

# Sustainability Report

2021



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Hollister Global Corporate Headquarters Libertyville, Illinois, United States

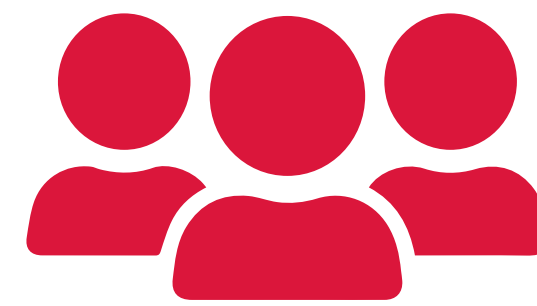


# Report Highlights



**>1,000**

metric tons of CO<sub>2</sub> equivalent saved through **renewable energy purchases** 2019 – 2021



**<1**

**Global Occupational Injury Rate (OIR)** throughout the reporting period



**38%**

of leaders in 2021 at **Director level** and above are female, up from 35% in 2020



**11%**

reduction in water use 2019 – 2021



**3.8%**

reduction in energy intensity across manufacturing sites



**71%**

of **non-hazardous waste** diverted from landfill in 2021



**99%**

of **hazardous waste** diverted from landfill in 2021

# Introduction

## Message from our CEO

Welcome to our first Sustainability Report, demonstrating our commitment to driving positive environmental change.

I am pleased to present this 2021 Hollister Sustainability Report as an illustration of our continued commitment to our customers and our associates around the world, together with our commitment to the vital environmental and social issues of our time.

This report highlights our approach to sustainability and responsibility at Hollister, and provides an overview of our current performance, achievements and ambitions for the future.

At Hollister Incorporated, we are mission-driven people who live a purposeful life in the service of a cause greater than ourselves. We are people who strive to leave a legacy of Service and Stewardship; people for whom work is not simply a chore to make a living, but for whom work is a calling and our vocation.

Throughout the company, our work and our approach to sustainability and responsibility is focused not only on the immediate needs of today, but also on our aspirations for the future and the evolving needs of our customers, associates and the global community.

Despite the COVID-19 global pandemic and other challenges that we face around the world, we have continued to invest and expand our manufacturing and distribution capabilities and facilities while minimizing the environmental impact of that growth and development. For example, at our newest manufacturing facility in Kaunas, Lithuania, we introduced a wide range of environmental initiatives that have reduced the plant's overall energy consumption. Likewise, at our plant in Bawal, India, we installed solar panels and other initiatives that contribute to reduced municipal energy requirements throughout the plant. Further, we continue to invest in product development initiatives that help reduce the environmental impact of our products and product packaging. Throughout our manufacturing and distribution facilities globally, we continue to invest in environmental initiatives and programs that focus on a sustainable future. You will see even more strong examples of our Environmental Stewardship emphasized in the report.

In order to formalize our company-wide sustainability and responsibility initiatives, we established the Hollister Environmental Leadership Council in 2020 to provide direction and to guide our environmental initiatives going forward. In 2021, we developed a comprehensive Environmental Policy, along with an Environmental Strategy and Strategic Sustainability Objectives.

In addition to our environmental initiatives, we continue to focus on social responsibility and the health and well-being of our associates through proactive programs and initiatives, keeping our **Immutable Principle of Dignity of the Person** at the heart of everything we do. In 2018, we formalized a strategy to cultivate inclusion and diversity globally, helping to ensure diversity of talent and diversity of thought at all levels within our company that is reflective of the customers and markets we serve around the world, and cultivating an open, accepting and respectful work environment where differences are both celebrated and valued. In 2021, we introduced a hand safety program at our manufacturing and distribution facilities, in order to address the leading cause of injury in manufacturing today. Additionally, we participate in community programs at each of our plants, distribution facilities, and business units globally, and we support a number of charitable institutions through both donations and volunteerism.

As we go forward at Hollister, we will continue to identify areas where we can positively influence sustainable development outcomes and we will continue to monitor our progress into the future.

**“The history of our Company is – and the future of our Company should be – a testament to the enduring foundational Principles on the one hand and to evolution and adaptation on the other.”**



**V. George Maliekel**  
Chairman and CEO  
The Firm of John Dickinson Schneider, Inc.

# Introduction

## About Us

### Our Company

Hollister Incorporated is an independent, employee-owned medical device company which develops, manufactures and markets advanced, innovative medical products for Ostomy Care, Continence Care and Critical Care. In addition, we provide programs, services, and educational materials for both patients and healthcare professionals.

### Our Mission

**To make life more rewarding and dignified for those who use our products and services.**

At Hollister, we are dedicated to being a forward-thinking company that focuses on the needs of healthcare professionals and the people they serve. This dedication is based on **Our Mission**.

As a company, we listen to our clinicians and those they serve to gain a better understanding of the needs that we aim to satisfy. This approach allows us to improve our products and develop new, unique products when necessary. We form strong relationships with our suppliers and distributors, and with the communities in which we work, because we believe that the ethical way is the only way to conduct our business.

Hollister has the unique advantage of building on the solid foundation of “quality products, quality service, quality employees,” a legacy of our founder, John Dickinson Schneider. We are committed to being an independent, employee-owned company. By living **Our Mission** each day, we will grow and prosper as a company and, in the process, become better human beings.

### Our Vision

**To grow and prosper as an independent, employee-owned company, and in the process, to become better human beings.**

### Our Immutable Principles

Hollister has four **Immutable Principles** that act as timeless guideposts for the actions of our associates and Hollister as a company.

**Dignity of the person** – Our employees, indeed all people, have dignity and intrinsic value independent of the work they do. Hollister treats its associates, and we treat each other, with respect. We vigilantly strive to meet the needs of those who use our products and services. In the process, we make life more rewarding for them and we ourselves become better human beings.

**Service** – We serve those who use our products and services, our other customers, each other, and our communities, all with humility, compassion, and perseverance.

**Integrity** – Integrity is at the heart of how we do business. At Hollister, the ethical way is the only way. We are open and truthful, treat others justly, and do the right thing even when it is difficult.

**Stewardship** – We have been entrusted with an independent and employee-owned company. As stewards of that trust, we are guided by the policies and principles of our founder, John Dickinson Schneider, to ensure that Hollister continues in perpetuity as independent and employee-owned, and that, as the company grows and prospers, it remains financially strong. We make decisions based on the long-term best interests of the company, and live by John Dickinson Schneider’s motto: “Only first class is good enough.”

**Hollister’s Distribution Center in Roosendaal, The Netherlands**

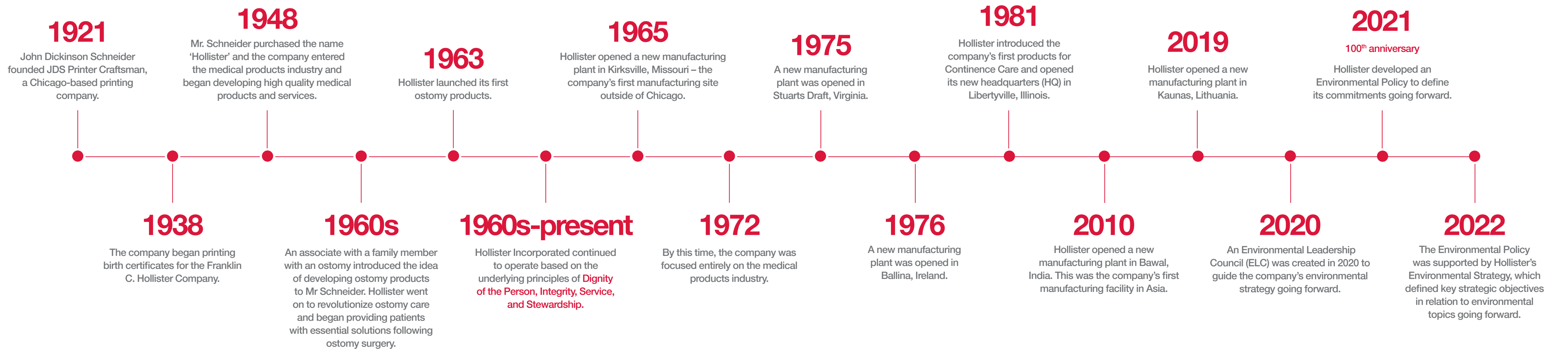


# Introduction

## Timeline and Story of our Company

At Hollister, we have been working in the medical products and services industry for over 70 years.

Our roots date back to 1921, when John Dickinson Schneider founded a small printing company in Chicago, which he named JDS Printer Craftsman. The business is now called JDS Inc., and celebrated its 100th anniversary in 2021. JDS Inc. is the parent company of Hollister Incorporated.



# Introduction

## Hollister in the World

Our headquarters are located in Libertyville, Illinois, and we have manufacturing and distribution centers on three continents.

We market and sell our products in nearly 80 countries worldwide. This report focuses on our headquarters and our main operations, including six manufacturing sites, two distribution centers, as well as Research and Development (R&D) activities taking place at those sites.

### Manufacturing facilities

- 1. Ballina, Ireland
- 2. Bawal, India
- 3. Fredensborg, Denmark
- 4. Kaunas, Lithuania
- 5. Kirksville, Missouri, United States
- 6. Stuarts Draft, Virginia, United States

### Distribution centers

- 7. Roosendaal, The Netherlands
- 8. Mt. Juliet, Tennessee, United States



# Introduction

## Responding to COVID-19

The challenges related to COVID-19 continue to evolve around the world. By staying focused on our associates' health, safety, and wellbeing, and following relevant government guidelines, we have been able to remain fully operational in all aspects of our business.

We navigated through the COVID-19 pandemic by following key principles: keeping our associates healthy and safe, and securing uninterrupted supply to our customers. Our organization demonstrated resilience and a willingness to adapt to new ways of working to sustain us through the pandemic.

At the beginning of the pandemic, we activated a robust and transparent business continuity and crisis management plan to ensure the safety of our associates and an uninterrupted supply to our customers. Due to the demands of COVID-19, nearly every element of how we run our business has changed. However, these changes were guided by our **Immutable Principles**. Learning throughout the COVID-19 pandemic, we made long-term choices on how we work, including adopting a hybrid work environment, reducing travel, and enhancing health education services using new digital tools.

### New ways of working

As a manufacturing company, we needed our key workers on site to help serve our customers who rely on our products daily to meet their most personal medical needs. Therefore, we adopted new ways of working to ensure business continuity. This included cross-training on roles and equipment, as well as safety-related workforce adaptations such as temperature screening, symptom questionnaires, testing, plexiglass barriers, and supplying masks. To make travel safer and more convenient, we adapted our transport to include social distancing, sanitization and other measures for our associates to our manufacturing center in Bawal, India. We also increased the number of associates at our distribution centers, training them quickly to ensure supply continuity. We promoted vaccine access, disseminated medical/scientific information, and retained an external medical advisor who provided COVID-19 and vaccine townhalls to help educate our associates. We moved many non-production roles to remote working conditions whilst hiring hundreds of new associates virtually.

As a result of our implemented processes and the dedication of our associates, we were able to maintain our service and supply and advance critical projects to meet current and future customer needs. To do so, we had to rethink our approach to operations, using technology in new and innovative ways. One key example was meeting the increased demand for respiratory products that were crucial to the care of patients suffering with COVID-19 who were placed on respirators. We increased the production of **AnchorFast™**, an oral endotracheal tube fastener, by over 50% in three weeks, which directly helped in the care of people being treated for COVID-19 on respirator devices. A team of over 50 associates from Libertyville (Illinois), Kirksville (Missouri) and Stuarts Draft (Virginia) collaborated to make this possible.

We are continuing to monitor the spread of COVID-19 very closely and are taking all the necessary precautions to keep our associates, customers, and partners safe. Our teams are also keeping a close eye on the global supply chain and working to proactively mitigate disruptions to the supply of products and services that our customers know and trust. Specifically, we are building flexible sourcing and supply chains to manufacture products at several sites, increasing our inventory and safety stock levels, and identifying alternate suppliers as needed. We will endeavor to do what it takes to serve our customers.

**AnchorFast™ Guard Oral Endotracheal Tube Fastener**



**Social distancing during production floor meetings**





## Case Study

### Supporting our local community during COVID-19 in Bawal, India

Hollister’s Bawal, India, manufacturing site made a difference to the lives of the community by providing COVID-19 support during the serious Delta variant surge in India. During the Delta variant surge, the availability of oxygen to help those needing respiratory support was in extremely low supply. So, the Bawal, India team responded to this challenge and took active steps to help save lives locally. Some of their key efforts included:

1. Constructing and donating a high purity oxygen generator (500 Liters per minute) to the local Government Civil Hospital.
2. Purchasing 53 oxygen concentrators from money donated by associates through a “GoFundMe” campaign.
3. Donating oxy-meters, steam inhalers, and digital thermometers, which were all crucial supplies needed by local hospitals.

Providing oxygen was the main area of need. Hollister’s global sourcing team found oxygen concentrators in the United States and expedited their delivery to India. The Bawal Leadership team also worked with local suppliers to build a high purity oxygen generator, which was donated to a local hospital. A Bawal Engineering team collaborated with the vendor to install and commission the equipment and train hospital staff to use it. The equipment will continue to provide oxygen well into the future.

Equipment was officially handed over at a ceremony attended by National and State Government ministers. The Deputy Commissioner praised Hollister for our proactive support.

Hollister’s Global Leadership Team supported the local community by allocating significant funds to respond to the COVID-19 crisis in India. Hollister’s Bawal associates also offered personal support, raising around \$28,000 through a “GoFundMe” campaign.

**Hollister built an oxygen generator and donated oxygen concentrators and other COVID-19-related equipment to the local community around our facility in Bawal, India.**

Hollister associates with oxygen concentrators, Bawal, India



# Our Sustainability Approach

## This Report

We are excited to share Hollister's first Sustainability Report. It highlights our approach to sustainability across our material impact areas: Planet, People, and Community. It describes our current performance, achievements, and ambitions across those themes.

This report has been prepared in alignment with Environmental, Social and Governance (ESG) reporting methods, following guidelines from the Global Reporting Initiative (GRI) Standards 2021 and the United Nations (UN) Sustainable Development Goals (SDGs). The GRI content index table in Appendix 1 illustrates how our Sustainability Report aligns with the GRI Standards 2021. Our reporting is done on a voluntary basis as a step toward improving our sustainability reporting in future reports.

Unless otherwise noted, the narratives and data reported for each of the material topics as listed under our Impact Areas cover our six manufacturing sites, two distribution and R&D centers and our global headquarters. The report excludes our other global offices for the calendar years 2019, 2020 and 2021. This report also excludes The Firm of John Dickinson Schneider Inc. (JDS) and KMT Medical. It presents information related to environmental, social and governance performance indicators with regards to sustainability.

At Hollister, our purpose is to serve Our Mission:

**“To make life more rewarding and dignified for those who use our products and services.”**

We do this by providing quality medical products and a quality service to people to enhance their quality of life. We aim to do this in a way that minimizes our impact on the environment. All facets of our environmental, social and governance journey are guided by our **Immutable Principles** (see page 5). To achieve this, we have developed an Environmental Strategy, Strategic Sustainability Objectives aligned with the UN SDGs, and a Governance structure to ensure we embed environmental considerations throughout our decision-making. Our Sustainability Approach is ambitious and is centered around three themes: Planet, People, and Communities.

Hollister HQ, Libertyville, Illinois



# Our Sustainability Approach

## Environmental Policy

Hollister has an Environmental Policy in place which is based on Our Mission, Vision, and Immutable Principles. The underlying aim of the policy is for Hollister, including our associates, customers and communities, to have a positive impact on the environment, and to contribute to a sustainable future.

Our commitments as per our Environmental Policy are:

- Integrate environmental stewardship into business strategies, processes, decisions, and business relationships.
- Continually improve our environmental performance
- Engage our associates, customers, communities, suppliers, and other partners in our environmental journey
- Comply with all applicable environmental laws and regulations
- Measure and periodically share our progress with our stakeholders

Responsibilities across our organization:

Each associate in our organization has a role to play in fulfilling our Environmental Policy.

