Now & Next

Appendices

We are committed to being rigorous in our approach to sustainability, engaging with our stakeholders proactively and designing robust governance over our activities.

This commitment is included in our high standards for responsible and ethical business and sourcing.

In this section

→ Double materiality assessment

→ Stakeholder engagement

→ Governance

→ Responsible business

→ Compliance

→ Global Reporting Initiative (GRI) content index

→ SASB Standards Index (Containers & Packaging)

→ Glossary

Double materiality assessment

We conduct a regular double materiality assessment to identify sustainability-related risks and opportunities, ensuring that our Now & Next Sustainability Strategy fits with the priorities of our stakeholders, enabling us to develop strategy and leverage our resources in prioritised areas. The assessment is refreshed every two to three years, ensuring that we capture shifts in stakeholder sentiment and needs.

In our most recent assessment, conducted in 2022/23, we adopted a 'double materiality' approach, capturing both 'impact' and 'financial' materiality. This meant that impacts that the business has on people and the environment ('inside-out'), alongside the impacts that people and the environment have on the business ('outside-in'), were evaluated.

Our materiality assessment includes inputs and parameters such as:

- A topics long-list, informed by a range of sources, covering our entire operations and the value chain
- Quantitative rankings and prioritisation, by importance, determined by surveying:
  - Internal stakeholders (e.g. employees, at a range of seniority levels)
  - External stakeholders (e.g. customers, investors, trade associations)
- Semi-structured interviews, exploring (financial and sustainability) material topics, and:
  - Key (sustainability, climate and wider) risks and opportunities facing DS Smith
  - Expectations for how DS Smith should respond to these
  - Implications for the future strategic direction, prioritisation, and ambition for the Now & Next Sustainability Strategy

Results

The most recent assessment concluded that the circular economy and climate change should remain our top priorities, being of critical importance for both the business and for people and the environment. Biodiversity and the regeneration of nature emerged as nascent topics that had increased in importance, and health and safety, diversity and inclusion and human rights were also identified as important. These findings informed the development of Now & Next and will guide our activities over the coming years.

Materiality matrix
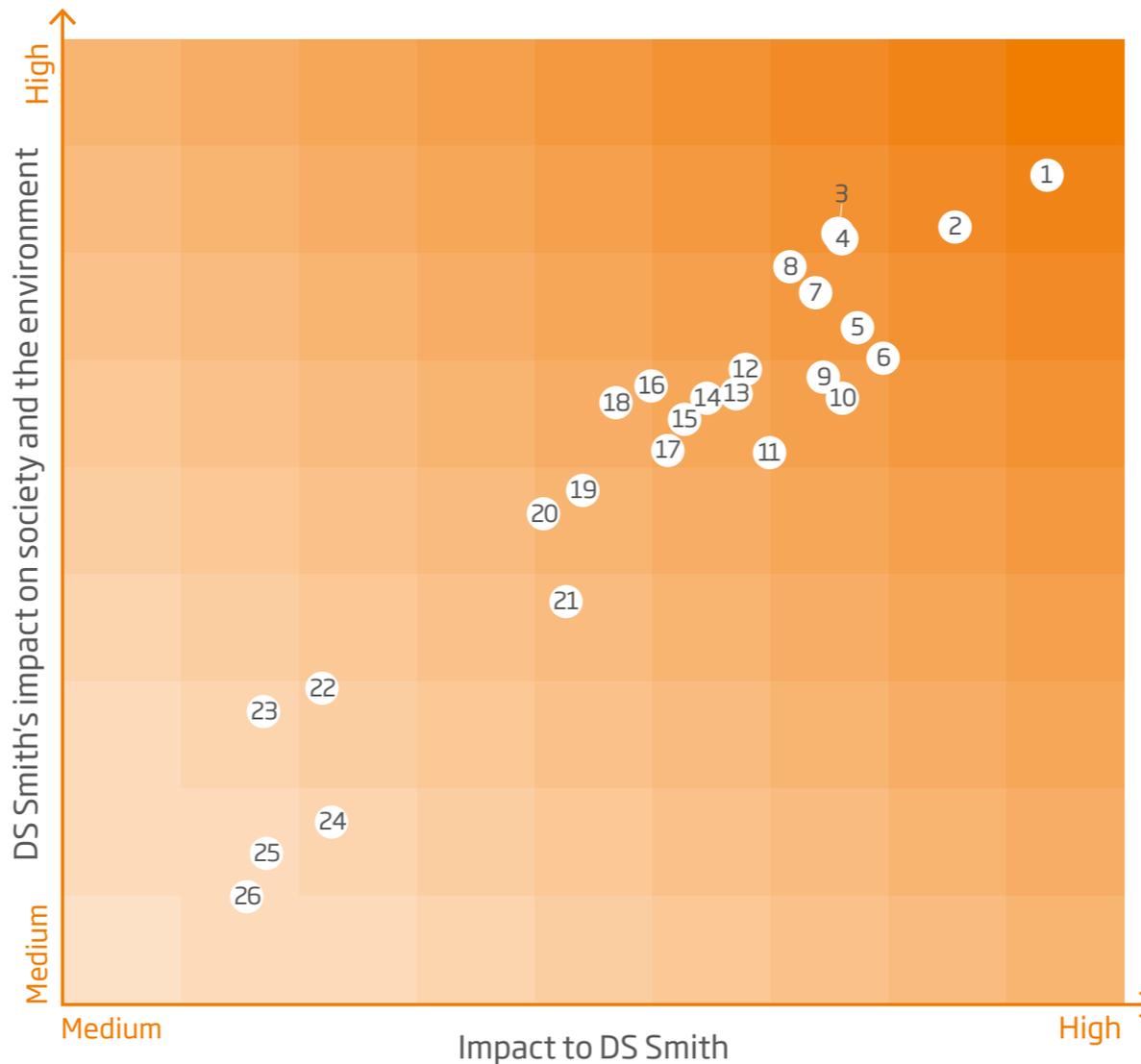
List of sustainable development issues (topics)

