

Disclosure	Disclosure Title	Response	Notes, URL or Omission
GRI 102: General Disclosures 2016			
Organisation Profile			
102-1	Name of the organisation	Page 2	
102-2	Activities, brands, products, and services	Page 2	
102-3	Location of headquarters	Page 2	
102-4	Location of operations	Page 2, Annual Report (Pages 8 - 15)	
102-5	Ownership and legal form	Publicly traded company	
102-6	Markets served	Page 2	
102-7	Scale of organisation	Page 2	
102-8	Information on employees and other workers	Page 2	We refer to our employees as "associates"
102-9	Supply chain	Page 33	Supply Chain
102-10	Significant changes to the organisation and its supply chain	Annual Report (Pages 32 - 39, 71-95)	
102-11	Precautionary Principle or approach	Pages 1, 3, 4, 11	
102-12	External initiatives	SDGs (Page 10), WTTC (Page 12), UN Global Compact (Page 32), UN World Tourism Organisation (Page 32)	We voluntarily support these initiatives
102-13	Membership of associations	N/A	We do not engage in advocacy
Strategy			
102-14	Statement from senior decision maker	Page 4	Leadership
102-15	Key impacts, risks and opportunities	Page 9, and within each material topic	Material Topics
Ethics and integrity			
102-16	Values, principles, standards and norms of behaviour	Pages 3, 7, 32	Compliance and Ethics
102-17	Mechanisms for advice and concerns about ethics	Page 32, AR Page 85 - 87	Compliance and Ethics
Governance			
102-18	Governance structure	Pages 31 and 34, Annual Report (Pages 78-82)	
102-19	Delegating authority	Pages 31 and 34, Annual Report (Page 78)	
102-20	Executive-level responsibility for economic, environmental and social topics	Pages 31 and 34, Annual Report (Page 78)	
102-21	Consulting stakeholders on economic, environmental and social topics	Page 10, Annual Report (Pages 89 - 90)	Stakeholder Engagement
102-22	Report composition of highest governance body and its committee	Page 31, Annual Report (Pages 47 - 56)	
102-23	Report nomination and selection processes for highest governance body	Annual Report (Pages 81 - 82)	
102-25	Conflicts of interest	Annual Report (Pages 78 - 80)	
102-26	Role of highest governance body in setting purpose, values and strategy	Annual Report (Pages 80 - 81)	
102-27	Collective knowledge of highest governance body	Annual Report (Pages 47 - 51)	
102-28	Evaluating the highest governance body's performance	Annual Report (Page 82)	
102-29	Identifying and managing economic, environmental and social impacts	Pages 9 and 31	Material Topics
102-30	Effectiveness of risk management processes	Pages 9 and 31, Annual Report (Pages 85-87)	Material Topics
102-31	Review of economic, environmental and social topics	Pages 9 and 31, Annual Report (Pages 85-87)	Material Topics
102-32	Highest governance body's role in sustainability reporting	Page 31	
102-33	Communicating critical concerns	Annual Report (Pages 78 and 85 - 87)	
102-34	Nature and total number of critical concerns	No critical concerns raised in 2020, actions taken in light of global pandemic reported on Page 8	
102-35	Remuneration policies	Annual Report (Pages 82-86)	
102-36	Process for determining remuneration	Annual Report (Pages 82-86)	
102-37	Stakeholders' involvement in remuneration	Annual Report (Pages 82-86)	
102-38	Annual total compensation ratio		Confidentiality constraints
102-39	Percentage increase in annual total compensation ratio		Confidentiality constraints
Stakeholder engagement			
102-40	List of stakeholder groups	Page 10	Stakeholder Engagement
102-41	Collective bargaining agreements	Page 31	
102-42	Identifying and selecting stakeholders	Page 10. We do not favour individual political parties	Stakeholder Engagement
102-43	Approach to stakeholder engagement	Page 10	Stakeholder Engagement
102-44	Key topics and concerns raised	Page 10	Stakeholder Engagement
Reporting practice			
102-45	Entities included in the consolidated financial statements	Annual Report (Pages 71 - 76)	
102-46	Defining report content and topic boundaries	Page 2, 3 and 9, individual topics	Material Topics
102-47	List of material topics	Page 9	Material Topics
102-48	Restatements of information	Annual Report (Pages 42 - 45, 71 - 76)	
102-49	Changes in reporting	Inside front cover, Pages 2 and 9	
102-50	Reporting period	Inside front cover	

