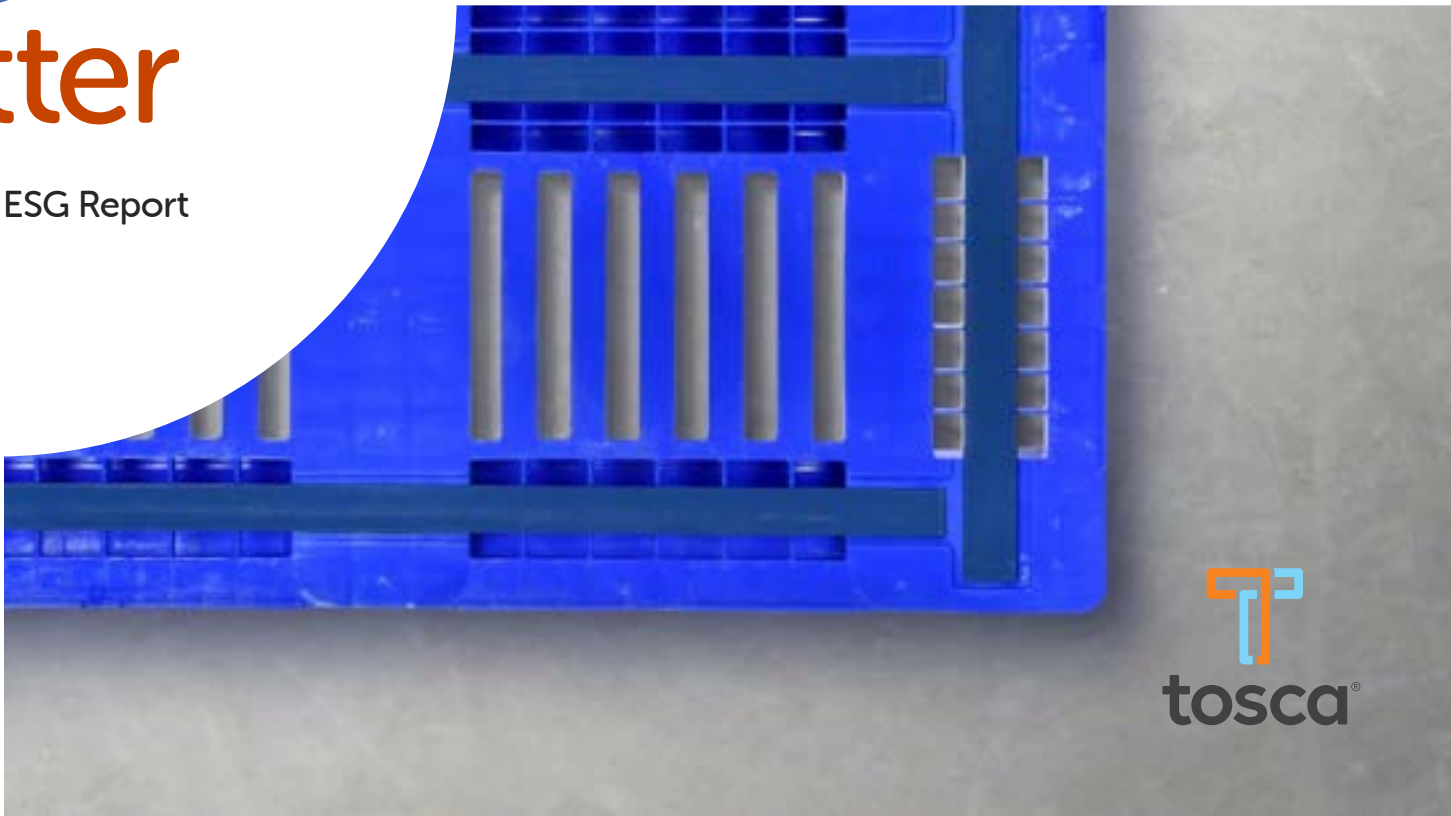




# All together better

Tosca 2022 ESG Report



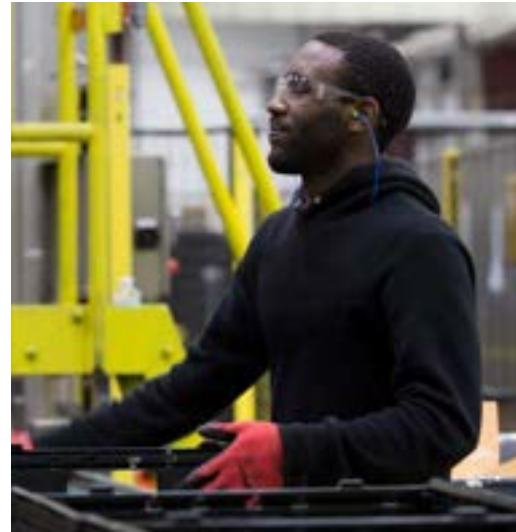


# Welcome

Welcome to Tosca’s inaugural Environmental, Social, and Governance (ESG) report. Here, we introduce you to our 60-plus-year sustainability story, and how – as Tosca continues to grow – we are placing ESG at the heart of our services, operations, and business strategy.

This report covers our progress on creating a more responsible business – and assisting our customers in advancing their own sustainability efforts. Unless otherwise stated, data included is from the 2021 calendar year. This report has been created with reference to the Sustainability Accounting Standards Board (SASB) and Global Reporting Index (GRI).

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## A word from our CEO



**Eric Frank**  
CEO

Sustainability has always been in our DNA – it is at the forefront of the value our products and services provide for our partners, and it is who we are as an organization. As our mission statement indicates, we are revolutionizing the flow of goods through the food supply chain, eliminating waste at every turn. This year we went one step further with our mission by formalizing sustainability goals, so I am incredibly excited to share Tosca's first Environmental, Social, and Governance (ESG) report.

Over the course of the last three years, supply chains have faced unprecedented challenges. However, Tosca has remained steadfast in its support of our customers and team members throughout. Two acquired companies created in-house research and development (R&D) competency, manufacturing capability, and expanded our global footprint, while the execution of successful strategies protected Tosca team members during a global pandemic. Our depth of industry expertise and capability created a reputation of partnership unrivaled in the market. I am incredibly proud of our Tosca team members for their disciplined and dedicated performance; we remain resolved in our commitment to the environment, to growing together as a stronger Tosca team, and to providing true partnership for our customers.

We would not be who we are today without the ongoing commitment of our board, leadership team, and team members to drive a sincere, company-wide passion for sustainability. That said, we are keenly aware there is more we can do to play our part in building a sustainable world. The goal of this report is to share what we have already been doing as a fundamentally sustainable organization while also communicating how we plan to grow that strength. Our strategy brings structure to that exploration and helps us dive deeper into how we can advance efforts. It's our way of showing that, at Tosca, we don't just talk the talk; we walk the walk too.

Our goals include:

- Continuing to expand our pool of reusable assets, which supports our customers' ability to reduce waste
- Collaborating to drive internal progress toward reducing emissions, energy, waste, and water use
- Growing an empowered, inspired workforce that is engaged and committed to our 2050 goals

Through it all, I want Tosca to remain responsive – evolving as the sustainability landscape does.

We did not create this report just to showcase our wins, but to empower the supply chain community to hold us accountable for our goals. In the end, we each play a part in building a world that is all together better for us all.

Best regards,

A handwritten signature in orange ink that reads "Eric Frank". The signature is fluid and cursive.

**Eric Frank**  
CEO

# About us

## What we do

Tosca is a global leader in reusable packaging, delivering pooling solutions purpose-built to eliminate waste in supply chains.

## Our mission

To revolutionize the flow of goods through the food supply chain, eliminating waste at every turn.

## Our path to global leadership

Owned by global private equity advisory firm Apax Partners, Tosca has a strong history of growth, in part due to recent strategic acquisitions.

## The values that unite us

We are committed to delivering effective solutions that contribute to customers' ambitious sustainability goals. It is a commitment driven by our diverse team of talented team members, united together around a single set of values.

### Passion

We are hungry to make things better, smarter, easier. We love what we do and the value it creates.

### Appreciation

We're a compassionate company who values our team members and customers. Respecting them means caring about their satisfaction and success.

### Collaboration

We work together, communicating with complete transparency. Side by side across functions and geographies is how we do our best work.

### Expertise

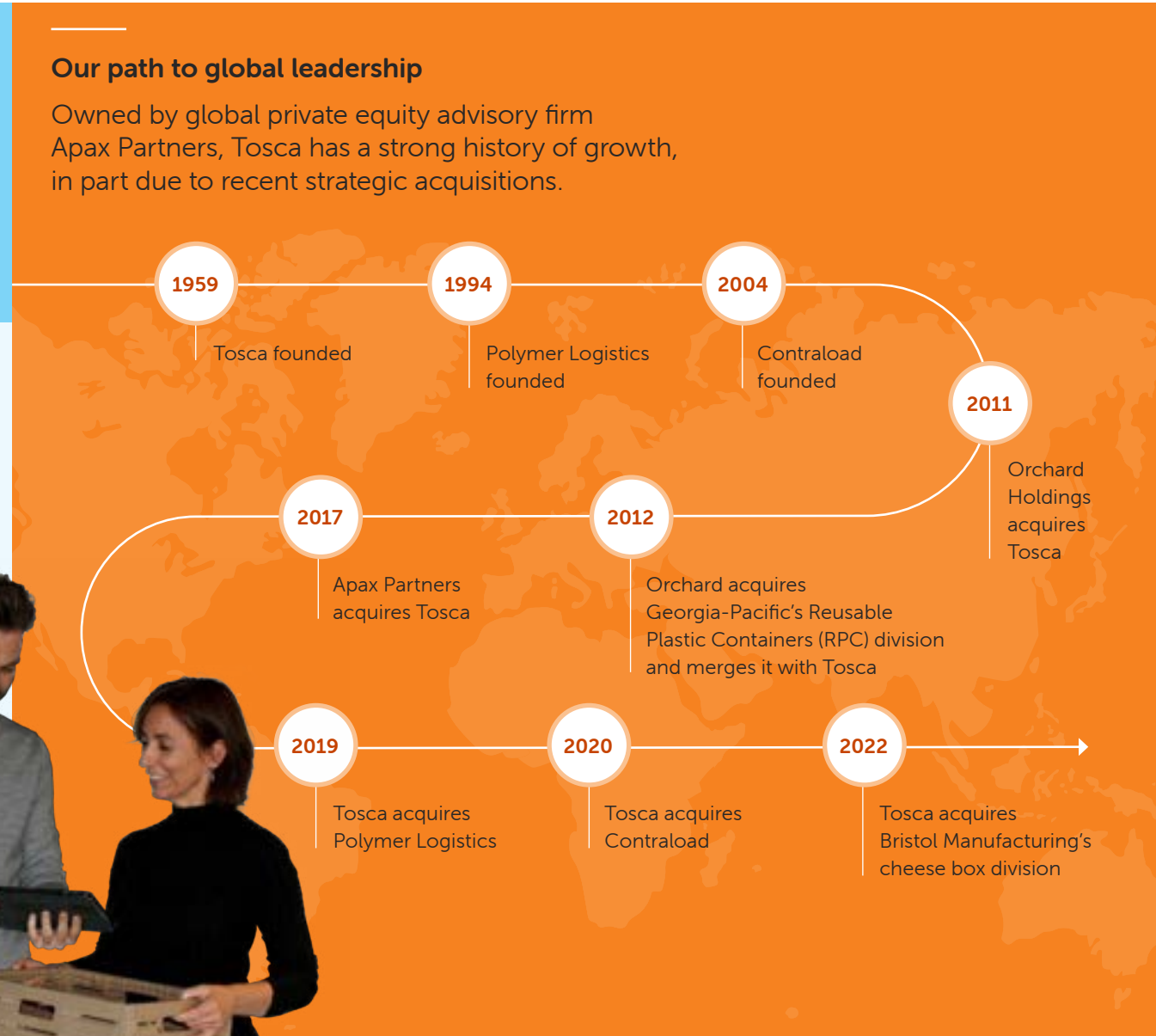
We know supply chains top to bottom, end to end, across a range of segments.

### Customer-focused

We are most successful when our customers win. We listen and learn, then actively pursue the right solution for long-term success.

### Reliability

Our people and products always come through – efficiently and thoroughly.



## Tosca in numbers

**5,000+**  
customers across 30+ countries

**63+**  
years of combined experience

**60+**  
locations globally

**1,614**  
team members around the world

**300+**  
injection molding tools



# Our unique offering

## Product portfolio

Most robust portfolio of pooled reusable assets to service the entire supply chain from first mile to last.



## IoT-capable assets and analytics

Insights and data to improve the supply chain.



## The Tosca Difference

63+ years of experience that works with you to design the right solution for your business.



## Extensive wash network

To serve your local or global business.



## In-house R&D and manufacturing

Capability to design solutions for any supply chain challenge.



## Industries served



Produce



Ingredients



Meat



Beverage



Eggs



Fast-moving consumer goods



Poultry



Packaging



Seafood



Cheese



E-commerce/online groceries



Prepared foods

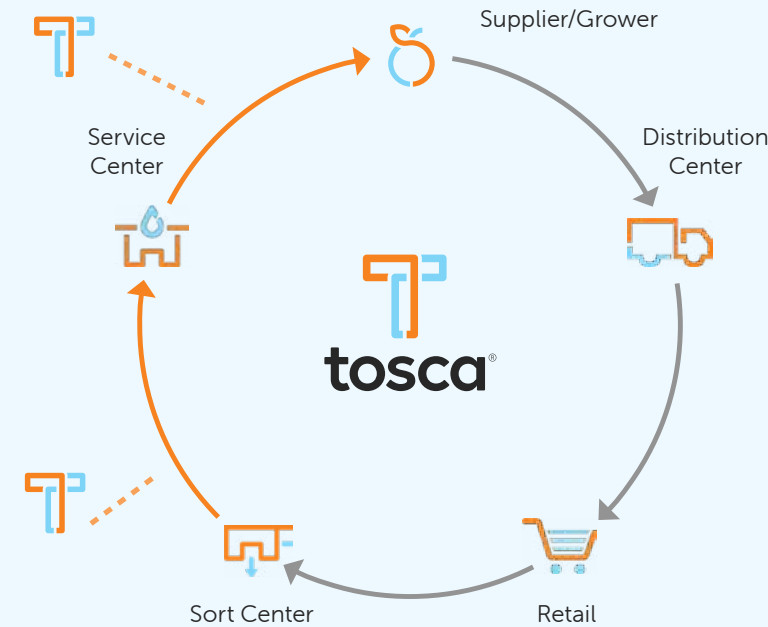
# Creating end-to-end value

Tosca delivers solutions that help customers optimize global supply chains. We believe to be all together better, we must use our business model to deliver value beyond our customers – operating in ways that benefit our people, our planet, and our societies more broadly. And by prioritizing pooling activities – and maintaining assets to extend their useful lives – we’re creating a network where waste is avoided by design.

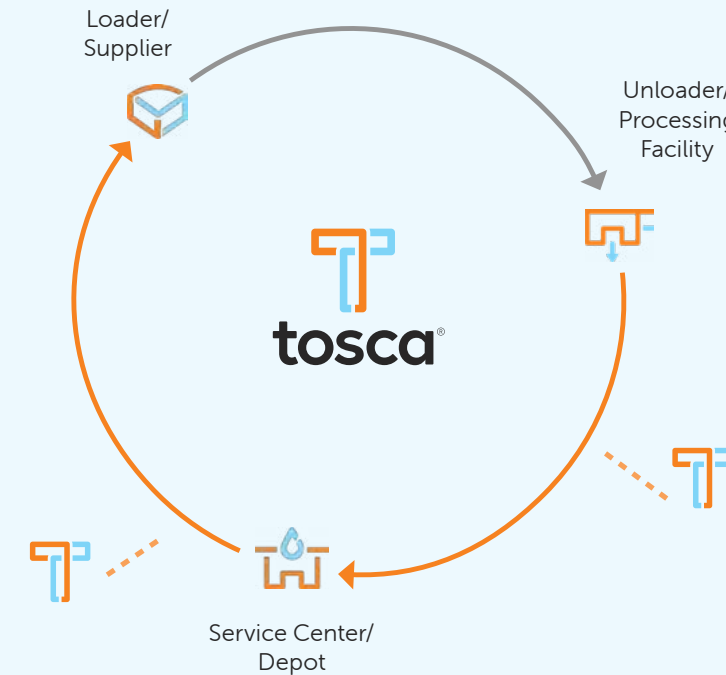
By pooling our own assets – including handheld RPCs, plastic pallets, and bins – we can achieve more sustainable, efficient resource grouping and sharing across our customer base. Tosca manages the entire process, covering collection, washing, servicing, and delivery, seeking to lower the carbon footprint at every turn.

