

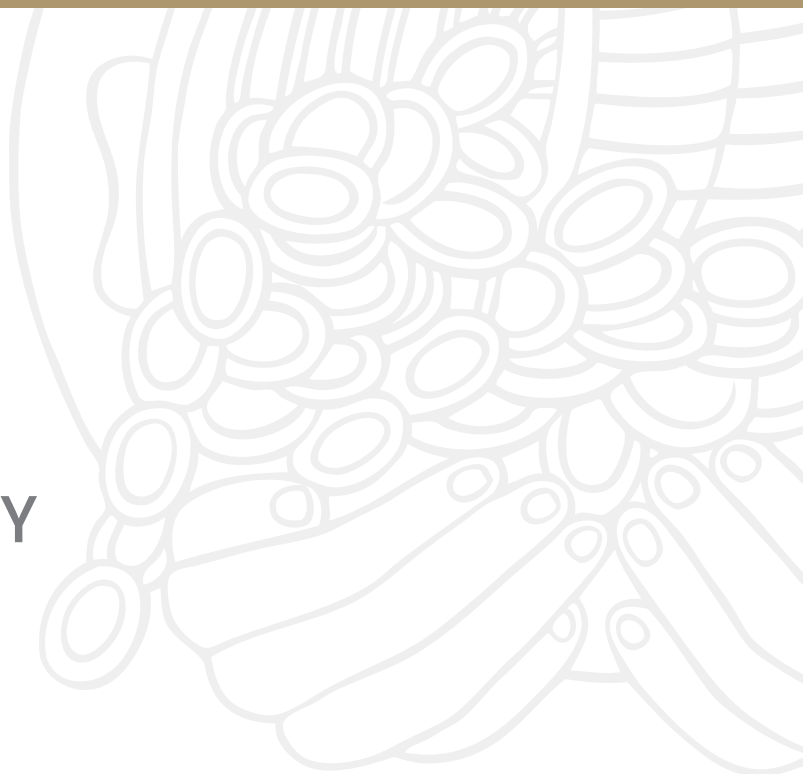


As precious as tomorrow

PAMP[®]

Produits Artistiques Metaux Precieux

SUSTAINABILITY
REPORT 2020



Editorial



Nadia Haroun, CEO

I am delighted to present PAMP's 2020 Sustainability report, which covers our activities for the 2019-2020 period.

The year 2020 was a global crisis like no other, that extended across borders, affecting families, governments & industries across the world. It essentially changed our everyday life, our interactions, and reinforced the importance of Environmental, Social and Governance (ESG).

As part of the MKS PAMP GROUP, a global organization operating in 13 countries, our primary focus has been the safety and well-being of our employees, partners, and wider community.

Stakeholder engagement

The continuous dialogue in this exceptional year was even more important to pivot and adapt as the situation evolved. Our commitment to our stakeholder remained a key focus, with technology facilitating the many interactions and targeted initiatives with our stakeholders.

Our commitment to safety

The safeguarding of workplace health and safety for employees led to further awareness-raising initiatives and trainings, more stringent safety guidelines in our production facilities and the successful completion & transition to the ISO 45001 for workplace health and safety.

Supply chain

Through the ongoing commitment of our employees, the invoked contingency plan and Crisis Committee responsible for monitoring the Covid-19 pandemic, we were able to identify and address foreseeable problematics. As a result, the temporary closure of PAMP had no reduced effect on our customers, all services remained operational, as teams worked in rotations.

Like other organizations, we nonetheless experienced delays in transporting doré due to the global transport network disruptions.

PROVENANCE™

Throughout the year, we saw a growing demand for our responsibly sourced traceability solution, Provenance. As organizations respond to rising expectations around ESG factors, some have taken a proactive stance to include ESG into their long-term precious metals' portfolio.

Environment

In the past 12 months, we had an increased use of electrical power/energy and a reduction in the procurement and use of fuels, due to prior environmental improvement investments. PAMP was certified in 2020 for its production of 100% recycled gold products (ISO 14021) and continues to support a circular economy.

Governance

As we continue our journey towards a more sustainable future, we created a dedicated ESG Committee who report directly to the Executive Committee.

We thank you for engaging with us and look ahead to better fulfil the sustainability efforts of tomorrow.

Nadia Haroun, CEO

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Our Corporate Social Responsibility at a glance

Key facts and figures 2019-2020

PAMP & MKS PAMP GROUP

PAMP is the world's leading bullion brand which operates a state-of-the-art precious metals refinery and fabrication facility in Switzerland, with operations located in Castel San Pietro, Ticino. It is part of the MKS PAMP GROUP, with administrative headquarter in Geneva, that includes five brands with 14 offices in key markets throughout the world.

RESPONSIBLE SOURCING: OUR TOOL FOR TRANSPARENCY

Our **PROVENANCE™** service and our **VERISCAN™** App provide a cutting-edge authentication and traceability solution that leverages the blockchain technology to track the global precious metal supply chain, from source to end-product, guaranteeing responsible sourcing through a transparent approach.

STAKEHOLDER ENGAGEMENT

- Company visits by the municipality of Castel San Pietro
- Anti-Covid-19 measures to protect the health of all stakeholders throughout the workplace
- Constant in-person and remote contacts to maintain relationships
- 16 topics of importance to stakeholders discussed
- Targeted meetings with Workers' Representatives to address changes caused by the pandemic

Environmental Responsibility

- 26% energy from fossil fuels
- 94% of waste recycled
- 100% renewable electrical energy
- 22% volume of direct emissions of CO₂
- 51% reductions in plastic waste

A new charging station for electric bicycles at the refinery in Castel San Pietro

OUR CERTIFICATIONS & ATTESTATIONS

ISO9001, ISO14001, ISO45001, SA8000, ISO17025, ISO14021, RJC-CoC&CoP

Economic Responsibility

- +49% increase in turnover
- increase of 135% in investments

Social Responsibility

SELECTED LOCAL PARTNERS

Municipal Authority of Castel San Pietro
Società Percorso Vita Mendrisio e Dintorni:
Associazione Vivigorla e Dintorni
Istituto Sant'Angelo di Loverciano school
Don Guanella nursing home
Mendrisiotto Ambulance Service
Transfusion Service of Italian Switzerland
Swiss Committee for UNICEF

OUR RESPONSIBILITY AS AN EMPLOYER

69% of employees have worked with PAMP for at least 5 years
569 hours of training provided
Female CEO Nadia Haroun
Female workforce: 28%

OUR 5 PILLARS STRATEGY

- Stakeholder engagement
- Responsible production and supply chain
- Environmental Responsibility
- Social Responsibility
- Economic Responsibility

OUR KEY VALUES

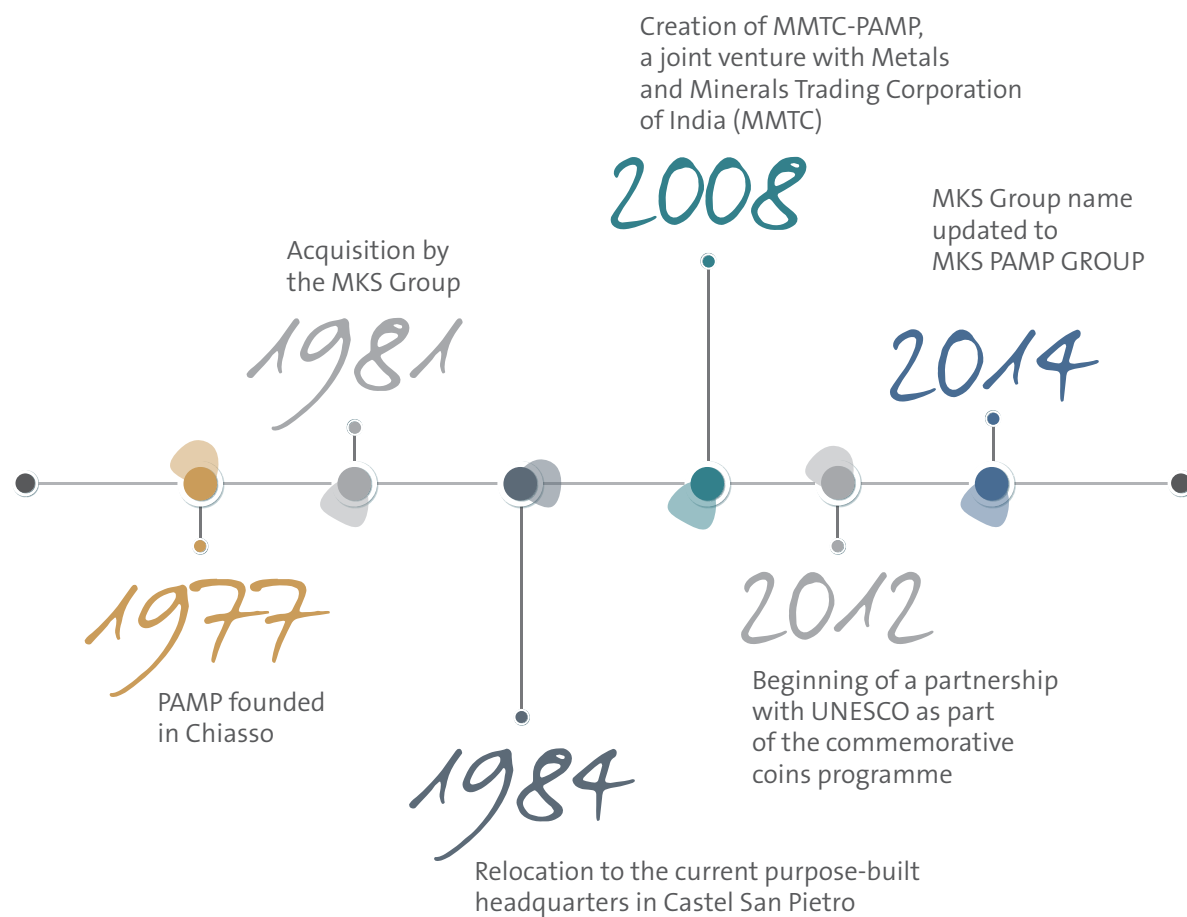
- EXCELLENCE
- TRUST AND RELIABILITY
- RESPECT
- RESEARCH AND INNOVATION
- PROTECTION AND DEVELOPMENT
- RESPONSIBLE SOURCING

Company

PAMP stands for 'Produits Artistiques Métaux Précieux'. Today our brand name represents leadership throughout the sector and high-quality processing of precious metals.

The PAMP operations are located in Castel San Pietro, Ticino. It is part of the MKS PAMP GROUP, with administrative headquarter in Geneva, that includes *five brands with 14 offices* in key markets throughout the world.

Together with MMTC-PAMP, which operates in India, PAMP is the group's operational and physical arm, handling the refining and fabrication of precious metals.



Core values

PAMP's culture is based on six essential values, which define our identity and determine our strategy.

By sharing those values at all levels we can ensure they drive the development of our activities, our interactions with our stakeholders and our relationships with society at large. Those values also have a direct impact on our structure and policies as well as our organisational culture.



Our products and Services

We provide our customers the best possible solutions by offering a complete range of products and services.

Products

- **Cast bars and ingots:** Produced in gold, silver, platinum, and palladium
- **Minted ingots:** Produced in gold, silver, platinum, palladium, and rhodium in weights ranging from 0.3 g to 1 kg
- **Finished and semi-finished products of traceable origin:** Production batches using segregated processing and equipment, guaranteeing full traceability of the precious metal throughout the chain
- **Gifts and collectors' items:** coins, medals, pendants and other items in gold, silver, platinum, and palladium; for which we can handle the design, packaging and distribution
- **Semi-finished goods for industrial applications:** Pure precious metals, alloys, components, sponges, salts and solutions containing platinum group metals for the industrial and jewellery sectors



Full traceability of precious metals enhanced by high value-added technology

Our constant commitment to responsible sourcing and providing a truly transparent service has entailed the development of a range of services, such as PROVENANCE™: the utilisation of precise segregation procedures, and thanks to blockchain technology, provides our customers with a fully secure record of every stage of the metal sourcing and production process. That service is potentially applicable to all our products.

Using the innovative VERISCAN™ iPhone app, end consumers can authenticate their bars in a cost-effective and intuitive way, and, with one click, they can obtain the trace of their precious metal products where the provenance feature is enabled.

That technology allows PAMP to ensure the most transparent production chain possible.

