



# Sustainability Report 2022

Caring for People and Planet:  
Our Commitment to Dignified  
and Rewarding Lives



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# From Our Chairman and CEO, V. George Maliekel

I am pleased to introduce the second annual Hollister Incorporated Sustainability Report. This report affirms our company's unwavering commitment to our associates, customers, communities, and our planet, and details some of the progress we have made. Not only am I proud of the collective progress we have made over the past year, but I am also excited to share what is ahead for Hollister.

Our Mission – the social good we serve – is to make lives more rewarding and dignified for those who use our products and services. This is our raison d'être. Even as we strive to fulfill this Mission and achieve Our Vision, we also continue to address the environmental challenges around us and live up to our social responsibilities.

Last year, we released our first sustainability report; so why are we releasing a subsequent report this year? The reason is that reporting on an annual basis allows us to monitor what is working and helps us to determine what can be improved in the future. Further, it allows us

to ensure that those initiatives and activities are aligned with Our Mission, Our Vision, and Our Immutable Principles.

At Hollister – and throughout The Firm of John Dickinson Schneider, Inc. – sustainability is grounded in our values and our culture. You have seen how each element of environmental, social, and governance (ESG) is closely connected to, and anchored on, one or more of our Immutable Principles. As an example, you have heard me say over the years that the Immutable Principle of Stewardship extends far beyond the financial and physical assets of our company; each JDS associate is also called to be a Faithful Steward of the other associates, the Legacy, and of the planet. Our initiatives are focused not only on the needs of our company today, but also on our aspirations for the future. Further, they incorporate the continually evolving needs of our associates, our customers, and the global community.

As you will see in this 2022 Sustainability Report, because of the actions we have taken, we made

substantial progress on our commitments. For example, by working together, we diverted 75% of our total manufacturing waste from landfills; we reduced Scope 1 and 2 GHG emissions intensity across manufacturing sites by 30% (market-based) from 2019 baseline year; and at our manufacturing plant in Fredensborg, Denmark, we began to procure electricity that is 100% renewable.

Additionally, you will see in the report that we continue to focus on inclusion and diversity. The first and most important Strategy coming out of the Company's 2022 Strategic Plan – as was also the case in the previous plan - addresses building an inclusive operating environment. This past year we launched three Women's Initiative Network (WIN) Employee Resource Groups. Yet another example: through our continued prioritization of hazard identification and risk assessment, 2022 was the best year ever with regard to the safety of our associates and the overall safety at our manufacturing and



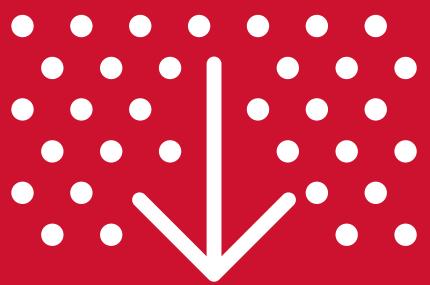
**V. George Maliekel**  
Chairman and CEO  
The Firm of John Dickinson Schneider, Inc.



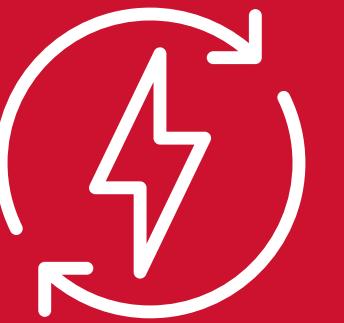
distribution facilities. While we have made meaningful progress, we also know that our environmental impact work is a long journey. In early 2023, we committed to some very important next steps: expanding our corporate greenhouse gas (GHG) emissions inventory, setting goals to drive emissions reduction, and implementing a human rights due diligence program. These and other activities are detailed in the "Looking Forward" section of the 2022 Sustainability Report.

The 2022 Hollister Sustainability Report benchmarks where we are globally as a company, highlights our progress in addressing today's urgent environmental and social challenges, and identifies areas of opportunity where we can make further progress. The report is a testament to our company's forward-looking initiatives and to our resolve in adapting and evolving for the next 100 years.

# 2022 Highlights



Reduced Scope 1 and 2 GHG emissions intensity across *manufacturing* sites by 30% (market-based) from 2019 baseline year



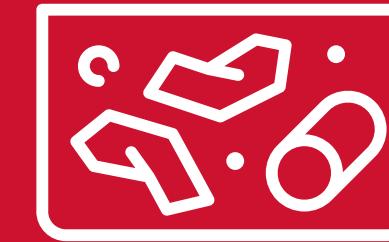
Reduced Scope 1 and 2 GHG emissions intensity across *distribution* sites by 6% (market-based) from 2019 baseline year



Achieved a Hollister-best safety performance rate by launching a hand safety program, which led to a 50% reduction in hand injuries; Occupational Safety and Health Administration's (OSHA) recordable injury rate improved to 0.81



Launched our first Employee Resource Group (ERG), the Women's Initiative Network (WIN), in three locations



Diverted 75% of total waste from landfill



Provided more than \$1.2M\* (USD) in donations to nonprofit organizations this year, including ongoing investment in adapted athletics

# About Hollister

## Our Company

Hollister is an independent, employee-owned company that develops, manufactures, and markets advanced medical products for ostomy care, continence care, and critical care. In addition, we provide related programs, services, and educational materials for patients and healthcare professionals.

Originally founded as a small printing company by John Dickinson Schneider (JDS) in 1921, Hollister has been a leader in the medical products and services industry for the past 70 years. Throughout our 100-year history, the spirit of the company and its founder remained unchanged, including a steadfast commitment to quality products, service, and people. Our exceptional global team of over 4,800 associates is dedicated to continuing *The Schneiders' Legacy* and fulfilling Our Mission: to make life more rewarding and dignified for the people who use our products and services.

## Our Story

People are at the center of everything we do. We recognize that every human being has dignity and value, and we are committed to playing a positive part in their lives.

In the early 1960s, an employee whose family member required ostomy care approached John Schneider with an idea to develop ostomy products. After revolutionizing ostomy care through collaboration and dynamic innovations, Hollister expanded its range of products to include continence care and wound care in the following years. Today, we also provide educational materials and programs that help individuals navigate questions and challenges while maintaining their standard of living.

## What Is Ostomy and Continence Care?

### Understanding Ostomy Care:

An ostomy results from a surgical procedure caused by certain cancers, diverticulitis, incontinence, Crohn's disease, Ulcerative Colitis, and other conditions. In the U.S. alone, 1,000,000\* people live with an ostomy.

\*Neil, N., Inglese, G., Manson, A., Townshend, A., A Cost-Utility Model of Care for Peristomal Skin Complications, *J Wound Ostomy Continence Nurs* 2016; 43(1); 62-68

### Understanding Continence Care:

At Hollister, we serve people with neurogenic bladder and bowel dysfunction. Incontinence impacts all types of people and can be caused by various diseases, spinal cord injuries, or neurological conditions. Proper continence care is essential to maintaining independence and leading a rewarding and dignified life.

**At Hollister, Our Vision is to grow and prosper as an independent, employee-owned company and, in the process, become better human beings.**

# About Hollister

## Immutable Principles

John Schneider and his wife, Minnie, were dedicated to creating a strong sense of family within the company. They built Hollister on the underlying foundation of Dignity of the Person, Service, Integrity, and Stewardship. To this day, these four Immutable Principles support Our Vision and shine through in all the work we do.

### 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.

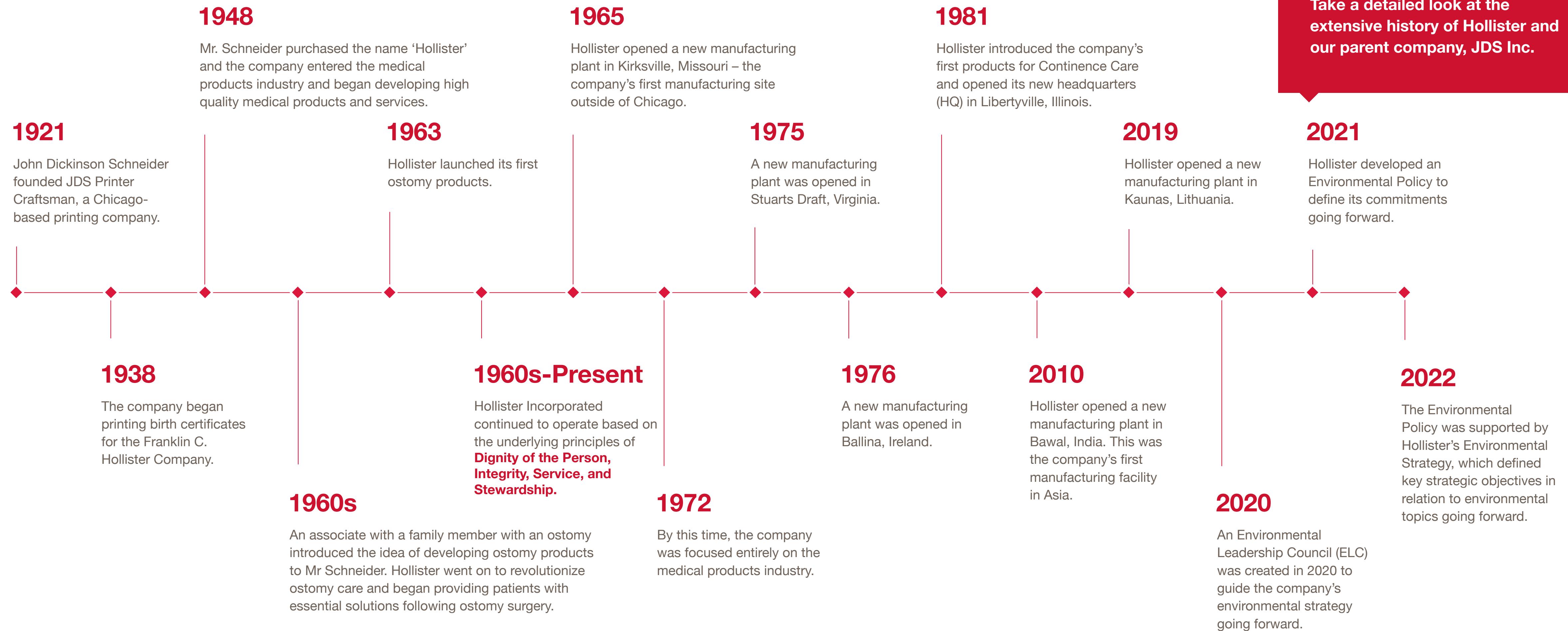
### Stewardship

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 headquarters in Libertyville, Illinois, United States

# Timeline



# Locations

Hollister's headquarters is in Libertyville, Illinois, United States and we have manufacturing and distribution centers throughout North America, Europe, and Asia. Our products are marketed and sold in nearly 80 countries around the world.

This report focuses on Hollister's headquarters, six manufacturing sites, two distribution centers, and the related Research & Development (R&D) activities occurring at Libertyville, Illinois, United States; Ballina, Ireland; and Fredensborg, Denmark.

## 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



# Report Approach

The business purpose of Hollister is to serve our customers and the global community. Our company does not exist merely to make a profit; we believe an integral element of our purpose is to contribute to the preservation of the planet, personal and professional advancement of our associates, and ongoing care of our customers and communities.

With this focus in mind, we structured our 2022 Sustainability Report to highlight our performance, achievements, learnings, and ambitions across these three primary categories: **planet, associates, and communities.**

## Report Framework and Guidance

This report covers the 2022 calendar year and is released on a voluntary basis to highlight progress on our commitments and to detail areas of focus moving forward. Unless otherwise noted, the information reported covers our six manufacturing sites, two distribution centers, our global headquarters, and related R&D activities. Environmental, health, and safety (EHS) performance data for additional countries' business offices is not included in data reported. The Firm of John Dickinson Schneider Inc. (parent company) and KMT Medical (partner company) are also not included.

The report has been prepared with reference to best practice ESG reporting methods including the Global Reporting Initiative (GRI) and the United Nations (UN) Sustainable Development Goals (SDGs).



### What is GRI?

As an independent, international organization, GRI Standards are in line with global guidelines for ethical business practices. Hollister is reporting in reference to GRI Standards because it enables us to understand and report on our financial, environmental, and societal impact in a structured, comparable, and credible way.



### What are the UN SDGs?

The UN SDGs provide guidance to help achieve a more sustainable future. These 17 goals recognize that ending poverty and other deprivations must go hand in hand with tackling climate change. At Hollister, our sustainability commitments have been mapped to the SDGs because it helps communicate how our work and progress contribute to the world's collective goals.

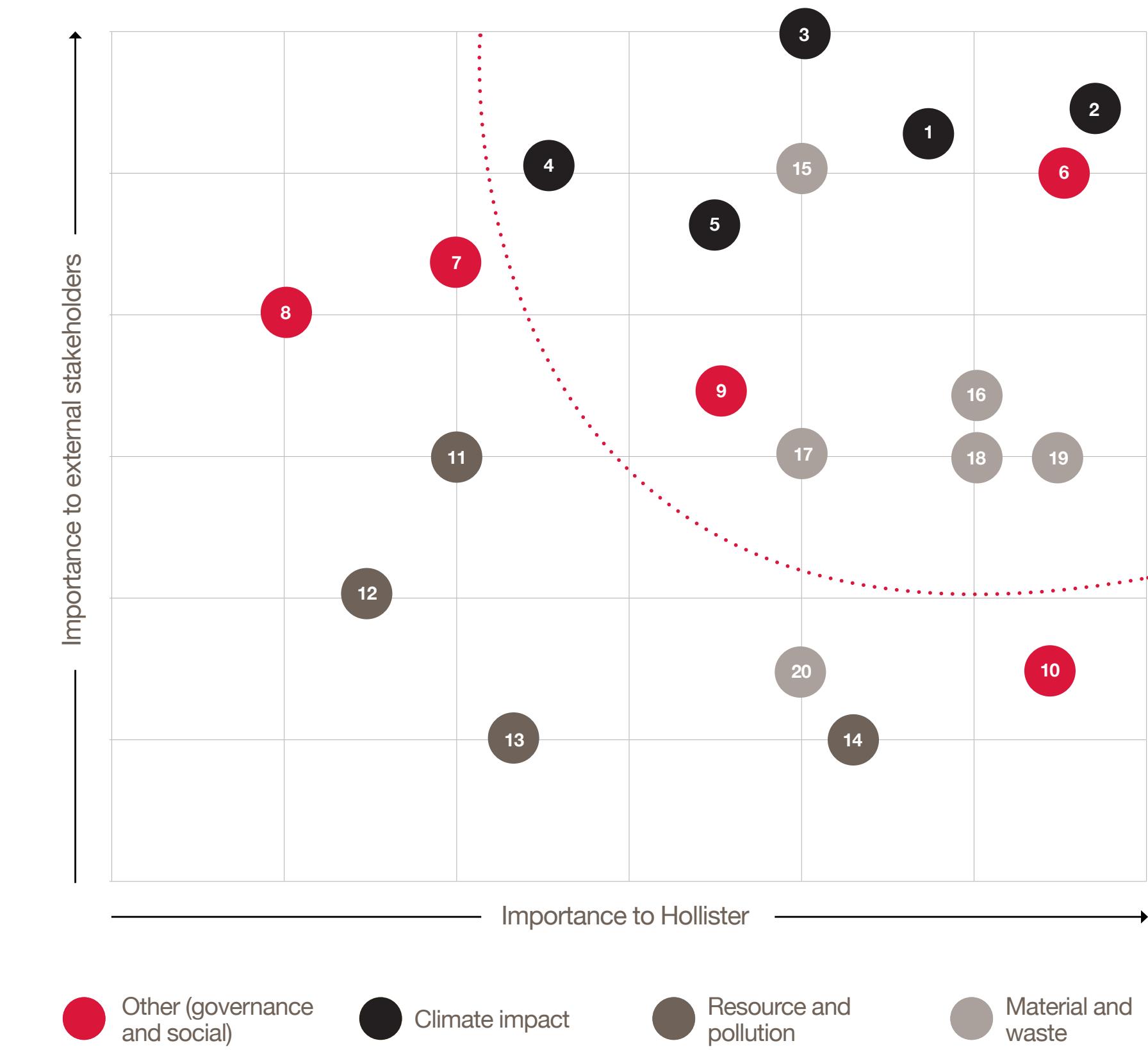
# Environmental Impacts and Priorities Assessment

In 2021, we implemented an assessment to determine which environmental topics are most important to our stakeholders. By engaging with a representative selection of our internal and external stakeholders (including leadership, human resources, commercial, marketing and operations, transport, packaging, engineering, clinical and R&D, key customers, and select suppliers), we gathered important data that informed our environmental impact priorities and commitments.

