification

A responsible reporting approach must verify reported sustainability data, as there is reputational and market risk involved in disclosing misleading or inaccurate data. The assurance process verifies the value and authenticity of data in the public domain. Third-party or external assurance can ensure the reliability, credibility and value of the information reported.

There are two complementary internationally recognised standards for the verification of sustainability reports:

- The International Audit and Assurance Standards Board's ISAE3000 "Assurance engagements other than audits or reviews of historical financial information".
- AA1000AS the Institute of Social and Ethical Account Ability, which sets out principles that address the sustainability and Corporate Social Responsibility (CSR) aspects of reports.

Chapter 3

# DISCLOSURE INDICATORS



# Disclosure Indicators

The 15 disclosure indicators provided in this Guide cover environmental, social and economic indicators. Reference to similar GRI Aspects and Indicators are provided for further reference.

## **MATERIALS**

### **Total Amount of Raw Materials Used for the Manufacture and Packaging of the Products and for the Services of the Organization During the Year**

Materials

G4-EN1

Relevance: This indicator describes the organization's contribution to the conservation of the global resource base and its efforts to reduce the materials intensity of the economy. Tracking consumption internally, either by product or product category, facilitates the monitoring of materials efficiency and the cost of materials flows.

Reference: Page 22-23 of this Guide

### **Percentage of Materials Recycled to the Produce Products and Services of the Organization**

Materials

G4-EN2

Relevance: This indicator seeks to identify the organization's ability to use recycled input materials. Using these materials helps to reduce the demand for raw materials and contributes to the conservation of the global resource base. In the lifecycle of raw materials, recycled materials have a smaller environmental footprint and negative impact (e.g. can reduce transportation costs and greenhouse gas emissions).

Reference: Page 24-25 of this Guide

## **ENERGY**

### **Energy Consumption – Direct and Indirect**

Energy

G4-EN3

Source: GRI G4 Sustainability Reporting Guidelines

## Disclosure Indicators (cont'd)

**Relevance:** This indicator relates to energy directly consumed by entities managed or owned by the organization, which is referred to as the energy consumed within the organization. The environmental footprint of an organization and its business operation is shaped in part by its choice of energy sources. Changes in the balance of these sources can indicate the organization's efforts to minimize its environmental impacts. Quantifying energy consumption outside of the organization provides a basis for calculating some of the relevant other indirect greenhouse gas emissions.

*Reference: Page 26-29 of this Guide*

### Energy Savings through Energy Efficiency Initiatives

Energy

G4-EN6

**Relevance:** Energy consumption has a direct effect on improving returns on investments whilst reducing environmental footprint, operational costs, and exposure to energy availability and cost risks.

*Reference: Page 30-32 of this Guide*

### Energy-saving Initiatives and Results

Energy

G4-EN7

**Relevance:** Providing energy-efficient products and services is an important part of product stewardship initiatives.

*Reference: Page 33-34 of this Guide*

## WATER

### Water Supply and Amount of Water Used

Water

G4-EN8

**Relevance:** This indicator relates to the volume of water used in the

*Source: GRI G4 Sustainability Reporting Guidelines*

## Disclosure Indicators (cont'd)

organization and the entities it owns, including water used in different areas of the operation. The systematic effort to monitor and improve the efficient use of water in the organization is directly linked to water consumption costs. Policies related to water use beyond those set by regulatory bodies should be implemented to maximize water conservation.

*Reference: Page 35-36 of this Guide*

### Percentage and Total Volume of Water Recycled and Reused

Water

G4-EN10

Relevance: The rate of water reuse and recycling is a measure of efficiency. This illustrates the ability of an organization in reducing total water withdrawals and discharges. The reduction of water consumption over time through reuse and recycling may also contribute to local, national or regional goals for managing water supplies.

*Reference: Page 37-38 of this Guide*

## COMPLIANCE

### Number of Times the Company Is Fined for Failing to Comply with Laws and Regulations on the Environment

Compliance

G4-EN29

Relevance: This indicator relates to the number of administrative or judicial sanctions/fines for failure to comply with environmental laws and regulations by the organization.

*Reference: Page 39-40 of this Guide*

### Total Amount of Fines for Failing to Comply with Laws and Regulations on the Environment

Compliance

G4-EN29

*Source: GRI G4 Sustainability Reporting Guidelines*

## Disclosure Indicators (cont'd)

Relevance: This indicator relates to the total monetary value of the administrative or judicial sanctions/fines for failure to comply with environmental laws and regulations by the organization.

Reference: Page 41-42 of this Guide

### **ORGANIZATIONAL PROFILE, MARKET PRESENCE**

**Number of Employees and Average Wages of Workers**

Organizational Profile

G4-10

Market Presence

G4-EC5

Relevance: The number of employees can be indicative of the scale of the impact of any labor issues. Segmenting the workforce by region and gender demonstrates how the organization structures its human resources to implement its overall strategy. It also provides information on the gender representation across the organization. Changes in net employment, which can be gathered over the course of three or more years, are an important indicator of the organization's overall economic development and workforce sustainability. The average wage provides stakeholders with an understanding of how the organization generates wealth for them and attracts labor.

Reference: Page 43-45 of this Guide

### **EMPLOYMENT, OCCUPATIONAL HEALTH AND SAFETY**

**Labor Policies for the Health, Safety and Welfare of Workers**

Employment

G4-LA2

Occupational Health and Safety

G4-LA8

Relevance: This indicator represents the policies in place that govern the health, safety and wellbeing of all employees. Data reported according to this indicator provide an overview of

Source: GRI G4 Sustainability Reporting Guidelines

## Disclosure Indicators (cont'd)

the quantity and quality of the organization's investment in its human capital.

*Reference: Page 46-49 of this Guide*

### **TRAINING AND EDUCATION**

#### **Average Number of Training Hours per Year for Workers**

Training and Education

G4-LA9

**Relevance:** This indicator provides insight into the scale of the organization's investment in the area of training and development for unclassified staff and the degree to which the investment is made across the employee base (e.g. gender, position within company, full-time or part-time). Maintaining and improving human capital expands the knowledge base of employees, and can be considered a key element in organizational development.

*Reference: Page 50-51 of this Guide*

#### **Skills Development and Continuous Learning Programs to Support Workers' Employment and Career Development**

Training and Education

G4-LA10

**Relevance:** This indicator indirectly demonstrates how the organization works to monitor and maintain the skill sets of its employees, which is especially important as programs for skills management allow organizations to plan the skills acquisition that will equip employees to meet strategic targets in a changing work environment.

*Reference: Page 52-53 of this Guide*

*Source: GRI G4 Sustainability Reporting Guidelines*

# Disclosure Indicators (cont'd)

## LOCAL COMMUNITY

### Responsibility for the Local Community

Local Community

G4-S01

Relevance: This indicator represents activities by the organization that add value to the local community. Assessment and planning are important to measure the impact of operations on people in local communities, as well as the community's expectations and needs. Engaging local communities located close to an organization's area of operation and obtaining feedback from them are essential to capture any issues of concern as well as provide insights to help develop high-impact initiatives for the communities.

*Reference: Page 54-55 of this Guide*

## GREEN CAPITAL MARKET

### Green Capital Market Activities under the Guidance of the SSC

Relevance: Banks and financial institutions play an important role in the implementation of green finance enhancement measures and supporting businesses to carry out green growth activities through projects and programs to use resources effectively, use renewable energy or apply clean and environment-friendly technologies.

*Reference: Page 56 of this Guide*

Source: GRI G4 Sustainability Reporting Guidelines

# Total Amount of Raw Materials Used for the Manufacture and Packaging of the Products and for the Services of the Organization during the Year

## What to report:

- a. Report the total weight or volume of materials that are used to produce and package the organization’s primary products and services during the reporting period, by:
  - non-renewable materials used; and
  - renewable materials used.

