



2023 Sustainability Report

Caring for People and Planet:
Making a Difference in the Journey of Life

Table of Contents

About	Planet	People	Product
A Letter From Our Leaders	Preserving Our Planet	Advancing Our Associates	Caring for Our Customers
03	15	27	51
About Hollister	Global Carbon Footprint	Inclusion and Diversity	Culture of Quality
04	16	28	52
Our Company	Renewable Energy and Energy Efficiency	Health and Safety	Product Innovation and Environmental
04	18	34	53
Immutable Principles	Materials and Waste	Growth and Development	Stewardship
05	23	40	
History and Timeline	Water Management	Commitment to Our Communities	End User and Clinician Resources
06	24	42	58
Report Approach	Biodiversity	Associate Volunteering	
07	25	43	
Materiality Assessment		Annual Donations	Looking Forward
07		47	61
Timeframe, Boundaries, and Frameworks		Adapted Athletics	Contact Us
07		49	62
Sustainability Commitments			Appendix
08			63
2023 Milestones and Highlights			GRI Content Index
09			63
ESG Structure and Processes			Data Tables
10			64
Organizational Chart, Councils, and Committees			JDS Inc. Materiality Assessment
11			66
Environmental Policy			
12			
Codes of Conduct			
12			
Protecting Human Rights			
14			

A Letter From Our Leaders

We are proud to present the Hollister Incorporated 2023 sustainability report, “Caring for People and Planet: Making a Difference in the Journey of Life.” This report showcases our global commitment to enriching lives while safeguarding our environment.

At Hollister, our Immutable Principles – Dignity of the Person, Service, Integrity, and Stewardship – guide our path forward. In 2023, we achieved several sustainability-related milestones, including reducing our Scope 1 and 2 emissions globally. As stewards of both people and the planet, we have made significant strides:

Climate Action and Enhanced Energy Efficiency: Our global manufacturing sites improved energy efficiency thanks to strategic investments and renewable energy sourcing. At our manufacturing facilities in Kaunas, Lithuania, and Bawal, India, we invested in solar power plants and reduced our overall carbon footprint. In addition, we sourced sustainable product and packaging materials to reduce our environmental impact.

Safety and Well-Being: As a company, we are committed to fostering a culture where every person feels safe, supported, and inspired. Our ‘Global Speak Up Policy’ empowers associates to voice concerns, and our historically low OSHA Total Recordable Incident Rate ensures they work in settings that are safe and healthy.

Customer Journeys: The people who use our products and services are all on unique personal journeys – whether they are spending moments with family and friends, making history by swimming the English Channel, or excelling in wheelchair basketball.

Together, we will create a brighter, more sustainable future.

As Hollister continues its sustainability journey, we will not let our progress lead to complacency. Going forward, we pledge the following:

Transportation and Distribution: By 2025, we aim to cut upstream transportation and product distribution emissions by 30 percent. Our wheels turn toward a greener horizon.

Waste Diversion: By 2027, we envision an 80 percent waste diversion rate and are making progress toward our goal.

ISO 14001 Certification: Our European operations sites are on track to earn ISO 14001 certification by the end of 2024, followed by our global production and distribution sites by 2028.

We are committed to continuous improvement on sustainability, and we are guided by Our Mission to make life more rewarding and dignified for those who use our products and services. To our associates, customers, and partners, we extend a heartfelt thank you for the progress made thus far. Together, we will create a brighter, more sustainable future – one where both people and the planet thrive.



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



Abinash Nayak
President & COO
The Firm of John
Dickinson Schneider, Inc.

About Hollister

Our Company

Headquartered in Libertyville, Illinois, United States, 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. Hollister has [offices and manufacturing and distribution centers](#) throughout North America, South America, Europe, and Asia, and products are marketed and sold in nearly 80 countries around the world.

Originally founded as a small printing company by John Dickinson Schneider 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 our founder has remained unchanged, including a steadfast commitment to quality products, service, and people. Our exceptional global team of approximately 5,000 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 Mission:
To make life more rewarding and dignified for the people who use our products and services.



Understanding Ostomy Care

Ostomy surgery allows bodily waste to pass through a surgically created stoma on the abdomen. The need for an ostomy may be caused by certain cancers, diverticulitis, incontinence, Cohn's disease, Ulcerative Colitis, and other conditions. Learn more: <https://www.hollister.com/en/ostomycare>

Understanding Continence Care

Hollister serves 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. Learn more: <https://www.hollister.com/en/continencecare>

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 shine through in the work we do and support Our Vision: to grow and prosper as an independent, employee-owned company and, in the process, become better human beings.

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 we live by John Dickinson Schneider's motto: "Only first class is good enough."

Our Vision:

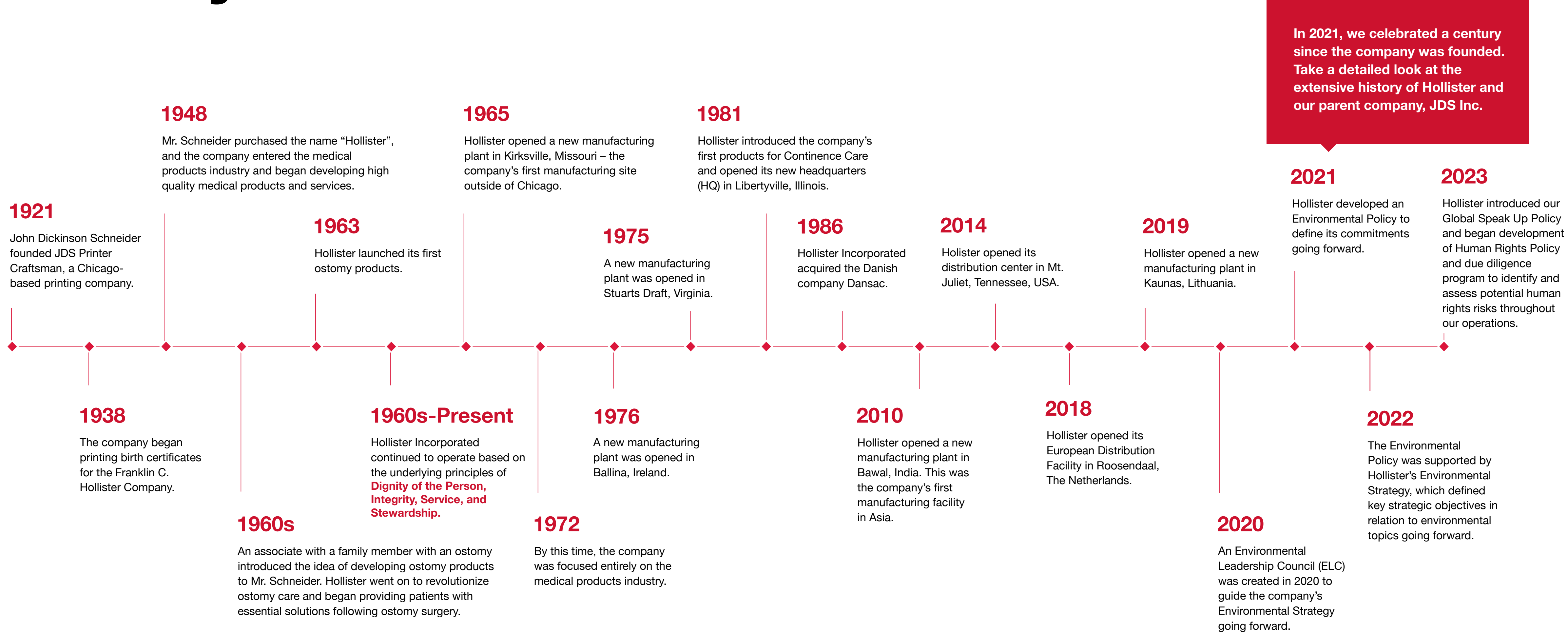
To grow and prosper as an independent, employee-owned company and, in the process, become better human beings.



Hollister headquarters in Libertyville, Illinois, United States

History and Timeline

In 2021, we celebrated a century since the company was founded. Take a detailed look at the extensive history of Hollister and our parent company, JDS Inc.



Report Approach

Materiality Assessment

In 2021, we analyzed our actual and potential impacts on the environment and society. By engaging with a representative selection of our internal and external stakeholders — including leadership, human resources, commercial, marketing and operations, transport, packaging, engineering, clinical Research & Development (R&D), key customers, and select suppliers — we determined our key topics, including those material to the business. Our Environmental Leadership Council, re-established as the [ESG Council](#) in 2023, reviewed these inputs and aligned them with priority topics (impact areas). Utilizing the best available information, these first materiality assessment results were a broad starting point for our team.

Material 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. Supply chain impacts
8. Environmental product requirements
9. Materials sourcing
10. Operational/production waste
11. Packaging waste
12. Product design

*Clarification. In the 2022 sustainability report, a list of 20 key topics was noted. Not all topics were deemed as highly relevant for Hollister; this report focuses on 12 material topics.

In 2023, we began a double materiality assessment — analyzing our actual and potential impacts on the environment and society, as well as their potential financial impacts on the company — completed in 2024. Information on our updated materiality assessment, which will guide our environmental, social, and governance (ESG) strategy beginning in 2024, can be found in the Looking Forward and Appendix sections of this report.




Timeframe, Boundaries, and Frameworks

This report covers activities from the 2023 calendar year and is released voluntarily to detail progress on our commitments and areas of focus. Unless otherwise indicated, the information reported covers Hollister’s global operations and reflects data as of December 31, 2023. The Firm of John Dickinson Schneider (JDS) Inc. (parent company) and KMT Medical (partner company) are not included, unless otherwise noted.

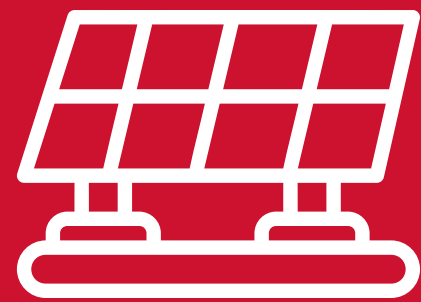
Hollister has prepared this report using best practice ESG reporting methods. We are reporting in reference to the [Global Reporting Initiative](#) (GRI) because it enables us to understand and report on our environmental and societal impact in a structured, comparable, and credible way.

Additionally, we have mapped our sustainability commitments to the United Nations [Sustainable Development Goals](#) (SDGs), a universal call to action to end poverty and protect the planet. These global goals recognize that ending poverty and other deprivations must go hand in hand with tackling climate change. Connecting our sustainability commitments to the SDGs allows us to better understand how we can contribute to the world’s collective goals.

Sustainability Commitments

Focus areas	Impact areas	Our Commitments	SDGs
Planet	Scope 1 and 2 emissions Scope 3 emissions Energy use Materials and waste Products and packaging	<p>We commit to reducing our greenhouse gas emissions and managing our climate impact.</p> <p>We commit to stewarding our resources through responsible operations and product design to reduce environmental impact.</p> <p>We will commit to establishing strong environmental governance throughout our value chain.</p>	
Our People (Associates)	Inclusion and diversity Health and safety Ethical conduct	<p>We will commit to a working environment that ensures all associates are comfortable, safe, and supported, regardless of background.</p> <p>We commit to keeping our associates safe at work by proactively managing hazards and risks and achieving a total recordable incident rate of <1.0 by 2024.</p> <p>We commit to practically reinforcing Hollister values, with the goal of achieving and maintaining high standards of integrity.</p>	
Communities	Charity and volunteerism	We will work with the local and global communities where we operate to ensure our impact is positive.	
Products	End users and clinicians	We will work with our end users and clinicians to improve the lives of people using Hollister products.	

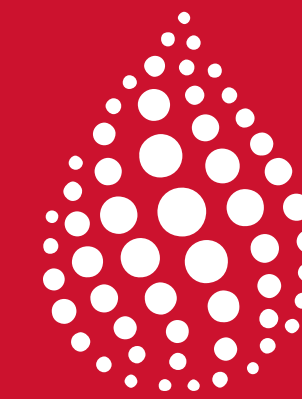
2023 Milestones and Highlights



Installed a solar power plant at our manufacturing facilities in Kaunas, Lithuania (1 megawatt) and expanded our plant in Bawal, India (total .93 megawatts).



Achieved ISO 14001 certification in Bawal, India and Fredensborg, Denmark, reaching 50 percent of all manufacturing and distribution facilities certified.



Launched our newest line of catheters, which includes our uniquely formulated Hydrabalance™ lubricating coating.



Launched our second Employee Resource Group (ERG), the Veteran Engagement Team, while advancing Women's Initiative Network ERG initiatives.



Released our Global Speak Up Policy to expand on the guidance included in our Code of Conduct and formalized our global Human Rights Committee.



Enhanced safety performance and achieved a Hollister-best Total Recordable Incident Rate of 0.53.

ESG Structure and Processes

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.

Our Commitment:

We commit to establishing strong environmental governance throughout our value chain.

ESG Structure and Processes

As we work to advance commitments to our planet, associates, customers, and communities, we are dedicated to making progress with integrity. Our ESG structure sets the foundation for accountability and includes our company leaders, councils, committees, and codes of conduct.

We are focused on conducting business ethically and transparently throughout our operations and, in 2023, continued to enforce policies that help ensure our associates, suppliers, and distributors are aligned with our values and furthering our commitments.

Organizational Chart, Councils, and Committees

Oversight of progress to achieve our environmental and social commitments begins at the highest levels of management. The CEO of JDS Inc. and leadership team are accountable for approving ESG strategy and ensuring progress on our sustainability commitments, led by various councils and committees across the business.

Additionally, in 2023, Hollister significantly increased internal capacity to implement impact-focused initiatives by establishing an ESG department, hiring two full-time ESG functions (ESG Director and Analyst), and selecting our VP of Operations as Hollister’s ESG Executive Champion to manage internal alignment and integration of the work across internal channels.

2023 ESG councils and committees included

Global Safety Council: Comprised of representatives from each production, distribution, and headquarters site, the Global Safety Council is sponsored by operations leadership and is responsible for site and global environmental, health, and safety (EHS) policy development and implementation, as well as ensuring standardized EHS best practices are implemented across Hollister operations sites.

Inclusion & Diversity (I&D) Committee: The I&D Committee is comprised of associates from diverse backgrounds from across the globe, representing nearly every function throughout the company. 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. Efforts play a crucial role in fostering an inclusive and supportive environment for associates.

Compliance Review Committee: The Compliance Review Committee is comprised of senior cross-functional leaders and provides executive oversight and organizational support of Hollister’s Compliance Program. The Compliance Program includes areas such as anti-bribery and anti-corruption, antitrust, and data privacy, as well as the [Code of Conduct and the Helpline](#).

Human Rights Committee: At the end of 2023, Hollister formalized the members of our global Human Rights Committee. We identified members from relevant departments including legal and compliance, human resources, sustainability, global markets, and supply chain. In 2024, the committee will meet on a regular basis to discuss and address issues related to modern slavery and other human rights issues, as well as continue our human rights due diligence efforts.

ESG Council: Drawing upon leaders from the aforementioned councils and committees, the focus of the cross-functional ESG Council is to create an integrated view of ESG priorities and integrate them into the strategic plan of our parent company. Previously known as the Executive Leadership Council, the ESG Council expands on this group’s expertise by focusing on social, governance, and environmental matters. Various working groups report into the ESG Council.

Progress would not be possible without the support of all Hollister associates. This work is realized in a variety of ways, referenced throughout the report, and includes innovative EHS solutions, associate-led ERGs, and community volunteering.

ESG Structure



Environmental Policy

Hollister’s **Environmental Policy** formalizes our organization’s commitment to protecting the planet. The Policy’s primary objective is to clarify for associates, customers, and communities our commitments and responsibilities for building a sustainable future. By outlining these expectations, we foster a shared sense of purpose and enable collective action towards environmental sustainability.

Company Commitments

Integrate environmental stewardship into our 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 our stakeholders

Associate and Leadership Responsibilities

Be stewards of the environment and fulfill the expectations of our Environmental Policy (all associates)

Ensure that our environmental commitments are aligned with Our Mission, Our Vision, Immutable Principles, and Corporate Strategy, and that our teams are provided the resources needed to achieve our environmental objectives (Executive Leadership)

Dedicated resources in EHS provide expertise and aim to ensure environmental sustainability best practices are advanced throughout Hollister and our activities

Define the environmental strategy and set targets to support and measure the impact of our strategy (ESG Council)

Integrate environmental stewardship into business activities and ensure decisions reflect the spirit and intent of our policy (Hollister leaders)

Codes of Conduct

Behaving ethically is at the foundation of our work across the value chain, and we have implemented several associate, distributor, and supplier policies to encourage accountability and integrity in all aspects of our operations. All associates, distributors, and suppliers must follow these codes.