The following topics are based on this stakeholder engagement and were identified through a review of widely used standards and peer benchmarking. Our Environmental Leadership Council then reviewed these inputs and aligned them with priority topics. In 2022 Hollister committed to completing a full double-materiality assessment in 2023.

## Key Topics

1. Product carbon footprint
2. Operational carbon footprint (Scope 1 + 2)
3. Supply chain carbon footprint (Scope 3)
4. Operational energy use
5. Climate resilience
6. Green procurement and tendering
7. Transparency
8. Social impacts
9. Supply chain impacts
10. Labeling and marketing
11. Land stewardship
12. Water use
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)



# Mapping of Hollister's Strategic Sustainability Commitments with the SDGs:

Focus areas	Impact areas	Hollister's Strategic Sustainability Commitments	SDGs
Planet	<ul style="list-style-type: none"> <li>• Greenhouse gas (GHG) emissions – Scope 1 &amp; 2</li> <li>• Energy</li> <li>• Product and packaging</li> <li>• Materials and waste</li> <li>• Biodiversity</li> </ul>	<ul style="list-style-type: none"> <li>• We commit to reducing our greenhouse gas emissions and managing our climate impact</li> <li>• We commit to stewarding our resources through responsible operations and product design to reduce environmental impact</li> <li>• We commit to establishing strong environmental governance throughout our value chain</li> </ul>	
People	<ul style="list-style-type: none"> <li>• Inclusion and diversity</li> <li>• Health and safety</li> <li>• Ethical conduct</li> </ul>	<ul style="list-style-type: none"> <li>• We commit to a working environment that ensures all people are comfortable, safe, and supported, regardless of background</li> <li>• We commit to keeping our associates safe at work by proactively managing hazards and risks and achieving a total recordable incident rate of &lt;1.0 by 2024</li> <li>• We commit to practically reinforcing Hollister values, with the goal of achieving and maintaining high standards of integrity</li> </ul>	
Communities	<ul style="list-style-type: none"> <li>• End-users and clinicians</li> <li>• Charity and volunteerism</li> </ul>	<ul style="list-style-type: none"> <li>• We will work with our end-users and clinicians to improve the lives of people using Hollister products</li> <li>• We will work with the local and global communities where we operate to ensure our impact is positive</li> </ul>	

# Company Governance

***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.

## **Our Commitment:**

Establish a strong environmental governance through our value chain

## **2022 Key Progress:**

Maintained a governance structure that allows us to make comprehensive progress on our sustainability commitments including the Environmental Leadership Council, Global Safety Council, Inclusion and Diversity (I&D) Committee, and Compliance Review Committee

# Company Governance

As we advance commitments to our planet, associates, customers, and communities, making progress with efficiency and integrity is essential. Our corporate governance structure serves as a foundation for accountability and encompasses our organizational chart, councils, committees, policies, and procedures.

A key focus is conducting business ethically and transparently throughout our operations. In addition to advancing our environmental goals, we implemented several policies to ensure that associates, suppliers, and distributors are living up to these commitments.

## Organizational Structure

We formalized our governance and management processes and integrated them into our overall corporate governance structure. These processes were designed to reinforce our leadership positioning and to offer clear guidance across the organization. By implementing these structured frameworks, we ensure that our sustainability efforts are coordinated and well-directed, driving meaningful impact.

Oversight of our commitments begins at the highest levels of management. Our CEO and leadership team are accountable for approving ESG strategy and continuing to make progress on our sustainability commitments, which are led by various councils and committees across the business, including:

### Environmental Leadership Council:

The Environmental Leadership Council is comprised of global and cross-functional leaders responsible for Hollister's Environmental Policy;

oversight of the environmental strategy; and alignment, collaboration, and communication for environmental initiatives across Hollister.

### Global Safety Council:

The Global Safety Council is sponsored by operations leadership and is responsible for site and global EHS policy development, implementation, and ensuring standardized EHS best practices are implemented across Hollister operations sites.

### Inclusion & Diversity Committee:

The I&D Committee is comprised of employees from diverse backgrounds and various functions. They are dedicated to championing the development and implementation of I&D initiatives that align with our existing strong and meaningful culture, centered around the Immutable Principle of Dignity of the Person. Their efforts play a crucial role in fostering an inclusive and supportive environment for everyone in the organization.

### Compliance Review Committee:

The Compliance Review Committee is comprised of senior cross-functional leaders and provides executive oversight of Hollister's Compliance Program.

# Company Governance

In 2022, we also established an ESG Council that draws upon members of the aforementioned councils and committees. The ongoing focus of the ESG Council is to create an integrated view of ESG strategy and priorities in order to integrate them into the strategic plan of our parent company.

Overseen by leaders across the organization, these committees help turn our sustainability commitments into action. We believe that progress would not be possible without the support of all Hollister's associates, which comes to life in a variety of ways, referenced throughout the report, including innovative EHS solutions, associate-led Employee Resource Groups (ERGs), and community volunteering.

## ESG Structure



# Company Governance

## Environmental Policy

Our Environmental Policy formalizes our dedication to the planet across the organization. The Policy's primary objective is for Hollister's associates, customers, and communities to have a comprehensive understanding of the necessary commitments and responsibilities that actively contribute to building a sustainable future. By clearly outlining these expectations, we foster a shared sense of purpose and enable collective action towards environmental sustainability.

### 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 progress with stakeholders

### Responsibilities:

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 fulfill the expectations of our Environmental Policy
- Executive Leadership ensures that environmental considerations are aligned with Our Mission, Our 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 EHS provide expertise and aim to ensure environmental sustainability best practices are advanced throughout Hollister and our activities

### Read the full policy here:

[hollister-inc-environmental-policy-jan-2023v2.ashx](https://hollister-inc-environmental-policy-jan-2023v2.ashx)

## Code of Conduct

At Hollister, behaving ethically is at the foundation of our work. As such, we implemented several associate, distributor, and supplier policies. Hollister's Code of Conduct sets expectations across the company for issues such as fair competition, respect and anti-harassment, anti-corruption, and protection for associates who report concerns.

Available in 12 languages, our Code of Conduct governs associates at all levels and helps to define our expectations for ethical interactions. This Code ensures that all associates understand how they can raise concerns about potential misconduct or violations of law or policy without fear of retaliation. We also offer a Compliance Helpline that is designed for reporting any concerns and is promoted through ongoing internal "Speak Up" campaigns.

We are also taking specific action to address compliance with the United Kingdom Modern Slavery Act. We launched communication on this topic for our U.K. associates, including training videos that helped to reinforce the message that preventing modern slavery is everyone's responsibility. This commitment contains a robust

recruitment policy that includes eligibility to work checks, safeguarding against human trafficking, and ensuring individuals are not being forced to work against their will.

To make sure Hollister's ethics extend throughout our value chain, we also established a Code of Conduct for our distributors and suppliers.

**Hollister Distributor Code of Conduct:** This Code of Conduct applies to our distributors and sub-distributors and outlines the standards required of companies that distribute Hollister products. Our distributors are regularly trained on the Code and are required to follow the standards as part of our selection process.

**Hollister Supplier Code of Conduct:** Similarly, this Code of Conduct is a set of requirements that applies to our suppliers. It encompasses standards of conduct related to ethical and lawful business practices, labor and human rights, and environmental stewardship and sustainability. Integrated into Hollister contracts and purchase order terms and conditions, this Code aligns with internationally accepted standards of social and environmental responsibility. Read the full policy here: [Supplier Code of Conduct](#).

# Preserving our Planet



**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."

## Our Commitment:

- Reduce our GHG emissions and manage our climate impact
- Steward our resources through responsible operations and product design to reduce environmental impact

## 2022 Key Progress:

- Reduced Scope 1 and 2 GHG emissions intensity across manufacturing sites by 30% (market-based) from 2019 baseline year
- Reduced Scope 1 and 2 GHG emissions intensity across distribution sites by 6% (market-based) from 2019 baseline year
- Diverted 75% of total waste from landfill

# Preserving Our Planet

We recognize that Our Mission to make life better for the people we serve also means improving our environmental impacts. Climate change is one of the most important issues facing the planet because it poses major risks, including the disruption of global ecosystems, that can impact the health of people and the planet. In this vein, we prioritize the development, manufacturing, and marketing of our products in ways that minimize negative environmental impacts and do not compromise customer safety or access.

As environmental stewards, we are committed to improving our climate impact by improving the energy efficiency and energy sources of our facilities. We are also focused on reducing other environmental impacts by decreasing our waste and water use, responsibly sourcing our product and packaging materials, and taking steps to protect and enhance biodiversity.

Hollister follows the [ISO 14001](#) framework for our environmental management system,

which enables us to effectively manage our environmental impacts. ISO 14001 sets out the criteria for an organization's environmental management system and defines a framework to follow.

We committed to achieving ISO 14001 certifications for all European operations sites by the end of 2024 and all operations sites worldwide by the end of 2028. In 2022, we expanded our ISO 14001 utilization when our newest site in Kaunas, Lithuania achieved its certification, joining Ballina, Ireland. Additional sites are diligently working toward certification.

## Improving Our Climate Impact: GHG Emissions

With future ambition to take a science-based approach to emissions reduction goalsetting and an intent to set a net-zero goal, Hollister is methodically evaluating and measuring our climate impact, focusing first on areas we can directly control and improve: our direct operations.

In 2019, we established our first GHG emissions inventory, which provided visibility into our various sources of Scope 1 emissions (direct emissions under our control) and Scope 2 emissions (indirect emissions from purchased electricity). It also allowed us to set a baseline to measure our emission reduction progress across our operations sites, including manufacturing, distribution, and our corporate headquarters.

The following year we expanded our work, engaging internal teams across Hollister to identify additional Scope 3 activities (all other indirect emissions across our value chain), and we integrated emissions reduction strategies into core business processes. In 2022, Hollister continued to ensure meaningful emissions reduction opportunities could be realized.

Additionally, as part of the company's long-term strategy work, reducing our carbon footprint is a key pillar and metric for achievement. Specifically, our focus is on Scope 1 emissions and Scope 2 emissions. When it comes to

Scope 3 emissions, we also committed to a 30% reduction of our downstream transportation and product distribution within three years, from a 2022 baseline.

In 2022, we continued to execute on priority activities outlined in our last report, including expanding energy efficiency upgrades, and increasing renewable energy sourcing and renewable energy production across our global manufacturing sites. We also empowered our associates across the organization to identify and lead high-impact measures within their specific areas of work to further reduce emissions.

One of our main environmental impacts is in the consumption of energy – particularly electricity – at our manufacturing sites. 2022 efforts focused on transforming our manufacturing processes, monitoring the energy consumption of machinery, upgrading to energy-efficient equipment, and implementing large-scale LED lighting projects.

# Preserving Our Planet

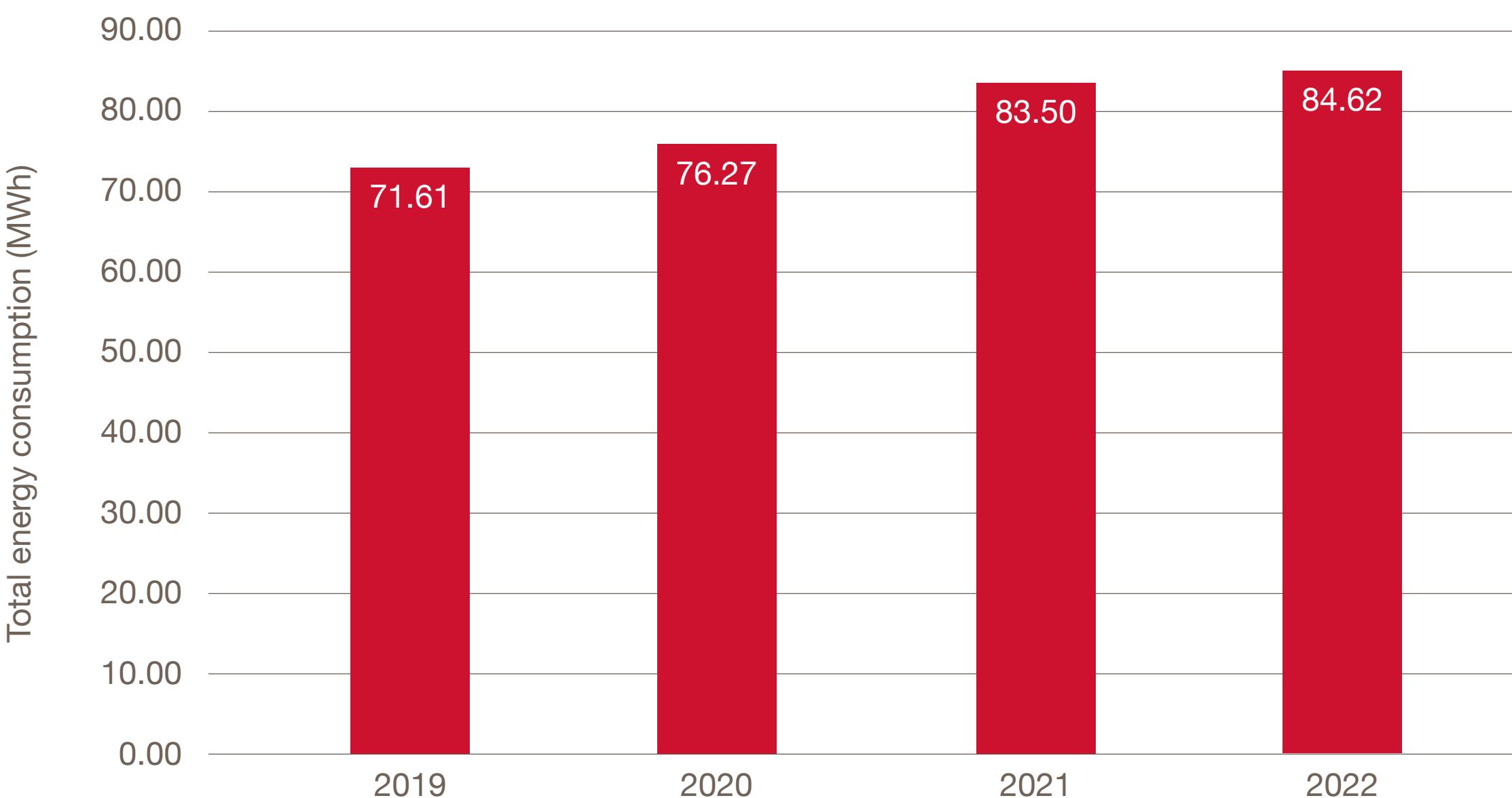
## Details on our emissions reduction progress include the following:

- Between 2021 and 2022, our Scope 1 emissions increased by 25%, and from our 2019 baseline year to 2022, our Scope 1 emissions increased by 40%. These increases were due to a variety of factors. In 2017, Hollister expanded our manufacturing footprint to account for our new facility in Kaunas, Lithuania, which is growing each year. In Bawal, India, propane was used onsite for cooking. Additionally, in 2022, our Bawal, India site experienced multiple disruptions to power supply and we used our back-up generator system to supplement power. We have since installed a direct electricity line connection to the facility needed for back-up generators in the future.
- Between 2021 and 2022, we reduced our manufacturing market-based emissions intensity by 32% and location-based emissions decreased by 21%. From our 2019 baseline year to 2022, manufacturing market-based

emissions intensity decreased by 30% and location-based emissions decreased by 19%.