Services:



Refining of gold, silver and platinum group metals (annual capacity: 450 tonnes of gold, 600 tonnes of silver and 70 tonnes of platinum group metals)



Analysis and sampling: Control of precious metals by our Assay and Analysis Laboratory, which operates as an independent entity under the remit of the Swiss Central Office for the Control of Precious Metals. The Laboratory also holds ISO/IEC 17025 accreditation, in recognition of the fact that it meets the standards required for carrying out analyses using accredited methods, and can therefore issue various types of certificates



Storage and vaulting services in Switzerland, the United States and India



Retail solutions for partners: Platform and know-how to support the retail sale of a range of products



Financial services (as we belong to the MKS PAMP GROUP): Physical trading of precious metals, unallocated trading, location and purity swaps, Web-based trading application (WTA), Web-based reporting and daily market reports



Added-value solutions – proprietary VERISCAN™ technology:

Unambiguous identification of select products from PAMP or its brand partners through the instant scanning of the surface of ingots and coins. Using the VERISCAN™ iPhone app, in most cases customers can securely obtain details on the provenance and authentication of metals quickly and easily. VERISCAN™ virtually eliminates the risk of counterfeiting and makes it possible to reduce reacquisition costs for distributors and investors alike

Customers and markets

PAMP has a varied global customer base operating in a range of sectors:



Central and commercial banks



National mints



Mining companies



Manufacturers of or dealers in jewellery and fine watches



Asset management and trading companies



Commodity trading advisors (CTA)



Major private investors



Bullion distributors

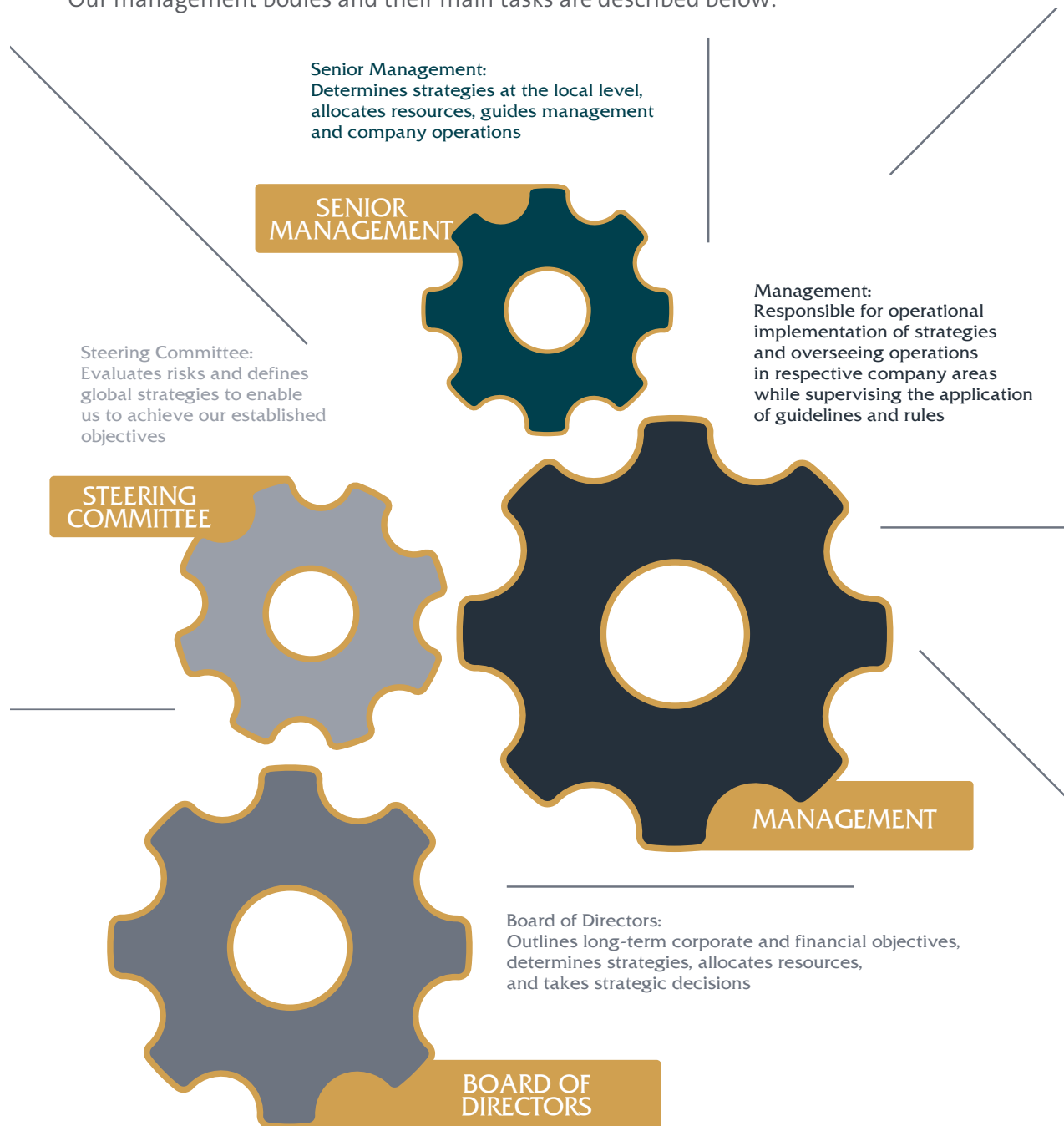


For minted products, the main markets in which PAMP operates are Europe, North America and Asia, while our principal customer in the cast bar bullion market remains the banking sector, especially in Europe and North America

Governance

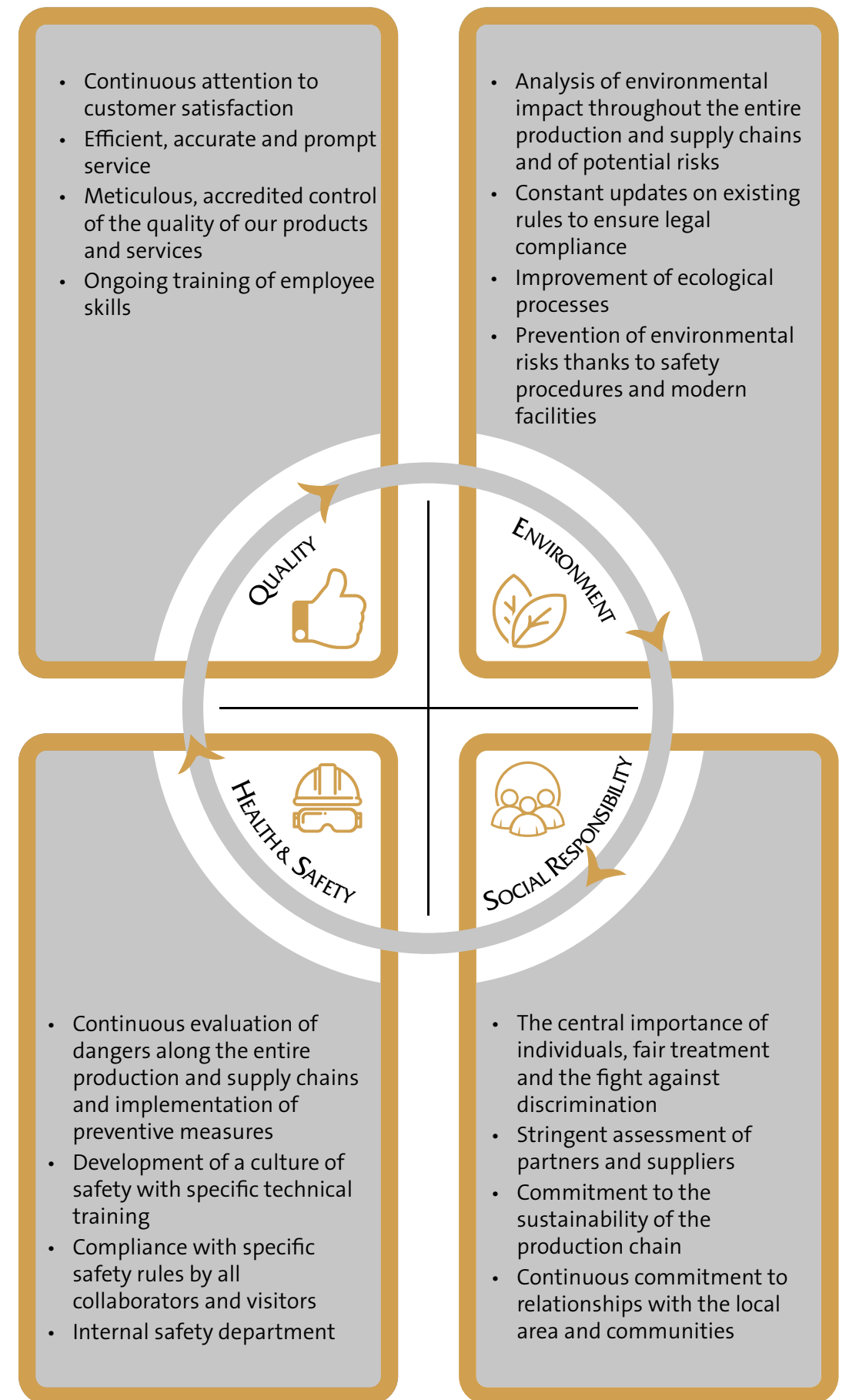
Being able to rely on a fast and effective decision-making process is one of our main priorities. For this reason, within the MKS PAMP GROUP we adopt the most agile governance structure possible.

Our management bodies and their main tasks are described below:



As well as constant monitoring by internal committees, PAMP is also subject to external validations through collaborations and supervision by independent third parties, such as regulatory institutions and private bodies to ensure the best possible implementation of our corporate social responsibility strategy.

Company policy





- **MKS SA**
Geneva, Switzerland
 - Founded in 1979
 - The largest and principle trading company of the MKS PAMP GROUP
 - Provides financial and physical services and trading to a global clientele

- **PAMP SA**
Castel San Pietro, Switzerland
 - Founded in 1977
 - The leading global brand in the production of ingots, in particular bullion commonly known as ‘small bars’
 - Processes precious metals at a facility with cutting-edge equipment

- **GOLDAVENUE SA**
Geneva, Switzerland
 - Founded in 2018
 - The official online, retail distributor of the MKS PAMP GROUP
 - Makes it easy for customers to buy, sell and deposit products of gold and other precious metals

- **MTB - Manfra, Tordella & Brookes, Inc**
New York, United States
 - Founded in 1957
 - Part of the MKS PAMP GROUP since 2002
 - Offers individuals and institutions a wide range of coins, ingots and investment bars

- **MKS PAMP GROUP B.V.**
Amsterdam, The Netherlands
 - Founded in 2008
 - Guarantees financial strength and structure to the entire group

- **MMTC-PAMP India Private Ltd.**
New Dehli, India
 - Founded in 2008
 - Manages the most modern precious metals refinery in the world and is the first and only LBMA Good Delivery refinery for gold and silver in India
 - The company is a joint venture with MMTC, the largest trading and precious metals importing company in India

- **OTHER LOCATIONS**
 - Sydney
 - Dubai
 - Hong Kong
 - Kuala Lumpur
 - Istanbul
 - Shanghai
 - Singapore
 - Bangkok

OUR APPROACH: AS PRECIOUS AS TOMORROW

As a family company, our long-term vision promotes responsible practices and quality products to ensure a sustainable future for tomorrow's generation.

We have defined five pillars, or commitments, that guide us when establishing our goals. Those pillars represent the high extent to which we value all PAMP stakeholders. Only by engaging in a dialogue with our stakeholders can PAMP create shared value.

Our areas of activity are based on a sourcing, production, and supply chain founded upon transparent and sustainable management of raw materials that also ensures respect for the environment and human rights.

Our five pillars

1.
**Stakeholder
engagement**
p.14

2.
**Responsible
production and
supply chain**
p.22

*as Precious
as tomorrow*

3.
**Environmental
responsibility**
p.30

4.
**Social
responsibility**
p.38

5.
**Economic
responsibility**
p.46

Stakeholder engagement

Dialogue is at the heart of our stakeholder relationships. PAMP is committed to developing positive and long-term relationships through activities aimed at generating value for all parties, with regular meetings and an open approach in which we listen to the requirements and topics that matter to our stakeholders. Our day-to-day operations take their concerns and requirements into account, and we do everything possible to meet individual needs through targeted initiatives.



Company visits by the municipality of Castel San Pietro

Constant in-person and remote contacts to maintain valuable relationships

Targeted meetings with Workers' Representatives to address changes caused by the pandemic



Anti-Covid-19 measures to protect the health of all stakeholders throughout the workplace

16 topics of importance to stakeholders discussed (see also materiality matrix on page 20).

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Stakeholders activities

It is key that we remain abreast of the interests of our different stakeholders and adapt our engagement to continuously add value for all parties. To do so, we engage in continuous exchange. Due to the pandemic, we replaced in-person meetings with remote meetings. Using technology we developed new models to manage visits of external contacts and organise targeted meetings within the company. The table below summarises our activities with our key stakeholders.



