Years of **PERSISTENT EXCELLENCE**

Sustainability Report 2019



(Incorporated in Bermuda with limited liability and registered by way of continuation in the Cayman Islands) (於百慕達註冊成立的有限公司並以存續方式於開曼群島註冊)

Stock code 股份代號: 2232

* For identification purposes only 僅供識別

"Persistence is the twin sister of excellence. One is a matter of quality; the other, a matter of time."

-Marabel Morgan



CONTENTS

D The Basis of This Report 05

CEO Message

Our Milestones

15

About Crystal International Group Limited Our Sustainability Vision and Approach

Stakeholder Engagement

23

Nurturing Our People



Preserving Our Future



Awards and Recognition

42

Glossary



ESG Reporting Guide Index and GRI Content Index

THE BASIS OF THIS REPORT

50 Years of Persistent Excellence in Crystal

This Sustainability Report 2019 ("**Sustainability Report**" or the "**Report**") is prepared in compliance with the Environmental, Social and Governance ("**ESG**") Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**"), as well as with reference to the Global Reporting Initiative ("**GRI**") Standards. This is the eleventh Sustainability Report for Crystal International Group Limited ("**Crystal**" or "**Crystal International**" or the "**Company**" or "we" or "our" or "us") (Stock code: 2232), covering Crystal's sustainability performance for the calendar year from 1st January to 31st December 2019.

As an employee of Crystal for more than 20 years, I am honoured to have witnessed many magnificent changes over the years, which have included expansion of employees from 25,000 to about 80,000 globally, the introduction of more innovative production processes and advanced equipment lines in our factories and the increase of our production volume each year. The most significant change I have experienced has been our production transformation where we have evolved from using traditional methods to more sustainable production processes. Over the past few years, we have continued our efforts in reducing our environmental footprints, nurtured our employees with comprehensive employee care programmes and contributed to society through different community engagement initiatives. All these convey our determination to help address social and environmental concerns.



To reflect our 50th anniversary theme this year, we outline the milestones of our Company in this Report. We highlight our progress and our key achievements to date and, in particular, those sustainability topics identified by our stakeholders. We also illustrate how we have transformed globally into one of the most sustainable companies in the apparel industry today.

The reporting boundary of this Sustainability Report 2019 covers all 20 factories across five countries: Vietnam, China, Cambodia, Bangladesh and Sri Lanka. This Report records the positive steps and efforts we have taken as well as the complex challenges we continue to face.

Your feedback is important to us and we welcome your comments on this Report in relation to our sustainability work, standards and policies.

For any related enquiries, please email us at <u>sustainability@crystalgroup.com</u>.

Catherine Chiu General Manager Corporate Quality and Sustainability



CEO MESSAGE

"Sustainability is central to our core values and embedded in our culture that we are committed to uphold for the next 50 years."



Business Excellence

In the same way that we took the lead 50 years ago in developing a people-oriented culture, we have taken the lead in sustainable apparel manufacturing by tackling global social and environmental challenges faced by the industry. I am proud to share how we have built a more sustainable business model through three main components, which we identify as "Profit", "People" and "Planet" ("**3Ps**").

Operational excellence is a core component in our achieving business performance and pivotal to our pursuit of a sustainable business. To achieve operational excellence, we continuously manage our business and manufacturing processes through adoption of the most efficient production methods, minimising operational risk and ensuring that we provide quality products of the highest value to our customers and stakeholders.

Sustainability Excellence

In 2007, we began to lay down a solid foundation of initiatives integrating operational excellence and sustainability considerations throughout our business operations. Since then, we have been working on improving operations for the safety and wellbeing of our people, the integrity of our products, the environment and for the benefit of the communities that we serve. We have implemented a range of projects that focus on employee care, community engagement and environmental protection. It is also imperative for us to create a working environment where all employees are inspired, engaged and fulfilled in their roles and feel a strong sense of identification with Crystal's core values. As part of our focus to provide employees with stimulating working conditions and career development opportunities, we have been providing a series of tailored training programmes on developing personal and professional skills. Our aim is to ensure that employees at all levels are equipped to be able to respond to the constant evolution in our business environment, where they can contribute to long-term business growth.

We are taking positive steps to enhance the fundamental infrastructure that creates a sustainable business cycle while also supporting diversity. Recognising the importance of incorporating the empowerment of women into our corporate

strategies, we have formulated a set of initiatives that focus on motivating and upskilling our female workers. Since the launch of our women empowerment programme in 2012, we have empowered over 13,000 women through our CARE Programme alone. In 2019, we partnered with Better Work, a collaboration between the United Nation's International Labour Organization ("ILO") and the International Finance Corporation ("IFC"), to drive for a collaborative change in the workforce. We engage our employees in various projects, so they can make a positive impact within the community. Since 2007, our employees have helped with planting over 2.8 million trees in our efforts to help conserve nature. Through these projects, we hope to encourage all our colleagues to help us maintain the highest level of responsible and sustainable business practices.

Looking Ahead

Stepping into our 50th anniversary in 2020, we continue to make encouraging progress in every aspect, and to reflect this, we have chosen "50 Years of Persistent Excellence" as the theme of this Sustainability Report. We continue to forge close partnerships with our stakeholders to ensure that we are tackling the economic, social and environmental challenges that are most applicable to our business while also seeking ways to improve our focus on sustainability.

Manufacturing Excellence

In the next decade, we will continue to pursue manufacturing excellence and the achievement of Industry 4.0 within our production value chain, taking us from traditional automation to a smarter manufacturing process. With the application of digitalisation, artificial intelligence ("**AI**"), robotics and related technology, Industry 4.0 will help us achieve an optimised, efficient workplace with higher productivity and enhanced competitiveness. In doing so, we will also create standardised practices for employees to follow, encourage their creativity and provide them opportunities to apply new methods of manufacture.

Environmental Excellence

In our efforts to improve our environmental stewardship, we look to scale up the use of renewable energy and laser technology through expanding the use of photovoltaic panels in all our

CEO MESSAGE

factories. We will invest in water-efficient machines to cope with water scarcity and increase the use of automation in more factories.

When we prepared this Report, the outbreak of COVID-19 was affecting all communities and businesses globally. We have focused on supporting our staff, our customers and the wider communities around us as best as we can. In these unprecedented times, the full impact of the pandemic is not yet known and consequent challenges may be complex. However, we are positive that, with diligence and forward planning, we can all work together in a more sustainable apparel industry to deliver a positive future for our communities and their people in the next 50 years.

We appreciate the support of our stakeholders and would like to thank all our employees, customers and all those who have crossed paths with Crystal over the previous decades – all of you have played a significant role in making us who we are today.