1. Climate action
2. Energy use and efficiency
3. Product design for optimal resource use
4. Recyclability
5. Transitioning to a circular economy
6. Biodiversity and regeneration of nature
7. Business ethics, ESG governance and transparency
8. Post consumer waste and recycling infrastructure
9. Responsible sourcing
10. Community engagement and impact
11. Data privacy and security
12. Diversity, equity and inclusion
13. Fair wages and labour
14. Human rights in the value chain
15. Physical and mental wellbeing
16. Product health and safety
17. Public policy and advocacy
18. Sustainable consumer choices
19. Sustainable forest management
20. Waste in operations
21. Water efficiency and quality
22. Water scarcity
23. Education development and upskilling
24. Employee engagement
25. Health and safety
26. Re-use business models

Our materiality and risk management processes in relation to climate-related risks and opportunities are described in greater detail as part of our Task Force on Climate-related Financial Disclosures (TCFD) reporting in DS Smith Annual Report 2024, on pages 70 to 75.

Stakeholder engagement

Dialogue with our stakeholders

We are taking a leading role in our industry to shape the sustainability agenda and lead the transition to the circular economy.

Stakeholder engagement is an essential building block of our Now & Next Sustainability Strategy and wider business activities and engagements.

We maintain ongoing dialogue with a range of stakeholders, listening to them in order to shape our priorities.

→

Over this page and the next, examples of engagement with our stakeholders on sustainability and ESG topics are given.

Stakeholder	Who we engage	What they tell us	What we are doing
Customers	We equip our Sales, Marketing and Innovation teams to be able to support our customers with their sustainability challenges	Driven by consumer trends, regulations and their own sustainability targets, customers are increasingly conscious of the sustainability impacts of the packaging they buy	• Designing with our Circular Design Principles • Utilising our Circular Design Metrics • Responding to sustainability data requests from customers
Investors	We engage with many of our largest shareholders, as well as some smaller shareholders, on topical issues of particular interest to them	Investors expect to see honest and transparent communication, primarily focused on carbon, forestry and water and the opportunity for DS Smith with sustainability as a growth driver across the packaging industry	• Showcasing our latest circular packaging innovations • Improving our performance in ESG ratings • Providing analysts with non-financial information
Employees	We involve colleagues in not only delivering but also making our sustainability plans, drawing on key expertise and skills from across the business both internally and through the European Works Council	Our people want to feel proud of their employer, that their personal values are reflected in their workplace, and they can make a real impact and a difference in their job	• Equipping our people to lead the way in the circular economy • Regular employee surveys and 'pulse' surveys which inform local action plans and sharing of best practice • Launching and supporting Employee Resource Groups (ERGs) to open up involvement and encourage action
Suppliers	We focus on engaging our strategic suppliers – those with whom we have a long-term, mutually cooperative relationship with mutual commitment where significant and ongoing value is accrued to both parties through operational capabilities	Suppliers want to know how they can support us in delivering our sustainability plans through the products and services we purchase from them Suppliers want to know our standards and expectations of them, particularly in reducing emissions to reach Net Zero Suppliers are also crucial for supply chain information regarding Scope 3 emissions, EUDR and other regulations	• Communicating our minimum supplier standards in our Global Supplier Standard, assessing supplier sustainability performance and helping them to improve • Identifying opportunities to collaborate and work in partnership towards tackling common sustainability challenges • Encouraging our suppliers to set their own science-based targets, utilising platforms such as CDP and the Supplier Leadership on Climate Transition Initiative, as part of our commitment to encourage 100 per cent of our strategic suppliers to set their own science-based target by 2027
Regulators and policy makers	• European Commission and Parliament representatives • Country level government representatives, e.g. UK Government, Members of Parliament, ambassadors • Policy advisors and researchers • Local government representatives, e.g. mayors, councillors	The primary focus of regulators and policy makers has been on: • Climate change • Plastic packaging • Waste • Eco-design • EPR (Extended Producer Responsibility)	• Meetings with MPs about our local operations and relevant developments, e.g. energy security and supply, raw materials (such as starch) and external events and the impact on supply chains • Engaging on climate topics, including Net Zero • Responding to a range of government consultations, typically through industry associations

Stakeholder engagement continued

Stakeholder	Who we engage	What they tell us	What we are doing
Media, consultancy and education	• Key financial, business and consumer affairs journalists including The Daily Telegraph, The Guardian, The Financial Times, The Financial Mail on Sunday, The Times, CNBC, BBC Today Programme • We have worked with research organisations such as Opinium to source consumer research and partnered with White Space to create a report into the state of recycling across Europe • YouGov UK • University of Leeds, UK, and others • University of Georgia, USA	Our interactions with media and consultants have been focused on: • Trends in recycling • The role of fibre-based packaging at key seasonal moments • Damages and supply chain optimisation at key seasonal moments • Innovations in plastic replacement, and e-commerce Our partnership with the students at the University of Georgia, USA, has provided us invaluable information about the biodiversity existing in our forests and how to manage effectively for it	Our campaigns and research this year focused on: • Designing out plastics and highlighting the role of innovation in support of sustainable, fibre-based packaging • Highlighting the need for consistency of collections and improved recycling infrastructure • Collaborating with industry to support the Packaging and Packaging Waste Regulation in its intended goal of reducing unnecessary packaging and packaging waste • Educating and supporting on consumer recycling behaviours in peak seasonal moments • In the USA, we are engaging with undergraduate and graduate students who have developed projects in our forest lands, focusing on species of interest such as gopher tortoises. In 2023/24, two graduate students have gathered data about pollinators and other key species in our properties, and will continue to work with us in 2024/25