## Reusables: The smart, sustainable way to ship products

### Open Loop



### Closed Loop



— Customer responsible for transportation  
 — Tosca responsible for transportation

## The real-world impact of our value



### For customers

We offer cost-effective, inherently sustainable solutions that provide end-to-end protection.



### For the planet

Our solutions replace single-use alternatives, reduce pressure on raw materials, reduce the amount of packaging going to landfills, and cut transportation requirements by optimizing space use on trucks. End-of-life assets are sent for regrind, which is primarily incorporated back into Tosca assets or sold on to other companies.



### For team members

Regardless of location, we offer all our team members the opportunities they need to develop their careers.

# The driving force behind ESG at Tosca

To be a truly sustainable company, commitment must start from the top. At Tosca, ESG has long been a priority for our CEO and Leadership team – from how we develop an increasingly sustainable portfolio, through how we reduce operational impact, to how we can build better, safer environments for our people and communities.

## Governing sustainability

Overall ESG governance sits with our CEO. Sustainability is, however, also a priority for our supervisory Board of Directors and Apax – our owners – both of whom have long been significant supporters of a defined sustainability strategy at Tosca. It is a topic discussed throughout the year at board meetings.

Our sustainability strategy is driven by our Leadership team, supported by a recently established internal Sustainability Committee (SC). The SC comprises management representatives from across the global business who meet at least quarterly to discuss implementation plans and mechanisms for achieving company-wide ESG progress. It also acts as a support network, providing an opportunity for sharing ideas and distributing learnings across the organization.



Delivering sustainable returns has been a key focus for Apax and the Apax Funds’ portfolio companies for over a decade, and our success is built on a commitment to create a positive impact on the people and communities around us. Apax has a strong track record in responsible investing and has made a substantial effort and investment over time to measure our impact on society and deliver sustainable financial returns while encouraging sustainable business practices.”

Ashish Karandikar, Equity Partner at Apax and Supervisory Board Member for Tosca



## Our board



Phil Collins



Eric Frank



Raphael Geminder



Lauri Honea



Ashish Karandikar



Dave Russell



Jesse Sels



Nadia Shouraboura

## Demonstrations of our commitment

We are proud of the recognition we have received for our efforts to create a more responsible, efficient, and transparent company. While this is our inaugural public ESG report, sustainability has long been a focus for Tosca – something which has been acknowledged and accredited by various external bodies, such as **EcoVadis**.



Collaboration is key to progress, which is why we are active members of various international organizations. Through member and board member positions for the Reusable Packaging Association and Reusable Packaging Europe, we are helping drive cross-industry packaging developments. And, as participants in the **UN Global Compact (UNGC)**, we align with international principles for socially and environmentally responsible business.

### What matters most

To deliver real-world benefits, we must understand our most important ESG issues. Discovering these requires a truly “all together better” approach. Performing an ESG risk assessment and engaging stakeholders helps us better understand where we can have the greatest impact.

#### A defined approach to ESG risk management

Sustainability risks and opportunities are evaluated against the following criteria:

- Regulatory requirements
- Key ESG material issues
- High-ESG-risk countries and operations
- Geopolitical instability

They are also assessed in terms of potential impacts, likelihoods, and mitigating factors. Sustainability risks are presented to the Executive Leadership Team for incorporation into the company’s overall Enterprise Risk Management approach.

#### Defining our material issues

After we became a newly integrated company in mid-2020, our first global ESG materiality assessment was performed in 2021. Desk-based research of key topics and customer, peer, and regulatory priorities complemented Senior Leadership interviews to understand internal priorities. This information helped determine our key ESG material issues.

#### Engaging stakeholders

To ensure we are all together better, we now maintain a range of stakeholder communication channels to continually identify and gather feedback on priority issues. In early 2022, we implemented a Stakeholder Engagement and Material Issue Review Process through:

- Engaging with customers via our sales teams and surveys
- Reviewing sustainability questions asked during invitations to bid
- Performing cross-company team member surveys on priority sustainability issues
- Active participation in US and European reusable packaging associations

Further details of engagement methods can be found in our [Stakeholder Engagement Process](#).

### Our key material issues





# All together better: A strategy for sustainable success

Our vision is to help realize a future where all one-way packaging is converted to reusable. It is a vision we have been working toward for over 60 years and is a cornerstone of our ESG strategy. Underpinning it is a commitment to sustainable product and service design and to operating in environmentally, socially, and ethically responsible ways.

## From blue-sky thinking to defined commitments

Developing our all together better strategy began with a series of senior leadership blue-sky planning meetings. Leaders from across the organization shared their 2050 visions for a more sustainable business, evaluated dependencies, impacts, and benefits, and drafted a set of clear short-, medium-, and long-term objectives.

These objectives are housed in three pillars, as shown below, which underpin our overall sustainability strategy.

The first phase of our strategy is embodied in our 2030 commitments, goals, and roadmaps, all built around our material ESG issues.



## Aligning with a global agenda

As a global company, we believe we have an opportunity to advance sustainability beyond our direct sphere of influence. We have aligned our efforts with the UN Sustainable Development Goals (SDGs) most relevant to our business.

### Our priority SDGs and how we're aligning

#### 2. Zero Hunger

Our reusable transport packaging protects food from farm to shelf, enabling greater access while preserving quality and nutritional value.

#### 4. Quality Education

By providing training and succession planning, we are helping develop our people.

#### 5. Gender Equality

We are increasing female representation at all business levels.

#### 6. Clean Water and Sanitation

We have established water-use-reduction targets and solutions to reuse withdrawals, particularly in water-stressed areas.

#### 7. Affordable and Clean Energy

Our energy-reduction targets help drive efficiency and renewable electricity use, reducing the pressure we put on energy infrastructure.

#### 8. Decent Work and Economic Growth

We provide job opportunities and fair wages without discrimination.

We have developed policies against modern slavery, trafficking, and child labor.

We maintain safe, healthy working environments that protect labor rights.

#### 9. Industry, Innovation and Infrastructure

Every additional cycle of our reusable assets reduces the need for single-use packaging, minimizing resource requirements, manufacturing emissions, and waste.

#### 12. Responsible Consumption and Production

Reusables reduce single-use packaging requirements and minimize produce damage.

Recycling scrap assets into new containers decreases reliance on virgin materials.

We report through the UNGC and, beginning in 2022, through annual sustainability reporting.

#### 16. Peace, Justice and Strong Institutions

We are implementing anti-bribery and corruption policies, communicating expectations through our Code of Conduct and training team members on standards.

# Our ESG goals

Our 2030 strategy focus areas – and related goals – were designed in line with our material ESG topics. They provide points against which to monitor and review the impacts of our actions, and highlight where adjustments are needed to keep us on course.

## Together in customer partnership

Focus areas	Key goals
Enhanced product footprint	<ul style="list-style-type: none"> <li>Increase asset durability by 50%</li> <li>Include over 30% recycled content in products without compromising food safety</li> <li>Minimize water use in cleaning</li> <li>Maintain our leading quality and food safety (QFS) position</li> </ul>
Revolutionary digitization	<ul style="list-style-type: none"> <li>Implement near real-time customer ordering, tracking, and reporting on products and external conditions (including temperature, humidity, shock, time in transit) via app</li> </ul>

## Together in operational excellence

Focus areas	Key goals
Increased operational efficiency	<ul style="list-style-type: none"> <li>Put automated processes in place at 100% of Tosca-operated locations</li> <li>Reduce time to produce pooled assets by 30%</li> </ul>
Minimizing greenhouse gas (GHG) emissions	<ul style="list-style-type: none"> <li>Achieve 42% reduction in Scope 1 and 2 GHG emissions by 2030, compared to 2021</li> <li>Fully understand and set targets for Scope 3 emissions</li> </ul>
Net zero to landfill	<ul style="list-style-type: none"> <li>Achieve zero-waste-to-landfill at 100% of our facilities (including wash centers, depots, and offices)</li> </ul>
Working ethically	<ul style="list-style-type: none"> <li>Establish anti-modern-slavery programs internally and with 100% of our high-risk suppliers (e.g. logistics companies)</li> </ul>

## Together in team engagement

Focus areas	Key goals
Workforce enhancement	<ul style="list-style-type: none"> <li>Achieve zero Environmental, Health, and Safety (EHS) incidents</li> <li>Achieve workforce representation of at least 50% women, alongside minority representation that matches the local population, at all levels of the organization</li> </ul>
Good corporate citizenship	<ul style="list-style-type: none"> <li>Make charitable donations focused on supporting local needs in communities where we operate and local or global disaster-relief efforts</li> </ul>



Our key goals are presented here, with a full summary of our focus areas, goals, and progress to date available in the [appendix](#).



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# Together in customer partnership

We exist to deliver efficient, sustainable, and timely reusable packaging solutions that help customers optimize their supply chains from start to finish. No two customers are the same, and neither are their packaging or pooling requirements. It is why we offer a complete lineup of reusables, services, and technologies in the pooling space – working together with customers to tailor solutions to their unique needs.



**Our goal is always to ensure that customers are successful in eliminating waste and driving efficiency in their entire supply chain. By partnering with each and every individual customer to understand their challenges and deliver a purpose-built solution that's right for them, we are helping them achieve their goals, whether financial, sustainable, or operational. I am so proud to be a part of that."**

**Susan C. Heil**, Chief Marketing Officer





### Together in customer partnership At a glance

#### The issues that matter

- Food safety
- GHG emissions/climate change
- Reuse/recycling of containers
- Waste reduction
- Food shrink
- Cybersecurity
- Water use
- Quality and Food Safety Certification
- Product Footprint

#### UN SDGs

- 2. Zero Hunger
- 6. Clean Water and Sanitation
- 7. Affordable and Clean Energy
- 9. Industry, Innovation and Infrastructure
- 12. Responsible Consumption and Production

## Eliminating waste at every turn

Packaging plays a vital role in protecting goods during transportation, distribution, storage, and display. That’s why we’re committed to promoting reusable assets and eliminating waste.

### Why it matters and what we are doing

Alternative packaging choices such as corrugated cardboard, polystyrene, and wood are not designed with long-term reuse in mind. They also require significant resources to recycle, and in many cases, that recycling is difficult due to contamination by contents and limited recycling infrastructure. All this results in such packaging having a higher environmental impact on a per-trip basis than reusable plastic packaging.

At Tosca, our portfolio of durable, sustainable, and efficient reusable packaging solutions and pooling services address these problems head-on.



**Our impact**  
By switching to Tosca RPCs, our seafood customers save **2,000,000+** foam cases from ending up in landfill annually

### How reusables eliminate waste

#### Eliminating wasted food:

Protective packaging for produce is estimated to reduce damage and food waste by **over 3%**.



#### Eliminating wasted materials:

As of September 2022, Tosca has **removed 1.9 million metric tons** of corrugated from supply chains since it began issuing RPCs in 2000.



#### Eliminating wasted miles:

Meat customers maximize cube utilization with stronger packaging – meaning fuller trucks, fewer trucks on the road, reduced emissions, and a **25% reduction in transportation costs**.



#### Eliminating wasted space:

Customers using our nestable, rackable pallets benefit from a **2.5x reduction in stack heights**, optimizing efficiency during return journeys.



#### Eliminating wasted labor:

Our egg crates are retail-ready and can be moved directly from truck to shelf, **cutting retail stocking time in half**.





## Achieving shared sustainability goals

### Avery Dennison

Avery Dennison is a global materials science company specializing in the design and manufacture of a wide variety of labeling and functional materials. The company's products and solutions are used in nearly every major industry.

After a successful one-year trial for shipments from their distribution center in Dublin to customers in Ireland, Avery Dennison decided to partner with us and is looking to convert a substantial portion of their product distribution across the continent to Tosca's pooled plastic pallets.

We predict that Avery Dennison alone could save 819 tons of CO<sub>2</sub> emissions annually by switching all their Euro-sized wooden pallets (1,200 x 800 mm) to Tosca's reusable pallets.

Avery Dennison is already championing our plastic pallets with its own network of partners, encouraging them to join the pooling program under favorable terms to cover the onward freight of finished materials to brands and other end users so they can reduce their own emissions.

Partners making the switch will receive a CO<sub>2</sub> emissions reduction certificate from Tosca.

We look forward to collaborating with Avery Dennison and its partner network in the years ahead and seeing how much CO<sub>2</sub> emissions reduction can be achieved together.



“The pooling program has been a massive success in Ireland and is helping us to reduce our carbon footprint and eliminate waste within the supply chain. Avery Dennison's and Tosca's plastic pallet pooling vision doesn't stop after the pallets arrive to the customer. We encourage customers to take the chance to extend the pooling program further down the supply chain to end users and help grow the ecosystem further.”

**Violeta Gómez,**  
Central Packaging Leader  
at Avery Dennison



### Creating real impact with Griffith Foods

Driven by their purpose to “blend care and creativity to nourish the world,” Griffith Foods Europe specializes in high-quality nutritious and sustainable food ingredients.

The company aims for all packaging to be 100% recyclable or compostable by 2025. They are also targeting carbon neutrality and 100% of waste recycled by 2030. We have worked with Griffith Foods since 2011, playing a part in helping them achieve their ambitious goals.

By using Tosca's reusable H1 and CR3 pallets, and Smartbox and Magnum Optimum bulk containers, Griffith Foods Europe continues to evolve functional packaging, aligned with their three Rs approach:

- Reuse
- Recycle
- Replace

Having seen, first-hand, the benefits of moving to reusable packaging solutions, Griffith Foods is now working globally with their own suppliers to migrate packaging away from single-use cardboard to more sustainable solutions.

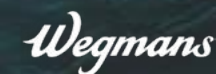


### Switching from EPS foam

In a bid for sustainability, major grocery retailer Wegmans turned to Tosca to convert several of their supply chains to RPCs. Most recently, Wegmans became the first retailer to adopt Tosca RPCs for seafood, a move that supports their goal to remove 100% of EPS foam from their supply chain.

The RPCs keep products cold and secure during transportation just as well as EPS foam coolers. They are collapsible and stackable, taking up less room when empty, and cost the same as or less than foam alternatives.

Currently, five of Wegmans' suppliers have made the switch, a change that will eliminate 1 million pounds of Styrofoam by the end of 2022.



## A proven game changer

We believe our reusable plastic packaging solutions and services – including pooling of crates, pallets, bulk containers, trays, dollies, and displays – offer the best, most sustainable way to move products from A to B. They also provide better product protection than single-use alternatives.

### 2030 TARGET

**Proven reduction in food shrink (damage and spoilage), labor requirements, and transportation needs using our products**

### Our impact

Our egg RPCs are proven to reduce shrink by over **50%**, with stronger, more protective walls and better ventilation that helps eggs cool five times faster. A leading national retailer stated **37 million** eggs were saved from damage/discard in a single year thanks to Tosca's egg RPCs



### Keeping products safe from farm to shelf

Our reusable assets are designed in collaboration with customers, resulting in all together better solutions that meet real-world needs.

Tosca assets support customers' food-waste-reduction goals. Our reusable polypropylene (PP) and high-density polyethylene (HDPE) products are robust by design, protecting goods throughout the value chain – from farm and processing site to retail store. They incorporate features like built-in ventilation and superior strength that enable faster cooling times and keep produce safe and fresh while in transit. In addition, strong, stackable construction reduces the risk of storage-related damage.

The innovative design of our retail-ready products – such as egg crates, display bins, Crystal Clear crate displays – provides easier access for retail customers to reach contents while also improving the process of restocking for store labor. With smarter design, these retail-ready solutions move products to the sale floor faster, improve display conditions, and minimize instances of double-handling. All of these benefits reduce food waste.

Our bulk bins used for transporting dry and wet ingredients are designed to enable the maximum recovery of contents compared to similar-sized alternative packaging, saving money and reducing food waste. Our reusable assets are more hygienic than alternatives because they can be washed and sanitized to the highest standards of food safety. For example, wood pallets produce potential food contaminants in the form of wood chips and cannot be consistently sanitized, making them more likely to carry bacteria. Tosca reusables, on the other hand, are safe and easy to sanitize, while also eliminating the risk of carrying and dropping contaminants as they move through the supply chain.

### Partnering on more sustainable solutions

We're proud to support our clients in achieving their sustainability goals. Puratos supplies products and services to the bakery, patisserie and chocolate sectors globally. They are committed to a better planet, with an ambitious goal to use only recyclable, reusable packaging by 2025. This compliments their ongoing objectives to reduce food waste by 50% and send zero waste to landfill.

Tosca works closely with Puratos to design, test, and implement sustainable solutions that support their goals. To date, our partnership has included:

- Collaborating on strength-testing Tosca's CR1 pallet, improving safety and reducing product damage
- Utilizing our pool of Superior Hybrid and Magnum Optimum containers, which support aseptic filling, reducing Puratos' emissions and resource consumption
- Innovating ways to maximize product extracted from a container's liner, reducing food waste





# A nonnegotiable commitment to food safety

Our assets play a key role in food supply chains. As such, ensuring they are safe for food contact and handling situations is paramount, and we work diligently to maintain the highest hygiene standards.