STAKEHOLDER Involvement activities

Shareholders (company owners)	Quarterly meetings of the Board of Directors
Group Companies	Annual group strategy meeting Periodic meetings within business areas Meetings at fairs and trade events Regular contacts Company visits
Employees	Periodic meetings (every six weeks) with Workers' Representatives Notice board, suggestion box and register of ideas Social initiatives: company dinners, voluntary activities, the possibility of making individual proposals on a dedicated notice board Company training plan Annual performance reviews for workers through a system of KPIs Sustainability report
Customers and commercial partners	Company visits Interactions with the Sales & Marketing team Sector fairs Regular due diligence verifications and checks Sustainability report
Suppliers	Periodic meetings Regular due diligence verifications, checks and cataloguing External audits Use of digital platforms to structure information on sustainability Sustainability report

Institutions	Periodic meetings Company visits Regular contact Collaboration, exchange of data and technical consultancy on environmental topics Sharing information and communication (e.g. press releases) Voluntary initiatives in collaboration with the municipality Sustainability report
Local community	Sponsorship Voluntary initiatives in collaboration with local actors Periodic meetings with the local associations Dedicated email address for reporting environmental problems Sustainability report
Competitors	Informal meetings for discussions and debate Sustainability report
Industry associations	Memberships of various groups and associations Participation in working groups Provision of knowledge and expertise on various topics for the development of guidelines and regulations Collaboration on courses and seminars Participation in assemblies and meetings Participation in training events Sustainability report
Labour unions	Two-way communications channel Contact on specific occasions Sustainability report
Public services	Sharing emergency plans Regular updates on internal changes and exchange of information Ongoing direct collaboration mediated by the Cantonal Office Regular drills conducted during the year Sustainability report
Media	Press releases Press conferences Collaboration with a specialised company as the point of contact for media requests Sustainability report

Important topics for stakeholders

In addition to the direct exchange with our stakeholders we use the materiality matrix below to identify key topics. The matrix includes all the 'material' topics defined, according to GRI criteria.

- Areas in which the company can have an impact through its operations
- Topics that can influence the assessments and decisions of stakeholders in relation to the company

The different topics are allocated according to the pillar they relate to and are cross-referenced with our evaluation of their importance to different stakeholders. We monitor and update these topics continuously – and adjust business and company operations accordingly. During the pandemic, for example, health and safety became increasingly important. As a consequence, we adapted our ways of working (see also p.21).

Stakeholders involvement

1 Transparency towards stakeholder
Shareholders, Group companies, Employees, Customers and Partners, Suppliers and Minerals supply chains, Institutions, Local community, Competitors, Sector associations, Labour unions, Public services, Media

2 Proactive approach to corporate social responsibility
Shareholders, Customers and Partners, Suppliers and Minerals supply chains, Institutions, Local community, Sector associations

Supervision of production and supply chain

3 Ethical conduct and transparency of the production chain
Shareholders, Group companies, Customers and Partners, Institutions, Media

4 Compliance with laws and regulations
Shareholders, Group companies, Customers and Partners, Institutions, Local community, Sector associations, Labour unions, Public services, Media

5 Analysis of commercial partners and suppliers
Shareholders, Group companies, Customers and partners, Suppliers and Minerals supply chain, Institutions, Local community, Sector associations, Labour unions, Media

Social responsibility

6 Employment conditions and work environment
Employees, Institutions, Labour unions, Media

7 Occupational health and safety
Employees, Institutions, Labour unions, Media

8 Teaching and training
Employees, Sector associations, Labour unions

9 Partnerships with local actors and relationships with the local community
Institutions, Local community, Sector associations, Public services, Media

10 Dialogue with institutions
Institutions, Local community

Environmental responsibility

11 Protecting the environment
Shareholders, Customers and Partners, Institutions, Local community, Sector associations

12 Careful management of resources
Shareholders, Customers and Partners, Institutions, Local community

Economic responsibility

13 Lasting company competitiveness
Shareholders, Group companies, Employees, Customers and Partners, Institutions, Sector associations

14 Creation and distribution of economic value
Shareholders, Group companies, Customers and Partners, Suppliers and Minerals supply chains, Institutions, Sector associations, Labour unions

15 Creation of value through innovative, high quality products and services
Shareholders, Group companies, Customers and Partners, Competitors, Sector associations

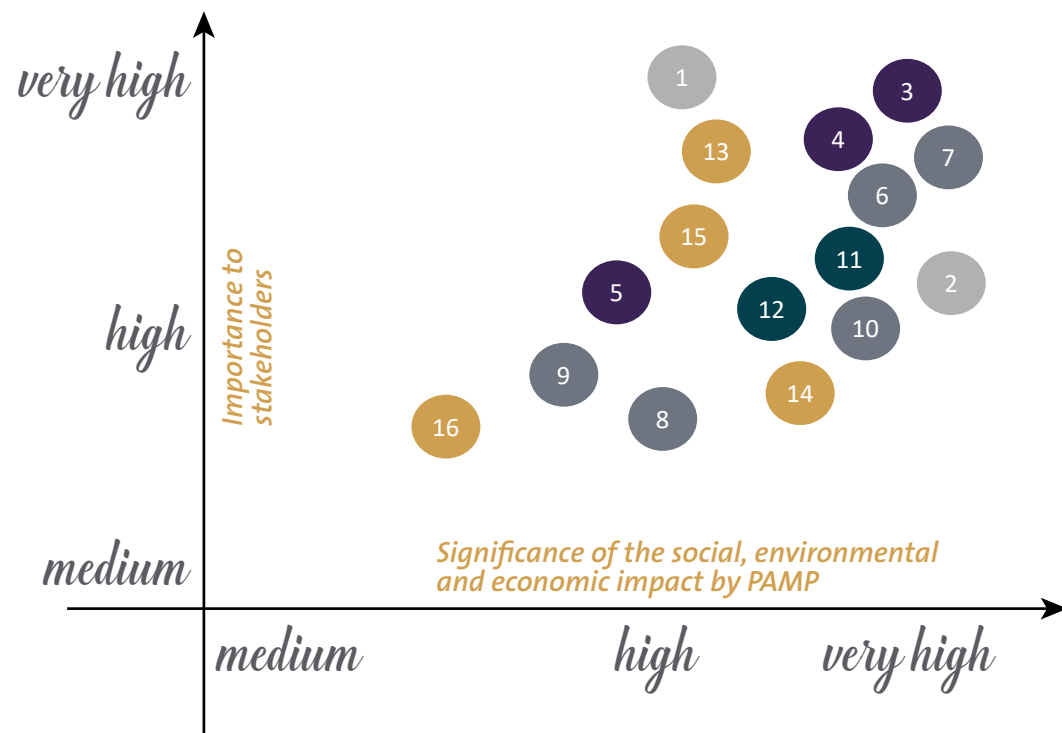
16 Purchase from local suppliers
Suppliers and Minerals supply chains, Local community, Sector associations, Public services, Media

Materiality matrix

The materiality matrix is a tool that allows us to identify all important topics, which are arranged based on:

- Importance to stakeholders
- Significance of PAMP's social, environmental and economic impact

The matrix also informs the content of this report.



Stakeholder involvement

1. Transparency towards stakeholders
2. Proactive approach to corporate social responsibility

Supervision of production and supply chain

3. Ethical conduct and transparency of the production chain
4. Compliance with laws and regulations
5. Analysis of commercial partners and suppliers

Social responsibility

6. Employment conditions and work environment
7. Occupational health and safety
8. Teaching and training

9. Partnerships with local actors and relationships with the local community
10. Dialogue with institutions

Environmental responsibility

11. Protecting the environment
12. Careful management of resources

Economic responsibility

13. Lasting company competitiveness
14. Creation and distribution of economic value
15. Creation of value through innovative, high quality products and services
16. Purchase from local suppliers

A new way of interacting

Based on the timely measures taken and the trust of our local stakeholders we were able to be operational during the entire course of the pandemic. However, among its many impacts, the Covid-19 pandemic has challenged our ability to regularly meet with our stakeholders. For example, the lack of trade fairs and travel restrictions have affected the way we conduct our commercial relations. But in every crisis lies an opportunity and a chance to accelerate changes. Pivoting to digital solutions wherever possible, we were able to ensure regular stakeholder relations despite the restrictions imposed by the pandemic.

Video meetings at least partially replaced in-person meetings, which we continued to hold, when necessary, while adopting all necessary safety measures. PAMP took part in numerous online events, workshops, and webinars. In some respects, this even allowed us to expand our knowledge base and network. Finally, the need to manage issues linked to the suspension of production activities and border closures led us to develop new relationships with local operators, such as the institutions involved in coordinating laws on closures. We also approached restaurants and hotels close to our premises to provide meals and accommodations to our employees in Ticino to avoid any interruptions to on-site business operations. Thus minimizing the impact on both staff and production us to continuously deliver to our clients during this challenging times.



Responsible production and supply chain

PAMP is firmly committed to ensuring a responsible sourcing and production chain. By doing so, we also aim to contribute to setting industry leading sustainability standards and positively influencing the entire sector. Our sustainability efforts are informed by key policies and guidelines: PAMP is a member of international organisations and plays an active role in drawing up best practices, directives and regulations. In addition, all our suppliers are subject to regular sustainability audits.

Introduction of a procedure to evaluate suppliers considering the implications of the Covid-19 pandemic

Active management of the supply process that ensures supply and continued production (even at the height of the pandemic)

Continuous implementation of the Responsible Precious Metals Group and Know Your Customer policies

90%
of our expenditure is assessed according to the SA8000 requirements

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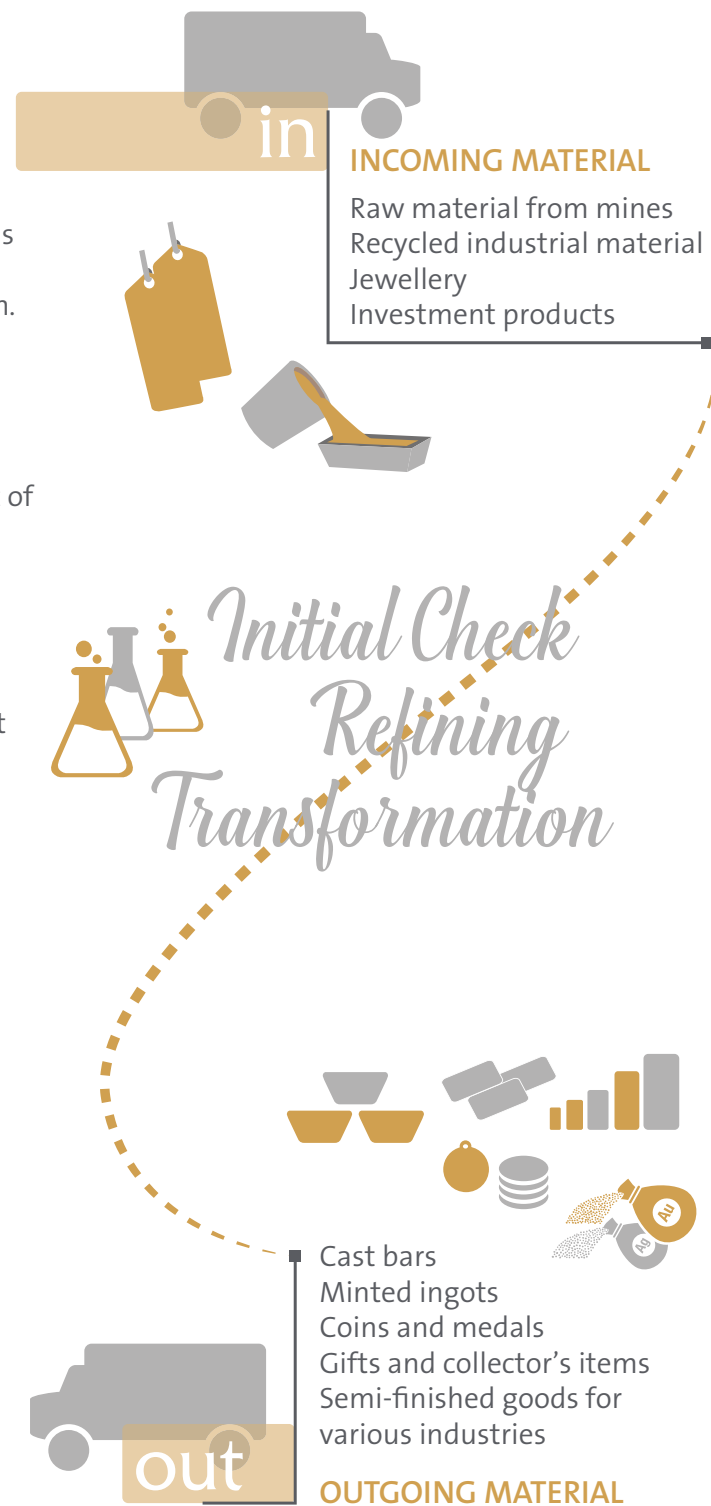
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Production and supply chain

PAMP monitors all actors in its supply chains of precious metals, from the extraction of raw materials to the distribution to a global clientele. We aim to guarantee responsible sourcing and the traceability of all materials throughout the supply chain, including PAMP's production chain.