Trade associations and industry bodies	• FEFCO (European Federation of Corrugated Board Manufacturers)
	• Cepi (Confederation of European Paper Industries)
	• EUROPEN (The European Organisation for Packaging and the Environment)
	• 4evergreen
	• National trade associations, including:
	  • CPI (The Confederation of Paper Industries)
	  • The Packaging Federation
	  • WRAP (Waste and Resources Action Programme)
	  • BPF (British Plastics Federation)
	  • FCCG (Food Contact Coordination Group)
		Driven by government and policy makers, trade associations have been focused on regulatory developments around:
		• Plastic
		• Waste
		• Recyclability
		• Eco-design
		• Food contact
		• Carbon
		• Awareness of the benefits of corrugated
		• Implications of the above on product design
			Technical experts across our business were involved in the following:
			• 4evergreen, a cross-industry initiative to drive the recycling rate of paper products in Europe to 90 per cent by 2030
			• Input into legislative processes, e.g. around eco-design for e-commerce packaging
			• Food contact matters

Non-governmental organisations and charities	• Ellen MacArthur Foundation • Forest Stewardship Council • NGO partners in various projects • Charities near our sites • Charities supported by the DS Smith Charitable Foundation • IFRS ISSB (International Sustainability Standards Board)	• Organisations such as the Ellen MacArthur Foundation tell us what we're doing well and what we could do better in their area of expertise • Charities tell us about local needs and how DS Smith can help drive biodiversity and education for the circular economy • The ISSB sets standards to guide the disclosure of financially material sustainability information to investors	• Continuing our strategic partnership with the Ellen MacArthur Foundation • Becoming involved in a variety of local community groups to improve and enhance the communities in which we operate • Participating in the Technical Reference Group (TRG) to contribute to the technical development of the new IFRS Sustainability Disclosure Standards

Governance

Board oversight

The Board is responsible for oversight of long-term aspects of the Group's operations, including sustainability matters, when reviewing and guiding strategy, budgets and business plans.

The Board takes into account sustainability-related risks and opportunities when overseeing strategy, major transactions and risk management by evaluating the sustainability-centric vision and strategy of the Group, including considering any trade-offs associated with sustainability matters.

The Board is informed about the results of the sustainability materiality assessment, strategy development, approval and progress. The Remuneration Committee considers sustainability through the use of an ESG underpin, which includes sustainability factors.

The Board of Directors includes the Group Chief Executive and Group Finance Director as Executive Directors, both of whom are members of the four Management Committees that support the work of the Board and its principal Committees.

Management roles and responsibilities

Sustainability-related matters are discussed every month at the Group Health, Safety, Environment and Sustainability Committee and every two months at the Group Strategy Committee, both of which are chaired by the Group Chief Executive.

Other Committees, such as the Group Compliance Committee, maintain oversight of sustainability-related risks and opportunities to the extent which they relate to material compliance matters.

Four Steering Committees, aligned to the Now & Next Sustainability Strategy, are responsible for maintaining a portfolio of projects to coordinate delivery and resources and propose solutions to critical trade-offs.

Thematic working groups, which include subject matter experts, provide input, interfacing with internal functions, such as Sales, Marketing and Innovation (SMI), Procurement, Finance and Legal.
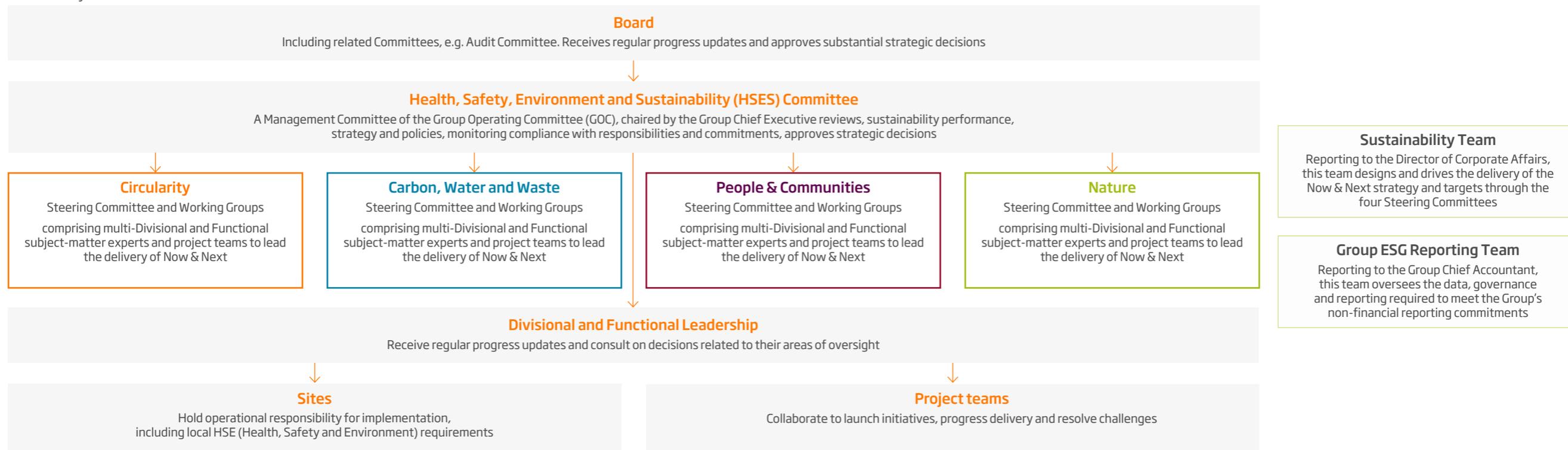
Governance includes formalised terms of reference, clear objectives and regular reporting, at least quarterly, to the Group Health, Safety, Environment and Sustainability Committee.

