



**Ontex**  
Here for you.

# Ontex's Sustainability Strategy

May 2024



We want to create a sustainable and socially responsible business that will continue to serve customers well for generations to come and make sure we're an ever-growing force for good in the world.

Being Here for you. Here for the better. means setting goals for the long term, and the longer term.

It means adopting the latest innovations that help us reduce our environmental impact.

It means making sure our people commitments are progressive - so we can continue to keep our employees safe at work and help them be the best they can be.

And it means standing up as a catalyst for better in the communities we serve and the wider world.

Ontex. Here for you. Here for the better.



# Better for the planet

Embedding good, scalable sustainability practice into every single product.

## Focus areas



Managing forests & fibres responsibly



Working towards net zero emissions



Reducing product carbon intensity

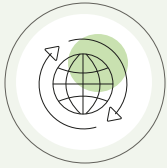


Removing fossil-based plastics from our products & packaging



Partnering for circularity

# Better for the planet



## Responsible sourcing

Manage forests & fibres responsibly

2030 targets  
(vs. 2020 baseline)

2023 status

> 100% FSC or PEFC certified forestry-based material



> 100% Organic, BCI or recycled cotton



## Reducing emissions

Working towards net zero emissions

2030 targets  
(vs. 2020 baseline)

2023 status

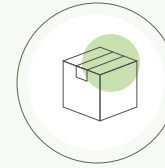
> Reducing emissions across our operations (Scope 1-2) with 80%



> Reducing emissions across our value chain (Scope 3) by 25%



> 100% Renewable electricity



## Developing sustainable products & packaging

2030 targets  
(vs. 2020 baseline)

2023 status

Reduce our product carbon intensity

> Reducing the product carbon intensity between 5-20%\*

new

Remove fossil-based plastics from our products & packaging

> 30% by 2025 and 75% by 2030 of our plastic primary packaging contains recycled or renewable content

20/75

> By end 2025, all our packaging is designed to be recyclable

100/100

> All cardboard packaging has 100% recycled content

97/100

Partnering for circularity

> Participate in end-of-life waste pilots

ongoing



# Better for people

Investing in people - in the widest sense.

## Focus areas



Enhancing  
consumer safety

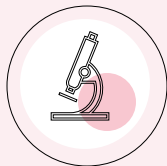


Being a caring  
employer



Elevating living  
standards in  
our value chain

# Better for people



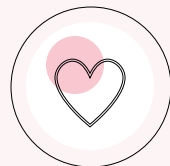
## Enhancing consumer safety

Communicating the health & safety features of our products

100% chemical transparency in our products

Aiming for 100% customer satisfaction

Annual reduction of 10% of customer complaint levels in core markets



## Being a caring employer

Aiming for zero workplace accidents

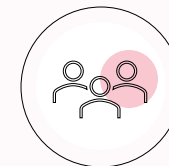
Accident frequency rate of 1,5 by 2025 and 0 by 2030

Empowering a resilient & engaged workforce

Above the median position vs peers, related to voluntary turnover, absenteeism and learning & development year-on-year

Continuous improvement of employee engagement & well-being survey scores

Gender parity in Extended Leadership Team



## Elevating living standards in our value chain

Promoting human rights across our value chain

100% raw material supplier Code of Conduct signed by 2025

100% of high-risk suppliers' direct spend covered by sustainability assessments

100% of high-risk suppliers covered by a valid social audit report

Broadening our societal impact

Community outreach program (awareness, donations) in 100% of the locations in which we operate



# Better for business

Our commitment to strong ethical standards and transparency along our value chain.

## Focus areas



Practicing business ethics



Ensuring transparency on ESG performance

# Better for business



## Practicing business ethics

Conducting our global operations in a compliant & ethical way.

2030 targets (vs. 2020 baseline)

2023 status

100% of employees regularly trained on Code of Ethics

new

Annual review of reputable key compliance risks, incl. mitigation strategies & priorities

new



## Ensuring transparency

Providing clear and solid information on our ESG strategy & performance.

2030 targets (vs. 2020 baseline)

2023 status

Continued participation to key external sustainability platforms

new





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For more information: [ontex.com/sustainability](https://www.ontex.com/sustainability)