- Associates have the responsibility to be stewards of the environment and fulfil the expectations of our Environmental Policy.
- Executive Leadership ensures that environmental considerations are aligned with Our Mission, Vision, Immutable Principles, and Corporate Strategy, and provides the resources needed to achieve our environmental objectives.
- The Environmental Leadership Council defines the environmental strategy and sets targets to support and measure the impact of our strategy.
- Leaders integrate environmental stewardship into business activities and ensure decisions reflect the spirit and intent of our policy.
- Dedicated resources in Environment, and Health and Safety provide expertise and aim to ensure environmental sustainability best practices are advanced throughout Hollister Incorporated and our activities.

Identifying our Environmental Priorities

To develop the Environmental Strategy, which guides our work with regards to sustainability, we undertook a materiality assessment focusing on environmental topics. Our environmental Materiality Matrix is based on topics identified through peer benchmarking, a review of widely used standards, and engagement with stakeholders. To determine the relative importance of topics, we engaged with internal and external stakeholders across diverse groups including leadership, HR, commercial, marketing and operations, transport, packaging, engineering, clinical and R&D as well as customers and suppliers.

In addition to stakeholder engagement, we consulted numerous sustainability frameworks and standards, including the GRI, Sustainability Accounting Standards Board (SASB), Taskforce on Climate-related Financial Disclosures (TCFD), Dow Jones Sustainability Index (DJSI), FTSE4Good Index, and the SDGs.

Hollister Environmental Policy



### Hollister Incorporated Environmental Policy

Our Mission, Vision, and Immutable Principles provide the foundation for the Hollister Incorporated Environmental Policy. As stewards of the Company and our planet, every Associate has a shared responsibility to protect the environment. Hollister strives to positively impact the environment and engage our Associates, customers, and communities towards a more sustainable future.

**Our Commitments:**

- Integrate environmental stewardship into business strategies, processes, decisions, and business relationships
- Continually improve our environmental performance
- Engage our Associates, customers, communities, suppliers, and other partners in our environmental journey
- Comply with all applicable environmental laws and regulations
- Measure and periodically share our progress with our stakeholders

**Our Shared Responsibilities:**

As Mission-driven Associates living *The Schneiders' Legacy*, we each have the responsibility to be a steward of the environment and fulfill the expectations of this Environmental Policy.

Executive Leadership ensures that environmental considerations are aligned with the Company's Mission, Vision, Immutable Principles, and Corporate Strategy, and provides the resources needed to achieve our environmental objectives.

The Environmental Leadership Council defines the environmental strategy and sets targets to support and measure the impact of the strategy.

Leaders integrate environmental stewardship into business activities and ensure decisions reflect the spirit and intent of this policy.

Dedicated resources in Environment, and Health and Safety provide expertise and ensure environmental sustainability best practices are advanced throughout the Company.



V. George Maliekel  
President



James Humphries  
Chief Operating Officer

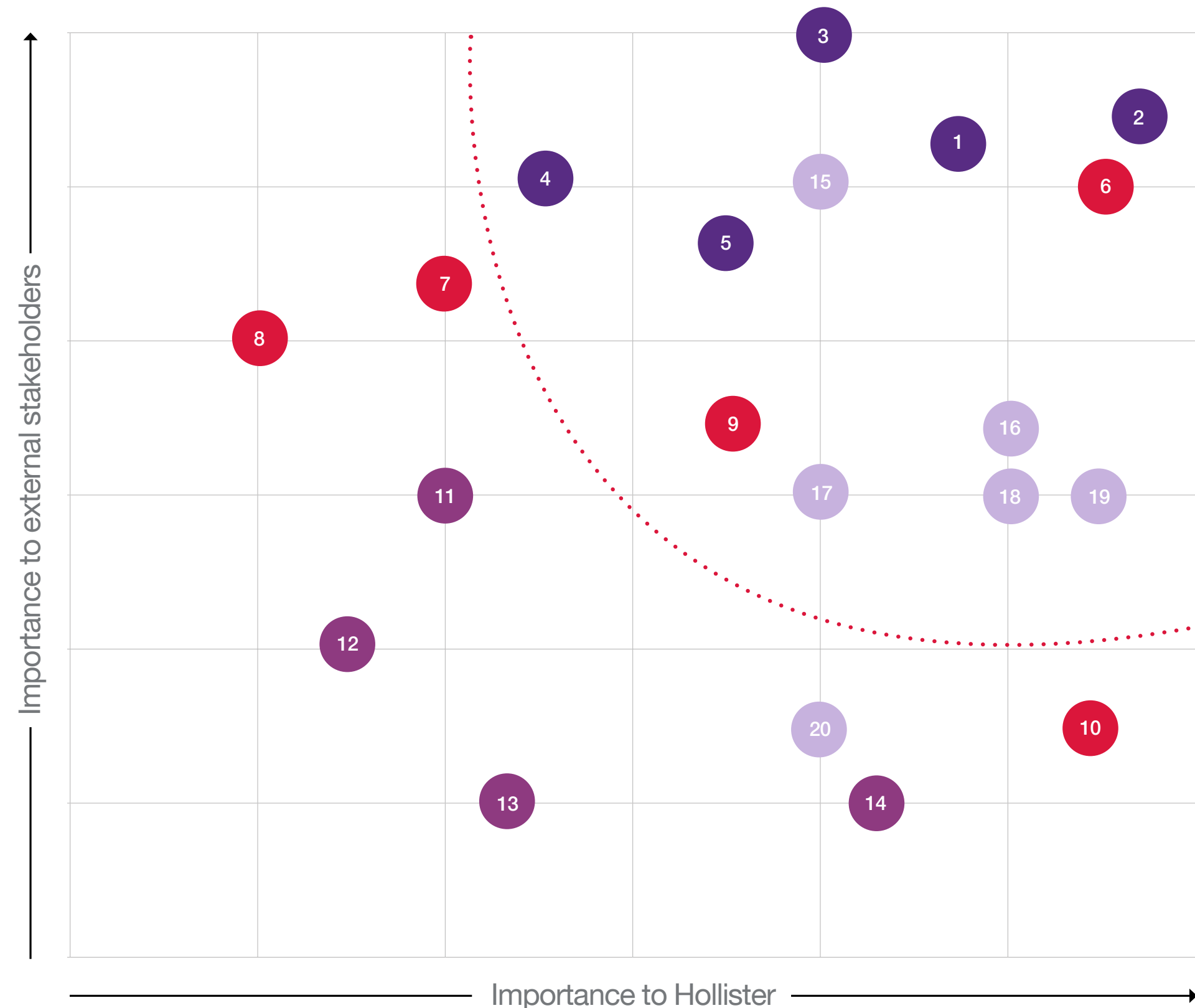
# Our Sustainability Approach

## Hollister's Environmental Materiality Assessment

In 2021, we undertook a materiality assessment to understand the importance of several environmental topics to key stakeholders. From this materiality assessment, we developed a prioritized list of environmental topics where we wanted to focus our strategic sustainability objectives. Social, as a topic, was included in this assessment as a number of internal stakeholders identified it as relevant, however, as this materiality assessment was focussed on environmental topics it was not considered a material topic. Using this list as a basis, we plan to expand this assessment to include social topics in the near future.

Key	Topic
1	Product carbon footprint
2	Operational carbon footprint (Scope 1 + 2)
3	Operational carbon footprint (Scope 3)
4	Operational energy
5	Climate resilience
6	Green procurement and tendering
7	Transparency

Key	Topic
8	Social
9	Supply chain
10	Labelling and marketing
11	Land stewardship
12	Water
13	Toxicity, pollution and biodiversity impact
14	Hazardous air emissions
15	Environmental product requirements
16	Materials sourcing
17	Operational/production waste
18	Packaging waste
19	Product design
20	Product end-of-life (waste, recyclability and reusability)



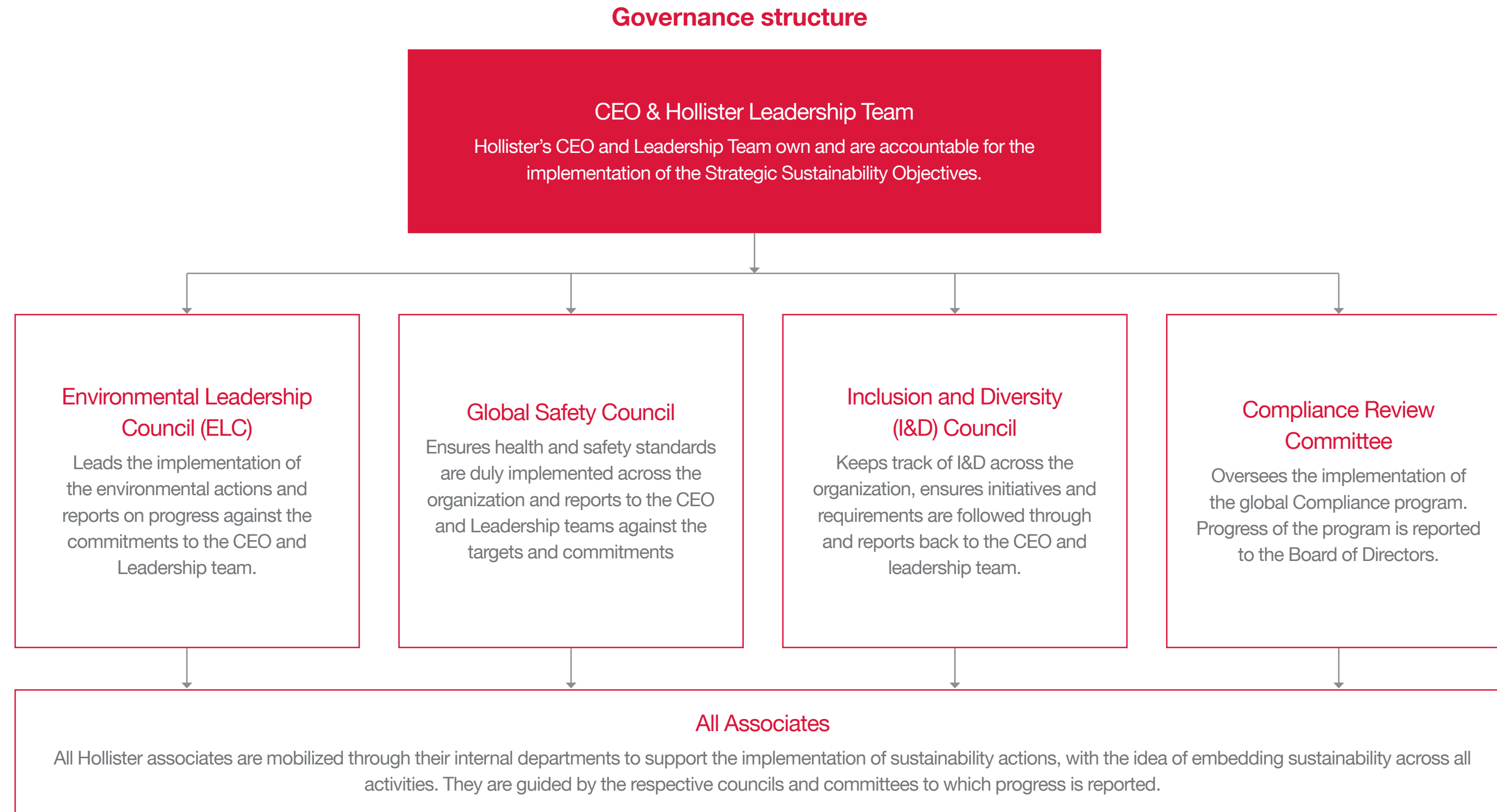
# Our Sustainability Approach

## Governance

Sustainability is widely recognized at Hollister as a key consideration for value preservation and creation in the future.

We know the importance of effective management, enabled by appropriate governance, to manage and improve performance. To successfully implement our sustainability initiatives, we have formalized our governance and management processes to support our leadership positioning, provide clear direction, and to enable strategic influence.

This structure recognizes the importance of and embeds oversight of sustainability commitments at the highest level of management. The Chief Executive Officer (CEO) and the Leadership Team are accountable for the Strategic Sustainability Objectives which are led operationally by respective councils and committees. These committees ensure sustainability initiatives are effectively put into action throughout the organization, thanks to the support of all associates, and ultimately report back on progress against Strategic Objectives.



# Our Sustainability Approach

## Governance

### Environmental, Health and Safety (EHS) Systems, Approaches and Awards

Hollister is committed to making a positive impact through our operations, products and facilities. We seek to be a good steward of the Earth by reducing the impacts of our operations, seeking opportunities to improve product sustainability, and integrating environmental considerations into our buildings and landscaping. We take a systems-based approach to EHS. We are committed to improving our EHS activities and risks by using the international standards of ISO 14001 and ISO 45001 as our guides. Our local facilities implement sustainability solutions at the site level. Through these initiatives and subsequent learnings, we identify best practices that are scalable across sites.

As part of Hollister’s drive to embed best practice across our sustainability, governance and management approaches, we encourage all sites to have their achievements formally recognized. Many of our facilities have worked diligently to earn energy efficiency and sustainability certifications. Our associates are essential to this process. It is thanks to their awareness, knowledge, and innovative ideas that we find ways to constantly improve.

Some examples include:

- Our Kaunas manufacturing facility in Lithuania and Roosendaal distribution center in the Netherlands have obtained 4 Star and 3 Star respectively on their BREEAM certification under the BREEAM environmental assessment system.
- Our Mt. Juliet distribution center in Tennessee was constructed to achieve the silver level of LEED, a globally recognized framework for healthy, efficient, and carbon and cost-saving green buildings.
- Our Ballina manufacturing facility, which is regulated by Ireland’s Environmental Protection Agency won Ireland’s Green Medtech Award 2021, recognizing the site’s Environmental Stewardship.

Moving forward, the Hollister approach is to leverage those sites’ experience and the work undertaken through the Environmental Policy and Strategy at the group level to drive all our sites to meet high environmental standards.



## Case Study

# Green Medtech Award for Environmental Stewardship, Ballina, Ireland

Environmental responsibility is an extension of our **Immutable Principles; to act with Integrity and be good stewards of the Earth's limited resources.**

The Hollister Ballina site was awarded the Green Medtech Award for Ireland in 2021, following the proactive implementation of several sustainability initiatives. The National Green Awards highlight the best of Irish business and recognize the contribution and commitment that companies are making to grow a greener future for Ireland. They celebrate businesses that are run in a sustainable manner, protect the environment, and enhance biodiversity.

The initiatives that were implemented encompass several aspects of sustainability and demonstrate the breadth of work being undertaken. Opposite are some highlights that helped secure this achievement:

### Recycling, Reuse & Waste Management

Our Ballina facility ran a War on Waste campaign throughout 2020, which focused on 'Reduce' and 'Reuse'. We saved 1.8 million catheters from being discarded through a range of initiatives, such as developing new non-destructive product test methods, and machine and process modifications. These changes were driven by our associates and saved 4 million catheters in 2021. This equates to 1.46 tons of waste, or 1,500 km of catheters laid end to end.

**4 million catheters** = **1.46 tons of waste**  
Saved in 2021 or  
**1,500km of catheters laid end to end**

A waste champion network was established to lead cultural change with regards to waste, with the aim of making the idea of waste uncomfortable as opposed to normal. Changes to machines were made, in addition to a dramatic reduction in destructive sample testing. We also introduced new operator visual inspections to recover false waste back into the process. Furthermore, we are also committed to reducing the impact of waste on the environment. Zero waste goes to landfill from the production process, and all hazardous waste is either recycled or recovered for energy.

Hollister associates built bird, bat, hedgehog and bee boxes



Hollister associate gardening



### Biodiversity and Improving Natural Habitats

In 2019, we established a biodiversity team and commissioned a report to identify opportunities to enhance biodiversity at our Ballina site. As a result of this report, significant changes have been made.

In 2020, a natural pond was added to the site to encourage the presence of water creatures and plants. With deep and shallow areas, the pond provides an ideal habitat for amphibians and invertebrates. Submerged, emergent and marginal plants have been planted in and around the pond.

A loop walk was developed for our associates to enjoy; it provides a 1km route that weaves through our 40-acre wooded parkland. The walk includes 1,500 newly planted native trees and over 3,000 native bulbs, planted by our team of biodiversity volunteers. The volunteer team also built and installed bird boxes, bat boxes, and hedgehog boxes throughout the woodland.