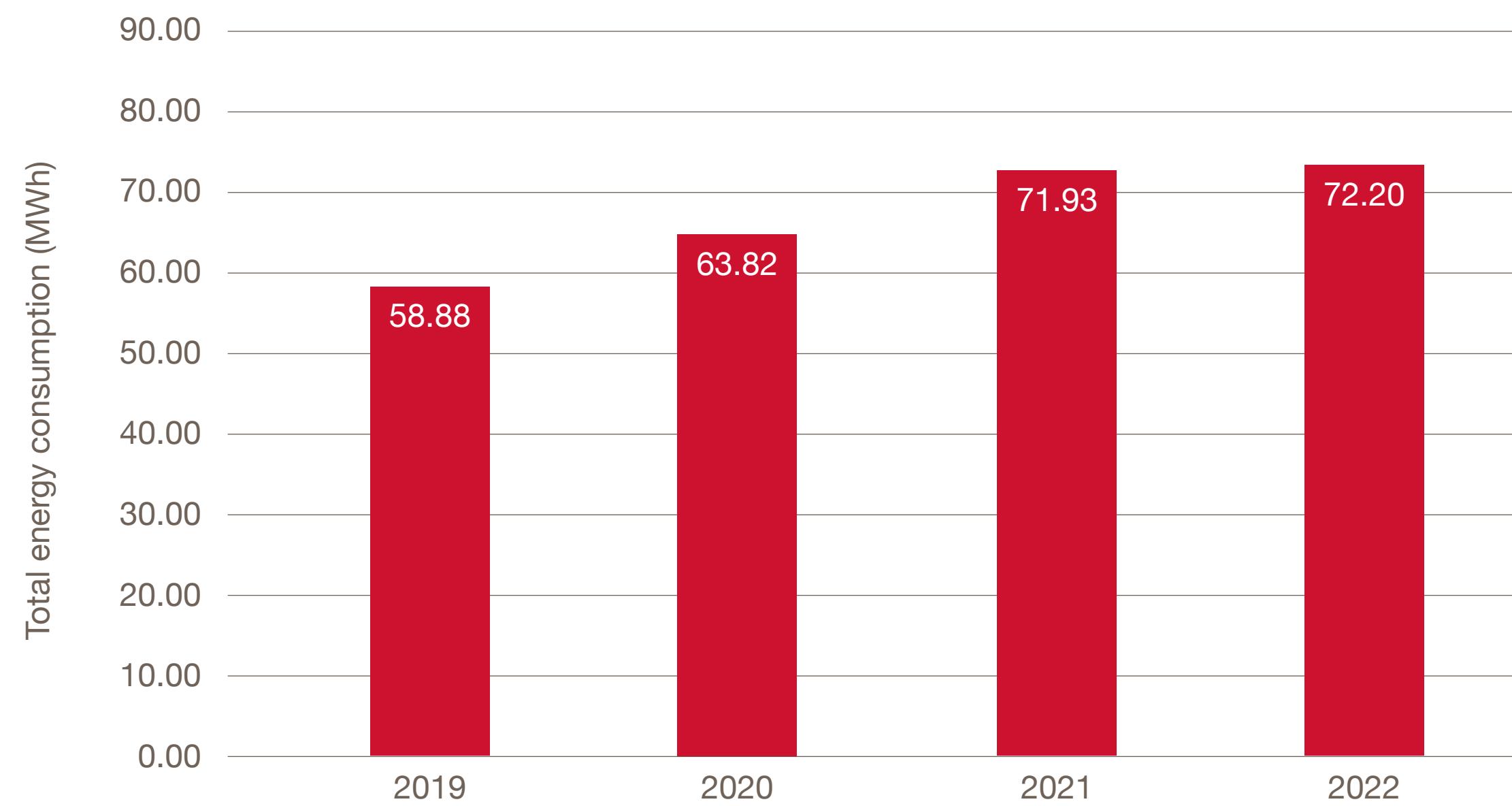
- Between 2021 and 2022, we reduced our distribution market-based emissions intensity by 7% and location-based emissions decreased by 4%. From our 2019 baseline year to 2022, distribution market-based emissions intensity decreased by 6% while location-based emissions decreased by 0.5%.
- Between 2021 and 2022, our Scope 2 market-based emissions stayed flat while location-based emissions increased by 1.4 %. Between 2019 and 2022, Scope 2 market-based emissions decreased by 0.15% and location-based emissions increased more than 2%. Investment in renewable energy projects during 2022, which included both onsite renewable energy installations and purchasing of renewable energy, reduced our Scope 2 emissions by 2,589 tons CO<sub>2</sub>e.
- In Fredensborg, Denmark, we began purchasing 100% renewable electricity.

## Location-based energy (all operational sites), MWh

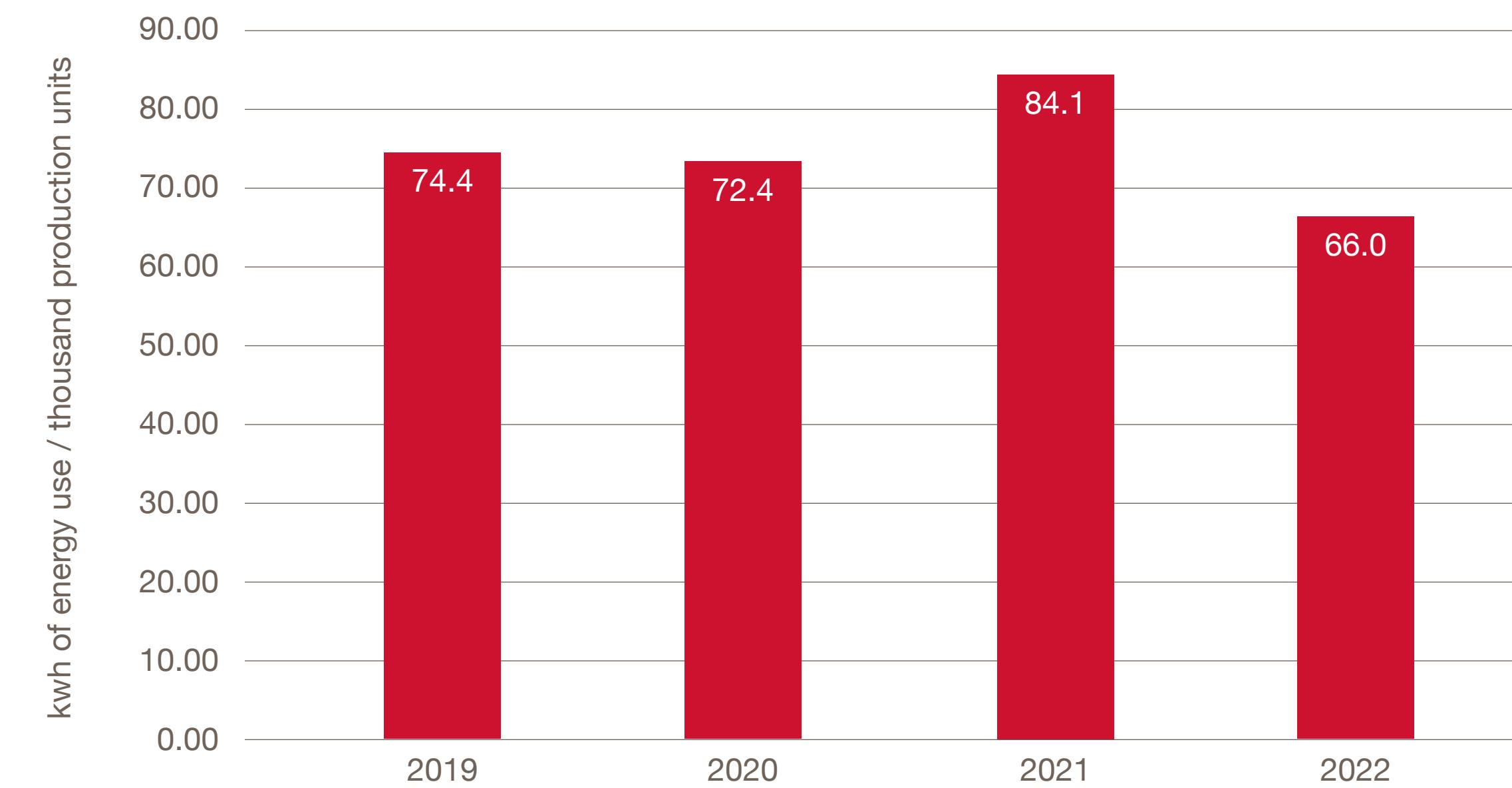


# Preserving Our Planet

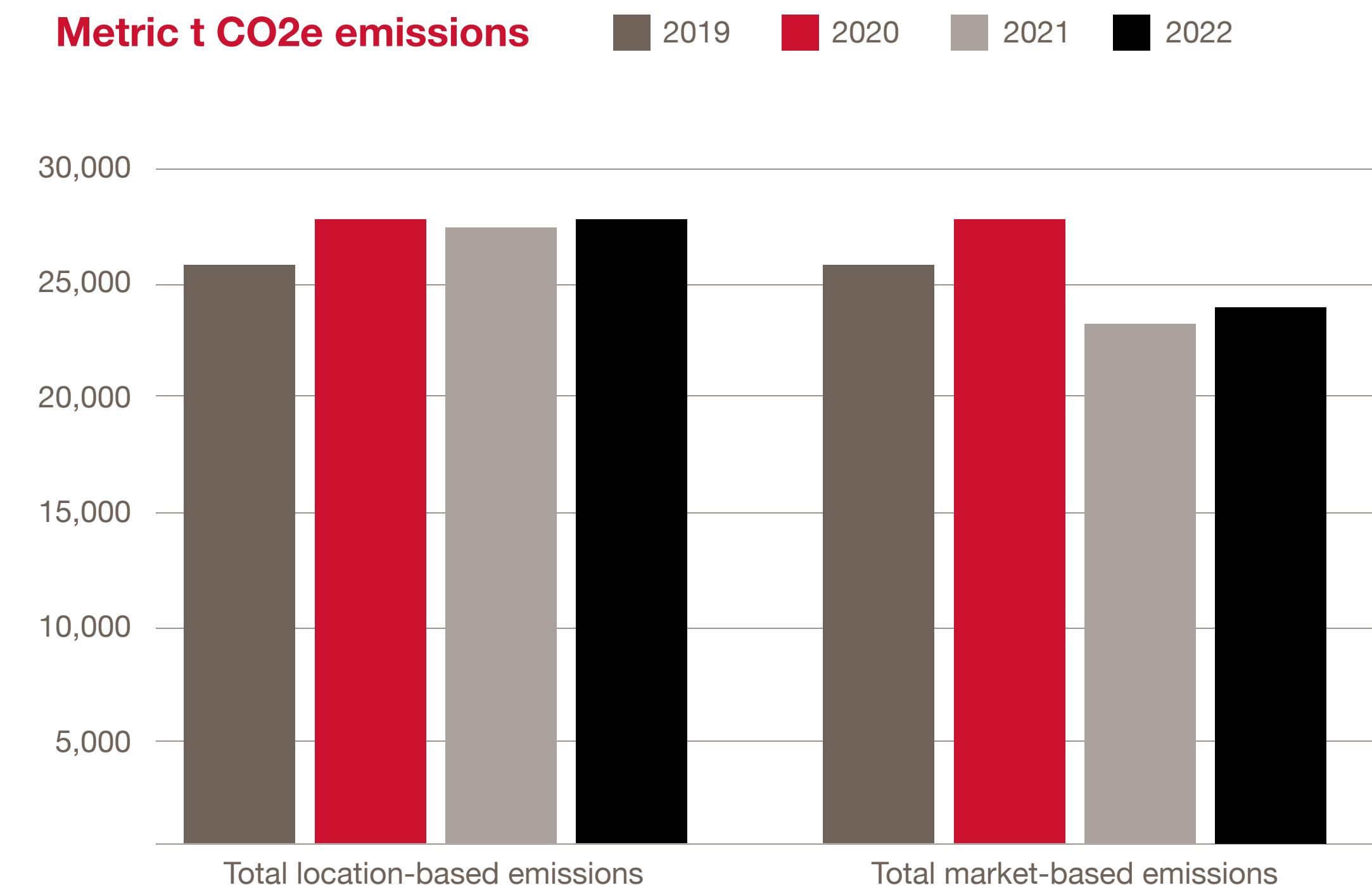
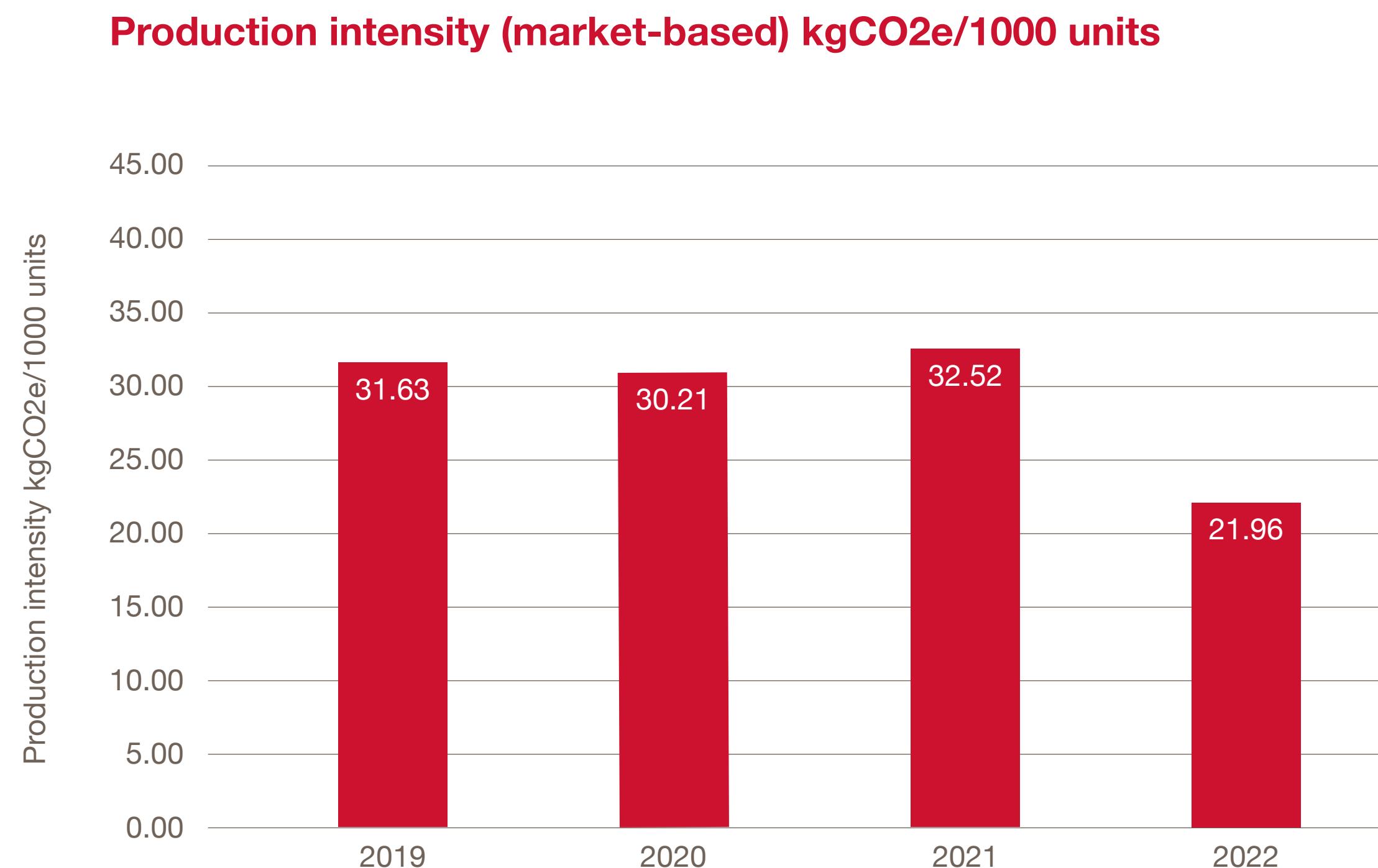
**Market-based energy (all operational sites), MWh**



**Market-based energy usage intensity (manufacturing sites),  
kwh/produced 1000 (FG+WIP) Units**



# Preserving Our Planet



Location-based reflects the average emissions intensity of grids on which energy consumption occurs while market-based reflects emissions from electricity that companies have purposefully chosen ([ghgprotocol.org](http://ghgprotocol.org))

# Case Study Spotlight on Europe: Reducing Transportation Carbon Emissions

Mike de Koning, Transportation Supervisor, and his team at Hollister had a bold vision: intercompany product and material transportation within Europe that did not rely on air freight. Even though air freight made up less than 5% of our European transportation methods, it made up 57% of our transportation emissions. This vision helped us take bold action to reduce Hollister's carbon footprint while maintaining competitiveness and seamless operations for our customers.