Numerous procedures were implemented over the last year to ensure the traceability of metals and the reliability of the supply chain, including during the height of the pandemic (see also page 29).

In addition, we have developed innovative services based on blockchain technology that track the global precious metal supply chain, from source-to-end product (see graph).



Internal procedures

All commercial collaborations involve rigorous risk-based due diligence, a process based on documents screening, external verifications, and onsite visits. Those procedures are essential when we consider a new supplier. Ongoing verifications produce a continuous set of data, allowing us to ensure compliance is maintained throughout the working relationship.

Subsequently, all activities are conducted with complete respect for human rights while also preventing the financing of conflicts or terrorism, as well as corruption and money laundering.

Policies, Regulations and Guidelines

Responsible Precious Metals Group Policy





This policy is defined at group level, in compliance with and in addition to international standards. It guides our internal code of conduct and helps us achieve the above objectives.

Guidelines set out by the OECD and the LBMA

We conduct due diligence through our management system by monitoring all transactions and conducting a thorough analysis at the start of all business relationships.

Know Your Customer procedures

Additional support for the OECD management system through which we verify the following for all current and potential customers:

-  The provenance, or origin, of raw materials received for processing
-  The legality of financial resources
-  Respect for human rights and standards on working conditions
-  The environmental sustainability of mining and production operations

FINMA (Swiss Financial Market Supervisory Authority)

Finally, our operations are subject to supervision by external authorities, such as the FINMA, which guarantees our activities in relation to combating money laundering and the financing of terrorism (ORD-FINMA).

Accreditations and collaborations

PAMP plays an active role to defining guidelines and standards for the entire precious metals sector, leading us to collaborate with a range of national and international organisations and participate in a number of working groups:

- **Responsible Jewellery Council (RJC):** we follow their Code of Practice and in 2015 we obtained the Chain-of-Custody certification (CoC). CoC-certified metals come from a fully traceable production chain that complies with the RJC's ethical requirements
- **Organisation for Economic Co-Operation and Development (OECD):** we are an active member of the Multi-Stakeholder Steering Group, a working group involved in the implementation of the OECD Due Diligence Guidance
- **London Bullion Market Association (LBMA):** PAMP contributed to drafting its Responsible Gold Guidance and its Responsible Silver Guidance
- **London Platinum and Palladium Market (LPPM):** PAMP participated in defining guidelines for the extraction of platinum and palladium, resulting in the Responsible Platinum Guidance and Responsible Palladium Guidance inspired by LBMA regulations
- **World Gold Council (WGC):** PAMP contributed to the publication of the Conflict-Free Gold Standard to promote gold that does not cause or support armed conflicts
- **Swiss Better Gold Association (SBGA):** we are a founding member and present on the Board of the Association. We actively contribute to the activities of the association that aim to bring positive impact to ESG practices of Artisanal and small-scale miners in South America through direct support and the sourcing of responsible gold
- **Responsible Minerals Initiative (RMI):** PAMP is actively participating in the activities of RMI that relate to precious metals and Artisanal and small-scale Mines (ASM)
- **Public-Private Alliance for Responsible Mineral Trade (PPA):** during the period we continued our work in order to help promote programmes aimed at developing responsible supply procedures for small mine operators in the Great Lakes Region of Africa
- **Alliance for Responsible Mining:** at the start of 2018 we became authorised resellers of Fairmined gold, a certificate created by the organisation to support responsible gold mining practices by artisanal and small-scale mining organisations

Accreditations:

- London Bullion Market Association: Full Member
- London Platinum and Palladium Market, Tokyo Stock Exchange: Associate Member
- New York Commodity Exchange and the Chicago Mercantile Exchange: Non-clearing Member

Our products are recognised as **Good Delivery** by the following institutions:

- London Bullion Market Association (LBMA)
- London Platinum and Palladium Market (LPPM)
- Swiss National Bank (SNB)
- Tokyo Stock Exchange (TOCOM)
- New York Commodity Exchange (COMEX)
- Dubai Gold and Commodities Exchange (DGCE)
- Chicago Mercantile Exchange (CME)
- Shanghai Gold Exchange (SGE)












New York
Mercantile Exchange



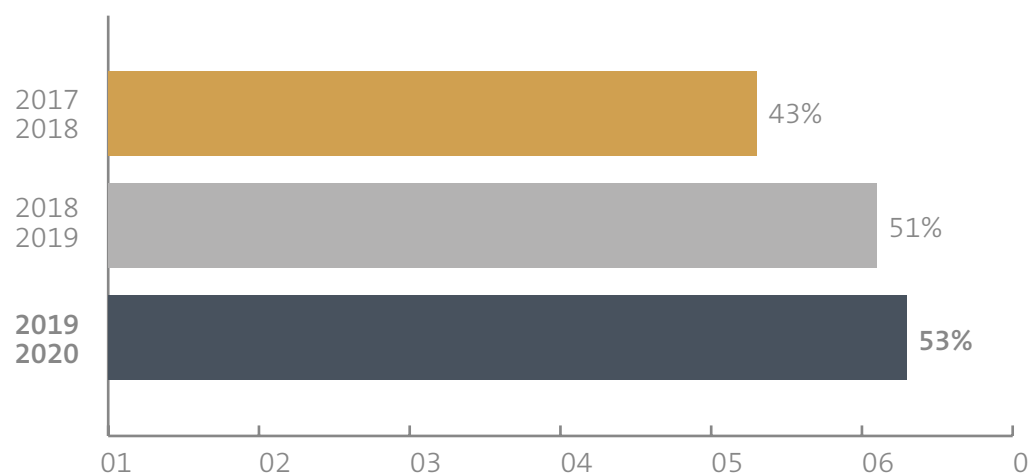
Suppliers

We constantly inspect our suppliers in accordance with the requirements of the SA8000 voluntary certification.

SUPPLIER CATEGORIES

-  Machinery and equipment
-  Technology
-  Packaging
-  Associations
-  Chemical products
-  Bodies and Consultants
-  Energy
-  General suppliers
-  Security

Active suppliers assessed according to the SA8000 procedure*



** That have issued at least one invoice during the period.*

The number of active suppliers inspected rose to 53%. Of a total of 481 suppliers, 255 were assessed. All most relevant suppliers, both for type of supplied goods and for total purchased amount, are assessed, covering over 90% of our expenditure.

INSPECTION PROCESS

Our process for inspecting suppliers involves numerous assessments, based on a questionnaire that evaluates compliance against a catalogue of environmental and social criteria. Suppliers then sign a declaration committing to our Code of Ethics, and targeted inspections may then be carried out to verify their declarations.

Supply chain management during a crisis

Efficient supply chain management is essential to ensure consistent production processes while responding to PAMP's most stringent reliability criteria.

The Covid-19 pandemic that hit in the second half of the reporting period, posed a significant challenge for stock and supply chain management, and affected PAMP's established procurement processes. The global public health emergency destabilized the financial markets resulting in a significant increase in demand for investment products. Plant closures and travel restrictions led to logistic disruptions across the supply chain, negatively impacting extraction, production, and distribution.

These issues were not limited to the sourcing of precious metals, but also caused difficulties in procuring products and services. To mitigate the risk of these disruptions, PAMP put a procedure in place at the very beginning of the pandemic. Our crisis protocol provided clear instructions on the measures to be adopted in order to avoid any supply disruption. Specifically, a weighted assessment of individual suppliers was implemented, to determine the reliability or uncertainty of their supplies, allowing us to anticipate any supply shortages and swiftly adopt changes in our supply chain management. If required and whenever possible, stocks were restored, in some cases exceeding the quantities normally held.

As all other businesses, PAMP faced an entirely unprecedented situation with the effects and uncertainties posed by the pandemic. However, a structured approach and streamlined emergency processes while maintaining the flexibility to adapt has proven effective, with only minor disruptions and delays experienced in our supply chain. The temporary closure of PAMP had no significant impact on our customers, all services have remained operational, thanks to the dedication and tireless work carried out by our employees to best serve our clients.

The Crisis Committee was activated on 14th March to closely monitor the Covid-19 pandemic, identify foreseeable problematics and rapidly address complex matters.



Environmental responsibility

Environmental responsibility and therewith protecting ecosystems is key to our business and our industry. Compliance with regulations and the introduction of rigorous practices and systems are the foundation of this responsibility, but our approach goes beyond this. We operate in an industry where commitments to support a circular economy has been present for a long time through the recycling of precious metals. PAMP is certified since 2020 for its production of 100 % recycled gold products (ISO 14'021). We are deeply committed to using resources sparingly, the sustainable disposal of waste, and carefully controlling our emissions.

-26%
energy from fossil fuels

Increase in consumption of chemical products following a high volume increase of precious materials refined

100%
renewable electrical energy

87%
of incoming water was discharged externally (following complete analyses by our laboratory)

94%
of waste recycled

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Materials

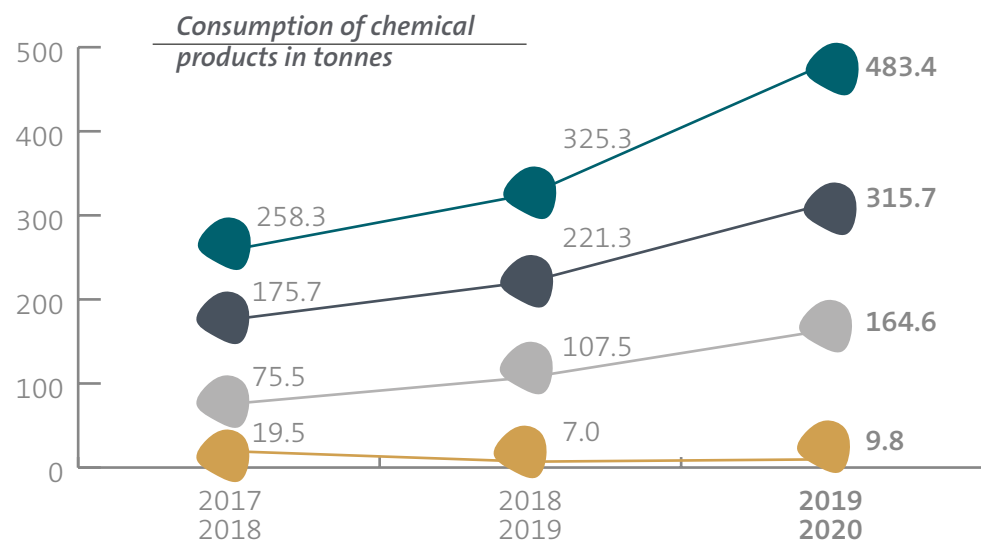
The processes carried out at the refinery aim to obtain precious metals with high levels of purity. To achieve this, PAMP makes use of a range of chemical products, in particular:

- Hydrochloric acid, used in refining gold
- Nitric acid, used in refining silver
- Caustic soda, used to neutralise acids

Consumption of chemical reagents is strictly linked to the demand for material to be refined. That connection was notable in the 2019-2020 period, when there was an increase in **consumption of chemical products** such as hydrochloric acid (+43%), nitric acid (+53%) and caustic soda (+49%).

Those changes were partly linked to a general increase in production, and to a greater extent, to the type of material being refined. Specifically, following a change in supply sources (mines), PAMP refined a large quantity of metal with a higher concentration of copper, requiring increased use of both hydrochloric acid and nitric acid. Disposal of those materials produces copper sludge, which is recycled for reuse.

Caustic soda is fundamental to neutralise the acids used, and to ensure that the waste water produced during production is practically neutral before reaching the purification plants.