	102-51	Date of most recent previous report	Inside front cover	
	102-52	Reporting cycle	Inside front cover	
	102-53	Contact point for questions regarding the report	Inside front cover	
	102-54	Claims of reporting in accordance with the GRI Standards	Inside front cover	GRI
	102-55	GRI content index	Inside front cover	GRI
	102-56	External Assurance	EarthCheck (Pages 13-15), Ernst and Young (Page 34), internal audits (Annual Report, Pages 85 - 87, Pages 102-105)	
	Material topics - Environmental Responsibility			Our Environment
	Climate change: Prioritised Material Topic			
	103-1, 2, 3	Explanation, management and evaluation of topic	Pages 11 - 19	Climate Change
	103-2	Management approach and its components	Pages 11 - 19	Climate Change
	103-3	Evaluation of the management approach	Mitigation, adaptation and resilience to climate change is addressed within individual initiatives, Pages 12-19	Climate Change
	Resource Use and Waste: Prioritised Material Topic			
	103-1, 2, 3	Explanation, management and evaluation of topic	Pages 13 - 16	Pollution and Waste
	302-1	Energy consumption within the organisation	Pages 13-15, Renewable use presented as a percentage for properties registered with EarthCheck	
Energy	302-2	Energy consumption outside the organisation		Information unavailable
	302-3	Energy intensity	Page 15	
Emissions	302-4	Reduction of energy consumption	Page 15	
	302-5	Reductions in energy requirements of products and services	Page 15	
	305-1	Direct (Scope 1) GHG Emissions	Page 15	Pollution and Waste
	305-2	Direct (Scope 2) GHG Emissions	Page 15	
	305-3	Direct (Scope 3) GHG Emissions		Information unavailable
	305-4	GHG emissions intensity	Page 15	
	305-5	Reduction of GHG emissions	Page 15	Information unavailable for individual initiatives
	305-6	Emissions of ozone-depleting substances (ODS)		Information unavailable
	305-7	Nitrogen oxides, sulfur oxides and other significant air emissions		Not applicable for purchased energy
	Water	303-1	Water withdrawal by source	Page 15, total water use presented from municipal, public or private utilities
303-2		Water sources significantly affected by withdrawal of water		Information unavailable
303-3		Water recycled and reused	Page 15, methodologies under EarthCheck	
306-1		Water discharge by quality and destination		Not applicable
306-2		Waste type and disposal method	Pages 15 and 16, following EarthCheck methodologies	Pollution and Waste
Waste	306-3	Significant spills	No significant spills reported	
	306-4	Transport of hazardous waste		Not applicable
	306-5	Water bodies affected by water discharges and/or runoff	No discharges in areas protected or with high biodiversity	
	Biodiversity and the Environment: Prioritised Material Topic			
	103-1, 2, 3	Explanation, management and evaluation of topic	Page 17	Biodiversity
	304-1	Operational sites in or adjacent to protected areas and areas of high biodiversity value	Included on website	Property List
	304-2	Significant impacts of activities, products and services on biodiversity	Pages 11, 17; no significant negative impacts	
	304-3	Habitats protected or restored	Pages 17 - 19	
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Areas of high biodiversity listed under 304-1	Species lists to be compiled
	Material topics - Social Responsibility			Our Community
	Associate Satisfaction: Prioritised Material Topic			
	103-1, 2, 3	Explanation, management and evaluation of topic	Pages 20 and 21	Associate satisfaction
	403-2	Rates of injury and work-related fatalities	Page 21	
	NA	Associate wellbeing	Page 21	
	NA	Fire awareness and CPR training	Page 21; provided to support welfare	
	Associate Development: Voluntary Material Topic			
	103-1, 2, 3	Explanation, management and evaluation of topic	Pages 22 - 23	Associate Development
	404-1	Average hours of training per year per employee	Pages 22 - 23	Gender tracking started in 2019
	404-2	Programs for upgrading employee skills and transition assistance programs	Pages 22 - 23; further details in Annual Report (Pages 69-70)	Associate Development
	404-3	Percentage of employees receiving regular performance and career development reviews	Page 22; performance evaluations conducted for all employees biannually as per company standard	
	Community Empowerment/Culture & Heritage: Voluntary Material Topic			Our Society
	103-1, 2, 3	Explanation, management and evaluation of topic	Pages 24 - 29	

413-1	Operations with local community engagement, impact assessments and development programs	Pages 24 - 29	
413-2	Operations with significant actual and potential negative impacts on local communities		Not applicable
Material topics - Good Governance			
Leadership: Prioritised Material Topic			
103-1, 2, 3	Explanation, management and evaluation of topic	Page 31	Leadership
Data Privacy: Prioritised Material Topic			
103-1, 2, 3	Explanation, management and evaluation of topic	Page 31	Data Privacy
Ethical Compliance and Corruption: Prioritised Material Topic			
103-1, 2, 3	Explanation, management and evaluation of topic	Page 32	Ethics and Anti-Corruption
205-1	Operations assessed for risks related to corruption	Operations assessed annually, all associates sign a Code of Conduct	
205-2	Communication and training about anti-corruption	Communicated through company policies, new training delivered in 2019	
205-3	Confirmed incidents of corruption and actions taken	Page 32	
Diversity and Inclusion: Statement of Voluntary Material Topic			
103-1, 2, 3	Explanation, management and evaluation of topic	Page 32	Ethics and Anti-Corruption
Supply Chain: Voluntary Material Topic			
103-1, 2, 3	Explanation, management and evaluation of topic	Page 33, new inclusion of suppliers assessed by risk through Code of Conduct	Buy for Good
204-1	Proportion of spending on local suppliers		Establishing boundary in 2021
414-1	New suppliers that were screened using social criteria	All suppliers, existing and new, are required to sign code of conduct	
414-2	Negative social impacts in the supply chain and actions taken		Risk assessment is being conducted for all suppliers with actions to be taken