## Why it matters and what we are doing

Keeping food safe from farm to fork is crucial all along the value chain. To protect consumers against food-borne diseases and contaminants, Tosca works to best-in-class food safety certifications with robust cleaning procedures that comply with customer and regulatory requirements.

Creating time to reflect on our never-ending commitment to food safety, Tosca celebrates World Food Safety Day annually, with events at each location globally. In early 2022, we focused on what the topic means to us, with team members from each region interviewed about the impact they can have on the quality and food safety of Tosca products.

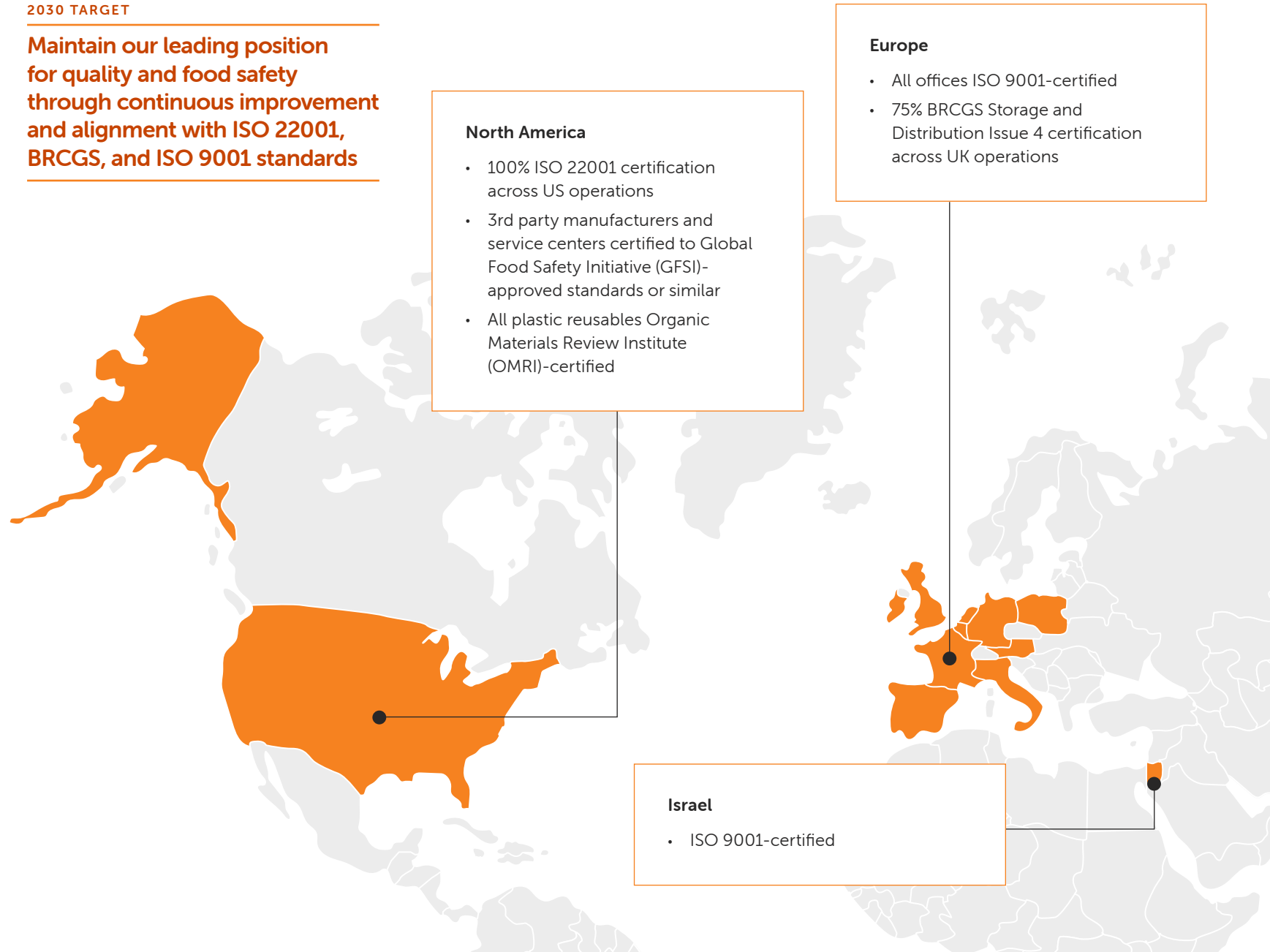
## Managing food safety

We look to be the global reusable supplier of choice, with industry-leading quality and food safety (QFS) systems. Our global Quality and Food Safety Management System (QFSMS) – aligned to ISO 9001 and 22001 standards – supports this, alongside various site-specific certifications.

We update certifications as standards and customer requirements evolve. From 2023, we will target ISO 9001 for all Tosca offices globally, and ISO 22001 and ISO/TS 22002-4 certification at all service centers and manufacturing sites.

### 2030 TARGET

**Maintain our leading position for quality and food safety through continuous improvement and alignment with ISO 22001, BRCGS, and ISO 9001 standards**

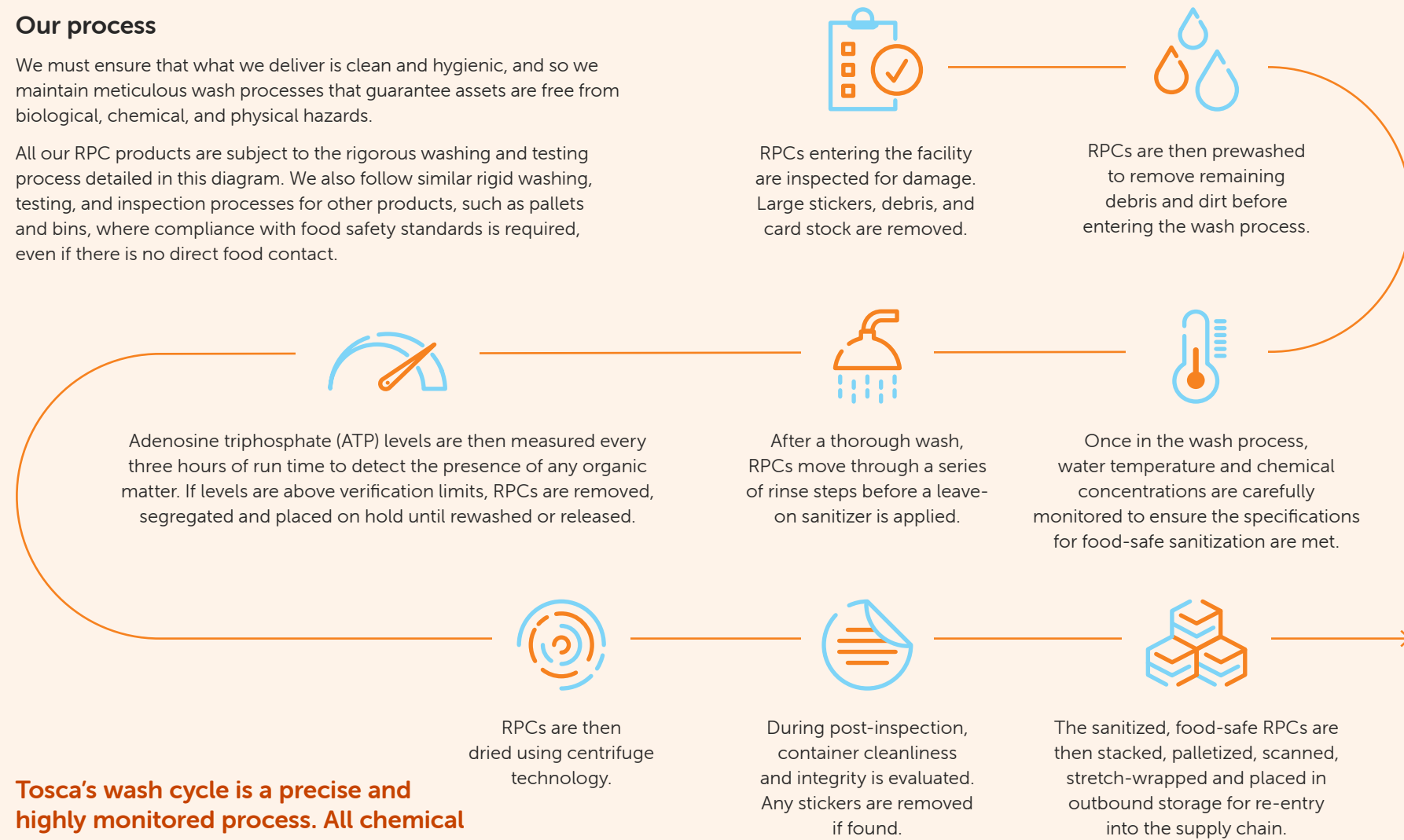


# The Tosca wash cycle

## Our process

We must ensure that what we deliver is clean and hygienic, and so we maintain meticulous wash processes that guarantee assets are free from biological, chemical, and physical hazards.

All our RPC products are subject to the rigorous washing and testing process detailed in this diagram. We also follow similar rigid washing, testing, and inspection processes for other products, such as pallets and bins, where compliance with food safety standards is required, even if there is no direct food contact.



**Tosca's wash cycle is a precise and highly monitored process. All chemical usage, water temperature and pressure levels are closely regulated to produce the best possible results.**





## Delivering efficiency

We are committed to helping customers drive operational efficiency. From high-quality reusable packaging assets and pooling services to enhanced tracking, Tosca looks to continually better our services to offer the most efficient, relevant support.

### Why it matters and what we are doing

Creating increasingly sustainable packaging is important, but it is just one facet of the wider distribution story. To help customers optimize operations, we collaborate on all together better solutions that target improvements in other areas – from fuel and cost savings to bringing sight to asset movements.

### Cutting emissions, cutting costs

We manage a wide range of assets and strategically locate service centers to deliver exactly what customers need, when they need it, while keeping our transportation footprint as small as possible.

Our containers are stackable and foldable to optimize space, reducing customer transportation and storage space requirements. Being competitively priced, our solutions help customers save money while reducing emissions.

### Enabling end-to-end traceability and transparency

Tosca's online platform, the Tosca HUB, helps deliver seamless customer experiences, combining ordering and monitoring services in one place so customers can easily manage assets and orders from start to finish.

#### 2030 TARGET

**Real-time customer ordering, tracking, and reporting on products and external conditions (including temperature, humidity, shock, and time in transit) via an app**

We are also investing in digitization to ensure assets can be tracked throughout the supply chain with a service we call Tosca Asset IQ. Using a wide spectrum of tracking actions – from traditional barcodes, through modern radio-frequency identification (RFID), to state-of-the-art Internet of Things (IoT) – we are creating visibility throughout supply chains, with unique insights that help customers identify opportunities for greater efficiency. Smart algorithms, based on measurements such as temperature, humidity, and vibration/shock, inform product quality metrics.

### Committed to data protection

We recognize increased digitization brings additional cybersecurity responsibilities. We protect sensitive data by implementing and maintaining industry-standard policies and processes regarding:

- Threat management
- Platform, network, and data security
- Acceptable user policy
- Access control
- Data breach assessments and responses
- Disaster recovery planning
- Business continuity planning



### Protecting contents from start to finish

Tosca's Online Analytics Dashboard and Reports Portal tracks asset journeys and product freshness in real time, enabling quick adjustments to maintain optimal conditions.

The information helps customers prevent product damage and food loss, reduce processing time, and minimize lost stock replacement. End-to-end tracking also enhances food-recall response times, helping keep people safe. Historical data analysis supports identification of patterns and informs preventive measures.



# Understanding our impact at every step

Companies are looking for solutions that contribute sustainability benefits to their organizations. To quantify our impact, Tosca is investing in research and technologies that highlight the real-world benefits of our solutions.

## A COMPASS to better packaging

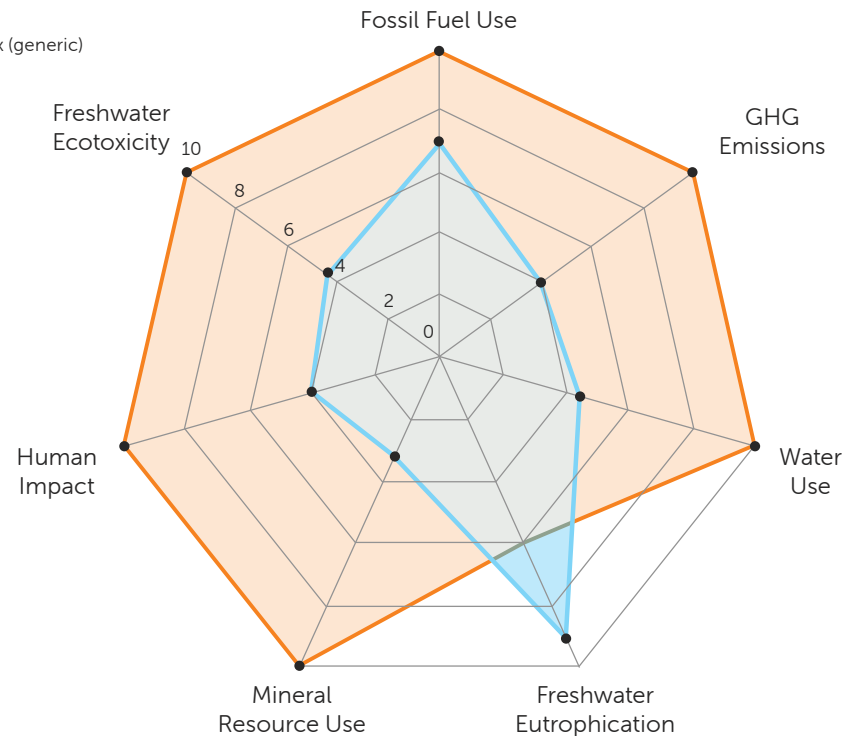
To demonstrate the enhanced performance of our offerings, we provide life cycle assessments (LCAs) to deliver the proof. We teamed up with Trayak, creators of the COMPASS LCA solution, to model our environmental impacts compared to alternatives.

Tailoring COMPASS to cover all pertinent activities – and expanding it to reflect local nuances in environmental data – we can now demonstrate how our assets perform versus single-use plastic, corrugated cardboard, wood, metal, and foam packaging, amongst others. We can then use these data-driven insights to help customers make the right choices for them.

### Environmental impact reduction for CRAI achieved using a Tosca solution

**Key**

- Corrugated box (generic)
  - Tosca RPC
- 0 = low impact  
10 = high impact



## Cutting impacts with CRAI

CRAI is an Italian supermarket with over 1,800 stores. With a clear focus on sustainability, CRAI has already planted 6,000 trees near their stores, installed eco-compactors for customers to recycle plastic bottles, and launched products in plastic-free packaging.

Keen to take their efforts further, CRAI started working with Tosca in 2021.

Together, we conducted an appraisal of CRAI's supplier-to-store chain, resulting in the supermarket switching from single-use corrugated packaging to Tosca's reusable, wood-look plastic crates and in-store displays. Our analysis showed that – based on 2 million RPC rotations – significant footprint reductions were achieved, including over 1.2 million metric tons of single-use corrugated boxes.

CRAI is now looking to work with their suppliers on further reducing emissions, minimizing single-use packaging and making a positive environmental impact.

GHG emissions reduced by **58%**

Equivalent to: **3,892,170** miles driven yearly (passenger vehicle)



Water use reduced by **40%**

Equivalent to: **70** Olympic-sized swimming pools



Fossil fuels reduced by **30%**

Equivalent to: **902** barrels of oil





## Taking steps to reduce footprints

We are always looking for ways to reduce the environmental impact of our assets.

### Our assets are highly durable

Designed for reuse, most Tosca products perform over 100 trips before end of life. Damaged assets are repaired whenever possible and only sent for recycling if repair is not achievable. This significantly reduces our asset replacement needs. 100% of products are reground, with the majority of regrind used in new Tosca assets. A small amount is sold externally for further use in different plastic goods.

### Reducing transportation emissions

Transportation-related emissions constitute a significant environmental impact for both ourselves and our customers. Together with 3rd party logistics and planning companies, we identify the best asset delivery and collection routes to ensure trucks travel at full capacity. Additionally, our foldable crates and bulk containers mean more empty units can be delivered in one trip versus rigid or stainless steel alternatives, reducing the number of trucks needed and the associated emissions footprint.

### The future of our products

As well as reducing raw materials, water, and energy used to create assets, we are exploring how to increase recycled content in assets to over 30% by 2030, while still complying with QFS requirements. Increasing recycled content has long been an internal aim, along with using renewable raw materials as a replacement for fossil-fuel-based plastics, but this is now increasingly driven by regulatory requirements – especially plastic taxes in Europe.