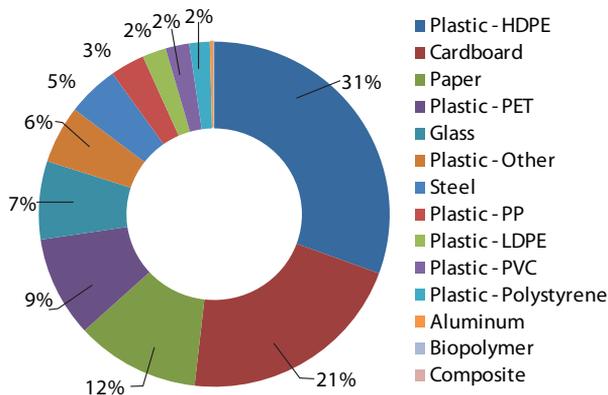
## Indicator disclosure process:

1. Based on the organization’s primary products and services, identify, as an example, the raw materials, associated process materials, semi-manufactured goods or parts and materials for packaging purposes that are used.
2. For each material type, determine if it is:
  - purchased from external suppliers or sourced internally; and
  - derived from non-renewable or renewable sources.
3. Identify if the data have been estimated or sourced from direct measurements. If the data have been estimated, the method used to obtain the data should be reported.

## Example:

A large Australian retail company reports on the raw materials used in their packaging.

### Packaging used in Australian supermarkets



“Woolworths has reviewed the packaging material of more than 3,000 Own Brand products. The products account for more than 34% of Own Brand sales and required the use of more than 32,300 tonnes of packaging materials. High Density Polyethylene (HDPE) continues to be the most common material, due to use in two and three liter milk containers. Cardboard and paper are the next most commonly used packaging material, driven by egg cartons and Homebrand Frozen Peas. Approximately 19.5% of the packaging used contains postconsumer recycled content.”

Source: GRI G4 Sustainability Reporting Guidelines; Woolworths 2015 Corporate Responsibility Report Refer to Appendix I for the Disclosure Template

## Total Amount of Raw Materials Used for the Manufacture and Packaging of the Products and for the Services of the Organization during the Year (cont'd)

### Disclosure references:

The current regulations require detailed reporting on the planning of raw materials usage for the reporting period under the environmental protection plan for registration, and details of the total volume of materials used.

Legal documents:

- Article 30 of Law on Environmental Protection No 55/2014/QH13 dated 23 June 2014
- Appendix 5.5 of Circular No. 27/2015/TT-BTNMT dated 29 May 2015 on Strategic Environmental Impact Assessment and Environmental Protection Planning
- Article 15 and Appendix 3 of Decision No. 35/2015/TT-BCT dated 27 October 2015 on Environmental Protection Regimes in Commerce and Industry (replacing Decision 52/2008/QĐ-BCT dated 30 December 2008)

Notes:

1. The scope of raw materials data should be limited to a supply chain in a specific country or geographical region.
2. This indicator is not mandatory for companies in the finance, banking, securities and insurance sectors.
3. Sources of the data for the indicator may include the payment systems, accounting, procurement, supply chain or manufacturing divisions of the organization.

# Percentage of Materials Recycled to Produce Products and Services of the Organization

Materials

G4-EN2

## What to report:

Report the percentage of recycled input materials used to manufacture the organization’s primary products and services.

## Indicator disclosure process:

1. Identify the total volume or weight of raw materials used during the year.
2. For each of the raw materials, identify the total weight or volume of recycled input materials.
3. If the material weight and volume measurements are stated as different units, standardize the units.
4. Identify the percentage of recycled input materials used.

## Example:

An Fast Moving Consumer Goods (FMCG) company in Malaysia discloses recycled input materials year-on-year.

Period	2013	2014	2015
<b>Production Volume (tonnes)</b>	399,168	381,886	386,390
<b>Materials Used</b>			
Total weight of materials used (tonnes)	413,663	376,576	398,520
Recycled materials (tonnes)	15,414	13,180	13,540
Percentage of recycled materials	3.73%	3.50%	3.40%

Source: GRI G4 Sustainability Reporting Guidelines; Nestlé In Society Report 2015  
Refer to Appendix I for the Disclosure Template

## Percentage of Materials Recycled to Produce Products and Services of the Organization (cont'd)

Materials

G4-EN2

### Disclosure references:

The current regulations promulgate the requirements for reporting on the recycling and reuse of materials and the treatment of solid wastes, periodically reporting on the generation and management of solid wastes.

Legal documents:

- Articles 86, 97, and 128 of Law on Environmental Protection 2015 No 55/2014/QH13 dated 23 June 2014
- Article 30 Decree No. 38/2015/NĐ-CP dated 24 April 2015 on the Management of wastes and discarded materials
- Article 15 and Appendix 3 of Decision No. 35/2015/TT-BCT dated 27 October 2015 on Environmental Protection Regimes in Commerce and Industry (replacing Decision 52/2008/QĐ-BCT).

### Notes:

1. The scope of raw materials data should be limited to a supply chain in a specific country or geographical region.
2. This indicator is not mandatory for companies in the finance, banking, securities and insurance sectors.
3. See G4-EN2 in the G4 Implementation Guide for methods to calculate the percentage of recycled input materials used.
4. Sources of the data for the indicator may include finance, accounting, procurement and supply chain management or records from the manufacturing and waste management divisions of the organization.

Source: GRI G4 Sustainability Reporting Guidelines; Nestlé In Society Report 2015  
Refer to Appendix I for the Disclosure Template

# Energy Consumption – Direct and Indirect

## Direct – energy consumed within the boundaries of the organization

Energy

G4-EN3

### What to disclose:

- a. Report total fuel consumption from non-renewable sources in joules, multiples or costs, including fuel types used.
- b. Report total fuel consumption from renewable sources in joules, multiples or costs, including fuel types used.
- c. Report in joules, watt-hours, multiples or costs, the total:
  - Electricity, heating, cooling and steam consumption.
- d. Report in joules, watt-hours, multiples or costs, the total:
  - Electricity, heating, cooling and steam sold.
- e. Report total energy consumption in joules, multiples or costs.
- f. Report standards, methodologies and assumptions used.
- g. Report the source of the conversion factors used.

### Indicator disclosure process:

1. Identify the types of energy being consumed within the organization for heating, cooling and steam generation.
2. Determine the amount or costs of energy that is being consumed within the organization. This may include entities owned or controlled by the organization.
3. Check to see if self-generated energy consumption has been double-counted.

### Example:

A Vietnamese food and beverage company discloses its direct energy consumption.

*Source: GRI G4 Sustainability Reporting Guidelines; Vinamilk 2014 Sustainable Development Report  
Refer to Appendix I for the Disclosure Template*

# Energy Consumption – Direct and Indirect (cont'd)

## Energy measurement in production

Energy

G4-EN3

Total of used energy, classified by kind	2012	2013	2014
<b>FO Oil</b> (kilo)	10,367,891	3,741,599	1,811,057
Total used energy (Kjun)	433,999,917,260	156,623,334,140	75,810,861,559
<b>Gas</b> (kg)	283,120	255,245	185,887
Total used energy (Kjun)	12,457,280,000	11,230,780,000	8,179,015,432
<b>Electricity</b> (kwh)	86,983,440	110,452,250	118,470,050
Total used energy (Kjun)	313,136,904,662	397,623,681,910	426,487,442,660

*"In Vietnam, Vinamilk maintains a production system including 13 factories and 5 dairy farms, of which the operation requires a large amount of power (fuel, electricity, etc.)..."*

### Disclosure references:

The current regulations promulgate the detailed requirements for reporting on planned and actual implementation of energy use and energy saving on an annual basis. An organization is required to provide details on the consumption of fuel by source (e.g. coal, fuel oil, diesel, gasoline and electricity).

Legal documents:

- Article 4 of Law No. 50/2010/QH12 on the Economical and Efficient use of Energy dated 17 June 2010
- Articles 10, 13 and 25 of Decree No. 21/2011/ND-CP dated 29 March 2011 detailing the Law on the Economical and Efficient use of Energy
- Articles 5 and 14 of Circular No. 09/2012/TT-BCT dated 20 April 2012 on Implementation Plans for Economical and Efficient Energy Use and Energy Audits
- Circular 02/2014/TT-BCT on Measures for Efficient Energy Use in Different Industries

### Notes:

1. See G4-EN3 in the G4 Implementation Guide and refer to energy conversion factors in at <http://www.ipcc.ch/ipccreports/tar/wg3/index.php?idp=477>.
2. This indicator is not mandatory for companies in the finance, banking, securities and insurance sectors.
3. Data sources include invoices, measurements, and calculations on measured, converted or estimated data. Sources may come from finance, accounting, procurement management, supply chain, or records from the manufacturing division of the organization.