Chemical	2017	2018	2019	2020
Hydrochloric acid 33%	175.7	221.3	315.7	
Nitric acid 65%	75.5	107.5	164.6	
Sulphuric acid 94%	19.5	7.0	9.8	
Hydrogen peroxide 35%	18.8	23.1	39.6	
Ammonia 25%	15.3	3.6	5.4	
Dextrose monohydrate	3.0	5.2	8.0	
Caustic soda 30%	258.3	325.3	483.4	
Sodium metabisulphite	12.6	26.6	40.6	

- Caustic soda
- Hydrochloric acid
- Nitric acid
- Sulphuric acid

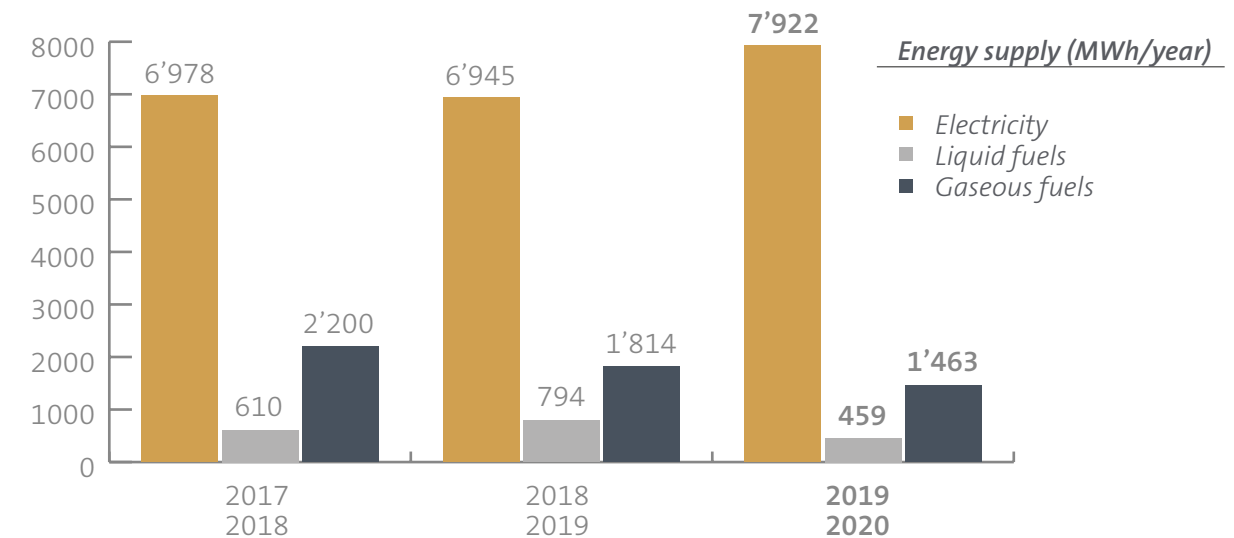
Energy

The data on energy supply shows **stability in energy consumption** in the 2019 – 2020 period. That data is based on total consumption of 9,844 MWh, **a slight increase of 3%** compared with the previous year (9'553 MWh).

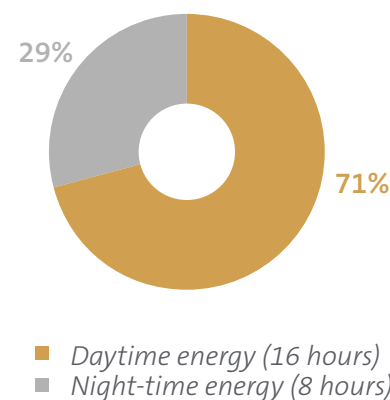
The data shows a relevant shift toward **an increased use of electrical power**, and a **reduction in the procurement and use of fuels**. That change is strictly related to a variation in the production mix, an increase in the production yield, as well as to the results of several investments aimed at greater energy efficiency and environmental improvement.

Fuel consumption also declined substantially, both for liquid and gaseous fuels, **falling by 42% and 19% respectively**. The installation of methane boilers in previous periods helped reinforce that positive trend, allowing us to make further reductions to volumes of waste such as nitrogen oxides (NOx) and to heat the facility more efficiently.

Finally, day-to-day distribution of electricity consumption is set on values in line with the classic distribution of production activities at PAMP, with daytime and night-time electricity consumption of 71% and 29% respectively.



Day-to-day distribution of electricity consumption



Consumption of energy per hour worked

Consumption of energy per hour worked remained stable during this period, moving from 33.4 KWh to 33.1 KWh. That result is substantially in line with our “historical” data, with a light reduction trend over the years. PAMP has also continued efforts to make processes more efficient.

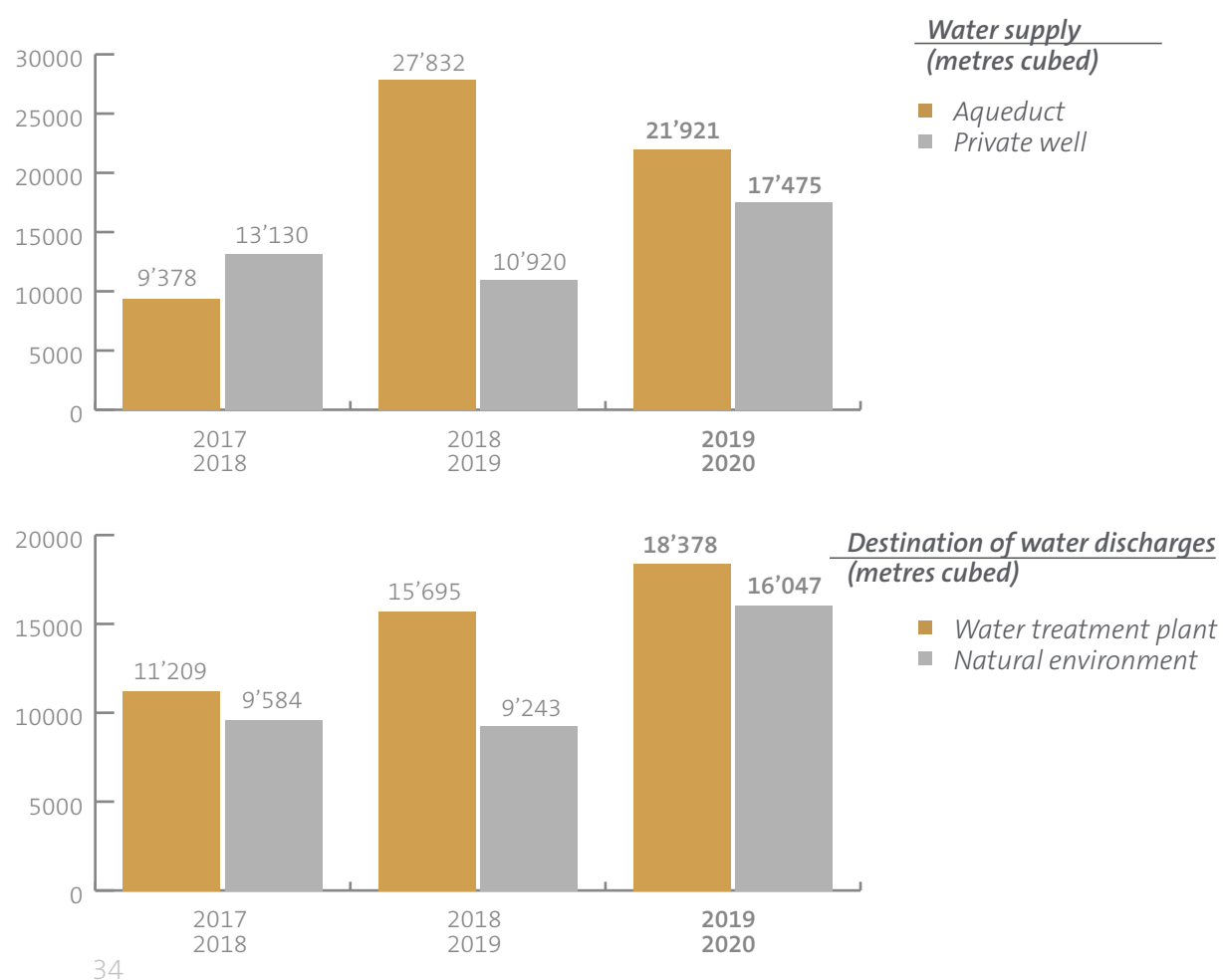
Water

Data on the use and discharge of water was significantly affected by an **increase in production** in the 2019-2020 period. That increase led to **increased water consumption** for use in cooling during refining processes.

As shown in the graph on **water supply**, **total consumption was 39,396 litres**, an even more substantial increase when compared with 2017-2018. However, although water consumption increased in line with increased production, the water supply mix returned to standard levels, with 56% of water being drawn from the aqueduct (demonstrating how construction work in 2018-2019 produced atypical results).

That analysis demonstrates that the data for **destination of water discharges** and distribution between the water treatment plant and the natural environment has **returned to usual levels**. While in 2018-2019 around 64% of total water supply was discharged externally (the use of a considerable amount of water for the refurbishment of the slab in the gold refinery limited the outward discharge), in the last period no less than 87% was discharged. Using the device that conducts the reverse osmosis process, PAMP has excellent capacity to recover water from the private well for use in cooling machinery, which can later be discharged into the stream.

In the last period we consolidated our partnership with the Water Treatment Consortium for Chiasso and Surrounding Areas (CDACD), with which we agree upon the chemical properties of discharges, how frequently discharges can be made, and the quantity of water to be sent to the purification plant. All water is analysed by our laboratory before being discharged externally to ensure it meets the required standards.



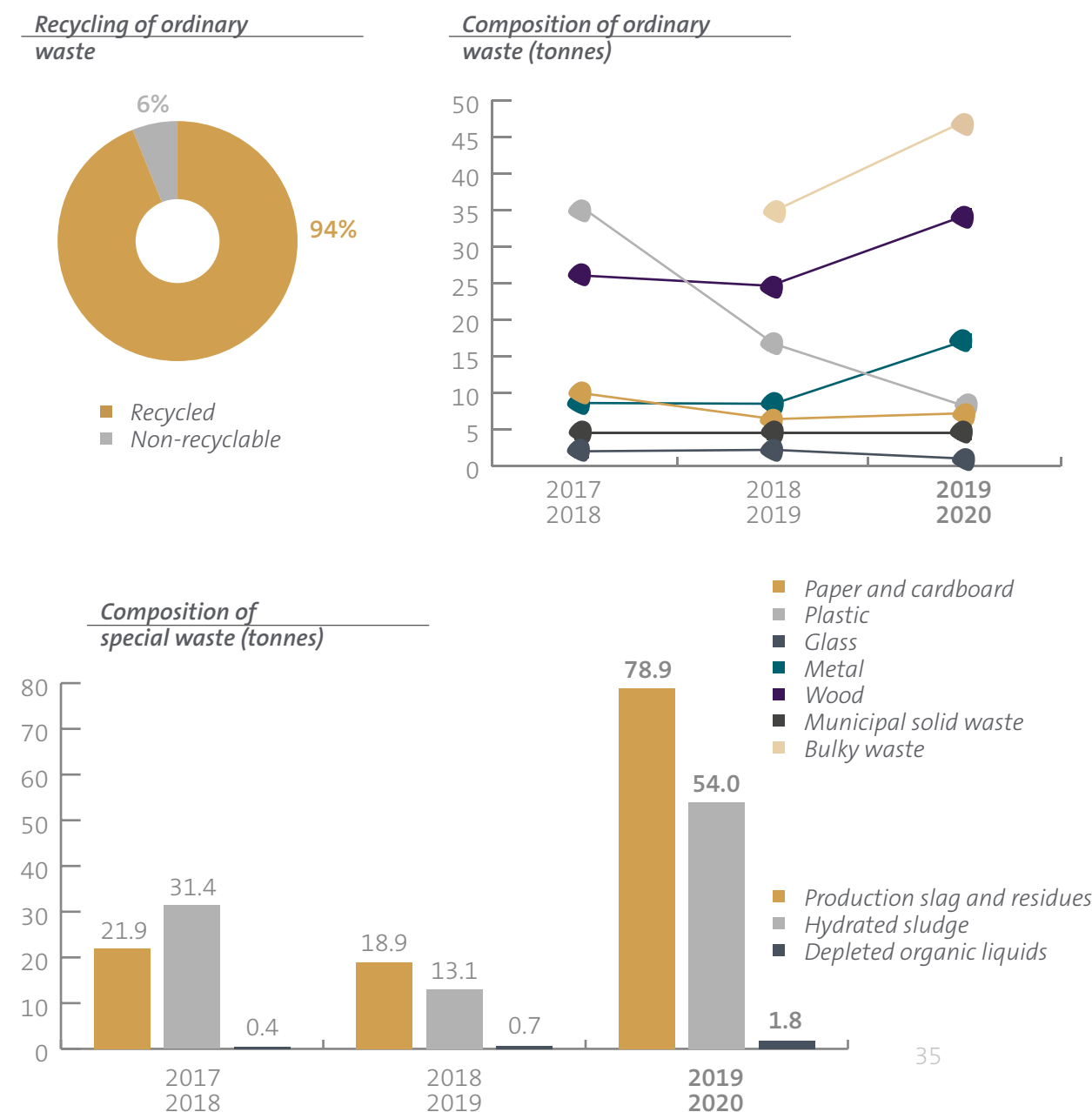
Waste

An analysis of the **composition of ordinary waste** shows that the total quantity increased by 21% in the 2019-2020 period. That rise was a direct result of the increase in waste wood and metal from the renewal of processes and facilities, which led to receipt of greater quantities of wooden packaging and increased disposal of waste metal, following the decommissioning of old machinery.

However, against this upward trend, there were **further reductions in plastic waste (-51%)**. A key factor to those reductions is our commitment to return the packaging in which we receive metals for refining to suppliers, for reuse.