Code of Conduct: Our Code of Conduct sets expectations across the company for issues such as fair competition, respect and anti-harassment, anti-corruption, protection for associates who report concerns, and applicable labor laws concerning wages, human rights and working conditions, and those prohibiting forced or compulsory labor, including child labor. Available in 12 languages, this Code of Conduct governs associates at all levels and helps define our expectations for ethical interactions. In addition, it ensures that all associates understand how they can raise concerns about potential misconduct or violations of law or policy without fear of retaliation. Hollister provides a Compliance Helpline designed for associates to report any concerns of misconduct or violations of law.

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

Supplier Code of Conduct: Our Supplier Code of Conduct is integrated into Hollister contracts and purchase order items and conditions. This set of requirements applies to our suppliers, encompassing standards of conduct related to ethical and lawful business practices, labor and human rights, and environmental stewardship and sustainability. Suppliers shall operate in an environmentally responsible and efficient manner to minimize the adverse impact of their operations and business on the environment and endeavor to minimize Hollister’s environmental impact. At a minimum, this code requires that suppliers comply with all applicable environmental laws and regulations, strive to reduce or eliminate waste, and conserve the natural resources used in their operations.

Case Study

Introducing Our Global Speak Up Policy

At Hollister, we believe that the ethical way is the only way to conduct business. In line with this commitment, we ask associates to speak up to ask questions, raise concerns, and report potential misconduct. In previous years we promoted ongoing Speak Up campaigns to encourage associates to use the Compliance Helpline when needed, and in 2023 we officially released a Global Speak Up Policy.

The Global Speak Up Policy expands on the guidance included in our Code of Conduct for raising and handling concerns. Associates are encouraged and expected to report any known or suspected illegal or unethical conduct or violations of the Hollister Code of Conduct, company policies, or procedures through a variety of methods (manager, human resources, law, compliance, or the Helpline). Additionally, our anti-retaliation policies protect anyone raising a concern from negative repercussions of speaking up.

This robust policy, along with our European Union (EU) Whistleblower Protection Policy, is available to associates via Hollister's internal iConnect hub.



Protecting Human Rights

In 2023, we took steps to solidify and advance that commitment. We are dedicated to education and awareness, risk identification and protection, and governance, understanding that protecting human rights is a continuous process. With a focus on finding meaningful integration points throughout Hollister’s operations, 2023 actions to protect human rights included:

Education and awareness: We conducted our first human rights due diligence workshop. Over the course of three days, in partnership with third-party experts, the workshop included key Hollister leadership and focused on human rights education, including modern slavery, forced labor awareness, supply chain and procurement, and general human rights risks, as well as goal-setting for Hollister’s future work in human rights. Additionally, in the U.K., a new online modern slavery training was piloted with associates. The training covered areas such as identifying where modern slavery can occur and what steps to take in suspected cases.

Risk identification: In collaboration with external human rights subject matter experts, Hollister completed our first human rights gap assessment. This assessment focused on applicable human rights laws and regulations, with an emphasis on full compliance and satisfaction of applicable requirements. We will use the findings from this assessment to inform continued risk analysis throughout our company and supply chain.

Governance: At the end of 2023, Hollister formalized our global Human Rights Committee. We identified members from relevant departments, including legal and compliance, human resources, sustainability, global markets, supply chain, and operations.

Additionally, we updated our U.K. [Modern Slavery Statement](#) to reflect actions taken in 2023 and aspirations for 2024. More information on our human rights goals and due diligence program can be found in the Looking Forward section of this report.



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 Commitments:

We commit to reducing our greenhouse gas (GHG) emissions and managing our climate impacts.

We commit to stewarding our resources through responsible operations and product design to reduce environmental impacts.

Our Goals:

Achieve a **30 percent reduction** of our upstream transportation and product distribution by the end of 2025 from our 2022 Scope 3 baseline*.

Achieve **80 percent waste diversion** by 2027.

Achieve **ISO 14001 certification** for European operations sites by the end of 2024 and production/distribution sites worldwide by the end of 2028.

* Update. In Hollister's 2022 Sustainability Report, the Scope 3 target incorrectly included the term "downstream." This goal has been corrected to refer to Hollister's upstream transportation and distribution.

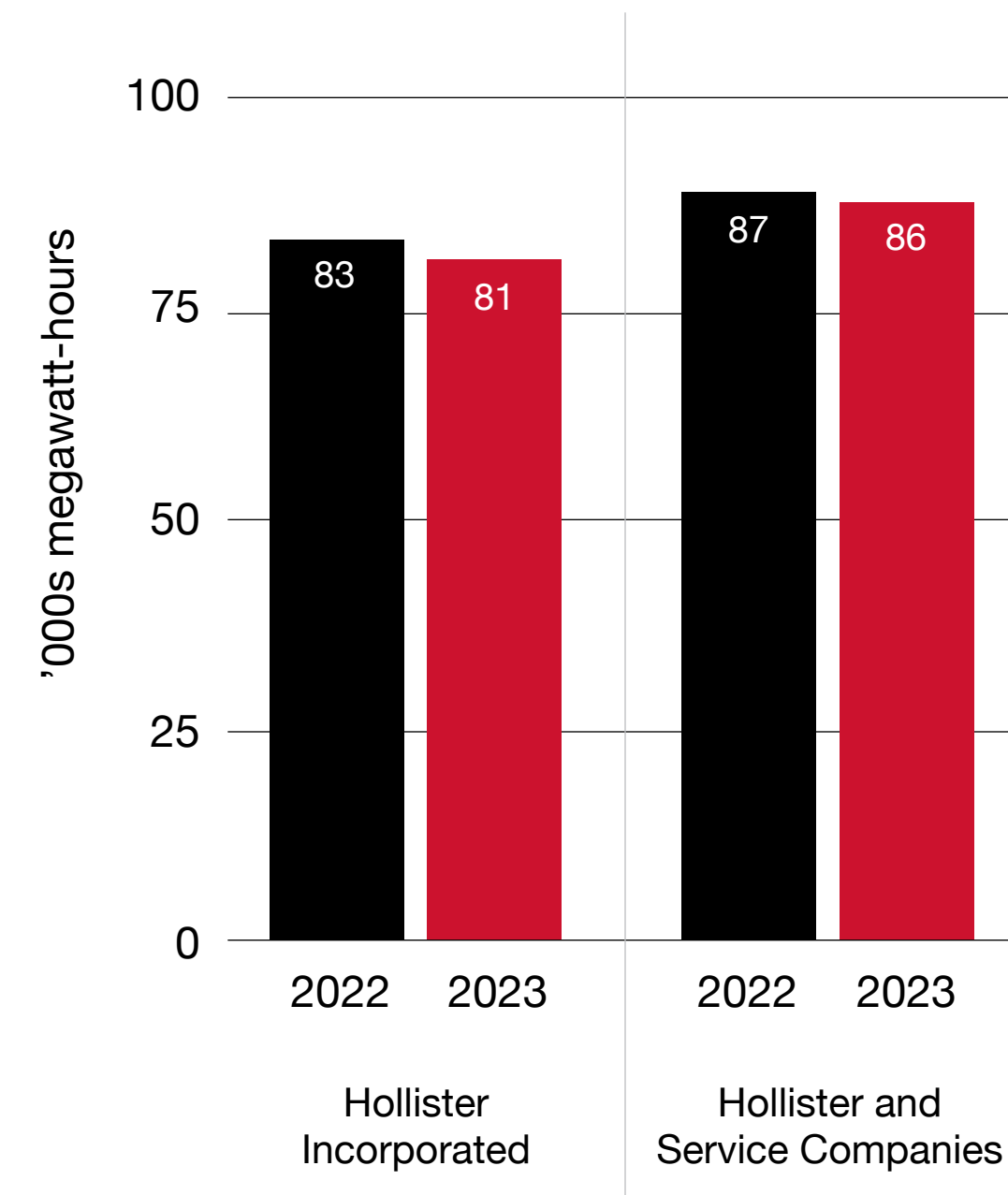
Our Global Carbon Footprint

Climate change is one of the most serious issues facing the planet. The warming of our world poses major risks, including the disruption of global ecosystems, and we are working to address urgent environmental challenges.

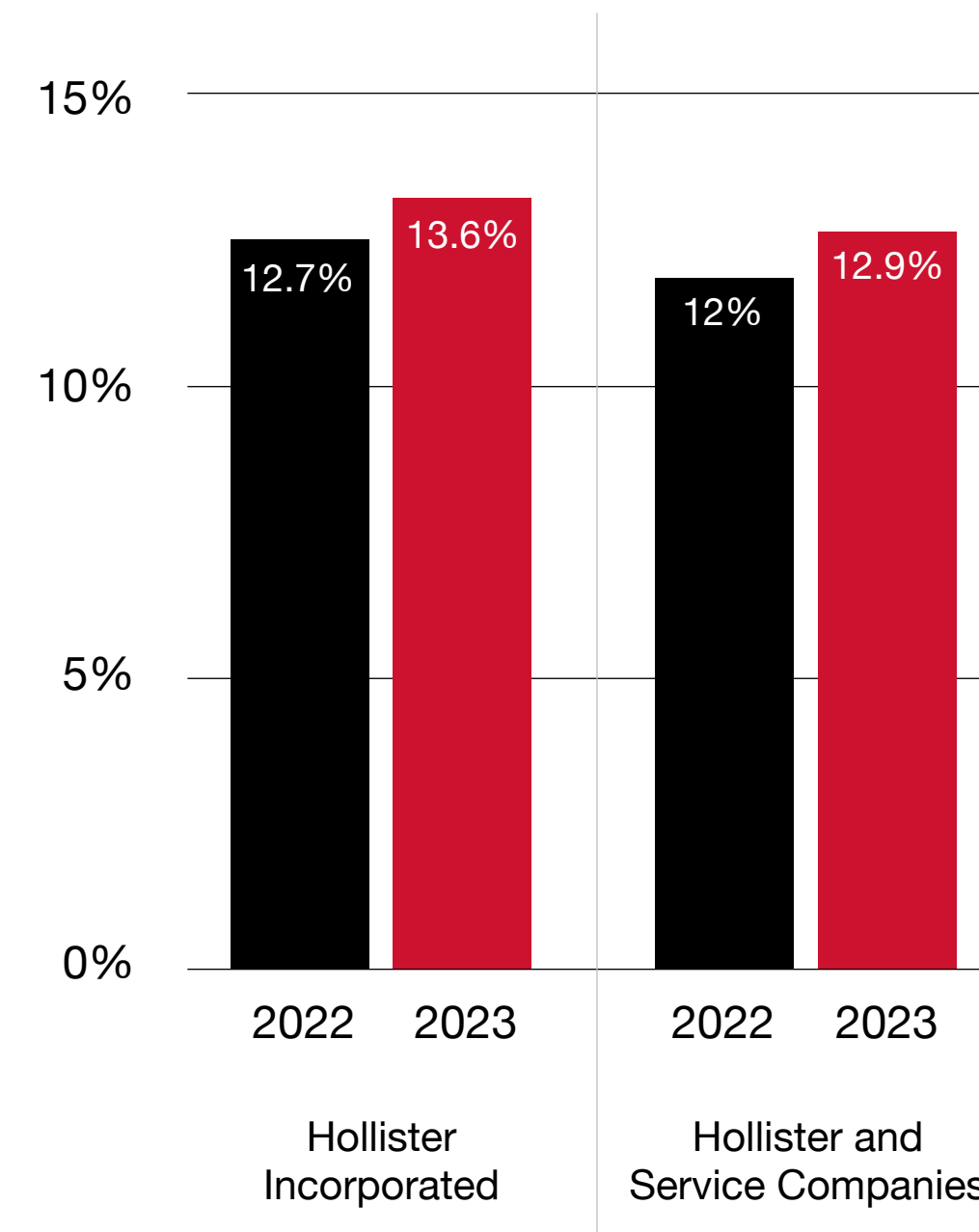
To reduce our climate impact, we are investing in renewable energy and improving the energy efficiency of our facilities. By decreasing our production of waste and reducing our water use, responsibly sourcing our product and packaging materials, and taking steps to protect and enhance biodiversity, we are advancing our sustainability practices.

In 2023, Hollister achieved a **12 percent** improvement in energy intensity due to efficiency investments and increased renewable energy production and purchases.

Total Energy Use

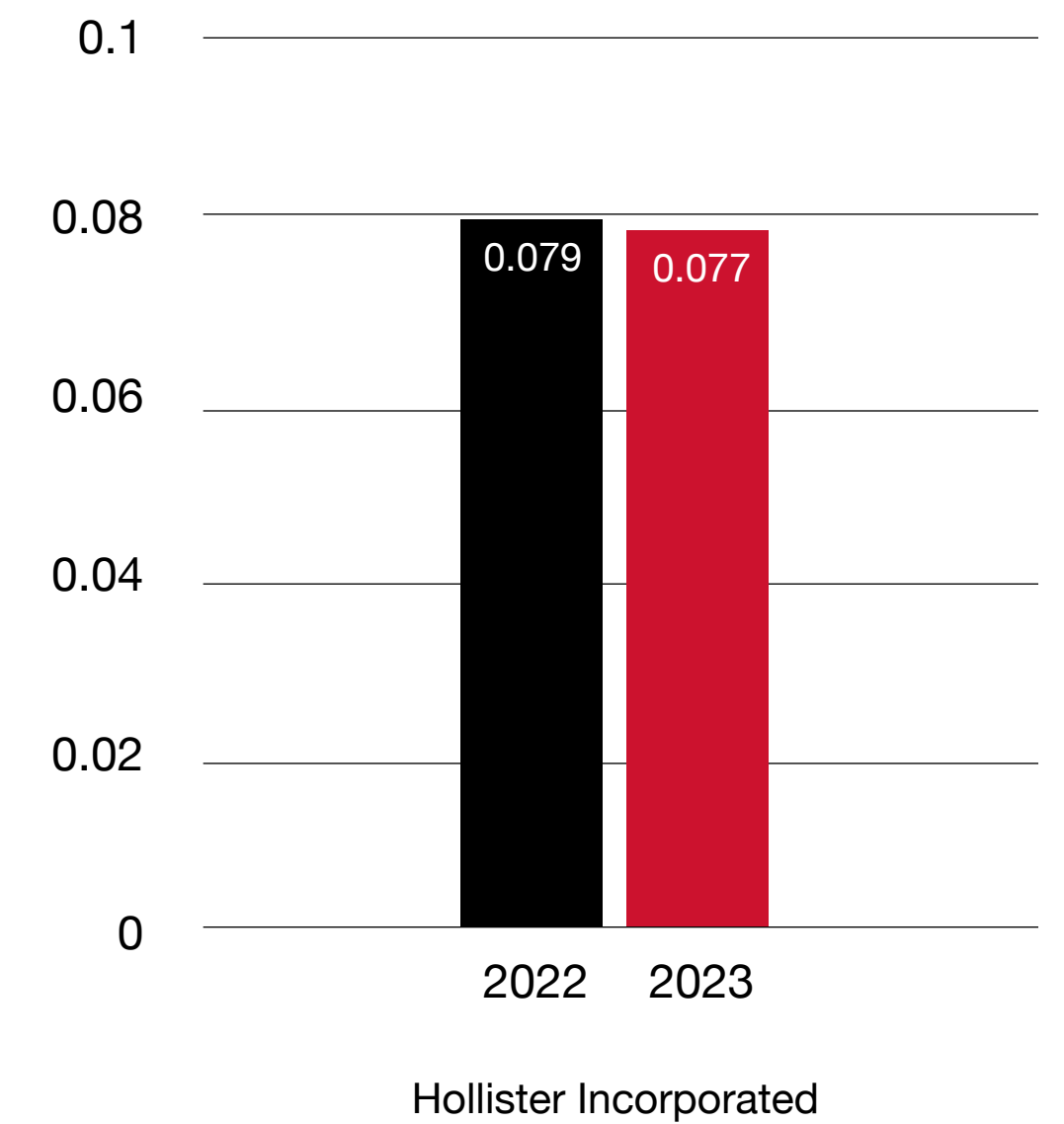


Renewable Energy, Share of Total Energy Use



Manufacturing Energy Intensity

Total annual manufacturing energy use per unit produced.