One of the complexities is that only food-grade plastics can be used in products for direct food contact. The use of food-grade plastics in nondirect-food-contact instances may also be stipulated by customers – for example, where assets are used in areas where food products are being prepared.

The problem is that currently, food-grade-quality recyclate is in limited supply. This is especially true when it comes to colored products, where quantities of regrind in specific colors are insufficient compared to demand.

Nonetheless, we are working with customers, suppliers, and organizations like the British Plastics Federation to find cost-effective solutions for improving segregation and certification of food-safe, post-consumer plastics. Where non-food-grade plastic is acceptable, some of our products can contain up to 85% recycled materials.



### A more sustainable poultry supply chain

Fieldale Farms – a specialty poultry producer – has been transporting chicken between owned facilities in RPCs for several years, a change originally inspired by the potential cost and waste savings.

Ever on the cutting edge of sustainability, Fieldale sought to duplicate the benefits of reusables externally, looking to use them when transporting product to retail customers. It needed a solution that was sustainable, protective, and cost-neutral.

Because RPCs are stronger and can carry more poultry without failing, Fieldale was able to reduce the number of boxes per truck by 500, translating to 24% fewer boxes handled in distribution centers. LCA estimated an emissions reduction of at least

80% in the supply chain between Fieldale and one of its retail partners over 10 years due to the switch. The same LCA estimated water savings of over 143 million gallons.

**“**I think we can always say we want to be green and we want to reduce our carbon footprint, but in the end, it needs to work. In this case, it works for all of us: the warehouse, the individual stores, and us.”

**Brad Moore**  
Retail Sales Manager at Fieldale



36 Tosca foldable bulk containers



36 standard bulk containers







# Together in operational excellence

To be all together better, it is critical we have the data and insights to support information provided to our customers – and to drive continuous improvement throughout our own operations. Our Life Cycle Analysis (LCA) approach not only benefits our customers but guides where we can further enhance Tosca’s operational footprint and introduce new, innovative products and services.



We have always been a business for nature: a sustainable company. Part of that is helping customers eliminate packaging at every turn, but another part is about looking internally, driving a single approach to sustainability across our global company. And, to maximize impact, we are creating spaces where Tosca can partner with suppliers – driving engagement so, together, we can achieve a more responsible value chain.”

**Steve Arendsen,**  
President North America



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**Together in operational excellence**  
At a glance

**Material issues covered in this section**

- GHG emissions/climate change
- Reuse/recycling of containers
- Waste reduction
- Energy use
- Water use
- Supply chain

**UN SDGs**

-  6. Clean Water and Sanitation
-  7. Affordable and Clean Energy
-  8. Decent Work and Economic Growth
-  9. Industry, Innovation and Infrastructure
-  12. Responsible Consumption and Production
-  16. Peace, Justice and Strong Institutions

# Managing our environmental performance

The first step to creating a more environmentally positive company is ensuring the right processes are in place. We are aligning with best practice standards, driving compliance with regulations, and implementing an environmental management system (EMS) that keeps us on track.

**Why it matters and what we are doing**

Globally, increasingly robust legislation and public expectations around environmental performance are coming into effect. To protect the right to operate – and to remain competitive – companies must keep pace, evolving operations to ensure ongoing improvement. And, quite simply, we believe protecting the planet is the right thing to do. It is why we are accelerating our efforts, developing the tools and resources that will keep us working in increasingly sustainable ways.

**2030 TARGET**

**Implementing alternative labeling methods, especially digital tracking systems, that either eliminate the need for or minimize water and energy required for the removal of labels during our wash cycle**

**A global approach**

As a global business we drive a global approach to environmental protection. To achieve consistency at a company level, we maintain both Sustainability and Environmental policies. These policies detail our focus on:

- Reducing environmental impacts through product evolution
- Helping reduce food damage and shrink
- Reducing water usage in wash processes
- Having a zero-waste-to-landfill mentality
- Minimizing GHG emissions through operational efficiencies

**Certified sustainable operations**

We are bringing more structure to global environmental management efforts. Our EMS aligns with the ISO 14001 standard and links to our 3rd party-certified ISO 22001 and ISO 9001 management systems. ISO 14001 alignment is validated through 3rd party certification held by our two UK facilities for their location-specific EMSes.

Our global EMS supports the needs of our whole organization. Through it, we have developed internal standards for water, waste, energy, and emissions management.

**Assessing environmental risks and opportunities**

Identifying and evaluating environmental risks and opportunities is undertaken through several activities, including materiality evaluations and updates, regulatory reviews, and evaluation of specific environmental issues, including:

- GHG emissions and climate change expectations
- Water stress exposure
- Extreme weather events exposure
- Recycling or waste-diversion infrastructure availability
- Concerns around plastic use

We review our company-level Environmental Risk and Opportunity Assessment annually, updating it as necessary to ensure probabilities and consequences are consistently understood. We also monitor local environmental risks and opportunities on an ongoing basis. Environmental risks and opportunities are incorporated into our Enterprise Risk Management approach.





# A more climate-conscious company

As the global climate changes, everyone has a role to play in limiting emissions to support the objectives of the Paris Agreement. At Tosca, we take a data-driven approach, setting targets<sup>1</sup> using the Science Based Targets initiative (SBTi) tools to reduce operational emissions as, together, we fight climate change.

## Why it matters and what we are doing

Everyone everywhere will experience the impacts of climate change – with effects such as more extreme weather and increasingly frequent natural disasters already apparent. To prevent the worst outcomes, global warming must be kept under 1.5°C. At Tosca, we are committed to reducing our emissions in line with this, setting a bold reduction goal.

2030 TARGET

**42%**  
reduction in Scope 1 and 2 absolute emissions by 2030 against a 2021 baseline (1.5 degree scenario (1.5C))

## Better ways to operate

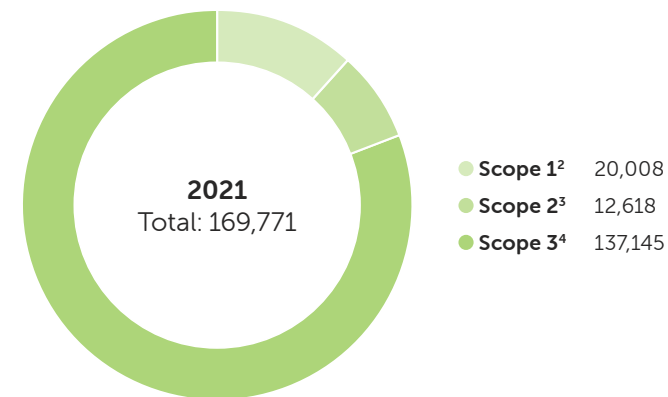
One way we are reducing direct emissions is by upgrading facilities and equipment. For example, we are working to move from propane-fueled forklifts to electric alternatives by 2030. Most facilities in Europe already have an electric fleet and, globally, we have achieved 100% use of battery-powered floor cleaners and scissor lifts. This aligns with our focus on increased automation – by 2030 we will have automated processes in place in 100% of Tosca-operated locations. We are already close to that goal with 70% of facilities having some form of automation in place.

We are also looking to address emissions from washing practices by reducing water-heating requirements and trialing solutions such as cold-water washes, heat-exchange systems, and boiler upgrades without compromising food safety. Furthermore, we are exploring options to replace current systems with alternative, energy-efficient or renewable energy water-heating methods.

## Where we are today

The first step in reducing emissions is to understand where we're starting from. Supported by a 3rd party advisor, we have calculated our global baseline emissions.

CO<sub>2</sub>e-emissions at Tosca (metric tons)



## Our impact

**100%** use of battery-powered floor cleaners and scissor lifts across all our facilities



## Our impact

**44%** of our facilities already have LED lights and motion sensors in operation against a 2030 target of **100%** LED lighting in our largest-footprint areas (wash centers, warehouses, and corporate offices).

Our Salt Lake City location was the most recent to be upgraded and was one of the winners of our Sustainability Recognition Awards.



<sup>1</sup> Our targets will be submitted for validation by the SBTi in the near future.  
<sup>2</sup> Sources: Fuel combustion in company facilities and company vehicles.  
<sup>3</sup> Sources: Purchased electricity.  
<sup>4</sup> Sources: Purchased goods & services, transport & distribution, and team member commuting.



### Solar-powered production

Driving a responsible approach to facilities, we constructed our new Tosca-operated service center in Sint-Niklaas, Belgium, with sustainability in mind. The state-of-the-art building was built to BREEAM standards and features wash lines, a warehouse, offices, and storage space.

The building is equipped with nearly 1,200 solar panels, which, between March and December 2021, generated nearly 325,000 kWh – enough to power over 30 US homes for a year.<sup>5</sup> When power production exceeds site requirements, surplus is sold back to the grid. The facility also features adaptive LED technology, and rainwater collection points that feed into the initial rinse stage of washing cycles, offsetting freshwater use.

Watch a video of the construction process [here](#).

### A drive toward energy efficiency

We have set several goals for implementing sustainable, energy-efficient solutions, including energy-efficient equipment, LED lighting, on-site solar panels, and signing renewable energy agreements by 2030. In addition, we are engaging team members on being more sustainable in day-to-day activities.

#### Manufacturing

Our manufacturing facility has implemented a number of energy-efficiency initiatives from replacing all overhead production floor lighting with LEDs (saving up to 30% in electricity consumption) to using sensors for turning on and off lighting both within and outside of the facility and installing a fully electrical (vs piston) injection molding machine.

#### Computing

Our goal to eliminate back-end physical servers and associated locations has already been achieved with applications now moved to the cloud. We have calculated that this has reduced our IT energy footprint by 80%.<sup>6</sup>

#### Offices

We are encouraging a hybrid schedule to reduce emissions from commuting and office space needs. Virtually 100% of our corporate staff currently work a hybrid schedule and our 2030 target is to have 100% hybrid working at minimal-space corporate locations.

We are also moving toward 100% paperless offices by 2030, thus reducing the need to purchase and dispose of paper and toner, both of which we currently recycle, and minimize the use of energy by printers.<sup>7</sup>

#### Equipment

We are constantly investigating how we can better operate our equipment, especially in our manufacturing facility, to increase efficiency. Where we are upgrading equipment, purchasing new such as robots, opening new plants, our most recent being our Dublin, Ireland plant, or designing and building our own equipment, the focus is on achieving the highest energy-efficiency possible.

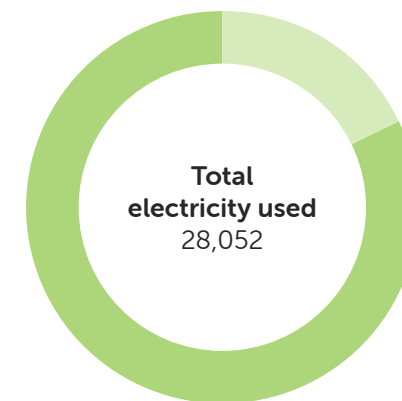
#### Increasing solar power use

We have set a 2030 goal to install solar panels on our largest facilities.<sup>8</sup> We are currently researching on-site solar capabilities, with a focus on larger operations where grid-provided electricity is inadequately sourced from renewable energy.

One example is at our Israel manufacturing facility – our single largest electricity user. While on-site solar could not support the total required energy load alone, it could supply areas such as offices and equipment charging.

Our Coventry and Featherstone sites in the UK already feature solar panels that generate power for the property owners. We are exploring opportunities to harness this energy for our own use.

**2021 electricity consumption at Tosca (MWh)**  
Total electricity used



- Total from purchased or acquired renewable electricity<sup>9</sup> 5,039
- Total from purchased or acquired nonrenewable electricity 23,013

<sup>5</sup> Source for equivalency calculation: US EIA.  
<sup>6</sup> 451 Research Carbon Reduction in Cloud April 2022.  
<sup>7</sup> Unless business critical or regulatory required.  
<sup>8</sup> 32% of all facilities.  
<sup>9</sup> Based on grid-supplied electricity. 36% globally (32% US, 40% EMEA) is sourced from renewables.



## Collaboration on Scope 3 emissions

We take our responsibility to protect the planet seriously and want to encourage those we work with to do the same. Through our [Supplier Code of Conduct](#) and close working relationships with critical 3rd party suppliers, we detail our expectations for minimizing energy consumption, reducing emissions, and using renewable energy wherever practical. Tosca requests annual self-assessments from those suppliers to understand current efforts and identify areas for future improvements.

### Logistics

Knowing our largest Scope 3 emissions come from logistics, we work closely with our logistics 3rd parties on solutions. This includes optimizing routes to reduce empty miles traveled and increasing intermodal transportation where practical.

We also carefully position our Tosca service and wash center hubs to minimize travel distances to and from our customers, thereby reducing emissions. We do this through an annual evaluation of our logistics requirements using a leading supply chain design and analysis tool, Llamasoft.

Additionally, our transportation management systems (and our product design) enable more efficient load building to maximize vehicle capacity, helping move more assets in fewer trips. We are using these systems to obtain ever more accurate transportation data that will allow us to provide our customers with annual emissions data for their own Scope 3 reporting needs.

#### 2030 TARGET

**Scope 3 (supply chain) emissions are fully understood, and science-based targets established**

In 2021, we launched our nestable, rackable pallet NeRa, enabling better product stacking – with 1,221 NeRa pallets fitting in one truck versus 528 wood pallets. This allows more products to be transported per trip, reducing truck requirements.

We are working with logistics companies and customers in establishing timelines for their adoption of renewables-fueled or electric vehicles, with a 2030 goal of increasing the use of such vehicles in our own activities.

### Raw materials and equipment suppliers

We have been reviewing our global supplier list with a focus on streamlining providers, enabling better control over pricing and transportation distances – local supply capabilities are part of the evaluation. Our 2030 goal is to prioritize locally based raw material/recycled material and equipment suppliers – both wash equipment and our injection mold manufacturing and repair companies – to minimize transportation distances.

### Business travel

As with many companies, the pandemic brought about new ways of working with others, especially customers. As such we are minimizing our business travel wherever possible, without compromising our level of customer service and interaction.



### Driving down commuting emissions, together

With a large, global workforce, a major source of indirect emissions is the daily commute. Tackling this will require everyone's involvement, beginning with understanding current travel habits. In March 2022, we launched a commuting survey to explore how corporate team members get from home to work and back again.

With a 52% response rate, the results showed that, while car use was higher in the US than EMEA, so was the percentage of people walking – 9% versus 4%. On the other hand, while 10% of EMEA

team members cycled – driven in part by benefits that encourage bike use – it was not highlighted as a common US mode of transportation. In EMEA, the company cars we provide have electric or hybrid options available and those options have been well utilized.

While we have no historical data on our global commute, we know the emissions footprint will have changed from pre-COVID-19 years as all of our corporate staff are now able to work remotely for a proportion of their working week.

# Protecting every drop

As the global climate evolves, so too will availability of clean, fresh water. Being reliant on water in many of our locations, we are constantly looking for opportunities to safeguard vulnerable watersheds.



## Why it matters and what we are doing

At Tosca, we must maintain strict cleaning processes to comply with food safety requirements. As such, water is currently critical in our operations.

With 34% of facilities located in areas of high or extremely high water stress, we believe we have a specific responsibility to protect against further depletion. This means conserving water, but it also means maintaining strict protocols on responsible wastewater management.

**Our impact**  
Up to **75%** of freshwater needed for our wash cycle is replaced by using final rinse water in prewash operations

**2030 TARGET**

**Water use in our wash cycles is minimized through alternative (QFS-approved) forms of cleaning**

**228,770 m<sup>3</sup>**  
total water consumption in 2021



## Managing water use

To drive a consistent management approach, our EMS includes a dedicated Water Management Standard. The standard outlines requirements for safeguarding water and mitigating potential environmental impacts of contaminated stormwater runoff and industrial wastewater discharges.

To raise awareness of water use issues and our reduction efforts, we recognize World Water Day annually, sharing important information with team members globally through our Talk Tosca newsletter and Tosca Table intranet.

## Understanding our impact

We look to quantify the scale of our impact. We are starting to monitor our water use in detail and are working on incorporating facility-level data into our product LCAs. We also performed an evaluation of our exposure to water risks. Using the World Resources Institute’s Aqueduct tool, we identified locations in water-stressed areas to understand where we should focus water-reduction and minimization efforts.

## Reducing, reusing, recycling

We are reducing water use by adapting weekly sanitation processes. By replacing standard hosing down of lines with focused water and chemical application through point-of-use delivery systems, we can maintain high food safety standards while reducing time, costs, and water use.

While the majority of our water is mains (or city) water, one way we are protecting water is by keeping what we withdraw in use for longer. We strictly control the volumes of water we use throughout our wash processes by using the in-built water-monitoring systems on our wash equipment. Then we reuse water as much as possible within our wash processes without compromising food safety standards.