In 2022, the team determined that instead of using air freight to transport Hollister's goods, they could switch to sprinter vehicles: vans that deliver freight within one day for most destinations in Europe. Through this initiative, we were able to reduce our European upstream Scope 3 emissions with no impact on delivery time or customer cost.



**Hollister building in Roosendaal,  
the Netherlands**

## Specific program initiatives the team identified to cut emissions included:

- Implementing a no-flight distribution strategy
  - Previously, Hollister supplied certain customers out of Roosendaal, the Netherlands via air freight (distributors or warehouses). Air freight was removed and replaced with courier vans.
  - Resulted in a reduction of 23 tons of CO<sub>2</sub> emissions a year
- Examining areas where Hollister could have the greatest positive impact by consolidating and changing mode of transport from air to road vehicles
- Removing European intercompany air freight
  - Our European plants previously used air freight as a way to supply Roosendaal, the Netherlands with material
  - Resulted in a reduction of 14 tons of CO<sub>2</sub> emissions
- Offsetting 25 tons of CO<sub>2</sub> emissions from ocean freight



**Mike de Koning,  
Transportation Supervisor at Hollister**

In Mike's words: "A new time has come for the Hollister global transportation team. Sustainable transport is no longer a nice to have, but is now part of carrier selection, KPI reporting, and service selection."

**We made progress on our environmental commitments by expanding our onsite renewable energy production and improving our energy efficiency in 2022. Some of our key initiatives included:**

**Ballina, Ireland:** We upgraded our natural gas powered boiler systems, contributing to an 18% reduction in total facility gas usage from 2021 to 2022 and decreasing our energy consumption at this site by 970,700 kilowatt-hours (kWh).

**Kaunas, Lithuania:** We raised the heat output and lowered energy consumption to generate an extra 8 MWh of additional heat per month. Ultrasonic meters are used in manufacturing equipment to detect compressed air system leaks.

**Fredensborg, Denmark:** We reduced the ventilation on our site by 30% during off-hours in 2022, providing an estimated annual savings of 25,000 kWh. We also began purchasing 100% renewable electricity.

**Kirksville, Missouri, United States:** Based on the results of a compressed air survey, we implemented leak repairs and replaced the plant's air compressor, which provided an estimated annual savings of 274,800 kWh. We also began to upgrade all of our facility lighting to LEDs. The portion that was completed in 2022 resulted in annual savings of 160 kWh.

**Bawal, India:** We expanded our rooftop solar panels to produce an additional 200 kilowatts, which makes up 6% of our overall energy supply. This project began in 2022 and came online in 2023.

**Libertyville, Illinois, United States:** We upgraded all light fixtures to LEDs.



**A sunny future in Bawal, India**

# Greening Our Commutes

Hollister associates have been instrumental in the adoption and success of reducing our overall impact. We introduced initiatives aimed at reducing the environmental impact of associates' daily commutes, including promoting biking to work, carpooling, and using public transportation. The initiatives implemented include:

**Electric Vehicle (EV) charging points:** We installed 21 total EV charging stations in Kaunas, Lithuania; Ballina, Ireland; and Roosendaal, the Netherlands, enabling associates to conveniently charge their electric vehicles free of charge.

**Bicycle storage spaces:** Recognizing the benefits of cycling as a sustainable mode of transportation, we expanded our bicycle storage facilities by 140 total spots in Kaunas, Lithuania; Bawal, India; Roosendaal, the Netherlands; and Fredensborg, Denmark. This initiative encouraged associates to choose cycling as a commuting option, thereby lowering Hollister's Scope 3 emissions.

**Company bus/shuttle services:** In Kaunas, Lithuania and Bawal, India, we provided bus or shuttle services to facilitate associates' commutes. This action not only reduced individual fuel consumption, but also promoted shared transportation, which lowers our climate impact.

By implementing these transportation alternatives, we actively promoted sustainable commuting practices and empowered our associates to reduce the environmental impact of their commutes.



Hollister electric vehicle parking in Kaunas, Lithuania

# Materials and Waste

Hollister products are manufactured using materials sourced from around the globe. Materials include a variety of plastics, specially blended materials focused on skin health, and corrugated paperboard and special films packaging to ensure the products perform safely and effectively for our customers. Across the medical device sector, implementing responsible sourcing and addressing waste are essential actions due to the significance of their impact. We are committed to designing and manufacturing our products according to sustainability best practices, including resource conservation and waste minimization.

To reduce the environmental impacts across our products' lifecycles, we integrate sustainability principles into key stages of our R&D processes. This approach enables us to make informed decisions on material selection, product design, manufacturing processes, and transportation contracts. We also focus on launching projects that explore alternative – but equally high-performing – materials that will reduce the

climate impact of our products. We continue to apply a life cycle review during our R&D phases to assess our products' environmental impacts.

We also place a heavy focus on reducing operational waste and increasing the percentage of waste that can be diverted from landfill. When waste is sent to landfill, certain materials produce methane gas, a highly potent GHG that has 80 times the warming effects of carbon dioxide. Diverting waste from landfills by increasing our recycling and waste recovery rates will allow us to lower our upstream Scope 3 emissions.

To implement sustainable waste management, we periodically measure and monitor our operational waste generation and ensure waste is properly sorted to maximize recycling opportunities. In addition, we focus on reducing scrap, optimizing machine efficiency and the amount of product that must be quality tested (resulting in scrap), and minimizing machine changeovers where possible.

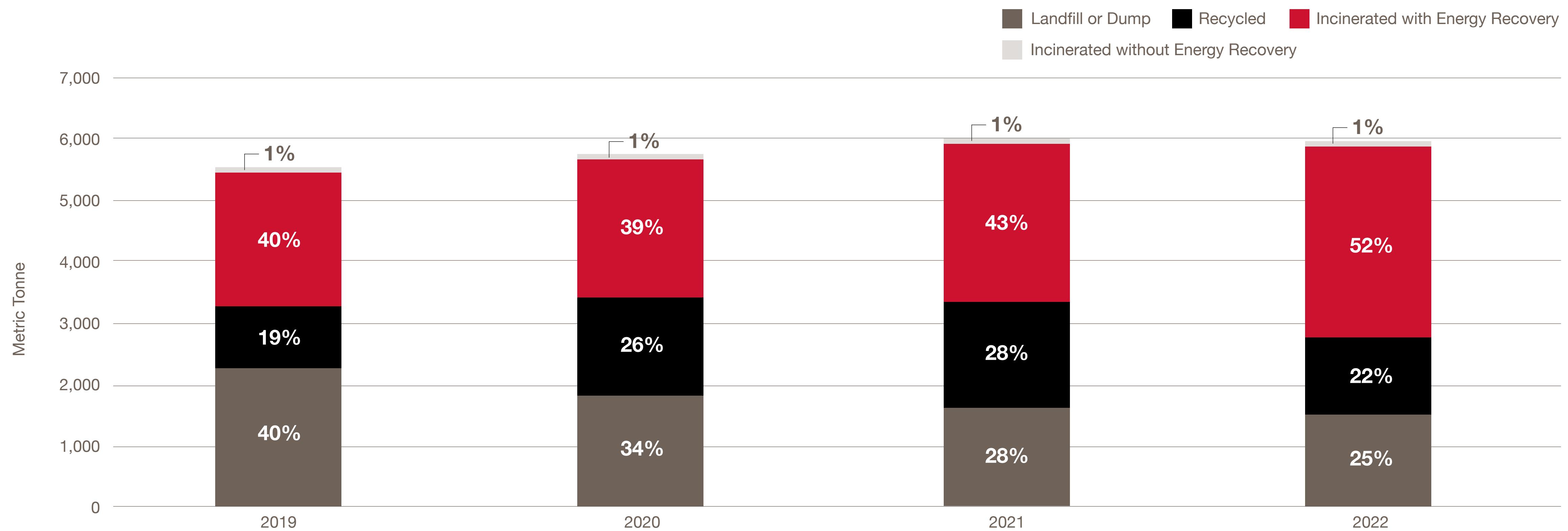
For the assembly of Hollister's ostomy pouches, we combine films and materials. The resulting scrap, which becomes a multi-layer plastic, can be difficult to recycle. In many cases, especially in Europe, this type of waste can be diverted from landfill and sent for energy recovery through municipal waste-to-energy systems. Whenever economically practical, we follow the pollution prevention hierarchy – reduce, reuse, recycle, dispose – and our landfill diversion measure included both recycling (23% in 2022) and waste-to-energy incineration (51% in 2022). We continue to strive to address these issues,

minimizing adverse environmental impacts associated with waste generation for ostomy products and across our full product line.

When it comes to hazardous waste: as a medical device manufacturer, less than 2% of our total waste is regulated as a hazardous waste. Hazardous waste is handled at appropriate sites. In 2022, our hazardous waste by volume increased by 53% compared to 2021 due to a new solvent process used in production and its waste characterization. All hazardous waste was recycled or incinerated in 2022.

**In 2022, we achieved 75% total waste diversion from landfill (74% nonhazardous waste) – up 3% from 2021. We are committed to reaching 80% diversion by 2027.**

# Total Waste Disposal



# Case Study Moving from Disposables to Reusables

At Hollister, we are constantly searching for new ways to reduce our emissions and negative impact on the environment. That includes eliminating single-use products in our operations, which contribute significantly to the creation of waste and environmental pollution.

Many sites, including Libertyville, Illinois, United States and Kaunas, Lithuania, are working to remove single use cups, which will greatly reduce waste generation and natural resource consumption.



**Libertyville, Illinois, United States associates use new multi-use mugs**

In Bawal, India associates went a step further in their commitment to move from disposable to reusable items in 2022, including the following practices:

**Eliminated the use of plastic shoe covers:**

Plastic shoe covers were largely replaced by antistatic booties, which have longer life spans than their single-use counterparts. Since associates were able to reuse this product, the amount of overall waste generated was reduced.

**Switched to reusable cleaning cloths and poly bags:** Associates were made aware of the importance of consumption control and switching to reusable items wherever possible. Reusable lint-free cloths were utilized for machine cleaning. Additionally, poly bags were reused between production lines.

**Used diluted IPA to conserve chemicals:**

The team also worked to conserve the use of chemicals, including replacing 100% Isopropyl alcohol (IPA) with 70% IPA for air leakage test stations. This change resulted in 23% less IPA used in 2022.

Through these three initiatives, the Bawal, India site saw significant progress including:

	Previous product use - consumption measured after 5 months	After shifting to environmentally-preferable options	Reduced rate of consumption
Lint Free Cloth	44,382	<b>23,800</b>	<b>- 46%</b>
Poly Bags	20,638	<b>16,758</b>	<b>- 19%</b>
Shoe Covers	24,840	<b>2,830</b>	<b>- 89%</b>

While these steps are still a work in progress, our Bawal, India associates' commitment to reducing their use of single-use items and conserving chemicals is already showing results.

# Responsible Water Management

As part of our commitment to responsible water management, we prioritize water conservation throughout our facilities. We monitor water consumption across our manufacturing sites, distribution centers, and headquarters, including supplied water, groundwater, and surface water sources.

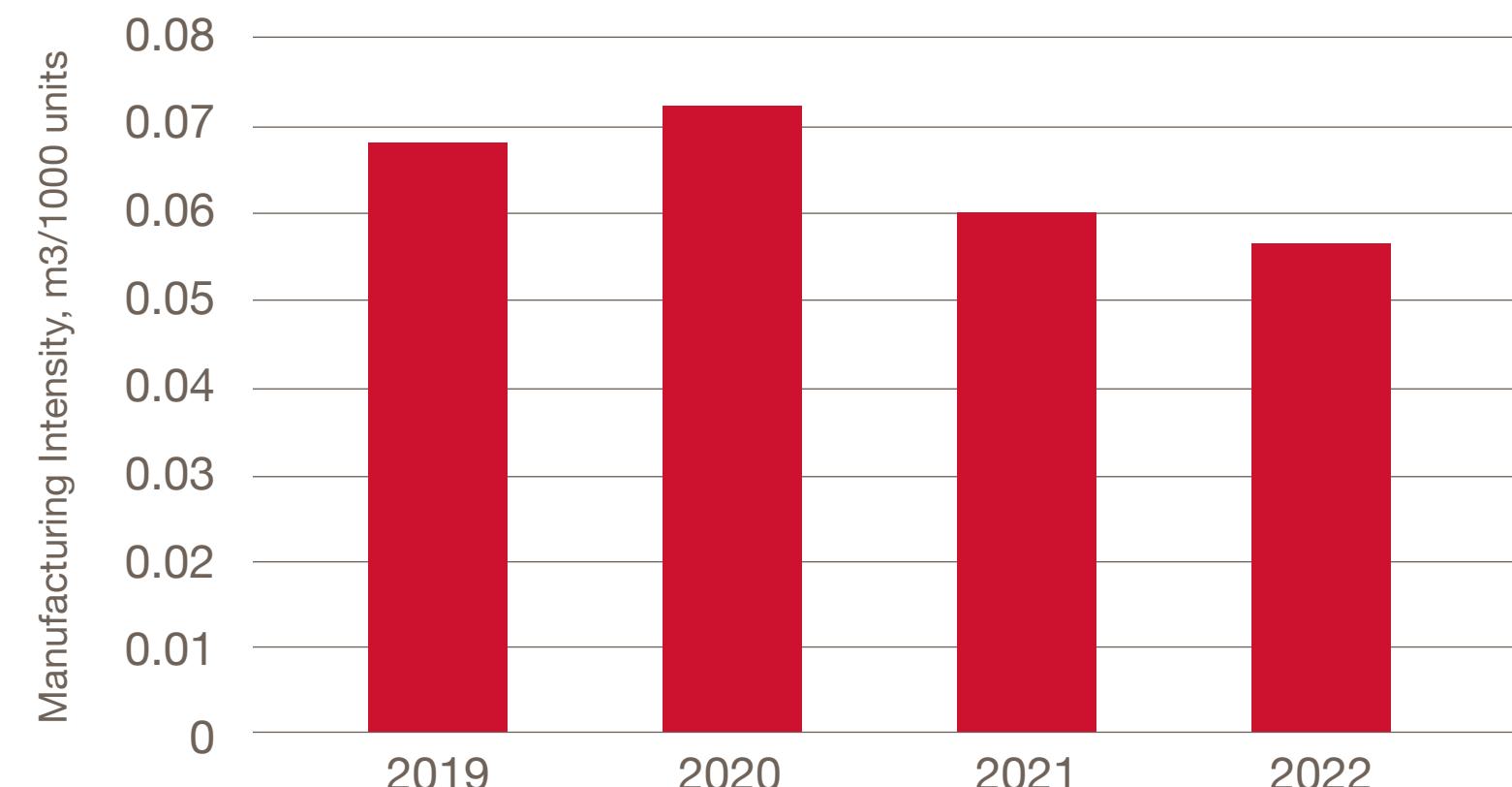
Based on water-use monitoring, our most significant water footprint stems from employee bathrooms and kitchens for cleaning, toilets, cooling, irrigation, and drinking. To address these high-use areas, we worked to install low-flow fixtures and toilets. Outdoors, we also incorporated native landscaping or rewilded areas in Ballina, Ireland, and Fredensborg, Denmark that require less water to sustain, further minimizing our water usage.

By monitoring and managing water use, installing water-saving fixtures, and carrying out sustainable landscaping practices, we strive to ensure responsible water stewardship across our facilities. These efforts contribute to our overall commitment to efficient water management and sustainability.