Energy intensity data includes only energy use from Hollister Incorporated manufacturing sites. Hollister's service companies do not manufacture products.

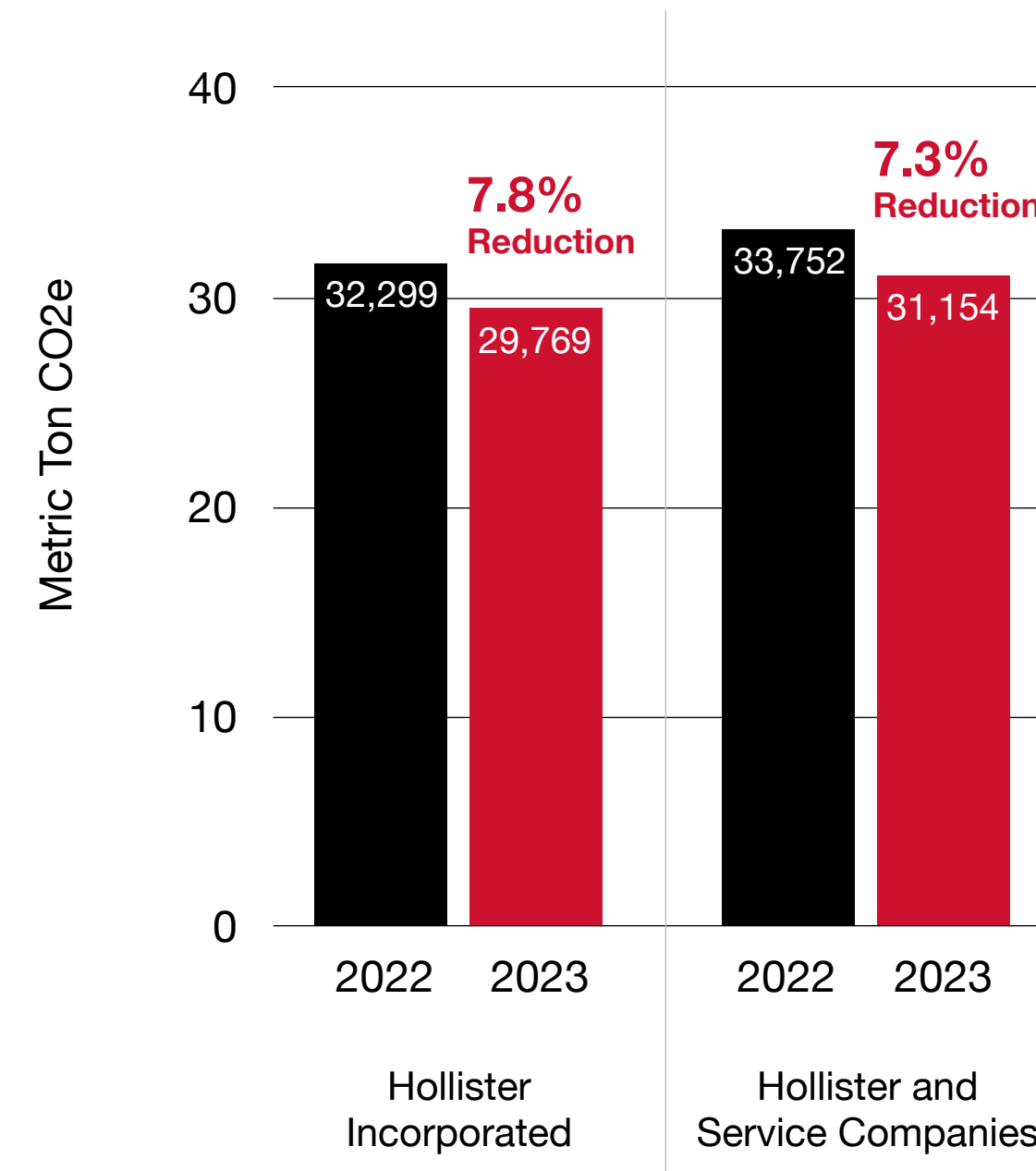
Global Carbon Footprint

In 2023, Hollister significantly expanded our corporate GHG inventory by calculating our 2022 Scope 3 emissions. To arrive at our Scope 3 baseline, we extensively mapped our value chain, identified relevant value chain emissions sources, and determined practical accounting approaches. Hollister now has greater visibility into our value chain emissions hotspots. Additionally, in 2023, our teams improved the precision and accuracy of our Scope 1 and Scope 2 emissions, recalculating these totals by applying country-specific emissions factors.

Due to these improvements, Hollister has re-established our Greenhouse Gas Inventory Base Year as 2022 and will no longer measure progress against our 2019 emissions. This base year change will simplify how we manage our GHG inventory by providing a single starting point for monitoring all scopes (1, 2, 3) and measuring our decarbonization progress.

Upcoming Priorities for Decarbonization: Information on our decarbonization strategy and emissions targets can be found in the [Looking Forward](#) section of this report.

Scope 1 & Scope 2 Market Based Emissions



Greenhouse Gas Emissions

Hollister Incorporated and Service Companies

	2022	2023	Goals
Global Scope 1	8,094	6,740	We commit to reducing our GHG emissions and managing our climate impact.
Global Scope 2, Location Based	21,158	21,275	
Global Scope 2, Market Based	25,658	24,414	
Scope 3	312,777	Not Yet Calculated	Achieve 30 percent reduction of our upstream transportation and product distribution by the end of 2025, from 2022 baseline.

Renewable Energy and Energy Efficiency

In 2023, Hollister undertook several major investments to increase our energy efficiency and our use of renewable energy. We also continued to engage our associates on energy and emissions initiatives relevant to their areas of work.



Powering a greener future in Kaunas, Lithuania and Bawal, India

Solar Power in Kaunas, Lithuania and Bawal, India

In 2023, we invested in onsite clean energy production at two of our major production facilities: a new 1 megawatt rooftop solar power plant at our Kaunas, Lithuania facility and an expansion of the existing rooftop solar system at our Bawal, India site. Our Bawal, India facility now produces an additional 300 kilowatts, providing 17 percent of the annual energy demand for this site. The Kaunas, Lithuania facility will annually generate approximately 13 percent of the site's total energy use.



Procurement of Renewable Energy in Kaunas, Lithuania, and Fredensborg, Denmark

Hollister's Kaunas, Lithuania manufacturing site has purchased 100 percent clean energy since 2021. In 2023, both Kaunas and Fredensborg, Denmark facilities procured 100 percent renewable electricity, as verified by Guarantees of Origin provided by our utility service providers.

LED Lighting Upgrade in Kirksville, Missouri

In 2022, we initiated an upgrade of all light fixtures in this 165,000-square-foot manufacturing facility, installing motion-activated LEDs. Hollister completed this energy efficiency project in 2023. We estimate that this investment will result in annual energy savings of 205,000 kilowatt-hours.

Environmental Management Systems

ISO 14001 and BREEAM Certified Facilities

Hollister is committed to achieving ISO 14001 certifications for all manufacturing and distribution facilities. Certification to the ISO 14001 Standard for Environmental Management demonstrates that our facilities are applying continuous improvement for the efficient use of resources, for waste reduction, and for overall reduced environmental impact. Our corporate targets are the following:

By the end of 2024: achieve ISO 14001 certification for all European production and distribution sites.

By the end of 2028: achieve ISO 14001 certification for production and distribution sites worldwide.

In 2023, we made significant progress on this goal. We doubled our ISO 14001 certified facilities by adding two sites: Bawal, India and Fredensborg, Denmark.

Additionally, Hollister has obtained a similarly rigorous certification for two European sites. Our Kaunas, Lithuania and Roosendaal, The Netherlands sites have achieved BREEAM (Building Research Establishment Environmental Assessment Method) certification after being assessed for energy and water use, waste minimization, employee well-being, and other areas relevant to occupant health and environmental impact. More information on this achievement can be found in **Greening Our Facilities: Hollister Lithuania Earns a BREEAM Rating of “Excellent.”**



Manufacturing plant in Fredensborg, Denmark

Case Study

Greening Our Facilities: Hollister Lithuania Earns a BREEAM Rating of “Excellent”

In 2023, our Kaunas, Lithuania manufacturing site achieved a BREEAM certification rating of “Excellent / 5 Stars,” making our site the first manufacturing facility in any Baltic country to receive this high rating for the “In Use” certification category.

2023 is the second time that our Kaunas site has successfully undergone a BREEAM certification review; recertifications are required every three years. This significant achievement distinguishes Hollister as a global leader in energy efficiency, sustainability, health protections, and occupant well-being.



BREEAM International certification is a global rating system that assesses the environmental performance of buildings. To receive our rating of “Excellent,” BREEAM reviewers assessed the Kaunas site for energy and water use, transportation systems, occupant well-being, impacts from land use, ecological systems, material selection, and waste management, and they noted any innovative operational practices.

Greening Our Commutes

Hollister associates play a significant role in reducing our overall environmental impact. In 2023, Hollister implemented several initiatives to enable our associates to make greener commuting choices.

Electric Vehicle (EV) Charging

Hollister installed additional EV charging stations that are available to our associates at the following sites: Kaunas, Lithuania; Ballina, Ireland; Libertyville, Illinois, United States; and Roosendaal, The Netherlands. To date, we have installed charging stations for 47 vehicles across these sites.

Bicycle Storage

In 2023, we monitored a growing interest in cycling to work and expanded the number of bicycle shelters to meet that demand. Our facilities now have the capacity to house approximately 120 bikes across the following sites: Kaunas, Lithuania; Bawal, India; Roosendaal, The Netherlands; Fredensborg, Denmark; and Libertyville, Illinois, United States. Through this initiative, we ensure that associates who choose cycling for their commutes are confident that their bikes will have space and protection from the elements during their workday.

Company Buses and Shuttle Services

In Kaunas, Lithuania and Bawal, India, Hollister provides shuttle services to simplify our associates' commutes and reduce their daily travel expenses. Per person transported, Hollister's shuttles use less fuel compared to passenger cars, therefore reducing our emissions footprint.



Hollister electric vehicle parking in Kaunas, Lithuania

Waste Management

Material waste is a crucial environmental issue in the medical device sector. Hollister is committed to implementing responsible material sourcing and managing our waste to reduce our environmental impact. Additionally, we follow lean manufacturing principles that focus on continual improvement to make our processes more efficient. These initiatives include process improvements, machine optimization, and the reduction of scrap.

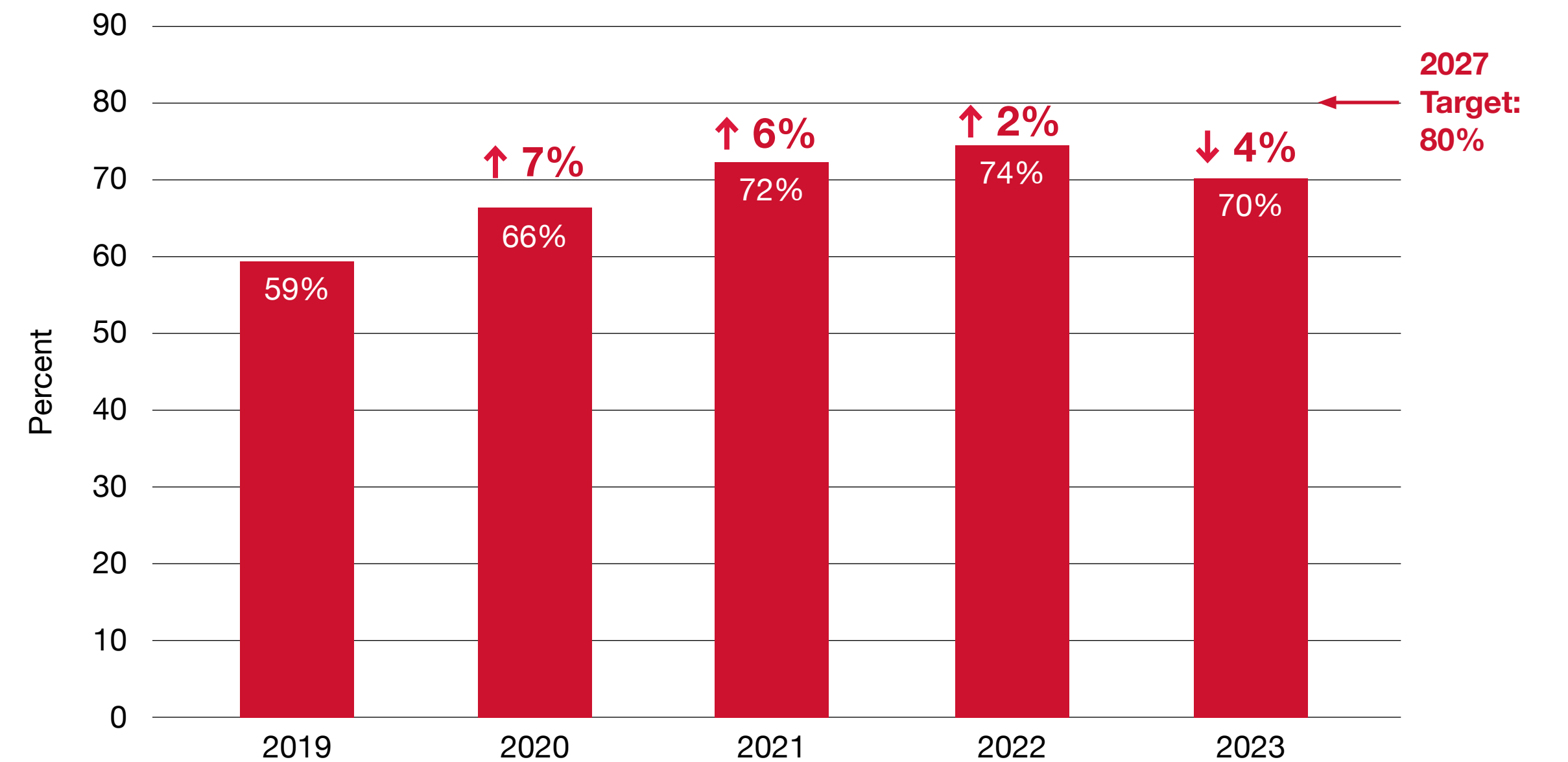
We also focus on increasing the percentage of waste diverted from landfills. To implement sustainable waste management, we monitor our operational waste generation and ensure that our waste is properly sorted onsite to maximize the waste that can be designated for recycling.

Waste Management

We remain committed to achieving 80 percent diversion from landfill by 2027. In 2023, we achieved 70 percent waste diversion from landfill, which is a slightly lower diversion rate compared to 2022. Our challenge to divert the remaining 30 percent of production waste was primarily due to a lack of available recycling services in our non-European facilities. In 2024 and beyond, our teams will seek new options to manage our production waste in the pursuit of our 2027 reduction target.

Our commitment to reducing our environmental impact extends to our products and packaging as well. More information can be found in the [Caring for Our Customers: Product Innovation](#) section of this report.