And finally we are reducing freshwater use by using alternative water sources. In some UK facilities, rainwater is harvested for use in toilets, while, more widely, plans are being developed for using it in asset prewash. This is already happening in our Sint-Niklaas facility, where rainwater is used in automated washing lines for prewash. Freshwater is still used for the main wash phases and for cleaning machines to maintain food safety standards.



## Water recapture: Doing more with less

We believe in minimizing consumption wherever and whenever we can. Our long-term goal is to reduce water used in wash cycles, identifying alternative, food-safe cleaning processes. Today, across our wash sites, we are taking steps to recapture water for reuse.

We have developed processes to collect clean final rinse water, using a series of catchment trays, for use in prewashes on the line. This way, not only do we reduce freshwater consumption but we also prevent water from pooling on floors beneath conveyor systems where it could represent a health and safety risk.



# Eliminating waste at Tosca

We look to eliminate waste at every turn. That means going beyond what we can do to help customers and looking at how, internally, we can divert materials from landfill.

## Why it matters and what we are doing

Plastic has a bad reputation – from its fossil fuel origins to long-lasting environmental impacts. But not all uses of plastic are bad. Our plastic reusables can be used again and again for decades and are fully recyclable at end of life, thus harnessing the benefits of plastic’s longevity and in essence capturing the associated carbon for the long term.

At Tosca, replacing single-use systems and eliminating the associated waste is core to our business purpose. It is a purpose we are also working to realize internally – in our offices, wash centers, and supply chain.

## Zero-waste-to-landfill aspirations

While Tosca creates very little solid waste, reusing the plastic from all nonrepairable assets in new ones, we know we can always do more. We have set a global goal to achieve zero-waste-to-landfill certification by 2030.

Today, most facility waste comes from plastic shrink wrap used to protect products returned to Tosca. We are working with customers to identify mechanisms for reducing that waste. For example, in the UK, we typically replace shrink wrap with fully recyclable plastic banding for incoming dirty assets. On the flip side, we are also looking at alternatives to using shrink wrap when sending clean assets to our customers – balancing their waste-reduction needs against requirements to ensure cleanliness.

Other significant waste streams include labels on incoming assets, cardboard, and broken wooden pallets. In our cheese box operations, treatment of the metal frames to allow their reuse produces a limited quantity of hazardous waste.

Empty chemical containers and good wooden pallets are returned to vendors. Damaged assets are repaired wherever possible and placed back into rotation. Those beyond fixing are reground in-house or by a 3rd party, with regrind primarily used in new Tosca assets. This way, not only do we reduce waste, we also ensure a steady supply of food-safe, recycled material to offset virgin plastic requirements.

In addition, we are constantly researching the ability to include waste generated by others, such as other useful plastic, as well as nature-based waste, into our assets. In this way, we are living our mission of “eliminating waste at every turn” and being a true part of the circular economy.

To achieve our zero-waste-to-landfill goal, we are developing a targeted waste-reduction strategy for implementation in 2023. And, in our offices, we have established a 2030 goal of being 100% paperless.

### 2021 waste management at Tosca (metric tons)

Total waste generated	184.06
Hazardous waste generated	0.06
Waste-to-landfill	184.06
Total diverted from landfill	
Plastic waste	100%
Wooden pallets	100%
Wood panels from cheese boxes	100%

## Our impact

**100% of total plastic asset waste is diverted from landfill; it is predominantly reused to create new Tosca assets**



## Giving old boxes new life

Tosca is the US market leader in the reusable container solution for the cheese industry – the 640 cheese box. These boxes, used to age and transport 640 pounds of cheese, comprise a metal frame that supports waxed panels made from forest stewardship-certified wood. The panels are refreshed through a process of wax removal, washing, and rewaxing. We can then reuse them in our cheese boxes time and again – for up to 15 years on average. They are only replaced when they are no longer structurally sound.

At the end of their useful life, the box’s metal supports are recycled, but the panels are sent for a novel reuse purpose – beehive construction. The wax used to enhance cheese box performance also helps preserve hives against weather impacts and protects the bees from disease – two reasons our waste panels are highly sought after.

## Creating a more responsible supply chain

We want to help customers build the most efficient, sustainable supply chains. That starts with embedding sustainability in our own supply chains, working with suppliers who share our commitment to responsible operations as partners.

### Why it matters and what we are doing

We believe in delivering end-to-end benefits for customers. As just one part of their supply chain, we in turn must partner with suppliers who are as passionate about ESG as we are. We maintain close supplier relationships, collaborating on solutions that create shared positive impact.

### Encouraging an ESG mindset

All suppliers who work with Tosca must comply with applicable regulations and legislation. Beyond that, we have a Supplier Code of Conduct that details our ESG management expectations, which all critical suppliers must sign.

To monitor performance, we request annual self-assessments from critical suppliers. This is particularly important for understanding if they meet Tosca's required food safety standards, and provides an opportunity for exploring suppliers' environmental and social sustainability approaches.

### The future of supply chain management at Tosca

Our Supplier Code of Conduct promotes a strong foundation for vendor ESG performance, which we are enhancing through global processes for selecting, onboarding, and auditing suppliers.

We will also support existing suppliers to understand where they are in their ESG journeys and develop our supply chain management system to drive collective action against shared sustainability goals.



Tosca CR3 pallets manufactured by Craemer



Craemer partnered with Tosca from the early beginnings of their pallet pooling business. Sound know-how and decades of experience have gone into our development and manufacture of top-quality plastic products. Together with Tosca, we have created load carriers that can complete an exceptionally high number of trips over their service life, which is key to continually reducing the environmental footprint of the services they provide. Craemer's commitment to quality at every level translates into the extreme durability of pallets and load carriers we deliver to Tosca."

**Thomas Goebel**, Vice President, Craemer





## Partnering on environmental protection

Supplier partnerships provide valuable opportunities to harness collective expertise in developing practices. Tosca outsources all transportation requirements to 3rd party logistics companies. This is overseen in the US by a transportation management company and in EMEA by in-house transportation management staff who focus on optimizing distribution processes.

Globally, we work with a select group of 3rd party manufacturers and wash centers. Our in-house manufacturing team works closely with our manufacturing suppliers to ensure compliance with our design specifications.

More recently that has expanded to aligning our sustainability activities and expectations. We are currently working with them on energy-efficiency and renewable energy opportunities as well as LCAs, with a focus on ultimately reducing the environmental footprint of Tosca's service offerings.

We also collaborate on product developments, including:

- Researching the viability of replacing fossil-fuel-based raw materials with renewables, recycled materials, and biomaterials
- Lowering product weight and increasing durability while maintaining required strength specifications

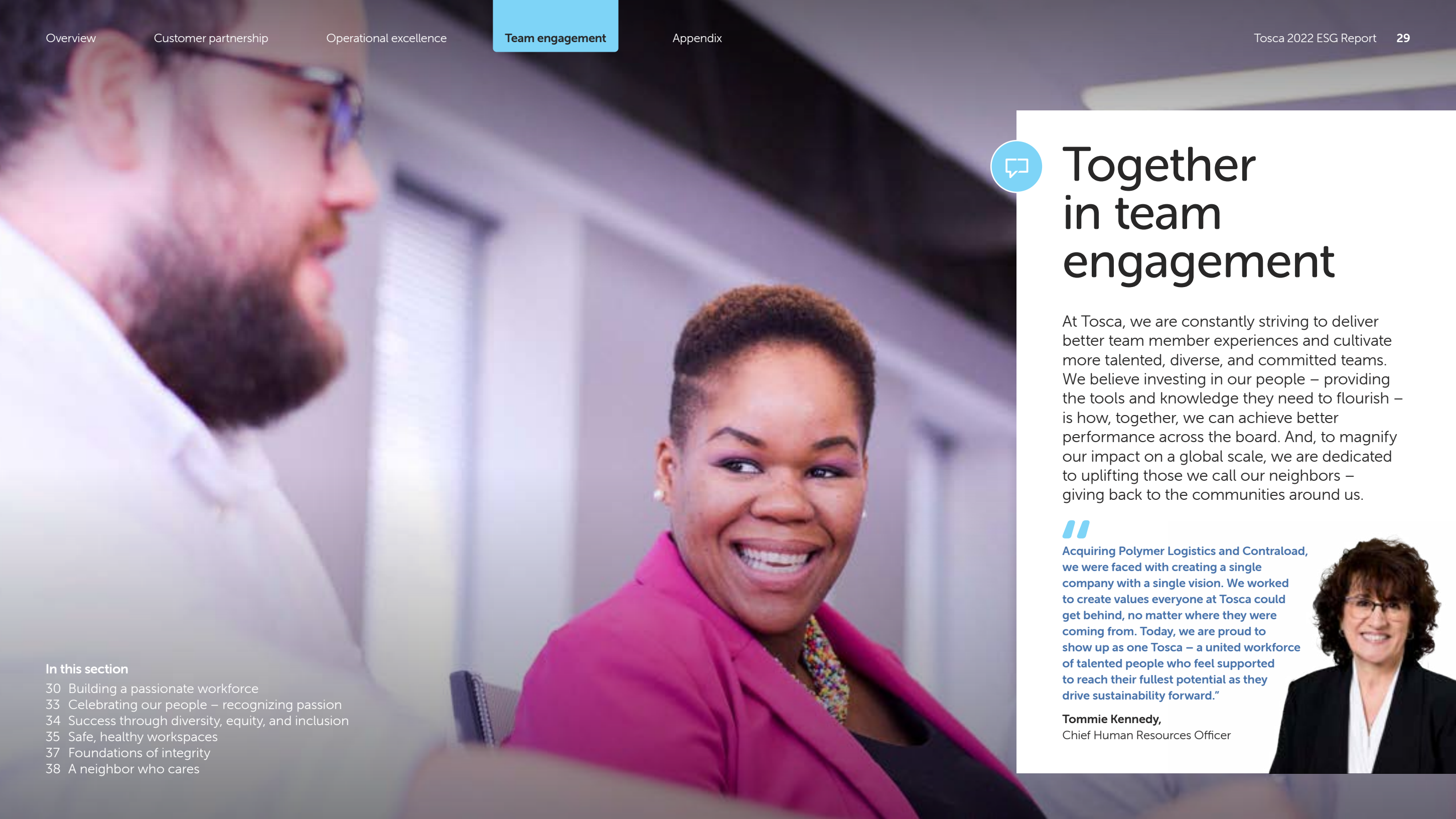
Starting in 2023, we will work with our 3rd party wash centers in the same way. They operate in several ways: full service, shared service, or performing work using Tosca-owned equipment.



Rehrig Pacific has been manufacturing durable, reusable products since 1913, and for more than 20 years has been proudly manufacturing RPCs for Tosca. Using an LCA approach – which we are developing in collaboration with customers such as Tosca – we are ever strengthening the key principles of a circular economy approach, including designing out waste and pollution, and keeping products and materials in use for as long as possible. Our partnership with Tosca embodies these principles, with RPCs pooled and reused many times across multiple supply chains. Each use of an RPC helps deliver goods with increased efficiency for all participants. In 2021, we supplied Tosca with over 2.9 million RPCs that reduced waste and emissions in meat, eggs, and fresh produce verticals. We are excited to further this collaboration to develop even more sustainable solutions.”

**Jonathan North,**  
Vice President of Sustainability, Rehrig Pacific





# Together in team engagement

At Tosca, we are constantly striving to deliver better team member experiences and cultivate more talented, diverse, and committed teams. We believe investing in our people – providing the tools and knowledge they need to flourish – is how, together, we can achieve better performance across the board. And, to magnify our impact on a global scale, we are dedicated to uplifting those we call our neighbors – giving back to the communities around us.



Acquiring Polymer Logistics and Contraload, we were faced with creating a single company with a single vision. We worked to create values everyone at Tosca could get behind, no matter where they were coming from. Today, we are proud to show up as one Tosca – a united workforce of talented people who feel supported to reach their fullest potential as they drive sustainability forward.”

**Tommie Kennedy,**  
Chief Human Resources Officer



### In this section

- 30 Building a passionate workforce
- 33 Celebrating our people – recognizing passion
- 34 Success through diversity, equity, and inclusion
- 35 Safe, healthy workspaces
- 37 Foundations of integrity
- 38 A neighbor who cares





**Together in team engagement**  
At a glance

**The issues that matter**

- Occupational health and safety
- Workforce retention
- Local community
- Diversity, equity, and inclusion
- Ethics and transparency

**UN SDGs**

- 4. Quality Education
- 5. Gender Equality
- 8. Decent Work and Economic Growth
- 16. Peace, Justice and Strong Institutions

## Building a passionate workforce

Great teams are built around great talent that is nurtured and developed through engagement and support. At Tosca we have a global team of passionate people committed to delivering our vision.

### Why it matters and what we are doing

We exist to deliver effective, efficient, and innovative reusable solutions that optimize supply chains. We can only do this if we create teams of talented, engaged people. So we focus on selecting the right people and empowering them through providing skills, career opportunities, benefits, feedback mechanisms, and occasions to come together to celebrate and have fun.



We celebrated Tosca's birthday on June 26 during the inaugural Tosca Sustainability Week. Each day covered a new ESG topic, and activities were organized for team members globally to get involved.

<sup>10</sup> Tosca 101 is available for anyone with a Tosca email address.

### Bringing the best talent on board

Identifying the right people starts with not only how we establish the necessary skills for a position but how that position relates to our vision, values, and sustainability strategy. We have defined candidate selection and interview processes that work on eliminating bias and identifying the best candidate for the role.

This approach also applies to our global internship program, where we give students hands-on industry experience. In Europe, we also offer a trainees program that lets junior team members explore different roles, shifting jobs every six to eight months to discover the various facets of our operations.

All new team members are introduced to our company through our Tosca 101 onboarding processes, which ensure our sustainability priorities are made clear to new hires.<sup>10</sup>

### One Tosca, better together

While Tosca operates across various localities, we show up as a unified company. Through our One Tosca approach, we are engaging team members in a single mission, vision, and set of values. By doing so, we help them feel part of a global movement – a geographically separated workforce connected by a shared passion for sustainability.

### From the start

Andrea Espinoza is a Supply Chain Trainee working in Tosca's EMEA HQ in Aartselaar, Belgium. Tosca's innovative and sustainable approach to pooled reusable asset solutions impressed her so much that she decided she wanted to be part of our team.

Since joining Tosca, Andrea has enjoyed the opportunity to think outside the box and solve our clients' often complex supply chain problems. She agrees that Tosca is the right

place for anyone who is passionate about creating value and learning from industry experts, and who gets excited by supply chain innovation – especially when it's kinder to the planet.

Andrea is looking forward to a bright future at Tosca.

*"I see myself taking on additional responsibilities and adding as much value as possible to the team I joined."*

**Andrea Espinoza,**  
Supply Chain Trainee



## Building a career with Tosca

Today, Greg Dean is Regional Director of Operations for the North America Central Region, but he joined Tosca 20 years ago as a temp on the wash line. Since then, he has risen through the ranks – from General Production Operator to Team Lead, to Supervisor, to General Manager – to where he is today.



I have loved being part of Tosca because I have been given many opportunities to grow with the company. When I started, Tosca was much smaller, with only two locations. I have gotten to see it grow into a global company with so many great people. My advice to team members looking to grow with the company is to be ready to lean in when the opportunity arises. Tosca is a great place for that."

**Greg Dean,**  
Regional Director, Operations,  
North America Central Region



## Driving people development

From recruitment on, we are invested in team members' success, creating clear paths for career progression and providing the resources people need to stay on those paths. These include purposefully constructed development programs designed to create lasting value. We have introduced, and are driving global adoption of, SAP SuccessFactors, a cloud-based software which enables our goal-setting and performance-management processes, and aids managers in working with team members to identify precisely what team members need to achieve their full potential.

### 2030 TARGET

## Team member career development and upskilling to support technological and other operational advancements

In 2021 we launched a learning management system (LMS) and training library that houses both job-specific training and mandatory training on policies and topics such as HSE, our Code of Conduct, and anti-bribery and corruption, as well as softer skills such as fair employment practices, anti-discrimination/harassment, and financial integrity. Over 1,220 team members attended one or more training sessions, with an average of five training hours per learner.

The LMS also hosts career path training such as supervisor training, and an upskilling program to equip maintenance technicians with the robotics and automation knowledge needed to operate increasingly sophisticated technologies.<sup>11</sup> Beyond what we offer internally we provide education reimbursements for professional development to anyone in the company.

We truly enjoy promoting team members from within, and several of our staff have progressed up through the ranks, bringing their experience with them. A 2030 target of ours is to achieve a greater retention rate of team members with over five years' tenure.

Reaching this goal has become somewhat harder since the pandemic as employment preferences have changed. Throughout the pandemic we strived to support our team members both in our wash centers and in our depots across the globe as COVID-19 affected them and their families. Many of the positive things we implemented remain in place, while we are reinstating some of the engagement activities we routinely implemented before, such as team breakfasts and lunches, and joint celebrations.



