

2018

Environmental, Social and  
Governance Report

# Our vision for a greater tomorrow



A photograph of two women in an office setting. The woman on the left, with blonde curly hair, is wearing a white button-down shirt and a dark skirt, holding a white mug. The woman on the right, with dark hair, is wearing a teal dress and a long necklace, holding a yellow folder. They are both looking at the folder. The background shows a large window with a view of a city.

# perspective

A close-up photograph of vibrant red autumn leaves, likely from a maple tree, filling the frame. The leaves are in sharp focus, with some showing signs of being eaten or damaged.

# momentum

# Table of Contents

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<b>1</b>	Our Approach to Sustainability
<b>2</b>	Our Operations
<b>4</b>	Core Values
<b>5</b>	Environmental Sustainability
<b>6</b>	Social Sustainability
<b>7</b>	Our People
<b>9</b>	Community Engagement and Social Responsibility
<b>14</b>	Customer Satisfaction and Security
<b>15</b>	2018 Financial Year Sustainability Data
<b>16</b>	Economic Indicators
<b>17</b>	Social Indicators

# Our Approach to Sustainability

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Isentia is committed to sustainable business practices and to incorporating environmental, social and governance responsibilities into daily operations globally. Environmental, social and governance considerations are core fundamentals in the way we conduct business and in the relationships we seek to build with all our stakeholders.

We recognise that embedding these responsibilities in our daily business practices protects and enhances shareholder value and assists us in identifying and capitalising on opportunities to create further risk-reduced value and growth.

The following report aims to provide insights into Isentia's performance in the wider context of sustainability and to highlight the company's commitment to environmental, social and governance practices.

The preparation of this report was guided by the Global Reporting Initiative's (GRI) G4 Sustainability Reporting Guidelines that were published in 2013. The GRI is an international, independent organisation that helps businesses communicate their impact on critical sustainability issues. The GRI Sustainability Reporting Guidelines are one of the most recognised standards for sustainability reporting that enable organisations to measure and understand their most critical impacts on the environment, society and the economy.

As a company listed on the Australian Securities Exchange Limited (ASX), Isentia is committed to compliance with the ASX Corporate Governance Council Corporate Governance Principles and Recommendations (3rd Edition). In accordance with the ASX Listing Rules, the company

reports its compliance with these recommendations on an annual basis. The Isentia Corporate Governance Statement for 2018 and copies of Isentia's Corporate Governance policies and Board and Committee Charters can be found at: <http://www.isentia.com/investor-centre/corporate-governance>

The Isentia Board acknowledges that the management of business risk is an integral part of the company's operations and that a sound risk management framework protects and sustains established value. Isentia has a robust risk management system in place and key risks that could impact achievement of the company's strategic objectives are actively monitored and processes exist to manage each identified risk exposure.



**Ed Harrison**  
Chief Executive Officer



# Our Operations

Isentia has become a global leader in delivering crucial business intelligence and operates in 20 offices across the Asia-Pacific region. The company employs over 1,100 people across 11 different markets.



## Our Operations (continued)

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Every day, Isentia's platforms are used to deliver information, reports and alerts to industry leaders, company directors, senior executives and government industries of over 4,000 organisations across a diverse range of industries in the Asia-Pacific region.

As at June 2017, approximately 81% of Isentia's clients were Australian accounts, 10% were New Zealand accounts and the remaining 9% of accounts are based in Asia. In terms of client mix, approximately 79% of Isentia's clients are corporate, 7% are media agencies, 10% are government related and 4% are healthcare related.

The average tenure of Isentia's top 50 clients exceeds 17 years, which reflects the quality and importance of Isentia's services and the company's focus on product innovation and client service. As most clients choose to automatically renew their contracts on an annual basis, Isentia benefits from a high proportion of highly predictable revenue.