Since winning the Green Medtech award in 2021, new beehives have been installed, our woodland walk has been extended by a further 1 km, with a further extension planned for 2022, at our Ballina site. The open water pond has also been populated with native Irish water lilies and other aquatic plants.

### Energy management

We have completed several projects and upgrades to improve energy efficiency at our Ballina manufacturing facility. We have improved the efficiency of our clean room ventilation, installed light-emitting diode (LED) lighting upgrades, and undertaken compressed air leak detection surveys.

To reduce our emissions, we have installed rooftop solar panels to generate hot water in addition to solar-powered drain blockers. We carry out regular environmental monitoring of surface water discharge points to ensure we are minimizing our impact on the environment.

We have also installed a heat recovery system on our air compressors which allows us to heat production areas using waste heat, thus reducing the amount of gas used to heat the building.

We have also incentivized the use of electric vehicles with free charging points on site and have introduced electric vehicles to our company fleet.

This case study demonstrates our work across a range of sustainability topics, particularly energy, biodiversity, waste and materials.

Hollister Manufacturing Facility, Ballina, Ireland





# Our Impact Areas

## Introduction to our Impact Areas

We have identified 10 impact areas where Hollister Incorporated’s activities affect the three focus themes of Planet, People and Communities.


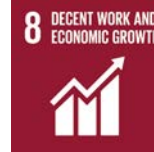










The following subsections give an overview of our performance through quantitative and qualitative analyses and document success stories from various initiatives we have taken.

### The SDGs

The SDGs were developed and adopted by the UN in 2015. They provide a framework to help achieve a better and more sustainable future for all people and the world. We have mapped our sustainability objectives to the SDGs to identify which are most relevant to our company and how we can contribute to them.



### Mapping of Hollister’s Strategic Sustainability Objectives against the company’s Immutable Principles and the SDGs

Focus areas	Impact areas	Sustainability Strategic Objectives	Immutable principles	SDGs
<b>Planet</b>	Greenhouse Gas (GHG) emissions – Scope 1 & 2	We commit to reducing our greenhouse gas emissions and managing our climate impact.	Stewardship, Integrity	 
	Energy			 
	Product and packaging	We commit to stewarding our resources through responsible operations and product design to reduce environmental impact.		 
	Materials and waste	We commit to establishing strong environmental governance throughout our value chain.		
	Biodiversity			
<b>People</b>	Inclusion and diversity	We commit to a working environment that ensures all people are comfortable, safe, and supported, regardless of background.	Dignity of the Person, Integrity	 
	Health and safety	We commit to keeping our associates safe at work by proactively managing hazards and risks and achieving a total recordable incident rate of <1.0 by 2024.	Dignity of the Person	 
	Ethical conduct	We commit to practically reinforcing Hollister values, with the goal of achieving and maintaining high standards of integrity.	Integrity	
<b>Communities</b>	End-users and clinicians	We will work with our end-users and clinicians to improve the lives of people using Hollister products.	Dignity of the Person	 
	Charity and volunteerism	We will work with the local and global communities where we operate to ensure our impact is positive.	Service, Stewardship	

# Planet



Solar panels, Bawal, India

## Highlights

 **>1,000**

metric tons of CO<sub>2</sub> equivalent saved through **renewable energy purchases** 2019 – 2021

 **11%**

reduction in water use 2019 – 2021

 **71%**

of non-hazardous waste diverted from landfill in 2021

 **99%**

of hazardous waste diverted from landfill in 2021

# Our Impact Areas – Planet

## Greenhouse Gas (GHG) Emissions

This impact area focuses on Hollister’s Scope 1 and 2 GHG emissions. This refers to the emissions arising from both direct and indirect energy consumption, including natural gas used for heating and purchased electricity, as defined in the GHG Protocol (a widely used industry standard).

Climate change is one of the most important environmental issues facing the planet, posing major direct risks to the environment and the benefits and services it provides to society. It can also pose risks to health and wellbeing.

Climate change can increase cases of cardiovascular and respiratory diseases, contribute to increased premature deaths due to extreme weather events, alter the occurrence and geographical distribution of several (food- and water-borne) diseases and contribute to declining mental health.

In 2020, Hollister began to assess our operational climate impacts by establishing our first GHG Scope 1 and 2 emissions inventory.

In addition to quantifying and reporting our impact, Hollister sites have been utilizing or are exploring more renewable energy projects across locations. We recognize that renewable energy projects and purchasing renewable-based electricity represent the best opportunities for our sites to reduce their operational climate impact. Several solar projects have been implemented and we have assessed the feasibility of solar energy at half of our manufacturing sites.

We are also introducing efforts aimed at reducing GHG emissions across our operations, including through energy efficiency measures, energy sourcing, renewable energy projects, and encouraging our associates to utilize on-site electric vehicle charging. Lifecycle impact assessments have also been undertaken on specific products to better understand our impact.

Following the GHG Protocol methodology, we report total Scope 1 and 2 GHG emissions at 26,170 MtCO<sub>2</sub>e (metric ton of carbon dioxide equivalent) in 2019, increasing slightly year-on-year to 27,278 MtCO<sub>2</sub>e in 2020 and 27,419 MtCO<sub>2</sub>e in 2021.

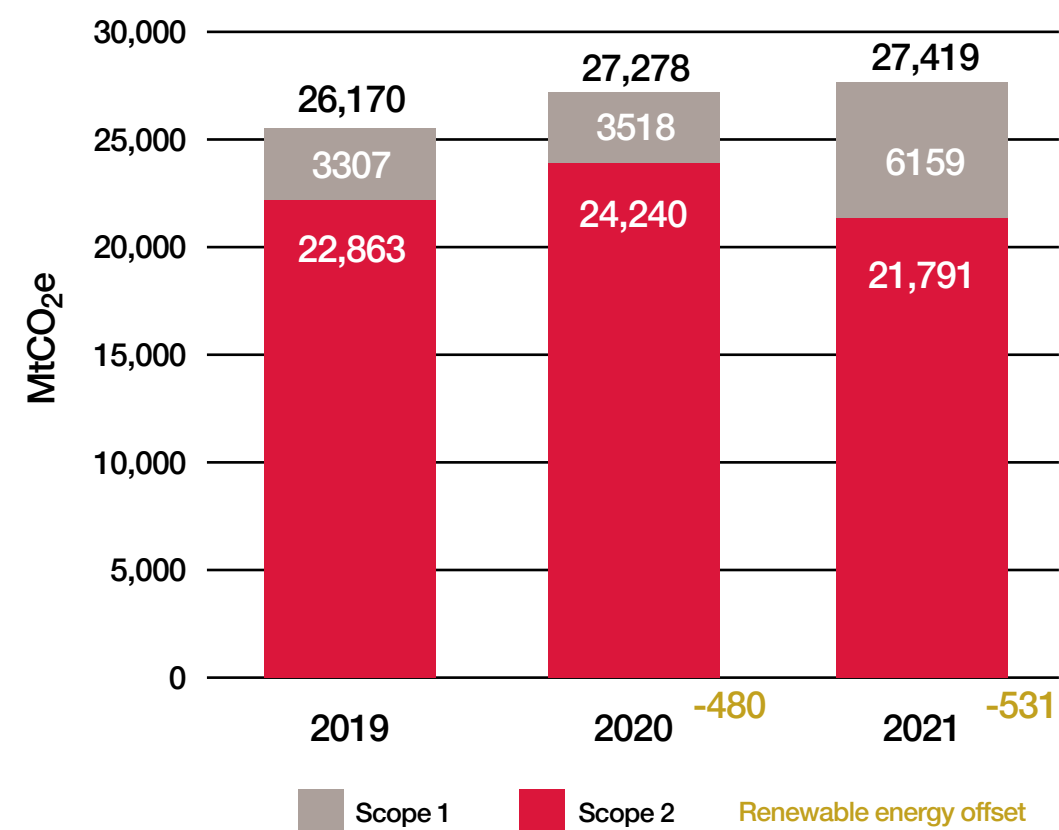
These figures reflect the footprint for our company’s corporate headquarters, six manufacturing sites and two distribution centers.

Despite an increase in Scope 1 and 2 emissions of 6.8% MtCO<sub>2</sub>e over the period 2019-2021, it is worth noting that Scope 2 emissions have decreased over the same period by 4.7%. Meanwhile, renewable energy offset projects implemented in 2020 and 2021 have brought down total Scope 1 and 2 emissions (by up to a total of 480 MtCO<sub>2</sub>e in 2020 and 531 MtCO<sub>2</sub>e in 2021). Accounting for these offsets, the total increase in emissions between 2019-2021 is 4.8%. Decreasing Scope 1 emissions will therefore be a particular point of attention for Hollister moving forward.

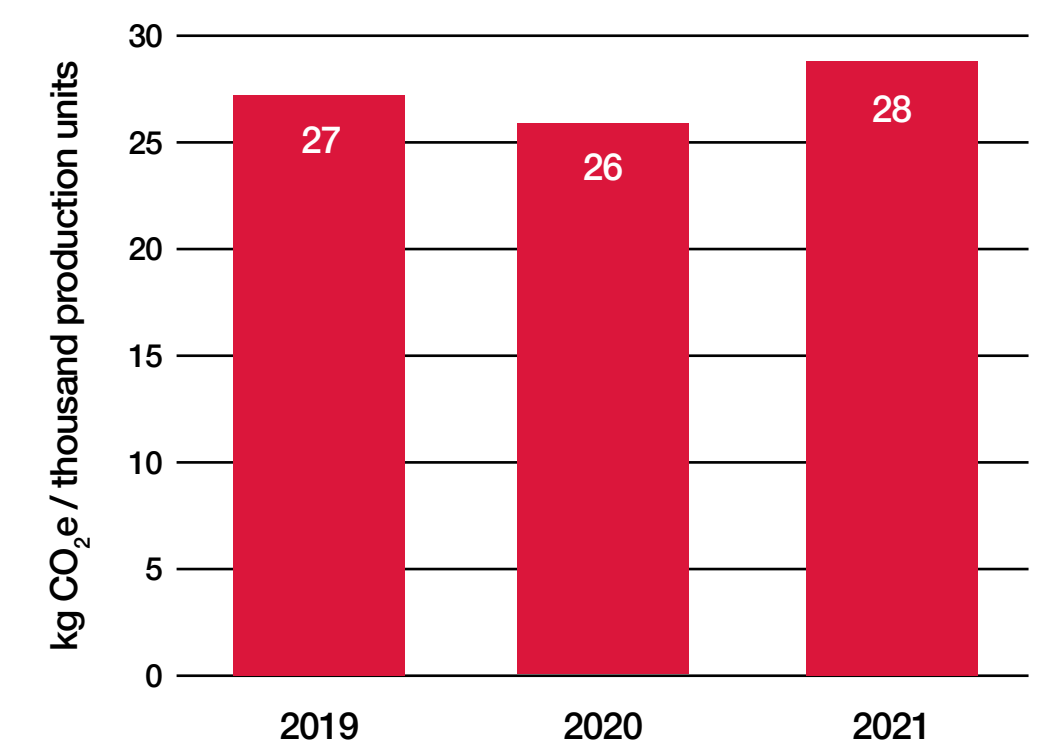
We have also calculated the carbon intensity of our manufacturing activities (accounting for Scope 1 and 2 emissions at our manufacturing sites only) as a function of total production units (that is, finished goods as well as work in progress inventory). In 2019, emission intensity, with renewable energy offsets included, was assessed at 27.3 kgCO<sub>2</sub>e (kilogram of CO<sub>2</sub> equivalent) / thousand production units in 2019, 25.8 in 2020, and 28.0 in 2021, once again showing a small increase, of 2.6% over the three-year period.

Once again, these findings will enable Hollister to focus our efforts on reducing our impacts moving forward, and the carbon intensity of our manufacturing activities will be given particular attention.

**Total Scope 1 & 2 GHG emissions and renewable energy offset contributions for the period 2019-2021**



**Scope 1 & 2 GHG emission intensity at manufacturing sites for the period 2019-2021**



## Case Study

### Environmental program, Kaunas, Lithuania

In 2019, Hollister opened a new manufacturing facility in Kaunas, Lithuania. The facility was designed to include a wide range of initiatives aimed at improving our environmental performance, including reducing our energy consumption, greening our energy supply, and reducing our Scope 1 and 2 GHG emissions.

To improve energy use efficiency and power reliability, we installed additional electricity meters and software for power monitoring and energy management. In 2023 we are planning to extend the monitoring system to natural gas consumption, domestic water usage, and cooling power monitoring.

The site is purchasing certified renewable electricity, which has had a major positive impact on reducing our GHG emissions.

In addition, the site has electric vehicle charging stations, incentivizing the use of electric vehicles and a bicycle parking area to encourage active travel. Some additional interventions that have positively impacted our emissions are: variable speed drives on motors; heat recovery from other systems; free cooling system; automatic light control sensor system; LED lighting; power factor correction and centralized heating; cooling and air humidifying systems.

In December 2022, we will begin a large-scale installation of solar panels which will provide a significant amount of renewable energy to power the manufacturing plant. We have estimated that solar panels will provide more than 10% of the total electricity needs. This will reduce energy consumption.

**“We are building a high-performing and extremely dedicated ‘Team Kaunas’ – and we are just getting started. Hollister is in Lithuania for the long-term and we are looking far into the future – to the next hundred years of our company.”**

Shane, Vice President, Global Ostomy Manufacturing

Electric car charging stations



Planned solar panel installation at Kaunas



# Our Impact Areas – Planet

## Energy

One of Hollister’s main environmental impacts is the consumption of energy, and in particular electricity, at our production sites. Energy has a direct influence on GHG emissions, but it also represents an issue of business resilience, especially where energy supply security and price volatility are uncertain.

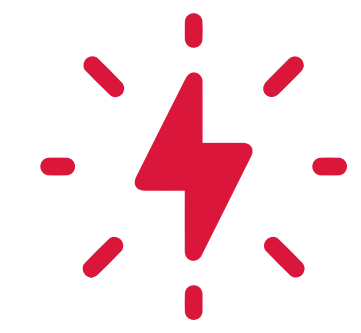
To that end, we are focusing on energy conservation and monitoring, energy sourcing, and renewable energy production across all our sites. We are also working to reduce our energy consumption overall, thereby reducing our exposure to energy risks.

Hollister associates have already been instrumental in the adoption and success of many energy related initiatives. Our efforts have focused on transforming our manufacturing processes, monitoring the energy consumption of machinery, switching to energy-efficient equipment, monitoring machine electricity and compressed air systems, and implementing LED lighting projects.

We have also implemented a number of transportation alternatives to reduce associates’ fuel consumption in their work commute. We are enabling associates to reduce their own environmental impact by providing electric vehicle charging points, shared commute initiatives, and increased bicycle storage spaces.

### Key energy initiatives at Hollister sites:

- At our Mt. Juliet, Tennessee, distribution center, we have installed a heating, ventilation, and air conditioning system which utilizes high efficiency particulate air (HEPA) filtration to reduce power consumption by 40% and improve indoor air quality.
- Sensor controlled air-cooling systems and lighting upgrades have been installed to enhance energy efficiency in both production and office areas at our Fredensborg, Denmark, manufacturing facility.
- At our Stuarts Draft, Virginia, manufacturing facility we are switching to LED lighting fixtures in production and warehouse areas. Similarly, we installed high-efficiency light bulbs with movement sensors and automatic shut offs to save energy at our Mt. Juliet, Tennessee, distribution center.
- At our Kirksville, Missouri, manufacturing facility, the installation of electric presses has reduced electricity consumption by approximately 30% per press: the facility also has variable drive compressors to reduce electrical demand by approximately 25%.
- At our Kaunas, Lithuania, site we sourced 100% certified renewable electricity in 2020. A solar project with capacity more than 10% of the energy needs of the site is also in development.
- At our Bawal, India, manufacturing facility, approximately 10-15% of our total energy is generated by solar panels. Similar systems have been installed for water heating at our Ballina, Ireland, manufacturing facility and Roosendaal, Netherlands, distribution center.
- Other renewable energy projects are under evaluation. We are currently exploring renewable energy projects such as solar panels in Ballina, to reduce the need to purchase electricity sourced fully or partially from fossil fuels.
- At our Ballina manufacturing facility, Ireland, we have completed several projects and upgrades to improve energy efficiency. We have improved the efficiency of our clean room ventilation, installed LED lighting upgrades, and undertaken compressed air leak detection surveys.