Source: GRI G4 Sustainability Reporting Guidelines; Vinamilk 2014 Sustainable Development Report  
Refer to Appendix I for the Disclosure Template

# Energy Consumption – Direct and Indirect (cont'd)

## Indirect – energy consumed outside the boundaries of the organization

Energy

G4-EN4

### What to disclose:

- Report energy consumed outside of the organization, in joules or multiples.
- Report standards, methodologies, and assumptions used.
- Report the source of the conversion factors used.

### Indicator disclosure process:

- Identify relevant upstream or downstream energy consumption in the following categories and activities.

#### Upstream

- Purchased goods and services
- Capital goods
- Fuel- and energy-related activities
- Upstream transportation and distribution
- Waste generated in operations
- Business travel
- Employee commuting
- Upstream leased assets
- Other upstream energy consumption

#### Downstream

- Downstream transportation and distribution
- Processing of sold products
- Use of sold products
- End-of-life treatment of sold products
- Downstream leased assets
- Franchises
- Investments
- Other downstream energy consumption

- Identify whether the activity's energy consumption:
  - Contributes significantly to the total anticipated energy consumption outside of the organization;
  - Offers potential for reductions that could be undertaken or influenced by the organization;
  - Contributes towards the organization's risk exposure to climate change-related risk such as financial, regulatory, supply chain, product and customer, litigation and reputational risks;
  - Is deemed material by key stakeholders;
  - Results from outsourced activities that were previously performed in-house, or activities that are typically performed in-house by other organizations in the same sector;
  - Has been identified as significant in sector-specific guidance; and
  - Meets any additional criteria for determining relevance developed by the organization or by organizations in its sector.
- Clearly define the scope of energy consumption throughout upstream and downstream activities, including the use and end-of-life treatment of products and services.

Source: GRI G4 Sustainability Reporting Guidelines; Apple 2015 Environmental Responsibility Report/Refer to Appendix I for the Disclosure Template

## Energy Consumption – Direct and Indirect (cont'd)

### Example:

Energy

G4-EN4

A global technology company reports on its employees' business travel energy consumption.

*"To get around while at work, our employees can use our Apple shared bike program, car-share vehicles, and intercampus shuttles. In 2014, employees took more than 110,312 trips on shared bikes, a 55 percent increase over 2013. By providing incentives for biking, using public transportation, and reducing the use of single-occupancy vehicles, our Commute Alternatives Program provided over 2 million trips. To avoid employee travel when we can, we installed video teleconferencing equipment at all our major facilities around the world. And when employees must travel for business, we provide them with hybrid vehicle rentals where available. Apple employees drove more than 550,000 miles in hybrid rentals in 2014, as much as 2012 and 2013 combined, helping to avoid the use of 35,000 gallons of gasoline."*

### Disclosure references:

Legal documents:

- Law No. 50/2010/QH12 on the Economical and Efficient use of Energy dated 17 June 2010
- Decree No. 21/2011/ND-CP dated 29 March 2011 detailing the Law on the Economical and Efficient use of Energy
- Circular No. 09/2012/TT-BCT dated 20 April 2012 on Implementation Plans for Economical and Efficient Energy Use and Energy Audits

### Notes:

1. Exclude energy consumption reported in G4-EN3.
2. Check to see if self-generated energy consumption has been double-counted.
3. This indicator is not mandatory for companies in the finance, banking, securities and insurance sectors.
4. See G4-EN4 in the G4 Implementation Guide on methods for compiling upstream and downstream energy consumption data.
5. Potential data sources include information from suppliers with the calculation of data or estimated lifecycle information provided by the organization or external research agencies.

Source: GRI G4 Sustainability Reporting Guidelines; Apple 2015 Environmental Responsibility Report Refer to Appendix I for the Disclosure Template

# Energy Savings through Energy Efficiency Initiatives

## What to report:

Energy

G4-EN6

- a. Report the reduction in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules, multiples or cost savings.
- b. Report the types of energy included in the reductions: fuel, electricity, heating, cooling and steam.
- c. Report the basis for calculating reductions in energy consumption, such as base year or baseline, and the rationale for choosing it.
- d. Report standards, methodologies and assumptions used.

## Indicator disclosure process:

1. Identify initiatives to reduce energy use and increase energy efficiency such as:
  - Process redesign;
  - Conversion and retrofitting of equipment;
  - Changes in employee behaviour; and
  - Operational changes.
2. Determine the amount of energy that has been saved from the initiatives or the amount of return on investment cost savings from these initiatives.
3. Indicate whether energy savings are estimated, modelled or sourced from direct measurements. If estimation or modelling is used, disclose the methods used.
4. Report energy consumption reductions :
  - By each initiatives or group of initiatives; or
  - By combining energy types or separately reporting for fuel, electricity, heating, cooling and steam.
5. If there are many initiatives, prioritize initiatives that have been implemented in the reporting period, and that have the potential to contribute significantly to reducing energy consumption.

## Example:

A Singapore-based tourism company states its energy saving initiatives, the reduction in energy consumption as a result of these initiatives and the assumptions used in measuring the reduction

*Source: GRI G4 Sustainability Reporting Guidelines; Genting Singapore Sustainability Report 2015  
Refer to Appendix I for the Disclosure Template*

## Energy Savings through Energy Efficiency Initiatives (cont'd)

of energy consumption.

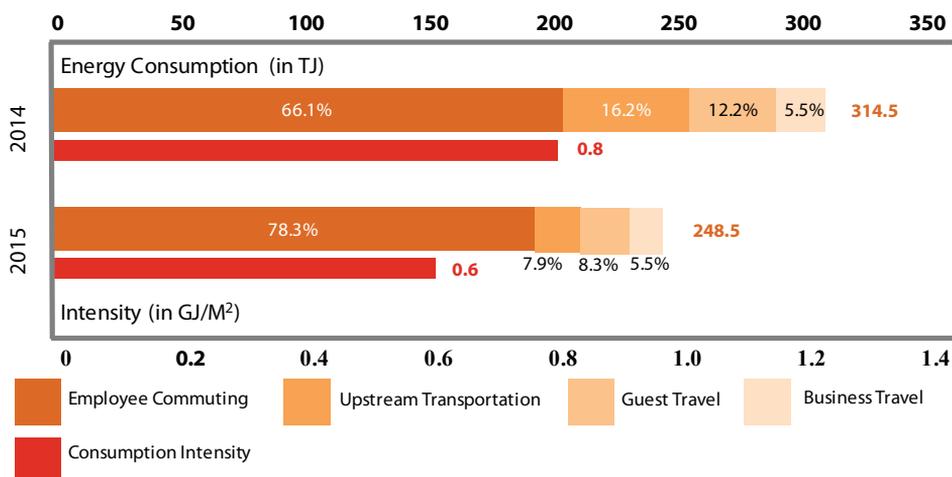
Energy

G4-EN6

Energy-saving initiatives		
Initiative	Location	Energy Savings (GWh)
Optimization of equipment's operations to reduce avoidable energy consumption	GC, DCP	1.96
Chiller optimization	DCP	2.70
Continuing of our efforts in 2014 to retrofit and convert conventional lighting to LED	RWS, GC, DCP	2.16
Installation of an online utilities monitoring system	RWS	No available data yet, as this is a newly implemented initiative

*"In addition to the above initiatives, photovoltaic solar panels were installed on the rooftop of the "Revenge of the Mummy" in Universal Studios Singapore to support the energy requirements of the ride, 679,911 kWh of electricity was generated in 2015, equivalent to powering a 135 Singapore 4-room HDB flats for a year.*

*To obtain a comprehensive understanding of our environmental performance, we have measured the energy consumption from selected upstream and downstream activities associated with our operations. This information is summarized in the following figure. There is a decrease in both energy usage and intensity for these activities, mainly due to a reduction in business travel in 2015."*



Source: GRI G4 Sustainability Reporting Guidelines; Genting Singapore Sustainability Report 2015  
Refer to Appendix I for the Disclosure Template

## *“Assumptions Used*

*Note 1: Taking reference from the 2006 IPCC Guidelines for National Greenhouse Gas Inventories and GHG Protocol for emission factors*

*Note 2: Using average delivery per day for trucks*

*Note 3: Customer travel by company private jet, limousine fleet and shuttle bus only*

*Note 4: Using Land Transport Authority (LTA) Annual Vehicle Statistics, average mileage per trip from the heartlands to Sentosa, and GENS' work calendar for employee commuting.”*

## **Disclosure references:**

The current regulations promulgate the requirements for detailed reporting on the planned and actual results of energy saving on an annual basis. It is required to provide details on the sources of fuel saved (e.g. coal, fuel oil, diesel, gasoline and electricity).