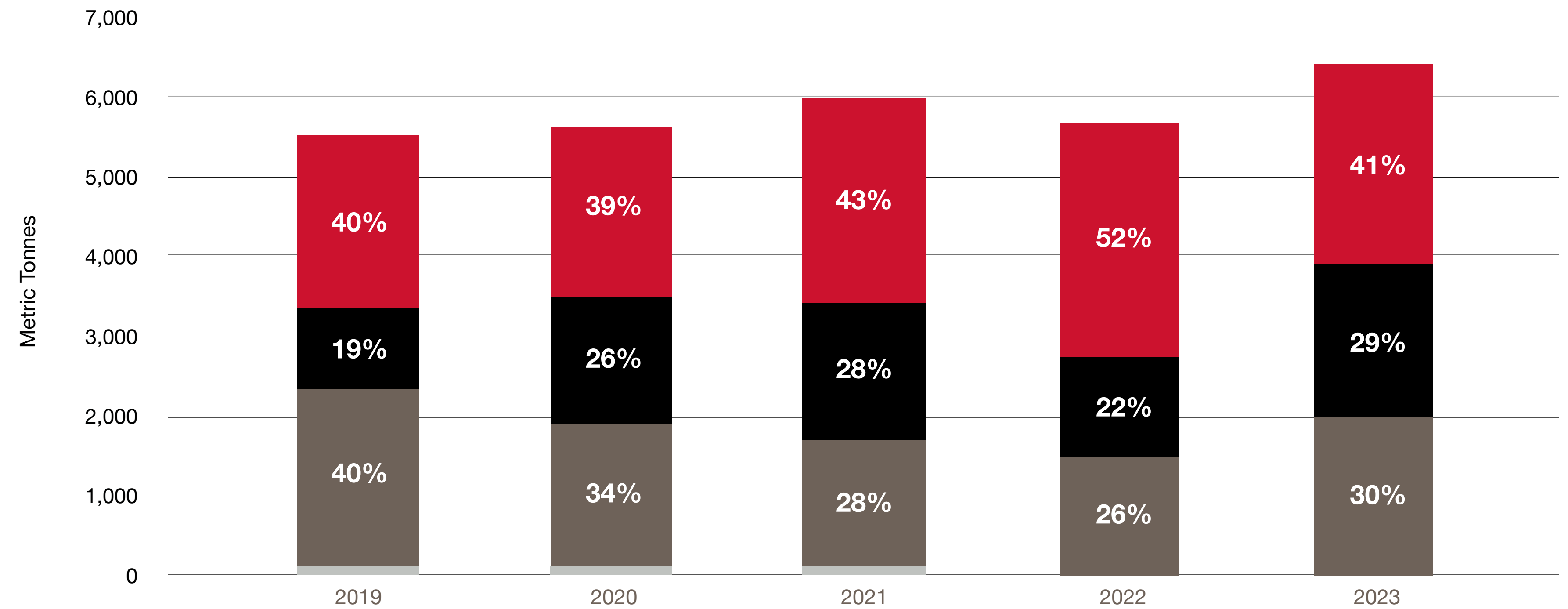
Waste Diversion Rate



Materials and Waste

- Incinerated with Energy Recovery
- Recycled
- Landfill or Dump
- Incinerated without Energy Recovery 1%

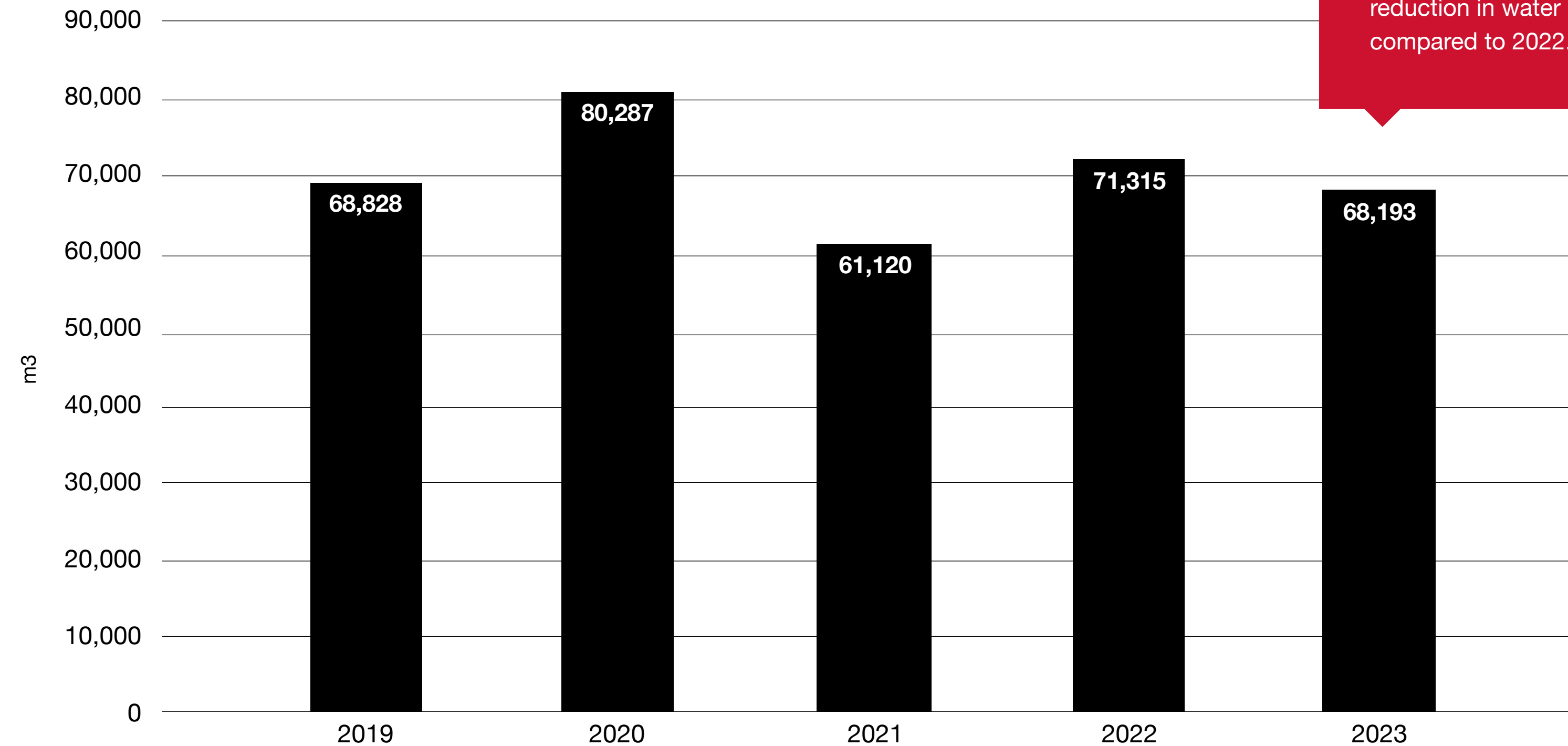
Manufacturing Waste, Metric Tons



Water Management

Hollister is committed to water conservation. To carry out this commitment, each manufacturing site, distribution center, and our Libertyville, Illinois, United States headquarters monitors and manages our water use. To ensure responsible water use across our facilities, we are continuing to install water-saving fixtures and to carry out sustainable landscaping practices.

Water Consumption, Manufacturing Sites



In 2023, Hollister's manufacturing sites achieved a 4.4 percent reduction in water consumption compared to 2022.

Biodiversity

Hollister’s efforts to protect the variety of species on the planet are focused on monitoring areas where we pose the greatest risks due to our operations. In 2023, biodiversity projects at Hollister sites included:

Tree Planting in Ballina, Ireland

Our Ballina, Ireland manufacturing site is adjacent to the River Moy, which is a **Special Area of Conservation (SAC)**. Since 2019, the manufacturing facility has engaged an environmental consultant to develop a local biodiversity plan focused on fostering diverse habitats. Activities to support biodiversity over the past four years have included planting flower bulbs known for attracting wildlife, establishing wildflower meadows, installing beehives and training associates

on management practices, and increasing the woodland walk area and signage to educate users on local plants and wildlife.

Within the River Moy SAC, a diverse mix of trees provide vital habitats for bird and mammal species and act as a natural protective barrier, separating the Ballina, Ireland facility from nearby roads and houses. In 2023, our associates collaborated with Ballina Community Clean Up to plant native trees, totaling over 1,500 whitethorn, beech, crabapple, pine, holly, oak, horse chestnut, and spindle trees planted.

Tree Planting in Kaunas, Lithuania

Our associates in Kaunas, Lithuania are always looking for opportunities to be environmental stewards. During spring 2023, associates at our Kaunas, Lithuania manufacturing facility planted 3,300 trees as part of a tree planting initiative. Additionally, cooperation with the foresters of the State Forest Enterprise Dubrava Regional Unit has become a site tradition. Associates volunteered to collect rubbish in the forest adjacent to the facility, marking the event by planting an oak tree and hanging a nesting box to provide shelter for the forest songbirds.



Hollister associates and families in Ballina, Ireland.



Kaunas, Lithuania associates are committed to biodiversity projects.

Case Study

Celebrating World Environment Week

Held annually since 1974, the United Nations' World Environment Day is an opportunity to encourage global awareness and action to protect the environment. At Hollister, we celebrated our own World Environment Week for the first time in June 2023.

Throughout the week, associates had the opportunity to attend four online presentations, including:

“The state of climate change”: The World Resources Institute’s online presentation, State of Our Climate, was our first stop on this voyage. The presentation provided an overview of the current state of the climate, looking into major climate indicators and trends, including the effects of climate change on ecosystems and human societies.

Energy best practices: On the second day of World Environment Week, “Energy Best Practices” was presented by Gytis Grudzinskas, Facilities Group Supervisor in Kaunas, Lithuania. The presentation highlighted the array of projects in place to enhance energy efficiency at Hollister’s newest manufacturing site, emphasizing a meticulous assessment of the financial and environmental outcomes stemming from these endeavors.

Transportation CO2 reduction: Mike de Koning, Supervisor of Transportation from our Roosendaal, The Netherlands facility, gave a presentation on the Global Transportation team’s efforts to understand and quantify the environmental effects resulting from Hollister’s transportation activities. Mike covered the specific changes made to network design and elaborated on the strategies and modifications implemented to optimize routes, reduce emissions, and minimize the overall carbon footprint of Global Transportation’s operations. His presentation provided valuable guidance and suggestions for adapting these initiatives to other transportation networks.

R&D environmental journey: Michael Murray, Senior Innovation Manager from our Ballina, Ireland site, presented on the R&D Environmental Journey, focusing on understanding the impacts of products and upcoming improvements. He discussed the importance of assessing the environmental footprint of our products and how this information guides R&D efforts.

Additionally, associates across our major facilities organized events that included planting trees, collecting trash, presenting lectures on biodiversity, and providing demonstrations on lowering our environmental impacts through different food choices.



Hollister associates celebrate our first World Environment Week.

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:

We commit to a working environment that ensures all associates are comfortable, safe, and supported.

We commit to keeping our associates safe at work by proactively managing hazards and risks and achieving a total recordable incident rate of <1.0 by 2024.

We commit to practically reinforcing Hollister values, with the goal of achieving and maintaining high standards of integrity.

Inclusion and Diversity (I&D)

Playing a positive role in our customers' lives would not be possible without the passion and dedication that Hollister associates demonstrate every day. To provide our associates with the same care shown to our customers, it is essential we treat each of our team members with support, dignity, and respect.

We are continuously working to foster a workplace in which everyone feels safe, included, supported, and inspired. This commitment is demonstrated in a variety of ways, including our focus on I&D, health and safety, and growth and talent development opportunities.

Creating an environment that fosters belonging will make us a stronger company and better organization. As an equal opportunity employer, supporting all associates regardless of race, national origin, religion, age, sex, sexual orientation, gender identity, disability, or protected veteran status is essential. We are committed to valuing and empowering every individual, including those with diverse backgrounds and perspectives.

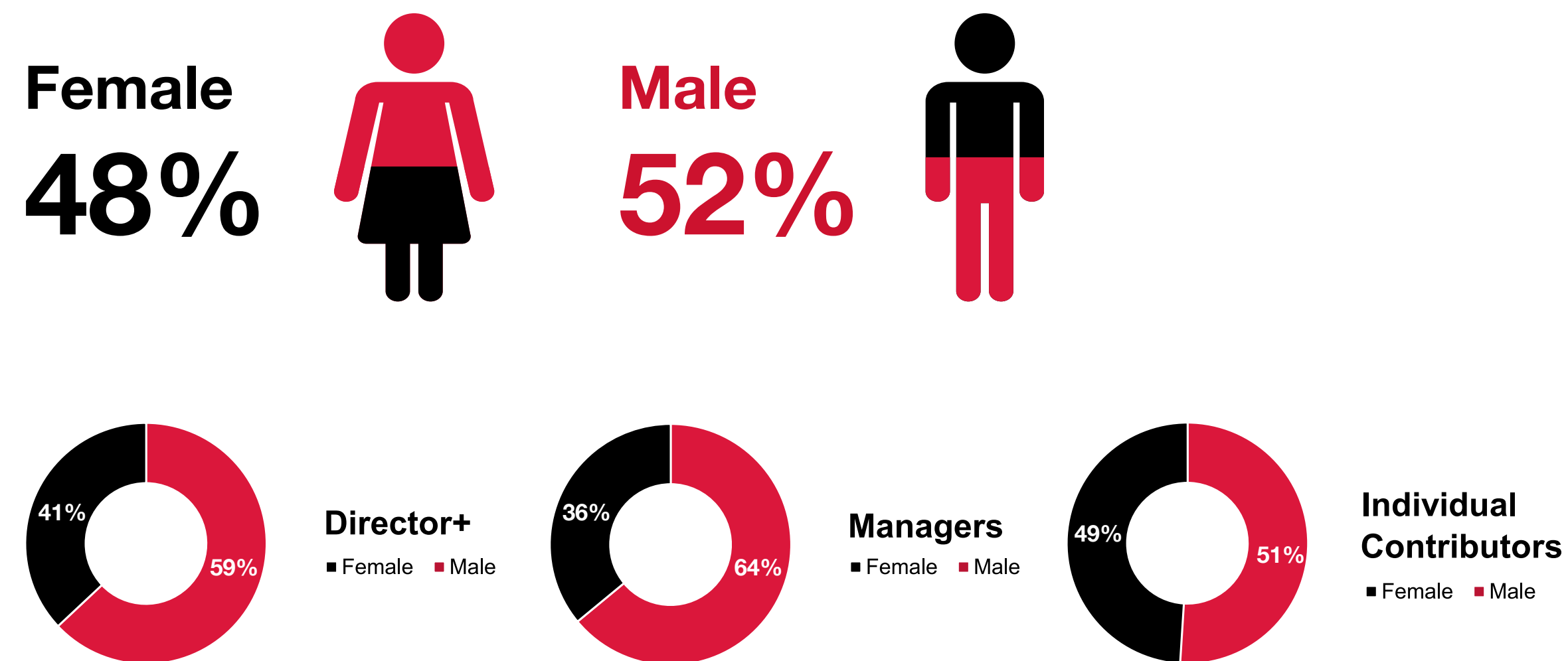
To continue to make progress on I&D, we are focused on a variety of mechanisms, including internal training and Employee Resource Groups (ERGs).

I&D Scorecard

Our hiring process focuses on finding the best people, and that includes ensuring maximum outreach to our diverse communities and customers. When we recruit new associates, we partner with organizations representing various underrepresented communities, occupations, and backgrounds, including Disability Solutions, Society of Women Engineers, Bradley Morris/Recruit Military, and Hire Heroes USA. Our quarterly I&D scorecard is one way we review our commitment to I&D.

Another way we work to support a variety of perspectives is by tracking age distribution to determine whether associates represent a variety of generations. In the United States, age distribution of associates included **Millennials (42%), Gen X (37%), Baby Boomers (9%), and Gen Z (12%).****

Global Gender Statistics



The number of women in director and above roles increased 4% since 2022 to a current total of 41%.

*Unless otherwise noted on chart, non-binary individuals make up <1%

**Data includes Hollister's headquarters, global offices, six manufacturing sites (Ballina, Ireland; Bawal, India; Fredensborg, Denmark; Kaunas, Lithuania; Kirksville, Missouri, United States; and Stuarts Draft, Virginia, United States), and two distribution centers (Roosendaal, The Netherlands and Mt. Juliet, Tennessee, United States).

Case Study

Women Leading Manufacturing in Continence Care

In an unprecedented moment in Hollister’s 103-year history, three women concurrently held leadership positions in three manufacturing plants for the Continence Care business in 2023.

Claire O’Grady, Manufacturing Manager for Continence Care in Ballina, Ireland, manages nearly 300 associates to make quality products for customers every day. At home, she is a mom to a two-year-old.

“The opportunities for women in Hollister are here. We have a leadership team that wants to see diversity for the good of the organization,” she said. “Hollister makes it easy to have a work-life balance. It has never been a concern in relation to progression. I think that is an important message especially for women that have children or families. I have a great support at home and a great support system at work. It just makes it easier.”

Sonia Marya, Production Manager for Continence Care in Bawal, India, is successfully leading an increase in catheter production at the plant, at which 45 percent of associates are women.

“Early in my career, I had to break the stereotype of a woman leading technical work, and I was thrilled to have an inclusive culture at Hollister,” said Marya. “As part of that, it’s my responsibility to provide equal opportunities to all.”

Our Kaunas, Lithuania site saw progress as well: **Sandra Turčinskienė**, Manufacturing Manager for Continence Care, is helping to double the operations team.

“The team is great, and I always feel we respect each other, make efficient decisions, and achieve the targets that we agree to,” Turčinskienė said. “There is opportunity at Hollister and not just for women, but men too. The priorities are a person’s skills, understanding the culture, and your commitment to your work. Gender is not so important.”

