

# GRI CONTENT INDEX

This report was prepared in accordance with the Core Option of Global Reporting Initiatives (GRI) Standards

## GENERAL DISCLOSURES

Disclosure		Location of Disclosure	
GRI 101: Foundation 2016	101	GRI101 does not include any disclosures	
GRI 102: General Disclosures 2016	<b>Organizational profile</b>		
	102-1	Name of the organization	Sustainable Development Highlights
	102-2	Activities, brands, products, and services	Company website - About Us
	102-3	Location of headquarters	Company website - About Us
	102-4	Location of operations	Company website - About Us
	102-5	Ownership and legal form	Company website - Group Facilities
	102-6	Markets served	Company website - Group Facilities
	102-7	Scale of the organization	Company website - About Us
	102-8	Information on employees and other workers	Sustainable Development Highlights Sustainable Development website - Performance
102-9	Supply chain	<p>HAECO Group's supply chain comprises hundreds of suppliers of products and services.</p> <p>Over 90% of our suppliers are from the United Kingdom and the United States. The remainder are located in other countries of North America and Europe, as well as in Hong Kong, Mainland China and Southeast Asia.</p> <p>To ensure our suppliers share the same approach to corporate social responsibility, all registered suppliers are requested to submit a declaration confirming compliance with our Supplier CSR Code of Conduct when registering with us. This is one of the key elements in supplier selection. The Code prescribes, among other requirements, compliance with the relevant regulations and a demonstrated commitment to appropriate standards relating to environmental, health and safety, and labour matters.</p>	

## GENERAL DISCLOSURES

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GRI 102: General Disclosures 2016	102-10	Significant changes to the organization and its supply chain	Sustainable Development website - Message from the CEO
	102-11	Precautionary Principle or approach	Company website - Ethics and Conduct
	102-12	External initiatives	All principal operating companies operating in China has obtained the OHSAS18001 certification and ISO14001 certification. HAESL has participated in Energywi\$e and Wastewi\$e programme, organised by Environmental Campaign Committee in Hong Kong and has achieved basic and good level respectively.
	102-13	Membership of associations	Our principal operating companies is/are member(s) of the following association(s): HAECO Hong Kong: Business Environment Council  HAECO Hong Kong & HAECO Xiamen: International Airline Technical Pool (IATP)  HAECO Xiamen: Xiamen Association of Enterprises with Foreign Investment Civil Aviation Maintenance Association of China Xiamen Association of Environment Protection Industry Xiamen Association of Work Safety Xiamen Energy Conservation Association Xiamen Enterprises and Entrepreneurs Association Xiamen Asian Business Aviation Association  HAECO Americas: the Aeronautical Repair Station Association of America Piedmont Triad Partnership Greensboro Chamber North Carolina Aerospace & Aviation Industry Association
<b>Strategy</b>			
	102-14	Statement from senior decision-maker	Sustainable Development website - Message from the CEO
<b>Ethics and Integrity</b>			
	102-16	Values, principles, standards, and norms of behaviour	Company website - Group Facilities, Vision Mission and Values
<b>Governance</b>			
	102-18	Governance Structure	Sustainable Development website - SD Approach

## GENERAL DISCLOSURES

Disclosure		Location of Disclosure	
GRI 102: General Disclosures 2016	<b>Stakeholder Engagement</b>		
	102-40	List of stakeholder groups	Key stakeholders of HAECO Group include: - Aviation Authorities - Airport Authorities - Customers - Employees - Suppliers
	102-41	Collective bargaining agreements	Our employees have the freedom of association to join organisations of their choice. Different employee associations have been established. In Hong Kong, an elected employee representative and the Company appointed management representative meet on a regular basis to discuss matters affecting their interests. In Xiamen, there is an agreement with the official trade union on minimum salary levels.
	102-42	Identifying and selecting stakeholders	The Group identifies the priorities of stakeholder groups according to the impact our business has on them, as well as the influence they have on our business. Stakeholders are engaged in a planned and systematic manner, including, but not limited to, on-going dialogue, face-to-face meetings, questionnaires and focus group discussions.
	102-43	Approach to stakeholder engagement	Sustainable Development website - SD Approach
	102-44	Key topics and concerns raised	Sustainable Development website - SD Approach
	<b>Reporting Practice</b>		
	102-45	Entities included in the consolidated financial statements	NA. We did not produce consolidated financial statements after privatisation.
	102-46	Defining report content and topic Boundaries	Sustainable Development website - SD Approach
	102-47	List of material topics	Sustainable Development website - SD Approach
	102-48	Restatements of information	We have excluded depreciation, amortisation and impairment from our reporting on operating cost.
	102-49	Changes in reporting	We did not have significant changes in the list of material topics and topic boundaries.
	102-50	Reporting period	Sustainable Development Highlights
	102-51	Date of most recent report	The last report was published in the 4th Quarter of 2019.
102-52	Reporting cycle	We update our performance on an annual basis.	
102-53	Contact point for questions regarding the report	Sustainable Development Highlights Sustainable Development website - Contact Us	
102-54	Claims of reporting in accordance with the GRI Standards	We prepare our Sustainable Development information with reference to the Global Reporting Initiative (GRI) Standards: Core option.	
102-55	GRI content index	Sustainable Development website - Performance	
102-56	External assurance	Sustainable Development website - Performance	

