

# 2024 Sustainability Report

Making a Difference  
in the Journey of Life



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# A Letter From Our CEO

## A message from Abinash Nayak, President and Chief Executive Officer

I am honored to share the Hollister Incorporated 2024 Sustainability Report, “Making a Difference in the Journey of Life.” This report highlights our worldwide dedication to enhancing lives and protecting the environment.

At Hollister, our Immutable Principles — Dignity of the Person, Service, Integrity, and Stewardship — guide our path each and every day. As we reflect on our progress over the last year, I’m pleased to share critical progress we’ve made toward ensuring we are having a positive impact on people and the planet.

**Preserving Our Planet:** We are committed to climate action, focusing on reducing our environmental impact through energy efficiency and renewable energy investments. In 2024, we worked on developing formal climate goals, prioritizing reduction of Scope 1, 2 and 3 emissions through energy efficiency and renewable energy investments. This will form the foundation for long-term greenhouse gas (GHG) reductions across our operations and supply chain.

**Advancing Our Associates:** We published our Human Rights Policy to strengthen our policies, procedures, and governance structures, ensuring alignment with internationally recognized standards, including the United Nations (UN) Declaration of Human Rights, the International Labour Organization’s (ILO) Fundamental Principles, and the Organization for Economic Co-Operation and Development framework. This commitment extends beyond Hollister to our supply chain partners, suppliers, and third-party contractors, fostering a culture of fairness, integrity, and ethical practices.

**Commitment to Communities:** We reinforced our commitment to community impact through hands-on volunteer efforts and financial contributions. Our associates actively engaged in meaningful volunteer work, and we donated to support nonprofits across healthcare, humanitarian efforts, education, and more. We also collaborated with nonprofits to share expertise and resources for individuals with bladder dysfunction or a stoma, furthering Our Mission to make life more rewarding and dignified for those who use our products and services.

**Caring for Our Customers:** We continued to prioritize our customers by fostering a culture of quality and innovation, collaborating with clinicians, and incorporating customer feedback to enhance our products and services. We’re proud that our CeraPlus ostomy skin barriers and accessories received global dermatological accreditation from the Skin Health Alliance, offering an additional level of security and reassurance to a person living with a stoma.

Our commitment to continuous improvement is strengthened by the dedication of our associates, customers, and partners – thank you for your contributions. Together, we are building a brighter, more sustainable future where both people and the planet can thrive.

These are just a few highlights from the past year, and there is so much more to share. We hope you find this update insightful as we continue making progress on our sustainability journey, guided by Our Mission to make life more rewarding and dignified for those who use our products and services.

**Together, we are building a more sustainable future where both people and the planet can thrive.**



**Abinash Nayak  
President & CEO**

# About Hollister

## Hollister at a Glance



**Founded in 1921**  
Headquartered in  
Libertyville, Illinois



Products sold in nearly  
**80 countries**



Approximately  
**5,400 associates** in  
offices, manufacturing and  
distribution centers across  
North America, South  
America, Europe, and Asia.

## Our Company

From our humble roots as a small printing business founded by John Dickinson Schneider, Hollister has grown to become a leader in the medical products and services industry for more than 100 years.

Today, Hollister remains an independent, employee-owned company that develops, manufactures, and markets advanced medical products for ostomy care, continence care, and critical care. Alongside these products, we offer programs, services, and educational materials designed to support both patients and healthcare professionals.

Throughout our history, our core values and commitment to quality, service, and people have remained steadfast. Our team continues to hold true to The Schneiders' Legacy, fulfilling Our Mission: to make life more rewarding and dignified for the people who use our products and services, as well as Our Vision: to grow and prosper as an independent, employee-owned company and, in the process, become better human beings.

**Our Vision:**  
to grow and prosper  
as an independent,  
employee-owned  
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human beings.



# About Hollister

## Immutable Principles

John Schneider and his wife, Minnie, were dedicated to creating a strong sense of family within the company. They built Hollister on the underlying foundation of Dignity of the Person, Service, Integrity, and Stewardship. To this day, these four Immutable Principles 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."

## 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, Crohn's disease, Ulcerative Colitis, and other conditions.

Learn more:

<https://www.hollister.com/en/ostomycare>

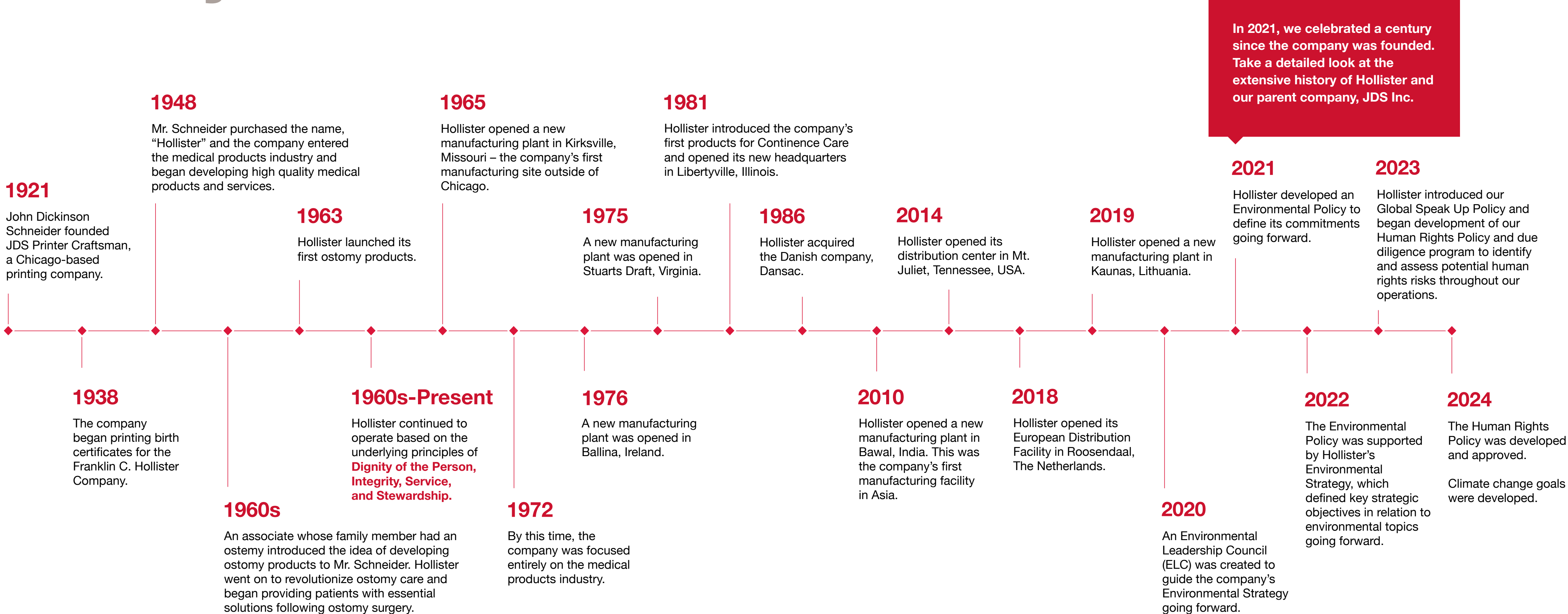
## Continence Care

Hollister serves people with neurogenic bladder and bowel dysfunction. Incontinence impacts all kinds 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>

# History and Timeline



# Report Approach

## Materiality Assessment

Hollister does not exist merely for profit. An integral element of our purpose is to contribute to the personal and professional advancement of our associates, the ongoing care of our customers and communities, and the preservation of the planet.

In 2024, we conducted an analysis of financial risks and opportunities related to our Environmental, Social, and Governance (ESG) policies, as well as actual and potential impacts on the environment and society through a double materiality assessment. 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 topics from the perspective of financial and impact materiality.

These topics include climate change, product design and lifecycle management, product quality and safety, human rights, equal employment opportunity, occupational health and safety, sustainable supply chain, and data security.

The topics deemed material to our organization from this exercise have set the foundation for future compliance to the Corporate Sustainability Reporting Directive (CSRD) and European Sustainability Reporting Standards (ESRS). Our ESG Council is focused on integrating these topics into our ESG Strategy.

## Timeframe, Boundaries, and Frameworks

This report covers 2024 calendar year activities 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, 2024.

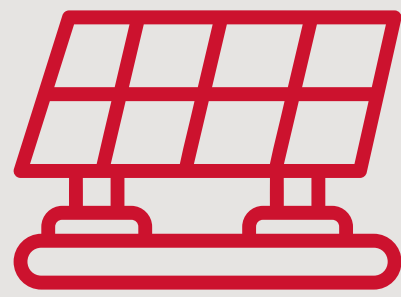
Hollister has prepared this report using best practice ESG reporting methods. We are reporting with reference to the [Global Reporting Initiative \(GRI\)](#) because it enables us to understand and report on our environmental and societal impact in a structured, comparable, and credible way.

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
Planet	Scope 1 and 2 Emissions Scope 3 Emissions Energy Use Materials and Waste Products and Packaging	We commit to reducing our greenhouse gas emissions and managing our climate impact. Our Goals: <ul style="list-style-type: none"> <li>• Reduce our Scope 1 and 2 emissions by 42% by 2030 from a 2022 baseline.</li> <li>• Reduce our Scope 3 emissions by 25% by 2030 from a 2022 baseline in purchased goods and services, upstream transportation and distribution, and end-of-life emissions categories.</li> <li>• Reduce our emissions by 90% within scopes 1, 2, and 3 by 2050 from a 2022 baseline, with the goal of reaching net-zero emissions through the implementation of carbon offsets.</li> <li>• Reduce our emissions by 90% within scopes 1, 2, and 3 by 2045 within our United Kingdom (U.K.) operations from a 2022 baseline.</li> </ul> We commit to stewardship of our resources through responsible operations and product design to reduce environmental impact. We commit to establishing strong environmental governance throughout our value chain.
Our People (Associates)	Equal Employment Opportunity Health and Safety Ethical Conduct	We commit to a working environment that ensures all associates have equal employment opportunities and are comfortable, safe, and supported, regardless of background. We commit to practically reinforcing Hollister values, with the goal of achieving and maintaining high standards of Integrity. We commit to providing a safe and healthy work environment for our associates, visitors, and contractors.
Customers and Communities	End Users and Clinicians Charity and Volunteerism	We will work with our end users and clinicians to improve the lives of people using Hollister products. We will work with the local and global communities where we operate to ensure our impact is positive.

# 2024 Milestones and Highlights



- Developed formal climate goals, prioritizing reduction of Scope 1 and 2 emissions through energy efficiency and renewable energy investments.
- Achieved 13% reduction in Scope 1 and 2 emissions compared to our 2022 baseline.



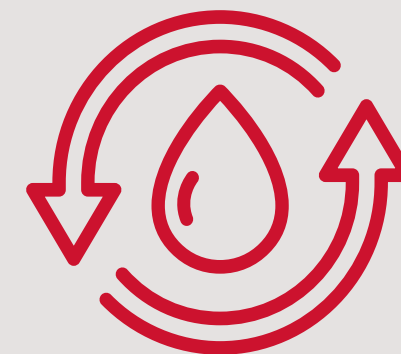
Supported emergency aid and community recovery efforts following hurricanes in the U.S. and floods in Spain.



Completed ISO 14001 certification for our Roosendaal, the Netherlands, facility, so that all our European and India manufacturing and distribution sites are now 100% certified.



- Developed and approved our Human Rights Policy to strengthen policies, procedures, and governance structure.
- Launched our fourth employee resource group, which welcomes and includes any interested associates.
- Recognized by our associates for creating a safe work environment, strong manager communication and accountability, cultural values and service principles, and a commitment to equal employment opportunities.



Installed a reverse osmosis water purification facility at the Government Girls School in Bawal, India, providing 1,000 liters of clean drinking water per hour.



Celebrated World Ostomy Day with creative initiatives like custom ostomy bag covers, a Spotify playlist, digital stickers, influencer content, and more.



Commissioned a study analyzing Peristomal Skin Complications in England, calling for improved awareness, early intervention, and better access to stoma care nurses to help reduce costs and improve care.



# Governance

## ***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.

# Governance

**As we strive to uphold our commitments to the planet, our associates, customers, and communities, we remain dedicated to making meaningful progress with integrity. Our ESG structure establishes a strong foundation for accountability and is guided by our company leaders, councils, committees, and codes of conduct.**

**We are committed to conducting our business ethically and transparently in our operations. Throughout 2024, we continued to embed policies to ensure that our associates, suppliers, and distributors are aligned with our values and with furthering our commitments.**

## ESG Structure and Process

Accountability for advancing our environmental and social commitments starts with our senior leadership. Hollister’s CEO and leadership team approve our ESG strategy and ensure progress on our sustainability commitments, demonstrated by various councils and committees across the business.

Oversight and execution of our strategy and commitments is led by our ESG department, including two full-time ESG associates (ESG Director and Analyst, and our VP of Operations as Hollister’s ESG Executive Champion) to manage internal alignment and integration of the work across all channels.

## 2024 ESG Councils and Committees:

**ESG Council:** The focus of the cross-functional ESG Council is to create an integrated view of ESG priorities and incorporate 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 both social and environmental impacts. Various working groups report to the ESG Council, which includes representation from the various councils included below.