Andrew Lo







OUR MILESTONES



OUR MILESTONES

ABOUT CRYSTAL INTERNATIONAL GROUP LIMITED

WEARE CRYSTAL

INTERNATIONAL GROUP LIMITED

Crystal International Group Limited is a global leader in the apparel manufacturing industry. Founded in Hong Kong in 1970, the Company and its subsidiaries (collectively, the "Group") have a diversified product portfolio categorised into five product segments, namely Lifestyle wear, Denim, Intimate, Sportswear and outdoor apparel, and Sweater, with leading positions in corresponding categories. Headquartered in Hong Kong, the Group operates a multi-country manufacturing platform, with around 20 production facilities spanning five countries: Vietnam, China, Cambodia, Bangladesh and Sri Lanka.

CORPORATE VALUES

Delight

our

customer



Integrity

lespec

people



Energise

others

Embrace

innovation



Live

quality

Boundaryless bottom enterprise line results



ABOUT CRYSTAL INTERNATIONAL GROUP LIMITED





REVENUE

>US\$2.4 BILLION



SPORTSWEAR AND OUTDOOR APPAREL



MISSION

TO BE THE MOST **PROFITABLE COMPANY IN** THE INDUSTRY, CUSTOMER CHOICE AND EMPLOYEE CHOICE.

GEOGRAPHICAL MARKETS AND OPERATIONS WORLDWIDE

MULTI-COUNTRY NETWORK OF PRODUCTION FACILITIES: VIETNAM, CHINA, CAMBODIA, **BANGLADESH, SRI LANKA**

ABOUT CRYSTAL INTERNATIONAL GROUP LIMITED

Corporate Governance

The Board of Directors (the "**Board**") of the Company, which comprises the Company's Chairman, Vice Chairman, Chief Executive Officer (the "**CEO**"), two Executive Directors and four Independent Non-Executive Directors, has established the following four committees to oversee particular aspects of Crystal's affairs and to assist in the execution of its responsibilities.

- Audit Committee
- Corporate Development Committee
- Nomination Committee
- Remuneration Committee

The roles and responsibilities of each committee are available in Crystal's Annual Report 2019.



Sustainability Governance

The Board retains overall responsibility for overseeing Crystal's sustainability strategy, policy and annual reporting. The role of the Board involves directing and overseeing sustainability initiatives to ensure their effectiveness and relevance in light of the evolving sustainability landscape.

Our Global 5-year Sustainability Targets have been set to provide a strategic direction for all factories. The sustainability performance and progress made against the goals are reported monthly to the Executive Committee ("**Execo**") members and half yearly to the Board for review.

To identify and control sustainability-related risks, as part of an effective risk management system, a mechanism for internal communication and a reporting model are in place to keep the Board and Execo members informed in a timely manner. All sustainability-related key risks and opportunities, which may have a potential impact on the Group, are reported to the CEO and Execo members on a half-yearly basis.

As authorised by the Board, the Corporate Quality and Sustainability ("**CQS**") Department is delegated to develop sustainability strategies and policies, implement sustainability initiatives, provide sustainability reporting and prepare the Sustainability Report. The CQS and sustainability departments in factories are responsible for executing projects, evaluating results, monitoring potential risks and reporting on performance to senior management.



OUR SUSTAINABILITY VISION AND APPROACH

Our Sustainability Framework and United Nations Sustainable Development Goals ("SDGs")

Our sustainability journey started in 2007 when we set out our sustainability framework, serving as a guiding principle when planning sustainability strategies and covering the following five pillars:

- Community engagement .
- Employee care
- Innovation
- Product integrity
- Environment

Our framework and initiatives align with the SDGs of the United Nations ("UN") to tackle global challenges in building a sustainable future.

SDG2000 – Benchmarking the Sustainability Influence

In January 2020, we were selected by the World Benchmarking Alliance as a keystone company of the SDG2000: the most influential 2,000 companies for a sustainable future. Its purpose is to benchmark the impact on the UN SDGs while recognising our unwavering commitment to SDGs, global influence and the capability to move towards a more sustainable future. How we tackle the corresponding SDGs is demonstrated in the following sections.



OUR SUSTAINABILITY VISION AND APPROACH

Third Global 5-year Sustainability Targets (2018–2022)

We set our First Global 5-year Environmental Targets in 2007 and started our Third Global 5-year Sustainability Targets in 2018. These targets include both environmental and social indicators. Our third set of targets are dedicated to taking our sustainable apparel manufacturing to the next level.

TARGETS



Remarks

- Base year of carbon and fresh water targets: 2017
- The figures for tree planting, women empowerment and volunteering hours are cumulative figures of activity in 2018 and 2019.
- employees, please refer to the "Nurturing Our People" section

2019 PERFORMANCE

- For details of the CARE (Crystal Advocates Respect and Engagement) Programme - the holistic development programme developed by Crystal for

Our Progress in 2019

Environmental Achievements

To raise awareness of nature conservation, we have been dedicated to planting trees in the countries where we have a presence since 2007. With the enormous involvement of our nature lovers, we planted around 300,000 trees in 2019. Trees planted to date since 2007 are over 2.8 million and still counting.

We aim to reduce carbon emissions and water consumption under our Third Global 5-year Sustainability Targets. Despite significant effort dedicated to carbon reduction, our progress was behind target for 2019, primarily due to operational needs and production requirements. For instance, the expansion of production facilities, developing diversification and the complexity of product types, all impacted to reduce the pace of decarbonisation.

In respect of fresh water intensity, we reduced over 3% compared with 2018, mainly through the optimisation of our washing processes, despite the intensity being higher than the level in 2017, our base year. This has prompted us to examine our existing strategies and to take further action.

The study of roadmaps for long-term carbon reduction and water conservation will be completed in 2020. The roadmaps, comprising long-term and shortterm potential actions, will drive carbon reduction and water saving initiatives in all our factories both holistically and systematically. In addition, we are scaling up the adoption of renewable energy, by introducing solar photovoltaic ("PV") panels into our factories.

Social Achievements

Investing in our people and communities is our main social indicator. In 2019, we empowered around 5,000 women through a self-developed employee care programme called CARE (Crystal Advocates Respect and Engagement). This programme aims to give employees more comprehensive learning and development opportunities, including on-thejob training and training focusing on personal skills such as health and safety, financial literacy, communication, problem solving, career advancement, and leadership skills.

We encourage our employees to proactively participate in various types of community and volunteering services. In 2019, our employees volunteered over 8,000 hours in the countries where we operate. When that figure is combined with the volunteering hours given in 2018, we well exceeded the target set under our Third Global 5-year Sustainability Targets. Notwithstanding that achievement, we will continue to provide community services and caring to the communities in which we operate.

Future Challenges to Sustainability

We embrace sustainability to create long-term economic, social and environmental value. Nonetheless, in the journey of sustainable development, challenges are inherent in today's volatile world.