Topics discussed during 2023/24

- Circular economy, including recyclability and biodiversity
- Now & Next progress, including monthly GHG forecasts
- Roadmaps to deliver the 1.5°C science-based target
- Supplier engagement for Scope 3 emissions reduction
- Government affairs and the policy environment
- Community affairs programme
- ESG ratings performance

This governance structure is described in greater detail in the context of climate change on pages 60-77 of DS Smith Annual Report 2024, as part of our IFRS S2 Climate-related disclosures and Task Force on Climate-related Financial Disclosures (TCFD) reporting.

Board
Including related Committees, e.g. Audit Committee. Receives regular progress updates and approves substantial strategic decisions

Health, Safety, Environment and Sustainability (HSES) Committee
A Management Committee of the Group Operating Committee (GOC), chaired by the Group Chief Executive reviews, sustainability performance, strategy and policies, monitoring compliance with responsibilities and commitments, approves strategic decisions

Circularity
Steering Committee and Working Groups

comprising multi-Divisional and Functional subject-matter experts and project teams to lead the delivery of Now & Next

Carbon, Water and Waste
Steering Committee and Working Groups

comprising multi-Divisional and Functional subject-matter experts and project teams to lead the delivery of Now & Next

People & Communities
Steering Committee and Working Groups

comprising multi-Divisional and Functional subject-matter experts and project teams to lead the delivery of Now & Next

Nature
Steering Committee and Working Groups

comprising multi-Divisional and Functional subject-matter experts and project teams to lead the delivery of Now & Next

Sustainability Team
Reporting to the Director of Corporate Affairs, this team designs and drives the delivery of the Now & Next strategy and targets through the four Steering Committees

Group ESG Reporting Team
Reporting to the Group Chief Accountant, this team oversees the data, governance and reporting required to meet the Group's non-financial reporting commitments

Divisional and Functional Leadership
Receive regular progress updates and consult on decisions related to their areas of oversight

Sites
Hold operational responsibility for implementation, including local HSE (Health, Safety and Environment) requirements

Project teams
Collaborate to launch initiatives, progress delivery and resolve challenges

Responsible business

Chemical safety

We ensure that any chemicals or hazardous substances used in our manufacturing processes are deployed in a manner that minimises risk to people and the environment. Where possible, we are selective in our use of materials, chemicals and substances that may be of human health and/or environmental concern and we substitute or eliminate Substances of Very High Concern (SVHCs) from our manufacturing processes.

We ensure compliance with Regulation EC 1907/2006 on the Registration, Evaluation, Authorisation and Restriction of Chemicals as amended ('REACH Regulation') for all personnel involved in the procurement, storage, handling and use of chemicals.

This involves monitoring the candidate list of SVHCs to ensure that additions to the list are evaluated with respect to our products. If substances appear on this list, they are identified, and relevant stakeholders are notified where appropriate.

We monitor where and in what quantity SVHCs are present, their purpose, whether they are part of the Company's product formulation, and whether they can be substituted or eliminated. Where possible, efforts are made to substitute or eliminate SVHCs.

Customer and product safety

We have a duty to ensure that all our products achieve legal compliance. Within the corrugated packaging industry, the most significant product safety impact is in food packaging. This is of upmost importance to us, with FMCG, including food, comprising the majority of our customer base.

We have policies and procedures in place, and provide training to our people, to seek to ensure compliance with applicable product safety laws and standards. We work together with our suppliers to select safe additives and raw materials for our paper mills and packaging sites. We apply Good Manufacturing Practice (GMP principles in our manufacturing and conduct regular testing of paper purity as part of our compliance schemes. [In the Packaging division, our procedures require food contact products to be risk assessed before production. We would not knowingly produce a product that causes harm to human health.

In 2023/24, we had zero (2022/23: zero product safety-related recalls.

Code of Conduct

Our Code of Conduct describes expectations that apply to all our employees, providing guidance on our approach to ethical business practices, human and labour rights and the environment.

It is made available to employees as part of their induction and has been translated into multiple languages. It is linked to our core values: to be caring, challenging, trusted, responsive and tenacious.

All employees are encouraged to report any suspected misconduct, non-compliance or unethical behaviour.

Code of Conduct summary

Health and safety

Health and safety is our top priority and we actively strive for continuous improvement of health and safety in the workplace.

Business practice

All current and potential business partners must be treated fairly and equitably. Employees must act with honesty and integrity in every interaction and comply with all applicable laws.

Employees must also always comply with our legal compliance policies, including our Anti-Bribery and Anti-Corruption Policy, our Competition Law Compliance Policy, our Conflicts of Interest Policy and our Document Retention and Personal Data Protection Policies.

Human rights

We respect fundamental human rights, and we are committed to the principles set out in the United Nations Universal Declaration of Human Rights. Turn to page 38 for our complete commitment to fundamental human rights standards.

Environment

We are committed to running our business in a responsible and sustainable manner.

Prevention of tax evasion

We apply a zero-tolerance policy on tax evasion and are committed to preventing the criminal facilitation of tax evasion. We expect anyone performing services for or on our behalf to share our commitment to preventing tax evasion and its facilitation and to ensure this commitment is adopted throughout the provider's supply chain.

Employee relations

We are an equal opportunities employer. We are firmly committed to both the principle and realisation of equal opportunities and our policies are designed to provide such equality.

Personal development

We aim to develop our employees to fulfil their potential. We promote the alignment of the Group's talent behind the corporate strategy through communication, engagement and effective management.