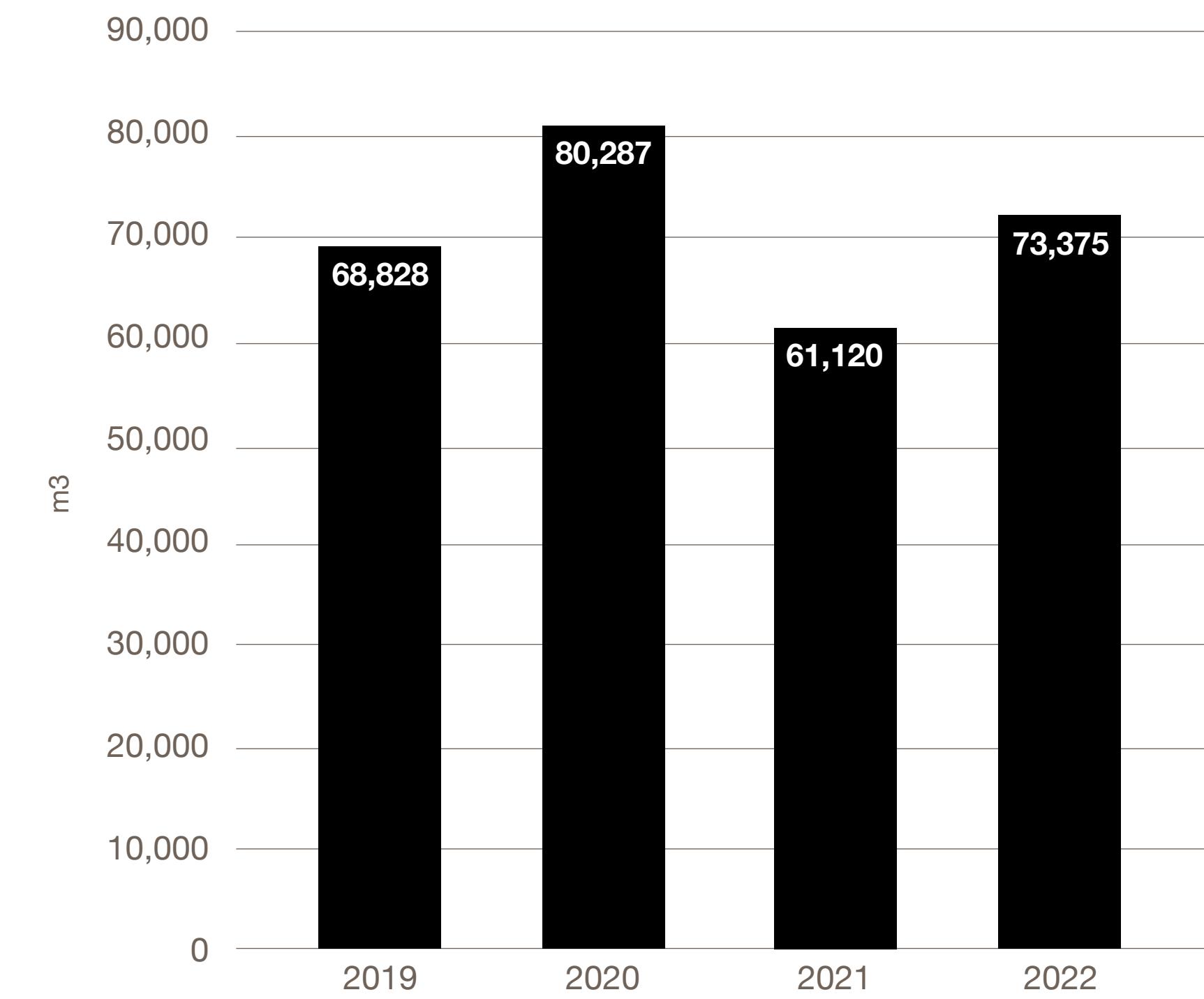
## Reducing Our Reliance on Water

Although we saw our total water consumption increase by 3.7% in 2022 from 2019 baseline – attributed primarily to new equipment installations and a growing workforce – our estimated water use intensity (m<sup>3</sup> per unit produced) decreased from 6% in 2021 to 5.6%. This progress demonstrates that our water conservation investments are paying off across our manufacturing sites. We continue to monitor our water use from our facility operations, including water consumed by faucets, toilets, and landscape irrigation.

## Manufacturing intensity regarding water consumption - only production locations included



## Water consumption - all locations



# Case Study Spotlight on Bawal, India: Water Circularity and Reduction

As the global urban population facing water scarcity is expected to increase from **930 million people in 2016 to as many as 2.4 billion people in 2050 (UNESCO)**, India is anticipated to be one of the most severely impacted countries. As such, the government body and industry group, Haryana State Industrial & Infrastructure Development Corporation (HSIDC), requires that industrial establishments provide options to discharge to a common effluent treatment plant – which then typically discharges to waterways (e.g., deep sea disposal).

From the beginning, Hollister's Bawal, India site installed its own sewage treatment plant for sanitary/domestic wastewater. The benefit of the Hollister sewage treatment plant is that

we can use the treated water for land irrigation and landscaping. Having our own capacity for treating the wastewater also means the site is required to adhere to zero discharge. By focusing on natural bacteria, associates also reduced the amount of chemicals needed for water treatment.

In 2022, the team used cow manure for aeration tank bacterial growth, a locally available resource. To address the potential for unpleasant odors, 151 guava trees were planted.

Additionally, sludge from the water treatment plant was used for plant landscaping, reducing the need for fertilizer. The team also began to collect rainwater for potential use as a fresh water resource.

**Looking at the numbers: In 2022 the Bawal, India team saved 6,053 m<sup>3</sup> of freshwater with zero wastewater discharged, indicating substantial progress.**



Water treatment plant in Bawal, India

# Products and Packaging

As a dedicated manufacturer and supplier of products and services to people with intimate healthcare needs, we are acutely aware of our responsibility to our associates, customers, company, and the world around us. Building on the activities shared in our 2021 Sustainability Report, we continue to make progress in our work to reduce the impact of our products and packaging on the environment. Our commitment is demonstrated not only in the choice of materials we use, but also from where we source those materials, our production processes, and our distribution channels.

In 2022, we continued to build our sustainability knowledge, including an additional focus on environmental sustainability during key stages of our product development process. For example:

- We launched the improved Infyna Chic™ Intermittent Catheter. In addition to developing a refined product with women in mind, it is made with a recyclable case (TPE), 11% less plastic, and is PVC free.
- We released the enhanced Onli™ Intermittent Catheter. With inspired updates for easier

customer use, this product was also designed to reduce user impact on the planet. Foil packaging in the updated product is lighter (uses less material) than the original Onli catheter to minimize waste, and the catheter is free from PVC, DEHP, and phthalates.

Similar to our approach in 2021, we relied on qualitative research to assess performance around sustainable products and packaging. Several measures introduced to improve our performance remained relevant in 2022, including steps to:

- Suspend the use of solvent-based inks for printing for packaging
- Switch from bleached to unbleached paperboard cartons for packaging
- Conserve chemical and energy use during our production processes
- Source packaging that is certified by the Forest Stewardship Council (FSC)
- Establish product design guidelines and recommendations for R&D that will help us reduce our use of hazardous chemicals and stay one step ahead of chemical regulations



# Biodiversity

Biodiversity refers to the variety of life in the world or a particular habitat or ecosystem. We recently initiated our biodiversity efforts with a focus on monitoring areas where we likely pose the greatest risks to local biodiversity due to our operations, compared with other sites.

While most of our sites are in locations not designated as high conservation value areas, our Ballina, Ireland manufacturing site is adjacent to the River Moy. We therefore focused most of our biodiversity protection on a management plan developed in consultation with an external expert in this location, which included the following actions:

- Planted 1,000 flower bulbs known for attracting wildlife
- Focused on native pond plantings for World Environment Day
- Established wildflower meadows across the site according to prepared biodiversity plan
- Installed a bird/bat/hedgehog box (handmade by associates)

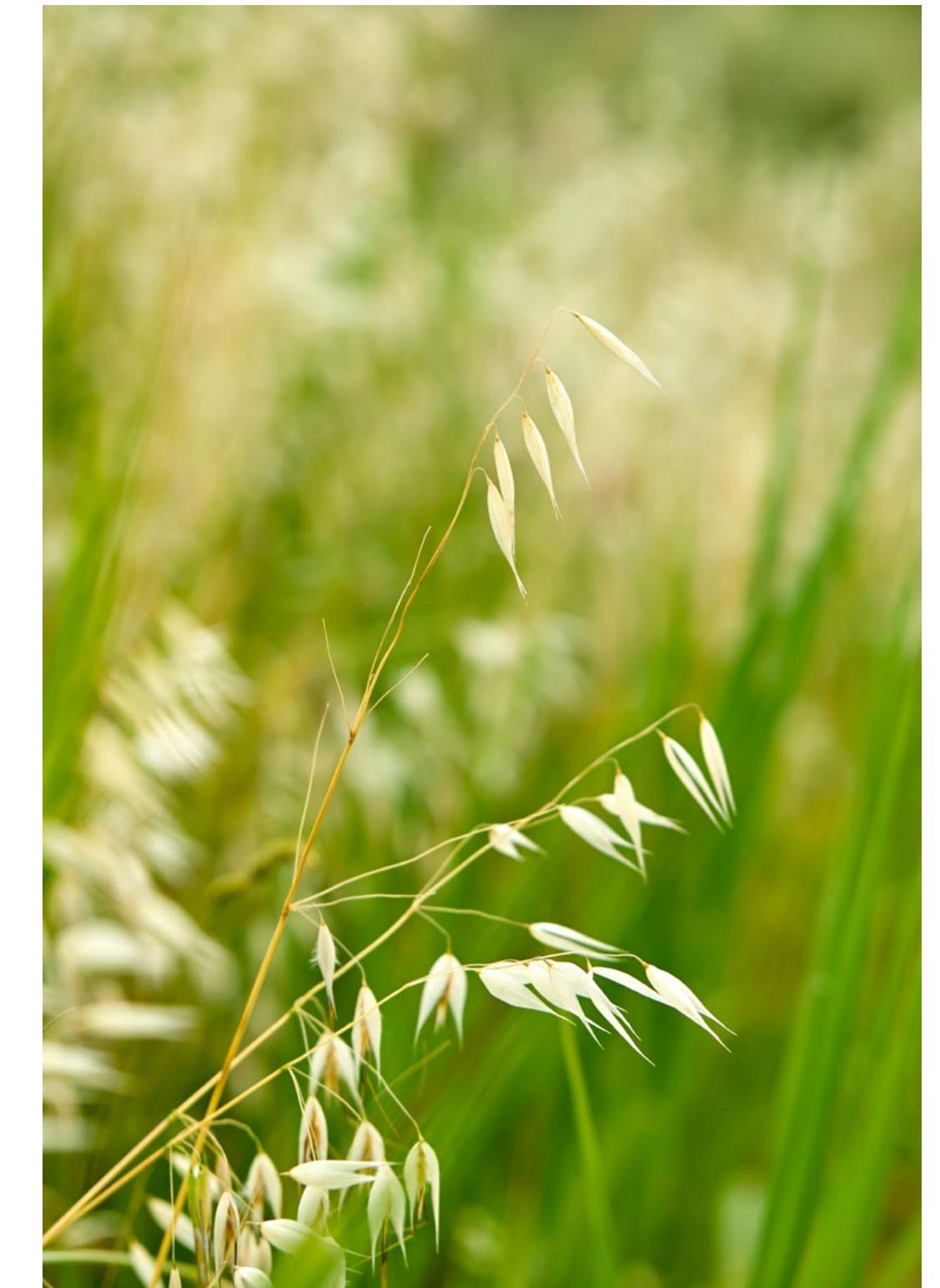
- Installed four beehives on site and trained associates on management practices
- Increased woodland walk area and signage to educate users on local plants and wildlife



**Ballina associates committed to biodiversity**

About Ballina, Ireland's biodiversity initiative, R&D Manager, New Product Commercialisation and environmental enthusiast, Stephen Butler, PhD said, "The initiative serves as a great example of Hollister associates coming together, acting as stewards of the environment and, in doing so, enhancing our surroundings for years to come."

Additionally, in Kaunas, Lithuania, we increased our bee farms from seven to 15 hives. And Fredensborg, Denmark, has a substantial outdoor area around our site. Associates swapped out turf for wild grass, which is only cut once a year. The intention of this project is to provide new homes for insects, birds, and small animals.



**Wild grass in Fredensborg, Denmark**

# Advancing Our Associates



**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.

## Our Commitment:

- Foster a working environment that ensures all people are comfortable, safe, and supported, regardless of background
- Keep our associates safe at work by proactively managing hazards and risks and achieving a total recordable incident rate of <1.0 by 2024
- Practically reinforce Hollister values with the goal of achieving and maintaining high standards of integrity

## 2022 Key Progress:

- Released a quarterly I&D Scorecard to track and measure progress
- Launched the Women's Initiative Network (WIN), an ERG in the U.S., U.K., and Ballina, Ireland
- Achieved a Hollister-best safety performance rate by launching a hand safety program, which led to a 50% reduction in hand injuries (OSHA recordable injury rate improved to 0.81)

# Advancing Our Associates

Playing a positive role in our customers' lives would not be possible without the passion and dedication that our associates demonstrate every day. To support our associates with the same care that they show our customers, it is essential we treat each of our team members with dignity and respect, and we must continuously make progress to create a workplace where everyone feels safe, supported, heard, and inspired.

This commitment comes to life in a variety of ways, including our focus on I&D, health and safety, and growth and development opportunities.

## I&D

At Hollister, we understand it is imperative to support and empower all individuals, regardless of race, national origin, religion, age, sex, sexual orientation, gender identity, disability, protected veteran status, or any other protected characteristic. We also know we can better serve our customers and communities by embracing a wide range of experiences. As an

equal opportunity employer, we are working to create an environment that fosters belonging, growth, and innovation, as it will make us a stronger company and better organization.

Our commitment includes, first and foremost, a focus on inclusion: accommodating, supporting, and valuing every individual, including those who have historically been excluded due to

their race, gender, sexual orientation, or ability. We also prioritize equity and inclusion for associates of every race, age, gender, and cultural background.

## I&D Scorecard

Our hiring process focuses on finding the best people while ensuring maximum outreach to our diverse communities and customers.

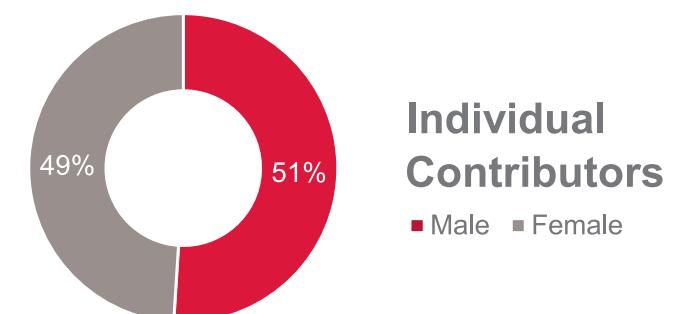
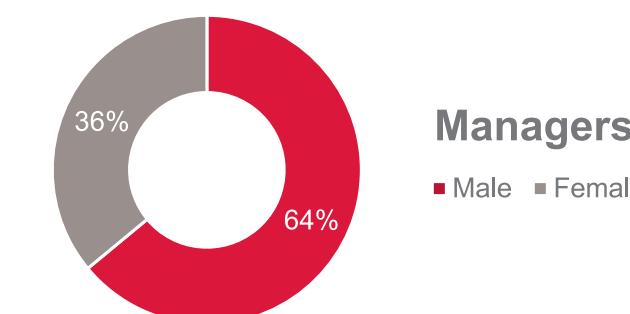
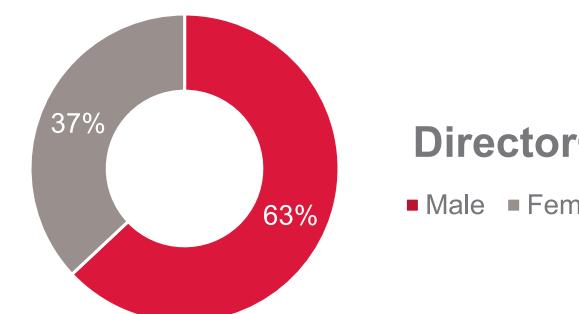
When we recruit new associates, we partner with numerous groups representing various underrepresented communities, occupations, and backgrounds.