*In addition, **Gertrūda Strazdaite** is Plant Manager for our ostomy business in Kaunas.

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 August, the Committee hosted an in-person (Libertyville, Illinois, United States) and virtual event focused on allyship. The session kicked off with a [TED Salon video](#) on ways to be a better ally in the workplace, followed by small group discussions. Additionally, all new salaried hires were assigned a required I&D e-learning course on recognizing and managing bias. There were more than 300 completions in 2023.

The Committee also focused on recognizing events including International Women’s Day (IWD), Pride Month, Black History Month, and National Disability Employment Awareness Month, both celebrating progress and acknowledging opportunity for ongoing internal work. On IWD, various locations held their own events: Libertyville, Illinois, United States held a coffee talk discussion, while others had an end-user guest speaker or team/networking

activity. Events were recognized with an internal iConnect article and promoted on the digital monitors at all locations.

Additional details on Hollister’s I&D Committee can be found in the ESG Structure and Processes: Organizational Chart, Councils, and Committees section of this report.

Employee Resource Groups (ERGs)

Women’s Initiative Network (WIN)

Equitably supporting and empowering women is essential to promoting economic development, improving health and well-being, and advancing global goals. The Women’s Initiative Network (WIN) ERG was formed to create a supportive community that fosters allyship and guidance for women to grow personally and professionally.

Available to associates in the U.S., U.K., and Ireland in 2023, 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. Although WIN has “women” in its name, we strongly encourage individuals of all genders, including men, women, and non-binary individuals, to join and engage with an open mind.

In 2023, WIN highlights included:

U.K.

Charitable donations in both cash and used clothing supported community organizations empowering women back into work (e.g., [Smart Works](#))

Partnered with [Against Breast Cancer](#), donating over 400 bras to raise funds for breast cancer research

Prioritized educational events and activities including Journal Club sessions, health and nutrition, breast cancer awareness, managing menopause, and valuable menopause support for men

U.S.

Expanded visibility across different departments as part of a Department Spotlight Speaker Event with 110 attendees

Facilitated engaging discussions on leadership and women in the workplace through bi-annual Book Club

Organized clothing drive to donate 20 bags of clothes to local children and families in need through [WINGS Program, Inc.](#)

Enhanced the presence and image of 150 associates through a professional headshot event

Brought Christmas joy to 30 families through the [One Hope United](#) Adopt-a-Family Angel Tree initiative

Ballina, Ireland

Ran three events, including a Science, Technology, Engineering, and Math (STEM) event

Veteran Engagement Team (VET)

In 2023, we launched our second ERG, the Veteran Engagement Team (VET). Announced on November 11 (Veterans Day, Armistice Day, and Remembrance Day), VET will provide a community for Hollister veterans once initiatives begin in 2024.



In December 2023, members of the VET at Stuarts Draft, Virginia, United States, participated in [Wreaths Across America](#) to remember fallen war veterans and their families.

Case Study

Hollister Ballina Addresses Gender Gap in STEM

In 2023, WIN's Irish chapter facilitated its first activity: a hugely successful STEM event for local students. While inclusive of everyone, the event was orientated to engage and inspire female students in the field of STEM, helping address the gender gap in these traditionally male careers.



Hollister Ballina hosts successful first WIN event.

Almost 600 students ranging in age from 11 to 17 participated in a fun day of interactive stands, demonstrations, and talks, all entirely designed and delivered by Hollister associates. Activities ranged from “The Science of Slime” and “Unbreakable Eggs” to “Robotics” and “Augmented Reality,” and special guest speaker, Dr. Norah Patten, Aeronautical Engineer, wowed the students with her journey to become Ireland’s first astronaut. In the afternoon, a two-hour afternoon session for female students focused on addressing the gender gap in STEM careers.

“The success and interest in Hollister’s STEM event...has helped to shine a light on the gender gap in STEM careers and will hopefully help to change the future statistics of girls entering STEM careers,” shared Eleanor Corcoran, Transition Year Coordinator at Jesus & Mary Secondary School Enniscrone. “Well done and thank you to all the Hollister associates involved.”



Dr. Norah Patten speaks to students about becoming Ireland’s first astronaut.

Case Study

Hollister Bawal Wins PNGI Women Achiever Award

In April 2023, Hollister Bawal participated in the third Professional Network Group of India (PNGI) Women Achiever Awards, receiving significant recognition for policies and benefits that support gender equality in the workplace, including:

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 non-local new hires, organized and paid for by Hollister

Anti-harassment training for all associates

Internal Complaints Committee comprised of 80 percent women

During the event, the Bawal team was recognized twice:

Organization category for the Best Organization of the Year: Hollister Bawal was awarded as the Platinum award winner – the highest in the category. This award recognizes Hollister's efforts and dedication to promoting a diverse and inclusive workplace.

Individual category for the Best Woman Leader of the Year: Devi S, Continuous Improvement Manager at Hollister, received the Platinum award in this category. When accepting the trophy, Devi thanked her family and the Hollister team for their encouragement and support.

Devi receives the Platinum Award for the Best Woman Leader of the Year

These awards demonstrate Hollister's ongoing commitment to creating a better workplace and future for everyone.



Devi S receives the Platinum Award for the Best Woman Leader of the Year.

Health and Safety

We are dedicated to advancing the health and safety of our associates, including minimizing workplace injuries. To keep our associates, contractors, and visitors safe, we take a zero-harm approach, which includes:

Shifting from a reactive to proactive health and safety method that prioritizes prevention over remediation

Developing a culture that encourages associates to be “risk aware” and to care for their own safety and the safety of others by speaking up to report 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

We take the approach that safety can be collectively improved through purposeful, company-wide engagement with associates. Through our hazard identification and risk assessment process, we monitor safety performance across global operations based on job tasks and a consistent methodology for assessing risk.

Health & Safety leads exist at each of our operations, distribution locations, and headquarters, with at least one individual per site serving as a member of Global Safety Council. These leaders are engaged in reviewing the effectiveness of safety performance at the site level, learning from recent safety events at the site and other locations, and providing input on local safety initiatives, programs, and policies. Informed by local experiences, our Global Safety Council also provides input toward our global EHS policies and systems and helps drive implementation.

Hollister Production System

Across our manufacturing and distribution sites, we utilize an operational excellence system known as the Hollister Production System (HPS): a set of fundamental principles and targets that establish ways of working based on globally standardized best practice elements.

Through this system, associates review safety performance via daily meetings and application of 5S standards: a methodology applied in the workplace that promotes efficiency, effectiveness, and rapid improvement, resulting in fewer hazards. 5S (Sort, Set in Order, Shine, Standardize, and Sustain) is a routine for each of our associates and vendors that work inside our production area. Additionally, implementation of the 3C approach (Concern, Cause, Countermeasure), allows us to identify a problem’s root cause and adapt accordingly.

Another component of HPS includes safety walks integrated with the Gemba method. Gemba Walks enable associates to see the actual work process, interact with employees, learn how the work is done, and explore opportunities for continuous improvement. Initially an activity for leaders, in 2023, multiple departments conducted Gemba Walks, helping identify risks that could become issues.

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

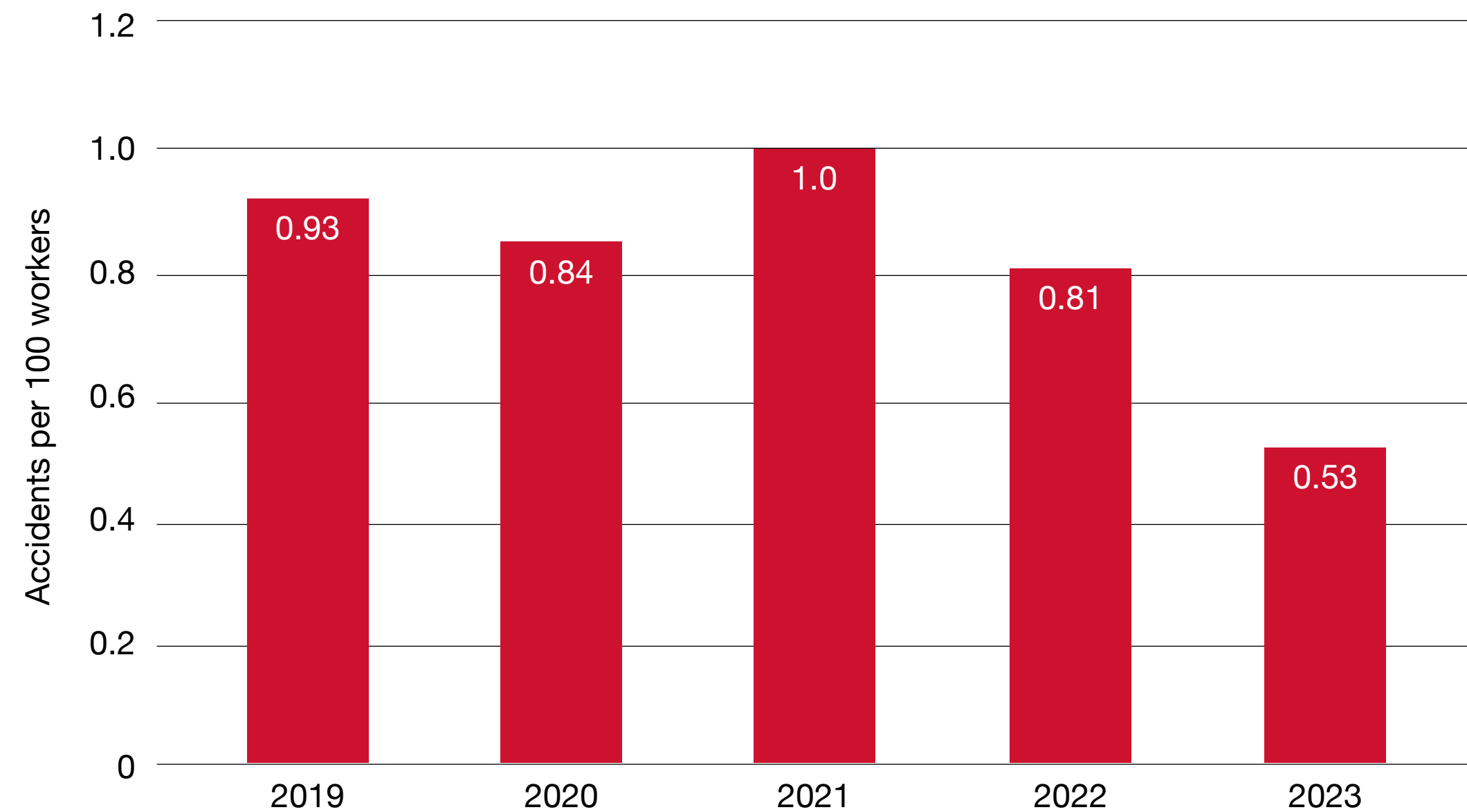
Health and Safety

Occupational Safety and Health Administration (OSHA) Recordable Incident Rate

We measure our safety performance across our global operations sites using the U.S. OSHA’s definition of recordable injuries. The OSHA recordable incident rate represents the number of accidents per 100 workers in a year. Keeping track of this important information allows us to focus on constant improvement of our health and safety performance.

As a result of enhancements in safety performance across most of our sites in 2023, Hollister successfully achieved an impressive Total Recordable Incident Rate (TRIR) for our industry, registering at 0.53 and surpassing our initial target of 1.0. This strategic goal underscores our commitment to fostering a secure and compliant operational environment across our global manufacturing footprint.

By the Numbers: OSHA Recordable Rate*



*Data includes Hollister’s headquarters, six manufacturing sites (Ballina, Ireland; Bawal, India; Fredensborg, Denmark; Kaunas, Lithuania; Kirksville, Missouri, United States; and Stuarts Draft, Virginia, United States), and two distribution centers (Roosendaal, The Netherlands and Mt. Juliet, Tennessee, United States).

Case Study

Hollister Bawal Reaches Major Safety Milestone

We are committed to safeguarding the health, safety, and welfare of our associates, visitors, and contractors through the establishment and upkeep of a secure working environment. In 2023, Bawal, India reached 4.85 million safe work hours with zero OSHA recordable injuries.

Progress was made through a comprehensive analysis of site data. After discovering that 80 percent of incidents were concentrated in the hands area, several strategic measures were implemented:

Enhanced near miss and good save reporting: Encouragement of a speak-up culture resulted in increased reporting of near misses and positive interventions, resulting in fewer incidents.

Adoption of 3C and improved root cause analysis: Implementation of the 3C approach and enhancements in root cause analysis techniques to identify and address underlying issues.

Heightened focus on engineering and fail-safe control: Emphasis on engineering solutions and fail-safe controls to prevent incidents at the source.

Investigation of serious near miss and first aid incidents: Thorough examination and investigation of serious near misses and incidents requiring first aid, with a commitment to learn from these events.

Intensified hand safety awareness: Implementation of a targeted campaign to raise awareness and reinforce a culture of hand safety.

Due to these proactive measures, the frequency of Hollister Bawal’s first aid incidents decreased from 21 in 2022 to eight in 2023. Hand-related incidents, specifically, were reduced from 17 in 2022 to five in 2023. The near miss reporting rate increased from 171 percent in 2022 to 296 percent in 2023 — a positive improvement, as when near misses are reported before an incident they can be fixed before the incident happens.



Hollister Bawal team

Additionally, in March 2023, Hollister Bawal achieved **ISO 45001** certification — an international standard that specifies requirements for an occupational health and safety management system. The journey to achieve this certification was not a simple one,

requiring a rigorous evaluation of the site’s policies, practices, and procedures. These significant achievements reflect Hollister Bawal’s unwavering commitment to safety performance.

Case Study

Hollister Associates Celebrate Global Safety Week

In 2023, we hosted our annual Global Safety Week, full of initiatives aimed at fostering a culture of safety and well-being in our workplaces. The event was recognized in various ways across locations.

Stuarts Draft, Virginia: Hollister Stuarts Draft hosted a Nutrition Seminar focused on the importance of a healthy diet. Additionally, Toolbox Talks covered various topics, including housekeeping, slips, trips, falls, and the 5S methodology for workplace organization.

Ballina, Ireland: Hollister Ballina focused on road safety and the common risks associated with driving. This Confined Space Training was conducted to help ensure that employees were well-versed in the safety protocols of confined spaces.

Kaunas, Lithuania: Hollister Kaunas emphasized ergonomics. Associates learned the art of sitting correctly and lifting heavy objects safely, and strategies were shared to reduce repetitive

movements. A lecture stressed the importance of standing up during the day to combat sedentary habits.

Kirkville, Missouri: At Hollister Kirkville, safety took on an engaging twist. Mind games like crosswords and word searches sparked discussions on safety. Hydration awareness was spread through lectures on the benefits of drinking water.

Roosendaal, The Netherlands: In Roosendaal, The Netherlands, mental health took center stage. Information stands provided resources on vitality, healthy living, company fitness, work/life balance, and the Code of Conduct. Fall Protection Training was conducted at the facility that included proper and safe suspension release training. Additionally, a Risk Inventory and Evaluation conducted by an external agency delved into visible and invisible risks, such as work pressure, stress, and discrimination.

Bawal, India: In Bawal, India, we encouraged proactive safety practices through engaging activities. Highlights included spin roll games and fun quizzes covering safety topics, reinforcing education and teamwork. Associates also focused on first aid and fire safety training.

Fredensborg, Denmark: The Fredensborg, Denmark site focused on ergonomics and first aid training, as requested by associates. An ergonomics class

emphasized not only production issues, but also office working positions. Associates had their offices analyzed by an ergo therapist, with ideas and tips immediately implemented.

As associates participated in these engaging activities, they not only embraced the importance of physical safety but also recognized the significance of mental well-being as part of our commitment to foster a safe and thriving workplace culture.



Roosendaal, Netherlands Distribution Center opens Safety Week with a salsa dancing clinic to promote health and wellness.

Case Study

Leading for Safety: Training Event at Hollister Mt. Juliet

Our distribution center in Mt. Juliet, Tennessee, hosted a two-day Leading for Safety training event during summer 2023. Conducted by renowned safety expert Edward Aronson, PhD, from Balmert Consulting, this event aimed to advance Hollister’s culture of safety leadership within the organization.

Training revolved around fostering leadership skills to

create a safer working environment, with participants introduced to effective tools and techniques to change attitudes and behaviors concerning safety. One of the key takeaways was learning negotiation techniques to bolster the case for safety and to capitalize on critical situations to improve influence. The training emphasized the significance of leading by example, as leaders are instrumental in setting the tone for safe practices at all levels of the organization.