Isentia has continued to expand its Asian footprint with the launch of Mediaportal, now available in all markets in which Isentia operates. Exclusive launch events for the Mediaportal offering have been held across many markets including Singapore, Malaysia, Vietnam and Indonesia.

# 17 years

The average tenure of Isentia's top 50 clients

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# Core Values

Underpinning our approach to our environmental, social and governance responsibilities are the three core values that drive the business globally and the actions we recognise as key to living these values.



## Client Obsessed

Passionate about our clients' experience

- We keep our word
- We are solutions focused
- We think about the client first
- We understand our clients' needs
- We strive to add value to our clients



## One Team

Good, collaborative people treating each other well

- We act with integrity
- We are stronger through regional diversity
- We respect and value each other
- We are accountable to each other
- We celebrate success



## Enterprising

Smart people doing things better

- We are curious
- We challenge our thinking
- We are resourceful
- We lead and grow – our industry, our region and our people

Day-to-day operations are carried out in accordance with Isentia's Code of Conduct. The board, as the company's highest governance body, ensures these values are reflected in the organisation's operations in a way that facilitates sustainable growth by maintaining strong customer relationships and promoting a culture of respect, acceptance and innovation within the organisation.

Isentia has established Corporate Social Responsibility Committees (CSR) across different locations of operation in the Asia Pacific region. The purpose of these committees is to provide guidance to employees in supporting social, community and charitable activities.

The company also has a formalised Whistleblowers Policy, Fraud and Corruption Policy and a Diversity Policy, all of which are publicly available under the Corporate Governance section of Isentia's company website: <https://www.isentia.com/investor-relations/company-information/corporate-governance>

# Environmental Sustainability

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As a media intelligence company, Isentia's global operations are focused on its software platforms and human resources contributions. There are no manufacturing or production assets which impact the environment in a material way and the Group does not face any material physical or regulatory risks as a result of climate change. In this context, to the extent possible, Isentia is committed to managing its environmental impacts as effectively as it can.

Isentia continues its transition to Amazon Web Services (AWS) products which commenced in 2015. The transition will ultimately provide an estimated energy saving of 321,926,400 joules per day, decrease Isentia's physical resources footprint and allow for the utilisation of more energy efficient equipment.

A number of environmental initiatives have also been adopted, including the minimised usage of paper by limiting access to printers, the use of recycled paper where possible and the recycling of waste ink and printer by products.

Isentia's head office is located in Star Track House in Strawberry Hills, Sydney. This building has a 5 star NABERS<sup>1</sup> energy rating and 5 star Green Office<sup>2</sup> energy rating. The head office relies on the innovative 1,048 panel solar voltaic system located on the building's roof that generates 371.5 MWh of solar electricity per year, which reduces the base building load by 25%.

A 2017 fit-out at head office adhered to the 5 star NABERS energy rating and the 5 star Green Office energy rating standards.

Other environmental features of the Head Office building include:

- All lighting throughout the building uses energy efficient T5 light fittings that not only reduce energy consumption but also extend the life of lighting tubes;
- External glazing panels within the building reduce the amount of solar heat gain from the sun and improve staff comfort;
- A 15,000 litre rainwater storage tank provides rainwater for onsite drip irrigation;
- Hydraulic fittings in the building's amenities are 5 star rated, which is the equivalent of offsetting the water usage of 26 average Australian homes each year;
- A fire water reuse tank allows recycled water to be utilised for the testing of the building fire system; and
- Health and wellbeing benefits, such as bike storage and end-of-trip facilities, are included to support staff needs and reduce their reliance on automobiles as a mode of transport to and from the Head Office.

<sup>1</sup>NABERS is a national rating system that measures the environmental performance of Australian buildings by measuring the energy efficiency, water usage, waste management and indoor environment quality of a building or tenancy and its impact on the environment. The rating scale ranges from one to six stars with six stars indicating market leading performance and one star indicating that the building under review has considerable scope for improvement. <sup>2</sup>Green Star is a voluntary sustainability rating system for buildings in Australia that was launched by the Green Building Council of Australia.