In addition, as shown in the **recycling of ordinary waste** graph, separate collections at the company has allowed us to **recycle 94% of waste**.

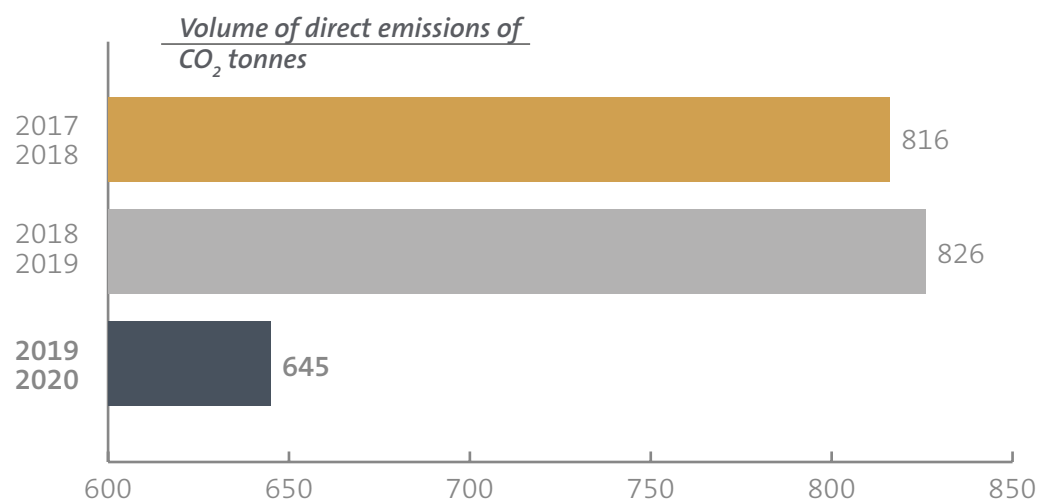
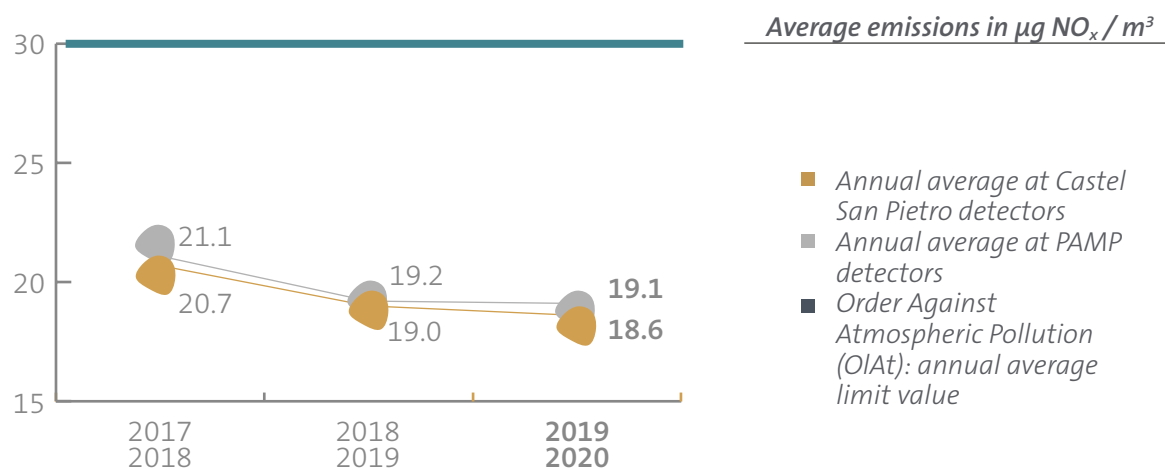
Composition of special waste shows a **substantial increase (312%)**. That increase is caused directly by the type of material we received for processing. In the last period there was an increase in the refining of material containing copper and therefore of the quantity of hydrated sludge produced during the refining process. Additionally, a general increase in production meant an increase in the quantity of production slag and residues generated. At the end of the process, that type of waste is sent to authorised partner companies for the necessary recovery and recycling treatments, ensuring a circular use of waste wherever possible.



Atmospheric emissions

Data on *atmospheric emissions* confirms the *positive trend seen* in previous years: Both the average value for the concentration of nitrogen oxides per metre cubed ($\mu\text{g}(\text{NO}_x) / \text{m}^3$) recorded by detectors in Castel San Pietro and the value recorded by the detectors installed at PAMP *showed slight reductions*. Those quantities are well below the upper limit of $30 \mu\text{g}/\text{m}^3$ (micrograms per metre cubed) established by the Ordinance on Air Pollution Control (OIAt).

Despite the positive data, *PAMP remains committed to further reducing its impact*. Following several improvement investments, our volume of direct emissions of CO_2 registered a further reduction (-22%) despite the high increase in production volume. The latter was set in line with the targets for the ongoing project to reduce the impact and emissions of CO_2 . This project has led to substantial changes in PAMP's energy mix, with a significant reduction in the use of gaseous fuels.



Evaluation of NO_2 emissions by the canton authorities

“Emissions of NO_2 (nitrogen dioxide) are monitored throughout the territory: As a comparison, the average of all meters in Ticino give a value of $22.8 \mu\text{g}/\text{m}^3$ in the 2018-2019 period and $19.7 \mu\text{g}/\text{m}^3$ in the 07.2019-06.2020 period, compared with a maximum limit established by the OIAt of $30 \mu\text{g}/\text{m}^3$. This significant reduction is probably due to the slowdown in economic and social activity in 2020 caused by Covid-19. In the area surrounding PAMP, emissions

A new charging station for electric bicycles

As part of our broader environmental responsibilities, we launched a new green project by installing a charging station for electric bicycles in the PAMP employee car park in Castel San Pietro. The initiative aims to encourage employees to choose alternative and environmentally friendly means of transport for travel between home and work.

The facility is solar powered and can charge up to six electric bikes and has another six parking spots without sockets. The area has room to be expanded and has been designed with space for a socket to charge electric cars. Many PAMP employees would often travel to work on bicycles, electric bikes, or electric scooters. A meeting with the Workers' Representatives showed substantial interest and supported the project to get off the ground quickly.

The Municipal Authority of Castel San Pietro supports this initiative. PAMP remains in dialogue with the Municipality to potentially expand the initiative in the future.



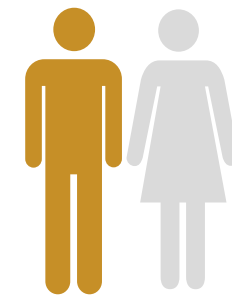
of NO_2 are slightly higher than those in the Castel San Pietro area: the difference is just 2% and has remained constant over the years. The values are lower than the average for Ticino, including areas immediately surrounding PAMP. It can therefore be stated that NO_x emissions from PAMP's activities, which remain well within limits, have a barely perceptible impact on NO_2 emissions in the area.”

Social responsibility

PAMP carefully assesses the social implications of its business operations. Those evaluations define our openness to dialogue with all stakeholders, commitment to workplace safety, and the development of streamlined internal procedures. The health and wellbeing of our employees is a key priority. We have strict safety guidelines in all our production facilities and organize regular in-house trainings and social events. In addition, we build and foster relationships within the region, taking active steps to interact both with institutions and the local population.



Introduction of volunteering days through collaborations with local organisations



181 employees hired on permanent contracts

Renewal of the collaboration with Istituto Sant'Angelo di Loverciano school in Castel San Pietro

New collaborations: support for the Mendrisiotto Ambulance Service and the Transfusion Service of Italian Switzerland

69% of employees have worked with PAMP for at least 5 years

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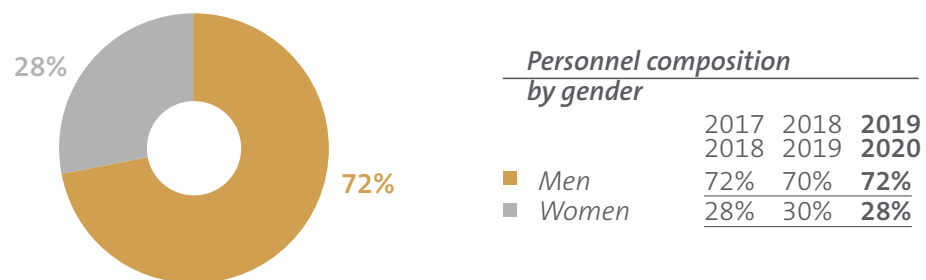
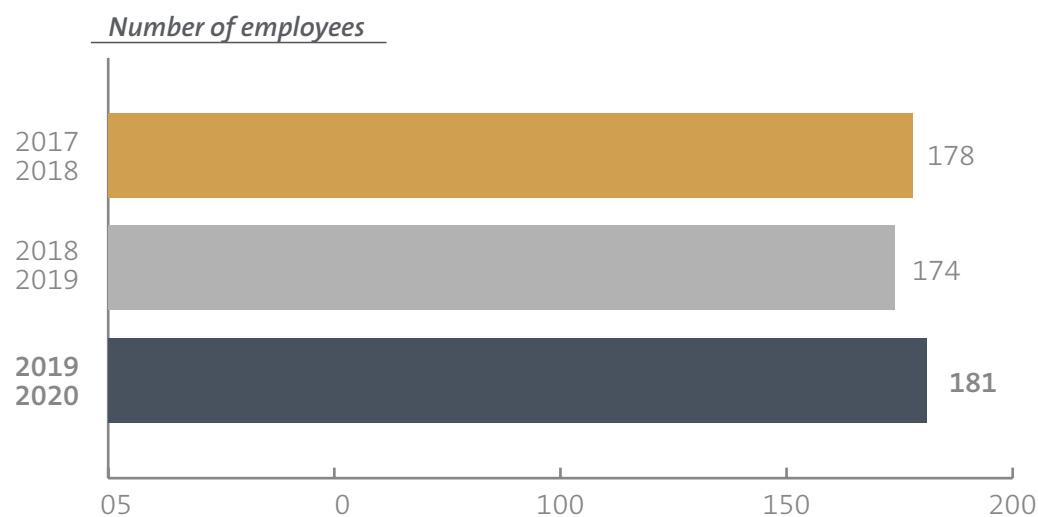
Personnel

PAMP has a total of 181 employees, all hired on permanent contracts. The **number of employees** graph shows that this total increased slightly in 2019-2020: against 12 departures (mostly through natural staff turnover), there were 19 new hires that were necessary in light of increased production and the need for more specialised staff. The negative turnover rate for the tax year in question was 7%. The positive turnover rate was 11%.

The Social Performance Team conducted talks with SA8000 Representatives to discuss and approve a minimum living wage, which is based on the agreement signed through the company contract and is recalculated periodically. Those discussions allow us to ensure our employees receive adequate remuneration, further supported by constant evaluations of continuously evolving factors based on our employees' requirements, especially considering the lack of a collective bargaining agreements for the sector.

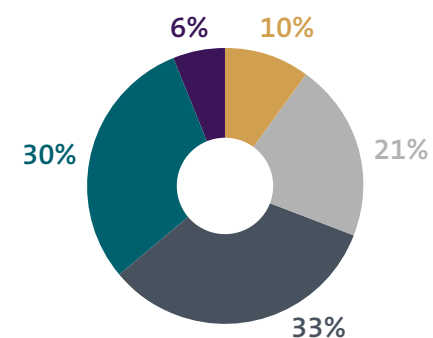
Representation of staff by gender is strongly influenced by the type of activities carried out at PAMP. Once again in this period there was a clear majority of male employees. In the period 2019-2020, there was a majority of male employees due to a high number of male applicants.

The result was partially offset in administrative and managerial positions, in which we have numerous female employees. Indeed, almost half of our management positions are occupied by women, including our CEO, Nadia Haroun.

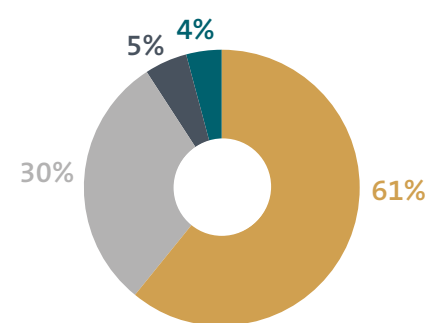


Representation of employees by age range saw some changes in the 2019-2020 period: Following several departures of employees at retirement age, several entry level positions were filled, in line with cyclical changes in the structure of the workforce. **Personnel composition by professional category** was in line with previous periods, with a slight increase in office workers owing to a more specific skill-set to be required.