Legal documents:

- Article 4 of Law No. 50/2010/QH12 on the Economical and Efficient use of Energy dated 17 June 2010
- Articles 10, 13 and 25 of Decree No. 21/2011/ND-CP dated 29 March 2011 detailing the Law on the Economical and Efficient use of Energy
- Articles 5, 7 and 14 of Circular No. 09/2012/TT-BCT dated 20 April 2012 on Implementation Plans for Economical and Efficient Energy Use and Energy Audits

## Notes:

1. Reductions in energy consumption that result from reduced production capacity or outsourcing should not be included in this indicator.
2. This indicator is not mandatory for companies in the finance, banking, securities and insurance sectors.
3. Sources of data include direct measurements from suppliers and technical specifications on the energy consumption of equipment and technology such as energy-saving bulbs.

Source: GRI G4 Sustainability Reporting Guidelines; Genting Singapore Sustainability Report 2015  
Refer to Appendix I for the Disclosure Template

# Energy-saving Initiatives and Results

Energy

G4-EN7

## What to report:

- a. Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples.
- b. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it.
- c. Report standards, methodologies and assumptions used.

## Indicator disclosure process:

1. Identify available data, such as industrial standards.
2. Report standards, methodologies and assumptions used to calculate and measure energy consumption reductions.

## Example:

A Thai beverage company discloses its energy-saving initiatives and the results of these initiatives.

### ***Initiative***

*"In view of widespread concern over energy scarcity and rising prices, ThaiBev has joined the pilot project for energy management promoted by the United Nations Industrial Development Organization (UNIDO). The factory of Sura Bangyikhan has been selected to be the pilot plant of the project in 2013. Follow by the factory of Red Bull Distillery (1988) Co., Ltd. in 2014 and the factory of Fuangfuanant Co., Ltd. in 2015.*

*In additional, we aim to continuous improvement process for effectiveness of energy usage such as:*

- *Improve efficiency of energy consumption and minimize waste energy; for example, reusing waste heat from ammonia gas to heat reverse-osmosis water before it enters the steam boiler. This method helped to reduce the quantity of energy used in heating reverse osmosis water and reduce waste energy from the system.*
- *Improving the energy efficiency of machinery and equipment; for instance, the redesign of heat distribution of our Wort Kettle Project can reduce the quantity of steam used during brewing process. Our Wort Circulation System also helps to reduce the average Dimethyl sulfide (DMS) in cooled wort and improve the efficiency of hop utilization which improve in both view of quality and cost.*

Source: GRI G4 Sustainability Reporting Guidelines; ThaiBev 2014 Sustainability Report  
Refer to Appendix I for the Disclosure Template

# Energy-saving Initiatives and Results (cont'd)

Energy

G4-EN7

- *Introducing the Total Productive Maintenance (TPM) to support machine efficiency as well as energy saving”*

## **Results**

*“We installed the Mechanical Vapor Recompression Evaporation (MVR) at Sura Bangyikhan plant in Pathum Thani. This latest technology helps reduce the use of heavy fuel oil for steam production at 13.5 million liters, equivalent to 615.5 million megajoules of thermal heat. Moreover, it also helps mitigate the impact from gas emission and waste to the communities.”*

## **Disclosure references:**

The current regulations promulgate the requirements for reporting energy saving and efficiency with specific solutions and estimated results compared to the registered implementation plan. An organization is required to provide details on the solutions applied by source and type of fuel as well as estimated investment amount.

Legal documents:

- Article 4 of Law No. 50/2010/QH12 on the Economical and Efficient use of Energy dated 17 June 2010
- Articles 10, 13 and 25 of Decree No. 21/2011/ND-CP dated 29 March 2011 detailing the Law on the Economical and Efficient use of Energy
- Articles 5, 7 and 14 of Circular No. 09/2012/TT-BCT dated 20 April 2012 on Implementation Plans for Economical and Efficient Energy Use and Energy Audits

Notes:

1. This indicator is not mandatory for companies in the finance, banking, securities and insurance sectors.
2. Data sources include product tests or internal measurements, research or studies conducted, life cycle assessments and industry standards.

Source: GRI G4 Sustainability Reporting Guidelines; ThaiBev 2014 Sustainability Report  
Refer to Appendix I for the Disclosure Template

# Water Supply and Amount of Water Used

Water

G4-EN8

## What to report:

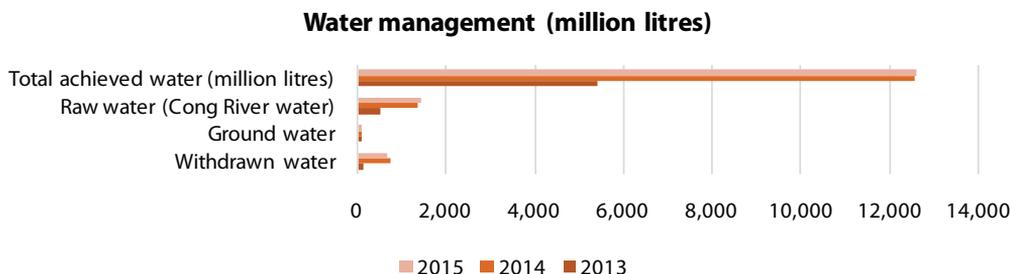
- a. Report the total volume of water withdrawn from the following sources:
  - Surface water, including water from wetlands, rivers, lakes and oceans;
  - ground water;
  - Rainwater collected directly and stored by the organization;
  - Waste water from another organization; and
  - Municipal water supplies or other water utilities.
- b. Report water used by different parts of the company's operations, if available.
- c. Report standards, methodologies and assumptions used. The corporate water disclosure guidelines can be used as a reference for water disclosure.

## Indicator disclosure process:

1. Report the total volume of water withdrawn from any water source.
2. Report the volume of water used by different parts of the company's operations.
3. Identify if the calculations have been estimated, modelled or sourced from direct measurements.

## Example:

A mining company discloses the total amount of water withdrawal and water used for the year.



Source: GRI G4 Sustainability Reporting Guidelines; Masan Resources 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template

## Water Supply and Amount of Water Used (cont'd)

Water

G4-EN8

*“Our processing plant’s raw water demand is principally met by extraction from the Cong River, with a licensed capacity of 4,800 m<sup>3</sup>/day. In compliance with the regulations, we extract water through a pump station where the total volume makes up approximately 10 – 11% of our raw water demand.*

*The total surface water extraction amount was 1,416 million litres in 2015, against 1,332 million litres in 2014. The slight increase reflects both the enhanced production capacity of our operation and improvements in operational efficiency*

### **Disclosure references:**

The current regulations promulgate the requirements for reporting on water consumption on an annual basis. An organization is required to provide details on total water consumption.

- Legal documents:
- Article 28, 39 and 43 of Law No. No 17/2012/QH13 on Water Resource Protection dated 21 June 2012
- Articles 3 and 25 of Decree No. 201/2013/ND-CP dated detailing the implementation of the Law on Environmental Protection
- Circular 27/2014/TT-BTNMT dated 30 May 2014 regulating Registration for Groundwater Exploitation and Water Resource Permits
- Decree 25/2013/ND-CP dated 29 March 2013 and Joint Circular No. 63/2013/TTLT-BTC-BTNMT dated 15 May 2013 on Environmental Protection Charges for Wastewater

### Notes:

1. This indicator is not mandatory for companies in the finance, banking, securities and insurance sectors.
2. Data sources include measurements, water billings, and calculations based on measured (or reference), converted or estimated data. Records may come from the billings, accounting, procurement, supply chain, or manufacturing divisions of the organization.