# Social Sustainability

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In keeping with the value 'One team: Good collaborative people treating each other well', the health, safety and wellbeing of employees and contractors are Isentia's highest priorities and the company is mindful of human rights and Indigenous rights issues in all communities in which it conducts business.

Systems are also in place across the organisation to ensure a focus on employee engagement, attraction and retention of key talent is maintained and a high performance and enterprising culture is fostered.

Consistent with our recognition that as one team 'we are stronger through regional diversity' Isentia is committed to giving back to all of the communities in which it operates. This commitment is entrenched in our culture. Maintaining meaningful relationships with local communities is seen as paramount to enhancing value and growth for our business and our stakeholders.

The company is also highly focused on customer satisfaction and security. Isentia has created a Privacy Policy to demonstrate its commitment to protecting the privacy of the individuals it deals with. A copy of the policy is available on the company website.



# Our People

In our industry, the ability to attract and retain highly skilled professionals and maintain a well trained workforce is critical. Isentia's employees help us sustain a leading position in the Australian and international markets and Isentia has developed engagement and professional development programs to help attract key talent.

## Learning and Development

The company delivers a significant number of programs designed to upgrade employees' skills.

Training programs allow Isentia to equip its workforce with the necessary skills to meet strategic targets in a changing work environment. Isentia understands a more skilled workforce enhances the company's human capital and contributes to employee satisfaction, which drives improved performance.

Since 2015, Isentia has collaborated with Degreed to provide staff with online learning resources where all of the content can be accessed by any team member at any time. This includes Isentia-specific resources such as 'Developing Your Career Pathway' Course. During the reporting period, more than 760 items were completed on Degreed by team members, and 252 programs were also undertaken on Lynda.com.

In addition, Isentia requires all employees in Australia and New Zealand to complete compulsory online training modules on workplace behaviour, competition and fair trading law.

The company reports the average hours of training the organisation's employees have undertaken during the reporting period by gender and employee category in table GRI LA9 within the 'Sustainability Data' section of this report.

In addition to our Learning and Development initiatives, we conduct an annual employee engagement survey and topic specific surveys. Action plans are put in place to address any key findings from these surveys. Isentia also undertakes bi annual performance reviews for its employees in an effort to assist in the development of human capital and monitor and maintain the skillsets of employees. Isentia reports the percentage of total employees (by gender and by employee category) who received a regular performance and career development review during the reporting period in table GRI LA11.



# Our People (continued)

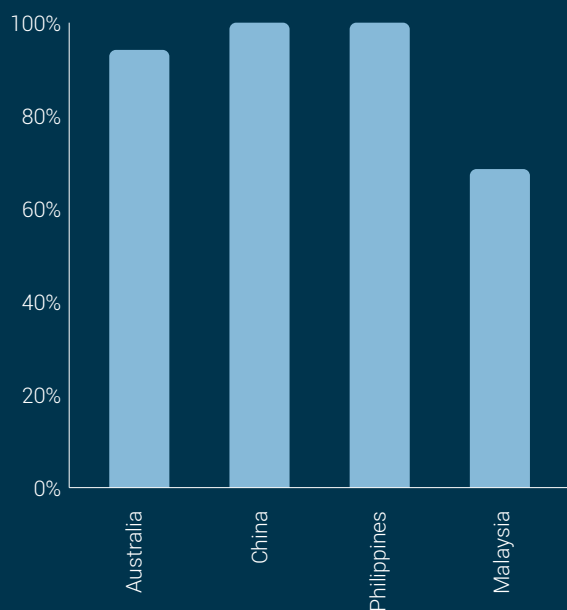
## Diversity

Isentia recognises the benefits of hiring people with different skills, values and experiences and the company strives to implement inclusive recruitment practices to attract the most suitable and talented staff, while consistently building a workplace that promotes diversity and fosters a culture of inclusion.