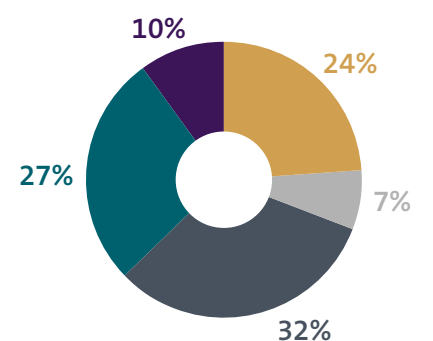
Finally, in order to increase retention, we organised initiatives aimed at strengthening the sense of belonging to the Group and improving the working environment. For example, activities included frequent meetings with Workers' Representatives, the company Notice Board for employee proposals and the company's volunteering activities, which are becoming a regular fixture. Thanks in part to those initiatives, a significant proportion of employees at the Castel San Pietro site have worked at PAMP for over 5 years (69% of the total number of employees).



Age Range	2017	2018	2019	2020
<30	10%	8%	10%	10%
30-40	23%	21%	21%	21%
40-50	39%	34%	33%	33%
50-60	23%	30%	30%	30%
>60	5%	7%	6%	6%



Category	2017	2018	2019	2020
Manual w.	70%	62%	61%	61%
Office w.	19%	28%	30%	30%
Middle m.	7%	6%	5%	5%
Senior m.	4%	4%	4%	4%



Length of Time	2017	2018	2019	2020
<3	16%	15%	24%	24%
3-5	3%	6%	7%	7%
5-10	43%	40%	32%	32%
10-20	25%	26%	27%	27%
>20	13%	13%	10%	10%

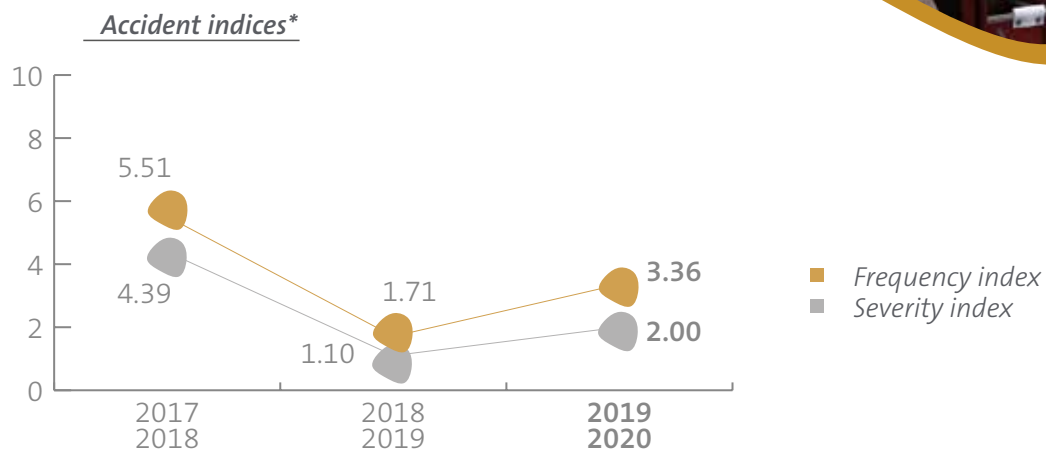
Occupational health and safety

Over the years we have introduced rules to govern our system for managing worker health and safety. Specifically, PAMP has conducted a range of activities to make the workplace as safe as possible:

- Regular checks on compliance with existing laws
- Implementation of internal procedures that take all processes into account
- Organisation of regular health and safety training and awareness-raising initiatives
- Regular collaboration with the occupational doctor to receive support on how best to protect workers



We are also ISO 45001 certified.



* Frequency (number of accidents per 100,000 hours worked) and severity index (number of working hours lost due to occupational accidents per 1,000 hours worked) increases in 2019-2020 are caused by a few minor workplace accidents and one single incident impacting the severity index (250 hours of absences out of a total of 600 hours). Neither incident had any long-term consequences.

Transition to ISO 45001

In 2020 we successfully completed the transition to ISO 45001, an international standard for workplace health and safety and an evolution from the previous OHSAS standard. Among various other aspects, the structure of the ISO 45001 health and safety management system is more closely aligned with other ISO standards (for example quality and environmental management) and guarantees workers are more involved in topics relating to workplace health and safety. Through an established Health and Safety committee in which both management and workers are represented we are or involving employees e.g. on accident investigations, and share with them audit results in order to get feedback and collaboratively define actions.

Training

Creating a work environment of continuous learning and development to foster excellence is of strategic importance to PAMP. We therefore provide a range of training opportunities for all our employees.

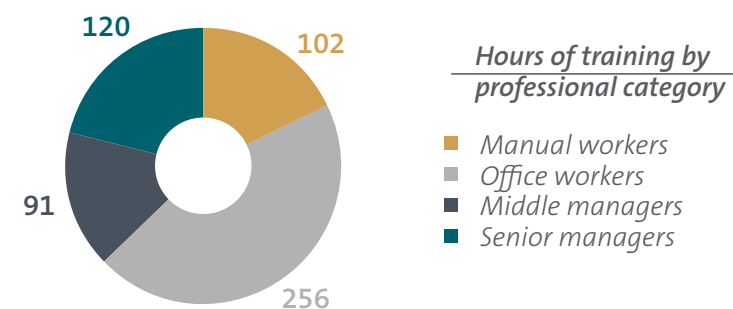
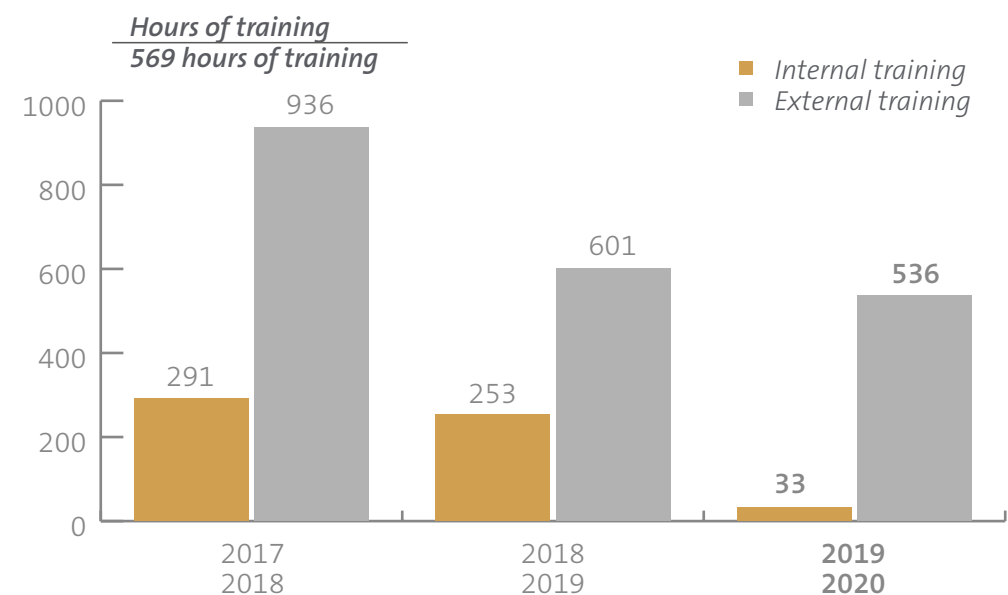
During the 2019-2020 period we faced a number of difficulties caused by laws and regulations related to Covid-19, limiting in-person training opportunities and leading to a 33% drop in the overall number of **training hours**.

However, we implemented new procedures to reorganise our training activities, aimed at targeting staff needs and identifying gaps.

Office workers received the bulk of the technical/professional training provided. Meanwhile, the reduced number of training hours provided to manual (production) workers reflects the nature of training for this category, which is often conducted in person (such as e.g. on operating machinery).

In light of physical distancing and its challenges, we provided our regular annual training for all governance bodies. The training programme focuses on the guidelines governing the company's management of human rights issues, anti-corruption, and anti-money laundering laws and regulations.

We restarted organising internal and external courses (with new editions planned on different subjects such as Lean Production, Languages, Chemistry etc.) as soon as gatherings, even if small, where possible.



PAMP *and the local community*

Over the years PAMP has built long-lasting relationships within the local community. Our work centres on promoting dialogue and collaboration with institutions and supporting local organisations. We also take active steps to keep the local community informed of our activities. For example, we organized meetings with the municipality, published articles in the Castel San Pietro magazine, issued local press releases, and were in direct contacts with some of our closest neighbours. Therefore, over time we have established a relationship of trust with the canton authorities, with the Municipal Authority of Castel San Pietro, with various local associations and organisations, as well as with the general, local population. Our aim is to maintain ongoing dialogue to strengthen those relationships further while also responding to any new needs that may emerge.

LOCAL COLLABORATIONS

- **Department of the Environment:** close collaboration to protect the environment
- **Municipal Authority of Castel San Pietro:** periodic meetings, informal gatherings and collaborations at various levels, and voluntary initiatives in partnership with the Municipal Technical Office
- **Società Percorso Vita Mendrisio e Dintorni:** voluntary activities to clean and reorganise the Castel San Pietro fitness trail
- **Associazione Vivigorla e Dintorni:** regular contact and ongoing dialogue
- **Residents of Castel San Pietro:** direct communications channel available to local inhabitants via a dedicated email address: ecoambiente@pamp.com
- **Istituto Sant'Angelo di Loverciano school:** annual support for special projects (this year, PAMP continued to further support the school's ceramics workshop)
- **Don Guanella nursing home:** support initiatives to entertain residents (voluntary work at the facility)
- **Mendrisiotto Ambulance Service:** donations, and meetings to develop joint activities
- **Transfusion Service of Italian-speaking Switzerland:** as part of the World Blood Donor Day, a global World Health Organization (WHO) campaign, PAMP organized a day of blood donations (cancelled due to Covid-19)
- **Swiss Committee for UNICEF:** continued support for Ticino's Commitment to Childhood charity gala (cancelled due to Covid-19, but financial support still provided)

Measures to protect employees

PAMP continued to operate during lockdown (March-May 2020), albeit with reduced production capacity. It was the only refinery in Ticino to not experience any operational discontinuity. This was possible thanks to the prompt sharing of a detailed preventative measures plan to protect the health of our employees, coupled with our industry being recognized as critical (mainly due to the wider impact of precious metals on markets).

Protecting our employees has been our key priority throughout the pandemic. PAMP encouraged most of its employees within the Administration to work remotely, and we increased the cleaning and sanitisation of company premises. To reduce the number of people present at the same time within company buildings, we introduced a set of measures (selection):

- Introduction of additional work shifts: 4x6 hours instead of 3x8 hours in order to limit the amount of people present at the same time.
- Limited number of people allowed within a given space
- Separation of tables in the canteen to avoid interaction between departments and possible cross-contamination
- Identification of specific areas for the exchange of material and information
- Floor markings to ensure safe distances were maintained when entering and leaving the building
- Hand sanitiser dispensers at each entrance and across the company, distribution of face masks to employees, installation of plexiglass dividers between desks
- Restrictions on the use of changing rooms / showers
- Use of dedicated equipment to disinfect workplaces (ozone, disinfectant sprays, etc.)
- Communication panels with focused image driven messages highlighting rules to avoid contamination

Close cooperation with the Workers' Representatives was essential in communicating those internal measures and ensuring that they were implemented correctly.

These measures, along with many others, and the responsibility shared by all employees to implement and maintain them, allowed us to continue production processes while also ensuring safe working conditions.



Economic responsibility

One of the fundamental aspects of economic responsibility is creating value for all stakeholders and instilling confidence about the future. To do so, we have a long-term strategy to support company growth. Our approach guides us in further strengthening relationships with our commercial partners and providing ongoing support to local organisations, generating economic value at both the cantonal and national level.

+ 49%
increase in turnover

+ 11%
increase in capitalisation

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Focus: Think global, act local	p.51

32%
of all our suppliers of consumables, machinery and services are from Ticino



Support for the Swiss Committee for UNICEF for the fourth year running

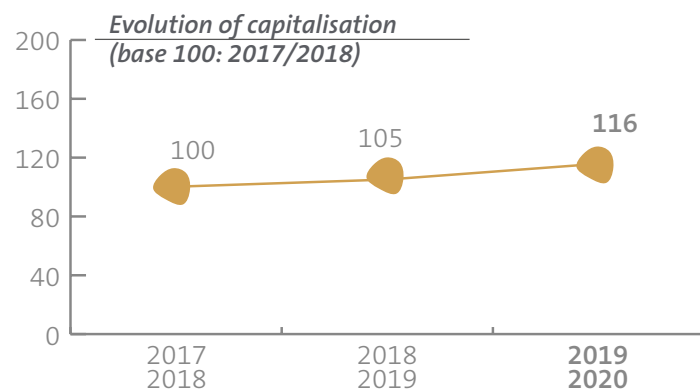
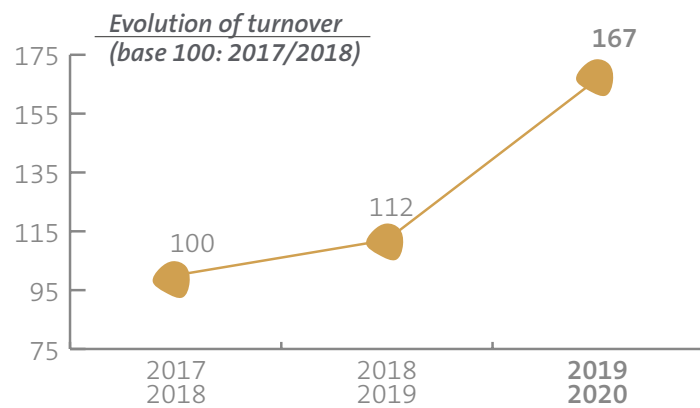
+73%
increase in taxes paid

Operating results

PAMP's economic performance in recent years has followed a positive trend, including in the last period. Thanks to its long-term management strategy, PAMP is in a good position to mitigate the risks of market fluctuations.