**3.8%**

**reduction in energy intensity  
across manufacturing sites**

# Our Impact Areas – Planet

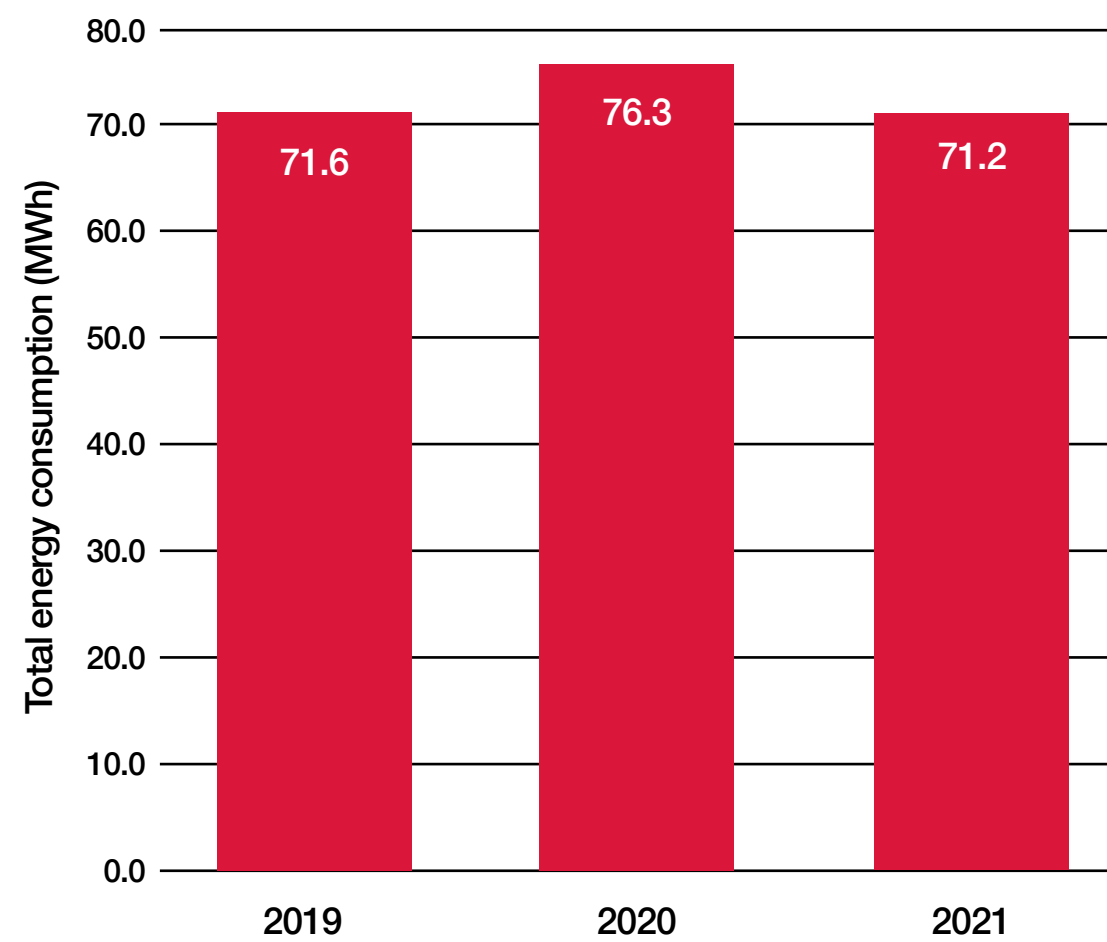
## Energy

Due to the wide range of energy initiatives implemented, the total figure for energy consumption has decreased from 71.6MWh (megawatt hour) in 2019 to 71.2 MWh in 2021, which is equivalent to a 0.5% reduction, after a small peak at 76.2 MWh in 2020.

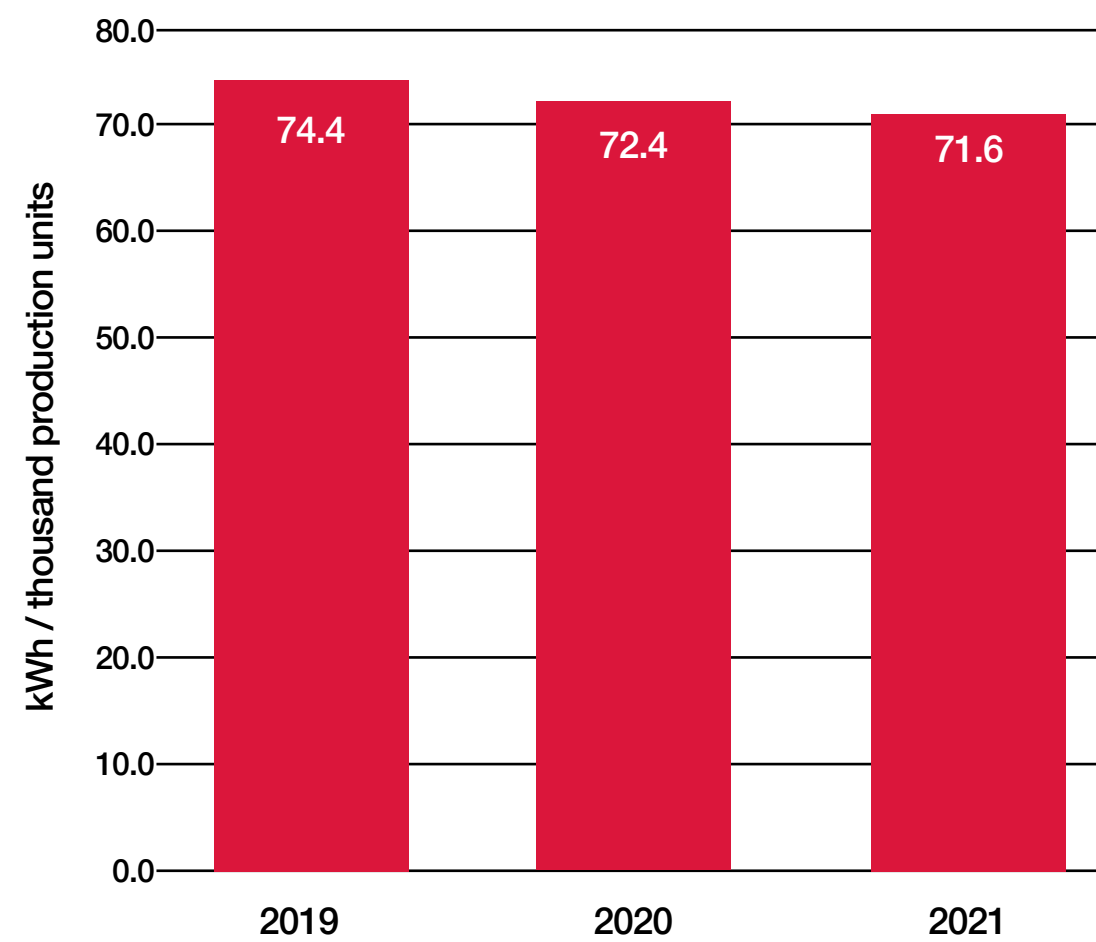
Our distribution centers performed especially well, achieving a 6.8% absolute reduction in energy use over the period 2019-2021. Meanwhile, our manufacturing sites experienced a 1.3% increase in energy consumption on an absolute basis. Additionally, the Libertyville, Illinois, headquarters complex achieved a 10% absolute reduction in energy use from 2019 through 2021.

Energy intensity, calculated for manufacturing sites as a function of the number of production units, shows a similar trend with a total decrease of 3.8% over the period 2019-2021, due to the implementation of energy initiatives at those sites.

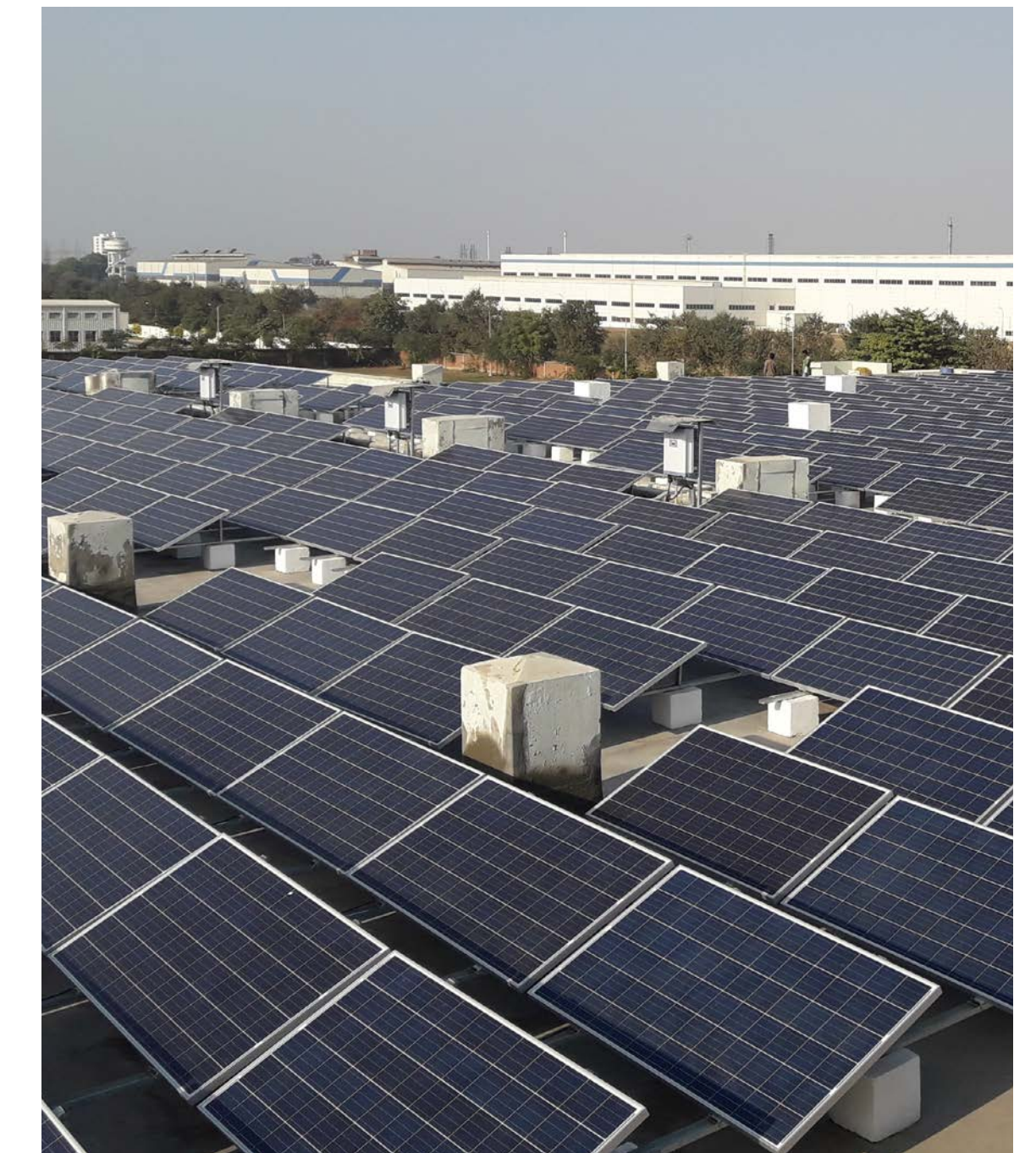
Total energy consumption across all Hollister sites for the period 2019-2021



Energy intensity across Hollister manufacturing sites for the period 2019-2021



Solar Panels, Bawal, India



# Our Impact Areas – Planet

## Materials and Waste

This impact area describes our approach to material selection and use, the management and reduction of waste, and on water use. Our products are manufactured using a wide range of materials sourced from around the world, including a range of plastics and chemicals.

Responsible sourcing and waste generation are increasingly gaining attention within the medical device sector due to the significance of their impact. The production of raw materials and derived products occurs at different stages of the product lifecycle, often across multiple locations, and can result in considerable environmental impact throughout the value chain.

Hollister has committed to **stewarding our resources**, with the understanding that there are numerous impact reduction opportunities in materials sourcing, product and packaging design, and the way waste from operations, as well as packaging, is managed. At Hollister, we believe in a sustainable, resource-efficient circular economy, minimizing the adverse environmental impacts from the disposal of our production waste.

To support sustainable management of our waste, we monitor the amount of waste generated through our activities. Total waste generated over the period 2019-2021<sup>1</sup> is reported in the figure opposite, distinguishing non-hazardous and hazardous waste.

Overall, total waste generation has increased from a total of 5,458 tons (5,390 tons of non-hazardous waste and 68 tons of hazardous waste) to 5,964 tons (5,883 tons of non-hazardous waste and 81 tons of hazardous waste), which corresponds to an increase of 9%, a trend similar for both non-hazardous and hazardous waste types.

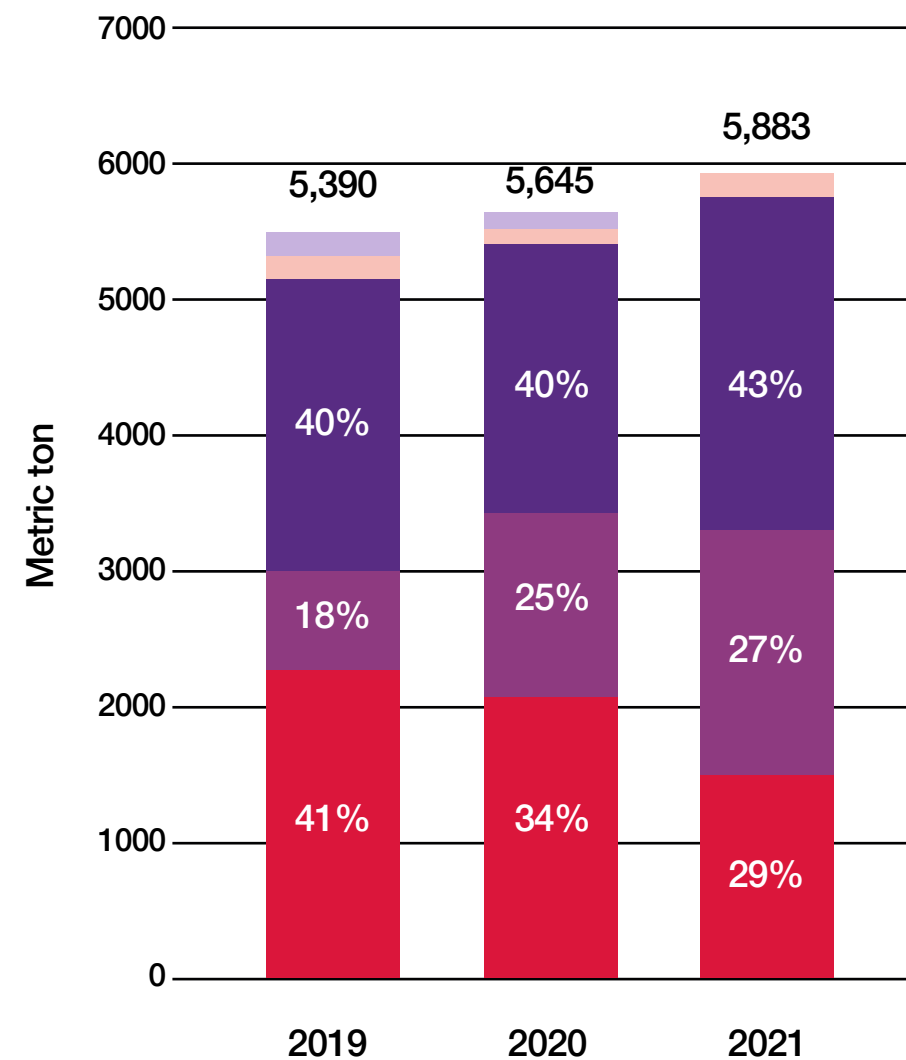
We have also committed to the segregation of waste to support a more circular approach by reducing waste that is sent to landfill, optimizing recycling and seeking energy recovery options whenever possible. As illustrated in the figure opposite, total non-hazardous waste disposal practices have improved, mainly through an increase in waste recycled and incinerated with energy recovery, from 18% to 27% and from 40% to 43% respectively. Overall waste diversion from landfill has improved from 59% to 71% over the 2019-2021 period.