Climate change poses a considerable threat to the global environment and a key challenge for the industry. To respond to this pressing issue, we will escalate our commitment by signing the Fashion Industry Charter for Climate Action and implement our long-term roadmap to 2030 for carbon reduction. Apart from the focus on minimising the effects on climate change, resource conservation and waste management are our other key priorities. To this end, we aim to build a circular economy model to redefine the way we design and manufacture our products, to make use of resources and to manage wastage.

Employee care remains our primary concern where we continue to communicate closely with our employees in order to address their concerns and meet their requirements and needs. In addition to our wages and benefits, we also provide employees with various training to support them in their individual careers and as part of a team, creating a rewarding working environment where they can have a fulfilling career with us. As part of our commitment to advocate equal opportunities, we continue to support the professional growth of the women in our workforce through our comprehensive women empowerment and employee development programmes. We will continue to keep an open dialogue with our employees through various channels such as social

media and other platforms, by conducting more training on effective communication and through working on more collaborative projects together to maintain a committed, harmonious and connected workforce.

We believe that these challenges can be turned into opportunities. By evaluating the emerging sustainability risks and incorporating the outcome into our risk management system, we can take necessary precautionary measures to reduce the associated challenges and threats to our operations.



OUR SUSTAINABILITY VISION AND APPROACH

To tackle the challenges above, we are pursuing a broader collaboration with different industry peers, working together towards the UN SDGs, the shared blueprint, and targeting to jointly benefit people and the planet. In addition, with the move towards Industry 4.0, accompanied by the application of AI and automation, we believe that new technologies can create greater synergy in tackling various of these sustainability challenges.

Please see more detail about our initiatives and progress to date in relation to these challenges in the "Nurturing Our People" and "Preserving Our Future" sections in this Report.

STAKEHOLDER ENGAGEMENT

"Get to know the stakeholders, focus on their concerns."

We identify stakeholders who are impacted by our decisions, activities and/or outcomes, and then select those with whom we frequently interact to provide feedback under the reporting principles of materiality and inclusiveness. We actively engage with different stakeholder groups through various communication channels on an ongoing basis to allow a two-way communication to understand their expectations, interests, requirements and needs. Their opinions are valuable to the development of sustainability in our business.

Stakeholder Groups



Effective Communication Channels to Engage with Stakeholders



Sustainability Memberships

Better Work (by International Labour Organization and International Finance Corporation)



Manufacturer Partner

Sustainable Apparel Coalition



Member

World Wide Fund for Nature – Hong Kong



Gold Member

The Cotton LEADS[™] Program



Partner

STAKEHOLDER ENGAGEMENT

Global Fashion Agenda



Associate Partner

The Hong Kong Research Institute of Textiles and Apparel Limited



Corporate Member

Sustainable Fashion Business Consortium



Sustainable Fashion Business Consortium

Founding Member

STAKEHOLDER ENGAGEMENT

Our Approach – Materiality Assessment

We undertake an ongoing materiality assessment process to identify and incorporate sustainability-related topics that are relevant to us and our stakeholders. Both internal and external stakeholders, from employees to non-governmental organisations ("**NGOs**"), from customers to media, are consistently engaged via a variety of communication channels to identify sustainability-related topics that are considered to be of the highest relevance to us and our stakeholders. Upon data consolidation and analysis, each topic is rated and then prioritised accordingly.

MATERIALITY MATRIX



Topics in Our Spotlight

The initial process of stakeholder engagement and analysis has identified the following topics as material to our sustainable development:

- Climate change and energy saving
- Innovation
- Corporate sustainability culture
- Business performance
- Employee care



STAKEHOLDER ENGAGEMENT

With the exception of "corporate sustainability culture", the material topics are identical to those identified in 2018. This indicates that our stakeholders are increasingly concerned with how we internally promote sustainability within the Company and how we embed sustainability at a corporate level.

Consequently, we have determined the enabling factors to mitigate related risks and drive advancement. We will increase the focus on these identified topics to align our efforts more strategically.

"People are essential to our business success

"Respect for People" is one of our corporate values. We have committed to fostering a strong sense of belonging among employees by meeting their needs, providing opportunities and customising experiences. These initiatives help them achieve their work and life goals, and also have a positive

In our Third Global 5-year Sustainability Targets, we have expanded the social developing talent as well as giving back to our communities.

Around **80,000** employees worldwide

China 🥤

18.0%

6.1%

Sri Lanka

Workforce by Location

Vietnam

Bangladesh

53.2%

9.0%

23

Our Employees



Male

31.4%

Female

68.6%

Cambodia

13.3%

Decent Work@Crystal

Based on our people-oriented philosophy, we are committed to our Code of Conduct ("CoC"), Social Compliance Policy, and to the relevant laws and regulations in the countries where we operate, with the aim of creating a fair environment and equal opportunities for all employees. The standards govern:

- Equal opportunity, diversity and anti-discrimination
- . Recruitment practices to avoid child and forced labour
- Working hours and rest periods
- Compensation, promotion and dismissal
- Other benefits and welfare

Integrity is a corporate value at Crystal. In order to build a fair and ethical working environment, we have established a set of policies (within our Group Master Policies) relating to bribery, extortion, fraud and money laundering that are in compliance with relevant laws and regulations, including:

- Anti-Bribery Policy
- Anti-Money Laundering Policy
- Anti-Fraud Policy
- Anti-Corruption (Vendor) Policy

In 2019, we updated the Anti-Corruption (Vendor) Policy to adapt to market requirements. We have arranged online training in the Group Master Policies for our employees, aiming to raise their awareness and to ensure that we all adopt good business conduct.

Industrial Relations@Crystal

Partnership with Better Work

We became the first manufacturer to partner with Better Work, a collaboration between the United Nation's International Labour Organization ("ILO") and the International Finance Corporation ("**IFC**") in December. This pioneering partnership is dedicated to work on a long-term commitment to improve working conditions in our factories in Vietnam, Cambodia and Bangladesh and to boost business competitiveness in our supply chains.

Mobile App CARE for Employee Communication

Apart from the traditional communication channels that include a hotline, a General Manager box, trade unions and social media platforms such as WeChat and Facebook, we continue to improve communication between management and employees to keep our employees engaged in our operations. With this in mind, our lifestyle wear factory in Vietnam developed the smartphone app "CARE", where employees are informed of factory policies and news. They are also able to check their wages and benefits, and express their concerns through the app, which features several functions:

- Announcements on factory news
- Payslip and other allowances
- Training
- A survey and feedback channel

NURTURING OUR PEOPLE







--W+

ø

Wellbeing@Crystal

Employees' health and safety is always our top priority. To provide a safe working environment and to protect employees from occupational hazards, as well as complying with the relevant laws and regulations in our operating countries, we have developed a Social Compliance Manual. For ease of understanding, our local factories have developed a series of standard operating procedures and work instructions in six local languages.