Source: GRI G4 Sustainability Reporting Guidelines; Masan Resources 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template

# Percentage and Total Volume of Water Recycled and Reused

Water

G4-EN10

## What to report:

- Report the total volume of water recycled and reused by the organization.
- Report the total volume of water recycled and reused as a percentage of the total water withdrawal reported under Indicator EN-8.
- Report the amount of cost savings resulting from the recycling and reuse of water.
- Report standards, methodologies and assumptions used.

## Indicator disclosure process:

- Determine the primary operational sites where water is recycled and reused.
- Report the volume of recycled and reused water.
- If water or flow meters are not available, carry out estimation by modelling.

## Example:

An mining company reports its total volume of water by source, and the percentage and total volume of water recycled and reused.

Water resource	2013	2014	2015
Total achieved water (million litres)	247	275	293
Raw water (Cong River water)	240	269	286
Ground water	7	6	7
Withdrawn water	496	508	536
Recycled water	397	413	488
Oxide Tailing Cell (OTC)	99	95	48
Sulphur Tailing Cell (STC)	2	2	3
WWTP	745	785	832

Source: GRI G4 Sustainability Reporting Guidelines; Masan Resources 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template

# Percentage and Total Volume of Water Recycled and Reused (cont'd)

Water

G4-EN10

*"We managed to recycle 10,433 million litres in the year 2015, against 10,394 million litres in 2014, meaning that 83% of the total water consumed is reused for our plant."*

## Disclosure references:

The current regulations promulgate the requirements for reporting on water consumption on an annual basis. An organization is required to provide details on total water consumption.

Legal documents:

- Article 28, 39 and 43 of Law No. No 17/2012/QH13 on Water Resource Protection dated 21 June 2012
- Articles 3 and 25 of Decree No. 201/2013/ND-CP dated detailing the Implementation of the Law on Environmental Protection
- Circular 27/2014/TT-BTNMT dated 30 May 2014 regulating Registration for Groundwater Exploitation and Water Resource Permits
- Decree 25/2013/ND-CP dated 29 March 2013 and Joint Circular No. 63/2013/TTLT-BTC-BTNMT dated 15 May 2013 on Environmental Protection Charges for Wastewater

## Notes:

1. Greywater, which is collected rainwater and wastewater generated by household processes such as washing dishes, laundry, and bathing, is included in this disclosure indicator.
2. This indicator is not mandatory for companies in the finance, banking, securities and insurance sectors.
3. Data sources include measurements, water billings, and calculations based on measured (or reference), converted or estimated data. Records may come from the billings, accounting, procurement, supply chain, or manufacturing divisions of the organization.

Source: GRI G4 Sustainability Reporting Guidelines; Masan Resources 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template

## Number of Times the Company Is Fined for Failing to Comply with Laws and Regulations on the Environment

### What to report:

Compliance

G4-EN29

- a. Report the number of significant fines and non-monetary sanctions.
- b. Where organizations have not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.

### Indicator disclosure process:

1. Determine the number of administrative or judicial sanctions as a result of the organization's failure to comply with environmental laws and regulations, including, as a minimum:
  - International declarations, conventions and treaties, as well as national, sub-national, regional and local regulations. Include non-compliance related to spills as disclosed under G4-EN24 that meet the criteria for G4-EN29;
  - Voluntary environmental agreements with regulating authorities that are considered binding and have been developed as a substitute for implementing new regulations. In certain jurisdictions, such agreements are referred to as 'covenants'; and
  - Cases brought against the organization through the use of international dispute mechanisms or national dispute mechanisms supervised by government authorities.

### Example:

A petroleum company reports the number of fines it has paid annually.

	2013	2014
Level 1 Enforcement Actions	6	5
Percentage of Inspections without a Written Enforcement Action	90%	93%
Releases/Exceedances	218	134
Penalties Paid	\$64,244	\$3,100
Agency Inspections	341	571
Audits Performed (System Audits and Comprehensive Facility Reviews)	33	40
Self-Assessments Performed	2,508	5,633

Source: GRI G4 Sustainability Reporting Guidelines; PGE Corp 2015 Corporate Responsibility Report  
Refer to Appendix I for the Disclosure Template

## Number of Times the Company Is Fined for Failing to Comply with Laws and Regulations on the Environment (cont'd)

Compliance

G4-EN29

*"This [penalties paid] includes \$3.6 million that PG&E paid to resolve an alleged violation of a 2008 Clean Up and Abatement Order issued by the Lahontan Regional Water Quality Control Board regarding the chromium plume in Hinkley. The alleged violation was resolved by a settlement under which \$1.8 million was paid to the state and the remaining \$1.8 million was put toward a supplemental environmental project in the Hinkley area."*

### Disclosure references:

The current regulations promulgate the requirements for the reporting and disclosure of information on environmental compliance such as an environmental impact assessment, an environmental protection plan, details on sources of pollution, effluent and waste management or the results of environmental audits and inspections. Detailed information on pollution caused by non-compliance and the administrative penalties should be disclosed at the request of the relevant authorities.

Legal documents:

- Article 131 of Law on Environmental Protection No 55/2014/QH13 dated 23 June 2014
- Articles 1, 38 and 61 of Decree No. 179/2013/ND-CP dated 14 November 2013 on the Penalties for Violations of Environmental Protection Regulations

Notes:

1. Data sources include audit results and the monitoring systems of regulatory or environmental health and safety management agencies. The monetary value of penalties paid for violations is usually provided by the accounting department.

Source: GRI G4 Sustainability Reporting Guidelines; PG&E Corp 2015 Corporate Responsibility Report  
Refer to Appendix I for the Disclosure Template

# Total Amount of Fines for Failing to Comply with Laws and Regulations on the Environment

Compliance

G4-EN29

## What to report:

- a. Report significant fines and non-monetary sanctions in terms of:
  - Total monetary value of significant fines;
  - Total number of non-monetary sanctions; and
  - Cases brought through dispute resolution mechanisms.
- b. Where organizations have not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.

## Indicator disclosure process:

1. Determine the amount of administrative or judicial sanctions as a result of the organization's failure to comply with environmental laws and regulations, including, as a minimum:
  - International declarations, conventions and treaties, as well as national, sub-national, regional and local regulations. Include non-compliance related to spills as disclosed under G4-EN24 that meet the criteria for G4-EN29;
  - Voluntary environmental agreements with regulating authorities that are considered binding and have been developed as a substitute for implementing new regulations. In certain jurisdictions, such agreements are referred to as 'covenants'; and
  - Cases brought against the organization through the use of international dispute mechanisms or national dispute mechanisms supervised by government authorities.

## Example:

A property company in South East Asia reports on the number of its environmental non-compliance incidents that resulted in fines.

*"In 2014, three developments in Singapore were fined a total of \$140,000 for exceeding permissible noise levels and incidences of mosquito breeding at the construction sites. The fines were imposed on the Company's appointed main contractors. Mitigating actions have since been taken to prevent recurrence."*

Source: GRI G4 Sustainability Reporting Guidelines; Keppel Land Sustainability Report 2014  
Refer to Appendix I for the Disclosure Template

# Total Amount of Fines for Failing to Comply with Laws and Regulations on the Environment (cont'd)

Compliance

G4-EN29

## Disclosure references:

The current regulations promulgate the requirements for the reporting and disclosure of information on environmental compliance such as an environmental impact assessment, an environmental protection plan, details on sources of pollution, effluent and waste management or the results of environmental audits and inspections. Detailed information on pollution caused by non-compliance and the administrative penalties should be disclosed at the request of the relevant authorities.

Legal documents:

- Article 131 of Law on Environmental Protection No 55/2014/QH13 dated 23 June 2014
- Articles 1, 38 and 61 of Decree No. 179/2013/ND-CP dated 14 November 2013 on the Penalties for Violations of Environmental Protection Regulations

Notes:

1. Where organizations have not identified any non-compliance with laws or regulations, a brief statement of how company manages compliance is sufficient.
2. Data sources include audit results and the monitoring systems of regulatory agencies or environmental health and safety management agencies. The monetary value of penalties paid for violations is usually provided by the accounting department.