In 2022, we developed a quarterly I&D scorecard as a way to track and measure the success of various initiatives.

## Global Gender Statistics



NOTE: Unless otherwise noted on the chart, Non-binary make up <1%.



# Advancing Our Associates

Since we began tracking gender diversity in 2021, the number of women in director roles has remained relatively consistent (38% in 2021 and 37% in 2022).

Another way we work to support a variety of perspectives is by tracking age distribution to determine whether associates represent a variety of generations. During this same time frame (Dec. 2022), in the United States, age distribution of associates included Millennials (40%), Gen X (38%), Baby Boomers (11%), and Gen Z (11%).

To continue to make progress on I&D, we are focused on creating a more inclusive workplace through a variety of mechanisms that include internal training and ERGs.

## Listening and Learning

Comprised of associates from across the organization, Hollister's I&D Committee provides recommendations and guidance on I&D strategy, drives implementation across the organization, and champions the importance of I&D. In 2022,

the I&D Committee launched the I&D scorecard and ERGs, while creating ongoing opportunities for associates to listen and learn.

All salaried new hires who joined the company in 2022 are assigned an I&D e-learning course, covering topics such as what is bias, types of bias, and recognizing and managing bias. We also focused on creating a more inclusive environment through internal recognition of events including International Women's Day, Pride Month, Disability Employment Awareness Month, and Black History Month, both celebrating progress and acknowledging the need for ongoing work when it comes to I&D.

## ERGs

In the words of [UN Women](#), gender equality is a right—and discrimination based on gender holds our world back. Fulfilling this right is the best chance we have to meet some of the world's most pressing challenges. Supporting and empowering women is essential to achieve gender equality, promote economic

development, improve health and wellbeing, and advance global goals.

On International Women's Day, Hollister officially launched our first ERG, WIN, which is now available to associates in the U.S., U.K., and Ballina, Ireland.

WIN's overarching goal is to contribute to a working environment that is impartial, diverse, and inclusive – enabling women to flourish, embrace their ambitions without hesitation, and bring their authentic selves to work. By actively involving members in events and other activities, WIN aims to create a supportive community that fosters allyship and guidance for women to grow personally and professionally. Although WIN has women in its name, we strongly encourage individuals of all genders, including males, females, and non-binary individuals, to join and engage with an open mind, seeking to understand and participate in an open and constructive manner.



**WIN members in Ballina, Ireland**

# Advancing Our Associates



WIN members in the U.K.



WIN members in Libertyville, Illinois, United States

## In 2022, WIN highlights included:

- Inspirational speakers panels in all three locations (U.S., U.K., and Ireland), including a “Panel of Inspirational Women” and a panel focused on “Men as Allies” in the U.S. More than 100 attendees participated in each event. In Ireland, we hosted a coffee talk with associate Ann Clarke, who was the first female chairperson of a Gaelic Athletic Association club.
- A health awareness event in the U.K. that featured a focus on menopause, healthy eating, and breast cancer.
- Community partnerships in the U.S. and the U.K., which included supporting the Smart Works Charity and a local clothing drive.
- A series of member networking events in the U.S.
- A member book club in the U.S. focused on women in leadership.

# How We WIN: Hear from the Women's Initiative Network

In 2022 we launched WIN, an ERG in the U.S., U.K., and Ballina, Ireland. In June of that year, WIN sponsored a panel featuring three of Hollister's leaders: Amy Wheaton (Sr. Project Engineer), Susan Nutson (VP & Chief HR Officer, JDS), and Emily Vestal (VP Global Marketing). Hear from Emily on what leadership means to her.

## How can women work smarter rather than harder to climb the leadership ladder?

Get a Sponsor within your network!!!! A sponsor is someone that takes a proactive approach to advance your career, usually someone at a high level within the organization. A sponsor is there to root for you, raise your profile within your organization (and external) and is committed to leveraging their political capital to get you access to opportunities. Here is a link to a TED talk...by Carla Harris on the importance of developing a Sponsor: [https://youtu.be/gpE\\_W50OTUc](https://youtu.be/gpE_W50OTUc)

### Do you have a favorite leadership book?

"I-2-3 Magic." It's a book on parenting strategies and discipline by Phelan. I learned more about effective leadership through parenting than anywhere else. The book that I recommend to all leaders is "The First 90 days" by Watkins. I re-read it every time I make a personal leadership change or join a new team. Very practical reminders of how to work through change as a leader.

### Do you think we're progressing toward equality over time?

#### If yes, what trends do you see?

I do see that we are making progress towards equality, and we have a long journey ahead. There are many trends that companies are following that indicate progress, an example is publishing pay by gender, making sure that they have equal pay established as well as many more women being promoted into high paying roles within organizations.



In-person audience in the Libertyville, Illinois, United States cafeteria.

# Case Study Spotlight on Bawal, India: Empowering Women Associates in India

At Hollister, we are committed to fostering an environment that is positive, respectful, inclusive, and empowering for women. That means supporting career development, promoting gender equality, and empowering talent across our sites.

Our Bawal, India manufacturing facility has historically been a male-dominated space in management. To make the necessary gender diversity progress we are committed to, we took essential steps including unconscious bias training to help our team members recognize any ingrained biases they may have. The Bawal, India team also implemented policies and benefits that support work-life balance and flexibility for women.

**These initiatives inspired progress. While a few years ago there were no women in leadership in Bawal, India, women made up 27% of the leadership team in 2022.**

## Key initiatives enacted in 2022 include:

- Daycare for associates' children (up to six years of age)
- Flexible hours for mothers
- Six months of paid maternity leave
- Seven days of living accommodation for new hires, organized and paid for by Hollister
- Female guard escort for women when working late hours
- Self-defense trainings for women (40 women participated during 2022)
- Anti-harassment training for all associates
- Medical assistance provided by a female nurse when needed
- Internal Complaints Committee, comprised of 80% women



Associates celebrate Hollister's centennial in Bawal, India

# Health and Safety

As with all manufacturing companies, potential hazards exist within our facilities. At Hollister, we are dedicated to minimizing injuries while advancing the health and safety of our associates. In fact, feedback from Hollister associates in company-wide engagement surveys repeatedly highlights safety as a top strength.

As a company, we take a zero-harm approach to keeping our associates, contractors, and visitors safe, which includes:

- Shifting from a reactive to a proactive health and safety method that prioritizes prevention over remediation
- Developing a culture that encourages associates to be “risk aware” and to care for the safety of themselves and others by speaking up (reporting concerns and near misses)
- Ensuring risk assessments become a key part of every associate’s daily work
- Focusing on keeping safe work systems and programs in place

Our philosophy is that we can improve safety together through purposeful engagement of associates from across the organization and by making risk assessment a core part of addressing and mitigating hazards in the workplace. In 2022, we implemented a hazard identification and risk assessment process that provides a consistent methodology for assessing risk across the organization based on job tasks, a process for prioritizing risks, and leading indicators to monitor safety performance across our global operations.

Each operations location and our headquarters have a local safety committee that is engaged in reviewing the effectiveness of safety performance at the site level, learning from recent safety events at that site and other locations, and providing input on the local safety initiatives, programs, and policies.

In addition, we have a Global Safety Council comprised of EHS or other designees from each location. The role of the council is to provide input toward our global EHS policies

and systems (informed by local experiences) and help drive implementation of our global EHS strategies and programs. Through the Global Safety Council, we achieve alignment on our direction and standards applied across the globe.

Hollister’s operations sites (manufacturing and distribution locations) utilize an operational excellence system called the Hollister Production System (HPS). This system is focused on delivering world-class performance through proven continual improvement tools – associates, safety, and quality are the “roots” of the system. Therefore, safety is integrated into the system and is directly improved by the HPS routines.

Through this system, associates review safety performance via daily meetings and application of 5S standards – a methodology applied in the workplace that helps promote efficiency and effectiveness. 5S standards are produced and maintained for each workplace to provide higher efficiency and rapid improvement, resulting in fewer hazards.

Gemba walks are another fundamental component of HPS, which provide us with opportunities to continue learning. The initial goals of Gemba walks are enabling all leaders to see the actual work process, interacting with employees, learning how the work is done, and exploring opportunities for continuous improvement.

Through our safety committees, systems of safe work, and HPS, safety is integrated into daily routines and associates are empowered to drive safety forward.

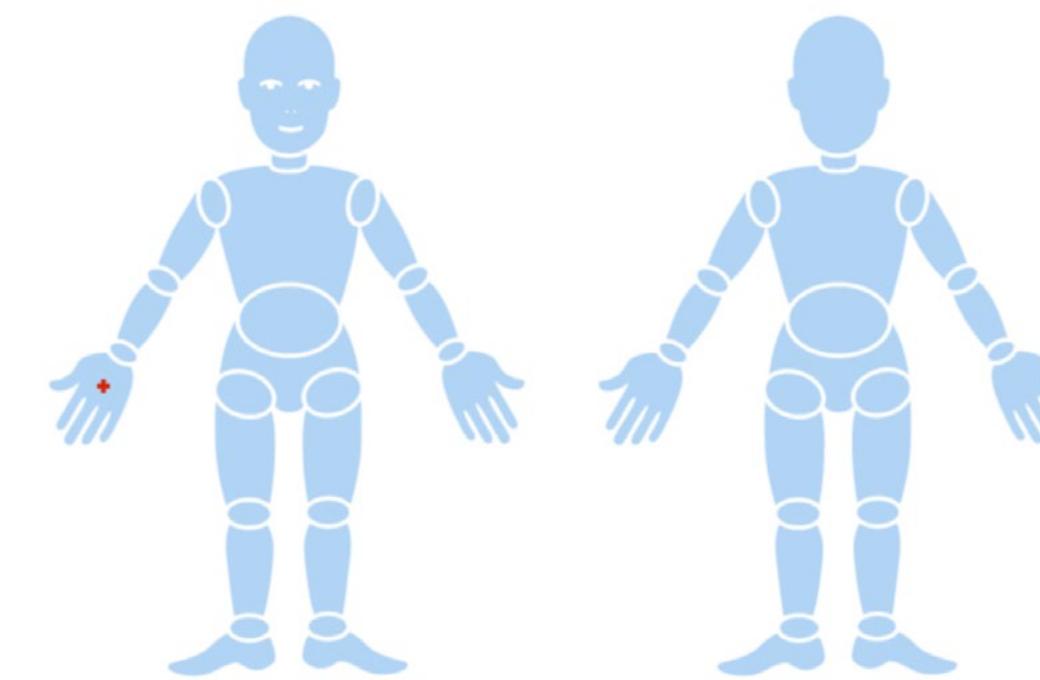
# Case Study Spotlight on Operations Sites: Deployment of Our New Health and Safety System

In 2022, Hollister had its best year yet in workplace safety. Part of the reason for this success: a new, simplified tool for reporting safety incidents and near misses, conducting inspections, and creating action plans across Hollister sites.

Implemented in 2022 at all Hollister Operations locations and in Libertyville, Illinois, United States, the health and safety management software is an effective and enhanced solution for standardizing safety practices, managing safety data and workflows, and reporting. This software allowed associates to report incidents and near misses in a way that streamlined the notification, verification, and investigation process, which was then analyzed and standardized across all global sites. One of the indicators Hollister measures through the system is near miss and hazard ID reports, which increased as a result of the system implementation. The system also benefitted

EHS professionals by making it easier to collect and manage data, provide information and workflow governance, and manage safety more strategically.

By digitalizing the health and safety processes, we increased transparency, improved operational performance and standardization, and saved time. The real-time visibility kept all team members informed on progress and learning, including executive leadership and management. Looking to the future, the EHS team will expand on these positive practices through the new system. With an ongoing focus on keeping our associates healthy and safe – with uninterrupted supply to our customers – this new software implementation demonstrates willingness to adapt to new ways of working to deliver on our commitments.



Associates QuickLinks

- Report a Near Miss/Good Save
- View Action Plans
- Add a Safety Idea/ Suggestion

Supervisor QuickLinks

- Report a Near Miss/Good Save
- Report an Injury/Illness or Environmental Incident
- Create or Manage Action Plan
- Complete an Inspection
- Conduct Assigned Investigation

EHS User QuickLinks

- Report a Near Miss/Good Save
- Manage an Incident Report
- Create or Approve an Action Plan
- Create, Assign or Conduct Inspection

# Case Study Spotlight on France and Germany: Health and Well-Being Days

At Hollister, doing our part to ensure the health and wellbeing of associates is crucial. We understand that when employees feel supported and valued, they are more likely to experience job satisfaction and engagement in their work. A positive work culture inspires motivation, creativity, and collaboration, essential elements for achieving individual and collective goals. Additionally, when people are physically and mentally well, they can focus better, think critically, and handle tasks with greater efficiency which leads to higher-quality output and improved performance.

Health, safety, and wellbeing are demonstrated in a variety of ways at Hollister, including through preventative care. Our teams in France and Germany acknowledged the importance of preventative care during World Day for Safety and Health at Work in April 2022, with a focus on stress reduction, occupational therapy, vaccinations, and cancer prevention.

In France, our associates held a full Health and Safety Week. Events included workshops to manage stress, head massages, and yoga courses. Additionally, to reduce musculoskeletal issues, an occupational therapist assessed each workstation, helping associates improve their posture at work.

Our site in Germany also has a strong health and wellness program in place. The team provided eye tests and consultation regarding visual aids to all associates, as well as the option to receive an influenza vaccination. The health and safety office oversees a cancer prevention campaign every two years as well. These services are voluntary and free of charge for all associates.



# OSHA Recordable Rate

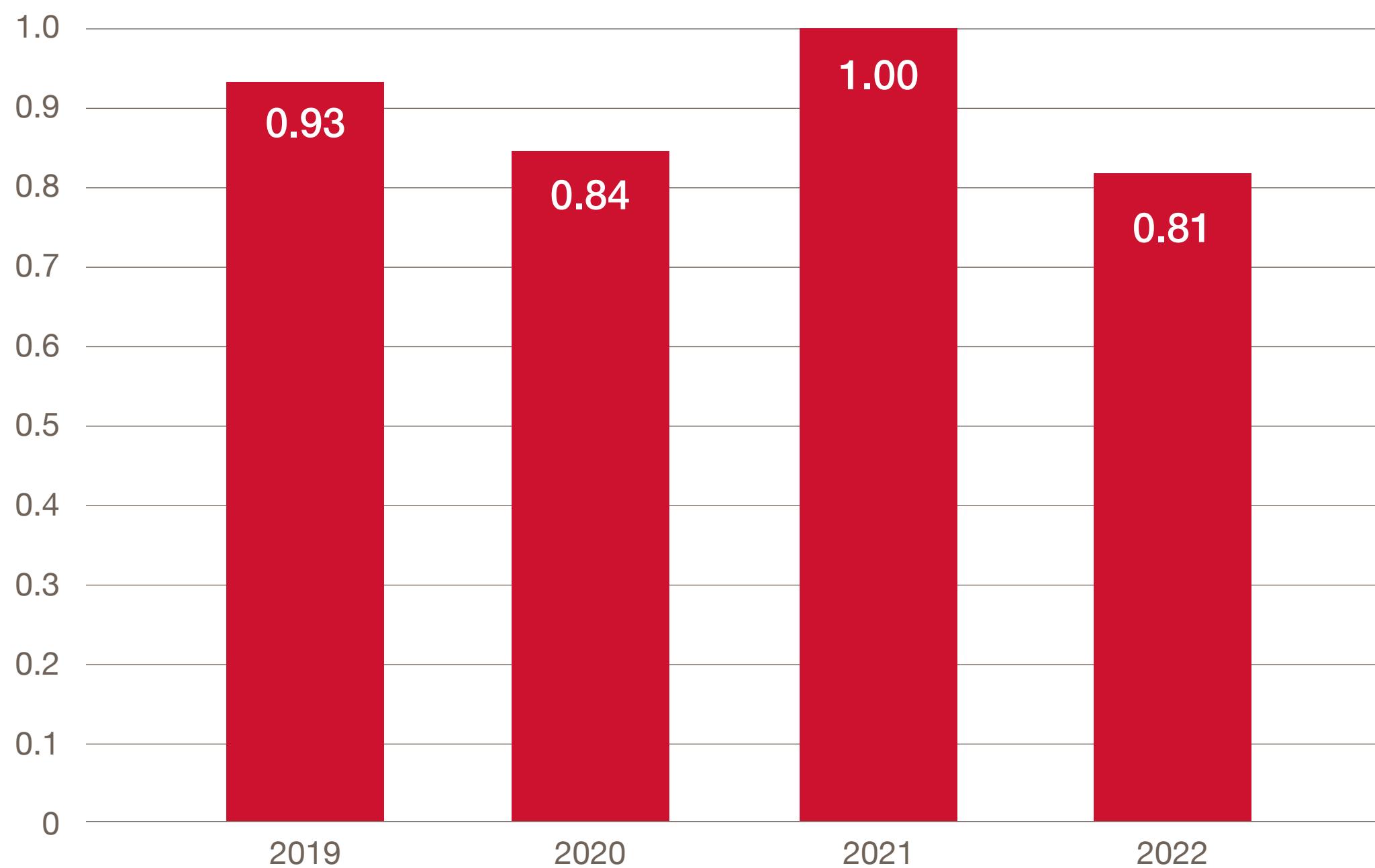
In 2022, Hollister's focus on hazard identification, risk assessment, and near-miss reporting led to a historic best year in workplace safety. We measure our safety performance across our global operations sites using the U.S. OSHA's definition of recordable injuries. The OSHA recordable injury rate represents the number of accidents per 100 workers in a year.