## SPECIFIC DISCLOSURES

Disclosure		Location of Disclosure	
<b>Material Topics</b>			
<b>Economic Performance</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	HAECO Board of Directors establish long-term objectives and strategies for HAECO and defines directives and principles for the resulting company policy. The Directors decide on the portfolio, allocates resources and holds responsibility for the company's financial steering and reporting.
	103-3	Evaluation of the management approach	HAECO carries out annual internal and external audit to ensure HAECO is compliant with the requirements.
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Sustainable Development website - Performance
<b>Anti-corruption</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach Company website - Ethics and Conduct
	103-2	The management approach and its components	Sustainable Development website - SD Approach Company website - Ethics and Conduct
	103-2	The management approach and its components	Sustainable Development website - SD Approach Company website - Ethics and Conduct
GRI 205: Confirmed incidents of corruption and actions taken	205-3	Confirmed incidents of corruption and actions taken	In 2019, there was no confirmed incident in relation to corruption.
<b>Materials</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 301: Materials 2016	301-1	Materials used by weight or volume	The Group has identified fuels and gases, plastics, paper products and uniform materials as key materials in the creation of our products and services. We monitor our consumption of fuels and gases and paper products and found that we had consumed over 173,100 GJ of vehicle fuel, 60,300 GJ of gases and 217 tonnes of paper products in 2019.

## SPECIFIC DISCLOSURES

Disclosure		Location of Disclosure	
<b>Energy</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Sustainable Development Highlights Sustainable Development website - Performance
	302-3	Energy intensity	Sustainable Development website - Performance
	302-4	Reduction of energy consumption	Sustainable Development website - Performance Sustainable Development website - SD Stories
<b>Water</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 303: Water 2016	303-1	Water withdrawal by source	Sustainable Development Highlights Sustainable Development website - Performance
	303-3	Water recycled and reused	Sustainable Development website - Performance
<b>Emissions</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach

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		Disclosure	Location of Disclosure
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Sustainable Development website - Performance
	305-2	Energy indirect (Scope 2) GHG emissions	Sustainable Development website - Performance
	305-3	Other indirect (Scope 3) GHG emissions	Sustainable Development website - Performance
	305-4	GHG emissions intensity	Sustainable Development Highlights Sustainable Development website - Performance
	305-5	Reduction of GHG emissions	Sustainable Development Highlights Sustainable Development website - Performance Sustainable Development website - SD Stories
	305-6	Emissions of ozone-depleting substances (ODS)	Sustainable Development website - Performance
<b>Effluents and Waste</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 306: Effluents and Waste 2016	306-1	Water discharge by quality and destination	Sustainable Development Highlights Sustainable Development website - Performance
	306-2	Waste by type and disposal method	Sustainable Development Highlights Sustainable Development website - Performance Sustainable Development website - SD Stories
	306-3	Significant spills	No significant spill was found in 2019.
<b>Environmental Compliance</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	No significant non-compliance case was noted in 2019.

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Disclosure		Location of Disclosure	
<b>Employment</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Sustainable Development Highlights Sustainable Development website - Performance
<b>Labor / Management Relations</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	In the case of any significant operational changes that would substantially affect our employees, we keep them informed well in advance.
<b>Occupational Health and Safety</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 403: Occupational Health and Safety 2016	403-2	Types of injury and rates of injury, occupational diseases, lost days, and number of work-related fatalities	Sustainable Development Highlights Sustainable Development website - Performance
<b>Training and Development</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Sustainable Development Highlights Sustainable Development website - Performance

## SPECIFIC DISCLOSURES

Disclosure		Location of Disclosure	
<b>Diversity and Equal Opportunity</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Sustainable Development Highlights Sustainable Development website - Performance
<b>Non-discrimination</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach Company website - Ethics and Conduct
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach Company website - Ethics and Conduct
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	No reported case was noted in 2019.
<b>Customer Health and Safety</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	We put safety and quality first. We strive to deliver products and services that attain the highest levels of safety and quality. As part of our uncompromising commitment to safety and quality, we conduct internal audits according to the planned schedule and accommodate external audits to ensure all committed services meet or exceed the requirements of the regulatory authorities and our customers. HAECO takes every incident very seriously. In cases of nonconformity, we will perform an incident investigation to identify their root causes to put in place effective corrective actions and follow-up plans to prevent a reoccurrence.
	103-3	Evaluation of the management approach	We conduct internal and external audits to ensure safety and quality are beyond and above required standard.
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	On average, there are 600+ external audits per year, covering all significant product and service categories.



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Disclosure		Location of Disclosure	
<b>Customer Privacy</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach Company website - Ethics and Conduct
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach Company website - Ethics and Conduct
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No reported case was noted in 2019
<b>Socioeconomic Compliance</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Development website - SD Approach
	103-2	The management approach and its components	Sustainable Development website - SD Approach Company website - Ethics and Conduct
	103-3	Evaluation of the management approach	Sustainable Development website - SD Approach Company website - Ethics and Conduct
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	No non-compliance was noted in 2019