



[Stock Code: 3]

Global Reporting Initiative Content Index

The Environmental, Social and Governance Report 2023 was prepared in accordance with the Global Reporting Initiative (GRI) Universal Standards 2021 and GRI 11 Oil and Gas Sector Disclosures 2021. Please refer to the table below for detailed information, and refer to further information available through the Towngas' [corporate website](#), as well as within the [Annual Report 2023](#), the [ESG Report 2023](#), and the [Climate-Related and Nature-Related Directive Guide](#).

GRI STANDARD	DISCLOSURE	LOCATION/URL (Unless otherwise specified, references pertain to the sections of the ESG Report 2023)	OMISSION/REMARKS	GRI SECTOR STANDARD
GRI 2: General Disclosures 2021				
2-1	Organisational details	P. 2 About this Report P. 8-9 Business Profile	–	–
2-2	Entities included in the organisation's sustainability reporting	Annual Report 2023	–	–
2-3	Reporting period, frequency and contact point	P. 2 About this Report	–	–
2-4	Restatements of information	P. 94-104 Key Statistics	–	–
2-5	External assurance	P. 2 About this Report P. 105 Independent Limited Assurance Report	–	–
2-6	Activities, value chain and other business relationships	P. 8-9 Business Profile P. 49 Neutralising our Footprint	There are no significant changes in business relationships compared to the previous reporting period.	–
2-7	Employees	P. 94-96, P. 99-101 Key Statistics	No significant fluctuations in the number of employees during the Reporting Period and the previous Reporting Period	–

GRI STANDARD	DISCLOSURE	LOCATION/URL (Unless otherwise specified, references pertain to the sections of the ESG Report 2023)	OMISSION/REMARKS	GRI SECTOR STANDARD
2-8	Workers who are not employees	P. 90 Young-at-heart with Resilience P. 94-102 Key Statistics	–	–
2-9	Governance structure and composition	P. 19-20 Our ESG Approach P. 62 Revitalising our Strengths Annual Report – Board of Directors and Executive Committee <i>Committees</i>	–	–
2-10	Nomination and selection of the highest governance body	Annual Report – Corporate Governance Report <i>Nomination Policy</i> <i>Nomination Committee</i>	–	–
2-11	Chair of the highest governance body	P. 62 Revitalising our Strengths <i>Board of Directors</i>	–	–
2-12	Role of the highest governance body in overseeing the management of impacts	P. 3 Board Statement P. 19-20, 24-25 Our ESG Approach P. 62 Revitalising our Strengths <i>Governance Structure</i>	–	–
2-13	Delegation of responsibility for managing impacts	P. 19-20 Our ESG Approach <i>Governance Structure</i>	–	–
2-14	Role of the highest governance body in sustainability reporting	P. 19-20, 24-25 Our ESG Approach <i>Governance Structure</i>	–	–
2-15	Conflicts of interest	P. 68 Revitalising our Strengths	–	–
2-16	Communication of critical concerns	P. 19 Our ESG Approach	–	–
2-17	Collective knowledge of the highest governance body	P. 19-20 Our ESG Approach	–	–
2-18	Evaluation of the performance of the highest governance body	P. 19 Our ESG Approach P. 62 Revitalising our Strengths	–	–
2-19	Remuneration policies	<i>Remuneration Committee</i>	–	–
2-20	Process to determine remuneration	Annual Report 2023 – Remuneration Committee <i>Remuneration Committee</i>	–	–

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2-21	Annual total compensation ratio	–	Not applicable. Pay review takes reference on market pay levels, positions and performances. The Company conducts and participates in various pay surveys to determine the competitiveness of positions' pay ranges.	–
2-22	Statement on sustainable development strategy	P. 4-5 Chairmen's Statement P. 6-7 Managing Director's Statement	–	–
2-23	Policy commitments	P. 20 Our ESG Approach <u><i>ESG Policies</i></u>	–	–
2-24	Embedding policy commitments	P. 18-20 Our ESG Approach <u><i>ESG Policies</i></u>	–	–
2-25	Processes to remediate negative impacts	P. 23-27 Our ESG Approach P. 29, 37, 51, 61, 71, 81 Management Approaches	–	–
2-26	Mechanisms for seeking advice and raising concerns	<u><i>Business Integrity</i></u>	–	–
2-27	Compliance with laws and regulations	P. 60-69 Revitalising our Strengths	–	–
2-28	Membership associations	<u><i>Memberships in Association</i></u>	–	–
2-29	Approach to stakeholder engagements	P. 24-27 Our ESG Approach <u><i>Stakeholder Engagement</i></u>	–	–
2-30	Collective bargaining agreements	<u><i>Employee Engagement</i></u>	–	–