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

**Inclusion Committee:** The Inclusion Committee includes associates who represent nearly every function and region throughout the company. Members are dedicated to championing the development and implementation of initiatives that align with our existing strong and meaningful commitment to the Immutable Principle of Dignity of the Person.

**Compliance Review Committee:** The Compliance Review Committee includes senior cross-functional

leaders and provides executive oversight of Hollister’s Compliance Program.

**Human Rights Committee:** The Human Rights Committee is made up of members from relevant departments, including legal and compliance, human resources, sustainability, global markets, and supply chain. The committee meets monthly to discuss and address issues related to modern slavery and other human rights issues.

Progress toward our commitments is made possible by the dedication of all Hollister associates. Their efforts, highlighted throughout this report, include innovative EHS solutions, associate-led Employee Resource Groups (ERGs), and active community volunteering.

## Codes of Conduct

Ethical conduct is fundamental to our work across the value chain. To promote accountability and integrity, we have established policies for associates, distributors, and suppliers. Compliance with these codes is required at all levels of our operations.

**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, our 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 also 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 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.

# Governance

## Data Security

At Hollister, we take cybersecurity and data privacy seriously, recognizing their essential role in maintaining our organization’s integrity and trust. Our Board of Directors supports our cybersecurity initiatives, reinforcing our commitment to protecting sensitive information and upholding rigorous security standards. We are focused on building a resilient infrastructure that seamlessly integrates cybersecurity with our IT and operational systems.

## Data Privacy Policy

We are committed to safeguarding customer, personal, and company data. Our compliance and privacy teams have established a [Data Privacy Policy](#) outlining how data is managed, protected, and processed. In alignment with General Data Protection Regulation (GDPR) requirements in the European Union (EU), Hollister actively investigates incidents and privacy complaints. Our focus includes securing systems, applications, and data through robust security controls that ensure confidentiality, availability, and integrity. Associates receive regular updates on relevant laws and regulations to stay informed about any recent changes.

## Security Management

We continue to strengthen our security and data governance by reducing exposure, conducting disaster recovery exercises, and building resilience against cyber threats. Recent cybersecurity investments have enhanced our team’s capabilities in facilitating investigations and incident response. In 2024, we worked toward achieving ISO 27001 certification while adhering to the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF) 2.0 framework, which helps organizations to manage and reduce cybersecurity risks. By integrating these approaches into our enterprise-wide Information Security Management System (ISMS), we’re ensuring that our security procedures align with industry best practices across our global operations.

## Risk Management

We take a structured and systematic approach to risk management, proactively identifying and mitigating threats through regular reviews and robust countermeasures. We seek to continuously enhance our technology infrastructure, embracing innovation to keep operations efficient, secure, and prepared for future operational needs. Thorough vendor reviews and comprehensive software implementation guidance both help to ensure we’re adhering to stringent security standards and protocols. Our proactive strategy includes regular system updates, lifecycle reviews, and the integration of advanced technologies to optimize our capabilities, improve our resilience to potential threats, and exceed our cybersecurity objectives.

## Cybersecurity Governance

Throughout 2024, we have strengthened our cybersecurity governance to better protect our digital assets and sensitive information. Enhancements to our Cybersecurity Incident Response Plan have streamlined the detection, response, and mitigation of security incidents. As part of our ISMS, we have set measurable objectives, including reducing system vulnerabilities by 10% and decreasing phishing incidents by 5%. These efforts are reinforced by regular security awareness training and phishing exercises, which have significantly reduced potential risks among our associates. In addition, our commitment to industry standards and best practices, as outlined in our Electronic Systems Access Control Policy, has further reinforced our cybersecurity framework, ensuring a secure and resilient infrastructure.



# Preserving Our Planet

## ***Stewardship:***

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

## **Our Commitment:**

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

# Environmental Policy

Hollister’s **Environmental Policy** reinforces our commitment to safeguarding the environment and promoting sustainability across all aspects of our business. The Policy outlines our responsibilities and key objectives, providing clarity to associates, customers, and communities about our dedication to creating a sustainable future. By establishing clear environmental goals, we empower our teams to collaborate and take meaningful action that drives progress toward a more sustainable future.

## 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)
- Provide expertise through dedicated resources in EHS 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 (Environmental, Social, and Governance Council)





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

## Climate Action

Climate change presents both challenges and opportunities for Hollister as a global medical device manufacturer. The increasing frequency and severity of extreme weather events, such as floods, hurricanes, and heatwaves, can disrupt our supply chains, manufacturing operations, and distribution networks. In response, we are focused on reducing our environmental impact by investing in renewable energy, enhancing energy efficiency, increasing our waste diversion efforts, and implementing strategic initiatives to lower our carbon emissions. Additionally, we are committed to the responsible sourcing of products and packaging, ensuring that sustainability is integrated throughout our supply chain and product lifecycle.

Since we began tracking our Scope 1 and 2 emissions in 2019, we have continually refined our calculation methods, adopting improved methodologies and emission factors to enhance the precision and accuracy of our emissions quantification. In the past year, we expanded our focus to map out our value chain and identify key hotspots. Looking forward, we are committed to broadening our efforts on Scope 3 emissions by further identifying and integrating additional relevant categories from our value chain into our emissions inventory.

With a more comprehensive emissions inventory in place, we have updated our baseline year to 2022 and are focused on setting emissions reduction targets that align with the latest climate science, with the goal of reaching net-zero emissions. We refreshed our goals to:

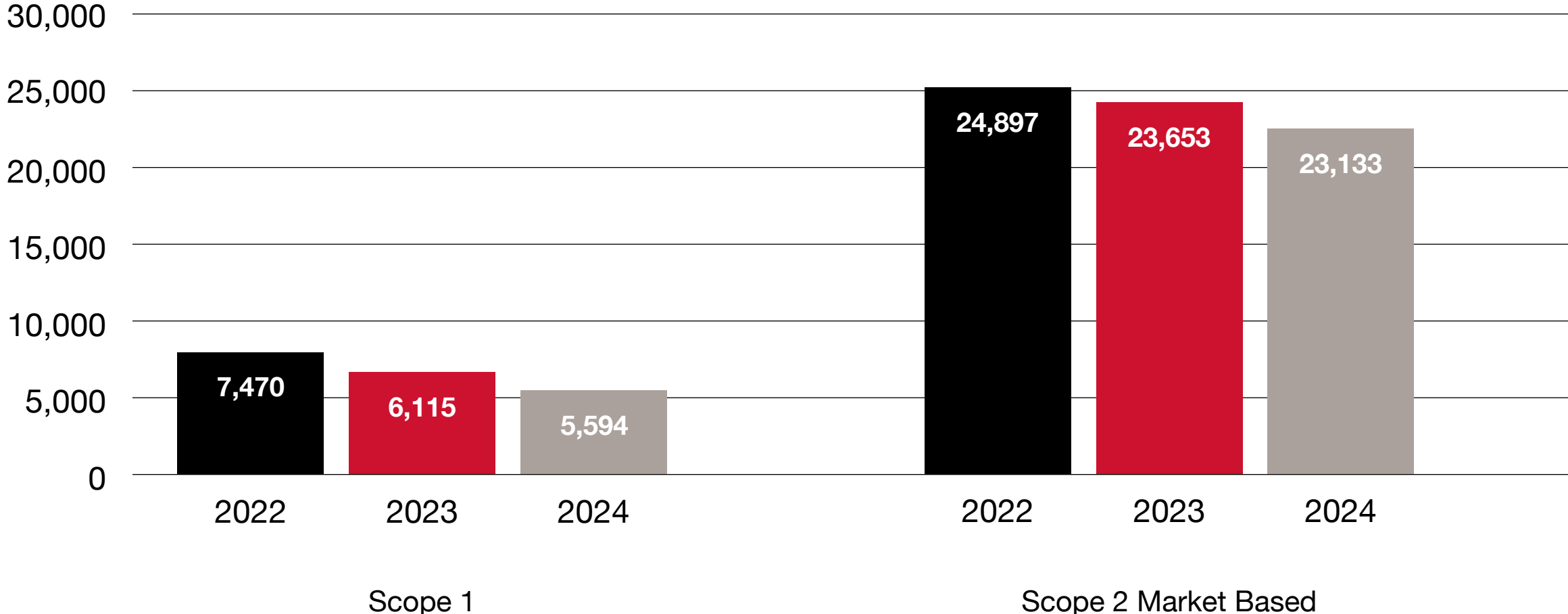
-  Reduce our Scope 1 and 2 emissions by 42% by 2030 from a 2022 baseline.
-  Reduce our Scope 3 emissions by 25% by 2030 from a 2022 baseline in purchased goods and services, upstream transportation and distribution, and end of life emissions categories.
-  Reduce our emissions by 90% within scopes 1, 2, and 3 by 2050 from a 2022 baseline, with the goal of reaching net-zero emissions.
-  Reduce our emissions by 90% within scopes 1, 2, and 3 by 2045 within our U.K. operations from a 2022 baseline.

As we consistently track and measure our emissions annually, we use these insights to embed sustainability into our core business strategy. A significant challenge we face is the consumption of energy, particularly electricity, at our manufacturing sites. To address this, we conduct energy efficiency audits that guide our efforts to reduce our operational footprint. Additionally, we continue to support sustainable commuting by offering electric vehicle charging stations, bicycle storage, and company bus/shuttle services at multiple locations, all of which contribute to emissions reductions and promote eco-friendly transportation options for our associates.

# Global Carbon Footprint

Hollister’s operational footprint spans across six countries and includes six manufacturing facilities, two distribution centers, and our U.S. headquarters. Our strategy focuses on energy-efficient upgrades, onsite solar generation, and the purchase of environmental certificates like Guarantees of Origin (GOs) and Renewable Energy Certificates (RECs). These proactive measures have led to a 13% reduction in Scope 1 and 2 emissions compared to our 2022 baseline, driven by lower energy consumption and a higher adoption of renewable energy. Additionally, despite higher production volumes, Hollister achieved a 20% decrease in emissions intensity in 2024, further demonstrating the success of our sustainability initiatives.

## Metric Tons CO2e Emissions (All Hollister Sites)

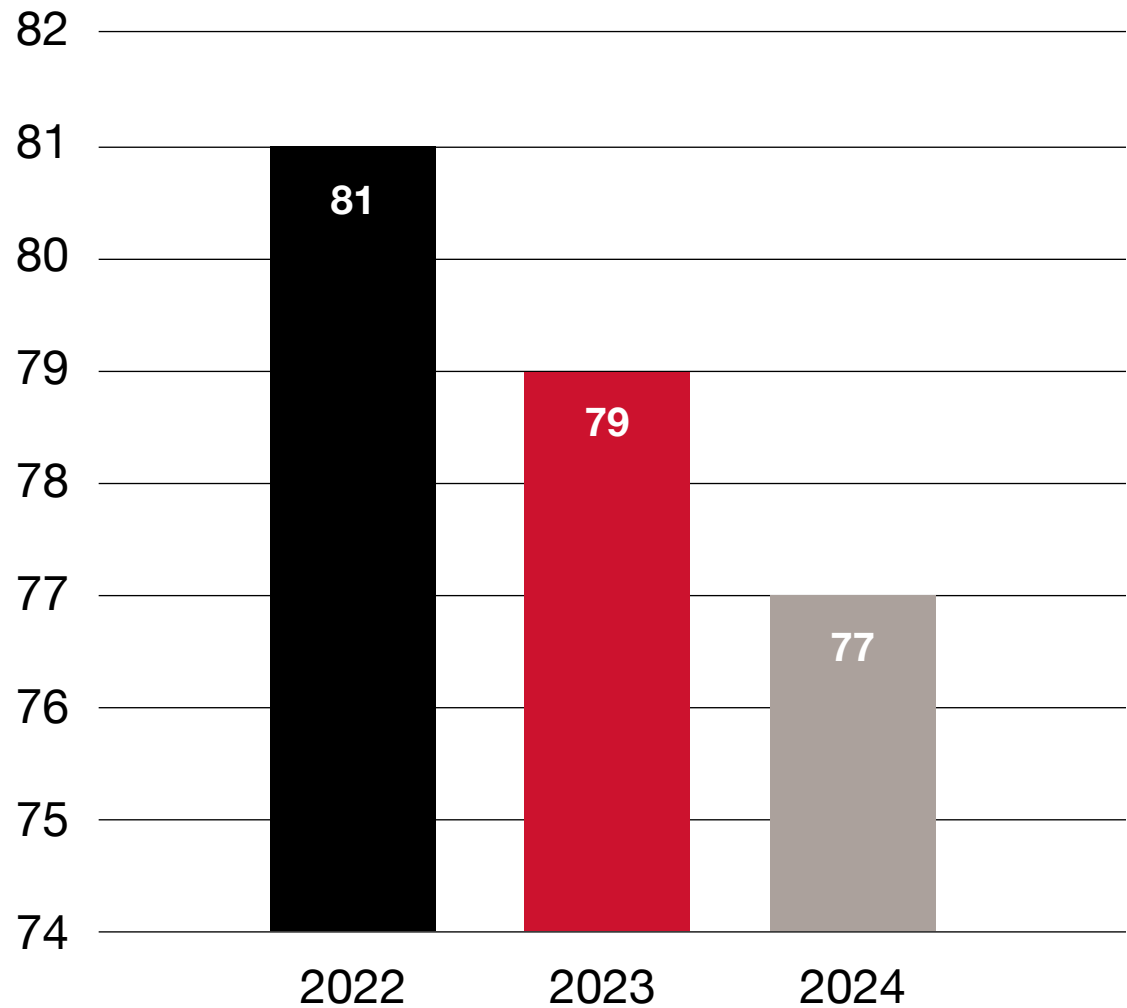


# Energy Consumption and Efficiency

Since 2022, we have concentrated on transforming our manufacturing processes by closely monitoring machinery energy consumption, upgrading to energy-efficient equipment, and implementing large-scale LED lighting solutions, all aimed at optimizing energy efficiency and minimizing our impact. In 2024, we strengthened our commitment to energy efficiency by increasing the use of and expanding renewable energy production at our global manufacturing sites. Our renewable energy purchases make up 11% of our total energy use, with total renewable energy accounting for about 15%.