Our Ostomy products, some of which feature multi-layer plastic films, produce scrap from the production process. This can be challenging to reuse or recycle. The multilayer film provides clinical features for odor control, strength and comfort - attributes valued by our customers. Despite these challenges, we are striving to address this and minimize adverse environmental impacts associated with waste generation for ostomy products and across all our processes.

As for hazardous waste, 99% of waste was diverted from landfill in 2021; the main treatment method being either recycling or incineration with energy recovery, at 43% and 55% of total hazardous waste respectively.

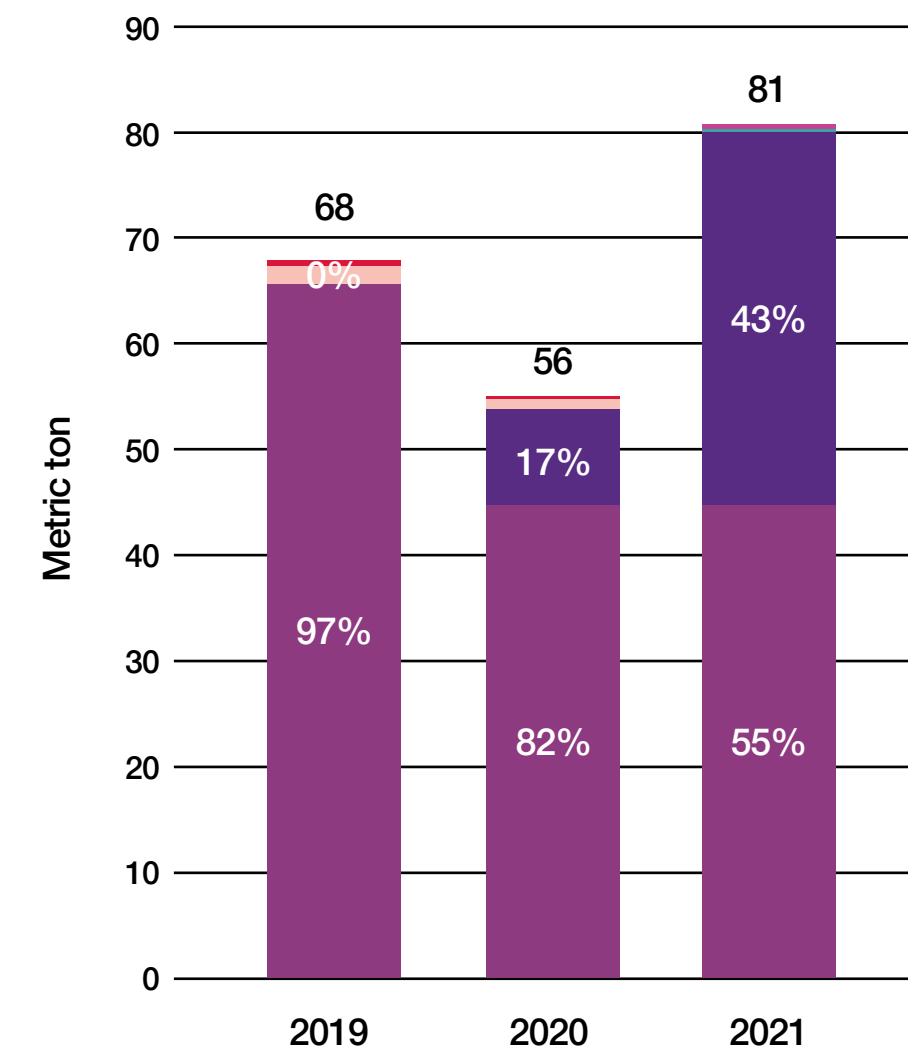
Total waste generated (non-hazardous and hazardous), split by management method

Non-hazardous waste management



- Landfill or Dump
- Recycled
- Incinerated with Energy Recovery
- Composted
- Incinerated without Energy Recovery

Hazardous waste management



- Universal Waste Wt.
- Recycled Wt.
- Incinerated with Energy Recovery Wt.
- Landfill or Dump Wt.
- Incinerated without Energy Recovery Wt.

<sup>1</sup>Waste data does not include headquarters in Libertyville, Illinois.

# Our Impact Areas – Planet

## Materials and Waste

Hollister has set strong strategic objectives to reduce waste and increase the percentage that is diverted from landfill.

In our recent materiality assessment exercise, we prioritized waste as a focus area. Some sites, such as Ballina, have already set strong waste commitments and recorded significant achievements through an ambitious environmental management system.

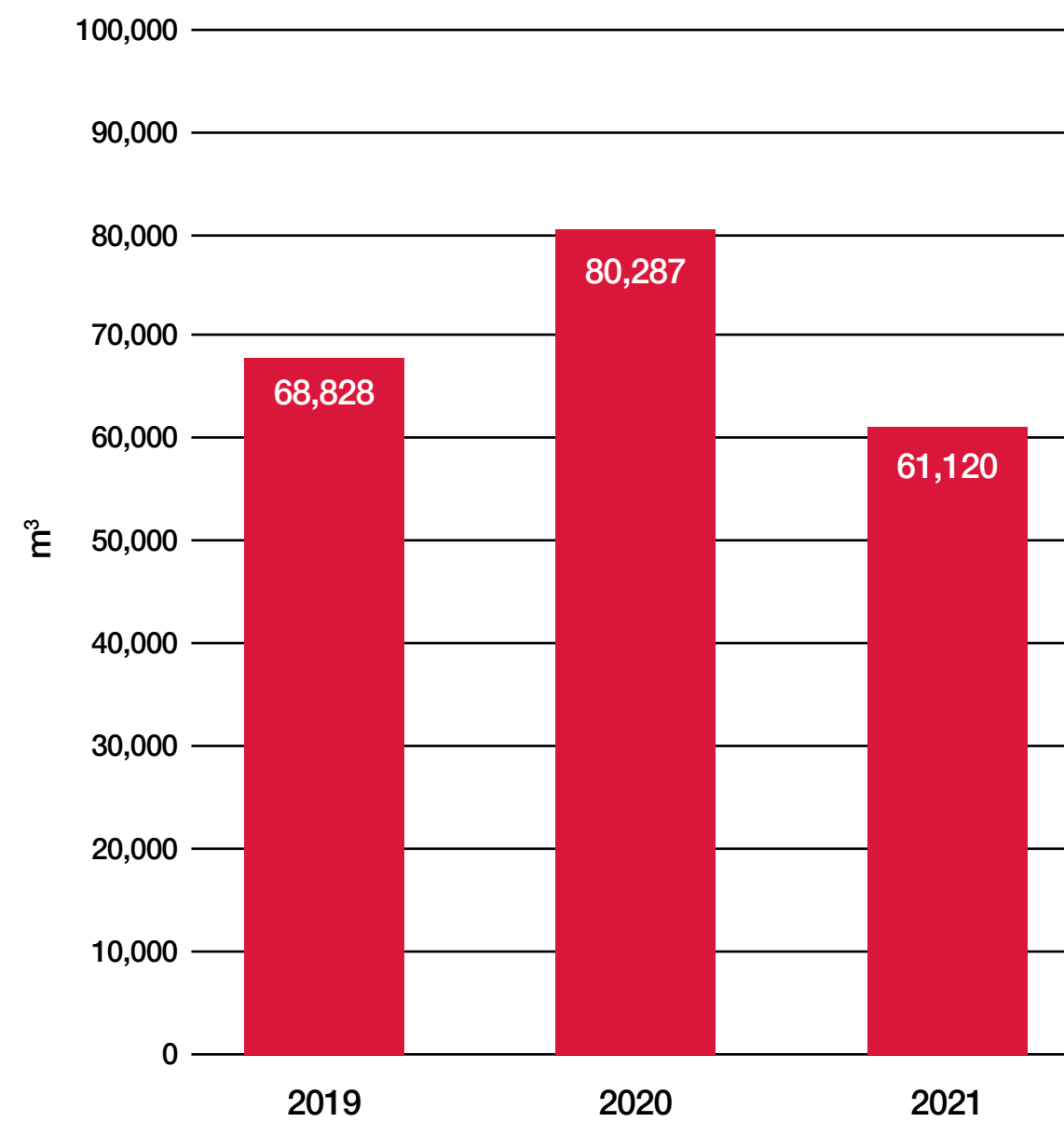
Stewarding resources also includes managing water use at our facilities. We recognize that water is a critical environmental resource and we aim to conserve water across our manufacturing, distribution and office facilities, especially in locations where water scarcity is an acute issue. Overall, our manufacturing processes are not large consumers of water. Two production sites do use water as part of a permitted pollution control abatement (scrubber). As an enterprise, our most significant water footprint results from employee use of bathrooms and kitchens, in which we continue to install low-flow fixtures and toilets, as well as native landscaping or re-wilded areas that require less water to sustain.

Some example initiatives include:

- At our Mt. Juliet, Tennessee, distribution center, we have a native landscaping initiative to plant local flora, which often needs less water than non-native species. The implementation of a drip-line irrigation has reduced irrigation water use by 50%.
- Our Bawal, India manufacturing facility is a zero-discharge site, equipped with an on-site sewage treatment plant that collects, treats and purifies water for drinking, janitorial and gardening purposes. Several other locations collect rainwater to use for landscaping.

We monitor all our water consumption across our manufacturing sites, distribution centers and headquarters, including supplied water, groundwater, and surface water. However, during the reporting years in scope, only supplied water (city water, purchased water) was consumed. Water consumption was 17% higher in 2020 than 2019 (rising from 68,828 m<sup>3</sup> to 80,287 m<sup>3</sup>). However, a 24% decrease in water consumption occurred from 2020 to 2021, with consumption falling to 61,120 m<sup>3</sup>. As our water consumption is mostly for domestic uses, such as handwashing, bathrooms and kitchens/canteens, the pandemic drove the increase in 2020 due to enhanced cleaning activities.

Water consumption 2019-2021



**99%**  
of hazardous waste  
diverted from landfill in 2021



**11%**  
reduction in water use  
2019 – 2021



## Case Study

### Water consumption reduction, multiple sites

Several strategies are being taken to address water consumption across Hollister's site.

The manufacturing facility in Kaunas, Lithuania, has achieved a 65% reduction in the water used per hand wash by installing no-touch faucets as compared to lever-operated faucets. Today, 80% of water faucets in the building are automatic.

Our manufacturing facility in Bawal, India, is a zero-discharge site. It also has an on-site sewage treatment plan which collects, treats, and reuses all potable and janitorial water for gardening purposes.

The Mt. Juliet distribution center in Tennessee, has adopted native landscaping plants and materials in addition to drip irrigation systems. These features have contributed to a 50% reduction in water use.

## Case Study

### Waste diversion, Kaunas and Fredensborg

Our Kaunas manufacturing facility in Lithuania achieved zero waste to landfill from production activities through a combination of waste recycling and waste incineration with energy recovery. This site, like Roosendaal in the Netherlands, was specifically designed to incorporate opportunities for waste recycling. Our manufacturing facility in Fredensborg, Denmark, has also achieved zero waste to landfill. These achievements are supporting our work to reduce our environmental impact and appropriately steward our resources.

Hollister manufacturing facility, Kaunas, Lithuania



# Our Impact Areas – Planet

## Product and Packaging

The design, choice and production of the materials we use and the packaging we select can have a significant impact on the environment throughout the value chain. An integrated approach to this theme is crucial to reducing our environmental impact.

The choice of materials used in our products, and the way they are sourced, can significantly help with reducing the impact of extractive industry activities and the production of waste. Revaluating the design of our products and processes has the potential to significantly reduce our energy use and carbon footprint. We are also examining our supply chain processes. We are always seeking out alternative materials that can further improve the patient's experience while also improving sustainability.

Hollister has invested in life cycle assessments on some of our major product lines. This analysis began in 2020 and has provided us with key insight into our products' environmental impact. We are using this environmental reporting to inform our decisions about products and packaging moving forward.

We currently rely on a qualitative approach to assess performance around sustainable products and packaging because the impacts are so complex and varied. We have introduced several measures to improve our performance:

- Suspending the use of solvent-based inks for printing
- Switching from bleached to unbleached paperboard cartons
- Streamlining production processes so we use fewer chemicals and less energy
- Sourcing packaging that is certified to Forest Stewardship Council sustainable forestry standards
- Setting chemical restrictions and assessments in the new product design process to limit and monitor substances of concern that may be regulated under various countries REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals), Proposition 65, or toxic substances laws globally

**“When developing products, our teams are tasked with challenging the status-quo, thinking about minimizing the number of raw materials, and eliminating substances that are hazardous and harmful for the environment. We also consider if we can use recyclable, reusable, and degradable materials, and how we can optimize our production process so we minimize waste and reduce energy consumption.”**

Carlos, R&D Manager, Ballina, Ireland

# Our Impact Areas – Planet

## Biodiversity

The topic of biodiversity is receiving increased attention from stakeholders as well as from regulators and policymakers.

The impact of operational and manufacturing activities can affect biodiversity and the natural world in many ways, from supply chain activities through to facilities management. This impact area focuses on Hollister’s environmental impact on land directly and indirectly, both locally and globally and focuses on our efforts to preserve nature and biodiversity.

‘Biodiversity’ refers to the variety of plant and animal life in the world or in a particular habitat. A high level of biodiversity is considered important and desirable to living organisms and human society through the ecosystem services it provides. Ecosystem services are all the outputs, conditions, or processes provided by the natural environment that directly or indirectly benefit human beings.

We work to manage our impacts and plan to enhance our contribution to nature conservation, and we monitor and track our key areas of potential impact on biodiversity. Most of our sites are located in developed areas. Indeed, the Ballina, Ireland, manufacturing facility is the only site located in close proximity to a sensitive area. It is located near the River Moy, a designated Special Area of Conservation (SAC). Our remaining sites are not located near ecologically sensitive areas.

We are also working to enhance biodiversity at a number of our sites, as demonstrated by the following case studies.

Hollister associates collecting waste



## Case Study

### Enhancing Local Biodiversity, Kaunas, Lithuania

At our site in Kaunas, Lithuania, we have implemented a range of initiatives aimed at enhancing local biodiversity, with a focus on protecting and promoting bees. Bees are vital for pollination and contribute to the provision of food for humans, animals, and insects. To increase their numbers, we have introduced bee habitats and natural grasslands.

We are also cooperating with local foresters and participating in the Plant Forest initiative's to support forest cleaning activities. There are further plans for implementation of biodiversity-promoting activities, including supporting foresters to replant forest and raising new birds' nests.

Hollister associates supporting biodiversity initiatives at Kaunas



## Case Study

### World Environment Day, Simple Ways to make a Big Difference

Hollister associates on World Environment Day, 2021



Each year on June 5, as the United Nations celebrates World Environment Day, Hollister associates receive information on the ways that they can take action to protect the environment in both their personal and work lives. We use World Environment Day to recognize the positive impact our associates can have to help restore or protect local ecosystems, and also engage their families in protecting the environment. This encourages worldwide awareness and action to protect our environment. Above all, World Environment Day is the 'people's day' for doing something to take care of the Earth.

The theme for World Environment Day in 2021 was 'Ecosystem Restoration.' We recognized that several challenges threaten to destroy our home planet and eliminate many of the millions of species that share the Earth with us. But this degradation is not inevitable. We have the power and the knowledge to reverse the harm and restore the Earth – if we act now.

During World Environment Day in 2021, we took the opportunity to promote the Environmental Leadership Council (ELC) and our Global Environmental Policy. The policy demonstrates our commitment to having a positive impact on the environment, and to contributing to a sustainable future. We have committed to integrating the management of environmental matters across the business, actively engaging with our stakeholders, ensuring legal compliance, measuring and reporting on our progress, and to continually improving our environmental performance.