GRI STANDARD	DISCLOSURE	LOCATION/URL (Unless otherwise specified, references pertain to the sections of the ESG Report 2023)	OMISSION/REMARKS	GRI SECTOR STANDARD
GRI 3: Material Topics 2021				
3-1	Process to determine material topics	P. 24-26 Our ESG Approach	–	–
3-2	List of material topics	P. 24-26 Our ESG Approach	–	–
GHG Emissions				
3-3	Management of material topics	P. 36-49 Neutralising our Footprint The actions taken and the effectiveness are communicated to stakeholders through our corporate website – <i>Carbon Neutrality</i>	–	11.1.1
302-1	Energy consumption within the organisation	P. 43-45 Neutralising our Footprint P. 98 Key Statistics	–	11.1.2
302-2	Energy consumption outside of the organisation	P. 102 Key Statistics	–	11.1.3
302-3	Energy intensity	P. 33 Energising the Ecosystem P. 44-45 Neutralising our Footprint The denominator used for calculating energy intensity was floor area (m ²)	–	11.1.4
305-1	Direct (Scope 1) GHG emissions	P. 44-45 Neutralising our Footprint	All CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ are covered in the calculation.	–
305-2	Energy indirect (Scope 2) GHG emissions	P. 44-45 Neutralising our Footprint	All CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ are covered in the calculation.	11.1.6
305-3	Other indirect (Scope 3) GHG emissions	P. 44 Neutralising our Footprint	–	11.1.7
305-4	GHG emissions intensity	P. 44 Neutralising our Footprint	All CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ are covered in the calculation. Scope 1 and 2 of GHG emissions are included in the intensity ratio.	11.1.8

GRI STANDARD	DISCLOSURE	LOCATION/URL (Unless otherwise specified, references pertain to the sections of the ESG Report 2023)	OMISSION/REMARKS	GRI SECTOR STANDARD
Climate Adaptation, Resilience, and Transition				
3-3	Management of material topics	P. 36-49 Neutralising our Footprint The actions taken and the effectiveness are communicated to stakeholders through our corporate website – Climate Change Management	–	11.2.1
201-2	Financial implications and other risks and opportunities due to climate change	P. 38-42 Neutralising our Footprint P. 18-24 Climate-related and Nature-related Directive Guide	–	11.2.2
305-5	Reduction of GHG emissions	P. 43-49 Neutralising our Footprint	–	11.2.3
Air Emissions				
3-3	Management of material topics	P. 27, 35 Energising the Ecosystem Air Emissions	–	11.3.1
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	P. 98, 102 Key Statistics	–	11.3.2
416-1	Assessment of the health and safety impacts of product and service categories	P. 53-55 Engaging with Society P. 82-85 Young-at-heart with Resilience	–	11.3.3
Biodiversity				
3-3	Management of material topics	P. 28-32 Energising the Ecosystem P. 30-39 Climate-related and Nature-related Directive Guide Biodiversity	–	11.4.1
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	P. 30-32 Energising the Ecosystem P. 36-39 Climate-related and Nature-related Directive Guide	–	11.4.2
304-2	Significant impacts of activities, products and services on biodiversity	P. 30-32 Energising the Ecosystem P. 35 Climate-related and Nature-related Directive Guide	–	11.4.3