<sup>11</sup> Introduced in early 2022.



### Understanding what team members want

We know that the work in our wash centers and depots is physically hard and at the corporate level the work intensity in parts of our organization can be significant. Understanding how our team members are feeling, what drives them, and how they can be better supported is given a high priority in Tosca.

Throughout 2021, we conducted global goal-setting and performance reviews. In early 2022, we conducted our first company-wide talent reviews to analyze annual progress and ways

to nurture potential. These reviews also create space to identify the need for extra support.

In addition, we performed a company-wide materiality assessment to establish the ESG priorities of our workforce. This encompassed our operational facilities as well as corporate offices and was presented in all relevant team member languages.

We also perform annual surveys to gauge workforce satisfaction. For 2022, we are using the Gallup Q12 engagement survey system, an internationally recognized survey that will help benchmark Tosca's progress against peers.

And we often conduct mid-year pulse surveys of salaried staff. Our 2021 pulse survey received 90% global participation, with feedback indicating areas for improvement such as developing increasingly competitive compensation packages. However, it also highlighted that 75% of team members were happy in their workspaces and 64% felt opportunities for career progression were clear.

### Wellbeing benefits

Many of the findings of the surveys result in the adoption of new practices or direct support, for example the expansion of benefits. Being a global company means the benefits we provide vary across locations due to local and regulatory landscapes. But we are always looking to see where we can replicate benefits across all of our operations. For example, in support of mental wellbeing, we offer two US team member assistance programs with on-demand mental health services. We are now looking to incorporate similar resources into European benefits.

We consistently offer benefits such as flexible schedules, paid tuition, and baby bonuses. In North America, our 401(k) plan matches 100% of team member contributions up to 6% of their salary. In Europe, we aim to provide very attractive benefits, varying our offering based on country requirements and local expectations.



Results of the ESG materiality survey performed at our Salinas, CA, USA, wash site: Spanish version



### Supporting our team during complex times

During the early stages of the pandemic corporate team members were invited to borrow office chairs and monitors to set up effective home-working stations, while processes were established for requesting and receiving office supplies.

To create a sense of togetherness, Tosca hosted virtual events like happy hours, exercise classes, and even a cooking class, keeping team members socially connected throughout the pandemic.

## Celebrating our people – recognizing passion

People reach their full potential when they feel their best. And being well informed, being recognized for a job well done, and having time to celebrate together help with that feeling.

### Keeping our team members informed

We share information on the organization through two defined resources – Tosca Table, our digital internal communications platform, and Talk Tosca, our company newsletter. In the US we also have Tosca TV, which provides information at the wash center level to our production team members.

In this way we can communicate important information across the organization and generally raise awareness of specific topics. This includes communicating on important ESG topics, and examples of these include:

- Days of global note, such as World Water Day and World Day Against Trafficking in Persons
- Tosca's safety focus
- Career-enhancement capabilities through available training
- Code of Conduct requirements
- New hires and work anniversaries
- Sustainability initiatives
- Local holidays and global celebrations
- Recognizing team members' actions and award winners

### Recognition programs

Recognition of fellow workers and colleagues is actively supported through our internal recognition program, which encourages the sending of virtual cards for everything from birthdays to appreciation for a job well done.

Recognition of sustainability-related projects is done through the newly created Annual Sustainability Award program, where team members submit projects which have an environmental and/or social improvement benefit. Winning projects in 2022 ranged from community engagement in Atlanta, Georgia, to LED lighting upgrades in Salt Lake City, Utah, and from culture and engagement programs in Omaha, Nebraska, to creation of a "chill space" using broken wood pallets in Swadlincote, UK.

These winning projects will be submitted for the Sustainability Toscar, which is a new Toscar for 2022. The Toscars are the most sought-after recognitions across Tosca.



### The Toscars

Since 2015, Tosca has hosted an annual "Toscars" ceremony to recognize team members who go above and beyond and to celebrate those who make our vision a reality. Held virtually for the past two years, the awards see team members nominate those they believe best embody Tosca's values. We also give awards to top sales leaders, recognize a top service center, offer an impact award to an outstanding internal

department team member, and honor our best overall team member with our Pinnacle Award. Once winners are selected, two award ceremonies are held – one in North America and one in EMEA.

In 2022, we introduced two new Toscars: the Safety Toscar and the Sustainability Toscar, which reflect the importance of these issues to the company.



# Success through diversity, equity, and inclusion

Great ideas can come from anywhere; we want to develop diverse workplaces that create space for those ideas to be heard. Believing in equity, we also want to provide people with what they need to succeed. And as a company dedicated to valuing differences, we strive for increasing inclusivity, reflecting the richness and variety of our team members and surrounding communities.

**2030 TARGET**  
**50%**  
**representation of women in workforce**

## Why it matters and what we are doing

Diverse, equitable, and inclusive (DEI) workplaces create better, more progressive companies. With operations in over 10 countries, we know bringing together diverse people in an equitable and inclusive atmosphere is key to our success.

## Equal opportunities for all

We believe in equal opportunities – regardless of personal circumstances, beliefs or backgrounds – and driving more diverse representation at all company levels. We maintain an equal employment opportunity approach<sup>12</sup> that governs all aspects of employment, including:

- Hiring
- Training
- Job assignment and progression
- Pay rates
- Termination and transfers

DEI is a key part of our Tosca Code of Conduct and all Tosca team members are educated on our Code of Conduct on an annual basis. During our onboarding process, new starters receive training on promoting a more equitable, harassment-free work environment for all. Training on DEI issues is something we plan to expand significantly going forward.

Celebrating International Women’s Day 2022

## Representation at every level

By 2030, we aim for at least 50% of Tosca team members to be women, and for team members from minority groups to be at a percentage representative of the local population. Since 2019, we have increased female representation from 17% to 33% across the organization and we will continue finding ways to increase this across the company, with special focus on facility supervisors.

In relation to racial/minority-related diversity, based on our 2030 goals we will be focusing on understanding the percentage minority representation of the local population compared to our workforce as a starting point.

This is a particular priority in the US, so in early 2022, our North American HR team hired a Human Resources Director for whom a key focus is driving diversity and inclusion progress.

## Working toward pay parity

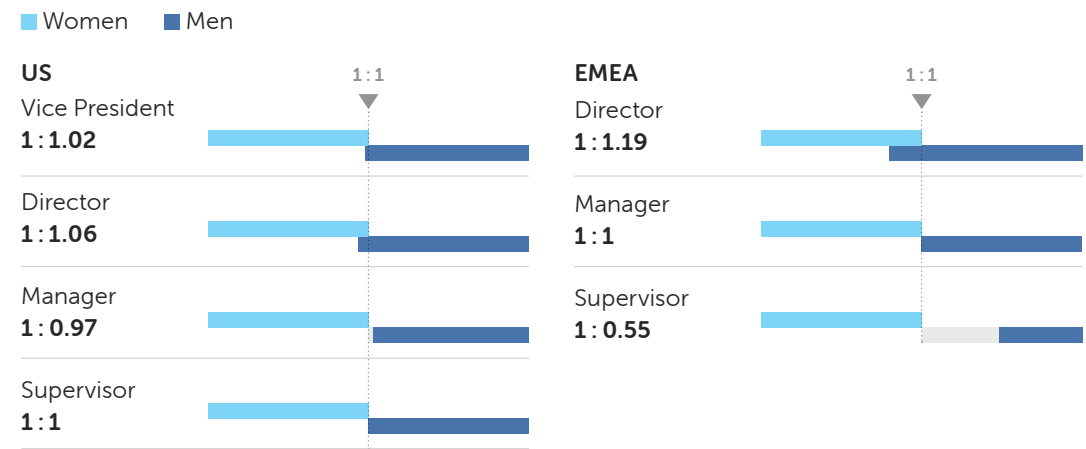
We review pay parity annually for all salaried positions, making adjustments as needed. Hourly positions are also reviewed throughout the year. Progress is reported to our board and to date, we are proud to have achieved pay parity for most company levels. We will continue working to close the remaining gaps going forward.

## 2021 female representation at Tosca (% of total)



## Pay parity ratios at Tosca

Ratio of basic salary and remuneration of women to men by each team member category at significant locations of operation.



12 In the US, this is formalized into an Equal Employment Opportunity Policy.



# Safe, healthy workspaces

Keeping team members, visitors, and contractors healthy and safe is fundamental. We have a responsibility to keep our people protected and it is one we are committed to upholding at every single Tosca site.

## Why it matters and what we are doing

Team member health and safety is Tosca's number one priority; it is our belief that all accidents are preventable. We take steps to nurture shared safety responsibility – from providing leadership oversight to embedding best practices through training.

### 2030 TARGET

Continue to protect our people, those we work with, and our customers' workforces, with an overall aim of zero occupational health and safety incidents

## A structured approach to safety management

We take a risk-based approach to health and safety management, focusing on both recurrent incidents and those more severe in nature. We maintain an incident management process that includes investigations, corrective actions, and repeat incident avoidance. In early 2022, we introduced an Environmental, Health and Safety (EHS) balanced scorecard for US operations that reviews lagging and leading indicators. The scorecard is weighted toward leading indicators that promote training, team member engagement, and management involvement.

Health and safety is the responsibility of the two company Presidents, with each being accountable for their own jurisdiction. Day-to-day oversight sits with dedicated EHS staff, with regional-level programs implemented that focus on local regulatory and risk-based requirements. At the service center level, responsibility for driving health and safety sits with the site managers but team members are encouraged to either participate in health and safety meetings or become members of an on-site safety committee. In our Israel manufacturing facility

our team members can join the monthly safety committee and be certified as "safety trustees" to help raise awareness of safety in the production environment as well as the office. These committees bring together team members and management who meet regularly and are responsible for:

- Identifying unsafe practices and conditions
- Reviewing root causes of accidents and near misses
- Making improvement recommendations

Management is also encouraged to perform regular Gemba walks.<sup>13</sup>

### Monitoring on-site compliance

Internal EHS audits ensure sites consistently comply with internal and regulatory standards. They also help advance company-wide performance by highlighting gaps in current policies and training. We recently revised our audit process in the US, developing a corrective action severity scale that sets defined timelines for completing required actions.

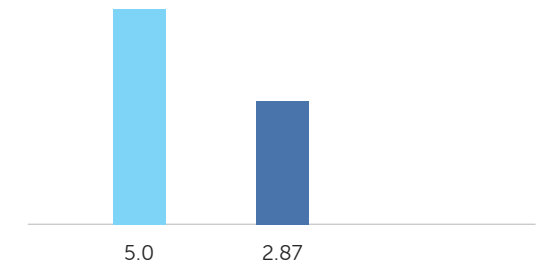
In recent years, our safety program has prioritized sprains and strains, lockout/tagout, and forklift management.

We are proud to maintain high safety standards, with annual injury and incident rates well below industry averages.

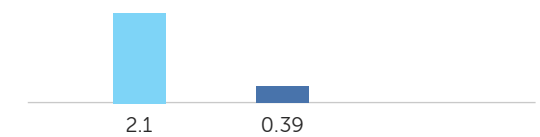
### 2021 safety performance at Tosca US facilities

● Industry average<sup>14</sup> ● 2021

Occupational injury rate



Lost-time incident rate



<sup>13</sup> Workplace walkthroughs that serve as opportunities to observe team members, ask about their tasks and identify productivity gains.  
<sup>14</sup> Source: US Bureau of Labor Statistics, For General Warehousing and Storage NAICS 49311





### Keeping people safe from the get-go

The main injuries that occur in facilities are sprains and strains from moving assets around service centers and during wash line activities. To minimize these, team members are led through a series of warmups before work begins, to get muscles flexed and ready.

We are developing a new warmup program, designed to better prepare the body for a shift of lifting and maneuvering.

### Making health and safety everyone’s responsibility

To drive company-wide EHS responsibility, we maintain health and safety policies that everyone must follow. The policies are reviewed annually by our EHS departments and updated as needed.

Site managers are responsible for communicating policy requirements and ensuring team members are trained in the required health and safety protocols associated with their work. Team member training is given prior to any job or task being implemented for the first time, which helps ensure standards are understood from the start. Refresher training is delivered as needed, including when conditions or equipment are about to change or have recently changed. Our new LMS makes it easier to track team member learning, understand what worked well, and identify areas for improvement. In this way our health and safety training becomes evermore fit for purpose.

Site managers are also encouraged to lead pre-shift meetings with a safety topic. In the US, EHS calendars are provided to site managers with suggested discussion topics that cover both at-work and at-home safety and so help people understand how to stay protected, wherever they are.

In EMEA several locations host a monthly “Spotlight on Safety,” with suggested actions to address priority areas.

In addition to the monthly health and safety activities, there is an annual Safe and Sound Week held across US operations and a global focus on health and safety during the Annual Sustainability Week. During both times team members are encouraged to submit suggestions for improving on-site safety and participate in safety-related challenges.

### Adapting to new circumstances

COVID-19 reinforced the importance of keeping team members safe while maintaining our pooling activities and supporting the movement of vital food products to retailers. From the outset, our EHS team monitored circumstances, developing and refining policies and procedures to protect team members and keep them fit and able to do their jobs.



## Foundations of integrity

To build an all together better business we must start with strong foundations – creating a shared culture of ethics and integrity.

### Why it matters and what we are doing

Tosca is part of a complex network of suppliers, retailers, customers, and distributors. We believe that to remain part of that system, we must work in ways that are responsible and protect people's rights. We are expanding protocols to drive a cross-company commitment to acting responsibly and transparently. And, to align with external movements in this space, Tosca participates in the UNGC.

### A global approach to conduct

A global company must have a global business approach. We have recently revamped our Code of Conduct to be more universally applicable – across all geographies and business levels. The new document brings together Tosca's expectations for all leaders and team members in an easy-to-read format, while allowing for tailored responses to localized issues. We are now developing training to introduce team members to the Code, helping them understand expectations and how to action these responsibilities.

### Driving actions through policy development

We have recently finalized a global anti-corruption, anti-bribery and sanctions-compliance policy, on which we will deliver training to relevant team members. The policy details our zero-tolerance stance on corrupt or illegal practices and the actions we expect team members to take to prevent bribery and corruption. It supplements the US Foreign Corrupt Practices Act and other applicable laws in jurisdictions where we operate.

#### 2030 TARGET

### Strong anti-modern-slavery programs in place internally and across our high-risk suppliers (e.g. logistics companies)

We are committed to respecting human rights, not just because it is critical to operating sustainably but because it is the right thing to do. In early 2022, we introduced a dedicated Human Rights Policy to ensure alignment internally and from suppliers, and we recently published our first UK Modern Slavery Statement, outlining our position on modern slavery, trafficking and child labor. In addition, in 2022, for the first time as One Tosca we recognized World Day Against Trafficking in Persons.

### Continually monitoring efforts

Two legal departments – one in North America and another in EMEA – monitor business ethics, with support from human resources. We also provide team members with routes to submit concerns of unethical conduct. In Europe, we maintain a whistleblowing policy, while in North America, advice is shared through the Code of Conduct. Both documents direct team members to submit concerns via a dedicated hotline.

The Tosca Ethics Hotline – a 3rd party-operated service – is confidential, available in local languages and accessible by phone or via an online portal. Every reported case is independently evaluated before being investigated by our legal or HR department, depending on complaint type. During 2021, four incidents of discrimination were reported, with each appropriately addressed.





## A neighbor who cares

We want to be a responsible corporate citizen: a company that plays a positive and proactive role in the communities that surround our operations. It is why we look for locally relevant ways – both big and small – to give back.

### Why it matters and what we are doing

The communities we operate in are more than just locations: they are our customers, our team members, our partners. They help make Tosca what it is, and we look to match this support, by giving something back through donating time, resources, or expertise.

### Local solutions to local needs

We know to deliver real benefits, we must tailor support to meet on-the-ground needs. That is why, across global operations, team members participate in various outreach programs, including:

- Donating to local food banks
- Participating in environmental cleanup events
- Supporting local children's charities
- Delivering financial aid following natural disasters and periods of national upheaval

Going forward our plan is to expand our engagement with customers in community-focused activities, working together to address local and global requirements.

### Our impact

**We support more than 15 retailers in their donations of perishable items to over 90 specific food bank locations every year through their use of Tosca RPCs. In 2021 well over 160,000 Tosca RPCs were used for such efforts**



### Being there in times of need

Our team members care about their communities; at no point is that more apparent than during times of disaster. Responding to the war in Ukraine, we established a campaign through which people could donate funds to support International Red Cross efforts. Tosca pledged to double team member contributions, maximizing impact. In EMEA, our team also helped Ukrainian families directly by giving their own time and resources, reflecting that the people who work for Tosca live the Tosca values outside of the workplace.