The company has a formal strategy in place that specifically supports gender equality and diversity and also participates in the Workplace Gender Equality Annual Compliance Reporting and is compliant with the Workplace Gender Equality Act of 2012. A copy of the 2018 Workplace Gender Equality Report is available on the company website.

Isentia seeks to recruit talent in different regions and is focused on ensuring senior management, across its different offices internationally, is drawn from the local community in an effort to promote inclusion and enhance the company's ability to understand local needs. The majority of senior managers are hired from the local communities in all significant locations of operation. Please refer to table GRI EC6 for further details.

Proportion of senior management personnel hired from the local community by significant locations of operation.



\*There is one senior manager in Malaysia who is Australian. Most Malaysian employees are hired from the local community.

## Occupational Health and Safety

Employee safety is of the utmost importance at Isentia and the company's People and Culture team has systems in place to record health and safety incidents and performance across all significant locations of operation.

Due to the nature of Isentia's business, there are no employees involved in occupational activities who might have a high incidence or high risk of injury or disease. In Australia, health and safety topics are covered in the formal enterprise agreement with the trade union where applicable.

As shown in tables GRI LA6a and GRI LA6b, injury and absentee rates among men and women are very low and during the 2018 reporting period there were no injuries amongst independent contractors working for Isentia.

## Non-Discrimination and Labour Practices

'We respect and value each other' is one of Isentia's core principles and as Isentia operates in multiple locations internationally and employs a diverse group of people, it is a priority for the Company to foster a safe and accepting environment for all staff. In Australia, online training and sign-off is required for employees on anti-discrimination, bullying and harassment policies and procedures as well as policies and procedures concerning aspects of human rights that are relevant to the business. Employees are required to do this training as part of their induction and thereafter on a periodic basis. The total hours of training on human rights during the reporting period are disclosed in table GRI HR2.

During the reporting period there have not been any incidences of discrimination reported on grounds of race, colour, sex, religion, political opinion or social origin in any company offices.

Labour practices are constantly under review in developing country locations and the monitoring of the upholding of Isentia's values in these jurisdictions is ongoing. All employees receive at least the legal minimum wage in every jurisdiction.



# Community Engagement and Social Responsibility

Isentia respects the interests of the communities in which it operates and strives to have a positive social or economic impacts on these communities.

Isentia seeks to promote volunteering and fundraising activities among its employees that will assist and empower the most vulnerable members of the local communities both in Australia and overseas.

During the reporting period, Isentia employees engaged in volunteering activities across the globe in fundraising and other community projects.

Below are some examples of the company's social and community initiatives.

## #theaccessproject – Improving access to information and digital technology

Isentia's continued success is predicated on societies across the world continuing to become more digitally led, and for their citizens to become more digitally literate.

Digital literacy drives access to information and communications technology and the social and economic benefits that result.

A lack of digital literacy is often called the digital divide, which is the gap between people with access to digital technologies, and the ability to use them, and those with very limited access or no access at all. Often, this is most obvious between developed and developing nations.

To help close the digital divide both within and between nations, Isentia has launched The Access Project, Isentia's drive to support increased and improved digital literacy and a more level playing field with regard to access to digital technologies.

Isentia's Access Project, using the UN's Sustainable Development Goals as a framework, will develop a range of strategies designed to:

- Improve digital literacy; and
- Use Isentia's digital literacy to improve people's lives

Established in 2017, The Access Project continues to be committed to raising digital literacy standards globally, focusing on the developing nations of the Asia-Pacific region. Isentia will continue to support a range of initiatives that connect our digital competencies to organisations that can use them to help other people live more independent lives.

### 2018 #theaccessproject

To extend last year's success, Isentia partnered with Medic Mobile for the greater purpose of improving people's lives by bringing communication to hard-to-reach areas.