Because a common base and a specific period of time are involved, these rates can help determine both problem areas and opportunities for progress in preventing work-related injuries and illnesses. By keeping track of this important information, we can focus on constant improvement of our health and safety performance.

**In 2022, our OSHA recordable injury rate improved to 0.81, a 20% reduction from 2021 levels and a historic low.\***

\*Note: Our lost time case rate for 2022, the first year we began to measure it, was 0.41 and is calculated as (# of cases involving days lost/hours worked) \* 200,000.

## OSHA Recordable Rate (Global OIR)



# Hand Safety Program

Hand injuries previously accounted for half of our total reported injuries, which led us to implement a hand safety program beginning in 2021 and continuing through 2022. The hand safety program's foundation is on risk assessment: exploring areas and tasks that have the potential to injure hands. Through engagement with operators who teach others about their work, we collectively identified the areas of greatest risk, engaged with engineering and other teams at the site to suggest improvements aligned with the safety hierarchy, and tracked risk improvement.

In addition, the hand safety program included site level hand safety scorecards for self-assessment, creating a new standard for hand personal protective equipment. The program was supported through engaging communication materials including personally impacting hand safety posters that helped our associates think

through the importance of our hands in daily lives. We continued this program and focused extensively on education and awareness, reinforcing the correct use of personal protective equipment and assessment of risk.

**Due to this effort, we were able to reduce hand injuries by 50% from 2021 to 2022.**

## Take 5 for Hand Safety

Develop these 5 habits to protect you and your coworkers.

1 Use the right tools for the job

Do the job right – fingers are not tools. They are part of your body. Use the right knives, grabbers or tools to do the task.

2 Wear the right gloves

Protect yourself from these hazards: heat, cuts and chemicals with the right PPE.

3 Stay aware & vigilant on hand placement

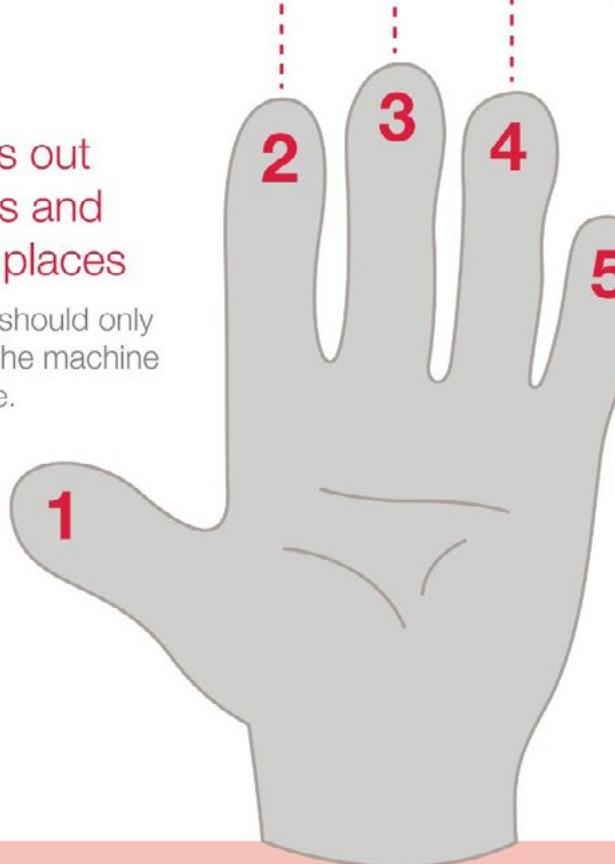
Take caution where you put your hands.

4 Keep hands out of machines and dangerous places

Hands or tools should only be used when the machine is in a safe state.

5 Secure safeguards

Ensure safeguards are in place before operating equipment. There's a reason they are there – to protect you. Don't work without them!



# Case Study Spotlight on Kaunas, Lithuania: Safety Training: Making Safe Decisions Through Our Immutable Principles

From the beginning, John Schneider's business philosophy was based on an important tagline: "Only first class is good enough." Hollister soon became known for the high quality of its products and services. In 2022, associates were officially put to the test on the Immutable Principles that guide us.

The Kaunas, Lithuania Health & Safety (H&S) team organized an event to combine fun and team spirit with real-life learning. Through a competitive game format, 80 associates in Continence Care discussed realistic safety scenarios pulled from Hollister's near-miss reports. Associates were asked how they would handle each safety situation by applying each Immutable Principle and discussed how those principles would change the course of action taken. This event provided an opportunity for associates to deepen their knowledge of safety and behavior decisions while engaging in our Immutable Principles.

The same behavior and culture-based learning approach were expanded with a focus on quality-related situations during annual Quality Week.

This work is important because safety across our sites is essential to foster associate wellbeing, legal compliance, productivity, efficiency, and retention. We will continue to enhance our prioritization of proactive safety, including prevention-focused actions and behaviors, zero-harm work environments, and implementation of best-practice safety programs.

In the words of Saulius Bitinas, Plant Manager, "We are building a safe environment for our efficient and continuously improving team in Kaunas. This H&S value event was one more step towards this goal. Teams had great, challenging discussions."



Hollister team in Kaunas, Lithuania

# Development Opportunities



**Training in Stuarts Draft, Virginia, United States**

Our associates' success is our success. We are focused on long-term growth for our team members across the organization. This commitment is demonstrated in various ways, including our annual Development & Succession Planning (DSP) Process.

As part of this process, associates completed development plans that included training, feedback, and mentoring. We followed a formal process for goal setting and twice-annual reviews to ensure that both personal and company objectives were on track. These reviews were also utilized to identify top talent and focus on career development. As we continue to integrate sustainability into our practices, we will look for opportunities to further embed these commitments into our approaches to training and development.

Our training programs allow our associates to grow their careers at Hollister. [Watch](#) what that means in Stuarts Draft, Virginia, United States.

# Caring for Our Customers and Communities



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

## Our Commitments:

- Work with our end users and clinicians to improve the lives of people using Hollister products
- Work with the local and global communities where we operate to ensure our impact is positive

## 2022 Key Progress:

JDS provided more than \$1.2M\* (USD) in donations to nonprofit organizations this year, including ongoing investment in adapted athletics

\*Includes Hollister, its parent company, and its subsidiaries

# End Users and Clinicians

Our customers are at the heart of everything we do at Hollister. In addition to developing and manufacturing ostomy and continence care products, we provide programs and services that help our customers navigate questions and challenges to maintain their standard of living.

The products we make and the services we provide are approached with the end user at the forefront, prioritizing humility, perseverance, and compassion. We focus on providing quality products and services that meet customers' needs, and we work closely with our clinicians to ensure that we are successful in doing so. That commitment pervades our work, including examining benchmark testing and studies, evaluating products, and gathering customer feedback to ensure that life is more rewarding for every individual that uses our products.

## Advancing Clinical Research for Product Development

To foster innovation that helps our customers live their fullest lives, Hollister supports ongoing product development. This work is largely done through Clinical Advisory Boards, which are made up of healthcare professionals with ostomy and continence care expertise. These experts provide clinical feedback and knowledge, identifying gaps in our product portfolio and providing input on potential product innovations.

We also prioritize clinical research in our work to better quantify the burden of illness for relevant patient populations, ensure the safety and efficacy of products in development, and demonstrate the unique value that Hollister products bring to the market and to our customers. In 2022, Hollister continued two multinational Clinical Registry studies:

the OSO™ Registry (Observational Study of Ostomy Consumers) and ConCaRe™ (Hollister Continence Care Registry). These studies allowed us to gather data over time directly from end users of ostomy products or intermittent catheters, regardless of brand. This data provided valuable insights into the experiences, preferences, health status, and other needs of end users.

By advancing clinical evidence, knowledge, and insights, we are continuously working to improve our customers' lives. Our team of healthcare experts collaborates across functions internally and externally to gather evidence for our products, including benchmark studies and laboratory testing, publication of case studies, and extensive product evaluations.

# Hollister Product Solutions: Accreditation from the Skin Health Alliance

We are constantly evaluating customer data to improve our products and deliver the high-quality care that Hollister is known for. In 2022, Hollister's CeraPlus™ Portfolio\* was awarded accreditation in the U.K. and Ireland from the Skin Health Alliance, a renowned international organization dedicated to promoting healthy skin.

The Skin Health Alliance works closely with dermatologists, scientists, and the skincare industry, and is recognized for its expertise in dermatological research and endorsement. This professional accreditation is a testament to the extensive product research conducted by Hollister and signifies our commitment to delivering innovative solutions that prioritize skin health.

Hollister's CeraPlus Portfolio is the only advanced line of ostomy products in the U.S. infused with ceramide to protect skin from day one – especially important because up to 76%\*\* of people with an ostomy experience a peristomal skin complication that impacts their quality of life.

Read more on the accreditation:  
[https://www.hollister.co.uk/en-gb/newslanding/  
SkinHealthAllianceAccreditation](https://www.hollister.co.uk/en-gb/newslanding/SkinHealthAllianceAccreditation)

\*CeraPlus products contain the Remois technology of Alcare Co., LTD  
\*\* Richbourg, L., Thorpe, J., Rapp, C., Difficulties Experienced by the Ostomate After Hospital Discharge; J Wound Ostomy Continence Nurs 2007; 34(1); 70-79.  
n=34 respondents



# Customer Resources and Associate Training

We firmly believe in the importance of supporting end users beyond their initial discharge from the hospital, which is why our Secure Start Services exemplify our unwavering commitment to Our Mission. Hollister delivers personalized support to our customers based on their individual needs through this complimentary service, regardless of the brand of ostomy or continence care they use.

We focus resources on both physical and emotional well-being, including insurance navigation in the U.S., counseling in the U.K., access to clinical product support and advice, and connection to peers and associates within the community. These services aim to empower our customers through every step of their journey.

As part of our ongoing commitment to provide comprehensive support to our valued end users, we began piloting a new patient support app under our Secure Start Service in the U.S. and U.K. This app will serve as an important resource, granting end users access to a wide

range of training resources, support tools, and relevant information. By leveraging this technology, we aim to enhance the support experienced by our users, empowering them with knowledge and tools to confidentially navigate their unique situations. We remain dedicated to continuously evolving and expanding our offerings to ensure that our end-users have everything they need to thrive.

Additionally, ongoing training allows our associates to support positive outcomes more effectively for those living with an ostomy. This training enables our team members to serve as valuable resources to the clinicians caring for people with ostomies. We are an active member of the International Clinical Expert Forum, an international panel of clinical experts in ostomy and continence care. Through this forum, we work alongside other ostomy and continence care leaders to develop educational materials and evidence-based programs while improving clinic practice for better patient outcomes.



# Our Commitment to Quality: A Conversation with Ayleen McNamara

We know that the quality of our products is directly related to our customers' quality of life. We asked Ayleen McNamara, Hollister's Vice President Global Quality and Regulatory Affairs, about the attention to detail and quality that goes into the development of Hollister's products. Here's what she had to share.



## Tell us about Hollister's Quality Management System. What is it and how does it serve Our Mission?

Hollister's Quality Management System (QMS) is a structured system which contains procedures, processes, metrics, and technologies that are used to consistently meet customer needs, manage risk, and drive continuous improvement. It covers all activities across the product lifecycle including design, manufacturing, supplier management, risk management, complaint handling, clinical data, storage, distribution, product labeling, and more. Hollister's QMS is well documented, consistently implemented, and routinely reviewed and improved to meet the evolving regulatory and industry standards.

The QMS must meet strict regulatory requirements established by authorities worldwide such as the U.S. Food and Drug Administration, the Japanese Ministry of Health,

the International Standardization Organization, and the European Commission. Hollister is ISO13485, MDSAP, EU MDD and EU MDR certified. Conformance to the standards is verified through internal audit processes and also through external inspections that take place annually.

Hollister has an exemplary compliance record. Delivering high-quality product to our end users is of the utmost importance to us. The quality mindset is deeply rooted in the noble purpose that was set forth by the founder of our company, John Dickinson Schneider: "Quality People, Quality Products and Quality Service." As a company, we strive to harness this foundation of quality to deliver best-in-class customer-centric experiences.

## How is Hollister working to build a culture of quality? How is quality transforming and evolving at Hollister?

We foster a strong culture of quality as the foundation to deliver quality products, quality service, and a superior customer experience. All associates can impact product quality outcomes and customer experience. The culture of quality at Hollister is about doing the right thing, even when no one is looking. We are at a turning point in our 100-year history to transition our associates from simply following quality directives to "living quality" in all their actions, creating a dynamic culture of quality. This requires quality to be driven into and embedded in our company's culture.

# Our Commitment to Quality: A Conversation with Ayleen McNamara

## **Can you provide an update on EU Medical Device Regulation? What is it and what does it mean for Hollister?**

The European Union Medical Device Regulation (MDR) was published in 2017, replacing the Medical Device Directive (MDD). This regulation governs medical devices in the EU, introducing new requirements and expanding current requirements. All Hollister manufacturing locations and distribution centers obtained MDR certification. All non-sterile devices manufactured from May 26, 2021 onward are manufactured in compliance with the regulation. By the end of 2023, all of our sterile devices sold in the EU will transition and be compliant to MDR. This is in alignment with the original compliance dates of May 2024, which have been recently extended by the EU Commission to 2028.

## **What sets Hollister apart when it comes to delivering safe and reliable products?**

Our Mission of making life more rewarding for the people who use our products and services guides all our decisions. Quality is the conscience of our company at work and is embedded in the way we develop, manufacture, maintain, and oversee products and processes throughout the product lifecycle to consistently meet the expectations of our customers. We proactively seek opportunities for improving quality, and we empower associates to execute improvements and make quality decisions.

# Hear From Derek Rutherford: How CeraPlus™ Ostomy Products\* Transformed My Family Life

**"The CeraPlus™ Ostomy Pouch is my constant reminder that I'm still here today, and that life is still possible. Getting my stoma hasn't stopped me from doing anything; in fact, although it wasn't easy at first, my life has gotten better."**



**Derek remains committed to an active lifestyle after stoma surgery**

After more than 20 years in the Army, Derek Rutherford was proud to continue with a physical lifestyle after stoma surgery. In addition to being an outdoor activity instructor, he's in friendly (but constant) sporting competition with his physiotherapist wife. Within the first six-week period following cancer surgery, Derek tried multiple products and manufacturers until he found Hollister CeraPlus™ Products.

In his words: "I put it on that night and the next day it was still firmly attached. I went for a run and it stayed put. The day after that I went for a swim, and the bag stayed in place. It felt good. It felt comfortable and very secure. It had a triple fold on the drainable part which was very reassuring. Some of the other barriers I tried caused skin reactions. I have never had a problem with my skin using the CeraPlus™ Skin Barrier, even after three or four hours on the bike, with clothing rubbing against my stoma...The team at Hollister are always accessible, always there at the end of the phone whenever you need them, and everything I ever asked about they answered quickly and thoroughly."