“World Environment Day is an opportunity and a reminder for us to incorporate changes into our daily lives that can help restore the Earth,” said Mandy, Vice President Operations and Technology and Executive Sponsor of the ELC in 2021. “However, preserving and bettering our environment isn’t something that can be done in one day. It involves consistently thinking through our business practices to keep pace with ways we can do better and work smarter across the globe. The ELC is committed to integrating environmental stewardship into business activities to ensure decisions reflect the spirit and intent of the Global Environmental Policy.”

# People

## Highlights



global occupational injury rate throughout the reporting period



of leaders in 2021 at **Director level** and above are female, up from 35% in 2020

Hollister associates planting trees, Kaunas, Lithuania

# Our Impact Areas – People

## Inclusion & Diversity

**Inclusion & Diversity (I&D) ensures fair treatment and opportunity for all.**

At Hollister, we believe it is imperative that policies are adopted to sustain and empower the inclusion of all, regardless of age, sex, gender identity, ability, race, ethnicity, origin, religion, or economic or other status.

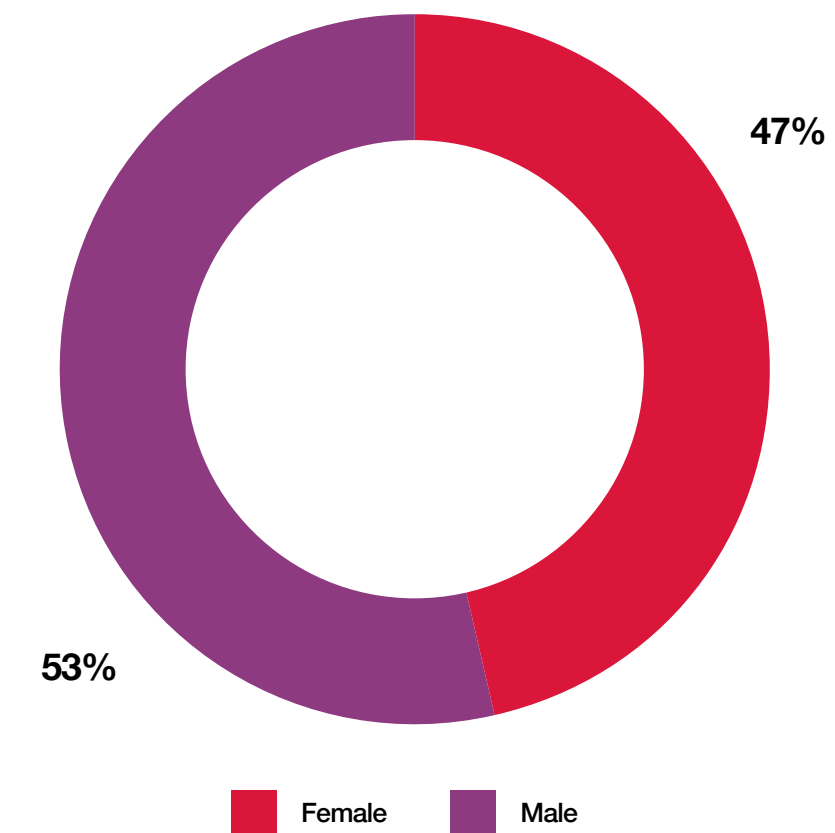
We have taken a proactive approach to ensure I&D throughout the organization and have set up an I&D committee to drive I&D initiatives within the business. The key objectives of the I&D Committee are as follows:

- Provide recommendations and guidance around I&D strategy
- Drive I&D strategy implementation across the organization
- Champion I&D throughout the organization
- One of Hollister’s key strategies is to be the “Company of Choice for Mission-driven people in a high-performing, inclusive operating environment.” To promote and enhance this strategy, Hollister has implemented an I&D strategy, where four work streams have been identified: Workforce, Workplace, Governance, and Communications & Awareness to promote diversity, and inclusion within our organization at all levels.

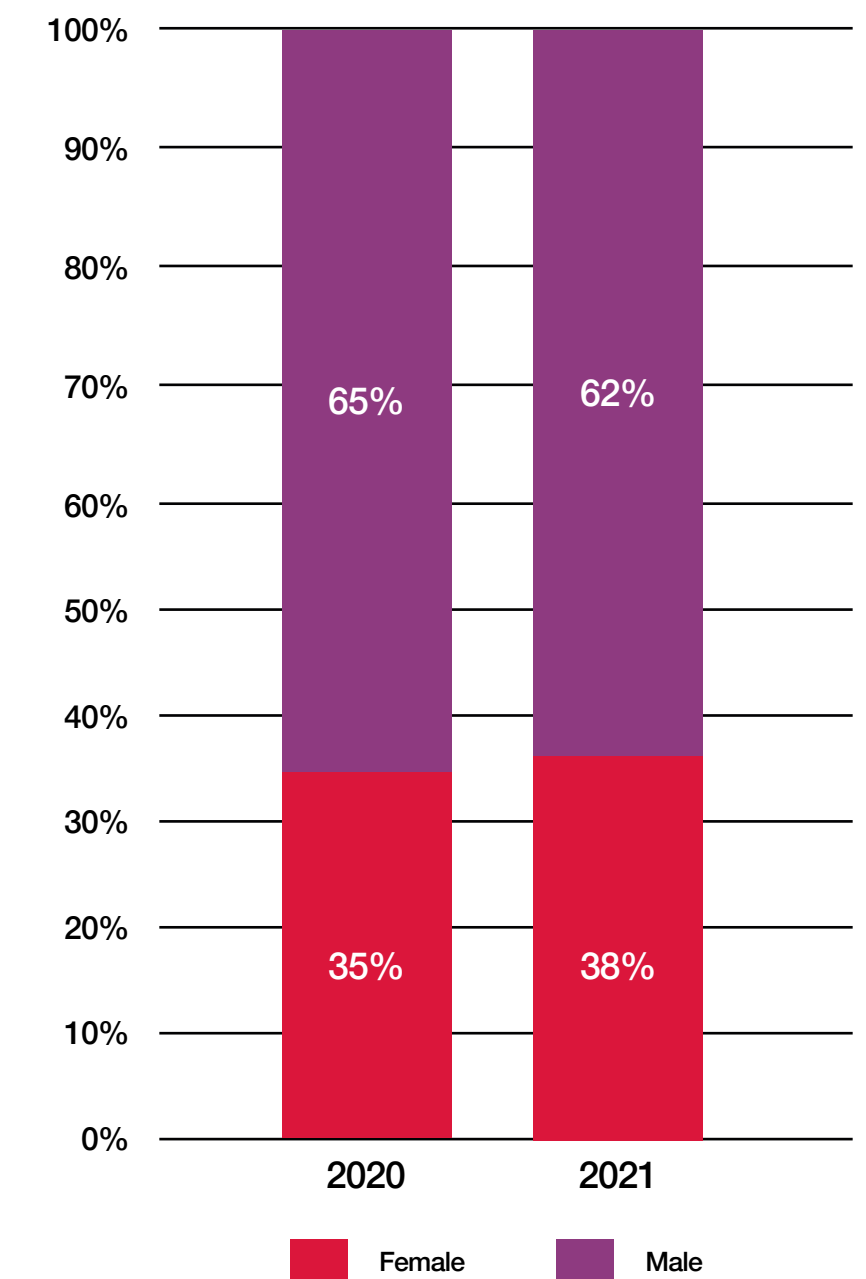
In the past 18 months, since January 2021, Hollister has made significant progress to improve representation with regard to gender, age, and training/employment opportunities across the organization<sup>2</sup>. The chart here shows that across the organization, the split of male to female associates stands at 53% vs. 47% in 2021. In our recent Associate Engagement Survey, 73% of associates strongly agree or agree that Hollister values diversity and 75% agree that the work environment is accepting of diverse backgrounds and ways of thinking. At Hollister we are proud to be an Equal Employment Opportunity Commission (EEOC) employer, a distinction that we take very seriously.

The most significant changes, however, relate to the gender balance across the company’s director level and above. In 2020, the percentage of female directors within the business stood at 35% and in 2021, this figure had increased to 38%.

**Gender balance across the organization in 2021**



**Gender balance across Director level and above positions in 2020 and 2021**



<sup>2</sup>Consolidated data is only available for 2020 and 2021 at the time of this report’s preparation

# Our Impact Areas – People

## Inclusion & Diversity

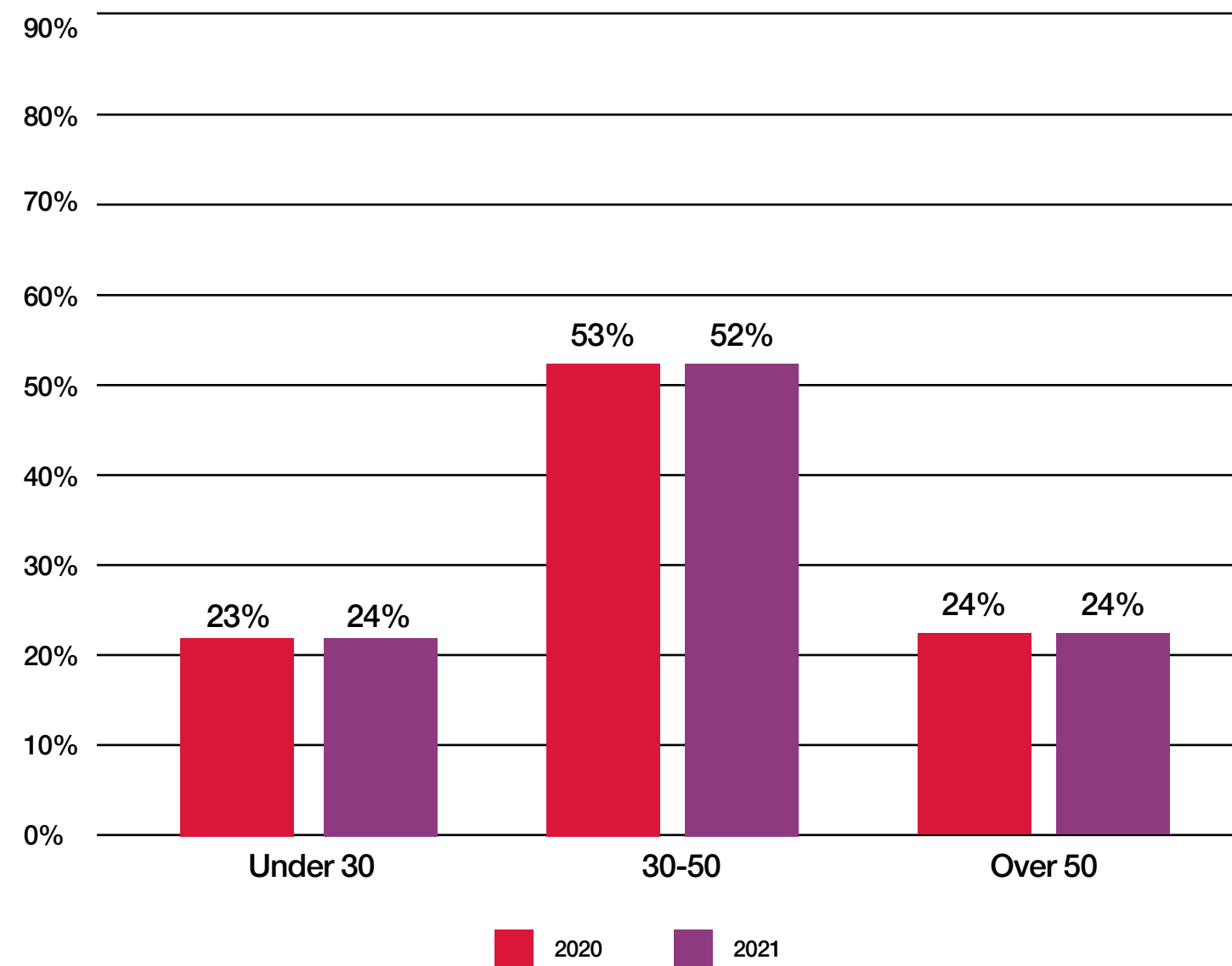
Hollister has made significant progress towards gender equality within our governance bodies, with a significant proportion of females holding senior positions.

Our Development Succession Process has allowed us to make progress in this area as we continue to develop women for key leadership roles. We have also encouraged all our associates to explore career opportunities across the business. This is regardless of race, age, gender, religion, and sexual orientation.

More than half of our associates are aged between 30 and 50, with 24% being over 50 years of age – this is illustrated in the chart opposite, which demonstrates the diversity of our associates in terms of age range. Director positions are mostly held by people in the 30-50 age group (at 50% in 2021) and the over 50 age group (at 49% in 2021) – less than 1% of director position are held by people under 30.

Development is a key focus area for all associates and we actively promote the creation of a positive business environment and empower our associates to make sustainable business decisions. As part of our Development and Succession process, associates complete development plans which include a combination of on-the-job training, feedback and mentoring. We also have formal processes for goal setting, mid-year reviews and year-end reviews to ensure that both company and personal objectives are being met. As we continue to integrate sustainability in our practices, we look to further embed it across our associates' training and development approaches.

Age distribution at Hollister in 2020 and 2021



Hollister associates celebrate International Women's Day at our Distribution Center at Mt. Juliet, Tennessee



## Case Study

### ‘I&D Committee Launch’ Hollister Global HQ – Libertyville, Illinois

Hollister’s I&D Committee



Our I&D Committee was launched in January 2021. Hollister has progressed over the years with regards to I&D, through activities such as launching global e-learning, listening sessions, addressing unconscious bias in our processes, and expanding our I&D recruitment partnerships. The launch of the Committee has really accelerated these activities.

**“It is a privilege to be part of the Hollister I&D journey. Through Communication & Awareness we have been able to strengthen the sense of belonging at the organization to encourage associates to bring and share their authentic selves with their Hollister Family. I have thoroughly enjoyed the opportunity to learn and get to know associates on a more personal level for what matters to them.”**

Aman, Director, Quality Management  
(Libertyville, Illinois HQ Office)

**Dignity of the Person** is at the heart of everything we do to continue to progress our I&D work and is embedded in our I&D strategy. We have implemented several initiatives to enhance our tools and practices within Hollister.

- **Workforce.** We have worked on creating a Global I&D Recruitment Toolkit, which will launch in 2022. It will enable associates to globally adhere to best practice around I&D. This includes, but is not limited to, using inclusive language in job descriptions, sourcing candidates through our outreach programs, and screening individuals using a standardized process, diverse interview panels and recognizing any bias.
- **Workplace.** At Hollister, we have created an Employee Resource Group (ERG) Playbook that provides guidelines on how to start and run an ERG at Hollister. We have more than 100 members in our inaugural ERG, the Women’s Initiative Network (WIN), with chapters in the US and the UK.
- **Governance.** We have developed a scorecard system that will be shared across our organization to disseminate key statistics with regards to gender, ethnicity, generations and nationality. This will continue to allow for transparency and accountability.

- **Communication and Awareness.** We are working to improve communications and awareness in relation to I&D. In 2021, we acknowledged over 25 different celebration and awareness events through Intranet articles, webinars, social media posts on LinkedIn and Yammer (our internal social media platform) posts. We are also raising awareness through training. Over 2,600 associates have undertaken I&D e-learning, and ~60 associates have undertaken the Conscious Inclusion training. Finally, we are working to develop a standardized approach for I&D communications.

**“The I&D committee enabled me to research and understand the best practice in I&D space. This made me a better professional and allowed Hollister to have I&D champions across the enterprise at all levels.”**

Rakesh, Senior Manager, Strategic Initiatives  
(Ballina, Ireland Plant)



# Our Impact Areas – People

## Health & Safety

At Hollister we are committed to ensuring a zero-harm workplace and advancing the health and safety of our associates. As with any manufacturing company, there are various potential hazards at our facilities, and we continually endeavor to minimize these dangers.