6S Workplace

We applied the 6S workplace management method to improve product quality and production efficiency, to reduce cost and waste and to eliminate safety risks. In recognition of our factories' efforts in creating a clean, tidy and hygienic working environment, our Cambodia knits factory was honoured with the 5S Factory Award 2019 by The Ministry of Labour and Vocational Training.



6S training for factory middle management



Caring about Women Health

Our Sri Lanka factories collaborated with the local government and external organisations to conduct specific health and safety programmes for women.

Health Camp

With the support of the Family Planning Association of Sri Lanka, our Sri Lanka factories participated in the project "Enriching Relationship" and launched our own Health Camp for our female workers in August 2019, where they had health checks on their body mass index, blood and early detection of breast cancer. Doctors also followed up on post check-up results and prescribed the necessary treatment as required.

Suwanari Clinic Service – Free Breast Examination

The Suwanari Clinic Service is another project, which is initiated by the Medical Officer of Health of Sri Lanka under the Board of Investment. This service offered a free breast examination to more than 200 female employees over 35 years old in 2019. In addition, preliminary screenings for cervical cancer were provided. The project will continue in 2020 when we hope more female employees will benefit from this project.



NURTURING OUR PEOPLE

Medical Services Digital Platform

Our Sri Lanka factories adopted a smart medical consultation platform oDoc, offering unlimited 24hour access to medical consultations for over 4,800 employees and their family members. oDoc is a mobile app that allows users to connect with qualified and experienced doctors via video, audio and text consultation. Employees can instantly consult a doctor and get a valid prescription within minutes of using the oDoc app without having to see them.

^{CC} oDoc saves workers' time and prevents production delays because employees do not need to be present in the clinics and hospitals for medical services.

– Dhammika Sandaseeli, General Manager – Human Resources & Administration of Sri Lanka factories

Learning and Growth@Crystal



Our employee care programme CARE, with Crystal's values embedded, gives workers comprehensive, on-the-job training and personal skills, providing advice on health and safety issues, financial literacy, communication, problem solving and leadership skills. By inspiring and engaging our employees through this programme, we can change lives and communities.





Women Empowerment

Female employees account for over 60% of our global workforce. We recognise the importance of women empowerment and have been providing opportunities to help our female employees enhance their personal skills and guide them on career development. Starting in 2012, we partnered with Gap Inc. on the P.A.C.E. pilot programme in China to upskill female workers. Since then, our CARE & P.A.C.E. programmes have been launched in our factories across China, Vietnam, Cambodia, Bangladesh and Sri Lanka, where we now have around 250 in-house trainers and have empowered over 13,000 female workers.





Rainbow Project for Frontline Supervisor

Like any organisation, frontline leaders play a key role in helping achieve business goals, executing corporate strategy and managing crises. Understanding the importance of these roles, our denim factory in Vietnam launched the "Rainbow Project", with the aim to foster positive attitudes and to improve both the management skills and professional knowledge of frontline management. Through the project, our supervisors took the necessary steps towards improvement so that they could make a positive impact on their team, the Company and the community.

Associate Programme to Attract High-calibre Talent

We launched our Associate Programme in 2012 to attract and cultivate the next generation of company leaders. The programme unlocks the candidates' leadership potential and builds on their capabilities through 30 to 36 months of training and mentoring. The learning process and experiences aim to provide them with a structured career path with the ultimate goal of leading them from being associates to executives.

S

We offer five function-specific Associate Programmes in Business, Production, Technical, Finance and Human Resources, and within different divisions – Knits, Denim and Intimate. To date, we have approximately 220 associates who began their journey at Crystal through this programme.

NURTURING OUR PEOPLE

****** After 3 months of training, we saw a significant improvement in our employees' behaviour, attendance rates increased by 8.3% and the production efficiency increased by 16.3%. *****

Leno Poon, Production Manager of Vietnam denim factory



Learning support from Associate Programme

From a Worker to a Senior Manager

When Priyanthi Renuka joined our Sri Lanka factory in 1991, she was a machine operator trainee. After a series of training sessions provided by the factory, and with her unremitting efforts, she quickly adapted to different job positions and was promoted to endline checker. Priyanthi was later promoted to Senior Manager, Quality Assurance ("**QA**") and was in charge of quality assurance for multiple production lines.

^{(C} This is my 28th year working in Crystal. I am now able to provide a decent education for my children and lead a contented life with my family.

 Priyanthi Renuka, Senior Manager, QA of Sri Lanka factory

Superior Quality@Crystal

In accordance with the corporate mission and the value of "Live Quality", the Corporate Quality Policy, Brand Protection Policy and Restricted Substances List ("**RSL**") outline our standards regarding product quality, health and safety, labelling¹ and privacy matters relating to products and services provided and methods of redress. These standards contribute to sustainable and profitable growth by providing guidance on how to offer products and services that provide customer satisfaction while complying with the relevant laws and regulations.

To drive an effective process for continuous improvement, we have formulated the Corporate Quality Index to measure product quality performance.

In furtherance of innovation, productivity, product quality and working conditions, we have adopted automation, for example, using robotic arms in the Value-added Process ("**VAP**") workshops and in the packing areas. Her story inspires everyone at Crystal, and now, there are many employees who are on a career advancement path similar to Priyanthi's. We believe, for employees like Priyanthi, in instilling a peopleoriented culture where we provide the platform needed for them to gain the confidence to bridge the gap between being a skilled worker and having a fulfilling career with us.



Group Quality Performance



Observed Quality L	evel
(" OQL ")	C
Group target: $\leq 4\%$	
2019 performance	
1.4%	5

Supply Chain Management

To mitigate the sustainability-related risks in our supply chain, it is essential to monitor our suppliers' adherence to our CoC and so we conduct annual social compliance risk assessments. In February 2019, we upgraded the Sub-contractor Approval and Management Process to better align with systematic sub-contractor approvals and for monitoring progress.



Community Engagement@Crystal

Creating shared value for both our stakeholders and society is an integral part of our strategy that is mutually beneficial. To strengthen our links with communities, we encourage employees to dedicate their time and skills to make a positive and meaningful contribution to the society they live in. This helps employees to recognise our shared responsibilities in their communities and to make a valuable contribution in support of initiatives that advance societal development.

Education Support

We have long been supporting local education and in 2019, around 4,400 students have benefited from our education support programmes. Through schoolenterprise cooperation, school visits and various types of scholarship programmes, we have provided opportunities and financial support to encourage students to learn and achieve more to better themselves.

¹ Product advertising is not material for our garment manufacturing business.

NURTURING OUR PEOPLE





"_{I am happy that my son is} studying in a safe and spacious environment, which comforts me and enables me to better concentrate on my work. >>

Thu Bui Thi, a sewing worker in our

Building Schools in Lai Vu Community

Our Vietnam lifestyle wear factory located in Lai Vu Industrial Zone initiated a range of community engagement activities. The factory supported the construction of two 2-storey teaching buildings in Lai Vu Kindergarten and Primary School over the last three years, increasing the school's capacity to accommodate more students within the neighbourhood as well as our workers' children, who comprise more than 30% of the students. In addition to this, we are constructing another new teaching building in Lai Vu Secondary School, which is targeted to open by the end of 2020.