Feedback from the event was overwhelmingly positive, with participants gaining a deeper understanding of the integral role they play in identifying and intervening against unsafe acts.

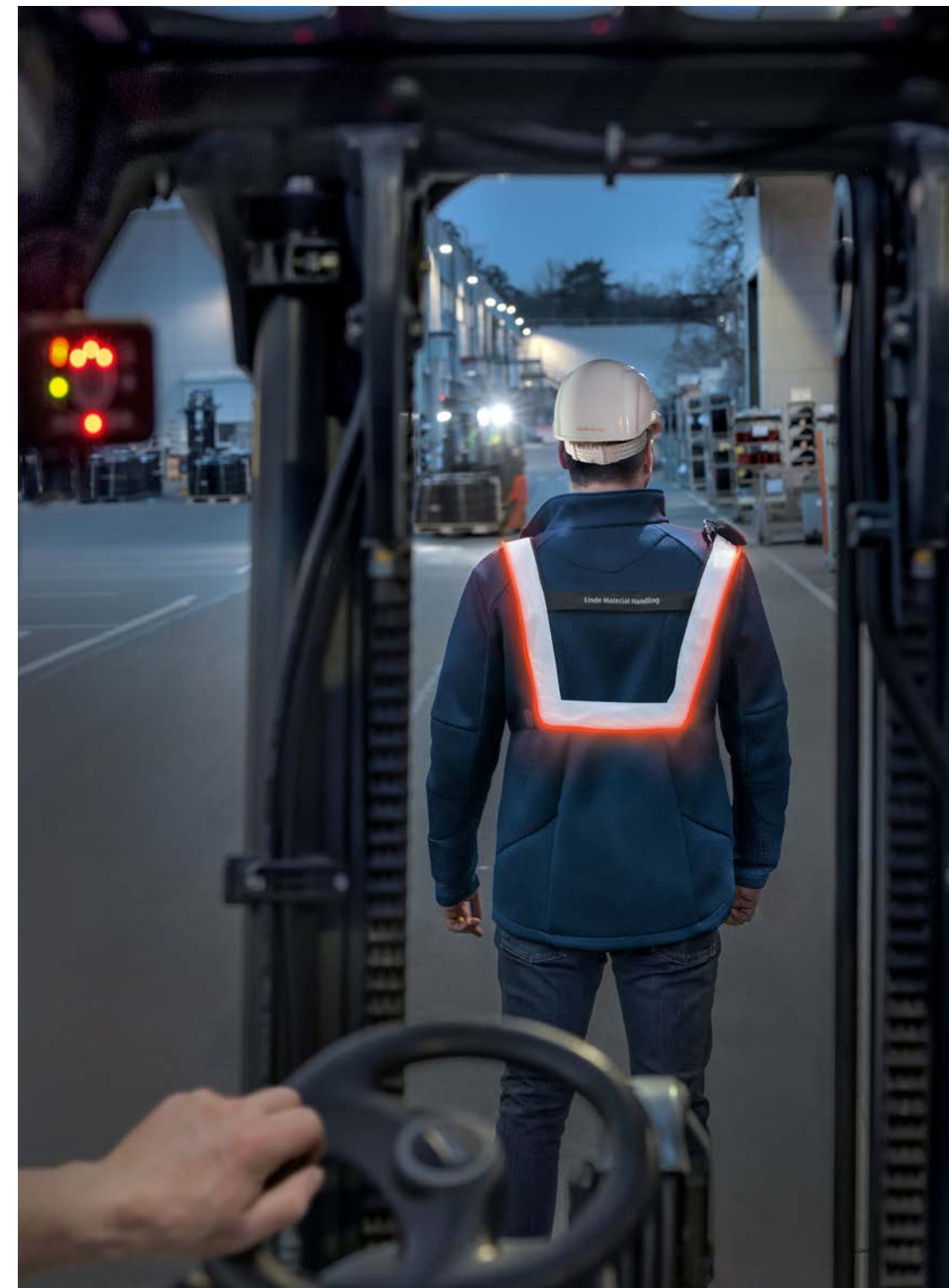


Distribution center in Mt. Juliet, Tennessee

Case Study

Safety Equipment in Roosendaal, The Netherlands

Every day, our distribution center in The Netherlands engages in daily material handling with our warehouse truck vendor. This process, particularly truck loading and unloading, poses potential hazards and safety challenges including blind corners, low visibility, and distracting noises. In collaboration with the vendor, a project was initiated to enhance warehouse safety.



The Truck Safety Guard and Pedestrian Warning Band helps ensure safety during operations.

Named the Truck Safety Guard, this innovative assistance system is designed to enhance safety for both truck operators and nearby pedestrians. Active alarms are triggered in response to potential hazards, allowing swift reactions from everyone involved. Depending on the specific application and equipment, the Truck Safety Guard system utilizes acoustic warnings, flashing LED lights, or vibrations to warn of impending dangers. This proactive approach enables the mitigation of hazards before any physical harm or collateral damage occurs.

The most recent addition to the Truck Safety Guard System is the Pedestrian Warning Band. This wearable device employs vibration, sound, and light signals to alert the wearer of an approaching truck, helping ensure safety during operations.

Growth and Development

Our success is tied directly to the success of our associates, so we are focused on the long-term growth of our team members across the organization. Through our annual Development & Succession Planning (DSP) Process, associates complete development plans that include training, feedback, and mentoring. We follow a formal process for goal-setting and biannual reviews to ensure that both personal and company objectives are on track. Reviews are also utilized to identify top talent and focus on career development.



Case Study

Hollister France Organizes First Associate Development Week

Hollister France organized its first associate development week, Grow @ Hollister, in June 2023. The goal of this week was to empower associates to take part in their own professional development through tools and best practices, demonstrating that there are various ways to evolve within the organization.

In the words of Herminie Martins, HR Specialist and event organizer, “With this development week, I wanted to remind everyone that there isn’t just one way to develop: everyone has their own path, the bare clue is to be the main player in their own development. At Hollister, there are plenty of opportunities available to us – I wanted to open the doors of curiosity and encourage associates to seize the opportunities available to them.”

The associate development week included daily “Coffee & Learn” sessions. In addition, daily videos “Un Jour, Un parcours” (One day, One path) featured associates explaining their jobs and providing advice to anyone who would like to grow within the organization.



Associates participate in Grow @ Hollister.

Commitment to Our 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:

We will work with the local and global communities where we operate to ensure our impact is positive.

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 places we work and live, as well as to organizations in line with our values.

Associate Volunteering

Hollister encourages and creates opportunities for associates to volunteer their time. In 2023, our team made meaningful volunteer contributions across locations.



Recognizing International Day for the Eradication of Poverty (IDEP)

The United Nations' [International Day for the Eradication of Poverty \(IDEP\)](#) closely aligns with our commitment to social responsibility and global welfare. In 2023, the day served as a powerful reminder of Hollister's enduring Immutable Principles, with associates around the world actively participating in initiatives to mark IDEP. Hollister team members collected and donated essential items such as food and clothing to provide to local nonprofits across the globe.

Associates from the U.S. connect on International Day for the Eradication of Poverty.

Hollister Kirksville Gets Involved

Hollister associates in Kirksville, Missouri are committed to supporting their community. In 2023, associates donated to essential organizations.

United Way of Northeast Missouri: Every year, Hollister Kirksville associates donate to the [United Way of Northeast Missouri](#). Associates raised \$2,332 and, through a company match, a total of \$4,664 was provided to the organization.

Northeast Missouri Community Action Agency: Hollister donated \$1,000 to Northeast Missouri [Community Action Agency](#) to help students start the new school year, including providing clothing, school supplies, and gift cards for haircuts.

Hollister 2023 Sustainability Report

Associate Volunteering

Hollister Ballina Gives Back

Our team in Ballina, Ireland is a constant supporter of important local causes and charities. In 2023, associates donated time and funds to multiple events and organizations focused on well-being.

Western Care Association: 2023 started off strong with a donation of €3,145 to the **Western Care Association's** "Count Me In" program, a service that supports young people with autism living in County Mayo, Ireland. The donation came from fundraising that took place at the end of 2022, including a cake sale to remember deceased or sick relatives. Additionally, the Hollister Contingence Care and Ostomy Engineering teams collaborated to provide hands-on support to the Western Care Association, including gardening, painting, and play area repairs. Thanks to the team's hard work, swing sets, benches, and a cabin were restored on site.



Hollister team provides hands-on support to the Western Care Association.

St. Nicholas School: 50 associates signed up for Operation Transformation, a group focused on adopting a healthier lifestyle and raising funds for St. Nicholas, a local school that provides services for young people with autism. Participants donated €480, which Hollister matched.

Mayo Mental Health Association: The operations team organized "Walk into Hope," an event focused on raising money for the local branch of the **Mayo Mental Health Association**. Hundreds of tea lights were set along the Hollister office's 1.25-kilometer loop walk, and associates participated by walking the loop through the night and into the sunrise. Participants then gathered in the walled garden where they lit candles to remember deceased or ill family members and friends. Due to the success of the event, a check for €4,260 was presented to the Mayo Mental Health Association.



Raising funds for the local branch of the Mayo Mental Health Association

Associate Volunteering

Alzheimer Society of Ireland: Associates lent their support to the local **Alzheimer Society of Ireland**, which plays a crucial role in providing care for those affected by Alzheimer’s disease. Their task: to revitalize the beloved courtyard area at the organization’s headquarters. The team painted, planted aromatic herbs and sensory plants, installed new seating, and repaired existing benches. Their efforts greatly contributed to creating a more pleasant environment for the Alzheimer Society of Ireland’s clients.



Associates revitalize Alzheimer Society of Ireland’s courtyard.



MindSpace: On a day that threatened typical windy and rainy Irish summer weather, nearly 300 participants, including associates and their families, turned out in the unexpected sunshine to walk or run 5K/10K. In 2023, the annual family fun event raised money for MindSpace, which provides free and confidential support for young people aged 12 to 25 going through a difficult time. To kick off the event, Pdraig O’Hora, MindSpace representative and Mayo footballer extraordinaire, spoke briefly about taking care of one’s mental health and the importance of seeking help. A great day was had by all, and €9,000 was donated to MindSpace. Since 2018, the 5K/10K event has raised more than €55,000 for various local charities, and Hollister is proud to play a part.

Since 2018, the 5K/10K event has raised more than €55,000 for various local charities, and Hollister is proud to play a part.

Associate Volunteering

Hollister Stuarts Draft Provides Local Support

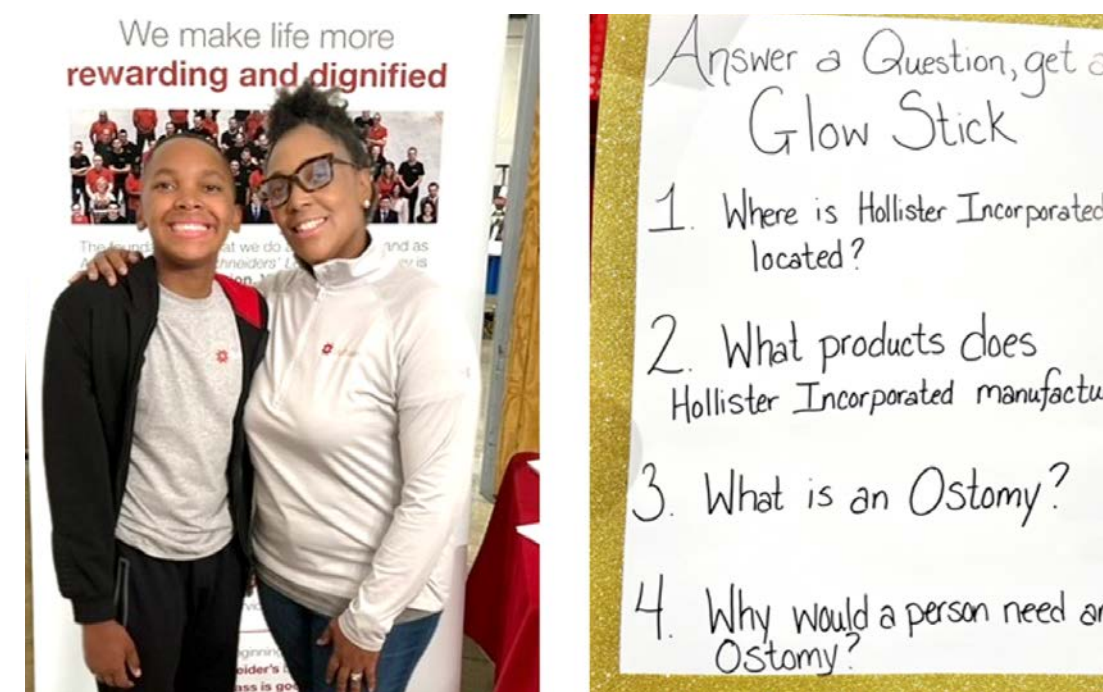
Our Stuarts Draft, Virginia, United States site has always been an active part of the community through its support of local businesses, college, volunteer organizations, and youth sports teams. In 2023, that commitment came to life through multiple impactful initiatives.

Technology Student Association: Hollister Stuarts Draft supported the [Technology Student Association](#) (TSA) at local Wilson Middle School. The TSA program provides events for students throughout the year, including digital photography and structural engineering, and teaches invaluable professional and personal skills such as leadership, professionalism, cooperation, and communication. The team at Hollister Stuarts Draft provided a charitable donation to TSA students, who qualified for the TSA State Competition and placed in the top three at regionals for Flight, Digital Photography, STEM Animation, Dragster, and Challenging Technology Issues.

Worlds of Work: A successful career is an objective for many young individuals, but navigating the intricate maze of professional possibilities can be overwhelming. Hollister Stuarts Draft helped address this challenge by participating in the Worlds of Work event, which provided a platform for more than 2,500 students to explore career paths available in their local community. At Worlds of Work, students from five different school divisions were introduced to a diverse range of professions, including information technology (IT), finance, education, healthcare, manufacturing, electrical engineering, and construction. Students had the chance to explore Hollister's core business and the multitude of career paths we offer.



Wilson Middle School's participants at the 2022-2023 Technosphere, TSA State Competition in Hampton, VA



Shon Corley, Quality Engineer for Hollister Stuarts Draft, with her son at Worlds of Work

African-American Heritage & Multi-cultural Festival: The town of Staunton, Virginia, marked a significant milestone with the 32nd celebration of the [African-American Heritage & Multicultural Festival](#). The festival, for which Hollister Stuarts Draft was a sponsor, showcased the power of collaboration as it joined forces with Staunton City, Augusta County, and Waynesboro City Public Schools to enrich its offerings and engage a wider audience. With over fifteen languages spoken in the local schools, the festival highlighted Staunton, Virginia's vibrant and diverse community. The schools played a pivotal role in this year's festivities by introducing storytelling, live performances, and a sharing of customs from local students and families.