GRI STANDARD	DISCLOSURE	LOCATION/URL (Unless otherwise specified, references pertain to the sections of the ESG Report 2023)	OMISSION/REMARKS	GRI SECTOR STANDARD
304-3	Habitats protected or restored	P. 30-32 Energising the Ecosystem <i>P. 37-39 Climate-related and Nature-related Directive Guide</i>	–	11.4.4
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	P. 30-32 Energising the Ecosystem <i>P. 36 Climate-related and Nature-related Directive Guide</i>	–	11.4.5
Waste				
3-3	Management of material topics	P. 29 Energising the Ecosystem <i>Resources Management</i>	–	11.5.1
306-1	Waste generation and significant waste-related impacts	P. 34 Energising the Ecosystem P. 98, 102 Key Statistics	–	11.5.2
306-2	Management of significant waste-related impacts	P. 29 Energising the Ecosystem	–	11.5.3
306-3	Waste generated	P. 98, 102 Key Statistics	–	11.5.4
306-4	Waste diverted from disposal	P. 98, 102 Key Statistics	–	11.5.5
306-5	Waste directed to disposal	P. 98, 102 Key Statistics	–	11.5.6
Water and Effluents				
3-3	Management of material topics	P. 29, 34 Energising the Ecosystem <i>Resources Management</i>	–	11.6.1
303-1	Interactions with water as a shared resource	P. 34 Energising the Ecosystem	–	11.6.2
303-2	Management of water discharge-related impacts	P. 29, 34 Energising the Ecosystem	–	11.6.3
303-3	Water withdrawal	P. 98, 102 Key Statistics	–	11.6.4
303-4	Water discharge	P. 98, 102 Key Statistics	–	11.6.5
303-5	Water consumption	P. 98, 102 Key Statistics	–	11.6.6
Closure and Rehabilitation				
3-3	Management of material topics	P. 81, 86-89 Young-at-heart with Resilience <i>Employee Engagement</i>	–	11.7.1

GRI STANDARD	DISCLOSURE	LOCATION/URL (Unless otherwise specified, references pertain to the sections of the ESG Report 2023)	OMISSION/REMARKS	GRI SECTOR STANDARD
402-1	Minimum notice periods regarding operational changes	Employee Engagement	–	11.7.2
404-2	Programs for upgrading employee skills and transition assistance programs	P. 84-89 Young-at-heart with Resilience	–	11.7.3
Asset Integrity and Critical Incident Management				
3-3	Management of material topics	P. 46-48 Neutralising our Footprint P. 63 Revitalising Our Strengths P. 82-85 Young-at-heart with Resilience The actions taken and the effectiveness are communicated to stakeholders through our corporate website – Health and Safety	–	11.8.1
306-3	Significant spills	P. 34 Energising the Ecosystem P. 82-85 Young-at-heart with Resilience	–	11.8.2
Additional Sector Recommendations	For each significant spill, report the cause of the spill and the volume of spill recovered	–	Not applicable. No reportable effluent spills happened at any of our operations during the Reporting Period.	
Occupational Health and Safety				
3-3	Management of material topics	P. 81-85 Young-at-heart with Resilience The actions taken and the effectiveness are communicated to stakeholders through our corporate website – Health and Safety	–	11.9.1
403-1	Occupational health and safety management system	P. 81-85 Young-at-heart with Resilience Health and Safety	–	11.9.2
403-2	Hazard identification, risk assessment, and incident	P. 81-85 Young-at-heart with Resilience Health and Safety	–	11.9.3
403-3	Occupational health services	Health and Safety	–	11.9.4
403-4	Worker participation, consultation and communication on occupational health and safety	Health and Safety	–	11.9.5