8 Sustainability Collaboration@Crystal

Partnership with Customers to Conduct Sustainability Projects

To demonstrate our belief in sustainability in the industry, we collaborated with a sportswear brand to conduct a "Sustainability Workshop" for its suppliers. We introduced the following aspects in the workshop for maintaining transparency, spreading our "For the Greater Good" corporate culture, and enhancing mutual trust:

- Our sustainability culture
- . Employee care programs
- Cutting-edge technologies for resource efficiency
- · Potential risks of different policies stemming from the heated discussion of CSR topics within the manufacturing industry

Our Vietnam lifestyle wear and denim factories participated in the Service Corps Programme initiated by one of our customers. The programme connected their employees with the workers in the supply chain. Their employees visited our factories to experience the manufacturing processes and have in-depth conversation with our workers to understand their work and lives.

Our Vietnam lifestyle wear factory partnered with a customer in 2019 to launch a water and hygiene training workshop for around 500 students at Lai Vu Primary School, which is a part of the Project Water Education for Teachers ("Project WET"). In the workshop, we educated students on the importance of clean, safe drinking water and hygiene through interactive games.



PRESERVING OUR FUTURE

"Sustainability is imperative to our business operation."

We began our sustainability journey in 2007, and since then we have attained a number of remarkable achievements, which include accomplishing our First and Second Global 5-year Environmental Targets, reducing our product carbon footprint by around 44% and planting over 2.8 million trees since 2007. We are now working on the third cycle to be completed in 2022. We have also been expanding the use of recycled water in production water consumption to around 50%, and have continued to revamp the ways we use resources, seeking to be energy efficient Product carbon wherever possible to tackle climate change while committing to zero footprint \checkmark by discharge of hazardous chemicals. ~44%

In current times, sustainability has become imperative to business operation. We leverage on our holistic sustainability practices to make a positive impact, creating shared value for our stakeholders and bettering both the apparel industry and the world.



since the start of our sustainability journey

Our Corporate Environmental Policy, which was first established in 2007, is the foundation of our environmental stewardship. The Policy covers pollution prevention, resource conservation, the mitigation of climate change, waste management and global greening.

In addition to our Corporate Environmental Policy, we have developed a set of Environmental Management Guidelines to provide our factories with an aligned framework within which to implement an environmental management system and to improve overall performance.

Carbon Reduction and Energy Saving



Undeniably, climate change is one of the biggest threats to our generation. To tackle climate risks holistically in the coming decade, we commissioned a study in 2019 to develop a roadmap study for long-term carbon reduction.

Facing this global challenge, we continue to press on with our commitment to and efforts on low carbon manufacturing. To this end, we are preparing to pledge the Fashion Industry Charter for Climate Action,

and will progressively scale up the adoption of renewable energy, including solar PV, in all operating countries in the near future.

Please also refer to the section of "Highlighted Projects and Initiatives" for our newly installed large-scale on-site PV in Vietnam.

In 2019.

~128,667,000 kWh was generated from renewable sources, ≈electricity consumption of

~28,000 people per year





Water Conservation



Every drop counts. We recognise how profound is the issue of global water scarcity, even though our factories are not located in high risk² of water depletion regions. Our factories that use wet processes in their production lines are already using water-efficient equipment and closely monitoring water consumption from different sources.

The set-up of Smart Laundry, comprising a laser workshop, low water ratio washing processes, energy-efficient equipment and automated technologies, is a notable milestone reflecting our commitment to innovation and sustainability.



Traditional belly washing machines





Air Emission Control



We take a multi-pronged approach to minimise air emissions from our operations, ranging from applying cleaner fuel, to prudent end of line treatment and the monitoring of emission quality. All our China factories have already switched from using boiler fuel to cleaner natural gas, which has substantially lowered air emissions.

In 2019, our factories emitted around 246.0 tonnes of nitrogen oxides ("NOx"), 6.0 tonnes of sulphur dioxide ("SO,"), and 77.9 tonnes of particulate matter ("PM")³. All our factories regularly monitor emission quality, all of which complied with the relevant legal standards in 2019.



Zero operational waste to landfill is our steadfast goal. We are determined to limit waste generation and utilise resources more efficiently where possible. Our Corporate Waste Management Guidelines set out a framework on how to trace and assure efficient use of materials, as well as managing operational waste in compliance with legal requirements and applying an environmentally friendly production practice.

We are engaging with various industry peers and technology companies on sustainable product development where we aim to produce a circular business model. Please refer to "Crystal x Cone Denim" collaboration in the section of "Highlighted Projects and Initiatives" for more information on these related engagements.

In 2019, our factories generated 3.5 kilotonnes of hazardous waste, which was mainly chemical waste from production processes and sludge from wastewater treatment, and 29.7 kilotonnes of non-hazardous waste, which was mainly fabric waste and domestic waste. Around 22.3 kilotonnes of paper products, mainly carton boxes and 4.8 kilotonnes of plastics were consumed for the purpose of packaging finished products. All waste streams were handled and treated properly in accordance with local legislation and stringent internal guidelines to minimise impact.

² The risk of water depletion is screened with the use of WWF's Water Risk Filter 5.0. ³ The amounts of air pollutant emissions were estimated by fuel consumption and equipment condition with reference to the methodologies of the United States Environmental Protection Agency and the European Union's European Environment Agency.

PRESERVING OUR FUTURE

In 2019, we recycled ~**3,503,000** m³ of water for both production and non-production purposes,

 \approx drinking water for \sim 4,800,000 people for a year

New front-loading washing machines



Chemical and Wastewater Management

14 BELOW WATER AND SANITATION IZ CONSUMPTON AND PRODUCTION

Crystal's Corporate Chemical Management Guidelines provide an aligned framework of chemical management, from input to process through output control.

In 2012, we made the commitment to eliminate hazardous chemicals in our operations and products. In addition to the Guidelines, the Group Manufacturing Restricted Substance List ("MRSL") and Restricted Substance List ("RSL") were established. With the publication of Zero Discharge of Hazardous Chemicals ("ZDHC") MRSL Version 2.0 in November 2019, we are now incorporating the updated requirements into our chemical management system.

On the output side, we have applied the latest ZDHC Wastewater Guidelines Version 1.1, which was released in June 2019, going beyond the legal requirements.

Process





 Group Manufacturing Restricted Substance List Green chemical procurement

- and screening
- Chemical management system Assessment and training
- Regular wastewater testing according to ZDHC Wastewater Guidelines and legal requirements

Output



Traditional denim finishing processes



laser technology

Higg Index

At Crystal, we have adopted Higg FEM in all our factories where we set FEM foundational and aspirational targets of 50% and 75% respectively for all our factories.