The graph on the **evolution of turnover** provides a detailed breakdown of that performance, showing an **increase in turnover of 49%** in the 2019-2020 period. More than in the previous year, this latest increase was influenced by a general increase in the price of precious metals (as a result of the Covid-19 crisis). In addition, all business areas experienced a further increase in demand for PAMP products, which had a positive impact on our overall turnover.

Evolution of capitalisation also registered an increase of 11% in the 2019-2020 period. Capitalisation benefitted as profits from the period were allocated to reserves to support ongoing investments and company growth.



We are members of the following associations:

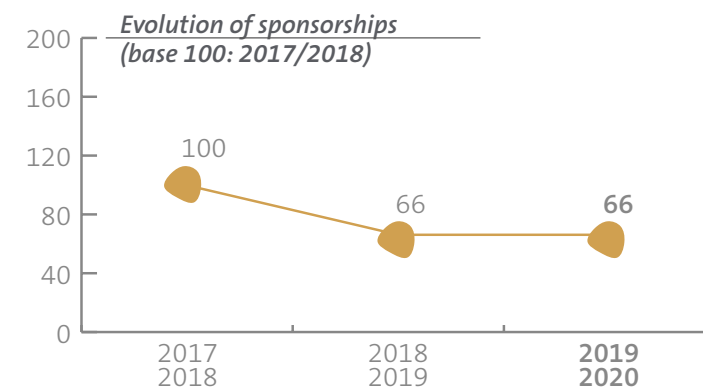
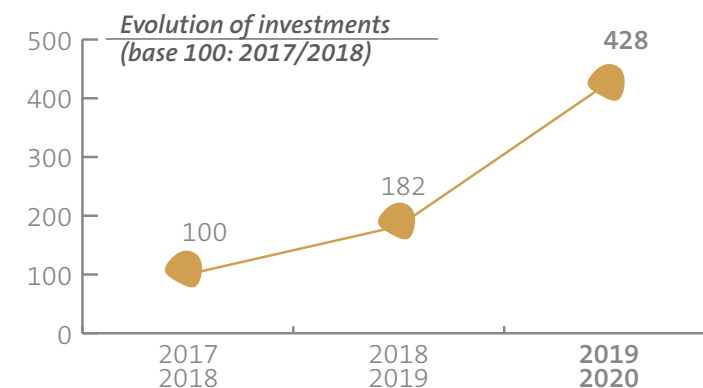
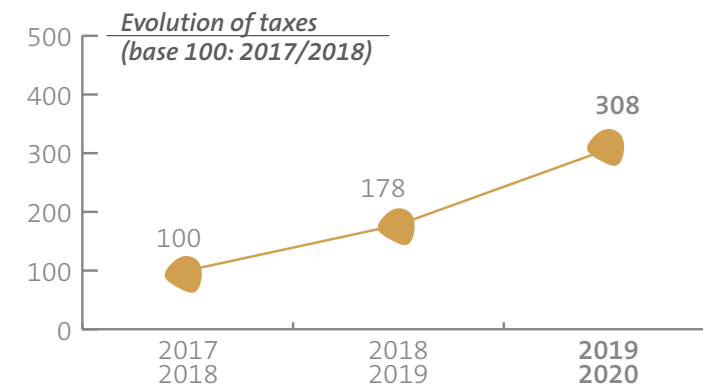
- Swiss Association of Manufacturers and Traders in Precious Metals (ASFCMP)
- The Canton Ticino Chamber of Commerce (Cc-Ti)
- Association of Ticino's Industries (AITI)
- Ticino Watchmaking Industry Association (ATIO)

Tax, investments and sponsorships

Company profit in 2019-2020 had a direct influence on the **evolution of taxes**, which registered a significant increase (+73%).

Following the implementation of a multi-year investment programme, the **evolution of investments** also maintained its positive trend, with an increase of 135% in the 2019-2020 period. However, that result is still strongly influenced by the construction work carried out in the 2018-2019 period. The completion of the largest section of the gold refinery continued into 2019-2020. Other significant investments (construction of a transformer room, new machinery, heat pump) aimed to adapt production capacity to meet market demand and increase environmental sustainability.

The **evolution of sponsorships** have remained stable compared to the previous year. However, analysis excludes all voluntary sector activities, which strictly speaking cannot be considered as sponsorship. Those activities are not reflected in the results, but nevertheless involve costs to the company in working hours spent completing voluntary activities at an organisation (each employee can spend half a working day on those activities).

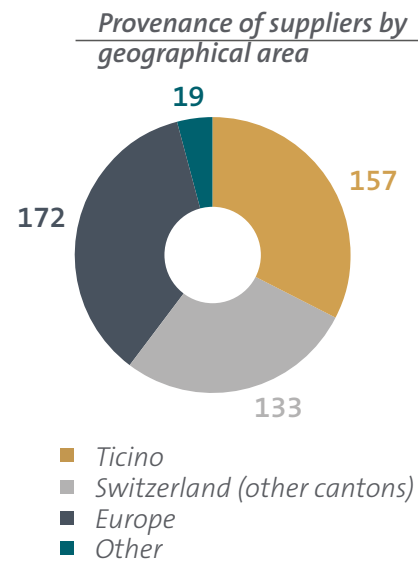


Origin of suppliers

A structured approach to corporate social responsibility also includes an analysis of suppliers. This selection includes all suppliers that issued an invoice during the tax year and that provide consumables, or equipment or services. In the 2019-2020 period, PAMP had dealings with 481 suppliers, a reduction from previous years as we seek to work with a smaller pool of suppliers. This allows us to increase the efficiency of the supply system through long-lasting collaborations.

The graph on the *provenance of suppliers by geographical area* shows that we have remained committed in our shift to local suppliers and to rewarding geographical proximity. Over 155 companies (32% of suppliers) are from Ticino. That commitment allows PAMP to generate added value to the economic environment in which we operate, and to protect the environment by limiting the need for transportation. Where it is not possible to use local suppliers, we give preference to suppliers from other cantons, as shown by the 133 Swiss companies that we work with nationally (28% of the total).

Over the years that data has remained largely unchanged, demonstrating how PAMP preferably establishes long-term relationships. That strategy allows us to develop new synergies and increase the efficiency of our collaborations over time.



Think global, act local

In the previous period, PAMP once again renewed its support and further sponsored local organisations. PAMP continued to support the Istituto Sant'Angelo di Loverciano school and the Don Guanella nursing home, donated to the Mendrisiotto Ambulance Service and the Transfusion Service of Italian-speaking Switzerland, in the hope of creating a series of lasting partnerships and collaborative projects for the future.

However, during the fiscal year in question, we had to adapt to the regulations issued to stop the spread of Covid-19, which greatly limited in-person contact.

In a situation as unprecedented as a pandemic and the challenges it presented, we considered it more important than ever to show our ongoing and long-lasting support for the local community.

Whenever possible, we provided our support to some of the yearly events which were unfortunately cancelled. We offered our support to the Swiss Committee for UNICEF and Ticino's Commitment to children project.





Sustainability report

Topics covered in the report

The information contained in the “Who we are” section refers to PAMP as a whole and its Castel San Pietro operation.

Format

This Sustainability Report was drawn up in accordance with the Global Reporting Initiative (GRI) guidelines, ‘Core’ option (option adopted: GRI Standards).

Reference period and reporting cycle

This Sustainability Report relates to the period from 1 July 2019 to 30 June 2020. The Sustainability Report is published annually. The previous report relates to the period from 1 July 2018 to 30 June 2019.

External verification

This information contained within this Sustainability Report was verified to the best of our ability through internal and external audits. All the data was rigorously checked and analysed. As a result, the report was not submitted for additional external verifications.



Global Reporting Initiatives *Standards Index*

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102-9	Supply chain	24,25	
102-10	Significant changes to the organization and its supply chain		None
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102-44	Key topics and concerns raised	18,19,20	
REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	53	PAMP SA
102-46	Defining report content and topic boundaries	53	
102-47	List of material topics	20	
102-48	Restatements of information	53	
102-49	Changes in reporting	53	
102-50	Reporting period	53	
102-51	Date of most recent report	53	
102-52	Reporting cycle	53	

102-53	Contact point for questions regarding the report	59	
102-54	Claims of reporting in accordance with the GRI Standards	53	
102-55	GRI content index	55,56,57,58	
102-56	External assurance	8, 53	

ECONOMIC PERFORMANCE

ECONOMIC PERFORMANCE

103	Management approach	46,47,48,49	
201-1	Direct economic value generated and distributed	48,49	For privacy reasons, we do not report economic results

MARKET PRESENCE

103	Management approach	38,39,41	
202-2	Proportion of senior management hired from local community	41	

INDIRECT ECONOMIC IMPACTS

103	Management approach	46,47,49	
203-1	Infrastructure investments and services supported	49	

PROCUREMENT PRACTICES

103	Management approach	46,47,50	
204-1	Proportion of spending on local suppliers	50	

ANTI-CORRUPTION

103	Management approach	22,23	
205-1	Operations assessed for risks related to corruption		None
205-2	Communication and training about anti-corruption policies and procedures	43	

ENVIRONMENTAL PERFORMANCE

MATERIALS

103	Management approach	30,31,32,37	
301-1	Materials used by weight or volume	32,37	

ENERGY

103	Management approach	30,31,33	
302-1	Energy consumption within the organization	33	
302-3	Energy intensity	33	
302-4	Reduction of energy consumption	33	

WATER

103	Management approach	30,31,34	
303-1	Water withdrawal by source	34	
303-3	Water recycled and reused	34	

EMISSIONS

103	Management approach	30,31,36	
305-1	Direct (Scope 1) GHG emissions	36	
305-5	Reduction of GHG emissions	36	
305-7	Nitrogen oxides (No _x) sulfur oxides (Sox), and other significant air emissions	36	

EFFLUENTS AND WASTE

103	Management approach	30,31,35	
306-1	Water discharge by quality and destination	35	
306-2	Waste by type and disposal method	35	
306-3	Significant spills		None

ENVIRONMENTAL COMPLIANCE

103	Management approach	30,31	
307-1	Non-compliance with environmental laws and environmental criteria		None

SUPPLIER ENVIRONMENTAL ASSESSMENT

103	Management approach	22,23,28	
308-1	New suppliers that were screened using environmental criteria	28	

SOCIAL TOPICS

EMPLOYMENT

103	Management approach	38,39,40,41	
401-1	New employee hires and employee turnover	40,41	

OCCUPATIONAL HEALTH AND SAFETY

103	Management approach	38,39,42	
403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	42	

TRAINING AND EDUCATION

103	Management approach	38,39,43	
404-1	Average hours of training per year per employee	43	
404-2	Programs for updating employee skills and transition assistance programs	43	

DIVERSITY AND EQUAL OPPORTUNITY

103	Management approach	38,39,40,41	
405-1	Diversity of governance bodies and employees	40,41	

CHILD LABOR

103	Management approach	22,23
408-1	Operations and suppliers at significant risk for incidents of child labor	26,27,28,29

SECURITY PRACTICES

103	Management approach	38,39,43
410-1	Security personnel trained in human rights policies or procedures	43

FORCED OR COMPULSORY LABOR

103	Management approach	22,23
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	26,27,28,29

HUMAN RIGHTS

103	Management approach	38,39,43
412-2	Employee training on human rights policies or procedures	43

LOCAL COMMUNITIES

103	Management approach	44,45
413-1	Operations with local community engagement, impact assessments and development programs	16,17,36,37

SUPPLIER SOCIAL ASSESSMENT

103	Management approach	22,23,28
414-1	New suppliers that were screened using social criteria	28
414-2	Negative social impacts within the supply chain and actions taken	28

SOCIOECONOMIC COMPLIANCE

103	Management approach	22,23
419-1	Non-compliance with laws and regulations in the social and economic area	None

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