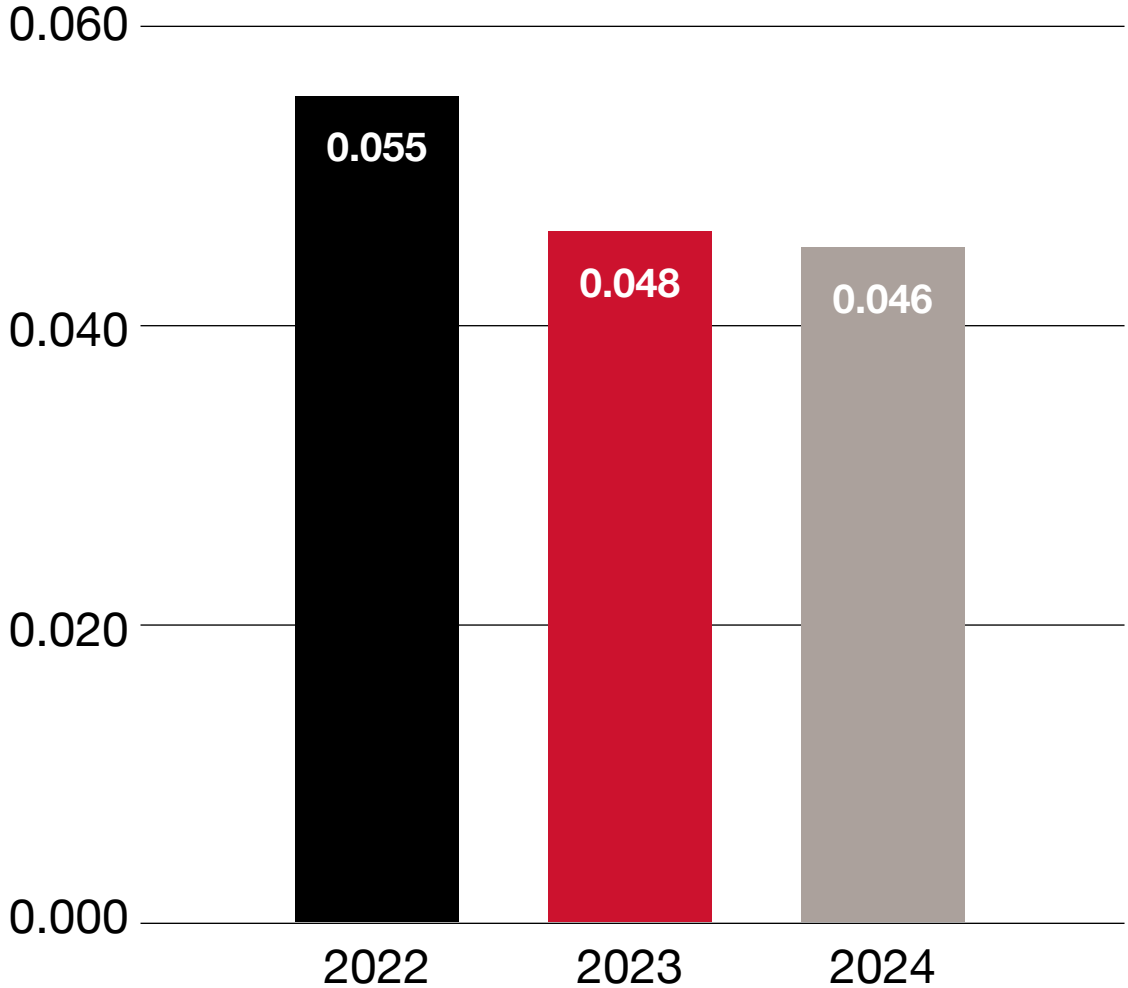
In 2024, we achieved a 5% reduction in overall energy consumption from a 2022 baseline. We also increased our share of renewable energy from 13.9% in 2023 to 14.9% in 2024. As a result of the energy efficiency initiatives we implemented, our manufacturing energy intensity decreased from 0.055 kWh/unit to 0.046 kWh/(FG+WIP) unit, marking a 16% reduction compared to the 2022 baseline.

**Total 9 Sites Energy Usage Location Based, GWh**



**Manufacturing (6 Sites) Energy Intensity (Market Based)**

kWh/(FG+WIP) units



## Energy Upgrades in Bawal, India

At our factory in Bawal, India, frequent power outages caused by a shared electric line with neighboring factories led to inefficiencies and high diesel generator reliance. To address this, the factory upgraded to a dedicated electric line, ensuring a more stable power supply and reducing the need for diesel. Dual fuel engines, capable of using both diesel and natural gas, were also introduced, further lowering fuel consumption and emissions. These initiatives resulted in more efficient energy use, reduced costs, and a reduced environmental footprint.

## Onsite Solar Generation in Kaunas, Lithuania

In 2023, we installed a 1-megawatt rooftop solar power plant at our Kaunas, Lithuania site, which now supplies 22% of the facility's total energy needs. With the system fully operational in 2024, we've reduced our reliance on purchased electricity, while continuing to source Guarantees of Origin (GOs) to ensure that 100% of our energy comes from renewable sources.

# Environmental Management System

**At Hollister, we rely on recognized certifications to guide our environmental management strategy, ensuring we meet the highest sustainability standards and continuously improve our operational impact. In 2024, we achieved ISO 14001 certification for all our European and India manufacturing and distribution sites, marking a significant milestone in our commitment to environmental stewardship. This certification reflects our focus on resource efficiency, waste reduction, and minimizing our overall environmental footprint. With this accomplishment, we are on track to obtain ISO 14001 certification for all global production and distribution sites by 2028.**

Our sustainability efforts in Europe also advanced with Building Research Establishment Environmental Assessment Method (BREEAM) certifications for our facilities. Our Kaunas, Lithuania site earned a 5-star rating – the first in any Baltic country within the ‘In Use’ certification category – while our Roosendaal, the Netherlands site received 4 stars. These certifications reflect our commitment to creating sustainable facilities that prioritize both employee health and environmental performance. Together with our ISO 14001 and BREEAM certifications, these achievements highlight Hollister’s ongoing dedication to integrating best practices in environmental management across our operations.

## Hollister EDC Achieves ISO 14001 Certification for Environmental Excellence

Our European Distribution Center (EDC) in Roosendaal, the Netherlands recently achieved ISO 14001:2015 certification, following a successful audit by Bureau Veritas in November 2024. The audit thoroughly assessed our Environmental Management System (EMS), policies, and processes, including stakeholder interviews, to verify our commitment to environmental stewardship and continuous improvement. Key operational practices – such as minimizing energy consumption, reducing waste, and promoting biodiversity – were essential to achieving this certification. Our initiatives include installing energy-efficient lighting, optimizing logistics to reduce fuel consumption, and creating green spaces to support local wildlife. As a result, we reduced non-recycled waste to just 8% through our recycling programs and transitioned to sourcing 100% renewable energy, significantly lowering our overall environmental impact.

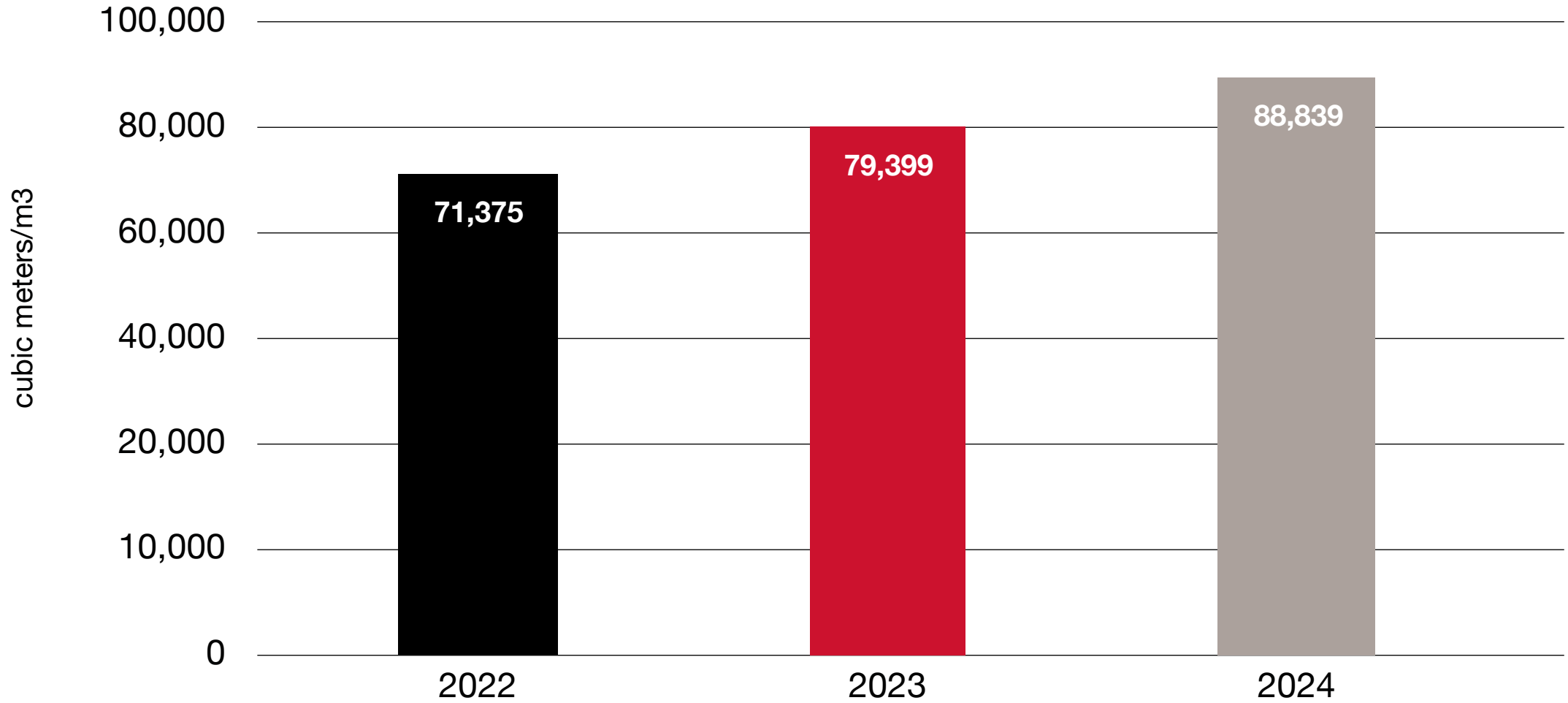
In addition to the ISO 14001 certification, the Roosendaal, the Netherlands facility is BREEAM-certified and incorporates energy-efficient technologies such as solar panels and high-efficiency HVAC systems.



# Water Management

In 2024, Hollister continued its focus on responsible water management, aiming to reduce consumption through process improvements, water-efficient technologies, and employee engagement. However, in 2024, water usage increased by 12% from the previous year, primarily due to the expansion of our production capacity, the introduction of new product lines, and the commissioning of new equipment. While we strive for continuous improvements, we are actively exploring additional opportunities to further optimize water usage and minimize our environmental impact moving forward.