Medic Mobile safely recycles phones or tablets to fund healthcare programs in Africa, Asia and Latin America. Each smart phone donated and recycled funds Medic Mobile projects and helps clinics in rural communities use mobile technology for healthcare.

An internal drive to collect any old and unwanted devices was held in every office around Isentia and sent directly to Medic Mobile. This initiative was also promoted at the 2018 AMEC Conference in Barcelona, with social media, emails and a dedicated Isentia stand created to encourage attendees to donate their phones and tablets.



# Community Engagement and Social Responsibility (continued)

## Activities in Australia and New Zealand

Isentia offers both free professional services and financial contributions to community projects and philanthropic organisations.

During the reporting period, the company contributed in kind to a number of charitable and not-for-profit organisations.

Company employees also volunteered and helped to raise funds for the following organisations:

- R U OK?
- White Ribbon Foundation
- Breast Cancer Awareness Month
- RSPCA Cupcake Day
- Cancer Council
- Jeans for Genes
- The Salvation Army
- City Mission

Isentia has a CSR representative in each of the offices across Australia and New Zealand. Members of the committee have built up a calendar of activities whereby they have one item a month that staff focus upon in terms of fundraising, volunteering or any other community activity. In addition to volunteering, staff raised over \$4,800 for these organisations across Australia and New Zealand.

Presented here are all the activities carried out in support of these organisations by Isentia employees:

### R U OK? Day

Isentia continues to recognise 'R U OK? Day' and for the sixth consecutive year employees were encouraged to ask 'Are you OK?'. This is a day of action designed to empower all people to ask 'Are you OK?' and respond sensitively and appropriately if someone says 'No'. Events were held across Australia and New Zealand, and in HQ R U OK? ambassador, Craig Mack joined the team to share his story and encourage the conversation.



“Being connected to the people and communities in which we work is incredibly important to all of us. The care and passion shown goes deeper than the national community too, with some amazing grass roots support - just this year for instance, our Brisbane team championed the ‘Parma for a Farmer’ cause internally, encouraging everyone to do their part in supporting a cause close to their hearts and to their backyard. It’s something that shines through in our company culture and for me reflects the inclusive and caring nature of our people.”

**Sean Smith**  
Chief Commercial Officer - Isentia

# Community Engagement and Social Responsibility (continued)

## Blackmores Sydney Running Festival - R U OK?

Extending on this years partnership with R U OK?, Isentia team members also represented the charity at this years Blackmores Sydney Running Festival.

With a commitment to cross the finish line of the 10km course, the Isentia team successfully surpassed their \$2,000 fundraising goal.



## Breast Cancer Awareness Month

In support of the continued work to treat and find a cure for breast cancer, a range of Think Pink! morning and afternoon tea's were held across Australia and New Zealand offices. Team members were encouraged to show their support and donate to their local Breast Cancer charity.



## Other Activities

The ANZ team also participated in Jeans for Genes day, The Biggest Morning Tea and RSPCA Cupcake Day. They also ran a number of promotions to support mental health awareness month, and marked White Ribbon Day with a number of activities to raise awareness of domestic violence and Isentia's supporting policy.

## Activities in Indonesia – Jakarta

The Jakarta office CSR Committee, which is known as the 'One Team Committee', participates in the 'Isentia Jakarta Visits Muhammadiyah Orphanage', as part of the annual community activity to share love and fortune in Ramadhan.

Isentia visited and made charity donations to Muhammadiyah Orphanage in Jakarta on Friday 8th June. During the event, Isentia distributed staple food packages and various gifts to the children and teenagers of the orphanage. The event enlivened with interesting games managed to bring festivity to the orphanage.

The team even generated some media buzz:

<https://www.republika.co.id/berita/ramadhan/kabar-ramadhan/17/06/08/or7nh4396-isentia-jakarta-kunjungi-panti-asuhan-muhammadiyah>



# Community Engagement and Social Responsibility (continued)

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## Activities in Kuala Lumpur – Malaysia

### HOPE Worldwide

Isentia Malaysia take part in a CSR program together with HOPE Worldwide Malaysia to give hands to anyone who's in need at the Free Clinic of HOPE in Sentul, Kuala Lumpur.