Compared with 2018, our factories have recorded an improvement in FEM scores. All factories have attained a Higg FEM self-assessment score higher than the industry median, with our eco denim factory in Zhongshan achieving an outstanding verified Higg FEM score of 93%⁴.



⁴ The top quartile and the highest score of all ~1,800 verified FEM 2018 that have been posted are 70.35% and 96.63% respectively.





PRESERVING OUR FUTURE

Product Footprints (2017 – 2019)



Note:

- Scope 1 includes direct emissions from fuel combustions of stationary sources (e.g. boiler, generator, kitchen) and mobile sources (e.g. motor vehicles) and from wastewater treatment facilities and septic tanks.

- Scope 2 includes indirect emissions from purchased energy.

- GHG emissions are accounted for and reported with reference to the GHG Protocol Corporate Accounting and Reporting Standard issued by World Resources Institute and the World Business Council for Sustainable Development, and relevant guidelines where applicable.

Energy Consumption 2019



Direct energy includes the combustion of fossil fuels and alternative fuels.

Renewable energy includes the combustion of biogenic fuels and the use of solar energy.

Water Consumption for Production Use 2019





Highlighted Projects and Initiatives

Real Time Energy Management System

Energy patterns and energy load control are closely monitored by our energy management platform in our China and Vietnam factories. The system helps us analyse the trends and abnormalities of energy used in units, so that the factories can identify opportunities to improve energy efficiency based on objective data and analysis.

Scaling Up the Solar PV System

We have invested into renewable energy as one of our key vehicles to help us combat climate change with the long-term vision of reducing GHG emissions in our operations. In 2019, we built a rooftop solar energy system consisting of 1,800 PV panels that was installed in our intimate factory in Vietnam. It is anticipated to reduce our emissions by approximately 500 tCO₂e every year.



- Sources of fresh water include municipal water, river, ground and well water.

Note:

3 Million Biodegradable Packaging Plastic Bags

To mitigate the impact of using plastic, our knits division collaborated with a fashion brand to use biodegradable plastic bags for product packaging by substituting the use of conventional polybags. The biodegradable plastic bags are certified by the Japan BioPlastics Association ("JBPA"), the Biodegradable Products Institute ("BPI") and European Bioplastics. In 2019, we delivered around 3 million pieces of lifestyle wear to this brand, 100% of which were packaged in biodegradable plastic bags.

Eco-friendly Collection – Sustainable Fabric

We partnered with fabric innovator, Cone Denim, to develop a new range of premium denim fabric using unique engineering and design methods. By using laser technology and starting with recycled cotton, the new denim fabric reduces water and chemical consumption during the manufacturing process. The newly invented denim fabric was previewed in September 2019 and is now being offered as a sustainable choice for our customers.





Closed-loop Denim – Second Life

Our denim division started a new development in closed-loop denim. We engaged industry peers and recyclers, collected fabric waste direct from cutting workshops and recycled these into quality cotton fabric certified by Recycled Claim Standard ("RCS") for denim production. The new series, Second Life, will be a part of our sustainable denim collection.

Not only does it reduce the reliance on waste treatment facilities, it also significantly cuts down on carbon emissions and water consumption from growing new cotton and processing raw materials.

Say No to Single-use Plastics

Our factories are sparing no effort to eliminate singleuse plastics. Our knits factories in Vietnam first launched the campaign in 2019 calling to ban the use of single-use plastics. Plastic bottled beverages, plastic shopping bags distributed by minimarts and disposable utensils in canteens have all been replaced with reusable substitutes. This campaign is expected to reduce tens of tonnes of plastic waste generation a year.

🖻 🕸 🛱 🛱 🖘 🔐 🗎 03:0 planted a tree in Crystal



our employees.



WWF Earth Hour Supported by Factories

Over 44,000 colleagues from our 11 factories in Vietnam, Cambodia, Bangladesh and Sri Lanka took part in Earth Hour 2019 to promote energy saving and sustainable development.

PRESERVING OUR FUTURE



NÓI KHÔNG VỚI ĐỒ NHƯA DÙNG 1 LẦN: Say No to Single-use Plastics

Mobile App for Sharing Tree Planting – Thuru

Our factories in Sri Lanka used a social media mobile application, Thuru (meaning "trees" in Sri Lankan local language), for employees to share their happiness in tree planting. This app ignites the motivation in our employees to plant more trees in Sri Lanka. Currently, there are over 200 employees actively using the app and more than 10,000 trees have been planted with relevant information being shared among



AWARDS AND RECOGNITION

GLOSSARY



6S	6S is developed from the initial letter of the Shitsuke) to which the for Sort, Systematize and contributes to a effective management environment.
Better Work	Better Work is a comp of the garment indus labour rights. It was ju Labour Organization an
Biogenic emissions	Biogenic emissions ar or biodegradation of bi
Carbon dioxide equivalent (" CO₂e ")	CO ₂ e is the common potential of greenhous potential of one unit o
Crystal Advocates Respect and Engagement (" CARE ")	CARE is an employed contains five levels to life balance, strengthe and assist them to att
Customer final inspection pass rate ("CFIR")	Customer final inspe performance derive customer's first time f
Earth Hour	Earth Hour is a worldw Wide Fund for Nature. communities, busines for one hour on a desi
Facility Environmental Module (" FEM ")	The Higg Facility Envir Higg Index that stand environmental perform
Fashion Industry Charter for Climate Action	The Fashion Industr initiative, driven by the impact of the fashion
Greenhouse gas (" GHG ")	Greenhouse gas is the heat in the atmosphere activities.
Higg Index	The Higg Index is a s Coalition that enables

om 5S, which originated in Japan and was named after f the Japanese Romaji (Seiri, Seiton, Seiso, Seiketsu, h the sixth "S" – Safety has been added. 6S stands tize, Sanitize, Standardize, Self-discipline and Safety, to an enterprise's overall standardisation through nent of people, machinery, material, methods and the

omprehensive programme that brings together all levels dustry to improve working conditions and to respect as jointly created with the United Nation's International n and the International Finance Corporation.

s are the carbon dioxide emissions from the combustion of biomass.

on unit of measurement to indicate the global warming nouse gases, expressed in terms of the global warming it of carbon dioxide.

byee wellbeing programme self-initiated by Crystal. It to help employees build on their skills, promote a workgthen their self-respect, uplift their sense of belonging attain self-actualisation.

spection pass rate is a measure of factory quality ived from analysing the first time pass rate of a ne final inspection.

rldwide environmental movement organised by the World ure. The event is held annually encouraging individuals, nesses and government to turn off non-essential lights lesignated date.

invironmental Module is one of the facility tools of the candardises how facilities measure and evaluate their ormance.

stry Charter for Climate Action is an industry-wide the United Nations, to collectively address the climate on sector across its value chain.

the gaseous constituent that is able to absorb and hold ohere, either occurring naturally or resulting from human

The Higg Index is a suite of tools developed by the Sustainable Apparel Coalition that enables brands, retailers and facilities to measure and score a company or product's sustainability performance.