**Water Consumption**



# Materials and Waste

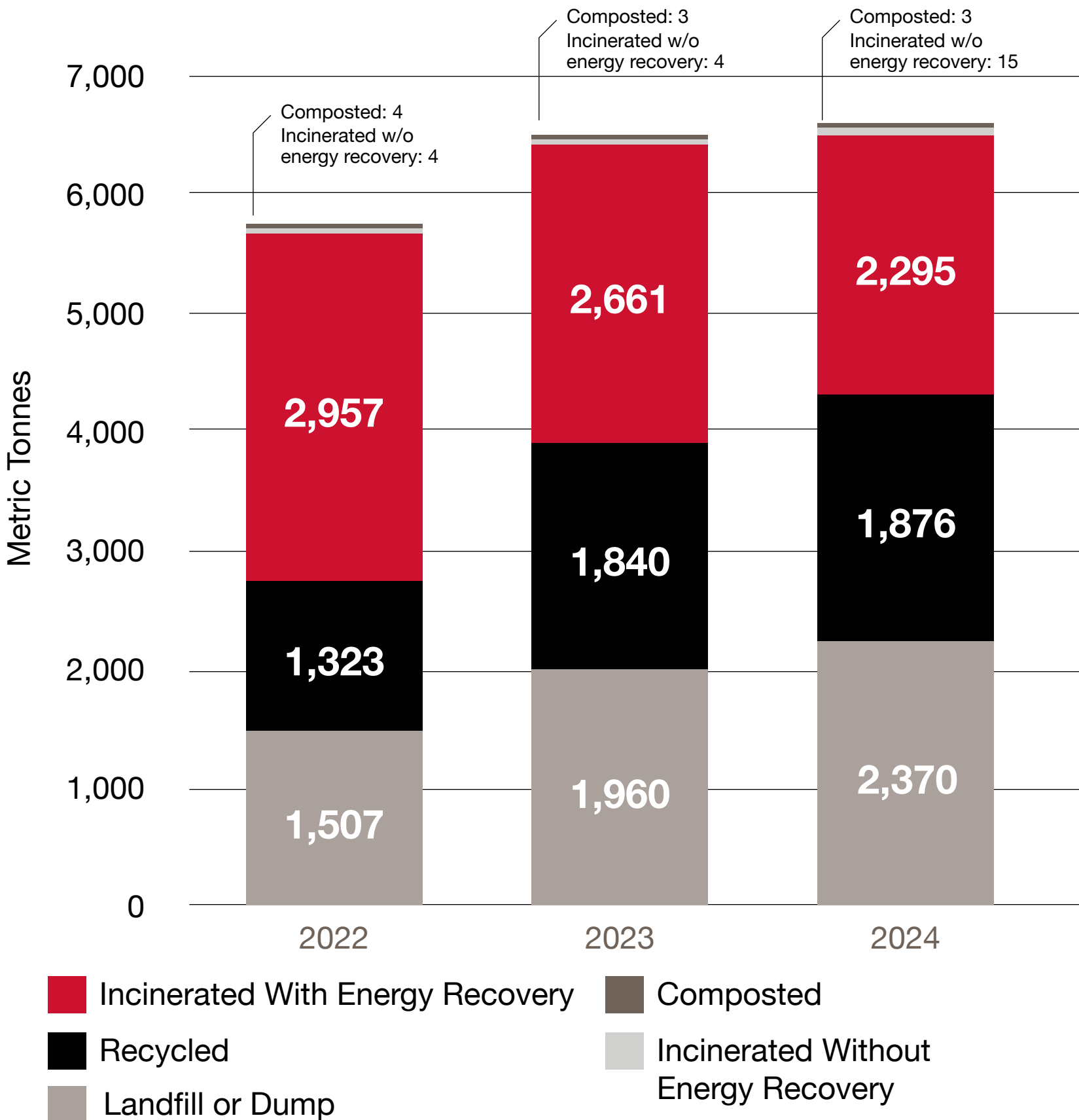
Effective waste management is central to Hollister’s sustainability efforts, focusing on both upstream material sourcing and downstream waste generation. By applying lean manufacturing principles, we continuously optimize processes, enhance machine efficiency, minimize scrap generation, and prioritize sustainable packaging solutions to reduce material use and waste across our product lines. These efforts support our commitment to reducing operational waste and achieving 80% landfill diversion by 2027.

## Waste Management

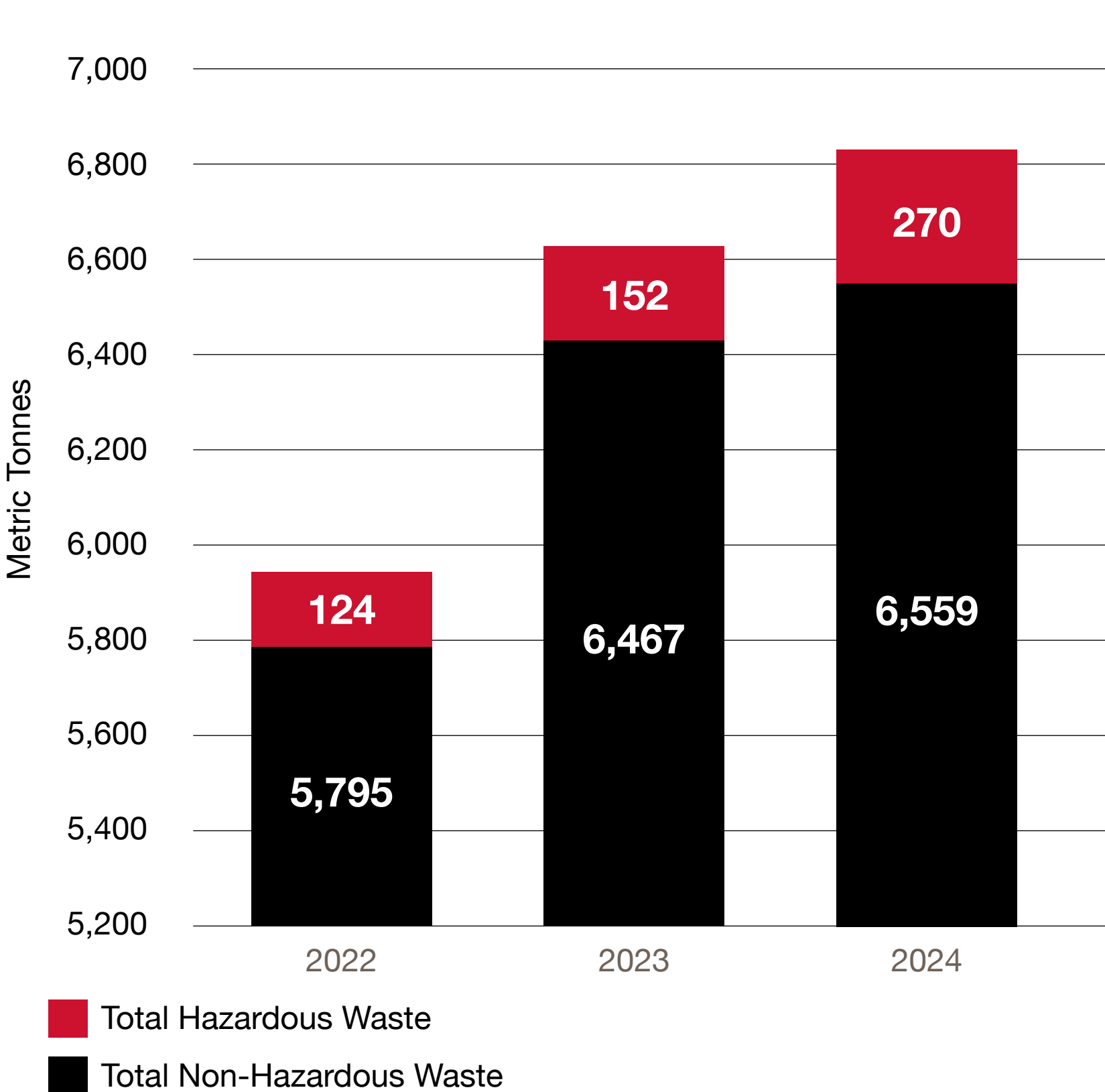
In 2024, our total waste generation increased by 3%, and while our waste diversion rate fell short of expectations (dropping from 69.7% in 2023 to 63.9% in 2024), we recognize this as an opportunity for continued improvement. This change in our waste stream was largely driven by the launch of new products, commission of new equipment and product testing, and production expansion – all of which contributed to higher waste output. We are using these insights to refine our waste management strategies and stay focused on our long-term sustainability goals.

Although our generation of hazardous waste is minimal, we prioritize its proper management to ensure safe handling and disposal. In 2024, we maintained our track record of having 100% of our hazardous waste either recycled, incinerated (with or without energy recovery), or treated as universal waste.