Source: GRI G4 Sustainability Reporting Guidelines; Keppel Land Sustainability Report 2014  
Refer to Appendix I for the Disclosure Template

# Number of Employees and Average Wages of Workers

Organizational Profile

G4-10

## **Number of Employees**

### **What to report:**

- a. Report the total number of employees by employment type (permanent or contract) and gender.
- b. Report the total number of permanent employees by employment type and gender.
- c. Report the total workforce by number of employees and supervised workers and by gender.
- d. Report the total workforce by region and gender.
- e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including the employees and supervised workers of contractors.
- f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).

### **Indicator disclosure process:**

1. Identify the total workforce working for the organization at the end of the reporting period by gender.
2. Identify the contract type and full-time and part-time status of employees based on the definitions under the national laws of the country where they are based.
3. Unless there has been a material change in the reporting period, use numbers as at the end of the reporting period.
4. For operations out of Vietnam, obtain and combine the country statistics to calculate global statistics and disregard differences in legal definitions on what constitutes a full-time or part-time employment relationship.
5. Employee numbers as head count or Full Time Equivalent (FTE). The approach should be disclosed and applied consistently.

*Source: GRI G4 Sustainability Reporting Guidelines; Genting Singapore 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template*

# Number of Employees and Average Wages of Workers (cont'd)

Organizational Profile

G4-10

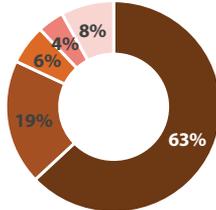
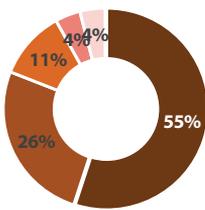
## Example:

A Malaysian subsidiary based in Singapore discloses the total number and turnover of employees by gender.

### Employee Hires in 2015

860 Male Hires

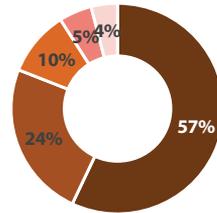
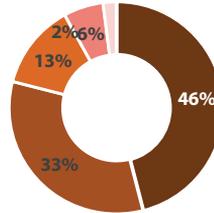
719 Female Hires



### Employee Turnover in 2015

1005 Male Turnovers

914 Female Turnovers



Below 20 years old   20-29 years old   30-39 years old   40-49 years old   Above 49 years old

## Average Wages of Workers

### What to report:

- When a significant proportion of the workforce is compensated based on wages subject to minimum wage rules, report the ratio of the entry-level wage by gender at significant locations of operation to the minimum wage.
- Report whether a local minimum wage is absent or variable at significant locations of operation, by gender. In circumstances in which different minimums could be used as a reference, report which minimum wage is being used.
- Report on the definition used for 'significant locations of operation'.

### Indicator disclosure process:

- Identify the average wages of employees by category and gender in the reporting period.
- Identify and compare (in percentage terms) local minimum wage to the organization's entry-level wage by gender.
- For organizations that only offer salaried employment, convert the salary into an hourly estimate.

Source: GRI G4 Sustainability Reporting Guidelines; Genting Singapore 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template

## Number of Employees and Average Wages of Workers (cont'd)

### Example:

Organizational Profile

G4-10

An FMCG company in Malaysia discloses the employee annual basic salary by gender and headcount.

Employee Category	Women			Men		
	Annual Basic Salary	HC	Ratio	Annual Basic Salary	HC	Ratio
Management	78,758,213	813	1.15	93,632,418	794	1.00
Non Management	35,547,182	1196	1.62	93,306,808	2916	1.00

*"Schedule of salaries and wages of non-management employees are specified in the Collective Agreements with the respective unions. According to the Collective Agreement between Nestlé Manufacturing (Malaysia) Sdn. Bhd. and Food Industry Employee Union, the wage range ratio is from RM900 (for Category 1) to RM1,400 (for Category 11). According to the Collective Agreement between Nestlé Products Sdn. Bhd. and the National Union of Commercial Workers, the wage range ratio is from RM1,000 to RM1,600."*

#### Disclosure references:

The current regulations promulgate the requirements for the reporting and disclosure of the number of employees and wages to the Department of Labor, Invalids and Social Affairs.

Legal documents:

- Articles 6, 93 and 103 of Labor Law No 10/2012/QH13 dated 18 June 2012
- Article 8 of Decree 03/2014/ND-CP dated 16 January 2014 and Article 6 of Circular 23/2014/TT-BLDTBXH dated 29 August 2014 on the Detailed Implementation of the Labor Law on Employment
- Article 7 of Decree 49/2013/ND-CP and Article 9 of Decree 50/2013/ND-CP both dated 14 May 2013 on Labor Management, Wages and Allowances for Employees
- Decree 05/2015/ND-CP dated 12 January 2015 on the Implementation of Articles of the Labor Law

#### Notes:

1. In certain cases, the organization may state that this indicator represents a security matter and thus is not being disclosed.
2. The average wage must be higher than the prescribed minimum wage and disclosure should be explained.
3. Data sources may be from various departments including the human resources, finance and accounting divisions of the organization.

Source: GRI G4 Sustainability Reporting Guidelines; Genting Singapore 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template

# Labor Policies for the Health, Safety and Welfare of Workers

## What to report:

Employment

G4-LA2

- a. Report the benefits that are standard or common for all employees of the organization, by significant locations of operation, for example:
  - Life insurance;
  - Health care;
  - Disability and invalidity coverage;
  - Parental leave;
  - Retirement provision;
  - Stock ownership; and
  - Others.
- b. Report the definition used for 'significant locations of operation'.

## Indicator disclosure process:

1. Determine benefits offered to all employees, by significant locations of operation.
2. Identify and disclose which of these standard benefits are not available to temporary or part-time employees, by significant locations of operation.

## Example:

A leading Vietnam-based group reports on the labor benefits provided for the welfare of employees.

*"Healthcare policy for employees and their family: In 2015, Baoviet has added many new welfare program to increase benefits for employees, including insurance, savings and added value from financial investment.*

*Besides comprehensive healthcare insurance, group level term insurance, combined people insurance and family insurance which were already implemented, in 2015, Baoviet added new kinds of insurance including:*

- *Job responsibility insurance for managers of Baoviet in terms of managing and supervising risks arisen from daily operations process, including Management responsibility insurance and Personal responsibility insurance for financial damages caused by faults.*
- *Applying Huu tri vung nghiep and An phat tron doi life insurance program at Baoviet holdings and some subsidiaries to attract high quality human resources, ensuring*

Source: GRI G4 Sustainability Reporting Guidelines; Bao Viet Sustainability Report 2015  
Refer to Appendix I for the Disclosure Template

## Labor Policies for the Health, Safety and Welfare of Workers (cont'd)

Employment

G4-LA2

*sustainable labour force with commitment to develop their career at Baoviet. It also enhances life standard for the insured, providing extra income when they reach retirement age, enabling a comfortable, financial- independent life after retiring for them to continue to support their family and protect themselves from life and work risks.*

*In 2015, Baoviet continued to take care for employees' healthy by implementing annual health check up program with a broader check up list, enhancing benefits for employees. With the advantage of protecting our customers from health risks, Baoviet organized several consulting events for internal customers and employees where experts and doctors help them to improve knowledge on healthcare, especially for female employees. Besides, we encourage employee to participate in sports and healthy activities via yoga and ping pong club, tennis and football tournament. Some subsidiaries of Baoviet equipped gymnastic space for employees to train after work.*

*Regarding to retired employees, Baoviet not only pays regular visits and gives presents on the occasion of Lunar New Year and International day of Older persons, we also keep on providing them with yearly combined insurance (max claim expense is VND 20,000,000/ person).*

*Baoviet strives to comply to the current labour law and hold discussion activities with our staffs via Employee Conference, Trade union and internal surveys to receive feedbacks from employees and communicate company strategies, business results to engage and harmonize individual motivation to corporate goal.*

### Notes:

1. 'Standard benefits' here refers to the minimum benefits afforded to all employees, even at entry-level.
2. For the construction sector, policies on health, safety and welfare should be identified and reported for both full-time and part-time employees.
3. Data sources include collective agreements on welfare and benefits, which may be provided by the human resources and accounting divisions.