GRI STANDARD	DISCLOSURE	LOCATION/URL (Unless otherwise specified, references pertain to the sections of the ESG Report 2023)	OMISSION/REMARKS	GRI SECTOR STANDARD
403-5	Worker training on occupational health and safety	P. 81-85 Young-at-heart with Resilience	–	11.9.6
403-6	Promotion of worker health	P. 81-85 Young-at-heart with Resilience	–	11.9.7
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	P. 81-85 Young-at-heart with Resilience Health and Safety	–	11.9.8
403-8	Workers covered by an occupational health and safety management system	–	Workers including contractors are covered by occupational safety and health management system	11.9.9
403-9	Work-related injuries	P. 81-85 Young-at-heart with Resilience P. 97, 101 Key Statistics	–	11.9.10
403-10	Work-related ill health	P. 84-85 Young-at-heart with Resilience P. 97, 101 Key Statistics	–	11.9.11
Employee Practices				
3-3	Management of material topics	P. 81, 85-90 Young-at-heart with Resilience <i>Employee Engagement</i>	–	11.10.1
401-1	New employee hires and employee turnover	P. 95, 100 Key Statistics	–	11.10.2
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<i>Employee Engagement</i>	–	11.10.3
401-3	Parental leave	P. 96 Key Statistics	–	11.10.4
402-1	Minimum notice periods regarding operational changes	<i>Employee Engagement</i>	–	11.10.5
404-1	Average hours of training per year per employee	P. 85 Young-at-heart with Resilience P. 95, 100 Key Statistics	–	11.10.6
404-2	Programmes for upgrading employee skills and transition assistance programmes	P. 85-90 Young-at-heart with Resilience	–	11.10.7
414-1	New suppliers that were screened using social criteria	P. 91-93 Young-at-heart with Resilience	–	11.10.8
414-2	Negative social impacts in the supply chain and actions taken	P. 91-93 Young-at-heart with Resilience	–	11.10.9

GRI STANDARD	DISCLOSURE	LOCATION/URL (Unless otherwise specified, references pertain to the sections of the ESG Report 2023)	OMISSION/REMARKS	GRI SECTOR STANDARD
Non-discrimination and Equal Opportunity				
3-3	Management of material topics	P. 90 Young-at-heart with Resilience <i>Employee Engagement</i>	–	11.11.1
202-2	Proportion of senior management hired from the local community	–	All senior management are hired from the local community	11.11.2
401-3	Parental leave	P. 96 Key Statistics	–	11.11.3
404-1	Average hours of training per year per employee	P. 95, 100 Key Statistics	–	11.11.4
405-1	Diversity of governance bodies and employees	P. 62 Revitalising our Strength P. 81, 90 Young-at-heart with Resilience Annual Report – Executive Committee	–	11.11.5
405-2	Ratio of basic salary and remuneration	P. 96 Key Statistics	–	11.11.6
406-1	Incidents of discrimination and corrective actions taken	<i>Revitalising our Strength</i> <i>Anti-Discrimination Policy</i>	No recorded incident of discrimination during the year.	11.11.7
Forced Labour and Modern Slavery				
3-3	Management of material topics	P. 68 Revitalising our Strength <i>Employee Engagement</i>	–	11.12.1
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	<i>Employee Engagement</i> <i>Human Rights Policy</i>	No reported cases of labor standards (child and forced labor) violations during the year.	11.12.2
414-1	New suppliers that were screened using social criteria	P. 91-93 Young-at-heart with Resilience	–	11.12.3
Freedom of Association and Collective Bargaining				
3-3	Management of material topics	<i>Employee Engagement</i>	–	11.13.1
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	P. 91-93 Young-at-heart with Resilience	–	11.13.2

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Economic Impacts				
3-3	Management of material topics	P. 51-59 Engaging with Society P. 71-79 Greening the Future P. 81-93 Young-at-heart with Resilience	–	11.14.1
201-1	Direct economic value generated and distributed	P. 8-9 Business Profile P. 97 Key Statistics Annual Report 2023 – Business highlights Annual Report 2023 – 2022 Financial Analysis Annual Report 2023 – Report of the Directors	–	11.14.2
202-2	Proportion of senior management hired from the local community	–	All senior management are hired from the local community.	11.14.3
203-1	Infrastructure investments and services supported	P. 46 Neutralising our Footprint P. 71-79 Greening the Future	–	11.14.4
203-2	Significant indirect economic impacts	P. 51-59 Engaging with Society	–	11.14.5
204-1	Proportion of spending on local suppliers	P. 91-93 Young-at-heart with Resilience	–	11.14.6
Local Communities				
3-3	Management of material topics	P. 51, 56-59 Engaging with Society <u><i>Community Engagement</i></u>	–	11.15.1
413-1	Operations with local community engagement, impact assessments, and development programs	P. 56-59 Engaging with Society P. 97, 101 Key Statistics	–	–
413-2	Operations with significant actual and potential negative impacts on local communities	–	No actual and potential negative impacts on local communities were recorded.	11.15.3
Land and Resource Rights				
3-3	Management of material topic	<u><i>Environmental Management</i></u>	–	11.16.1
Rights of Indigenous People				
3-3	Management of material topics	<u><i>Environmental Management</i></u>	–	11.17.1