Non-Hazardous Waste Disposal



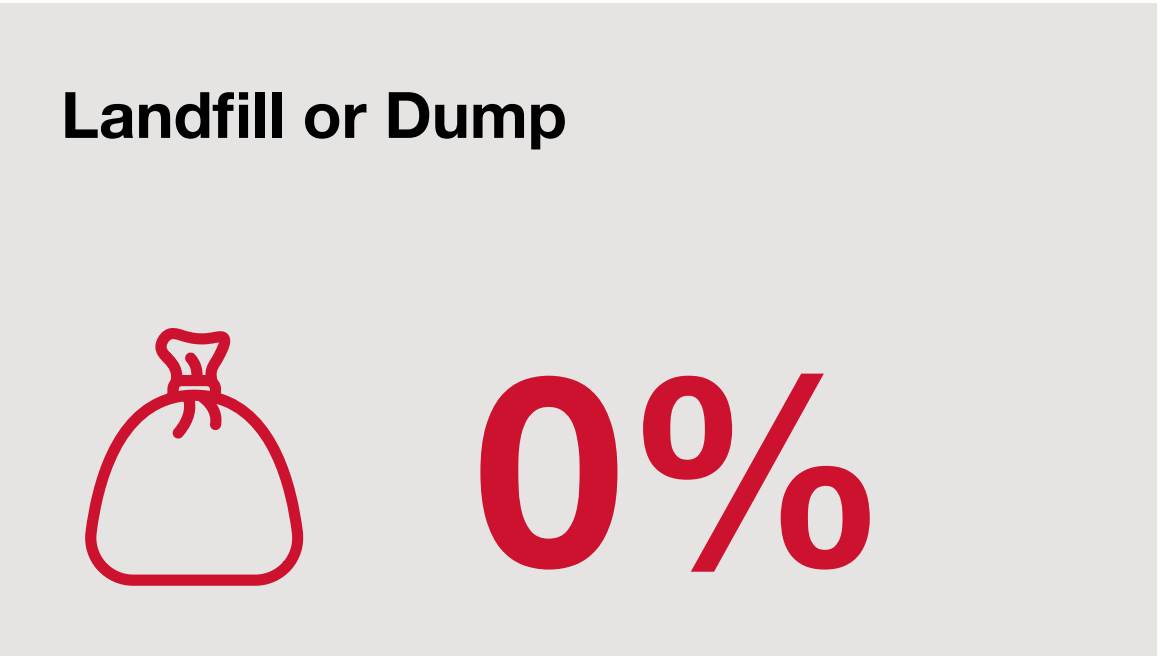
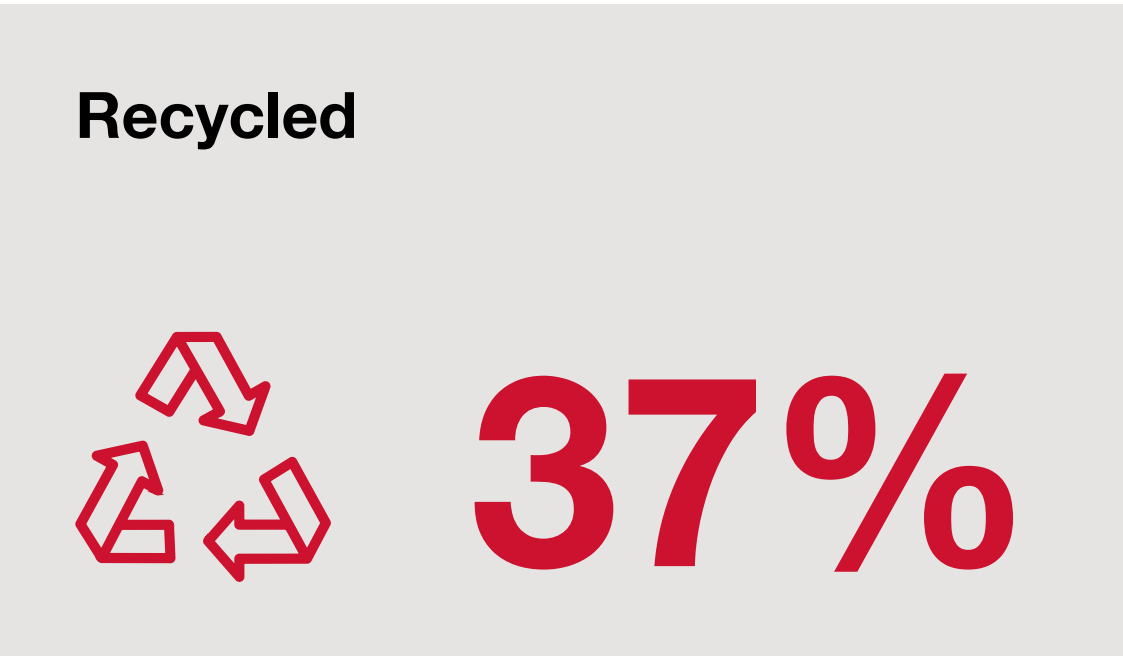
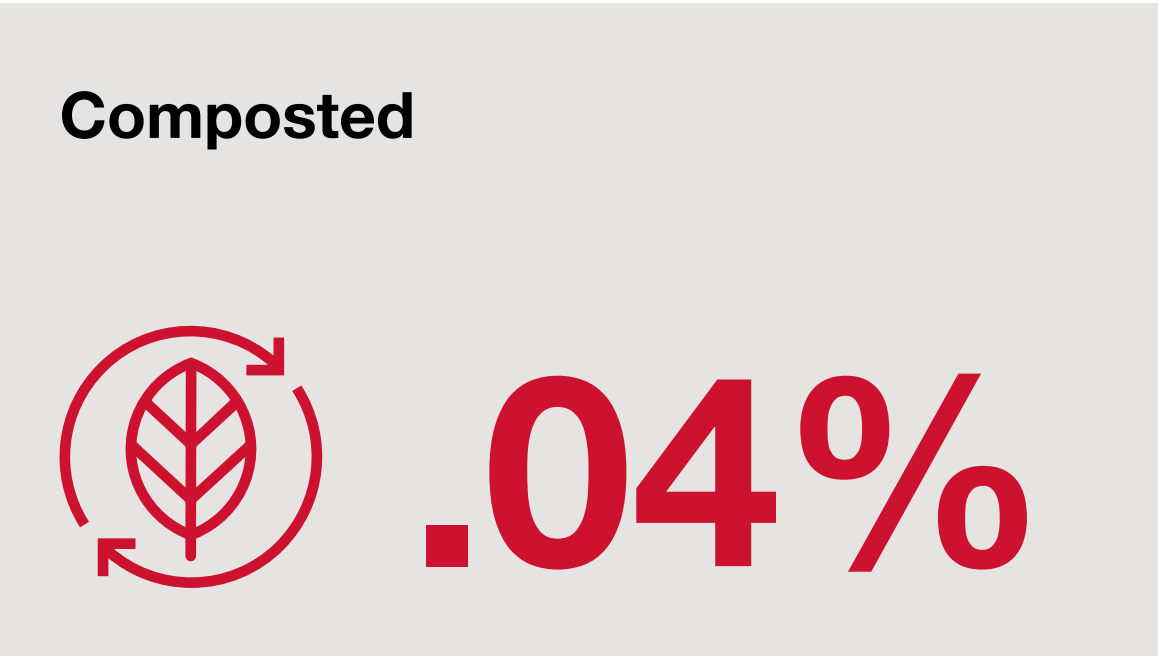
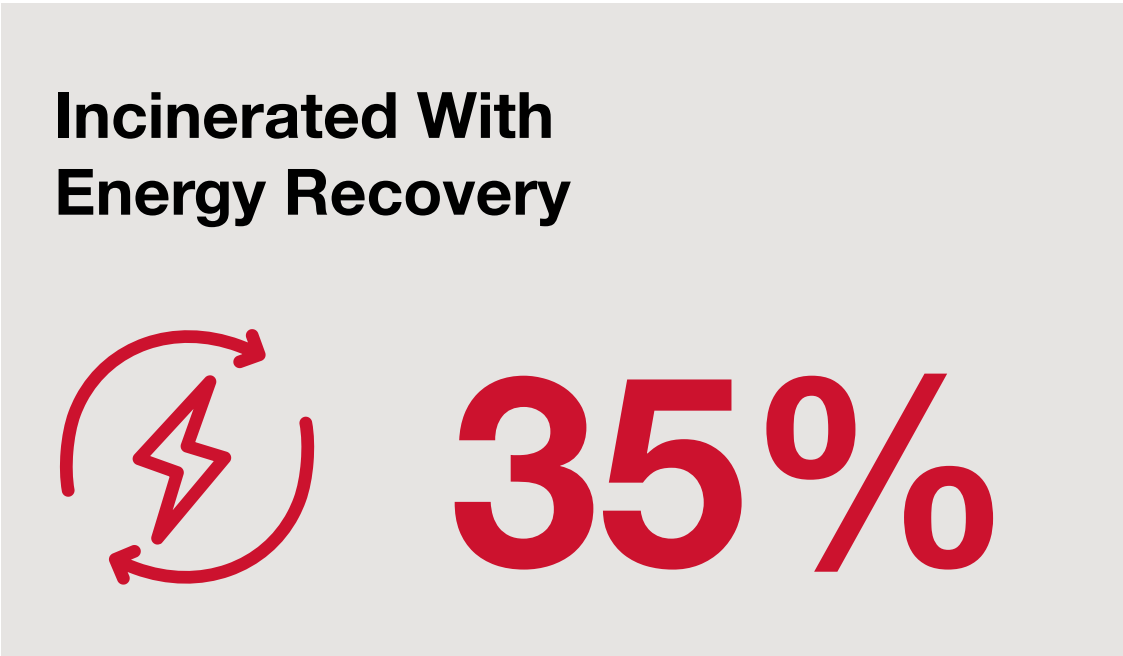
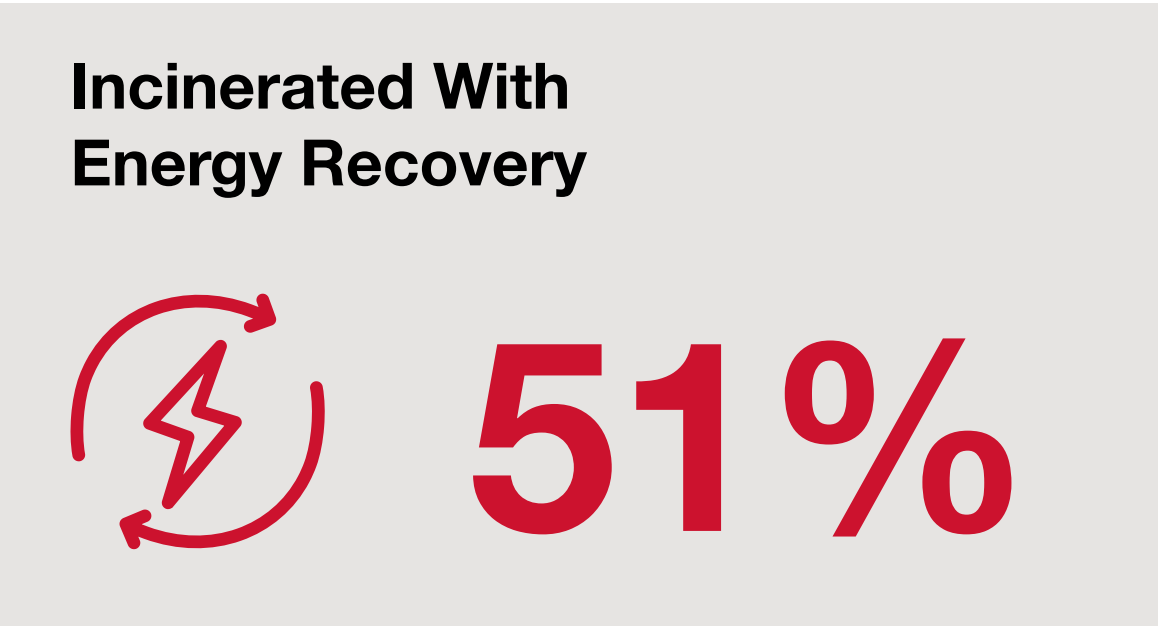
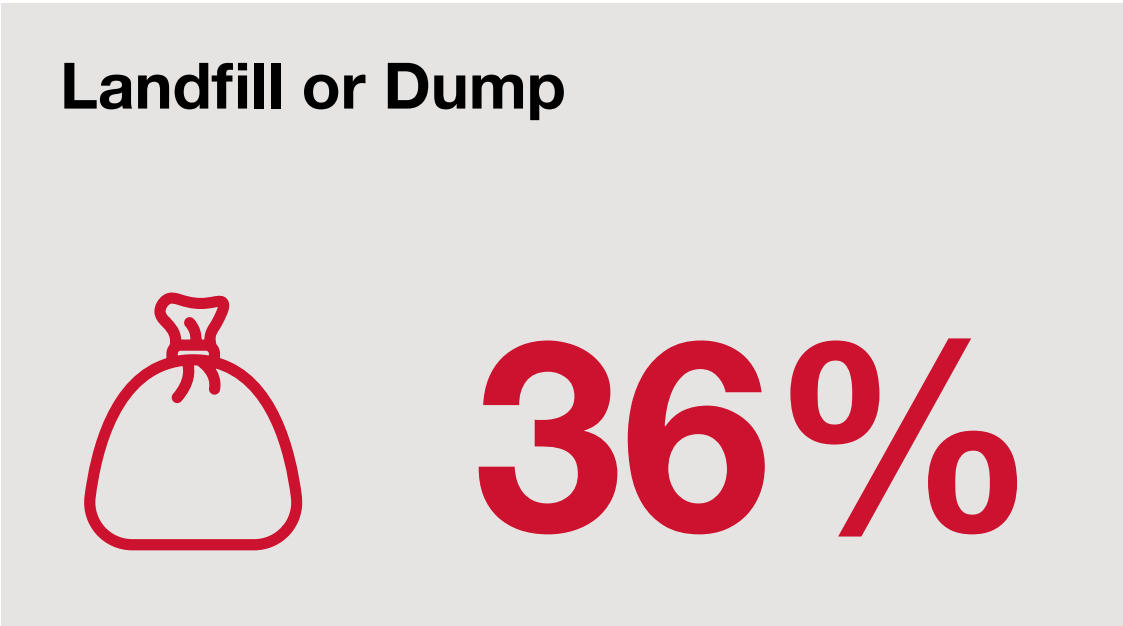
Waste Totals



# Waste Distribution

### Non-Hazardous:

### Hazardous:



Total 2024: 6,559 tons

Total 2024: 270 tons

# Preserving Our Planet: A Case Study

## Turning Waste Into Opportunity: Hollister's Journey to Sustainable Innovation

At our Ballina, Ireland, site, we faced inefficiencies in our waste management process, particularly with Solid Recovered Fuel (SRF) waste handling and transportation. We conducted an internal ISO 14001 audit, which revealed double-handling issues with our local waste management vendor and prompted a full review of the waste stream.

In collaboration with internal and external stakeholders, we introduced several innovations, including new waste collection totes, machine guarding upgrades, an electric tow truck for waste transfer, an improved labeling system for better segregation, and – most innovatively – a waste train collection system. This system integrates a compaction unit with a bin lift feeding directly into a trailer with an automated guillotine door.

The project resulted in significant environmental and operational benefits, including reduced reliance on plastic bin liners, baling wire, timber pallets, and transportation. We also automated monitoring optimized waste load efficiency, which helped to minimize emissions and costs. Additionally, the initiative improved waste segregation, increased SRF recycling rates, and reduced manual handling risks. By pioneering this innovative system, we've continued to enhance sustainability and set a new industry benchmark for large-scale manufacturing waste management.





# 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 practically reinforcing Hollister values, with the goal of achieving and maintaining high standards of integrity.
- We commit to providing a safe and healthy work environment for our associates, visitors, and contractors.

# Advancing Our Associates

Hollister’s ability to positively impact our customers’ lives is driven by the passion and dedication of our associates. Just as we care for our customers, we are committed to treating every team member with support, dignity, and respect.

We strive to create a workplace where every associate feels safe, valued, and empowered. This commitment is reflected in our ongoing efforts to protect human rights, foster a culture of inclusion, provide opportunities for growth and talent development, and prioritize health and safety.

## Human Rights

Hollister’s commitment to human rights aligns with our company’s Immutable Principles and culture. We recognize the inherent worth of every individual and are dedicated to making a positive impact on their lives. Our company is committed to eliminating human rights abuses and upholding strong protections for our associates and those connected to our business, ensuring that everyone is treated with respect and dignity.

## Our Commitment to Human Rights

Hollister is dedicated to equal employment opportunity, fostering a workplace free from discrimination, harassment, and violence. We strictly oppose child labor, forced labor, and human trafficking, ensuring ethical recruitment practices with no coercion or fees. Our commitment to health and safety prioritizes secure working conditions, occupational wellness, and environmental sustainability. We uphold freedom of association, fair wages, reasonable working hours, and respect for privacy, ensuring that all individuals connected to our business are treated with dignity.

At Hollister, respect for human rights is grounded in our core values and Immutable Principle: Dignity of the Person. While regulatory compliance is an important foundation of our human rights program, our commitment extends beyond that. We recognize that our customers, associates, and communities expect transparency, accountability, and meaningful action. This belief is why we created our Human Rights Policy in 2024, reinforcing our ongoing responsibility to uphold fairness, integrity, and ethical practices across all areas of our business.

Our policy reflects internationally recognized human rights principles as outlined in the UN Universal Declaration of Human Rights, the ILO’s Declaration on Fundamental Principles and Rights at Work, and the Organization for Economic Cooperation and Development (OECD) framework. We are committed to understanding and addressing potential human rights impacts linked to our operations, products, and services. This responsibility applies not only to Hollister, but also to our supply chain partners, suppliers at every tier, and third-party contractors.

We believe that continuous learning and engagement are essential to building a culture of respect and accountability. As a result, we provide education and training on human rights to associates across all levels of our organization. Through this proactive approach, we aim to foster awareness, prevent risk, and empower every individual connected to Hollister to play a role in promoting human dignity.

We acknowledge that our human rights work is a journey, and we are committed to continuous learning and improvement.

## Speak Up, Stand Up, Step Up

We believe that the ethical way is the only way to conduct our business. Our associates are encouraged to speak up, ask questions and raise concerns.

Through dedicated hotlines, allowing anonymous reporting to Human Resources, Legal and Compliance teams or our management, our associates have multiple avenues to ask questions or raise concerns effectively, efficiently, and with respect.

We have rigorous processes in place to ensure that all internal investigations are conducted lawfully, promptly, professionally, and confidentially.