Throughout the month of July, the team donated, collected and participated in a Food Distribution Programme with HOPE Worldwide to help provide food to 100 underprivileged families in the local community.



### Earth Day

The Malaysia team also participated in a month-long recycling drive to promote environmental awareness leading to the Earth Day.

Environmental awareness is an integral part of sustainability. Through education and conversation, the goal of this activity was increase awareness around the fragility of the environment, but also to encourage change in order to lighten the ecological footprint left behind - even in the office.

"Go Green" tips were shared via emails and proceeds from a recycling initiative where team members sold cans to a recycling centre were donated to HOPE Worldwide's food distribution programme. All lights in the office were switched off during Friday lunch time throughout the campaign duration to encourage different behaviours.

## Activities in Philippines

### Caritas Manila

Caritas Manila is a non-profit organization that provides direct services to poor families and communities nationwide. The local Isentia team participated in two donation drives, giving back by donating books, clothing and office materials.



## Activities in Singapore

In June 2018, three groups of Isentians volunteered at Food Bank's warehouse to help sort and pack food donations.

There was also an opportunity to get involved from the office with a food drive corner set up where team members could contribute individually.

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**"Our small effort with Food Bank Singapore goes a long way in helping many people who are in need from beneficiaries such as the old folks' homes and family service centres. It is heartening to see everyone in the Singapore office exchange a few hours of their time to help in community work and embracing the spirit of giving. I am looking forward to see more of such initiatives in the other SEA offices. Alone we can only help a handful; together as one Isentia we can do so much."**

**Jason Lee**  
Regional Director, South East Asia - Isentia

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# Customer Satisfaction and Security

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## Customer Surveys

Understanding client's needs is one of Isentia's core values. Isentia is highly focused on customer satisfaction and in identifying its customers' preferences as we believe that customer satisfaction is essential for long-term success.

The Company seeks feedback from its client base via a Client Satisfaction Survey that is conducted across all countries of operation. The survey is conducted quarterly with all clients, however invitations to participate in the Client Satisfaction Survey are sent out weekly to a sub-set of clients.

A key metric for Isentia is the Net Promoter Score (NPS). The NPS is accepted and widely adopted globally as a loyalty metric of a firm's customer relationships. The NPS is a tool that can help companies achieve their customer satisfaction goals by creating more loyal customers and reducing the number of dissatisfied ones.

At the beginning of the 2017 reporting period the Isentia Group NPS was 30.

## Data Protection

Ensuring that confidentiality of customer information and data is maintained at all times is a priority of Isentia. The company has a public Privacy Policy to help mitigate risks associated with privacy and data security issues. In support of this policy the company has in place a number of security measures to manage risks associated with data security, cyber threats and breaches of cyber security. These measures include the development of a suite of policies and procedures covering a wide range of data security risks. The processes contemplated by these policies and procedures are continuously evolving as the company progresses in deploying new technologies and systems. Likewise, the policies and procedures are under ongoing review to support enhancements to technologies and systems as they are implemented.

In 2017 Isentia introduced a three year cyber security program to increase overall maturity of cyber security practices.

Isentia didn't record any data breaches and didn't receive any substantiated complaints regarding customer privacy and loss of customer data in 2017





# 2018 Financial Year Sustainability Data



# Economic Indicators

## Market Presence

### GRI EC4: Financial assistance received from government.

ISENTIA GROUP	
Australia	Net benefit from R&D claims was A\$1.05 million for FY17.
Singapore	Annual Productivity and Innovation Credit (PIC) tax incentive scheme qualifies the company for up to a SGD\$400,000 tax deduction per year from Y/A 2016 to Y/A 2018.