### Showing we care

As well as responding to specific events, we maintain two giving programs that allow team members to donate to causes close to their hearts. In the US, we established Tosca Cares – a 501(c)(3) organization. A team-member-led committee is responsible for determining how to externally distribute funds raised. Team members can also apply to Tosca Cares for funding to help them recover from crises such as illnesses, natural disasters, or other unforeseen losses.

Historically, in the former Contraload in EMEA, the company annually provided funds, with a nomination committee proposing causes to support. Typically, event selection prioritized those where team members could participate or attend in support to reinforce engagement. Moving forward, we are looking to align our two giving programs, creating global synergy in how we support important causes.



### Community support through team building

In November 2021, Tosca's senior leaders met in Orlando, Florida, to build connections between the global team following the acquisitions of Polymer Logistics and Contraload – both of which occurred when COVID-19 restrictions prevented in-person meetings.

During the event, attendees competed to build bicycles for children, many of whom are in foster care and have never used – let alone owned – a bike.

In a competition fully funded by Tosca, four teams went up against each other in a race to build bikes from parts that could only be obtained through solving a series of clues. The built bikes were then presented to Florida local Kathy Downs – also known as the "Bike Fairy" – who partners with the Legal Aid Society to distribute donated bikes through their December Bike Bonanza program.

## Looking to the future



**Michael Wasson**  
Chief Operating Officer

At Tosca, sustainability has always been at the heart of our business. It is ingrained in the reusable solutions we deliver and the pooling services we offer. And behind it all is the relentless and sincere commitment of our people – our team members, partners, and customers – to close the loop on waste while always striving for even better ways to do things. To everyone who contributes to Tosca's success, I would like to say thank you.

Now, with the launch of a defined ESG strategy, we are taking that passion for sustainability further. Ambitious 2030 goals will drive Tosca forward as we work, internally and with others, to deliver positive value for people and planet.

We may be at the beginning of a new phase in our sustainability journey but, as this inaugural ESG Report shows, we are already taking steps to be all together better. It is a strong foundation we've set, and one I'm excited to see us build on as we move toward an increasingly sustainable business.

A handwritten signature in orange ink that reads "Michael Wasson". The signature is written in a cursive, flowing style.

**Michael Wasson**  
COO





# Appendix



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# Goals and progress

## Together in customer partnership

Focus area	2030 goal	Progress to date
Enhanced product footprint	Products designed to increase product durability by 50% and be readily configurable to customer needs	We are finalizing our scrap-rate data-collation process to establish the baseline from 2022.
	Products contain >30% recycled material with virgin content increasingly comprising renewably sourced resins or replaced by bio-based alternative materials without compromising food safety	We partner with recycling companies to supply food-grade recycled material. Recycled content of non-food-contact products can be >85%.
	Water use in our wash cycles is minimized through alternative Quality and Food Safety (QFS)-approved forms of cleaning	Final rinse water is reused in the initial wash phase, replacing up to 75% of freshwater requirements throughout the wash cycle. We celebrated World Water Day for the first time as a global company.
	Maintain our leading position for QFS through continual improvement and alignment with ISO 22001, BRCGS and ISO 9001 standards	All our US locations are certified to ISO 22001, our UK operations are certified to BRCGS and ISO 9001. Our EU operations are certified to ISO 9001, and our Israel manufacturing facility is certified to ISO 9001, 14001, and 45001.
	Alternative labeling methods (including digital tracking systems) employed that minimize water and energy needs for the removal of labels	We are incorporating a wide spectrum of tracking actions from barcodes through radio-frequency identification (RFID) and Internet of Things (IoT) into our pallets, Reusable Plastic Crates (RPCs), and bulk containers to enable real-time data for traceability and other benefits. We are planning to have these options available in our complete product portfolio within the near future.
Revolutionary digitization	Proven reduction in food shrink (damage and spoilage), labor requirements, and transportation needs using our products	Tosca RPCs are used in 5,300 retail locations to move 622 million eggs annually – reducing shrink by 50%. We are looking to work with customers on projects related to food damage and spoilage to further our joint knowledge of the role of our products in food shrink reduction.
	Real-time customer ordering, tracking and reporting on products and external conditions (including temperature, humidity, shock, time in transit) via an app	We are using IoT data to allow customers to view and receive data. Our Tosca Hub already allows customers to place orders and track the routing of shipped assets. We have a robust IoT portal already in place. We are already partnering with industry-leading companies to digitize reusable pooled packaging.
	Technology-based warehouse inventory management, e.g. using drones	We are currently researching potential for drone usage.

## Together in operational excellence

Focus area	2030 goal	Progress to date
Increased operational efficiency	Automated processes in place in 100% of Tosca-operated locations	Automated processes are in place in 70% of Tosca-operated facilities.
	QFS-approved waterless and/or chemical-free sanitation mechanism routinely in operation	We are currently researching alternative methods for keeping our products sanitized/microbe-free.
	Reduction in time to produce pooled assets by 30%	Research is underway.
Minimizing greenhouse gas (GHG) emissions	42% reduction in Scope 1 and 2 absolute emissions from a 2021 baseline (1.5 degree scenario (1.5C)) through the following:	
	– 100% of facilities with LED lights in largest-footprint areas (wash areas, warehouse areas, and corporate offices) operated by motion sensors	44% of our facilities already have LED lights and motion sensors in place in their largest-footprint areas.
	– Electrification of all supporting equipment (e.g. forklifts, pallet movers, and scissor lifts) and supporting infrastructure in place	38% of our equipment fleet is already electric.
	– Solar panels in place on largest facilities (32% of all facilities) and remaining electricity 100% renewably sourced (where available)	Solar panels have been installed in the new Sint-Niklaas, Belgium, facility, providing more than sufficient electricity in the summer months and allowing electricity to be sold back to the grid.
	– 100% paperless offices unless business critical/legally required, eliminating need for printers	We are minimizing printed literature, preferring to share information electronically with our customers.
	– Energy-efficiency actions routinely employed (e.g. turning off equipment when not in use)	A more focused approach supported by technology and education is being developed. Cold water wash is being trialed in certain locations to assess whether we can eliminate heating of water, thus reducing energy use. Computers and screens in corporate offices are set to sleep mode and hibernation mode on preset schedules to reduce their energy demands to a minimum.



Focus area	2030 goal	Progress to date
Minimizing greenhouse gas (GHG) emissions (continued)	– Physical IT servers eliminated – all data management performed in the cloud	100% back-end servers eliminated. All server activity is in the cloud.
	– 100% hybrid working at minimal-space corporate locations, utilizing hoteling/hot-desking where appropriate	100% of corporate staff currently work a hybrid schedule. We have a Remote Work Policy and Procedure in place in the USA and policies/formalized annexes to employment agreements in Belgium and Italy.
	Scope 3 (supply chain) emissions are fully understood, and science-based targets established through:	
	– Intermodal systems used for transporting goods where options exist	We work with suppliers to implement intermodal systems for transportation in some areas but know there are opportunities for improvement across the global organization.
	– Increased use of renewable- or electric-fueled vehicles where practical	Initiating exploration of opportunities with our logistics providers.
	– Increased use of public transportation, green commuting, pooled community, and hot parking for commuting	Where we provide company cars, electric or hybrid vehicles are provided as equivalent options to fossil-fuel cars. In some areas of Europe, we provide incentives for use of bikes or public transportation over company vehicles, even where there is no regulatory requirement to do so.
	– Product weight reduced or stack efficiency improved to enable more energy-efficient transportation, easier handling, and more goods transported per truck	All of our RPCs and bins are stackable. We launched our nestable, rackable pallet NeRa, which allows for better stacking of empty products and thus more products to be transported in one go, reducing the number of trucks required.
Zero-waste-to-landfill	– Prioritization of locally based raw material/recycled material suppliers to minimize transportation distances	We reviewed our global supplier list with a focus on streamlining providers, enabling better control over pricing and transportation distances – local supply capabilities were part of the evaluation.
	100% of facilities (wash centers, depots, and offices) are certified as zero-waste-to-landfill	Customers in EMEA are agreeing to the use of banding over plastic wrap for transportation of clean and dirty products to and from Tosca facilities.
Working ethically	Routinely recycling our own useful plastic and nature-based waste into products, as well as that of our customers	We recycle 100% of products that can no longer be repaired.
	Strong anti-modern-slavery programs in place internally and across our high-risk suppliers (e.g. logistics companies)	Our first UK Modern Slavery Statement has been released. We recognized the World Day Against Trafficking in Persons as a global company. Our <a href="#">Supplier Code of Conduct</a> identifies requirements and expectations around modern slavery.

## Together in team engagement

Focus area	2030 goal	Progress to date
Good corporate citizenship	Focused charitable donations supporting local needs and local or global disaster relief efforts	Through Tosca Cares, we supported the Ukraine crisis, doubling contributions made by Tosca team members.
Workforce enhancement	Protecting our people, those we work with, and our customers' workforces: zero occupational health and safety incidents	As the majority of our incidents revolve around strains and muscle issues relating to the physical nature of work in our wash centers and depots, we have ever-improving pre-shift warmup exercises for our staff. We introduced a balanced scorecard in the US to help our locations monitor incident management and track implementation of improvement programs.
	Team member career development and upskilling to support technological and other operational advancements, resulting in increased retention of staff with more than five years of service	We have implemented targeted training for team members through our new Learning Management System (LMS).
	A work environment free from racial, cultural, gender-based, or any other discrimination/biases, with a minimum of 50% women and minorities represented at a percentage on a par with the local population at all levels within the organization	Our Executive Leadership Team is 25% women, as is our Senior Leadership team. Pay parity has been the primary focus to date.
	Embedding wellness and mental health support in our benefits packages across the globe	Our US benefits program includes wellness and mental health support as part of the core benefits package.

## Data tables

Description	Unit of Measure	2021
<b>General Data</b>		
Primary sector of operations	Text	Services
Primary industry of operations	Text	Leasing and sale of reusable plastic packaging products
Total number of full time employees (FTE)	#	1,614
Total number of hours worked (operating hours)	#	2,793,350
Total square feet of Tosca-operated facilities	Sq. ft.	2,026,787
<b>Revenue</b>		
Percentage of revenue from products that are reusable, recyclable, and/or compostable	%	100
<b>Raw Materials</b>		
Percentage of raw materials from recycled content	Percentage (%) by weight	24
Percentage of raw materials from renewable resources	% by weight	0
Percentage of raw materials from renewable and recycled content	% by weight	24
<b>Governance</b>		
Total number of independent board members on the (supervisory) board		9
Total number of independent board members on the Audit Committee		1
Cybersecurity incidents that required notification to authorities or customers		0
<b>Quality and Food Safety</b>		
Number of recalls issued, total units recalled	#	0
Total number of incidents of noncompliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period	#	0
Number of food safety ATP <sup>1</sup> tests performed in Tosca-operated facilities	#	15,260
<b>Biodiversity/Impact</b>		
Number of locations owned, leased, or managed in or adjacent to protected areas	#	0

Description	Unit of Measure	2021
<b>Energy</b>		
Total energy consumed (Scope 1 and 2)	Gigajoules (GJ)	1,352,226
Total energy from natural gas use	GJ	303,411
Total energy from propane use	GJ	38,533
Total energy from electricity	GJ	1,009,876
Total natural gas used	Megawatt-hours (MWh)	84,280
Total propane used	MWh	10,703
Total electricity used	MWh	28,052
Consumption of purchased or acquired renewable electricity from grid	MWh	5,039
Consumption of purchased or acquired nonrenewable electricity from grid	MWh	23,013
Total self-generated energy (landlord)	GJ	1,170
Total self-generated energy from renewables (landlord)	MWh	325
Total self-generated energy (landlord) sold to the grid	MWh	212
Total self-generated energy (landlord) used on site	MWh	113
Percentage of electricity provided by the grid	(%)	97.81
Percentage of electricity provided by the grid that is renewable	%	18
Percentage of electricity provided by direct renewable energy sources	%	2.19
Energy intensity (total revenue) Scope 1 and 2	Ratio	0.00270
Energy intensity (total working hours) Scope 1 and 2	Ratio	0.48
Energy intensity (total FTE) Scope 1 and 2	Ratio	838
<b>Emissions<sup>2,3</sup></b>		
Global Scope 1 emissions	Metric tons (t) CO <sub>2</sub> e	20,008
Global Scope 2 emissions	tCO <sub>2</sub> e	12,618
Global Scope 3 emissions	tCO <sub>2</sub> e	137,145
GHG emissions intensity Scope 1 by revenue	Ratio	0.000040

Where GRI or SASB Metrics are not reported in this table, it means they do not apply to our operations.

<sup>1</sup> Adenosine triphosphate (ATP) levels are measured during the wash cycle at least once per shift to detect organic matter. If levels are above limits, products are removed, segregated, and placed on hold until rewashed or released.

<sup>2</sup> Emissions derived using the GHG Protocol: Corporate Accounting and Reporting Standard – World Resources Institute and the World Business Council for Sustainable Development.

<sup>3</sup> Scope 3 emissions product goods and services cradle-to-gate emissions are based on estimations derived from spend. Upstream and downstream transportation emissions were based on actual travel and distance for the US business only. Waste emissions were calculated using actual or estimated tonnage. Scope 3 emissions also exclude employee commuting associated with wash centers.



Description	Unit of Measure	2021
GHG emissions intensity Scope 1 by operating hours	Ratio	0.0072
GHG emissions intensity Scope 1 by FTE	Ratio	12.397
GHG emissions intensity Scope 2 by revenue	Ratio	0.000025
GHG emissions intensity Scope 2 by operating hours	Ratio	0.0045
GHG emissions intensity Scope 2 by FTE	Ratio	7.82
GHG emissions intensity Scope 3 by revenue	Ratio	0.000274
Gross global Scope 1 and 2 emissions	tCO <sub>2</sub> e	32,626
Gross global Scope 1, 2, and 3 emissions <sup>4</sup>	tCO <sub>2</sub> e	169,771
Gross global Scope 1 and 2 emissions intensity by revenue	tCO <sub>2</sub> e	0.000065252
Gross global Scope 1 and 2 emissions intensity by operating hour	tCO <sub>2</sub> e	0.012
Gross global Scope 1 and 2 emissions intensity by FTE	tCO <sub>2</sub> e	20,214
Gross global Scope 1 and 2 emissions intensity per square foot (facilities)	tCO <sub>2</sub> e	0.016
Total emissions from natural gas use	tCO <sub>2</sub> e	17,656
Total emissions from propane use	tCO <sub>2</sub> e	2,352
Total emissions from electricity	tCO <sub>2</sub> e	12,618
<b>Waste</b>		
Total weight of hazardous waste generated	Metric tons (t)	0.06
Total weight of waste generated <sup>5</sup>	t	184.06
Total amount of plastic waste diverted from disposal – assets returned to Tosca facilities	%	100
Total amount of wood pallets diverted from disposal	%	100
Total weight of waste going to disposal <sup>5</sup>	t	184.06
Total weight of wood pallets going to disposal	t	0
Total weight of nonhazardous waste directed to landfill	t	184
Total weight of waste sent for reuse by waste type	t	All pallets and chemical containers
<b>Water</b>		
Volume of water consumed <sup>6</sup>	Thousand cubic meters (m <sup>3</sup> )	228.77
Volume of water withdrawn <sup>6</sup>	Thousand m <sup>3</sup>	228.77

<sup>4</sup> Total emissions includes GHG emissions from Scopes 1, 2, and 3 (categories 1, 4, 5, 6, 7, and 9).

<sup>5</sup> US data only.

<sup>6</sup> Based on only 33% of locations.

<sup>7</sup> Based on incoming water and loss not reported.