# Culture of Inclusion

We strengthen our company and enhance our organization by creating a workplace where everyone feels a sense of belonging. As an equal opportunity employer, we are committed to supporting all associates.

To drive progress in building a workplace that values all associates, in 2024 we facilitated listening and learning sessions with a focus on acquiring knowledge, understanding new perspectives, and gaining awareness.

These areas came to life through a variety of activities – from internal trainings, communications, and meetings, to discussions and informative sessions hosted by our Employee Resource Groups.

## Engaging Associates Through Employee Resource Groups

At Hollister, our ERGs strengthen our workplace by demonstrating a commitment to a supportive work environment for all associates. ERGs are aligned with our Immutable Principle of Dignity of the Person and are open to any interested associates.

### Our current ERGs include:

- Supporting Professional Advancement, Relationships, and Knowledge (S.P.A.R.K.)
- Veteran Engagement Team (VET)
- Cultivating Accessibility, Understanding, and Support for all Employees (C.A.U.S.E.)
- Associates of Color Network (ACN)
- Women’s Initiative Network (WIN)



# Listening and Learning

Throughout the last year, we've provided a myriad of opportunities for all associates to participate in engaging activities to help them gain insight, expand viewpoints, and deepen understanding. Highlights include:

**Associates in Ballina, Ireland**, participated in the HERO Recruitment's Women in STEM - #GreatnessHasNoGender initiative through a podcast featuring two of our Innovation Managers. In this inspiring conversation, these managers shared their journeys in Science, Technology, Engineering, and Mathematics (STEM), discussing leadership challenges, career-defining moments, and the support systems that have driven their success.

**The U.S. WIN ERG** celebrated International Women's Day 2024 by hosting Coffee Break Talks to spark dialogue on women's experiences in the workplace. Over 50 attendees gathered to discuss how small, consistent actions can make a significant difference in the associate experience, reinforcing the power of collective support.

**The VET ERG** honors military veterans and active service members across the company and is also open to supporters who share a commitment to the veteran community. Members are actively involved in supporting organizations that serve veterans and their families. One U.K.-based member, an Army veteran and company nurse leader, supports Service Dogs U.K., a charity that pairs rescue dogs with veterans living with post-traumatic stress disorder (PTSD). Her husband and his service dog are part of the program, training together to become an accredited assistance dog team.



# Growth and Development

Along with our emphasis on listening and learning, in 2024 we offered numerous opportunities for our associates to apply their knowledge, enhance their careers, and drive organizational success.

- Hollister’s success is directly linked to the growth and development of our associates, which is why we prioritize their long-term advancement across the organization.
- Through our annual Development and Succession Planning (DSP) Process, associates create personalized development plans that incorporate training, feedback, and mentorship. We maintain a structured approach to goal-setting and biannual reviews, ensuring alignment with both individual and company objectives. These reviews also help identify top talent and support career development opportunities, fostering a community focused on continuous growth and success.
- We introduced a global learning content platform to support associates’ professional growth. This platform provides a wide selection of on-demand resources, including courses, videos, books, and skill assessments, catering to both skill development and knowledge enhancement. Designed to empower associates at every stage of their careers, it ensures access to the right training opportunities to develop, attract, and retain top talent, strengthening our workforce for the future.

Hollister engineers attended the Society of Women Engineers (SWE) Conference, the world’s largest gathering for women in engineering and technology. Attendees found the experience empowering and enriching, with opportunities for learning, networking, and career growth. The team left the conference feeling inspired and committed to applying their insights, supporting each other’s growth, and transforming their learnings into action. The energy from the event carried back to the workplace, fostering continued discussions and collaboration to drive professional development.



# Health and Safety

Like all manufacturing companies, our facilities present potential hazards, but ensuring the safety of our associates, contractors, and visitors remains our top priority. We take a zero-harm approach, shifting from reactive measures to proactive strategies that prioritize prevention over remediation. We focus on developing a risk-aware culture, where associates are encouraged to look out for their own and others' safety by reporting concerns and near misses. Risk assessments are embedded into daily work, and we maintain strong safe work systems and programs to mitigate hazards.

## Strengthening Safety Through Training and Education

In 2024, associates successfully completed more than 1,200 EHS eLearning programs, covering critical safety topics such as Bloodborne Pathogens, Hand Safety, Fire Extinguisher Safety, Global EHS Injury and Incident Policy, Accident Management and Reporting, and Forklift Safety.

This training reinforces our commitment to maintaining a safe and compliant workplace across all operations.

## Collective Commitment to Safety

We believe that workplace safety is a shared responsibility that can be continuously improved through company-wide engagement. Our hazard identification and risk assessment processes help us monitor safety performance globally, ensuring a consistent approach to identifying and addressing risks across all job functions. Each of our operations, distribution centers, and headquarters has dedicated Health and Safety leads, at least one of whom serves on the Global Safety Council. These leaders regularly assess safety performance, learn from incidents across locations, and contribute to local and global safety initiatives, policies, and programs.

At our manufacturing and distribution sites, we implement the Hollister Production System (HPS): a set of standardized best practices designed to enhance safety, efficiency, and continuous improvement. A key component of HPS is the 5S methodology (Sort, Set in Order, Shine, Standardize, Sustain), which optimizes workplace organization to reduce hazards. Additionally, the 3C approach (Concern, Cause, Countermeasure) helps us identify root causes of safety issues and implement targeted solutions.

We recently enhanced efforts to improve hazard identification, risk assessment, and incident investigation, ensuring a proactive approach to workplace safety. All manufacturing sites are required to complete updated risk assessments by the end of 2025, strengthening our commitment to risk prevention. Every incident undergoes a thorough investigation and is followed by a global team review and senior leadership communication to implement corrective actions and drive continuous safety improvements.

Additionally, we are dedicated to achieving ISO 45001 certification across all sites, ensuring compliance with comprehensive risk assessments for all tasks. To support this effort, we use a global safety policy and incident reporting framework, reinforcing our commitment to a safe work environment through regular inspections, thorough incident investigations, and proactive injury prevention measures.

## Promoting Well-Being Across Our Facilities

Each year, we host Health and Safety Week, featuring a variety of wellness and safety initiatives tailored to different sites. Activities include first aid and fire safety training, guided walking sessions, mental health consultations, well-being education events, and more. We also offer stress prevention programs and invite special guest speakers to share valuable insights. While programs may vary across locations, the goal remains the same: enhancing safety, promoting well-being, and supporting our associates' health.

# Health and Safety

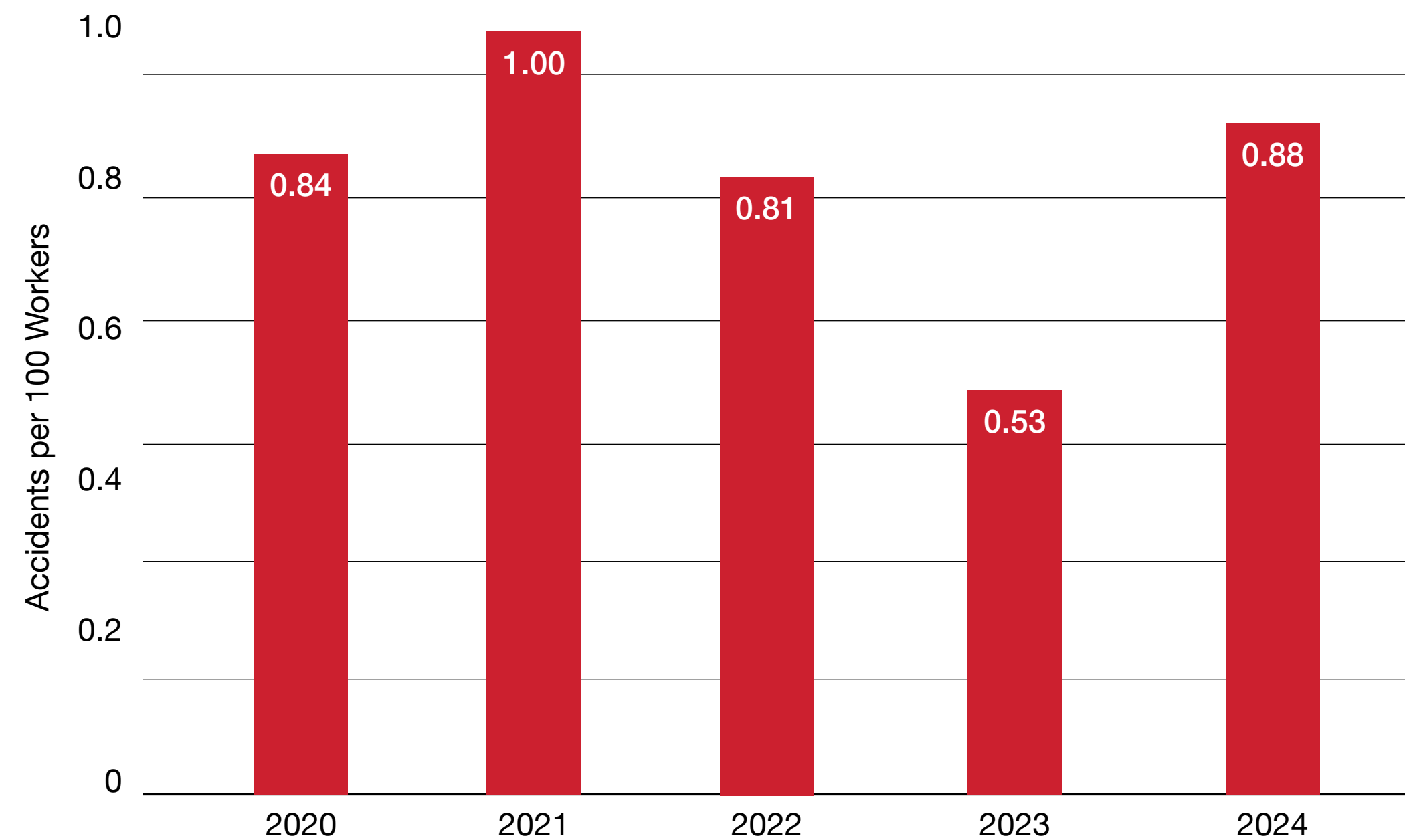
## Measuring Safety Performance

To track and improve our safety performance, we use the U.S. Occupational Safety and Health Administration (OSHA) Recordable Incident Rate, which measures work-related injuries per 100 workers annually. This standardized metric allows us to pinpoint problem areas and drive progress in preventing workplace injuries.

In 2024, Hollister achieved a Total Recordable Incident Rate (TRIR) of 0.88, achieving our target of 1.0 or below.

While we had an increase in recordable injuries from 2023 to 2024 performance, we remain committed to the health and safety of our associates, visitors, and contractors.

## 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).

- Number of fatalities in own workforce as result of work-related injuries and work-related ill health: Zero
- Number of fatalities as result of work-related injuries and work-related ill health of other workers working on our sites: Zero
- Number of recordable work-related accidents for own workforce: 34
- Number of cases of recordable work-related ill health of employees: Zero
- Number of cases of recordable work-related ill health of non-employees: Zero

# Advancing Our Associates: A Case Study

## How One Partnership Sparked a Movement: Launching the C.A.U.S.E. ERG at Hollister

What began as a conversation about kit assembly turned into something much more impactful: a new employee group and a reinforced sense of purpose among Hollister associates. The creation of a new ERG named C.A.U.S.E. (Cultivating Accessibility, Understanding, and Support for all Employees) was inspired in part by Hollister’s partnership with Able Solutions, a contract manufacturer and nonprofit in Mt. Crawford, Virginia, United States. Able Solutions focuses on providing meaningful employment for individuals who face barriers in the workforce.

When Hollister approached Able to explore kitting support, the collaboration quickly evolved beyond logistics into something purpose-driven and deeply human. Through hands-on work with Able’s team, Hollister associates witnessed the pride and dedication of employees who found fulfillment in assembling medical kits. The experience underscored the importance of all individuals being able to contribute meaningfully and thrive. Associates returned from site visits energized not only by the efficiency of the partnership, but also by the sense of shared mission.

These insights directly influenced the formation of C.A.U.S.E., dedicated to building awareness and support for those navigating unique challenges in the workplace. What started as a supply chain collaboration ultimately became the catalyst for something much bigger: bringing associates together around a shared purpose and igniting new ways to support the community.





# Commitment to Communities

## ***Service:***

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

## **Our Commitment:**

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

# Commitment to Communities

**Giving back is a core part of Hollister's culture and Immutable Principles. Across all our locations, we are committed to supporting the communities where we work and live by donating both time and resources. We actively contribute to organizations that align with our values, reinforcing our dedication to making a meaningful impact.**

## Associate Volunteerism

Our commitment to making a positive impact starts with hands-on community engagement. Hollister actively encourages and provides opportunities for associates to volunteer their time, fostering direct connections with the communities we serve. In 2024, our team contributed meaningfully through volunteer efforts across multiple locations, reinforcing our dedication beyond financial donations.

Here are a few examples of how our associates supported the communities where we live and work throughout the last year:

**In Italy**, associates organized a clothing and food drive, gathering essential supplies for a local collection center. This initiative not only provided critical support to families in need but also showcased the compassion and generosity of our associates who took part. The donated items helped families with basic necessities, offering relief during difficult times.