GLOSSARY

Ind	ustrial relations	The interrelations among company management, supervisors, workers and unions.	
Lea	an production	Lean production is a production model that focuses on minimising waste	
		and thus cost, whilst maximising productivity and adding value to products and services.	E
Low	w Carbon Manufacturing	The Low Carbon Manufacturing Programme, hosted by WWF-Hong Kong,	E
Pro	gramme (" LCMP ")	provides manufacturers with a carbon accounting and labelling system, which helps to measure their effectiveness in carbon reduction and equip them with best practice.	
Ма	nufacturing Restricted	The Manufacturing Restricted Substance List is a list of chemical	ł
	bstance List (" MRSL ")	substances that are subject to a usage ban or restrictions in manufacturing processes.	ŀ
Obs	served quality level (" OQL ")	Observed quality level is a measure of factory quality performance by analysing the defect rate in the customer's first time final inspection.	ł
	rsonal Advancement & Career nancement (" P.A.C.E. ")	P.A.C.E. is an innovative factory-based programme initiated by Gap Inc The main focus is to positively impact female garment workers by providing them with foundational skills and support that will help them advance in the workplace and in their percent lives, through life advite advantage and	ł
		the workplace and in their personal lives, through life skills education and technical training.	ł
Pro	siggt WET	Project WET's mission is to reach out to children, parents, teachers and	r
PIQ	ject WET	Project WET's mission is to reach out to children, parents, teachers and community members to educate them in the use of water and how to solve complex water issues within the community.	ł
Rec	cycled Claim Standard (" RCS ")	The Recycled Claim Standard is an international, voluntary standard that	
		sets requirements for third-party certification of recycled input and chain of custody.	-
Res	stricted Substance List (" RSL ")	The Restricted Substance List is a list of chemical substances restricted or banned in finished products.	ł
	ited Nations Sustainable velopment Goals (" SDGs ")	The United Nations Sustainable Development Goals are a collection of 17 global goals set by the United Nations General Assembly in 2015 for the year 2030. These goals provide a blueprint to achieve a more sustainable	ł
		future and address global sustainability challenges.	L
Val	ue-added process ("VAP")	Value-added processes include but are not limited to printing, embroidery and washing processes in the garment manufacturing industry.	ſ
WW	VF's Water Risk Filter 5.0	The WWF's Water Risk Filter 5.0 is an online tool developed by WWF and the German finance institution DEG, which helps companies and financial institutions to explore, assess, value and respond to water risk.	ł
	ro Discharge of Hazardous emicals (" ZDHC ")	Zero Discharge of Hazardous Chemicals is formulated by a group of apparel and footwear brands and retailers working together to lead the industry towards zero discharge of hazardous chemicals.	ŀ

ESG REPORTING GUIDE INDEX AND GRI CONTENT INDEX

ESG Reporting Guide	Description	Section or feedback
Environment	al	
Aspect A1: Emi	ssions	
General disclosu	ıre	Preserving Our Future
KPI A1.1	The types of emissions and respective emissions data.	Preserving Our Future – Air Emission Control; GHG Emissions 2019
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity.	Preserving Our Future – Product Footprints (2017–2019); GHG Emissions 2019
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity.	Preserving Our Future – Waste Management
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.	Preserving Our Future – Waste Management
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Preserving Our Future – Carbon Reduction ar Energy Saving; Air Emission Control; Highligh Projects and Initiatives
KPI A1.6	Description of how hazardous and non- hazardous wastes are handled, reduction initiatives and results achieved.	Preserving Our Future – Waste Management; Highlighted Projects and Initiatives
Aspect A2: Use	of Resources	
General disclos	ure	Preserving Our Future
KPI A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity.	Preserving Our Future – Product Footprints (2017–2019); Energy Consumption 2019
KPI A2.2	Water consumption in total and intensity.	Preserving Our Future – Product Footprints (2017–2019); Water Consumption for Produc Use 2019
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Preserving Our Future – Carbon Reduction and Energy Saving; Highlighted Projects and Initiatives
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Preserving Our Future – Water Conservation; Highlighted Projects and Initiatives
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Preserving Our Future – Waste Management Highlighted Projects and Initiatives

ESG REPORTING GUIDE INDEX AND GRI CONTENT INDEX

ESG REPORTING GUIDE INDEX AND GRI CONTENT INDEX

Aspect A3: The Environment and Natural Resources			GR	Conte	nt Index
General disclo	osure	Preserving Our Future	GRI	Standards	Description
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Our Sustainability Vision and Approach – Third Global 5-year Sustainability Targets (2018–2022) Stakeholder Engagement – Our Approach – Materiality Assessment	GRI 1.		ral Disclosures
	manage trem.	Preserving Our Future	102-	1	Name of the organisation
Social			102-	2	Activities, brands, products, and services
i. Emplo	oyment and Labour Practices				
Aspect B1: E	mployment		102-	3	Location of headquarters
General discl	osure	Nurturing Our People – Decent Work@Crystal	102-	4	Location of operations
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Nurturing Our People – Our Employees; Workforce by Location; Workforce by Gender	102-	5	Ownership and legal form
Aspect B2: H	ealth and Safety		102-	6	Markets served
General discl	osure	Nurturing Our People – Industrial Relations@Crystal; Wellbeing@Crystal	102-		Scale of organisation
Aspect B3: D	evelopment and Training		102		
General disclo	osure	Nurturing Our People – Decent Work@Crystal; Learning and Growth@Crystal	102-	8	Information on employees and other workers
	abour Standards		100	~	
General disclo	osure	Nurturing Our People – Decent Work@Crystal; Industrial Relations@Crystal	102-	9	Supply chain
ii. Opera	ting Practices				
Aspect B5: S	upply Chain Management				
General disclo	osure	Nurturing Our People – Superior Quality@Crystal			
Aspect B6: P	roduct Responsibility				
General disclo	osure	Nurturing Our People – Superior Quality@Crystal			
Aspect B7: A	nti-corruption				
General disclo	osure	Nurturing Our People – Decent Work@Crystal	102-	10	Significant changes to the organisation and its supply chain
iii. Comm	nunity				
Aspect B8: C	ommunity Investment		102-	11	Precautionary principle or approach
General disclosure		Nurturing Our People – Community Engagement@Crystal; Sustainability Collaboration@Crystal	102-	12	External initiatives
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Nurturing Our People – Community Engagement@Crystal; Sustainability Collaboration@Crystal			
B8.2	Resources contributed (e.g. money or time) to the focus area.	Our Sustainability Vision and Approach – Third Global 5-year Sustainability Targets (2018–2022) Nurturing Our People – Community Engagement@Crystal; Sustainability Collaboration@Crystal	102-	13	Membership of associations