Description	Unit of Measure	2021
Percentage of locations in areas of high or extremely high baseline water stress	%	34%
Number of incidents of noncompliance associated with water quality permits, standards, and regulations	#	1
Total water withdrawn from 3rd party (mains/city water) <sup>6</sup>	Thousand m <sup>3</sup>	228.77
Total water discharged to 3rd party (mains/city water) <sup>7</sup>	Thousand m <sup>3</sup>	228.77
<b>Material Usage</b>		
Percentage of recycled input materials	%	Depends on product and geography: ranges from >85% in our European circular pallet and >30% in our UK products to 0% in other areas
Reclaimed products and their packaging materials	%	100%
Total wood fiber procured, percentage from certified sources	%	100%
<b>Supply Chain</b>		
Number of Tier 1 suppliers US	#	1,300
Number of Tier 1 suppliers EMEA	#	2,018
Number of Tier 1 suppliers Manufacturing	#	1,119
<b>Health and Safety</b>		
Percentage of employees covered by an occupational Health and Safety Management System	%	100
Number of fatalities due to work-related injuries	#	0
Number of recordable work-related injuries – employees	#	51
Rate of recordable work-related injuries – employees	Rate	3.09
Industry standard accident rate	Rate	5
Number of days lost due to illness	#	50
Lost time incident rate <sup>5</sup>	Rate	0.39
Fines or penalties for HSE noncompliance	USD	5,266
<b>Employee Information</b>		
Percentage of employees responding to employee survey	%	90
Number of new hires resulting from business acquisition (M&A activity)	#	0

Description	Unit of Measure	2021
Total number of new employee hires over period by gender	#	Female – 448 Male – 907
Total number of new employee hires over period by age	#	18 to 25 – 362 26 to 35 – 483 36 to 49 – 363 50 and over – 147
Percentage of employees covered by collective bargaining	%	4.4%
Total number of employees taking parental leave that returned to work	#	3
<b>Diversity, Equity, and Inclusion</b>		
Total number of male employees (FTE)	#	1,137
Total number of female employees (FTE)	#	477
Female employees as a percentage of total workforce	%	30
Female members (C-suite diversity)	%	33
Nonmale employees (i.e. female, nonbinary, and other) in management positions with more than two direct reports	%	20%
Percentage of employees [female] who received a regular performance and career-development review	%	US – 29.4% EMEA – 42.3%
Percentage of employees [male] who received a regular performance and career-development review	%	US – 70.6% EMEA – 57.8%
Women in senior leadership	%	33%
Ethnic groups in senior leadership <sup>5</sup>	%	100% White
Women in management positions	%	23%
Ethnic groups in management positions <sup>5</sup>	%	Asian – 3% Black or African American – 4% Hispanic or Latino – 8% Native Hawaiian or Other Pacific Island – 3% White – 82%
Ethnic groups in management positions in wash centers <sup>5</sup>	%	Black or African American – 0% Hispanic or Latino – 25% Native Hawaiian or Other Pacific Island – 6% White – 69%







Description	Unit of Measure	2021
Women in supervisor positions	%	8%
Ethnic groups in supervisor positions <sup>5</sup>	%	Black or African American – 13% Hispanic or Latino – 27% Native Hawaiian or Other Pacific Island – 5% Two or More Races – 3.33% White – 50%
Employees by age group	%	18 to 25 – 12.81% 26 to 35 – 26.75% 36 to 49 – 37.64% 50 and over – 22.8%
Ratio of basic salary and remuneration of women to men by each employee category at significant locations of operation	Ratio	USA VP – 1 : 1.02 Director – 1 : 1.06 Manager – 1 : 0.97 Supervisor – 1 : 1 Nonexempt – 1 : 1.07 EMEA Director – 1 : 1.19 Manager – 1 : 1 Supervisor – 1 : 0.55
Total number of identified incidents involving the rights of Indigenous peoples	#	0
<b>Training</b>		
Employees receiving training on the Tosca <a href="#">Code of Conduct</a>	%	US – 100% included in Employee Handbook given to all team members EMEA – Training was conducted in 2021 but no monitoring of the number of participants was conducted
Average training hours per learner	#	5
Number of staff attending one or more trainings	#	1,224
<b>Ethics</b>		
Employees communicated with or trained on anti-bribery and corruption policies and procedures	%	100
Total number of incidents of discrimination reported	#	4
Total number of incidents of discrimination addressed	#	4




5 US data only.



# United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) were adopted by the global community in 2015. In 2021, Tosca undertook an exercise to map our material sustainability topics and relevant metrics to the SDGs, assessing alignment with the priorities of policymakers and other stakeholders. The results of this exercise are shown below.

Material Topic	UN SDG	Rationale
Food Shrink Waste Reduction Local Community Supply Chain	 Target 2.1 – Universal access to safe and nutritious food	Using RPCs to protect food during transportation and bringing it to markets far from point of growth thus enabling greater access to food while retaining its nutritious state.
Workforce Retention Local Community Occupational Health and Safety	 Target 4.4 – Increase the number of people with relevant skills for financial success	Providing training and succession planning within the organization to improve the skill set of the workforce and each individual.
Ethics Workforce Retention Supply Chain Local Community	 Target 5.1 – End discrimination against women and girls Target 5.5 – Ensure full participation in leadership and decision-making	Increasing the percentage of women in the workforce and in managerial and senior leadership positions.
Water Use Supply Chain Local Community	 Target 6.4 – Increase water use efficiency and ensure freshwater suppliers	Implementing water-use-reduction targets and solutions, with a special focus in water-stressed areas.
Energy Use GHG Emissions and Climate Change Supply Chain Local Community	 Target 7.3 – Double the improvement in energy efficiency	Implementing energy-reduction targets and solutions with special focus on energy efficiency and use of renewables to reduce pressure on the energy infrastructure.
Workforce Retention Ethics Occupational Health and Safety Supply Chain Local Community	 Target 8.5 – Full employment and decent work with equal pay Target 8.7 – End modern slavery, trafficking and child labour Target 8.8 – Protect labour rights and promote safe working environments	Providing job opportunities without discrimination and with a fair wage. Implementing actions against modern slavery and child labor for ourselves and our suppliers. Providing a safe, healthy, and secure working environment while enabling labor rights.

Material Topic	UN SDG	Rationale
Reuse/Recycling of Containers Food Shrink GHG Emissions and Climate Change Energy Use Waste Reduction Product Footprint Occupational Health and Safety Supply Chain Cybersecurity Certification	 Target 9.1 – Develop sustainable, resilient and inclusive infrastructures Target 9.2 – Promote inclusive and sustainable industrialization Target 9.4 – Upgrade all industries and infrastructures for sustainability Target 9.5 – Enhance research and upgrade industrial technologies	Creating and utilizing RPCs and other reusable plastic packaging systems to reduce single-use packaging resulting in a reduced need for transportation, landfill sites, water, and energy, which in turn reduces pressure on existing infrastructure and the need for new additions, which are both costly and have their own associated environmental and social impacts.
Waste Management Reuse/Recycling of containers Food Shrink Occupational Health and Safety Supply Chain	 Target 12.2 – Sustainable management and use of natural resources Target 12.3 – Halve global per capita food waste Target 12.4 – Responsible management of chemicals and waste Target 12.5 – Substantially reduce waste generation Target 12.6 – Encourage companies to adopt sustainable practices and sustainability reporting	Utilizing RPCs and other reusable plastic packaging systems to reduce single-use packaging, protect food in transit thus reducing shrink and damage, recycling and reuse of scrap plastic in new containers, and reporting on progress through the UNGC Communication on Progress and an annual sustainability report.
Ethics Supply Chain	 Target 16.5 – Substantially reduce corruption and bribery	Implementing and enforcing anti-bribery and corruption policies, communicating through the Tosca Code of Conduct, and training of relevant Tosca team members.

## Sustainability Accounting Standards Board (SASB)

SASB was created in 2011 to guide companies in disclosing financially material sustainability information. SASB is now part of the Value Reporting Foundation (VRF). Below we provide specific disclosures and references to where our reporting aligns with the SASB Sustainability Accounting Standard for Containers & Packaging.

SASB Topic	Accounting Metric	Code	Page Number/Reference
Greenhouse Gas Emissions	Gross global Scope 1 emissions, percentage covered under emissions-limiting regulations	RT-CP-110a.2	22, 43
	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	RT-CP-110a.2	21, 22, 23
Air Quality	Air emissions of the following pollutants: (1) NO <sub>x</sub> (excluding N <sub>2</sub> O), (2) SO <sub>x</sub> , (3) volatile organic compounds (VOCs), and (4) particulate matter (PM)	RT-CP-120a.1	Not currently calculated
Energy Management	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable, (4) total self-generated energy	RT-CP-130a.1	23, 43
Water Management	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	RT-CP-140a.1	25, 44
	Description of water management risks and discussion of strategies and practices to mitigate those risks	RT-CP-140a.2	25
	Number of incidents of non-compliance associated with water quality permits, standards, and regulations	RT-CP-140a.3	44
Waste Management	Amount of hazardous waste generated, percentage recycled <sup>8</sup>	RT-CP-150a.1	26, 44
Product Safety	Number of recalls issued, total units recalled <sup>9</sup>	RT-CP-250a.1	43
	Discussion of process to identify and manage emerging materials and chemicals of concern	RT-CP-250a.2	Not currently available

SASB Topic	Accounting Metric	Code	Page Number/Reference
Product Lifecycle Management	Percentage of raw materials from: (1) recycled content, (2) renewable resources, and (3) renewable and recycled content	RT-CP-410a.1	44
	Revenue from products that are reusable, recyclable, and/or compostable	RT-CP-410a.2	(100%)
	Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle	RT-CP-410a.3	12, 14, 16, 17, 19, 24
Supply Chain Management	Total wood fiber procured, percentage from certified sources	RT-CP-430a.1	44
	Total aluminum purchased, percentage from certified sources	RT-CP-430a.2	Not currently available
Activity Metrics	Amount of production, by substrate <sup>10</sup>	RT-CP-000.A	Not currently calculated
	Percentage of production as: (1) paper/wood, (2) glass, (3) metal, and (4) plastic	RT-CP-000.B	Not currently calculated
	Number of employees	RT-CP-000.C	4, 43

<sup>8</sup> Note to RT-CP-150a.1 – The entity shall disclose the legal or regulatory framework(s) used to define hazardous waste and recycled hazardous waste, and the amounts of waste defined in accordance with each applicable framework.

<sup>9</sup> Note to RT-CP-250a.1 – The entity shall discuss notable recalls, such as those that affected a significant number of products, a significant number of units of one product, or those related to serious injury or fatality.

<sup>10</sup> Note to RT-CP-000.A – Relevant substrates include paper and/or wood fiber, glass, metal, and petroleum-based substrates (i.e. polymers).



## Global Reporting Initiative (GRI) Index

GRI is an independent, international organization created to support businesses in taking responsibility for their impacts by providing a common language for communicating those impacts. We sought to prepare this report in reference to the GRI 2016 Standards. Links to relevant sections in our reports and websites are included in the table below.

GRI Standard	Disclosure	Report Location (pg.) or External Document Reference
<b>GRI 102: General Disclosures 2016</b>		
	102-1 Name of the organization	1
	102-2 Activities, brands, products, and services	4–6, 43
	102-3 Location of headquarters	<a href="https://www.toscaltd.com/locations/">https://www.toscaltd.com/locations/</a>
	102-4 Location of operations	<a href="https://www.toscaltd.com/locations/">https://www.toscaltd.com/locations/</a>
	102-5 Ownership and legal form	7
	102-6 Markets served	5
	102-7 Scale of the organization	4
	102-8 Information on employees and other workers	4, 42, 45
	102-9 Description of the organization's supply chain	6, 12–14, 17–19
	102-10 Significant changes to the organization and its supply chain	4
	102-11 Precautionary Principle or approach	8–9
	102-12 External initiatives	12–17
	102-13 Membership of associations	7
Strategy	102-14 Statement from senior decision-maker	3
	102-15 Key impacts, risks, and opportunities	8
Ethics and Integrity	102-16 Values, principles, standards, and norms of behavior	4
	102-17 Mechanisms for advice and concerns about ethics	37
Governance	102-18 Governance structure	7
	102-20 Executive-level responsibility for economic, environmental, and social topics	7
	102-21 Consulting stakeholders on economic, environmental, and social topics	8
	102-22 Composition of the highest governance body and its committees	7
	102-26 Role of highest governance body in setting purpose, values, and strategy	7
	102-29 Identifying and managing economic, environmental, and social impacts	8
	102-30 Effectiveness of risk management processes	8
	102-31 Review of economic, environmental, and social topics	8
	102-32 Highest governance body's role in sustainability reporting	7

GRI Standard	Disclosure	Report Location (pg.) or External Document Reference
Stakeholder Engagement	102-40 List of stakeholder groups	<a href="https://www.toscaltd.com/wp-content/uploads/2022/10/Stakeholder-Engagement-Process-2022.pdf">https://www.toscaltd.com/wp-content/uploads/2022/10/Stakeholder-Engagement-Process-2022.pdf</a>
	102-41 Collective bargaining agreements	45
	102-42 Identifying and selecting stakeholders	8, <a href="https://www.toscaltd.com/wp-content/uploads/2022/10/Stakeholder-Engagement-Process-2022.pdf">https://www.toscaltd.com/wp-content/uploads/2022/10/Stakeholder-Engagement-Process-2022.pdf</a>
	102-43 Approach to stakeholder engagement	8, 11–14, 17–19, 27, 28
	102-44 Key topics and concerns raised	8
Reporting Practice	102-46 Defining report content and topic Boundaries	2
	102-47 List of material topics	8
	102-48 Restatements of information	–
	102-49 Changes in reporting	–
	102-50 Reporting period	2
	102-51 Date of most recent report	1, 2
	102-52 Reporting cycle	2
	102-53 Contact point for questions regarding the report	51
	102-54 Claims of reporting in accordance with the GRI Standards	2
	102-55 GRI content index	48–50
<b>Economic Topics</b>		
GRI 103: Management Approach 2016		3–7
GRI 201: Economic Performance 2016		–
<b>Market Presence</b>		
GRI 103-1,2,3: Management Approach 2016		3–7

GRI Standard	Disclosure	Report Location (pg.) or External Document Reference
<b>Procurement Practices</b>		
GRI 103-1,2,3: Management Approach 2016		27
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Not currently calculated
<b>Anti-Corruption</b>		
GRI 103-1,2,3: Management Approach 2016		37
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	37
<b>Anti-Competitive Behavior</b>		
GRI 103-1,2,3: Management Approach 2016		37
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	37
<b>Environmental Topics</b>		
<b>Energy</b>		
GRI 103-1,2,3: Management Approach 2016		21–24
GRI 302: Energy 2016	302-1 Energy consumption within the organization	22–23, 43
	302-3 Energy intensity	43
	302-4 Reduction of energy consumption	22–23
	302-5 Reductions in energy requirements of products and services	22–23
<b>Water and Effluents</b>		
GRI 103-1,2,3: Management Approach 2016		25
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	25, 44
<b>Biodiversity</b>		
GRI 103-1,2,3: Management Approach 2016		–

GRI Standard	Disclosure	Report Location (pg.) or External Document Reference
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products, and services on biodiversity	–
<b>Emissions</b>		
GRI 103-1,2,3: Management Approach 2016		21–23, 43–44
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	22, 43
	305-2 Energy indirect (Scope 2) GHG emissions	22, 43–44
	305-3 Other indirect (Scope 3) GHG emissions	22, 43–44
	305-4 GHG emissions intensity	43–44
	305-5 Reduction of GHG emissions	–
<b>Environmental Compliance</b>		
GRI 103-1,2,3: Management Approach 2016		21
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	26, 44
	306-2 Management of significant waste-related impacts	26
	306-3 Waste generated	26, 44
	306-4 Waste diverted from disposal	26, 44
	306-5 Waste directed to disposal	26, 44
<b>Supplier Environmental Assessment</b>		
GRI 103-1,2,3: Management Approach 2016		27–28
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	27
	308-2 Negative environmental impacts in the supply chain and actions taken	27, 28
<b>Social Topics</b>		
<b>Employment</b>		
GRI 103-1,2,3: Management Approach 2016		29–38
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	45
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	32
	401-3 Parental leave	45



GRI Standard	Disclosure	Report Location (pg.) or External Document Reference
<b>Occupational Health and Safety</b>		
GRI 103-1,2,3: Management Approach 2016		35–36
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	35
	403-2 Hazard identification, risk assessment, and incident investigation	35
	403-3 Occupational health services	–
	403-4 Worker participation, consultation, and communication on occupational health and safety	35–36
	403-5 Worker training on occupational health and safety	31, 35–36
	403-6 Promotion of worker health	32
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	35
	403-8 Workers covered by an occupational health and safety management system	44
	403-9 Work-related injuries	44
	403-10 Work-related ill health	44
<b>Education and Training</b>		
GRI 103-1,2,3: Management Approach 2016		30–31
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	45
	404-2 Programs for upgrading employee skills and transition assistance programs	31
	404-3 Percentage of employees receiving regular performance and career development reviews	45
<b>Diversity and Equal Opportunity</b>		
GRI 103-1,2,3: Management Approach 2016		34
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	34, 45
<b>Security Practices</b>		
GRI 103-1,2,3: Management Approach 2016		Not applicable
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Not applicable

GRI Standard	Disclosure	Report Location (pg.) or External Document Reference
<b>Human Rights</b>		
GRI 103-1,2,3: Management Approach 2016		37
GRI 412: Human Rights 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	27
	412-3 Significant agreements or contracts with human rights clauses/screening	27
<b>Local Communities</b>		
GRI 103-1,2,3: Management Approach 2016		38
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	38
<b>Supplier Social Assessment</b>		
GRI 103-1,2,3: Management Approach 2016		27
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	27
<b>Public Policy</b>		
GRI 103-1,2,3: Management Approach 2016		7
GRI 415: Public Policy 2016	415-1 Political contributions	Not applicable
<b>Socioeconomic Compliance</b>		
GRI 103-1,2,3: Management Approach 2016		–
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	–



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