**Associates partnered** with the Northern Illinois Food Bank for a volunteer event that focused on sorting and packing food. In just two and a half hours, participants packed 9,300 pounds of food, providing 7,916 meals to families in need across Northern Illinois. This impactful effort reinforced the power of teamwork and community support, highlighting our commitment to fighting food insecurity.

**The Ballina, Ireland**, Ostomy Quality team volunteered to help construct a sensory garden for their local community. With much hard work and manual labor, associates moved tons of topsoil and heavy rock to create a water feature and tunnel. This effort supported a dedicated volunteer organization working to create a therapeutic outdoor space for individuals with learning disabilities.



# Community Contributions

**We make numerous meaningful contributions to our communities, in addition to our associates' volunteer efforts. Hollister Incorporated makes annual donations to support nonprofit organizations across healthcare, humanitarian efforts, and education.**

## Supporting Communities in Times of Crisis

In response to the widespread devastation caused by Hurricanes Helene and Milton across numerous U.S. states in September and October 2024, respectively, Hollister donated to the American Red Cross to support relief efforts for impacted communities.

Following devastating October 2024 floods in Valencia, Spain, we provided donations to support emergency aid. Contributions were made to CEIP ORBA, Ayuda Colegios Alba, and Asociación Mahican Una Vida de Perros, organizations all helping communities to recover and rebuild.

Throughout the last year, we have supported several important causes and events, including the following:

- Our 25-year support for the Midtown-Metro Achievement Centers (MMAC) continued in 2024, with a focus on helping low-income urban youth in Chicago succeed through after-school and summer programs. Hollister representatives attended the 33rd Annual Reach for Excellence Gala, continuing a legacy of leadership and partnership, while demonstrating that our community support extends beyond financial contributions to foster meaningful, long-term relationships.
- Hollister's Vivre + patient program in France offered members the chance to attend a Paris 2024 Paralympic wheelchair basketball game. As part of Vivre +'s mission to foster engagement and retention, these exclusive events provide patients with opportunities to experience inspiring moments they might not otherwise have. Through a social media and communication campaign, 20 patients – many with spinal cord injuries – were selected to attend. One 15-year-old participant called the experience a dream come true, exemplifying the program's impact to create meaningful and life-changing opportunities.
- In Stuarts Draft, Virginia, United States, Hollister provided financial support to help students achieve their educational aspirations, including a high school senior pursuing studies in Construction Engineering and Management at Virginia Tech. Thanks to support from Hollister, along with other partners, more than 25 students received financial assistance to pursue higher education. At the Great Aspirations Scholarship Program (GRASP) luncheon, associates witnessed firsthand the gratitude and impact of these contributions, reinforcing our long-term commitment to empowering future generations through education.
- Hollister Canada proudly sponsored the 2024 Canadian Wheelchair Basketball League (CWBL) Women's National Championship. This Championship united female athletes from across Canada to compete, celebrate leadership, and foster an inclusive sports community. The event concluded with a special honor as Hollister Canada presented gold medals to the winning team, reinforcing our dedication supporting accessibility and inclusion.



# Community Contributions

## Empowering Athletes, Advancing Dignity

The University of Alabama Adapted Athletics (UAAA) program sponsors competitive collegiate teams in wheelchair basketball, tennis, and para track and field – earning 21 national titles and producing numerous Paralympians, including 18 athletes and coaches competing in the 2024 Paris Games.

We are proud to continue our partnership with UAAA through a renewed agreement for the 2024–2025 academic year supporting their Adapted Athletics Program. Through this collaboration, we are collectively helping to promote dignity, independence, and opportunity for people of all abilities. As part of the partnership, two UAAA student-athletes will serve as Brand Ambassadors for Hollister Continece Care products, helping raise awareness among younger intermittent catheter users about solutions that can make their lives more rewarding and dignified.

Through this sponsorship, Hollister not only helps students pursue their athletic and academic goals, but also champions visibility, empowerment, and representation for these athletes and the broader community.



# Commitment to Communities: A Case Study

## Empowering Communities: Clean Water for a Brighter Future

On October 23, 2024, the Government Girls School in Bawal, India, welcomed a transformational change: the installation of a reverse osmosis water purification facility, made possible by Hollister India's commitment to community and inclusion. This initiative, launched on the International Day for the Eradication of Poverty, reflects our dedication to creating a healthier, more equitable future for the communities we serve.

The Bawal, India, Leadership Team, Plant Operations Director, and volunteers from various functions gathered to inaugurate the facility, celebrating a milestone that will provide 1,000 liters of clean, hygienic drinking water per hour. For the young girls at the school, this essential resource is more than just water – it's a foundation for better health, improved well-being, and a stronger path toward education.

As the event unfolded, smiles, gratitude, and a renewed sense of hope filled the air, reinforcing the power of collective action and social responsibility. Hollister remains committed to uplifting communities and looks forward to continuing initiatives that drive meaningful and lasting impact.





# 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 Commitment:**

- 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

At Hollister, our customers are at the center of everything we do. To meet their evolving needs, we foster a culture of quality and innovation, collaborate closely with clinicians, and actively seek customer feedback to enhance our products and services.

Beyond developing and manufacturing ostomy and continence care products, we offer comprehensive programs and services designed to support individuals in navigating challenges and maintaining their quality of life. Every product we create and service we provide is guided by humility, perseverance, and compassion, ensuring that the people we serve remain our top priority.

## Quality Management System

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 what is right even when unobserved by others, 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. This system is well documented, consistently implemented, and routinely reviewed and improved to meet evolving regulatory and industry standards.

In alignment with our commitment to quality, in 2024 we celebrated International Quality Day across all our sites by hosting a dedicated Quality Week. This initiative includes a range of quality-focused training sessions, games, and activities designed to engage and educate all our associates. By fostering a culture of quality, we reinforce its integral role in our operations and our dedication to achieving sustainable performance.

## 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. 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 fulfilling 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. Hollister is currently compliant with UDI regulations in the United States, South Korea and Saudi Arabia. Our next focus is on the European Union, encompassing 29 countries, where we are actively working to meet the compliance timelines.

# Product Innovation and Environmental Stewardship

**As a manufacturer and supplier of products and services for individuals with intimate healthcare needs, we recognize our responsibility to both our customers and the world around us. In 2024, we continued to advance our efforts to reduce the environmental impact of our products and packaging while maintaining the highest standards of quality.**

Hollister's products are made from specially blended plastic-based materials designed to protect skin health, while our packaging materials primarily consist of corrugated paperboard and plastic films. We are committed to applying sustainability best practices, including resource conservation and waste minimization, throughout the product lifecycle.

Through our R&D efforts, we revamped the CeraPlus Skin Barriers, optimizing material use and enhancing product flexibility. Standardizing production processes across facilities not only improved product performance but also significantly reduced waste — diverting 86 metric tons.

We continue to explore high-performing alternative materials that reduce environmental impact without compromising the safety and effectiveness of our products.

## Packaging

Over the past year, Hollister continued to advance its core environmental stewardship practices, including the use of unbleached paperboard and fiber-based materials certified by the Forest Stewardship Council (FSC) where feasible. In 2024, we built on these efforts by launching a series of initiatives focused on reducing material consumption, minimizing waste, and improving the overall sustainability of our packaging and operations.

These initiatives included the optimization of quality control testing procedures for ostomy pouches, which combined air leak and burst testing to reduce material use during the testing process. We also implemented statistically based product sampling methods to reduce the volume of materials required for quality assurance across multiple product lines. Additionally, we redesigned several packaging formats to eliminate excess materials, improve storage and transport efficiency, and incorporate more sustainable alternatives — enhancing both environmental performance and customer satisfaction.

Collectively, these actions led to significant reductions in material use. In 2024, we eliminated approximately 117 tonnes of plastic, 52 tonnes of paperboard, 4.7 tonnes of polyurethane, 4.5 tonnes of chipboard, and 3.7 tonnes of cardboard. Optimized packaging configurations also resulted in 90 fewer outbound truck shipments, helping to lower our logistics-related emissions.

As we look ahead to 2025, Hollister remains committed to further advancing sustainable packaging through continued innovation, material efficiency, and improved recyclability.

## Clinical Research

To drive innovation that empowers our customers to live their fullest lives, we actively support ongoing product development. A key part of this effort is our Clinical Advisory Boards, composed of healthcare professionals specializing in ostomy and continence care. Collaborating with these experts allows us to gather clinical insights, identify gaps in our product portfolio, and explore potential innovations that enhance patient care and experience.

We also strongly emphasize clinical research to better understand the burden of illness in relevant patient populations, ensure the safety and effectiveness of products in development, and highlight the unique value Hollister products offer to both the market and our customers. These studies enable us to collect long-term data directly from end users of ostomy products and intermittent catheters, regardless of brand, providing valuable insights into preferences and real-world experiences.

Hollister's team of healthcare experts works collaboratively across functions, both internally and externally, to gather evidence supporting our products. This includes benchmark studies, laboratory testing, case study publications, and comprehensive product evaluations. Additionally, ongoing training ensures that our associates are equipped to better support positive outcomes for individuals living with an ostomy.

# Product Innovation and Environmental Stewardship

## The Cost of Peristomal Skin Complications

An estimated 148,886 people in England live with a stoma, with approximately 21,000 new stoma surgeries performed annually. A common yet often preventable complication is Peristomal Skin Complications (PSCs), which can range from mild to severe and require timely treatment from a stoma care nurse (SCN). However, access to SCNs varies across regions, leading to delays in treatment that can prolong complications and increase healthcare costs.

Hollister commissioned Frontier Economics to analyze the financial and quality-of-life impact of PSCs in England. Their Cost-of-Illness (CoI) analysis found that the average cost per PSC is £396, with total annual costs reaching **£28.1 million** – £16.4 million in National Health Service (NHS) healthcare costs and £11.7 million in quality-of-life losses. Costs increase significantly with severity, from £204 for mild cases to £751 for severe cases. Delays in accessing treatment also add financial strain, with each week of delay costing individuals £18 to £48 in health-related losses and up to £43 in additional healthcare costs.

**The costs of PSCs across England are significant. However, these costs could be reduced by:**

**Avoiding PSCs:** Our analysis suggests that each PSC avoided could eliminate an average of £396 in costs to individuals and the NHS. Additionally, earlier identification and treatment of PSCs might reduce the average severity of PSCs. This could then reduce the overall and average costs in England per year.

**Enhancing SCN access:** Our analysis suggests that any delay in receiving treatment leads to additional costs. Ensuring that people with PSCs have access to the information, products and NHS services they need will reduce the costs to individuals and to the NHS.

**The study highlights** the urgent need for better awareness, access to SCNs, and early intervention to reduce the burden of PSCs on both individuals and the healthcare system.

# £28.1 Million

Healthcare and individual costs of PSCs in England each year

# Product Development and Accreditation

**Accreditation of our products and services further demonstrates the safety, effectiveness, quality, and care we bring to everything we do. It provides validation that our products meet industry standards and best practices. Accreditation also builds trust and confidence in our products' reliability and performance.**

For example, in early 2024, our Hollister CeraPlus ostomy products of ostomy skin barriers and accessories received global dermatological accreditation from the Skin Health Alliance (SHA). A person living with a stoma can face many challenges, and one of the greatest is maintaining the integrity and health of the skin around the stoma (peristomal skin). Using an ostomy product that is accredited by the SHA may offer an additional level of security and reassurance to a person living with a stoma.

In addition to the current rigorous safety testing our products go through, the SHA accreditation signifies that the Hollister CeraPlus ostomy products have been independently verified by a specialist panel. The specialist panel of dermatologists and skin scientists ensured the Hollister CeraPlus ostomy products meet a unique set of SHA safety and efficacy criteria, including ensuring that the materials and final formulations align with regulatory standards.

Featuring innovative active barrier technology, Hollister CeraPlus ostomy products may help prevent skin problems and keep skin healthy from the beginning. Hollister, with the accreditation from the SHA, is dedicated to improving the experience of each unique person, making life more rewarding for the people who use our products.

## Raising Awareness and Building Community for World Ostomy Day

This year, recognition of World Ostomy Day (WOD) included a month-long campaign focused on awareness, celebration, and engagement. While Hollister supports the ostomy community every day of the year, this global event provided a unique opportunity to recognize and connect with those living with an ostomy. Through collaborations, digital engagement, and social media outreach, WOD provided an opportunity to reinforce our commitment to making life more rewarding and dignified for people throughout the world who live with an ostomy.

A variety of initiatives were launched to engage and inspire the community. Collaborations with

artists and designers led to the creation of custom ostomy bag covers and exclusive artwork, while a Spotify playlist encouraged people to share songs that resonated with their ostomy journey. Stoma stickers, digital stickers, and a new Instagram filter expanded outreach in multiple languages, supported by over 50 paid social media ads across platforms including TikTok and YouTube. The campaign also featured dedicated splash pages in six languages, email marketing to more than 174,000 end users, and promotions through exclusive sponsorships. In addition, 14 social media influencers contributed over 170 pieces of content, amplifying awareness and engagement across five global markets.

The success of WOD was made possible by a dedicated global team of associates that worked tirelessly to bring these initiatives to life.