Section or feedback

	About Crystal International Group Limited
es	About Crystal International Group Limited – Product Types
	About Crystal International Group Limited
	About Crystal International Group Limited – Geographical Markets and Operations Worldwide
	Listed on the Main Board of The Stock Exchange of Hong Kong Limited.
	About Crystal International Group Limited – Geographical Markets and Operations Worldwide
	About Crystal International Group Limited – Geographical Markets and Operations Worldwide; Revenue
	Nurturing Our People – Our Employees; Workforce by Location; Workforce by Gender
	As an owner, developer, and manager of garment manufacturing facilities, as well as a provider of apparel products and relevant services, Crystal International's supply chain comprises hundreds of suppliers of various products and services. Significant procurement categories include fabric, trims, accessories, building materials, furniture and fittings, cargo and logistics services, as well as production equipment and machinery.
	For more details of our supply chain management, please refer to "Nurturing Our People – Superior Quality@Crystal" section.
	Please refer to Crystal International's Annual Report 2019, which is publicly available on our website.
	About Crystal International Group Limited – Corporate Governance; Sustainability Governance
	Our Sustainability Vision and Approach – Our Sustainability Framework and United Nations Sustainable Development Goals Stakeholder Engagement – Sustainability Memberships Preserving Our Future – Carbon Reduction and Energy Saving – LCMP; Higg Index
	Stakeholder Engagement – Sustainability Memberships

ESG REPORTING GUIDE INDEX AND GRI CONTENT INDEX

ESG REPORTING GUIDE INDEX AND GRI CONTENT INDEX

2. Strate	egy		GRI 103: N	lanagement Approach
102-14	Statement from senior decision-maker	CEO Message	103-1	Explanation of the material topic and its Boundary
102-15	Key impacts, risks, and opportunities	Our Sustainability Vision and Approach – Third Global 5-year Sustainability Targets (2018–2022) Stakeholder Engagement – Our Approach – Materiality Assessment	103-2	The management approach and its components
3. Ethics	s and Integrity			
102-16	Values, principles, standards, and norms of behaviour	About Crystal International Group Limited – Corporate Values Nurturing Our People – Decent Work@Crystal	103-3	Evaluation of the management approach
4. Gover	mance		GRI 302: E	nergy
102-18	Governance structure	About Crystal International Group Limited – Corporate Governance; Sustainability Governance	302-1	Energy consumption within the organization
5. Stake	eholder Engagement		302-3	Energy intensity
102-40	List of stakeholder groups	Stakeholder Engagement		
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	302-4	Reduction of energy consumption
102-43	Approach to stakeholder engagement	Stakeholder Engagement		
102-44	Key topics and concerns raised	Stakeholder Engagement – Topics in Our Spotlight	GRI 303: W	/ater and Effluents
6. Repo	rting Practice		303-1	Interactions with water as a shared resource
102-45	Entities included in the consolidated financial statements	Please refer to Crystal International's Annual Report 2019, which is publicly available on our website.		
102-46	Defining report content and topic Boundaries	The Basis of This Report	303-2	Management of water discharge-related impacts
102-47	List of material topics	Stakeholder Engagement – Topics in Our Spotlight	303-5	Water consumption
102-48	Restatements of information	There is no revision of the information provided	GRI 305: E	
102-40	Restatements of mornation	in the previous report.	305-1	Direct (Scope 1) GHG emissions
102-49	Changes in reporting	The Basis of This Report	305-2	Energy indirect (Scope 2) GHG emissions
		Stakeholder Engagement – Topics in Our Spotlight	305-4	GHG emissions intensity
102-50	Reporting period	The Basis of This Report	305-5	Reduction of GHG emissions
102-51	Date of most recent report	Crystal International's previous Sustainability Report was published on 23 rd Jul 2019.		
102-52	Reporting cycle	Annual	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx)
102-53	Contact point for questions regarding the report	The Basis of This Report	CDI 2001 E	and other significant air emissions
102-55	GRI content index	GRI Content Index	306-2	Waste by type and disposal method
102-56	External assurance	This Report is not externally assured at the		
		procent		

present.

47

d its	Stakeholder Engagement Applicable to all topic – specific disclosures.
	Our Sustainability Vision and Approach – Third Global 5-year Sustainability Targets (2018–2022) Nurturing Our People Preserving Our Planet
oach	Our Sustainability Vision and Approach – Third Global 5-year Sustainability Targets (2018–2022) Nurturing Our People Preserving Our Planet
	Preserving Our Future – Energy Consumption 2019
	Preserving Our Future – Product Footprints (2017–2019)
	Our Sustainability Vision and Approach – Third Global 5-year Sustainability Targets (2018–2022) Preserving Our Future – Carbon Reduction and Energy Saving
	Our Sustainability Vision and Approach – Third Global 5-year Sustainability Targets (2018–2022) Preserving Our Future – Water Conservation; Water Consumption for Production Use 2019
ted	Preserving Our Future – Chemical and Wastewater Management
	Preserving Our Future – Water Consumption 2019
	Preserving Our Future – GHG Emissions 2019
sions	Preserving Our Future – GHG Emissions 2019
	Preserving Our Future – Product Footprints (2017–2019)
	Our Sustainability Vision and Approach – Third Global 5-year Sustainability Targets (2018–2022) Preserving Our Future – Product Footprints (2017–2019); Highlighted Projects and Initiatives
(SOx),	Preserving Our Future – Air Emission Control

Preserving Our Future – Waste Management; Highlighted Projects and Initiatives

ESG REPORTING GUIDE INDEX AND GRI CONTENT INDEX

GRI 307: Environmental Compliance

	· · · · · · · · · · · · · · · · · · ·	
307-1	Non-compliance with environmental laws and regulations	No significant fines or non-monetary sanctions for non-compliance with environmental laws and/or regulations recorded within the reporting period.
GRI 403: 00	ccupational Health and Safety	
403-5	Worker training on occupational health and safety	Nurturing Our People – Wellbeing@Crystal
403-6	Promotion of worker health	Nurturing Our People – Wellbeing@Crystal
GRI 404: Tr	aining and Education	
404-2	Programs for upgrading employee skills and transition assistance programs	Nurturing Our People – Learning and Growth@Crystal
GRI 405: Di	versity and Equal Opportunity	
405-1	Diversity of governance bodies and employees	Nurturing Our People – Our Employees; Workforce by Location; Workforce by Gender Please refer to Crystal International's Annual Report 2019, which is publicly available on our website.
GRI 419: So	ocioeconomic Compliance	
419-1	Non-compliance with laws and regulations in the social and economic area	No significant fines or non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area recorded within the reporting period.