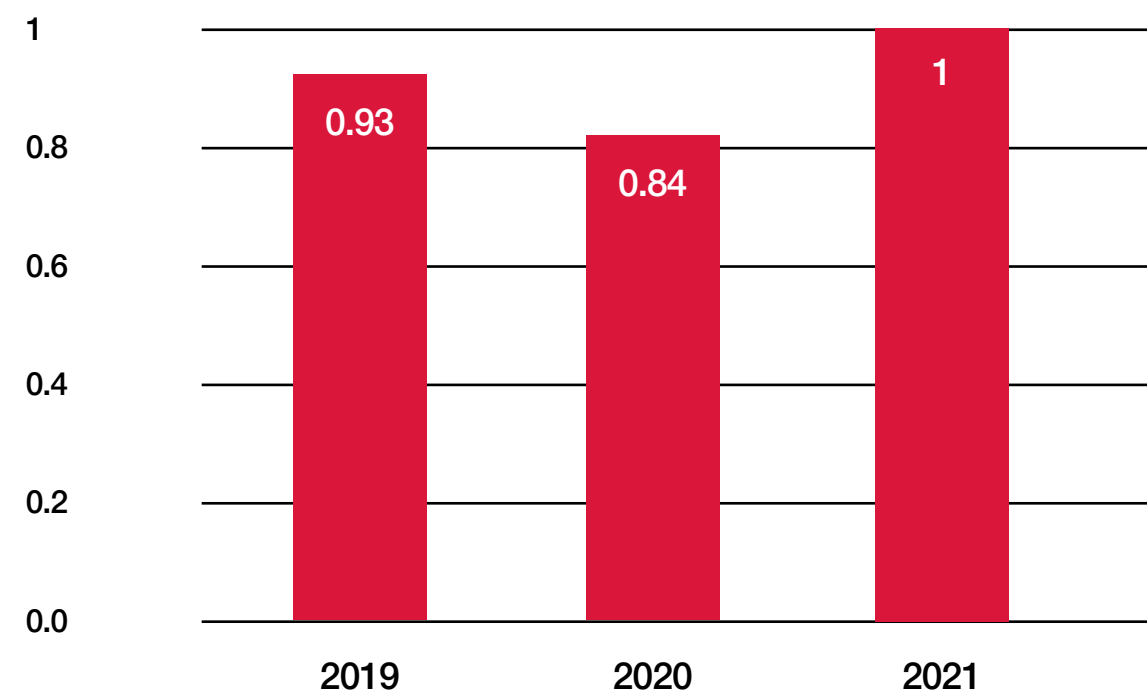
Zero-harm at Hollister means:

1. Shifting from a reactive to proactive approach to health and safety
2. Developing a culture that supports all associates to be ‘risk aware’ and caring for the safety of themselves and others
3. Ensuring risk assessments become a key part of everyone’s daily work
4. Ensuring safe work systems and programs are in place

Keeping our associates, contractors, and visitors safe is essential to ensure the risk of negative health and safety impacts is minimized. We encourage all of our associates to see health and safety as their responsibility too. Additionally, we have local safety committees and make use of Hollister’s Operational Excellence framework, the Hollister Production System (HPS), where safety is integrated and associates are empowered to drive safety forward. Furthermore, a hazard identification and risk assessment process with leading indicators to monitor performance is in place across our global operations.

Feedback from Hollister associates in company-wide engagement surveys highlights safety as a company strength and one of our core values. We measure our performance across our Global Operations sites using the US Occupational Safety and Health Administration’s (OSHA) definition of recordable injuries. Our OSHA recordable injury rate, or occupational injury rate (OIR), between 2019-2021 sustained performance at not more than 1.0, as shown in the chart below. Prior to 2019, Hollister experiences a total injury rate of greater than 1.5. This improvement has been supported by the implementation of hazard identification and risk assessments, thorough incident investigations, improving safety training, our associates identifying and reporting near misses and good saves, and engaging our associates in all facets of safety, including safety committees and celebrating Global Safety Week annually.

**OSHA Recordable Rate (Global OIR)**



Hands are the most frequently injured body part, accounting for 50% of Hollister injuries reported since 2020. For 2020-2021, most hand injuries were related to behavior or equipment handling. Based on this finding, we implemented a Hand Safety Program in 2021, which included education and awareness, reinforcing the use of correct personal protective equipment, and risk assessments. The program is already having a significant impact. The Hand Safety Policy promotes the adoption of five key habits to protect our associates.

Hollister is also committed to continuing to manage the pandemic. Throughout the COVID-19 pandemic, the health and safety of Hollister associates has been a top priority while ensuring that production and distribution continues to meet our customers’ needs.



**Global Occupational Injury Rate (OIR) throughout the reporting period**

## Case Study

# A journey towards a safer workplace, Stuarts Draft, Virginia

In late 2017, we hired an Environment Health & Safety specialist at our Stuarts Draft manufacturing facility in Virginia to focus on improving safety and reducing injuries. With a dedicated resource in place, we were able to review our safety procedures in depth. Some of the initial and onward steps included: data risk-based approach, employee engagement, and management accountability.

A focus on associate engagement in 2018 resulted in tripling the number of active participants on safety teams. Safety teams began performing monthly safety inspections in different areas of the plant. We also implemented a weekly safety meeting across plant management to discuss outstanding safety actions and prior week near-miss reports.

In 2019, the Stuarts Draft plant began to use leading indicators to track safety performance instead of the standard OIR metric. The new metrics included the near-miss report rate, weekly safety meeting attendance, safety training completion percentage, and number of monthly safety inspections. We found that total injuries were reduced from an average of 17.5 in 2016/2017 to 4.6 in 2019-2021. In addition to this, annual near miss reports tripled from 150 in 2016 to more than 450 in 2020 and 2021, demonstrating an increase in awareness with regards to health and safety. Furthermore, associate engagement remains high, with 180 associates across our 12 safety teams.

Hollister also has a manufacturing operational excellence system called the Hollister Production System (HPS), which defines our working practices. What is more, we introduced the 5S system (Sort, Set in order, Shine, Standardize, and Sustain), dramatically improving housekeeping, communication, and problem-solving at the plant. Associates are encouraged to report near misses, unsafe conditions, and first aid incidents as a proactive way to prevent injuries. We also conduct incident investigations for all reported injuries to prevent future injuries. Safety practices are now included on new machine builds closer to the design phase, rather than at the factory acceptance testing stage.

**HPS Tree Graphic: Safety is at the root of the tree, to symbolize the strong foundation it helps create.**



Stuarts Draft, Virginia



# Our Impact Areas – People

## Ethical Conduct

At Hollister, one of our top priorities is to ensure that business is conducted in an ethical and transparent way across all our operations.

**Integrity** is one of Hollister’s **Immutable Principles**, which is about ensuring that we act in an ethical manner throughout the organization. As a company, we are committed to implementing systems and controls to safeguard against any form of modern slavery, corruption, injustice, or abuse taking place within the business or across our supply chain.

Several internal policies are in place to ensure that we live up to our commitments around conducting business ethically. These include:

- Hollister Code of Conduct. This code defines how we behave as an organization and how our associates are expected to act. It also ensures that all associates know how they can raise concerns about misconduct or violations of law or policy without fear of retaliation.
- Hollister Distributor Code of Conduct. This code applies to our distributors and sub-distributors. It refers to the standards that each company must abide by. Our distributors are regularly trained on the Code and Hollister’s standards. As part of our distributor selection process, we mandate acknowledgment of our Code of Conduct.
- Hollister Supplier Code of Conduct. This standard is relevant to all our suppliers and includes standards of conduct relevant to Ethical and Lawful Business Practices, Labor and Human Rights and Environmental Stewardship and Sustainability. It reflects internationally accepted standards of social and environmental responsibility.

We also have an Ethics and Compliance Helpline for reporting concerns. This is promoted through various “Speak Up” campaigns.

Specific action is being taken with regards to the UK Modern Slavery Act. This includes:

- Recruitment policy: At Hollister we have a robust recruitment policy which includes eligibility to work checks to safeguard against human trafficking or individuals being forced to work against their will.
- Governance Body: A committee has been created to ensure compliance with the UK Modern Slavery Act standards. These standards will also be promoted across the organization.
- A Modern Slavery Act communication will be launched for our UK associates. This will include training videos to reinforce the message that Modern Slavery is everyone’s responsibility.

### Case Study

#### Building a Culture of Compliance through Training, Germany

100% of our new hires are trained on Compliance and Privacy in the Hollister German Business Unit.

Besides the Compliance training that is provided globally (for example Learning Management System training, regular update training) our German Business Unit ensures that the onboarding process for every new hire includes additional instruction. All Germany-based associates receive intensive training tailored to their target group. This training lasts, on average, 20 full days, depending on the future role of the new hire. Particular attention is paid to all training relating to compliance/privacy and the introduction to our culture.

Mandatory training courses, which form a part of the intensive training for all new hires in Germany, includes:

- Privacy (1.5 hours)
- Compliance (2.5 hours)
- Competition Law (1 hour)

All training is documented and the rate of trained new hires in Germany is 100%.

During the introduction to Hollister, part of the early training provides an overview of the importance of our culture and the **Immutable Principles**. Additionally, as part of the onboarding process, all new hires participate in a full day cultural workshop “Bringing Schneider’s legacy to life” to experience how to live the **Immutable Principles**.

Associates learn and adapt to Hollister’s values-based culture of compliance early on. Compliance is easier when associates understand and embrace our history and commitment to **Integrity**. We are committed to sustainable business practices enabling us to serve our mission for the long-term.

# Communities



Hollister associate with San Diego State University Adapted Athletes

## Highlights



More than **\$3.6M** in charitable contributions from 2019 to 2021



Hollister contributed over **\$300K** to Adapted Athletics (2019-2021)

# Our Impact Areas – Community

## Our Medical Community: End-Users and Clinicians

This impact area brings focus to our end-users and clinicians. It is centered on our strategy for ensuring that the products we design are made with the end-user in mind, and Our Mission “to make life more rewarding and dignified for those who use our products and services.”

Our customers are at the center of everything we do. We commit to consistently working for those who use our products and services and to make life more rewarding for them through our work.

The Clinical Advisory Boards that we run comprise health care professionals with Ostomy and Continence Care expertise. They support new and ongoing product development by providing clinical feedback and knowledge-sharing to identify gaps in our product portfolios and input on potential future product innovations. Hollister performs clinical research for a variety of reasons, including to ensure the safety and efficacy of products in development, to demonstrate the differentiated value of Hollister products, or to better quantify the burden of illness for relevant patient populations.

We continuously work to understand and improve the lives of our end-users, and so advancing clinical evidence, knowledge, and insights is one way we can do this. As a part of this portfolio of clinical research, Hollister is conducting two multi-national Clinical Registry studies which collect data over time, directly from end-user of ostomy products or intermittent catheters (brand neutral): OSO™ Registry, Observational Study of Ostomy Consumers and ConCaRe™, Hollister Continence Care Registry. These studies are unique in that they allow Hollister to better understand the experiences, preferences, health status, and other aspects or needs of end-users, directly from end-users.

In addition to performing clinical studies, Hollister collaborates across functions and externally to develop evidence in many ways. Relevant evidence for our products often comes from benchtop studies and laboratory testing, publication of case studies or case series, and extensive product evaluations, among other methods. These forms of evidence are aligned through an Integrated Evidence Planning process.

Our complimentary Secure Start Services™ is another way that we demonstrate **Our Mission**. It is focused on delivering personalized support to our end-users based on their individual needs and those that care for them regardless of the brand of ostomy or continence care products they use.

The resources we offer are focused not only on physical but also emotional well-being and include insurance navigation (US), counseling (UK), access to clinical product support and advice and providing connections to peers and associations within the community. These services are all focused on empowering the end-user along every step of their journey.

Hollister also trains our associates so that they have a better understanding of how Hollister products can be positioned to support positive outcomes for those living with an ostomy. These credentials make our associates a valuable resource to clinicians who care for people with ostomies. Hollister is also an active member of the International Clinical Expert Forum, which is an international panel of clinical experts specializing in ostomy and continence care. Through the forum, we work together with other ostomy and continence care experts to develop education and evidence-based materials and programs to support clinical practice and improve patient outcomes.

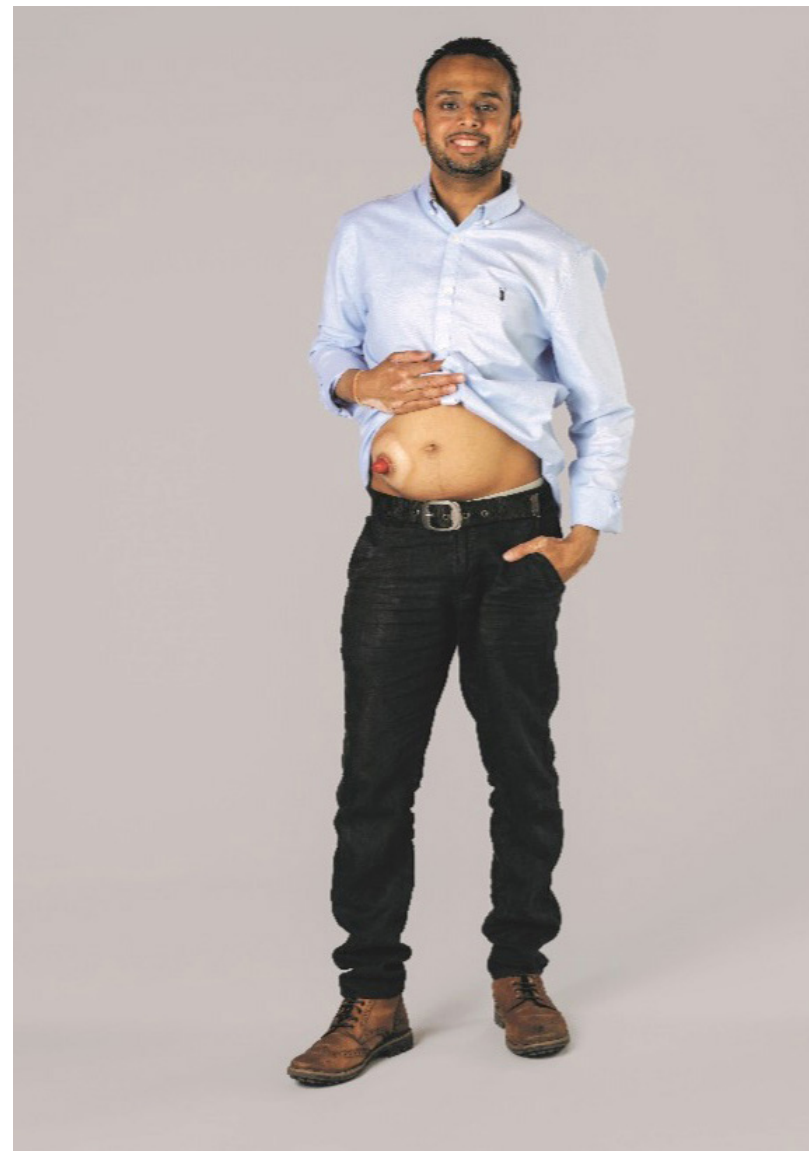
Hollister's CeraPlus™ product



# Our Impact Areas – Community

## End-user testimonials

Our patients have highlighted to us some of the key points that are important to them about our products. These relate to skin health, ease of use and ensuring the products are leak proof. The benefits of our products are demonstrated in the customer testimonials below. The perspectives shared by those who use our products are critical in helping Hollister improve our products and assure access to those who need them.



**“Dansac TRE™ is fantastic. Wow - I love the feel of it, it feels really light. It’s really comfortable, it feels like a new skin. It doesn’t feel like you have got one on. Don’t be afraid of change, it’s the best thing. At the end of the day, that’s what we want, we want something that’s going to make our life easier, make us feel more secure, more comfortable. I would recommend this to any user out there looking to try a new pouch. This is definitely the way forward.”**

Hiran: Dansac NovaLife TRE™ barrier user\*



**“In my opinion, comfort and confidence are key when it comes to wearing an ostomy appliance. I lead an active lifestyle. I’m an avid runner, and fitness enthusiast. I love to travel, experience new things. Try new restaurants, go to shows. I need ostomy products that can keep up with my lifestyle. Since trying CeraPlus™ Products I find they’re much better for my skin. With my CeraPlus™ Product, I don’t think about skin issues and they don’t worry me. Without skin issues, I can instead focus on doing the things that matter most to me.”**

Shaun: a CeraPlus™ Product user\*



**“Before I found my CeraPlus™ Product, I struggled with leakage and dry, painful skin. But in my experience with a CeraPlus™ Ostomy Product, I trust the secure seal that I am able to get and I’m not afraid about leaks and skin issues. So I can do the things that I love, like go to parties, be around people, and spend time with my friends.”**

Skye: a CeraPlus™ Product user\*

\*The above users received compensation for the statements from Hollister Incorporated.