Food and art at the 32nd African-American Heritage & Multicultural Festival in Staunton, Virginia

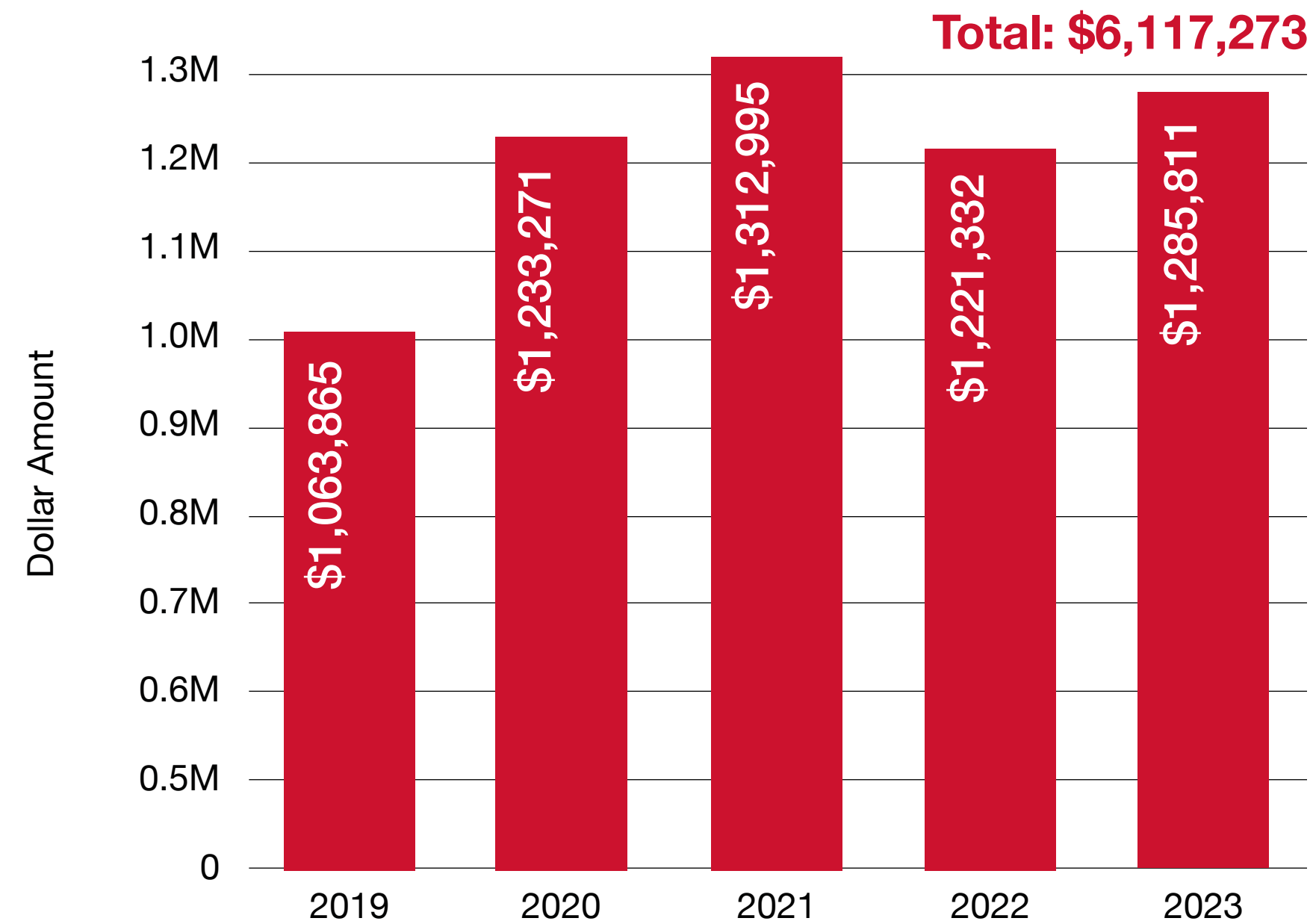
Annual Donations

In 2023, a total of \$1,285,811 (USD) in donations was provided to nonprofit and community-based partners by Hollister, our parent company (JDS Inc.), and subsidiaries.

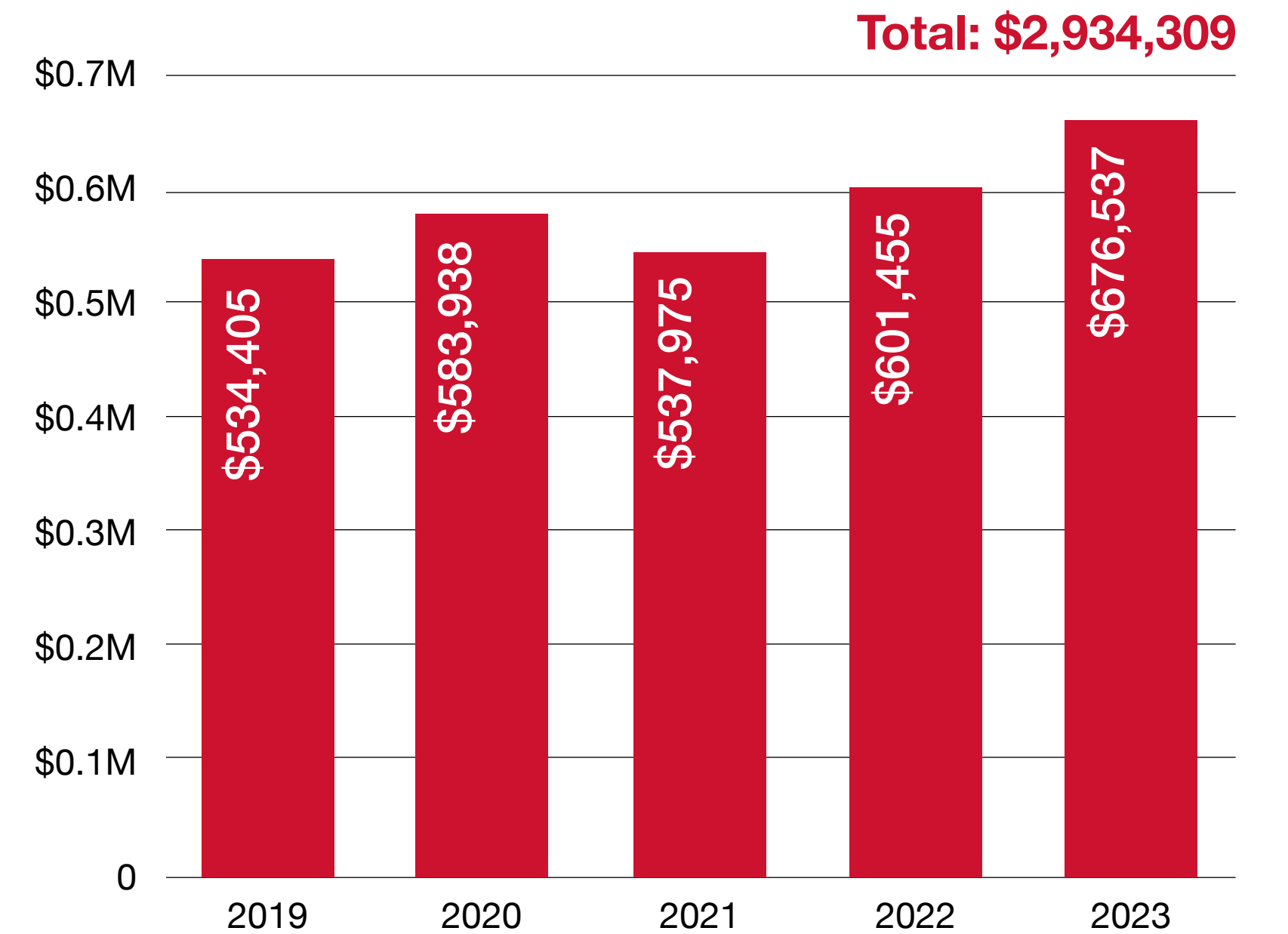
Donations went to organizations focused on education, preserving arts and culture, empowering and supporting refugees, health and medicine, humanitarian aid, and sports foundations and associations. We are also proud to partner with nonprofits to enhance and share our expertise and support to those living with bladder dysfunction or with a stoma.

JDS Inc. Annual Donations

Hollister, our parent company (JDS Inc.), and subsidiaries are committed to supporting organizations that enliven our communities and values. A snapshot of total donations includes:



Hollister Annual Donations



Case Study

Supporting Essential Nonprofits: Christopher & Dana Reeve Foundation, WOCN Society, and Crohn’s & Colitis Foundation

We support organizations aligned with our commitment to make a difference in the journey of life. In 2023, we made donations to the Christopher & Dana Reeve Foundation, WOCN Society, and the Crohn’s and Colitis Foundation.



“Today’s Care. Tomorrow’s Cure.” reflects the Christopher & Dana Reeve Foundation’s commitment to providing a continuum of hope for individuals living with paralysis worldwide. The organization is dedicated to curing spinal cord injury by advancing innovative research and improving the quality of life for individuals and families impacted by paralysis.



Since 1968, the WOCN Society has been dedicated to advancing the practice and delivery of expert healthcare to individuals with wound, ostomy, and continence care needs. The organization is committed to enabling professional growth for its more than 5,000 members and improving patient outcomes.



As a nonprofit, volunteer-fueled organization, the Crohn’s & Colitis 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. Since its founding in 1967, the Foundation has played a role in every major breakthrough in inflammatory bowel disease research.

Adapted Athletics

University of Alabama Adapted Athletics

Hollister is proud to support the [University of Alabama's Adapted Athletics](#) (UAAA) program, consisting of men's and women's wheelchair basketball, wheelchair tennis, and Para Track and Field. Since the program was founded in 2003, these athletes have earned 21 national championship titles across all sports.

In 2023, **Hollister provided over \$25,000 of support** to enable the program to continue to thrive by providing experiences for athletes, including the annual Hollister Bash tournament.



Great Lakes Adaptive Sports Association (GLASA)

We continued our partnership with the [Great Lakes Adaptive Sports Association](#) (GLASA) in 2023. Our sponsorship of GLASA, an organization changing the lives of athletes through adaptive sports, 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.

Sponsoring the Abilities Expo

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. Hollister provided a \$25,000+ (USD) sponsorship to help bring the expo to life through interactive sessions.

Case Study

‘No One Sits on the Sidelines’: Hollister and GLASA Lead Adapted Athletics Demonstration

During the Libertyville, Illinois Summer Picnic, associates and their families cheered on colleagues and GLASA athletes during a wheelchair basketball scrimmage. The teams of four were comprised of two GLASA athletes and two Hollister associates and, after a close game, “Team Red” prevailed and took home the bragging rights. In addition to the fun and competitive basketball game, the picnic provided an opportunity for attendees to meet with the athletes and learn more about adapted athletics equipment.

“I was incredibly impressed by the sheer athleticism of the GLASA athletes and the willingness of the Hollister athletes to push out of their comfort zones and be a part of something bigger than themselves,” said Sonya Huiett, Senior Director, Human Resources, Global Operations “I am proud to be a part of two organizations that truly keep Dignity of the Person at the heart of everything they do.”

More on GLASA and the organization’s dedication to “Let No One Sit on the Sidelines” can be found at www.GLASA.org.



Athletes at the inaugural GLASA and Hollister Summer Scrimmage

Caring for Our Customers

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:

We commit to stewarding our resources through responsible operations and product design to reduce environmental impact.

We will work with our end users and clinicians to improve the lives of people using Hollister products.

Commitment to Quality

Quality Management System (QMS)

The quality of our products is directly linked to our customers’ quality of life. To deliver best-in-class products and services, as well as superior customer experience, we foster and expect a culture of quality at Hollister. For all associates, that means doing the right thing even when no one is looking, and “living quality” in all actions instead of simply following quality directives.

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

Regulatory Intelligence and Compliance Updates

Hollister’s QMS also allows us to systemically gather, analyze, and apply information pertaining to regulatory requirements and changes. Regulatory intelligence requires continuous awareness of the evolving regulatory landscape, encompassing laws, regulations, and standards that govern the development, manufacturing, and marketing of medical devices. Given our global presence, compliance extends across various regulations, laws, and guidance as we distribute products worldwide.

EU Medical Device Regulation: As of December 2023, all of Hollister’s products available in the EU have successfully transitioned to compliance with the **EU Medical Device Regulation** (EU MDR). This extensive initiative, launched in 2017, spanned all facilities and functions within our organization, making it a comprehensive multi-year effort. Compliance allows us to continue fulfill Our Mission and provide uninterrupted supply to our customers.

U.K. Conformity Assessed: In response to Brexit, the U.K. introduced a distinct compliance marker known as **U.K. Conformity Assessed** (UKCA). In the initial phase, Hollister successfully affixed the UKCA mark to all non-sterile products and is on track to complete all sterile products by the compliance due date.

Global Unique Device Identifier: The **Unique Device Identifier** (UDI) comprises unique codes or identifiers designated to medical devices, serving to differentiate and recognize these devices during distribution and utilization. Introduced with the aim of bolstering patient safety, simplifying post-market surveillance, and enabling more precise and efficient tracking of medical devices, the UDI system serves crucial functions in the healthcare sector. At Hollister, UDI has become a pivotal element in our global regulatory compliance efforts and, looking forward, we are strategically preparing for future UDI globalization — leveraging automation to gather vast amounts of data from diverse sources.

Supporting Our Customers

Our customers are at the heart of everything we do. To meet their needs, we prioritize a culture of quality and product innovation, work closely with clinicians, and continuously gather customer feedback.

In addition to developing and manufacturing ostomy and continence care products, we provide programs and services that help people 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 top of mind, prioritizing humility, perseverance, and compassion.

Product Innovation and Environmental Stewardship

Products and Packaging

As a manufacturer and supplier of products and services to people with intimate healthcare needs, we are acutely aware of our responsibility to our customers and the world around us. In 2023, we continued to make progress in our work to reduce the environmental impact of our products and packaging while maintaining exceptional dedication to quality materials and processes.

Hollister’s products are manufactured using specially blended plastic-based materials designed to protect skin health. Our packaging materials include corrugated paperboard and plastic films.

We are committed to designing and manufacturing our products to meet the highest performance standards while utilizing sustainability best practices, including resource conservation and waste minimization.

We assess the environmental impacts across each phase of our production: research and development, product and packaging design, material selection, manufacturing efficiencies, and distribution.

In 2023, key accomplishments included:

2023 total estimated material savings across Ostomy and Continence Care Sections:

- Reduced use of plastic packaging by 39 tons
- Reduced use of fiber-based packaging by 46 tons
- Reduced use of combined foil and plastic packaging by 21 tons

75 percent reduction in packaging: AF300™ Filter

A collaboration with a supplier on the packaging of our AF300™ filter uncovered an exciting opportunity: By replacing the existing 3-millimeter (76 micron) low-density polyethylene (LDPE) bag with a 23-micron micro-layered LDPE shrink wrap film, we have been able to reduce the product packaging 75 percent by weight.

15 percent lighter product: Infyna Chic™ Intermittent Catheter

In 2022, Hollister launched the improved Infyna Chic™ intermittent catheter, reducing the amount of plastic used to manufacture the product. In 2023, we reduced the overall weight of the product by approximately 15.5 percent, resulting in a reduction of 41.76 metric tons of plastic used in 2023 compared to 2022 for production of this catheter.

23 percent Smaller Catheter Box for VaPro™ with HydraBalance™ Lubricating Technology:

Hollister catheters with HydraBalance™ lubricating technology are not made with PVC (polyvinyl chloride), use less resources, and create less waste compared to prior versions of these catheters. For VaPro™ catheters, the box volume was reduced by 23 percent and the weight of a fully loaded catheter box by 50 percent. For more information, see [Innovative Design for Safety, Comfort, and Waste Minimization: HydraBalance™ lubricating technology.](#)

Low-impact packaging for reduced impacts across our supply chain:

In 2023, Hollister continued to carry out our core environmental stewardship practices for fiber-based materials including, when possible:

- Designing packaging with unbleached paperboard to avoid the use of chlorine and its byproducts in our supply chain
- Selecting packaging materials that are certified by the Forest Stewardship Council (FSC) to prevent our supply chain from contributing to deforestation

Looking forward to 2024, we are launching new investments focused on resource conservation and waste minimization for our sites and our customers. Specifically for our CeraPlus Soft Convex, Apogee™, and VaPro™ product lines, we are developing strategies to reduce our use of polyurethane foam and polyethylene terephthalate (PET), and to further minimize the amount of cardboard packaging required per unit.

Case Study

Innovative Design for Safety, Comfort, and Waste Minimization: HydraBalance™ Lubricating Technology

In 2023, Hollister launched our newest line of catheters which include our uniquely formulated HydraBalance™ lubricating coating.

HydraBalance™ lubricating technology is designed to protect the urethra from potential microtrauma and prevent urinary tract infections. Hollister’s catheters with HydraBalance™ lubricating technology are not made with PVC that have an overall reduced environmental impact compared to our VaPro™ catheter. These products incorporate less material and packaging that is 23 percent smaller by volume. According to our estimates, these design improvements will result in the following annual material savings: 19 tons of plastic and aluminum and 15 tons of cardboard.



Not made with PVC

Our new line of catheters is not made with PVC and is made from materials that are safer during the production phase and require fewer additives for flexibility.



*The comparative statements in the case study refer specifically to Hollister’s VaPro™ catheters in 40 cm, 20 cm, and 40 cm F-Style in straight packaging only.

Clinical Research

To foster innovation that helps our customers live their fullest lives, we support ongoing product development. Much of this work is done through Clinical Advisory Boards, made up of healthcare professionals with ostomy and continence care expertise. Collaboration with experts provides clinical feedback and knowledge, identifies gaps in our product portfolio, and provides input on potential product innovations.