Working transparently

We are committed to conducting all of our affairs with openness and transparency, subject to legal and regulatory restrictions and commercial confidentiality.

Community relations

We seek to develop and maintain good relationships in the local communities in which we operate.

Responsible business continued

Business ethics

We comply with high, responsible and ethical business standards.

Anti-bribery and anti-corruption

We do not tolerate any form of corruption and we are committed to complying with applicable anti-bribery and anti-corruption laws in all countries in which we conduct business.

All employees are required to report any circumstances that are in breach of our Anti-Bribery and Anti-Corruption Policy.

Online Anti-Bribery and Anti-Corruption training is mandatory for targeted audiences and is supplemented by live training provided by our Legal Team. Our Anti-Bribery and Anti-Corruption Policy is supplemented by our Conflicts of Interest, Commercial Agents and Gifts & Hospitality Policies.

Anti-competitive behaviour

As an international business, DS Smith encounters laws and regulations designed to promote fair competition and encourage ethical and legal behaviour.

Antitrust and fair competition legislation generally prohibits activities that restrain free trade or limit competition.

Prohibited activities include collusion with competitors to fix prices, share markets or allocate customers, and sharing of commercially sensitive information such as pricing and strategy with competitors.

DS Smith is committed to an even playing field in its business dealings and is committed to conducting its business in full compliance with such legislation.

All employees are required to comply with our Competition Law Compliance Policy and to report any suspected breaches. Online competition law compliance training is mandatory for targeted audiences and is supplemented by training from our Legal Team.

Gifts and hospitality

We recognise that the act of giving and accepting gifts can be part of building normal business relationships. Some gifts and hospitality can create improper influence and conflicts of interest. Employees are required to report any circumstances which are in breach of our Gifts and Hospitality Policy.

Political donations

No political donations were made in 2023/24 (2022/23: nil).

DS Smith has a policy of not making donations to political organisations or independent election candidates or incurring political expenditure anywhere in the world, as defined in the Political Parties, Elections and Referendums Act 2000.

'Speak Up!'

Our 'Speak Up!' Policy is communicated to employees using a variety of formats, such as employee handbooks, our intranet and on notice boards. It encourages employees to ask for advice or raise their concerns internally about unethical behaviour. It also explains the various internal channels available to our staff: reporting via line manager or local HR, internal email address direct to the Company Secretary, 'Speak Up!' telephone number or website, or reporting via a local representative of the employee.

'Speak Up!' is available not only to employees, but a range of other third parties. It is supported by an independent, 24/7 telephone number and a website that is available in local languages.

Confidentiality is maintained throughout the whole process and reasonable steps are taken to ensure that the reporter is not subjected to any retaliation from raising the report.

In 2023/24, 42 (2022/23: 33) reports were received, investigated and resolved through our 'Speak Up!' process.

In 2022/23, we launched 'Doing Business the Right Way', an internal communications campaign which included videos from our senior leaders that highlight the importance of conducting business ethically. This campaign continued into 2023/24, reaffirming our commitment to ethical business practices. These communications include a reminder of the 'Speak Up!' Policy and the processes to take for colleagues who suspect a breach of any of our policies.

'Speak Up!' reports received, investigated and resolved

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
'Speak Up!' reports received, investigated and resolved	42	33	50	25	33	38
Reports relating to alleged HR incidents	36	28	45	19	29	32
Reports relating to alleged H&S incidents	3	2	3	5	3	4
Reports relating to alleged fraud, bribery, corruption or other incidents	3	3	2	1	1	2

Tax Strategy

We aim to manage our tax affairs in a proactive and responsible way. Our Group Tax Strategy outlines the approach we adopt to manage the tax obligations and activities of the Group.

Information and policies

Anti-Bribery and Anti-Corruption Policy
Code of Conduct
Equal Opportunities and Anti-Discrimination Policy
Human Rights Policy
Anti-Slavery and Human Trafficking Policy
Modern Slavery and Human Trafficking Statement
'Speak Up!' Policy
Group Tax Policy

Compliance

Our culture of compliance

Our people actively contribute to realising our Purpose of Redefining Packaging for a Changing World, collectively progressing our vision of being the leading supplier of sustainable packaging solutions.

In doing so, sustainability is placed at the heart of our business, uniting our functions, divisions, sites and teams across the world.

By nurturing respect, care and ownership, empowerment to lead change and a sense of pride in our strong performance, we have created a culture where everybody can contribute diverse ideas that often become shared practices for how we do business.

Compliance with applicable legislation is fundamental to our way of doing business. It is a licence to operate and a condition of trading.

Building trust in our stakeholders and protecting our reputation are crucial, as they lead to repeat business and sustainable financial growth.

Compliance monitoring and training

Compliance is monitored by our Legal Team, Governance Team and Internal Audit. Our Legal Team provides targeted in-person and mandatory online legal compliance training to relevant audiences. Audiences are selected on a risk-based approach depending on their job profile and function, as well as targeting customer and supplier-facing employees.

Alignment with international frameworks

The United Nations Sustainable Development Goals (SDGs) set a clear agenda for tackling the challenges of our changing world. Throughout this report we have set out in detail how our Purpose, circular business, Now & Next Sustainability Strategy and sustainable packaging contribute to these goals.

Alignment and cooperation internationally are essential to achieving our Purpose and we align with the following international standards:

- United Nations Declaration of Human Rights and the Convention on the Rights of the Child
- International Labour Organization Eight Fundamental Conventions
- Organisation for Economic Co-operation and Development Guidelines for Multinational Enterprises
- United Nations Global Compact
- United Nations Sustainable Development Goals (SDGs).

Following the United Nations Principle 15 of The Rio Declaration on Environment and Development, we apply the precautionary principle to reduce our impact on the environment. This is also applied in our assessment of risk and our approach to data and reporting.