# Our Impact Areas – Community

## Community and Charity

This impact area focuses on our contributions to community organizations that relate to our values. This includes both our charitable contributions to various organizations and the voluntary activities that we and our associates undertake.

This impact area relates to actual community investments during the reporting period. The review of charitable contributions included within this report includes Hollister, its parent company, JDS, and its entities.

The company provides support to several charitable organizations. These include educational charities, arts foundations, refugee organizations, medical charities, COVID-19 relief support and sports foundations. We are proud to partner with key charities to enhance and share expertise, information and support to people living with bladder dysfunction or with a stoma. These partnerships are underpinned by [Our Mission](#).

We have been a significant sponsor of expo and congress events and other key awareness initiatives, including annual participation with Roll on Capitol Hill with the United Spinal Association and Ostomy Awareness Day across the globe. We continue to expand our relationships with newer and smaller associations which focus on providing personalized experiences for subsets of the communities we serve.



>\$3.6M

in donations to non-profit community partners offering social benefits (2019-2021)

### Community Involvement, Ballina, Ireland

Our associates raised over \$30,000 for various charitable organizations, such as the 5k/10k 'YourWay' walk/run event, Pieta House 'Darkness into Light' and 'Movember'. Additionally, Hollister donated over \$38,000 to local charities chosen by associates in lieu of holding traditional holiday celebrations and distributed \$15,500 'shop local' vouchers to associates.

Over \$30,000 of reusable masks for associates were sourced from local seamstresses including \$12,000 to a local costume company which helped finance Personal Protective Equipment (PPE) for hospices and care homes.

GLASA athlete at Great Lake Games



## Case Study

# Connecting with Our Purpose through Adapted Athletics, Illinois



Hollister associates at 2021 GLASA Twilight 5K Run



Hollister associates at the UAAA Basketball Tournament



Hollister associates and attendees at the GLASA event



Hollister associates with the Associate Director of the UAAA

As part of **Our Mission** to make life more rewarding and dignified for those who use our products and services, we have established long-standing relationships with several organizations, with a particular focus on Illinois charity Adapted Athletics.

Many individuals who sustain injuries resulting in the loss of the use of one or more limbs report feelings of isolation, which can cause or amplify depression. Adapted Athletics' programs play an important role in supporting individuals with disabilities, providing outlets that combat feelings of isolation by helping to build a sense of community, confidence, and independence through participation in competitive sports.

According to a study conducted at the University of Akron, Ohio (Effects of Adaptive Sports on Quality of Life in Individuals with Disabilities, 2019), "adapted sports offer many benefits to the individuals that participate in them, including improved levels of functioning and independence in activities of daily living, increased physical capability, improved physiological capacity, increased levels of employment, and improved social status and sense of belonging."

Hollister provides financial support to three Adapted Athletic programs and provides associates an opportunity to volunteer with these organizations. We support the University of Alabama Adapted Athletics (UAAA), San Diego State University Adapted Athletics, and Great Lakes Adaptive Sports Association (GLASA).

GLASA provides programming for 20 Adapted and Paralympic sports and serves over 1,000 individuals with disabilities in 30+ states across the US.

Hollister associates have volunteered their time to this organization in various capacities:

- Two Hollister associates serve as members of GLASA's Board of Directors
- A Hollister associate has served as a coach for several adapted sports athletes
- Several associates have participated in GLASA's annual Twilight 5K Run/Walk/Roll & Kids Fun Run that raises funds to support programming
- Hollister associates donate more than \$10,000 per year to this cause
- Volunteers attended the Great Lakes Games on June 10 2022, to support an event that drew 200 participants
- Of the 1,000 individuals served by GLASA programs, 225 are veterans.

The University of Alabama Adapted Athletics (UAAA) program was founded in 2003 with women's wheelchair basketball and has expanded exponentially. Men's wheelchair basketball and wheelchair tennis were added in 2005 and 2011, respectively. Wheelchair track will be added by 2025.

UAAA has grown from five athletes and two volunteer staff to over 30 athletes, 12 full-time staff, two part-time staff, and over 150 volunteers. The program has earned 16 national championship titles across the three sports and has graduated 56 students across undergraduate, masters, and PhD programs. Many current or former University of Alabama (UA) athletes have competed at the Paralympics since 2004, with 18 UA athletes competing in wheelchair basketball, wheelchair tennis, and handcycling in the Tokyo 2020 Paralympic Games. Monetary contributions to Adapted Athletics (2019-2021) totaled more than \$300,000.

Hollister's support enables the program to continue to thrive and provide experiences for disabled athletes. For example, the Hollister Invitational is an annual tournament that brings teams from all over the country to compete and help bring visibility to Adapted Athletics at Alabama and other programs.



# Looking forward

## Planet, People and Communities

As this first Sustainability Report shows, we have put several successful initiatives in place around our material, key impact areas.

Our next step is to formalize our strategic approach to sustainability further, build on past successes and learning, and establish targets to determine our long-term trajectory. The following points illustrate the priority actions we have already identified:



### Planet

- In addition to our commitment to continually reduce our climate impact by reducing our GHG emissions, we plan to measure Scope 3 GHG emissions, capturing our indirect GHG emissions performance. We will also begin to focus on developing our resilience to climate change and appropriate adaptation strategies.
- We are working to reduce our operational energy consumption and increase the share of our energy consumption that is obtained from renewable resources, for example, through purchasing certified renewable energy and exploring renewable energy projects. We also aim to set targets for energy conservation. Further, we will continually review our energy consumption and conduct energy assessments and implement efficiency projects.

- Building on work conducting Life Cycle Analysis to understand and reduce the carbon impact of our key Continence Care and Ostomy products, we will continue to work to minimize our products' carbon footprint. In 2020 we conducted studies on product design and environmental impacts and are looking to integrate these findings and define a formal approach to setting product requirements and product design processes to enhance our current practices. We are keen to identify further steps we can take to make our products as environmentally positive as possible. This includes packaging design and choice of materials used in our products.
- We are evaluating how to expand our biodiversity efforts and associate engagement in habitat restoration.
- In terms of waste management, we will further examine non-hazardous waste as this is where we will find the greatest impact across all operation sites. To limit our waste impact, we will assess our packaging waste, set ambitious targets and evaluate opportunities to increase recyclable packaging while aiming to reduce the overall amount of packaging that the consumer has to recycle at end of use. We are also working on implementing a responsible sourcing program.



### People

- At Hollister we will continue to pursue our aim of ensuring that all business is conducted in an ethical and transparent way across the organization and to ensure that we live up to our commitments in relation to this. This will involve continuing to implement the above Codes of Conduct, taking action against Modern Slavery and enforcing a zero-tolerance approach to behaviors that contradict our **Immutable Principles**.
- Hollister is looking to enhance the current I&D Strategy by enforcing greater initiatives that promote inclusion and diversity for the future. We are looking to expand to more dimensions of diversity and new tools/processes to drive progress in this area.
- Safety will continue to be a core value at Hollister and we will relentlessly focus on achieving a zero harm workplace. Therefore we will continue to measure both lagging and more importantly, leading indicators. Our safety strategy will continue to evolve, and employ a data-and risk-based approach. We will continue to drive a positive safety culture, while enhancing global safety programs and ensuring effective governance and risk assessment practices are in place.



### Communities

- We will continue to work to provide the best products and services, and to make life more rewarding and dignified for our customers. We will achieve this by contributing to research and development, fostering innovation, educating and training our associates, and ensuring that our clinicians have the support and resources they need to drive these ambitions.
- We will continue to support charities that align with our values and **Our Mission** and the work we undertake. We will continue to encourage our associates to identify volunteering opportunities and support them to undertake such activities.

# Glossary

**Carbon neutral:** balancing the amount of CO<sub>2</sub> being released into the atmosphere by offsetting or removing an equivalent amount.

**Climate resilience:** the ability to anticipate, prepare for, and respond to hazardous events, trends, or disruptions related to climate for Hollister's own operations and suppliers.

**Energy intensity:** The amount of energy used (kWh) per unit of production (finished goods and work in progress goods).

**Environmental product compliance:** chemical and substance use, product material specification around quality and safety, demonstrated through certifications and compliance with REACH (Registration Evaluation, Authorization and Restriction of Chemicals), ROHS (Restriction of Hazardous Substances) and other regulations and requirements.

**Environmental, Social and Governance (ESG):** a set of factors or criteria that can be assessed alongside a company's financial metrics within a company review or investment decision-making process.

**Extractive Industries:** The activities and processes that lead to the extraction of raw materials from the earth.

**Green Procurement and Tendering:** data and information needed to respond to disclosure requirements in tendering and procurement processes.

**Key performance indicator:** a quantifiable measure used to evaluate the success of an organization, associate, etc. in meeting objectives for performance.

**Life Cycle Assessment (LCA):** a methodology for assessing the environmental impact of a product through all life cycle stages.

**Materiality:** material issues and topics are those that have a significant direct or indirect impact on an organization's ability to create, preserve, or erode value for itself, its stakeholders, and society at large. Organizations assess their materiality to focus their efforts and maximize positive impact. Materiality assessments help organizations to prioritize resource allocation and make the right decisions around what, how, and to what extent to act on specific issues.

**Materials sourcing:** the activities involved in sourcing the material used for Hollister's operations including product manufacture and associated impacts, e.g., embodied carbon such as from transport or supply chain impact.

**Net zero emissions:** a commitment to net zero emissions requires that emissions are reduced as much as possible with the remaining CO<sub>2</sub> emissions being offset using removals.

**Scope 1 GHG emissions:** direct emissions from sources that are owned or controlled by a company, e.g., from fuel combustion and vehicle fleets.

**Scope 2 GHG emissions:** indirect emissions from the generation of purchased or acquired electricity, steam, heating, or cooling consumed by an organization.

**Scope 3 GHG emissions:** all indirect greenhouse gas emissions not included in Scope 2 that occur along a company's value chain (both upstream and downstream) e.g., business travel, purchased goods and services, and distribution.

**Operational energy:** energy sourcing, conservation, use and production across Hollister, e.g., proportion of renewable use, renewable energy projects, and energy efficiency of production equipment.

**OSHA recordable injury rate / Occupational injury rate (OIR):** any personal injury, disease or death resulting from an occupational accident.

**Operational waste:** waste relating from Hollister's operations, e.g., from consumables, material surplus.

**Packaging waste:** amount of product waste or recycled content from packaging, influenced by weight of packaging and use of renewable materials.

**Product carbon footprint:** quantifiable carbon impact resulting from the creation of Hollister's individual products.

**Product and process design:** product and process design specifications and requirements that might influence the materials used for the manufacture of products and their commercialization.

**Supply chain impact:** own procurement requirements and other engagements / communication for the purpose of monitoring supplier environmental and social impacts with partners and suppliers to drive sustainability performance (influence, thought leadership).

**Total Incident Rate:** the number of OSHA safety recordable incidents that a company experiences per 100 full-time associates in any given time frame.

# Appendix 1

## GRI content index

### Statement of use

Hollister Incorporated has reported the information cited in this GRI content index for the period January 2019 until December 2021 with reference to the GRI Standards.

GRI Standard	Disclosure	Page number
GRI 1 used	GRI 1: Foundation 2021	
	2-1 Organizational details	5, 7
	2-2 Entities included in the organization's sustainability reporting	7, 10
	2-3 Reporting period, frequency and contact point	10, 46
	2-4 Restatements of information	Not yet reported
	2-5 External assurance	Not yet reported
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	6, 10
	2-7 Employees	Not yet reported
	2-8 Workers who are not employees	Not yet reported
	2-9 Governance structure and composition	13
	2-10 Nomination and selection of the highest governance body	Not yet reported
	2-11 Chair of the highest governance body	Not yet reported

GRI Standard	Disclosure	Page number
	2-12 Role of the highest governance body in overseeing the management of impacts	Not yet reported
	2-13 Delegation of responsibility for managing impacts	Not yet reported
	2-14 Role of the highest governance body in sustainability reporting	Not yet reported
	2-15 Conflicts of interest	Not yet reported
	2-16 Communication of critical concerns	Not yet reported
	2-17 Collective knowledge of the highest governance body	Not yet reported
	2-18 Evaluation of the performance of the highest governance body	Not yet reported
GRI 2: General Disclosures 2021	2-19 Remuneration policies	Not yet reported
	2-20 Process to determine remuneration	Not yet reported
	2-21 Annual total compensation ratio	Not yet reported
	2-22 Statement on sustainable development strategy	10-14
	2-23 Policy commitments	11
	2-24 Embedding policy commitments	13
	2-25 Processes to remediate negative impacts	Not yet reported
	2-26 Mechanisms for seeking advice and raising concerns	35

GRI Standard	Disclosure	Page number
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	Not yet reported
	2-28 Membership associations	Not yet reported
	2-29 Approach to stakeholder engagement	11-12
	2-30 Collective bargaining agreements	Not yet reported
GRI 3: Material Topics 2021	3-1 Process to determine material topics	11-12
	3-2 List of material topics	12
	3-3 Management of material topics	11-13
	301-2 Recycled input materials used	Not yet reported
	301-3 Reclaimed products and their packaging materials	Not yet reported
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	39
	201-2 Financial implications and other risks and opportunities due to climate change	Not yet reported
	201-3 Defined benefit plan obligations and other retirement plans	Not yet reported
	201-4 Financial assistance received from government'	Not yet reported
GRI 302: Energy 2016	302-1 Energy consumption within the organization	21-22
	302-2 Energy consumption outside of the organization	Not yet reported
	302-3 Energy intensity	21-22
	302-4 Reduction of energy consumption	21-22
	302-5 Reductions in energy requirements of products and services	21-22

GRI Standard	Disclosure	Page number
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Not yet reported
	303-2 Management of water discharge-related impacts	Not yet reported
	303-3 Water withdrawal	Not yet reported
	303-4 Water discharge	Not yet reported
	303-5 Water consumption	24
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	27
	304-2 Significant impacts of activities, products and services on biodiversity	Not yet reported
	304-3 Habitats protected or restored	Not yet reported
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not yet reported
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	19
	305-2 Energy indirect (Scope 2) GHG emissions	19
	305-3 Other indirect (Scope 3) GHG emissions	Not yet reported
	305-4 GHG emissions intensity	19
	305-5 Reduction of GHG emissions	19
	305-6 Emissions of ozone-depleting substances (ODS)	Not yet reported
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not yet reported

GRI Standard	Disclosure	Page number
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	23
	306-2 Management of significant waste-related impacts	Not yet reported
	306-3 Waste generated	23
	306-4 Waste diverted from disposal	23
	306-5 Waste directed to disposal	23
GRI 401 Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Not yet reported
	401-3 Parental leave	Not yet reported
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Not yet reported
	403-1 Occupational health and safety management system	33
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	33
	403-3 Occupational health services	Not yet reported
	403-4 Worker participation, consultation, and communication on occupational health and safety	Not yet reported
	403-5 Worker training on occupational health and safety	Not yet reported
	403-6 Promotion of worker health	Not yet reported
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Not yet reported
	403-8 Workers covered by an occupational health and safety management system	Not yet reported
	403-9 Work-related injuries	33
	403-10 Work-related ill health	Not yet reported

GRI Standard	Disclosure	Page number
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Not yet reported
	404-2 Programs for upgrading employee skills and transition assistance programs	35
	404-3 Percentage of employees receiving regular performance and career development reviews	Not yet reported
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	30 (only reported for Directors)
	405-2 Ratio of basic salary and remuneration of women to men	Not yet reported
GRI 413: Local Communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities	Not yet reported
GRI 416: Customer Health and Safety 2016	416-1 Incidents of non-compliance concerning product and service information and labeling	Not yet reported
	416-2 Incidents of non-compliance concerning marketing communications	Not yet reported

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