\*Contains the Remoios Technology of Alcare Co., Ltd

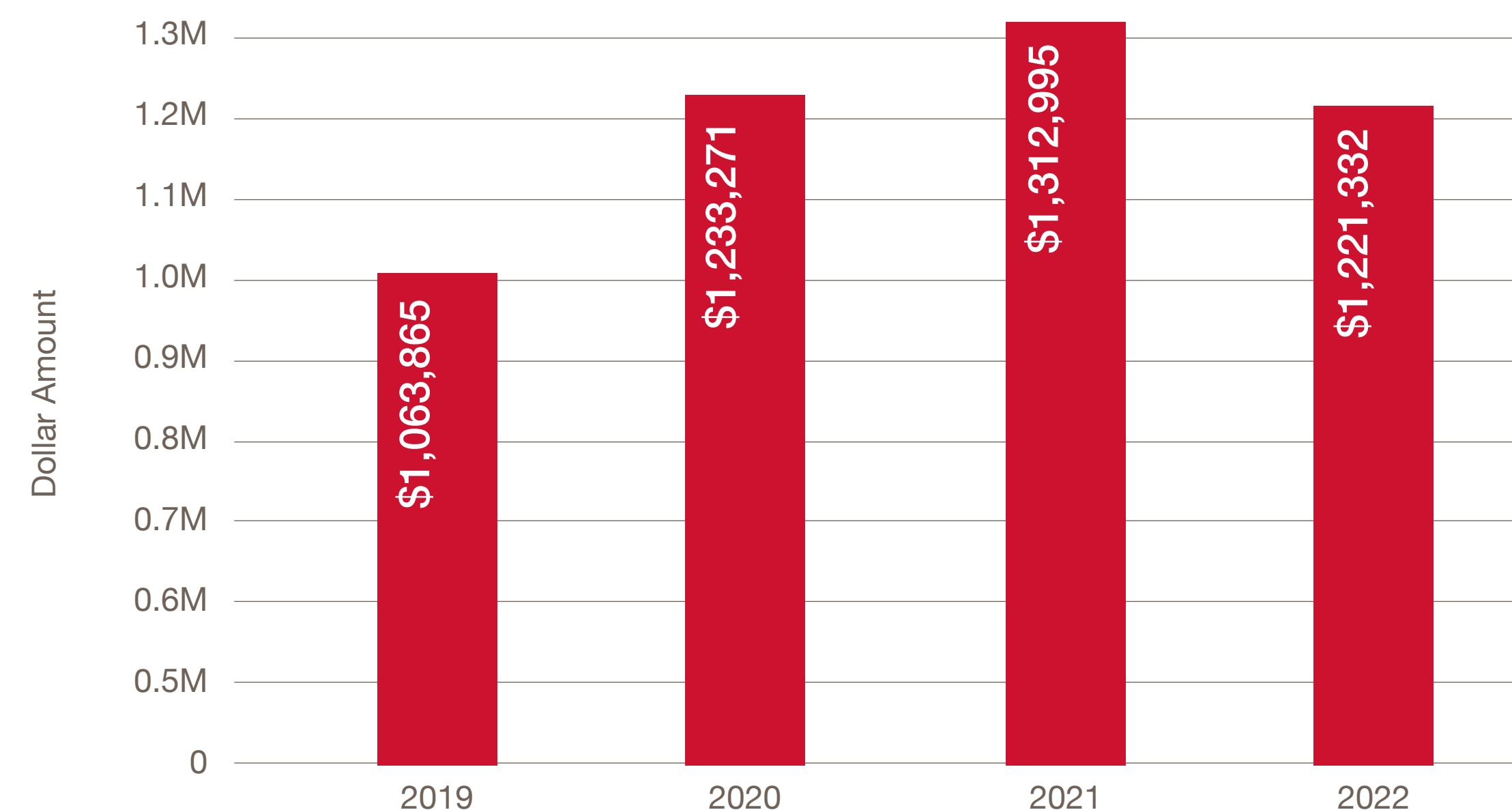
# Social Value and Community Giving

Our commitment to giving back is ingrained in Hollister's culture and Immutable Principles. Across our locations, we are dedicated to donating time and resources to the neighborhoods and communities where we work and live, as well as to organizations in line with our values. In 2022, more than \$1.2 million (USD) in additional donations was provided to nonprofit and community-based partners by Hollister, its parent company, and its subsidiaries.

In 2022, we provided support to nonprofit organizations that focus on education, those that preserve arts and culture, those that empower and support refugees, health and medicine charities (e.g., [Shadow Buddies Foundation](#), Crohn's and Colitis Foundation), humanitarian aid, and sports foundations and associations (e.g., [Great Lakes Adaptive Sports Association](#)). We are also proud to partner with nonprofits to enhance and share our expertise, information, and support to those living with bladder dysfunction or with a stoma.

## JDS Annual Donations

Hollister, its parent company (JDS), and its subsidiaries are committed to supporting organizations that enliven our communities and values. Here's a snapshot of total donations over the past five years.



## Contributing to the Crohn's and Colitis Foundation

Since its founding in 1967, the Crohn's and Colitis Foundation has played a role in every breakthrough in inflammatory bowel disease research. As a non-profit, volunteer-fueled organization, the Foundation is dedicated to finding cures for Crohn's disease and ulcerative colitis while improving the quality of life for those affected by these diseases.

Hollister is proud to play a part: In 2022, we donated approximately \$12,000 (USD) to support the Foundation. Learn more about the Crohn's and Colitis Foundation at [www.crohnscolitisfoundation.org/about](http://www.crohnscolitisfoundation.org/about).

# Associate Volunteering



**Ballina, Ireland associates on World Environment Day**

Our commitment to making positive contributions to the community doesn't end with our financial contributions; Hollister's associates are also dedicated to volunteering their time. In 2022, our team showed up in a variety of ways across the globe, including World Environment Day.



**Kaunas, Lithuania associates on World Environment Day**

Led by the United Nations Environment Programme (UNEP) and held annually on June 5, World Environment Day is the largest global platform for environmental public outreach and is celebrated by millions of people across the world. Under the theme of #OnlyOneEarth, Hollister associates were encouraged to demonstrate environmental stewardship. In Bawal, India, for example, associates planted 151 guava trees and collected approximately 100 kg of trash. Watch Hollister associates take action: [World Environment Day 2022](#).



**Hollister Ballina, Ireland canal cleanup**

# Operations Sites Give Back

## Ballina, Ireland:

Every January, we launch a series of fundraising events in the Ballina facility for causes in the local community. In 2022, Hollister Ballina donated €47,000 to six local organizations, including Western Alzheimer's, Northwest Society for the Prevention of Cruelty to Animals, Grainne Uaile, Mayo Mental Health, Oranmore Maree Coastal Search Unit, and Irish Cancer Society.



Ballina, Ireland associates take action

## Mt. Juliet, Tennessee, United States:

Each year, associates from our Mt. Juliet distribution center host fundraising events for

the Crohn's and Colitis Foundation from January through June. In 2022, associates raised close to \$2,500 (USD) and donated an additional \$5,000 (USD) to the organization. A group of associates also participated in the Take Steps walk to accelerate the progress of Crohn's and Colitis Foundation breakthrough research and support critical patient programs.

## Stuarts Draft, Virginia, United States:

Associates at our Stuarts Draft site celebrated Halloween with their local community in 2022. Volunteers set up vehicles on the Hollister front lawn, hosting the community's first ever 'Trunk or Treat' event. More than 500 children attended and received special treat bags including school supplies, Hollister brand fidget spinners, and candy.

## Libertyville, Illinois, United States:

Sponsored by Hollister, Great Lakes Games are an annual multi-day competition hosted by the Great Lakes Adaptive Sports Association. In 2022, this event provided an opportunity for elite Paralympic athletes to compete in

Across our locations, Hollister associates donate time and resources to advance progress towards the issues they care about. Here are some of the ways our team made a difference in 2022:

sports ranging from air rifle to track and field to swimming. Hollister associates also volunteered to work registration during the games. Additionally, the marketing team volunteered to assemble meal kits through Feed My Starving Children. This organization has sent food to 111 countries since 2009.

## Kirksville, Missouri, United States:

In August 2022, our associates in Kirksville joined teams from other local businesses to provide school supplies to over 400 local students at the beginning of the school year. The Kirksville team also provided winter clothing items to local youth and continued its annual donation to community events.



Kirksville, Missouri, United States associates donated winter clothing items and participated in the local parade

## Kaunas, Lithuania:

In 2022 in Kaunas, a donation of EUR 15,000 was made by Hollister to support the American Chamber of Commerce in Lithuania, specifically for Ukrainian families. A donation was also made to the local Ramuciai community. Hollister associates in Lietuva support and maintain a close relationship with the local community, including participation in organized events and support of activities, including a music festival and neighborhood celebration.

## Bawal, India:

In order to better understand the needs of the community, associates in Bawal met with the Deputy Commissioner, the administrative in charge of the local area. They discussed what the most pressing needs were for the local community and agreed that they would focus on providing additional dedicated space for students to study and prepare for career advancement. To meet this need, they decided they would add a new floor to the local library. In 2022, Hollister began construction of an additional 2,150 square foot area for the community.

# Case Study Spotlight on Stuarts Draft, Virginia, United States: Investing in Our Community Park

Our Stuarts Draft, Virginia location has always been an active part of the community by supporting many local businesses, colleges, volunteer organizations, and youth sports teams. We are committed to giving back to our neighbors.

In 1984, John Dickinson Schneider and his wife, Minnie, donated land in Stuarts Draft with the intent of building a park for the people of the community. With help from the Stuarts Draft Ruritan Club, and through the active involvement of community leaders and volunteers, the park was opened on June 3, 1989.

While the Ruritan Club supports the park upkeep, the team at Stuarts Draft continued to make investments in the park in 2022, including:

- Landscaping
- Remolding of the parking lot
- Playground equipment
- New gravel
- New scoreboards
- New entry sign

The Stuarts Draft, Virginia team continues to live *The Schneiders' Legacy* through active involvement in the community.



New scoreboard and playground equipment in Stuarts Draft, Virginia park

# Case Study Spotlight on the United States: Supporting the Disability Community

Taking place in seven cities across North America, the free three-day Abilities Expo brings together necessary products and services for the community of people with disabilities, their families, caregivers, and healthcare professionals. In 2022, Hollister provided a \$25,000+ (USD) sponsorship to help bring the expo to life, including an event arena with interactive sessions such as adaptive hockey, dance, judo, and pickleball.

The Abilities Expo is so unique because it introduces opportunities that can enrich lives. In addition to showcasing the latest products and hosting information-packed workshops, some of the Expo highlights in 2022 included an all-inclusive climbing wall, inclusive dance, adaptive sports (quad rugby, tennis, archery, and fencing), and a Spartan course. More details can be found at [www.abilities.com](http://www.abilities.com).



Hollister sponsored the 2022 Abilities Expo

## Adapted Athletics

In line with Our Mission to make life more rewarding and dignified for people who use our products and services, Hollister has established long-standing partnerships with several adapted athletic programs. Adapted athletics can play an important role in the lives of individuals with disabilities, providing community, confidence, and independence through participation in competitive sports. In 2022, Hollister proudly partnered with the Great Lakes Adaptive Sports Association (GLASA).

Our sponsorship of GLASA covers a wide range of programs including the Finish Line Event; Great Lakes Games; Wheelchair Football Program; Track & Field Program; GLASA Twilight 5K Run, Walk, and Roll; and the GLASA Marathon. Hollister leaders served as members of the board of directors, event chairs, and coaches, playing a vital role in organizational oversight, event planning and management, and guidance for athletes in their respective sports.



GLASA Bears Football Team

# Case Study Spotlight on the United States: Breaking Records with ‘Bama

If someone were to describe the University of Alabama’s Adapted Athletics (UAAA) program in one word, it might be “unparalleled.” Consisting of men’s and women’s wheelchair basketball and wheelchair tennis, the athletes have earned 21 national championship titles since the program was founded in 2003. Current and former UAAA athletes have also competed at the Paralympics.

At Hollister, we’ve proudly supported the program for the past three years. In 2022, Hollister provided over \$25,000 (USD) of support to enable the program to continue to thrive by providing experiences for athletes, including the annual Hollister Bash tournament. In addition, our Clinical Education team met with athletes to provide guidance and advice on bowel and bladder care.

In the words of Brent Hardin, Ph.D., Director of Adapted Athletics: “Hollister has been our single most important partnership in the last five years. Certainly, the funding we receive is invaluable to us and allows us to provide opportunities for our student athletes that they deserve, but beyond that, the interactions we are able to have with the clinical team at Hollister and the marketing and sales staff has been an incredible opportunity for us. We regularly have our athletes meet with the Hollister team to help improve their daily lives through best practices and the use of the Hollister products. We are truly proud to be associated with Hollister.”

To learn more about the team and cheer along, visit [www.bamaadapted.com](http://www.bamaadapted.com).



**In action: Alabama wheelchair basketball**

# Looking Forward

As we continue to deliver the high-quality products Hollister is known for in a way that minimizes negative environmental impacts, we recognize our progress while looking to the future. We determined that in order to do our part to protect the planet, we must expand our climate commitments.

In 2023, Hollister committed to achieving zero net emissions by 2050. We are undertaking a deep evaluation to set near-term targets and establish an ambitious decarbonization strategy in order to reach our goal. This expansive work includes not only our material operations (manufacturing, distribution, and headquarters) but also all business offices.

Additionally, we will be implementing a human rights due diligence (HRDD) program. As outlined in the UN Guiding Principles, HRDD is a process for identifying, preventing, mitigating, and accounting for human rights impacts. Hollister will examine how we can focus on ensuring people involved in our work are treated fairly and that we understand and reduce any human rights concerns identified throughout our operations.

In line with Our Mission and Immutable Principles, these essential steps will allow us to build on the commitments Hollister has made to our planet, associates, customers, and communities.



# Appendix

## Statement of use

Hollister has reported the information cited in this GRI content index for the period January 1, 2022 to December 31, 2022 with reference to the GRI Standards.

GRI Standard	Disclosure	Page Number	GRI Standard	Disclosure	Page Number
GRI Used	GRI 1: Foundation 2021		GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource 303-5 Water consumption	27 27
GRI 2: General Disclosures 2021	2-1 Organizational details 2-2 Entities included in the organization's sustainability reporting 2-3 Reporting period, frequency and contact point 2-6 Activities, value chain and other business relationships 2-9 Governance structure and composition 2-11 Chair of the highest governance body 2-12 Role of the highest governance body in overseeing the management of impacts 2-13 Delegation of responsibility for managing impacts 2-14 Role of the highest governance body in sustainability reporting 2-22 Statement on sustainable development strategy 2-23 Policy commitments 2-24 Embedding policy commitments 2-26 Mechanisms for seeking advice and raising concerns 2-29 Approach to stakeholder engagement	5-8 9 9, 59 7-8 13-15 3 13-15 13 13 3 15, 57 15 15 10, 15	GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect (Scope 2) GHG emissions 305-4 GHG emissions intensity 305-5 Reduction of GHG emissions	20 20 18-20 18,20
GRI 3: Material Topics 2021	3-1 Process to determine material topics 3-2 List of material topics 3-3 Management of material topics	9-10 10 10,13-14	GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts 306-2 Management of significant waste-related impacts 306-3 Waste generated 306-4 Waste diverted from disposal 306-5 Waste directed to disposal	25 24 25 25 25
GRI 302: Energy 2016	302-1 Energy consumption within the organization 302-3 Energy intensity	18-19 18-20	GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system 403-2 Hazard identification, risk assessment, and incident investigation 403-3 Occupational health services 403-4 Worker participation, consultation, and communication on occupational health and safety 403-5 Worker training on occupational health and safety 403-6 Promotion of worker health 403-9 Work-related injuries	37 37 38-39, 41-42 37 42 39 40
			GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	42-43
			GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	32

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