Environmental incidents

In 2023/24, there were 42 (2022/23: 39) minor environmental incidents. There were zero major incidents (defined as incidents of significant impact reportable to local or national authorities, or potentially resulting in legal prosecution and more than £10,000 cost) during the reporting period.

Water non-conformances

We continue to monitor and take action to mitigate issues of non-conformance with water discharge consents. In 2023/24, 3 notifications of non-conformance with consents to discharge were received (2022/23: 24).

A Group minimum standard for effluent management was introduced, setting out standards to ensure compliant operation of waste water treatment plants.

This includes effective compliance monitoring of volumes, flow rates, discharge contents and proactive maintenance and calibration of equipment.

A significant challenge continues relating to inks containing high levels of copper. Some progress has been made in gaining customer acceptance for alternative 'copper-light' inks, which reduce the demand on waste water treatment plants.

Policies

Policies are an essential part of any organisation, providing a roadmap for day-to-day operations and to ensure compliance with laws and regulations, guiding decision-making and streamlining internal processes.

All of our policies are made available to employees and other stakeholders of DS Smith and are regularly communicated, with mandatory training requirements in many cases. Our policies are regularly reviewed and we remain committed to regular and open dialogue and raising awareness of our policies with our stakeholders.

Environmental
- Carbon and Energy Efficiency Policy
- Conflict Minerals Policy
- Energy Management System Policy
- Evaluation and Authorisation of Chemicals (REACH) Policy
- Palm Oil Policy
- Sustainable Forest Management and Fibre
- Sourcing Policy
- Water Stewardship Policy
- Zero Waste to Landfill Policy

Social
- Code of Conduct
- Community Engagement Policy
- Employee Charter
- Global Supplier Standard (GSS)
- Health and Safety Policy Statement
- Human Rights Policy
- Supplier Management Policy

Governance
- Anti-Bribery and Anti-Corruption Policy
- Anti-Slavery and Human Trafficking Policy (Modern Slavery)

- Code of Conduct
- Commercial Agents Policy
- Competition Law Compliance Policy
- Compliance Framework Policy – ABC & Antitrust
- Confidential Information Policy
- Conflicts of Interest Policy
- Corporate Criminal Offences (Tax Evasion) Compliance Framework Policy
- Document Retention Policy
- Gifts and Hospitality Policy
- Legal Policy
- Personal Data Protection Policy
- Sanctions Policy
- Speak Up! Policy
- Sustainability Data and Reporting Policy

Information and policies
Our public policies can be downloaded from the DS Smith ESG Reporting Hub

Global Reporting Initiative (GRI) content index

The relevant pillars of our Now & Next Sustainability Strategy that correspond to each GRI Standard are stated in the 'Theme' column in the table. In the 'Ref' column, 'SR' refers to this DS Smith Sustainability Report 2024, 'AR' to DS Smith Annual Report 2024, 'NZ' DS Smith Net Zero Transition Plan 2024, and 'DB' DS Smith ESG Databook 2024, which can be obtained from the ESG Reporting Hub on the DS Smith website.

Statement of use	DS Smith has reported the information cited in this GRI content index for the period May 2022 – April 2023 with reference to the GRI Standards.		
GRI 1 used	GRI 1: Foundation 2021		

Theme	GRI	SDG targets	Ref
GRI 2: General Disclosures 2021	2-1 Organizational details		SR 2, 76 AR 124, 207
	2-2 Entities included in the organization's sustainability reporting		AR 45-46, 201-205
	2-3 Reporting period, frequency and contact point		SR 2, 76
	2-4 Restatements of information		SR 2
	2-5 External assurance		SR 58
	2-6 Activities, value chain and other business relationships		SR 2, 6-9 AR 2-3, 24-29
	2-7 Employees		SR 32-41, 60 AR 3, 26-29
	2-9 Governance structure and composition		SR 66
	2-22 Statement on sustainable development strategy		SR 5
	2-23 Policy commitments		SR 2, 69
	2-24 Embedding policy commitments		SR 67-69
	2-26 Mechanisms for seeking advice and raising concerns		SR 68
	2-27 Compliance with laws and regulations		SR 69
	2-28 Membership associations		SR 64-65
	2-29 Approach to stakeholder engagement		SR 63-65
	2-30 Collective bargaining agreements		SR 68