Source: GRI G4 Sustainability Reporting Guidelines; Bao Viet Sustainability Report 2015  
Refer to Appendix I for the Disclosure Template

# Labor Policies for the Health, Safety and Welfare of Workers (cont'd)

Occupational Health and Safety

G4- LA8

## What to report:

- a. Report on whether a health and safety committee has been established and its program and activities for safety culture development within organization.
- b. Report whether formal agreements with trade unions cover health and safety.
- c. Report the extent, as a percentage, to which various health and safety topics are covered by these agreements.

## Indicator disclosure process:

1. Identify formal health and safety committees that help monitor, collect feedback and advise on occupational safety programs at the facility level or at multi-facility, region, group or organization levels.
2. Identify whether the organization had any agreements in place with trade unions during the reporting period.
3. Identify the extent and coverage of health and safety topics within these agreements.
4. Agreements at the local level typically address topics that may include:
  - Personal protective equipment;
  - Joint management-employee health and safety committees;
  - Participation of worker representatives in health and safety inspections, audits, and accident investigation;
  - Training and education;
  - Complaints mechanism;
  - Right to refuse unsafe work; and
  - Periodic inspections.
5. Agreements can address topics that may include:
  - Compliance with the International Labour Organization;
  - Arrangements or structures for resolving problems; and
  - Commitments regarding target performance standards or levels of practice to apply.

Source: GRI G4 Sustainability Reporting Guidelines; Bao Viet Sustainability Report 2015  
Refer to Appendix I for the Disclosure Template

# Labor Policies for the Health, Safety and Welfare of Workers (cont'd)

Occupational Health and Safety

G4- LA8

## Example:

A Vietnam-based oilfield service provider reports on the health and safety management policies for the employees.

*"Every year, the trade union committee of PV Drilling coordinates with a specialized team to organize the national week on "Labor Safety and Hygiene - Fire Prevention", coordinate with the Safety – Quality Division to inspect the emulation movement regarding fire prevention, labor safety and hygiene, and environmental protection. All of which aims to ensure the safety and health of our employees and to better serve our production activities."*

*"There are more than 50 external audits which are conducted by the relevant government agencies and PV Drilling's partners and others internal audits every year. The PV Drilling has also implemented 12 irregular and periodic internal audits on HSE issues for its subsidiaries. The auditing program has been extended to all PV Drilling's joint ventures from the beginning 2013 and the members of the auditing team come from all the other subsidiaries."*

## Disclosure references:

The current regulations promulgate the requirements for the reporting and disclosure of policies and procedures for managing employee health, safety and welfare. A safety committee with representatives from the employer and trade union needs to be established and its responsibilities and obligations defined.

Legal documents:

- Article 13 of Decree 45/2013/ND-CP dated 10 May 2013 on Hours of Work, Leave and Labor Occupational Safety and Health
- Article 18 and Annex 4 of Joint Circular No. 01/2011/TTLT-BLDTBXH-BYT guiding the Implementation of Labor Occupational Safety and Health in Labor-employing Organizations
- Circular 27/2013/TT-BLDTBXH dated 18 October 2013 on Regulating Training for Employees on Health, Safety and Hygiene
- Circular 12/2012/TTLT-BLDTBXH-BYT dated 21 May 2012 on Guiding the Reporting and Investigation of Incidents and Accidents
- Circular 04/2015/TT-BLDTBXH dated 2 February 2015 on Compensation, Allowances, and Costs for Medical Treatment in the Case of Accidents or Occupational Diseases Involving Employees

Source: GRI G4 Sustainability Reporting Guidelines; Bao Viet Sustainability Report 2015  
Refer to Appendix I for the Disclosure Template

# Average Number of Training Hours per Year for Workers

## What to report:

Training and Education

G4-LA9

- a. Report the average hours of training that the organization's employees have undertaken during the reporting period, by:
  - Gender; and
  - Employee category or employment type (e.g. full-time, part-time, permanent or contract).

## Indicator disclosure process:

1. Identify the total number of employees and employee groups, by gender (use information from G4-10 "Organizational Profile"), employee category (use information from G4-LA12 – "Composition of Governance Bodies and Breakdown of Employees per Employee Category According to Gender, Age Group, Minority Group Membership, and Other Indicators of Diversity"), and employment type (e.g. full-time, part time, permanent or contract). Employee numbers may be expressed as head count or FTE. Disclose and apply the approach consistently in the period and between periods.
2. Determine the total number of training hours undertaken throughout the reporting period for all employees and for each of the employment categories.
3. Determine the average number of training hours undertaken by employees during the reporting period.

## Example:

A Singapore-based investment holdings company reports on the year-on-year average hours of training by gender and employee category.

Period	2015	2014
Total days of training (in thousands)	129	123
Average days of training per permanent employee	6.4	6.6
By gender		
Female	6.2	6.3
Male	6.7	6.9
By employee category		
SVPs to MDs	5.2	4.8
Analysts to VPs	6.8	7.0
Bes & below	5.9	6.0

Source: GRI G4 Sustainability Reporting Guidelines; DBS Group Holdings Ltd Annual Report 2015  
Refer to Appendix I for the Disclosure Template

# Average Number of Training Hours per Year for Workers

Training and Education

G4-LA9

*"In 2015, employees underwent an average of 6.4 days of training. We create an impactful learning environment for our people with our Triple E (Education, Experience, Exposure) approach to people development. Besides training courses, e-learning and new ways of learning, employees have access to internal mobility, job rotations, cross-functional projects and other experiential learning opportunities across the bank. They are also given exposure to learn from peers and seniors at work through coaching, mentoring and networking. For SVPs to MDs, Experience and Exposure feature strongly in their development."*

## Disclosure references:

The current regulations require disclosure on training and education provided to employees.

Legal documents:

- Article 60 of Labor Law No 10/2012/QH13 dated 18 June 2012
- Article 14 of Decree 139/2006/ ND-CP detailing and guiding the Implementation of a Number of Articles on Training in the Law on Education and Labor Code
- Article 28 of Decree 28/2015/ND-CP dated 12 March 2015 on Detailed Provisions for the Implementation of the Law on Employment and Unemployment Insurance

## Notes:

1. Employee numbers may be expressed as head count or FTE. The approach is to be disclosed and applied consistently in the period and between periods.
2. Data sources include employee training records, usually provided by the human resources division.

Source: GRI G4 Sustainability Reporting Guidelines; DBS Group Holdings Ltd Annual Report 2015  
Refer to Appendix I for the Disclosure Template

# Skills Development and Continuous Learning Programs to Support Workers' Employment and Career Development

Training and Education

G4-LA10

## What to report:

- a. Report the type and scope of programs implemented and assistance provided to upgrade employee skills.
- b. Report the transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment (if any).

## Indicator disclosure process:

1. Identify and report employee training programs that aim to upgrade skills, for example:
  - Internal training courses;
  - Funding support for external training or education; and
  - The provision of sabbatical periods with a guaranteed return to employment.
2. Identify and report transitional assistance programs, if any, to provide support to employees who are retiring or whose employment has been terminated, for example:
  - Pre-retirement planning for intended retirees;
  - Retraining for those intending to continue working;
  - Severance pay (if severance pay is provided, state whether it takes into account employee age and years of service);
  - Job placement services; and
  - Assistance (such as training, counselling) on transitioning to a non-working life.

## Example:

A telecommunications company operating in Singapore reports on the programs for learning and career development to develop employees to their fullest potential and provide them with a fulfilling career.