### GRI EC5: Ratios of standard entry level wage by gender compared to local minimum wage by significant locations of operation<sup>4</sup>.

ISENTIA GROUP							
Australia		China		Philippines		Malaysia	
Male	Female	Male	Female	Male	Female	Male	Female
119%	119%	144%	145%	135%	135%	220%	220%

### GRI EC6: Proportion of senior management personnel hired from the local community by significant locations of operation.

ISENTIA GROUP	
Australia	95%
China	100%
Philippines	100%
Malaysia	67%

\*There is only one senior manager in NZ who is Australian. Most NZ employees are hired from the local community.

<sup>4</sup> Note: Significant locations of operation are countries with 100 employees or more.

# Social Indicators

## Employment Data

### GRI G4-10: Organisational profile and size of workforce.

ISENTIA GROUP			
a.	Employment Contract	Male	Female
	Permanent	485	546
	Temporary	46	53
	Casual	0	3
b.	Employment Type	Male	Female
	Permanent Full-Time	464	519
	Permanent Part-Time	21	27
c.	Employees and Supervised Workforce	Male	Female
	Employees	531	602
	Supervised Workforce	32	49
d.	Total Workforce by Region	Male	Female
	Australia and New Zealand	180	145
	Asia	383	506
e.	Workers who are considered self-employed DO NOT make up a substantial portion of the workforce.		
f.	There are no substantive seasonal fluctuations in workforce.		

### GRI G4-11: Percentage of total employees covered by collective bargaining agreements by significant locations of operation.

ISENTIA GROUP	
Australia	15%
China	Not Applicable
Philippines	Not Applicable
Malaysia	Not Applicable

## Social Indicators (continued)

### GRI LA1: Total number of new employee hires by gender, region and age group.

ISENTIA GROUP	
Male	211
Female	272

ISENTIA GROUP	
Australia and New Zealand	114
Asia	365
Rest of World	4

ISENTIA GROUP	
15-24 years	195
25-34 years	201
35-44 years	64
45-54 years	14
55-64 years	5
Over 65 years	1

### GRI LA1: Total rates of employee turnover by age group, gender and region<sup>5</sup>.

ISENTIA GROUP	
Male	29%
Female	36%

ISENTIA GROUP	
Australia and New Zealand	34%
Asia	31%
Rest of World	138%

ISENTIA GROUP	
15-24 years	51%
25-34 years	34%
35-44 years	22%
45-54 years	11%
55-64 years	14%
Over 65 years	45%

<sup>5</sup> Note: The company hired 483 new employee in FY18. The age of three out of these 483 new employees is unavailable.



## Social Indicators (continued)

### GRI LA2: Benefits provided to full-time staff but NOT to temporary or part-time staff by significant locations of operation.

ISENTIA GROUP		
Australia	Temporary	None
	Part-Time	None
New Zealand	Temporary	None
	Part-Time	None
China	Temporary	None
	Part-Time	Health care, life insurance, disability, parental, pension, sick leave.
Philippines	Temporary	Health care and life insurance.
	Part-Time	Life insurance.
Malaysia	Temporary	Health care, life insurance, disability, parental, pension, sick leave.
	Part-Time	Health care, life insurance, disability, parental, pension, sick leave.

### GRI LA3: Parental leave data by gender and region.

ISENTIA AUSTRALIA, NEW ZEALAND AND REST OF WORLD						
Category	Australia		New Zealand		UK	
	Male	Female	Male	Female	Male	Female
Total number of employees who were entitled to parental leave	172	129	34	36	2	8
Total number of employees who took parental leave	8	16	1	3	0	0
Total number of employees who returned to work after parental leave ended	8	15	1	2	0	0
Total number of employees who returned to work in FY2018 after parental leave ended who were still employed 12 months after their return to work	4	7	0	1	0	0