Theme	GRI	SDG targets	Ref
GRI 3: Material Topics 2021	3-1 Process to determine material topics		SR 2, 63
	3-2 List of material topics		SR 63
	3-3 Management of material topics		SR 2, 12-13, 63, 66, 69
Annual Report	GRI 201: Economic Performance 2016	16.3	AR 38-42
DS Smith at a glace	GRI 202: Market Presence 2016		AR 2, 24-24
Responsible sourcing	GRI 204: Procurement Practices 2016		SR 7-9, 61
Responsible business	GRI 205: Anti-corruption 2016		SR 68
Responsible business	GRI 206: Anti-competitive Behavior 2016		SR 68
Circularity	GRI 301: Materials 2016	8, 4, 12.2, 12.5	SR 14-21
Carbon	GRI 302: Energy 2016	7.2-3, 8.4, 12.2	SR 22-26, 58 NZ 8-16, 26-28
Nature	GRI 303: Water and Effluents 2018	6.3-4, 12.4	SR 54-56, 59
Nature	GRI 304: Biodiversity 2016	15.1, 15.5	SR 50-53
Carbon	GRI 305: Emissions 2016	3.9, 12.4, 13.1	SR 22-26, 58 NZ 26-28, 33-34
Circularity	GRI 306: Waste 2020	12.4, 12.5	SR 18, 59
Responsible sourcing	GRI 308: Supplier Environmental Assessment 2016	12, 15	SR 8-9, 61 NZ 9, 12, 17, 20-24
People & Communities	GRI 401: Employment 2016	5.4, 8.5-6, 10.3	SR 28-37, 60
People & Communities	GRI 402: Labor/Management Relations 2016	8.8	SR 28-37, 60
People & Communities	GRI 403: Occupational Health and Safety 2018	3.3, 8.8	SR 28-31
People & Communities	GRI 404: Training and Education 2016	4.3-5, 8.2, 8.5	SR 34-37
People & Communities	GRI 405: Diversity and Equal Opportunity 2016	5.5, 8.5, 10.3	SR 32-34
People & Communities	GRI 406: Non-discrimination 2016	5.1, 8.8	SR 32-34, 39
People & Communities	GRI 407: Freedom of Association and Collective Bargaining 2016	8.8	SR 67
People & Communities	GRI 408: Child Labor 2016	8.7	SR 39
People & Communities	GRI 409: Forced or Compulsory Labor 2016	8.7	SR 39
People & Communities	GRI 411: Rights of Indigenous Peoples 2016	2.3	SR 39
People & Communities	GRI 413: Local Communities 2016	2.2-3	SR 40-48
Responsible sourcing	GRI 414: Supplier Social Assessment 2016	5.2, 8.8, 16.1	SR 8, 61
Stakeholder engagement	GRI 415: Public Policy 2016	16.5	SR 8-9, 64-65
Responsible business	GRI 416: Customer Health and Safety 2016	16.3	SR 67

SASB Standards Index (Containers & Packaging)

This table contains Sustainability Accounting Standards Board (SASB) Containers & Packaging industry standard disclosures. The standard provides investors and other report users with consistent, comparable and reliable ESG information. Disclosures can be located directly in the table, with associated information on the pages referenced. SR' refers to this DS Smith Sustainability Report 2024, 'AR' to DS Smith Annual Report 2024, 'NZ' DS Smith Net Zero Transition Plan 2024, and 'DB' DS Smith ESG Databook 2024, which can be obtained from the ESG Reporting Hub on the DS Smith website.

Topic	Accounting metric	Unit	Code	Disclosure	Ref
Greenhouse gas emissions	Gross global Scope 1 emissions, percentage covered under emissions-limiting regulations	tonnes CO_2e; %	RT-CP-110a.1	1,340,272*; 70*	SR 58
	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	Discussion and analysis	RT-CP-110a.2	Narrative	NZ 12-19
Air quality	Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, (3) volatile organic compounds (VOCs), and (4) particulate matter (PM)	Tonnes	RT-CP-120a.1	4,170; 248; 0; 0	
Energy management	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable, (4) total self-generated energy	MWh; %	RT-CP-130a.1	14,058,435*; 12; 28*; 5,669,066	DB 7
Water management	1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	m^3; %	RT-CP-140a.1	52,477,496*; 15,851,351*; 29*	DB 8-9
	Description of water management risks and discussion of strategies and practices to mitigate those risks	Discussion and analysis	RT-CP-140a.2	Narrative	AR 70-71
	Number of incidents of non-compliance associated with water quality permits, standards, and regulations	Number	RT-CP-140a.3	3	SR 69
Waste management	Amount of hazardous waste generated; percentage recycled	Tonnes; %	RT-CP-150a.1	3,958; 65	DB 10
Product safety	Number of recalls issued; total units recalled	Number	RT-CP-250a.1	0; 0	SR 67
	Discussion of process to identify and manage emerging materials and chemicals of concern	Discussion and analysis	RT-CP-250a.2	Narrative	SR 67
Product lifecycle management	Percentage of raw materials from: (1) recycled content, (2) renewable resources, and (3) renewable and recycled content	%	RT-CP-410a.1	82; 100; 100	
	Revenue from products that are reusable, recyclable and/or compostable	£ '000000	RT-CP-410a.2	6,797	SR 6
	Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle	Discussion and analysis	RT-CP-410a.3	Narrative	SR 14-21

Topic	Accounting metric	Unit	Code	Disclosure	Ref
Supply chain management	Total wood fibre procured, percentage from certified sources	Tonnes; %	RT-CP-430a.1	4,545,648; 100	SR 58-59
	Total aluminium purchased, percentage from certified sources[1]	Tonnes; %	RT-CP-430a.2	Not applicable	

1. We consider this indicator immaterial as we are a purely fibre-based packaging business.

Responding to the evolving ESG reporting landscape

We continue to monitor the evolving ESG reporting landscape, which has continued to mature over the past year. We are preparing new disclosures and developing our existing disclosures to meet the needs of our stakeholders and regulatory requirements.

Corporate Sustainability Reporting Directive (CSRD)

The EU's CSRD requires companies to disclose information about the risks and opportunities arising from social and environmental issues and the impact of business activities on people and the environment. These disclosures aim to help investors, civil society, consumers and other stakeholders to evaluate the sustainability performance of companies, as part of the European Green Deal. We have begun preparation to report against material European Sustainability Reporting Standards (ESRS), informed by our double materiality assessment and Now & Next Sustainability Strategy.

International Sustainability Standards Board (ISSB)

The IFRS Foundation, through the ISSB, is developing standards that aim to result in a high-quality, comprehensive global baseline of sustainability disclosures focused on investor needs. We have prepared DS Smith Annual Report 2024, pages 30-37 with reference to IFRS S1 'General Requirements for Disclosure of Sustainability-related Financial Information' and DS Smith Annual Report 2024, pages 60-77 with reference to IFRS S2 Climate-related Disclosures. These are consistent with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations, with some additions. We continue to monitor the development and release of future IFRS sustainability disclosure standards.