# Celebrating Connection and Community at Our Annual Patients' Party

For more than 20 years, Hollister Mexico has hosted an Annual Patients' Party: an event dedicated to honoring and celebrating the individuals who use our products and the healthcare professionals who support them. In November 2024, more than 500 guests gathered in Mexico City for this year's event, with nearly 40% attending for the first time. The celebration offered a meaningful opportunity for patients to connect, share experiences, and build lasting friendships in a joyful, inclusive environment.

Associates from Hollister Mexico and Libertyville, Illinois, United States contributed to the success of the event by leading games, activities, and managing a photo booth for guests. The gathering reflected the heart of Hollister's mission and commitment to community – bringing people together in a spirit of dignity, gratitude, and connection.



# End User and Clinician Resources

**We firmly believe in the importance of supporting end users and clinicians throughout their entire lifecycle use of our products, and we provide guidance, resources, and innovations that adapt to their evolving needs.**

Through collaborative research and innovation, we drive meaningful advancements in ostomy and continence care. By enhancing product effectiveness and supporting advanced clinical practices, we make a meaningful impact on peoples' lives. Our commitment remains strong as we continue to pioneer new solutions and strive for excellence in patient care. This has included:

**Collaboration with key opinion leaders:** As part of our ongoing commitment to advancing ostomy care, we collaborate with key opinion leaders worldwide to gather and share valuable clinical evidence. These partnerships reinforce our dedication to improving clinical practices and delivering better patient outcomes.

**Clinical practice and product usage:** The insights gained from our partnerships play a crucial role in advancing clinical practices and ensuring proper product usage. By highlighting the significance of a well-fitting pouching system, we help prevent leakage, improve ostomy management, and enhance patients' overall quality of life.

**Soft convexity in the patient journey:** Our data highlights the advantages of introducing soft convexity earlier in the patient journey. Patients who use soft convexity solutions experience longer wear times and fewer leakage incidents, leading to improved peristomal skin health. This proactive approach helps individuals preserve their dignity and well-being while adjusting to life with an ostomy.

**Environmental impact:** Enhancing product efficiency not only improves patient well-being but also has a positive environmental impact. By reducing leakage and extending wear time, we minimize the need for frequent product changes, leading to less waste and a smaller environmental footprint. Using fewer products means less manufacturing, packaging, and transportation, all of which contribute to sustainability efforts. Our dedication to responsible product usage is reflected in our ongoing commitment to reducing waste and promoting eco-friendly healthcare solutions.



# End User and Clinician Resources

## Advancing Skin Health for Ostomy Patients

The Skin Health Academy project, launched by Hollister Italia, promotes prevention and skin health education to improve the quality of life for ostomy patients and the work of healthcare providers. With approximately 85,000 people living with an ostomy in Italy, skin complications are a frequent issue that can impact both patients' well-being and healthcare costs. This initiative brings together nurses, stoma nurses, and dermatologists, focusing on training, evidence generation, and community support.

Through this program, 40 stoma nurses across Italy have received certification as Skin Health Experts, and an observational study published in Healthcare MDPI introduced the first Risk Map for Ostomy, helping clinicians identify and prevent complications earlier. Educational materials have been distributed in hospitals, and the initiative has gained significant engagement through the Skin Health Academy Facebook page and other channels.

Moving forward, continued investment in prevention is crucial, requiring awareness, training, and innovation to ensure better care for patients. Empowering individuals to proactively manage their condition through education and self-care is essential for improving quality of life and enhancing healthcare system efficiency. We aim to continue to elevate the role of stoma nurses, advocating for greater institutional recognition of their contributions in providing high-quality, personalized patient care.



# Caring for Our Customers: A Case Study

## Connecting Purpose to People: A Meaningful End User Visit to Stuarts Draft

Associates at our Stuarts Draft, Virginia, United States location are dedicated to strengthening the connection between new team members and the company's mission while also reigniting the passion of longstanding team members. To achieve this, the team planned an end user visit that would provide a direct and meaningful connection between employees and the people who use Hollister products. LeeAnne Hayden was invited to share her journey, offering a firsthand perspective of her experiences.

LeeAnne's visit, however, was not without its challenges. Her trip coincided with the season's first snowstorm, causing multiple flight cancellations and delays. Determined to make it to Stuarts Draft, she opted to drive from New York to Virginia, turning what should have been a six-hour trip into a nine-hour trek through difficult conditions. Despite the setbacks, LeeAnne remained resilient and optimistic, embodying the very spirit of perseverance that Hollister strives to support.

Upon arrival, LeeAnne immediately immersed herself in the experience, participating in Town Hall presentations, facility tours, and associate meet-and-greets. Her energy and laughter filled the facility, strengthening the connection between associates and the company's purpose. She even issued a friendly challenge to an associate to break a machine production record – a challenge that was successfully met the next day.

LeeAnne's visit left a lasting impression on the entire team. Her ability to share her personal experiences while fostering a sense of purpose and motivation helped reinforce why each task, no matter how routine, contributes to improving lives. Associates, both new and seasoned, gained a renewed appreciation for their work and how it impacts individuals like LeeAnne.

This visit was more than just an event – it was a powerful reminder of the company's mission and the real people it serves. LeeAnne's determination, enthusiasm, and positivity made her time at Stuarts Draft a truly memorable and impactful experience for all involved.



# Looking Forward

**Reflecting on a year of growth and impact, we look ahead with confidence, ready to build on our progress and create even greater opportunities in the year to come.**

**Two key focus areas in the coming year include:**

**Implementation of climate change goals:** We recognize the critical need for climate action and are committed to reducing our environmental impact. As we work toward establishing formal climate goals, we are prioritizing reductions in our Scope 1 and 2 emissions through energy efficiency initiatives and investments in renewable energy. These efforts lay the foundation for our long-term strategy to significantly decrease greenhouse gas emissions across our operations and supply chain. We've set ambitious targets, including a 42% reduction in Scope 1 and 2 emissions by 2030, a 25% reduction in key Scope 3 categories, and a 90% overall reduction across all scopes by 2050 from a 2022 baseline, positioning ourselves to achieve net-zero emissions with the inclusion of carbon offsets. By embedding sustainability into all aspects of our operations and business practices, we are making meaningful strides toward a more sustainable future.

**Further strengthening our commitment to human rights:** Hollister's commitment to human rights is deeply rooted in our Immutable Principles, ensuring that every individual is treated with respect and dignity. We will continue to focus on implementing our refreshed Human Rights Policy through collaboration and due diligence with our partners and suppliers. We will work closely with our supply chain partners, third-party contractors, and suppliers to uphold this policy, aligned to the United Nations Declaration of Human Rights and the International Labor Organization's Declaration on the Fundamental Principles and Rights at Work. By fostering fairness, integrity, and ethical business practices, we aim to create a responsible and sustainable supply chain that reflects our values and commitment to positive social impact.

Above all, we will continue to create meaningful change for people and planet by making a difference in life's journey – fulfilling Our Mission to make life more rewarding and dignified for those who use our products and services.



# Contact Us

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# Appendix A. GRI Index

## GRI Content Index

Statement of Use: Hollister has reported the information cited in this GRI content index for the period January 1, 2024 to December 31, 2024 with reference to the GRI Standards.

GRI Standard	Disclosure	Page Number
GRI Used	GRI 1: Foundation 2021	3-4
GRI 2: General Disclosures 2021	2-1 Organizational details	3-4
	2-3 Reporting period, frequency and contact point	7, 45
	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	3
	2-23 Policy commitments	11
	2-24 Embedding policy commitments	11
	2-25 Processes to remediate negative impacts	16
GRI 3: Material Topics 2021	3-1 Process to determine material topics	7-8
	3-2 List of material topics	7
	3-3 Management of material topics	7
	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
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	8, 31-34
GRI 302: Energy 2016	302-1 Energy consumption within the organization	15-16, 47-48
	302-3 Energy intensity	15-16, 47-48
	302-4 Reduction of energy consumption	15-16, 47-48

GRI Standard	Disclosure	Page Number
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	18
	303-5 Water consumption	18, 48
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	15, 47
	305-2 Energy indirect (Scope 2) GHG emissions	15, 47
	305-3 Other indirect (Scope 3) GHG emissions	15, 47
	305-4 GHG emissions intensity	15
	305-5 Reduction of GHG emissions	14-15
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	19-20
	306-2 Management of significant waste-related impacts	19-20
	306-3 Waste generated	19-20
	306-4 Waste diverted from disposal	19-20
	306-5 Waste directed to disposal	19-20
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	11, 27-28
	403-2 Hazard identification, risk assessment, and incident investigation	11, 27-28
	403-3 Occupational health services	27-28
	403-4 Worker participation, consultation, and communication on occupational health and safety	11, 27-28
	403-5 Worker training on occupational health and safety	27
	403-6 Promotion of worker health	27
GRI 404: Training and Education 2016	403-9 Work-related injuries	28
	403-10 Work-related ill health	28
	404-2 Programs for upgrading employee skills and transition assistance programs	23

# Appendix B. Data Tables

## 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
- Materials and Waste
- ISO 14001 Certified Facilities
- Renewable Energy and Energy Use
- Water Use

## Greenhouse Gas Emissions

Hollister Incorporated

Unit: Metric Tons (MT) CO <sub>2</sub> e	2022	2023	2024	Commitments and Goals
Global Scope 1	7,470	6,115	5,594	We commit to reducing our greenhouse gas emissions and managing our climate impact. <ul style="list-style-type: none"> <li>• Reduce our Scope 1 and 2 emissions by 42% by 2030 from a 2022 baseline.</li> <li>• Reduce our Scope 3 emissions by 25% by 2030 from a 2022 baseline in purchased goods and services, upstream transportation and distribution, and end of life emissions categories.</li> <li>• Reduce our emissions by 90% within scopes 1, 2, and 3 by 2050 from a 2022 baseline, with the goal of reaching net-zero emissions.</li> <li>• Reduce our emissions by 90% within scopes 1, 2, and 3 by 2045 within our U.K. operations from a 2022 baseline.</li> </ul>
Global Scope 2, Location Based	20,751	20,869	19,612	
Global Scope 2, Market Based	24,897	23,653	23,133	
Scope 3	290,605	Not Yet Calculated	Not Yet Calculated	
Carbon Credits	0	161	55	

## Renewable Energy and Energy Efficiency: Hollister Incorporated

Unit: '000 Megawatts	2022	2023	2024
Total Energy Consumed	80,981	79,337	76,532
Renewable Energy Produced	415	1012	3023
Renewable Energy Purchased	10,085	10,032	8378

## Manufacturing Sites Energy: 6 manufacturing sites

	2022	2023	2024
Total Market Based Energy Consumption	58,057,753	57,231,658	56,282,610
Manufacturing Energy Intensity Market Based Energy (Energy Without Renewables)	0.055	0.048	0.046

# Appendix B. Data Tables

## Waste Management, Hollister Manufacturing Sites

Metric Tons (MT)	2019	2020	2021	2022	2023	2024	Goal
Total Non-Hazardous Waste	5390	5645	5913	5795	6468	6559	
Total Hazardous Waste	68	56	81	124	148	276	
Landfilled Waste	2,202	1,928	1,678	1,507	1,960	2,370	
Incinerated With Energy Recovery	2,133	2,237	2,562	2,957	2,661	2,295	
Incinerated Without Energy Recovery	63	53	56	4	4	15	Achieve 80% waste diversion by 2027
Recycled Waste	992	1,424	1,616	1,323	1,840	1,876	
Composted Waste	-	4	-	4	3	3	
Landfill Diversion, Non-Hazardous Waste Unit: Percent	59	66	72	74	70	64	
Waste Intensity Unit: grams / manufacturing output	-	-	-	5.4	5.4		

## Water Use, Hollister Incorporated

	2019	2020	2021	2022	2023	2024
Water Consumption, Manufacturing and Distribution Sites and Headquarters Unit: m3	68,828	80,287	61,120	71,375	79,399	88,839

## Manufacturing sites

	2019	2020	2021	2022	2023	2024
Water Consumption, Manufacturing Sites* Unit: m3	59,512	68,991	51,641	61,607	61,317	75,176
Water Intensity, Manufacturing sites* Unit: m3 / manufacturing output	69	73	60	56	50	60

Ballina, Ireland; Bawal, India; Fredensborg, Denmark; Kaunas, Lithuania; Kirksville, Missouri, United States; and Stuarts Draft, Virginia, United States

# Appendix B. Data Tables

## ISO 4001 Certified Facilities, Hollister Incorporated

Global Manufacturing and Distribution Sites	ISO Certified	Commitments
	<b>Year Certified or Anticipated</b>	
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	
Roosendaal, The Netherlands	2024	Achieve ISO 14001 certification for production and distribution sites worldwide by the end of 2028
Kirksville, Missouri, U.S.	By 2028	
Stuarts Draft, Virginia, U.S.	By 2028	
Mt. Juliet, Tennessee, U.S.	By 2028	
Global Manufacturing and Distribution Sites	<b>2022</b> 25%	<b>2023</b> 50%

## BREEAM Certified Facilities, Hollister Incorporated

Facility	First Year Certified	Most Recent Rating
Kaunas, Lithuania	2020	5 Stars (Excellent)
Roosendaal, the Netherlands	2018	4 Stars (Very Good)