## Social Indicators (continued)

ISENTIA ASIA						
Category	China		Philippines		Malaysia	
	Male	Female	Male	Female	Male	Female
Total number of employees who were entitled to parental leave	67	129	92	237	43	69
Total number of employees who took parental leave	2	6	12	3	1	3
Total number of employees who returned to work after parental leave ended	2	5	12	3	1	3
Total number of employees who returned to work in FY2018 after parental leave ended who were still employed 12 months after their return to work	0	1	2	0	0	2

ISENTIA ASIA						
Category	Indonesia		Singapore		Vietnam	
	Male	Female	Male	Female	Male	Female
Total number of employees who were entitled to parental leave	38	23	41	48	30	57
Total number of employees who took parental leave	1	4	1	1	0	5
Total number of employees who returned to work after parental leave ended	1	4	1	1	0	4
Total number of employees who returned to work in FY2018 after parental leave ended who were still employed 12 months after their return to work	0	3	0	0	0	0

ISENTIA ASIA						
Category	Thailand		Hong Kong			
	Male	Female	Male	Female		
Total number of employees who were entitled to parental leave	21	32	23	15		
Total number of employees who took parental leave	0	1	1	0		
Total number of employees who returned to work after parental leave ended	0	1	1	0		
Total number of employees who returned to work in FY2018 after parental leave ended who were still employed 12 months after their return to work	0	0	0	0		

### GRI LA12: Breakdown of employees by gender and age group.

ISENTIA GROUP EMPLOYEE GENDER BREAKDOWN	
Male	Female
531	602

ISENTIA GROUP EMPLOYEE AGE BREAKDOWN		
Under 30 years	30-50 years	Over 50 years
491	576	66

# Social Indicators (continued)

## Occupational Health and Safety

### GRI LA6a: Injury information for total workforce (employees and contractors).

ISENTIA GROUP		
Type of Injury	Male	Female
Injury Rate	0	1.58
Occupational Disease Rate	0	0
Lost Day Rate	0	5.54
Absentee Rate	1.70%	1.66%
Work Related Fatalities	0	0

ISENTIA GROUP			
Type of Injury	Australia/New Zealand	Asia	Rest of World
Injury Rate	1.62	0	69.88
Occupational Disease Rate	0	0	0
Lost Day Rate	3.24	0	349.4
Absentee Rate	2.51%	1.35%	1.13%
Work Related Fatalities	0	0	0

### GRI LA6b: Injury information for independent contractors.

ISENTIA GROUP		
Type of Injury	Male	Female
Injury Rate	0	0
Occupational Disease Rate	0	0
Lost Day Rate	0	0
Absentee Rate	Not Available	Not Available
Work Related Fatalities	0	0

ISENTIA GROUP			
Type of Injury	Australia/New Zealand	Asia	Rest of World
Injury Rate	0	0	0
Occupational Disease Rate	0	0	0
Lost Day Rate	0	0	0
Absentee Rate	Not Available	Not Available	Not Available
Work Related Fatalities	0	0	0



## Social Indicators (continued)

### Training and Education

**GRI LA9: Average hours of training per year per employee by gender, and by employee category.**

ISENTIA GROUP		
Category	Male	Female
A	0.15	0.12
B	0.52	0.55
C	1.78	2.54
D	0.06	1.08
E	3.59	3.73
F	0.34	4.15
G	0	0.38

**GRI LA11: Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.**

ISENTIA GROUP		
Category	Male	Female
A	84%	81%
B	91%	90%
C	86%	90%
D	86%	78%
E	92%	95%
F	92%	83%
G	75%	100%

### Human Rights

**GRI HR2: Total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations.**

ISENTIA AUSTRALIA AND NEW ZEALAND	
Hours	143
Number of employees	95

Isentia Group Limited  
Level 3, 219-241 Cleveland Street,  
Strawberry Hills NSW Australia 2012

**[www.isentia.com](http://www.isentia.com)**