*Source: GRI G4 Sustainability Reporting Guidelines; Singtel Group Sustainability Report 2015  
Refer to Appendix I for the Disclosure Template*

## Skills Development and Continuous Learning Programs to Support Workers' Employment and Career Development (cont'd)

Training and Education

G4-LA10

*"In FY2015, our total training investment was S\$22.9 million (Singtel S\$10.0 million, Optus A\$11.5 million) and our people undertook an average of 32.8 hours of learning.*

*We have a full range of management and technical training programmes. During the year, we developed a programme to facilitate a leader-led coaching culture based on the principles of Integral Coaching. The focused outcomes of the coaching programme include higher levels of confidence, empowerment and trust, as well as stronger collaboration between individuals and teams."*

*"Besides in-house training and education, we provide financial support and paid time-off for our people to receive formal qualifications including professional certifications, bachelor and masters degrees"*

### **Disclosure references:**

The current regulations require disclosure on training and education provided to employees to meet work requirements.

Legal documents:

- Article 60 of Labor Law No 10/2012/QH13 dated 18 June 2012
- Article 14 of Decree 139/2006/ ND-CP detailing and guiding the Implementation of a Number of Articles on Training in the Law on Education and Labor Code
- Article 28 of the Decree 28/2015/ND-CP dated 12 March 2015 Detailed Provisions for the Implementation of the Law on Employment and Unemployment Insurance

### Notes:

1. Data sources include information such as employee training records and procedures for recruitment and labor contract termination, usually provided by the human resources division.

# Responsibility for the Local Community

## What to report:

Local Community

G4-SO1

Report the percentage of operations in which local community engagement and CSR initiatives, impact assessments, and development programs are implemented, including the use of:

- Social impact assessments, including gender impact assessments, based on participatory processes;
- Environmental impact assessments and ongoing monitoring;
- Public disclosure of the results of environmental and social impact assessments;
- Local community development programs based on local communities' needs;
- Stakeholder engagement plans based on stakeholder mapping;
- Broad-based local community consultation committees and processes that include vulnerable groups;
- Works councils, occupational health and safety committees and other employee representation bodies to deal with impacts; and
- Formal local community grievance processes.

## Indicator disclosure process:

1. Determine the total number of operations that affect local communities. The total number of operations should match the operations reported in G4-9.
2. Determine organization-wide local community engagement, impact assessments and development programs, including the use of:
  - Reports on CSR initiatives implemented, total cost and impact assessment findings of these programs, if any;
  - Reports on the CSR initiatives implemented, total amount spent and results of the impact assessment of these programmes, if available;
  - Social impact assessments, including gender impact assessments, based on participatory processes;
  - Environmental impact assessments and ongoing monitoring;
  - Public disclosure of results of environmental and social impact assessments;
  - Local community development programs based on local communities' needs;
  - Stakeholder engagement plans based on stakeholder mapping;
  - Broad-based local community consultation committees and processes that include vulnerable groups;
  - Works councils, occupational health and safety committees and other

Source: GRI G4 Sustainability Reporting Guidelines; BaoViet Holdings 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template

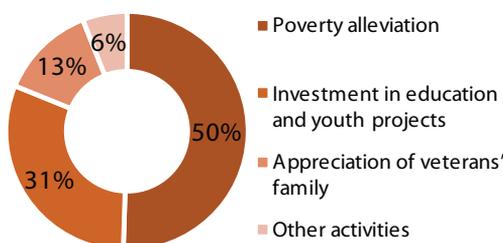
## Responsibility for the Local Community (cont'd)

- employee representation bodies to deal with impacts;
  - Formal local community grievance processes.
- Identify the total number of operations that have undertaken organization-wide local community engagement, impact assessments and development programs. Using this information, calculate the percentage of operations that have implemented local community engagement, impact assessment and development programs.

### Example:

A Vietnamese company discloses the total amount of community investment, and the breakdown of expenditure on each development program.

**Community investments in 2015 by priority area**



*"In 2015, Baoviet spent nearly VND28 billion in community investments, increasing by 37% compared to 2014. More than VND8 billion out of the total investment was set aside for education and youth projects, such as scholarship program for excellent students, disadvantaged students with good academic standing. Baoviet also invested in the construction of two schools in Dinh Bien (Thai Nguyen) and Cao Tan (Bac Kan) to provide more educational establishments for local students, well-equipped classroom and study appliances to support with teachers' work."*

### Disclosure references:

The current regulations promulgate the requirements for reporting and disclosure on the implementation of community development programs, special support for social security objectives and philanthropic activities.

Legal documents:

- Decree 67/2007/ND-CP dated 13 April 2007 on Policies to Support the Objectives of Social Security
- Article 3 of Decree 136/2013/ND-CP dated 21 October 2013 Policies to Support the Objectives of Social Security
- Article 4 of Decree 31/2011/QĐ-TTg dated 02 June 2011 on Transparency, Monitoring and Inspection Related to the Implementation of Social Security Law

Notes:

- Data sources include:
  - Public consultation documents and implementation plans;
  - The contents of reports and minutes of meetings of the health and safety committee, trade union, and employee-representing bodies;
  - Impact assessments and action plans for community development, resettlement and grievance mechanisms.

Source: GRI G4 Sustainability Reporting Guidelines; BaoViet Holdings 2015 Sustainability Report  
Refer to Appendix I for the Disclosure Template

## Green Capital Market Activities under the Guidance of the SSC

The SSC has approved plans for green capital market activity management, development and implementation to implement the green growth strategy, including green financing and green indicator development in combination with the requirements for listing, sustainable development reporting and environmental and social risk monitoring for financial institutions or stock exchange sustainable operations.

### Indicator disclosure process

1. Determine initiatives and programs related to green financing.
2. Identify the percentage of total investments that are considered green financing.

### Example:

Standard Chartered recognises the enormous opportunity for banks to facilitate a shift to a low-pollution and resource-efficient economy.

#### Renewable investment

The total value of renewable projects the bank financed or advised on in 2007

**\$1,500m**  
2006: \$800m  
2005: \$300mt

*"We are getting involved in the following three ways:*

#### **1. Wholesale Banking Sustainable Business Council**

*In February 2007, the Wholesale Banking Sustainable Business Council was established to conduct research, develop new commercially viable propositions, build internal capacity and strengthen relevant stakeholder relations, including with governments. Where commercially feasible, the findings of the Council will be commercialised into financial products or services for piloting and rolling out in appropriate markets during 2008.*

#### **2. Renewable and clean energy finance**

*Standard Chartered's renewable energy team was formed in 2005 and is active in more sectors and geographies than many of our peers. The team has completed or is executing over 20 transactions in South Korea, Indonesia, the UAE, Pakistan, Uganda, Germany, UK, Italy and the US, in sectors ranging from wind, solar, run-of-river hydro to geothermal.*

### Disclosure references:

The current regulations have created a basis and framework for and guidance to financial institutions for reporting and disclosure on the implementation of green growth strategies and the adoption of green finance.

Legal documents:

- Decision 2183/QD-BTC dated 20 October 2015 on Approval for the Implementation Plan of the Green Growth Strategy for the Financial Service Sector until 2020
- Decision 1552/QD-NHNN dated 06 August, 2015 on the Action Plan for Green Growth until 2020 For the Banking Sector
- Directive 03/CT-NHNN dated 24 March 2015 on Promoting Green Financing and Environmental and Social Risk Management on Crediting Operations

Notes:

1. Applicable to financial institutions only
2. Credit institutions must comply with Directive No. 03-NHNN.

*Source: The State Securities Commission Vietnam; Standard Chartered Sustainability Review 2007  
Refer to Appendix I for the Disclosure Template*

# APPENDIX



# Appendix

## Disclosure template

An example of a disclosure template is provided to facilitate data collection.

Notes:

1. Organizations may include in the “Explanation” column a description of the comparability of performance and how they set and monitor targets.
2. If this is the organization’s first sustainability report, it should report the “Level of disclosure” according to the framework as stated in this Guide.

Key Performance Indicators – Financial Year 2016								
Disclosure indicator	Data source	Calculation methods	Level of disclosure (FD, PD, NI, NA)	Explanation	Performance			
					Actual 2016	Target 2017	Actual 2017	Target 2018
E.g. Total Amount of Raw Materials Used								

### Levels of disclosure

Full Disclosure (**FD**) – Completely sufficient data available for comprehensive disclosure.

Partial Disclosure (**PD**) – Most or some data available for disclosure.

No Information (**NI**) – No data available for disclosure.

Not Applicable (**NA**) – Indicator is not applicable to the organization.



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