We also prioritize clinical research 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. These studies allow us to gather data over time directly from end users of ostomy products or intermittent catheters, regardless of brand, including valuable insights into preferences and experiences. In 2023, Hollister continued two multinational Clinical Registry studies: the OSO™ registry (Observational Study of Ostomy Consumers) and ConCare™ registry (Hollister Continence Care Registry).

Hollister’s team of healthcare experts continuously collaborates across functions internally and externally to gather evidence for our products, such as benchmark studies and laboratory testing, publication of case studies, and extensive product evaluations. Additionally, ongoing training allows our associates to support positive outcomes more effectively for those living with an ostomy. We are an active member of the International Clinical Expert Forum, a 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 practices for better patient outcomes.



Case Study

Gill Castle Becomes First Ostomate to Swim the English Channel

On September 12, 2023, Gill Castle, mother, stoma advocate, and Dansac TRE™ ostomy product user, became the first person with a stoma to swim the English Channel.

In 2011, Gill suffered a 4th-degree perineal tear during childbirth, which required a permanent colostomy. Determined not to be defined by her stoma, Gill focused on regaining her strength and making her peristomal skin health a top priority. Early on, she encountered challenges with different stoma bags causing skin reactions, limiting her active lifestyle. In 2021, Gill discovered the Dansac TRE™ ostomy products, which provided her with the opportunity to lead a more active life.

To prepare for the rigorous 21-mile/34-kilometer swim from England to France, Gill dedicated two full years to intensive training in the sea, gym, and pool. Despite the ongoing learnings and hurdles, she constantly pushed herself, balancing her commitments to work, parenting, and her charity, Chameleon Buddies, while working to achieve her goal.

“We are thrilled to support Gill throughout her journey to train for and swim the English Channel. Her determination and drive show that not all heroes wear capes. Some wear swimsuits,” said Cale Street, Vice President U.K. and Ireland Business Units at Hollister. “We work every day to help ensure our end users have the confidence to live their best life, and like Gill, do the activities and work towards the goals that make them who they are. Through the voices of our product users, we are creating long-term connections in our local and global communities, truly demonstrating Our Mission to make life more rewarding and dignified for people who use our products and services.”

“I couldn’t do any of this if my stoma bag didn’t fit properly or if I was in discomfort due to poor peristomal skin. With my ideal bag and excellent skin health, I have the confidence to tackle this immense challenge on behalf of all ostomates,” said Gill. “With the right products and the right mindset, you too can overcome obstacles and achieve your dreams.”



Gill Castle is the first ostomate to swim the English Channel, accomplishing the feat in 14 hours.

Product Development and Accreditation

A person living with a stoma can face many challenges, including maintaining the integrity and health of the peristomal skin. In 2023, Hollister CeraPlus™ ostomy skin barriers* and accessories received global dermatological accreditation from the Skin Health Alliance (SHA).

Using an ostomy product accredited by the SHA may offer additional security and reassurance to a person living with a stoma. In addition to the rigorous safety testing Hollister products go through, the SHA accreditation signifies that Hollister CeraPlus™ ostomy products have been independently verified by a specialist panel. Both dermatologists and skin scientists confirmed Hollister CeraPlus™ products meet a unique set of SHA safety and efficacy criteria, including ensuring the materials and final formulations align with regulatory standards.

Skin problems should not be a normal part of living with a stoma. The skin around a stoma should be the same as the rest of the skin, and Hollister is committed to helping people use ostomy products that maintain healthy peristomal skin.



*CeraPlus skin barriers contain the Remois Technology of Alcare Co., Ltd.

End User and Clinician Resources

We firmly believe in the importance of supporting end users beyond their initial discharge from the hospital, which is why our Secure StartSM services exemplify our unwavering commitment to Our Mission. Through these complementary services — which include 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 — we provide both physical and emotional well-being resources. Through our Secure Start services, we aim to empower our customers at every step.



As part of our ongoing commitment to provide comprehensive support to our valued end users, we officially launched a new patient support app under our Secure Start services in the U.S. and U.K. This app serves as an important resource, granting end users access to a wide range of training materials, support tools, and relevant information. By leveraging this technology, we aim to enhance the support experienced by our users.



Case Study

Strengthening Connections and Fostering Collaboration: Hollister Stuarts Draft, Virginia Hosts Nurses' Visit and Tour

Nurses play a vital role in providing quality care and support to patients, with their expertise and dedication profoundly impacting individuals' well-being. Recognizing the importance of connecting with these frontline professionals, Hollister Stuarts Draft, Virginia organized a Nurses' Visit and Tour in 2023.

To provide the nurses with a comprehensive understanding of the company's operations, a facility tour was organized. This experience allowed them to witness firsthand the manufacturing process of the products and connect with the associates involved. Similarly, the nurses' presence and inquiries provided valuable insights and fresh perspectives for the Hollister team.



Case Study

Forming a New Association with the Chilterns Neuro Centre

Hollister U.K. formed a new association with **Chilterns Neuro Centre**, a charity dedicated to empowering those affected by neurological conditions to live life to the fullest.

The collaboration aims to drive the successful implementation of the **U.K. Multiple Sclerosis (MS) Bladder Management Pathway** and Intermittent Self-Catheterization consensus paper. Over the next three years, Hollister will bring to life the work completed in the bladder pathway, creating connections in the community to make life more rewarding and dignified for those who use our products and services.

“We are delighted to be working with Chilterns Neuro Centre and have long since admired the charity’s commitment to people living with neurological conditions,” said Rebecca Davenport, Director of Clinical Nursing Services, U.K. and Ireland. “We are confident that together we can continue the important work of raising awareness and improving quality of life for people living with neurological conditions experiencing bladder issues.”

The Hollister clinical team will host bladder clinics at the Centre, in line with recommendations within the bladder pathway, to address the unmet needs of those living with MS who are affected by bladder dysfunction. Associates will also provide clinical training to the Centre’s team of eight clinicians and appropriate clinical stakeholders in the region. Upskilling and educating the Chilterns’ Clinical Team will enable them to hold more meaningful conversations around bladder management for people with neurological conditions.



From left to right: **Stella Kubale, Head of Fundraising; Lindsay Fleming, Senior Marketing Manager Healthcare Pathways; Nicola Napier, Consumer Marketing Manager; Galen Alden, Commercial Effectiveness Manager Fittleworth Medical; Louise Grace, Deputy Head of Integrated Clinical Services, Chiltern Neuro Centre; Rebecca Davenport, Clinical Director; Jackie McPhail, Clinical Services Manager; and Julie Hardy, Territory Manager Continence Care.**

Looking Forward

Decarbonization Strategy

As we continue to deliver high-quality products and minimize our environmental impacts, we celebrate our progress and look ahead to the future. Hollister remains focused on exploring innovative pathways to decarbonize our operations. As we develop our approach to decarbonization, measuring and addressing our carbon footprint will continue to be prioritized.

We are currently assessing the best path forward for carbon reduction including target and KPI setting, modelling scenarios, and developing short- and long-term strategies. In 2023, we calculated our Scope 3 emission inventory baseline for 2022 which is a key step for understanding our emissions, identifying hotspots, and developing our carbon reduction strategies.

Double Materiality Assessment

In 2023, we began a double materiality assessment, which includes analyzing our actual and potential impacts on the environment and society as well as those topics' impact on the company. Completed in 2024, this work included research on industry specific ESG trends; extensive stakeholder engagement with leadership, associates, customers, and vendors; and a comprehensive data analysis resulting in the top eight issues outlined below. These material topics will guide the development of Hollister's ESG strategy.

Environmental	Social	Governance
Climate Change	Human Rights	Sustainable Supply Chain
Product Design & Lifecycle Management	Product Quality & Safety	Data Security
	Diversity, Equity & Inclusion	
	Occupational Health & Safety	

Understanding that reports published from 2026 onward are subject to the [Corporate Sustainability Reporting Directive](#) (CSRD) and European Sustainability Reporting Standards (ESRS), which require a double materiality assessment, this work will allow us to make important progress while complying with upcoming regulation. Additional information can be found in the Appendix section of this report.

Human Rights Policy and Program

Upholding human rights is foundational to building a sustainable business. As mentioned, in 2023, we took steps to initiate Hollister's first human rights policy and inaugurated our Human Rights Committee in January 2024.

Hollister will continue work to establish a formal due diligence program that is aligned with the [OECD Due Diligence Guidance for Responsible Business Conduct](#). We are actively working on multiple projects within each of the process stages, including identifying and assessing adverse impacts, embedding human rights into policies and management systems, tracking implementation and results, and communicating how impacts are addressed. We will continue to examine how we can focus on ensuring that people involved in our work are treated fairly.

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.

Contact Us

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Appendix A

GRI Content Index

Statement of Use: Hollister has reported the information cited in this GRI content index for the period January 1, 2023 to December 31, 2023 with reference to the GRI Standards.

GRI Standard	Disclosure	Page Number
GRI Used	GRI 1: Foundation 2021	
GRI 2: General Disclosures 2021	2-1 Organizational details	4-5
	2-2 Entities included in the organization’s sustainability reporting	7
	2-3 Reporting period, frequency and contact point	7
	2-4 Restatements of information	7, 15
	2-6 Activities, value chain and other business relationships	4
	2-9 Governance structure and composition	11
	2-12 Role of the highest governance body in overseeing the management of impacts	7, 11
	2-13 Delegation of responsibility for managing impacts	11
	2-14 Role of the highest governance body in sustainability reporting	11
	2-22 Statement on sustainable development strategy	7
	2-23 Policy commitments	8, 12
	2-24 Embedding policy commitments	8, 12
	2-26 Mechanisms for seeking advice and raising concerns	11-13
2-29 Approach to stakeholder engagement	7, 12, 61	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	7
	3-2 List of material topics	7, 61
	3-3 Management of material topics	7, 61
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	8, 43, 47
GRI 302: Energy 2016	302-1 Energy consumption within the organization	16, 18, 64
	302-3 Energy intensity	16, 64
	302-4 Reduction of energy consumption	16, 18, 28, 64

GRI Standard	Disclosure	Page Number
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	19, 20, 24
	303-5 Water consumption	24
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	25
	304-2 Significant impacts of activities, products and services on biodiversity	25
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	17, 64
	305-2 Energy indirect (Scope 2) GHG emissions	17, 64
	305-3 Other indirect (Scope 3) GHG emissions	17, 64
	305-4 GHG emissions intensity	64
	305-5 Reduction of GHG emissions	17, 64
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	22-23
	306-2 Management of significant waste-related impacts	22-23
	306-3 Waste generated	22-23
	306-4 Waste diverted from disposal	22-23
	306-5 Waste directed to disposal	22-23
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	11, 34-35
	403-2 Hazard identification, risk assessment, and incident investigation	34-35
	403-3 Occupational health services	34-35
	403-4 Worker participation, consultation, and communication on occupational health and safety	34-35
	403-5 Worker training on occupational health and safety	34-35
	403-6 Promotion of worker health	3, 8, 11, 34-35
GRI 404: Training and Education 2016	403-9 Work-related injuries	9, 34-35
	404-2 Programs for upgrading employee skills and transition assistance programs	40
	GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees

Appendix B

Data Tables

The tables below house quantitative environmental impact data from Hollister Incorporated and, where noted, also include the quantified impacts from Hollister’s service companies.

- Greenhouse Gas Emissions
- Energy Use
- Waste Management
- Water Use
- ISO 14001 Certified Facilities
- BREEAM Certified Facilities

Greenhouse Gas Emissions

Unit: Metric Tons (MT) CO2e	2022	2023	Commitments & Goals
Hollister Incorporated			
Scope 1	7,470	6,115	
Scope 2, Location Based	20,751	20,869	
Scope 2, Market Based	24,897	23,653	
Scope 1 & Scope 2 Carbon Intensity, MT CO2e, Market-based, / unit produced	.0031	.0025	
Scope 3	290,605	Not Yet Calculated	We commit to reducing our GHG emissions and managing our climate impacts.
Carbon Credits	0	161	
Hollister Incorporated and Service Companies			
Scope 1	8,094	6,740	We strive to achieve 30% reduction of our upstream transportation and distribution Scope 3 emissions by the end of 2025, from our 2022 baseline.
Scope 2, Location Based	21,158	21,275	
Scope 2, Market Based	25,658	24,414	
Scope 1 & Scope 2 Carbon Intensity,	.0032	.0026	
Scope 3	312,777	Not Yet Calculated	

In 2023, Hollister achieved a 7.7 percent reduction in operational emissions (Global Scope 1 + Scope, Market-based)

Energy Use

Unit: '000 Megawatts	2022	2023	Commitments
Energy Use			
Energy Use, Hollister Manufacturing Sites	83	81	
Energy Use, Hollister Manufacturing Sites and Service Companies	87	86	
Renewable Energy, Percent of Total Energy Used, Hollister Incorporated			
Renewable Energy Produced	0.5	1.2	We commit to reducing our GHG emissions and managing our climate impacts.
Renewable Energy Purchased	12.0	11.7	
Manufacturing Energy Intensity, Unit: kWh / manufacturing output			
Hollister Manufacturing Sites	.079	.077	We commit to stewarding our resources through responsible operations and product design to reduce environmental impact.

Appendix B

Waste Management, Hollister Manufacturing Sites

Unit: Metric tons (MT)	2019	2020	2021	2022	2023	Goal
Total Non-Hazardous Waste	5390	5645	5913	5795	6283	Achieve 80% waste diversion by 2027
Total Hazardous Waste	68	56	81	124	148	
Landfilled Waste	2,202	1,928	1,678	1,507	1,960	
Incinerated with Energy Recovery	2,133	2,237	2,562	2,957	2,661	
Incinerated without Energy Recovery	63	53	56	4	4	
Recycled Waste	992	1,424	1,616	1,323	1,849	
Composted Waste	-	4	-	4	3	
Landfill Diversion, Unit: Percent	59	66	72	74	70	
Waste Intensity Unit: MT CO2e/manufacturing output	-	-	-	5.4	5.4	

Water Use, Hollister Incorporated

Unit: M ³	2019	2020	2021	2022	2023	Commitment
Water Consumption, Manufacturing and Distribution Sites and Hollister Headquarters	68,828	80,287	61,120	71,375	68,193	We commit to stewarding our resources through responsible operations and product design to reduce environmental impact.
Water Intensity, Manufacturing & Distribution Sites	87	91	75	68	57	

In 2023, Hollister’s manufacturing sites achieved a 4.4 percent reduction in water consumption compared to 2022.

ISO 4001 Certified Facilities, Hollister Incorporated

Global Manufacturing and Distribution Sites	ISO Certified	Commitments
	Year Certified or Anticipated	
Ballina, Ireland	2007	Achieve ISO 14001 certification for European production and distribution sites by the end of 2024
Kaunas, Lithuania	2022	
Bawal, India	2023	
Fredensborg, Denmark	2023	Achieve ISO 14001 certification for production and distribution sites worldwide by the end of 2028
Roosendaal, The Netherlands	Anticipated in 2024	
Kirksville, Missouri, US	By 2028	
Stuarts Draft, Virginia, US	By 2028	
Mt. Juliet, Tennessee, US	By 2028	

BREEAM Certified Facilities, Hollister Incorporated

Facility	First Year Certified	Most Recent Rating
Kaunas, Lithuania	2020	5 Stars (Excellent)
Roosendaal, The Netherlands	2018	3 Stars (Very Good)

Appendix C

JDS Inc. Double Materiality Assessment

JDS Inc. conducted its first comprehensive double materiality assessment at the end of 2023. Our previous assessment was expanded to include all environmental sustainability, social impact, and business governance topics from the perspective of our outward impact on people and the planet, as well as the impact these topics may have on our business. This is the foundational step toward building our environmental sustainability and social impact strategy through a more robust and integrated approach.

Our double materiality assessment consisted of three key pieces, including:

- In-depth market research about trends affecting the medical device manufacturing industry.
- Guidance from leadership on the topics most relevant to the company.
- Engagement with stakeholders on the topics most important to them.

Upon final review with our ESG Council and additional leadership, we selected eight issues most important to JDS Inc.:

- Climate Change
- Product Design & Lifecycle Management
- Diversity, Equity & Inclusion
- Human Rights
- Occupational Health & Safety
- Product Quality & Safety
- Data Security
- Sustainable Supply Chain

Although many issues are important, we have prioritized eight to which we will direct our resources. We plan to expand our corporate strategy to target these eight issues and make a positive impact where it counts: in our industry, with our associates, and for our customers.