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Conflict and Security				
3-3	Management of material topics	<u>Employee Engagement</u>	–	11.18.1
410-1	Security personnel trained in human rights policies or procedures	<u>Employee Engagement</u>	–	11.18.2
Anti-competitive Behaviour				
3-3	Management of material topics	<u>Business Integrity</u>	–	11.19.1
206-1	Legal actions for anti-competitive behaviour	P. 68 Revitalising our Strengths	–	11.19.2
Anti-corruption				
3-3	Management of material topics	<u>Business Integrity</u>	–	11.20.1
205-1	Operations assessed for risks related to corruption	P. 68 Revitalising our Strengths	–	11.20.2
205-2	Communication and training about anti-corruption policies and procedures	P. 68 Revitalising our Strengths P. 95 Key Statistics	–	11.20.3
205-3	Confirmed incidents of corruption and actions taken	P. 68 Revitalising our Strengths	–	11.20.4
Payments to Government				
3-3	Management of material topics	P. 56 Engaging with Society <u>Stakeholder Engagement Policy</u>	–	11.21.1
201-1	Direct economic value generated and distributed	P. 94-102 Key Statistics	–	11.21.2
201-4	Financial assistance received from government	Annual Report 2023 – Notes to the Consolidated Financial Statements	–	11.21.3
207-1	Approach to tax	Annual Report 2023 – Notes to the Consolidated Financial Statements	–	11.21.4
207-2	Tax governance, control, and risk management	Annual Report 2023 – Notes to the Consolidated Financial Statements	–	11.21.5
207-3	Stakeholder engagement and management of concerns related to tax	Annual Report 2023 – Notes to the Consolidated Financial Statements	–	11.21.6
207-4	Country-by-country reporting	Annual Report 2023 – Notes to the Consolidated Financial Statements	–	11.21.7

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Public Policy				
3-3	Management of material topics	<u>Stakeholder Engagement Policy</u>	–	11.22.1
415-1	Political contributions	P. 56 Engaging with Society	–	11.22.2

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Towngas' Most Important Material Issues Not Associated With GRI Topic Standards				
Fossil Fuel Alternatives				
3-3	Management of material topics	P. 71-79 Greening the Future <u>Energy Transition</u> <u>Business Innovation</u>	–	–
Emissions				
305-6	Emissions of ozone-depleting substances (ODS)	P. 99, 102 Key Statistics	–	–
ESG Strategy				
3-3	Management of material topics	P. 18-27 Our ESG Approach P. 29, 37, 51, 61, 71, 81 Management Approaches <u>Governance Structure</u>	–	–
Supply Chain Management				
3-3	Management of material topics	P. 81, 91-93 Young-at-heart with Resilience The actions taken and the effectiveness are communicated to stakeholders through our corporate website – <u>Supply Chain Resilience</u>	–	–
308-1	New suppliers that were screened using environmental criteria	P. 91-93 Young-at-heart with Resilience	–	–
308-2	Negative environmental impacts in the supply chain and actions taken	P. 91-93 Young-at-heart with Resilience	–	–

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Innovation				
3-3	Management of material topics	P. 51-56 Engaging with Society P. 71-79 Greening the Future <u><i>Business Innovation</i></u> <u><i>Energy Transition</i></u> <u><i>Customer Experience</i></u>	–	–
Data Privacy and Cyber Security				
3-3	Management of material topics	P. 69 Revitalising our Strengths <u><i>Data Privacy and Cyber Security</i></u>	–	–
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	P. 69 Revitalising our Strengths <u><i>Data Privacy and Cyber Security</i></u>	–	–
Supply Security and Reliable Production				
3-3	Management of material topics	P. 51-52 Engaging with Society <u><i>Customer Experience</i></u>	–	–
Materials				
301-1	Materials used by weight or volume	P. 45 Neutralising our Footprint	–	–
301-2	Recycled input materials used	P. 45 Neutralising our Footprint	–	–