UK Transition Plan Taskforce (UK TPT)

The UK TPT has published the Transition Plan Taskforce Disclosure Framework, which aims to provide a set of recommendations for effective reporting on climate transition plans. We have prepared our inaugural DS Smith Net Zero Transition Plan with reference to the TPT disclosure recommendations and guidance. A short summary of our transition plan is presented within the 'strategy' section of our climate-related disclosures, on DS Smith Annual Report 2024, pages 64-68.

Taskforce on Nature-related Financial Disclosures (TNFD)

The TNFD consists of disclosure recommendations that aim to encourage and enable businesses to assess, report and act on their nature-related dependencies, impacts, risks and opportunities. As part of our commitment to assess our impacts and dependencies on nature for 2025, we have begun to assess the interfaces our operations and value chain have with nature, in alignment with the TNFD 'LEAP' (Locate, Evaluate, Assess and Prepare) approach. We plan to report against TNFD in DS Smith Annual Report 2025.

Alongside these developments, we maintain our GRI-aligned Sustainability Report, SASB (Sustainability Accounting Standards Board) standard disclosures and ESG ratings submissions.

Glossary

1.5°C-aligned — the target set out in the Paris Agreement to limit global warming to 1.5°C by 2100 compared to pre-industrial levels to avoid the worst impacts of climate change

4evergreen — a cross-industry alliance to foster synergies among companies promoting low-carbon and circular fibre-based packaging

AFR (Accident Frequency Rate) — the number of lost time accidents per million hours worked

Annual Report — a yearly publication to stakeholders, documenting activities and finances in the previous financial year

Biodiversity — the variability among living organisms from all sources, including, inter alia, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part; this includes diversity within species, between species and of ecosystems

Biodiversity assessment — the identification of diversity in habitats and species (biodiversity) in a certain area at a certain point of time, often used to inform management solutions going forward

Biodiversity programme — a series of activities to support biodiversity and indicating a long-term (typically 2-3 years) commitment of a DS Smith paper mill, either at a DS Smith site or in the local community

Biodiversity project — a one-off project with a start and end point relating to biodiversity, typically at a DS Smith site or in the local community

Board — the Board of DS Smith PLC is comprised of Executive and Non-Executive Directors, who are collectively responsible for overseeing and directing our operations, while monitoring the performance of management on behalf of the shareholders

Business models — ways of working, processes and financial models, including technology, consultancy and service offerings

Business travel — transportation of employees for business-related activities in vehicles

Carbon intensity per tonne of production — the average GHG emissions arising from the manufacture of producing an average tonne of product

CDP (Carbon Disclosure Project) — a not-for-profit charity that runs a global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts

Cepi (Confederation of European Paper Industries) — the European association representing the paper industry

Chain of custody certified papers, minimum controlled wood standard — verification that certified materials and products have been checked at every stage of processing. Controlled wood is wood of known origin with a minimum risk of being harvested in an unacceptable way

CHP (Combined Heat and Power Plant) — the concurrent production of electrical and thermal energy from a single fuel

Circular business — integrated operations designed to generate value by reducing waste and pollution and keeping products and materials in use at their highest value

Circular Design Metrics — a pioneering tool from DS Smith that rates and compares the circularity of packaging designs across eight indicators, giving a clear indication of a packaging design's sustainability performance, and where to focus attention

Circular Design Principles — a set of principles, developed by DS Smith in collaboration with the Ellen MacArthur Foundation, which guide designers to develop more circular packaging solutions

Circular economy — a systems solution framework that tackles global challenges like climate change, biodiversity loss, waste and pollution. It is based on three principles, driven by design: eliminate waste and pollution; keep products and materials in use; and regenerate natural systems

Circular economy engagement — two-way interaction on topics relating to the circular economy through activities such as e-learning training, newsletters, social media, webinars and other campaigns

Circular lifestyles — day-to-day activities that embrace the principles of designing out waste and pollution, keeping products and materials in use and regenerating natural systems

Climate change — a change in global or regional climate patterns, in particular, a change apparent from the mid to late 20th century onwards and attributed largely to the increased levels of atmospheric carbon dioxide produced by the use of fossil fuels

CO$_2$e (carbon dioxide equivalent) — a unit for measuring different greenhouse gases in a common unit

Community Programme — the voluntary donation of Company resources, employee hours and/or goods and services to support local community or charitable projects

Consent to discharge — permits made available to allow effluents and other water to leave the organisation boundary

CPI (Confederation of Paper Industries) — the leading trade association representing the UK's paper-based industries

DJSI (see also S&P Global) — The Dow Jones Sustainability Indices (DJSI) are a family of best-in-class benchmarks for investors who have recognised that sustainable business practices are critical to generating long-term shareholder value and who wish to reflect their sustainability convictions in their investment portfolios

Glossary continued

Term	Definition
Downstream transportation and distribution	third-party transportation and distribution services after the point of sale not purchased by DS Smith
DS Smith Charitable Foundation	a charity supporting causes in the local communities of our operations and that align with the primary objectives of protecting our environment and providing educational opportunities
EcoVadis	the world's largest and most trusted provider of business sustainability ratings, creating a global network of more than 90,000 rated companies
Ellen MacArthur Foundation	the Ellen MacArthur Foundation works to accelerate the transition to a circular economy, developing and promoting the idea of a circular economy, and working with business, academia, policymakers and institutions to mobilise systems solutions at scale, globally
Employee commuting	transportation of employees between their homes and work sites
End-of-life treatment of sold products	the expected waste disposal and treatment of sold products at the end of their life
Energy export	process of flowing energy that leaves our organisation boundary to a third party
Energy generation	process of producing energy from a primary fuel or energy source
Environmental incident	an event or occurrence relating to the natural world
EPR (Extended Producer Responsibility)	a policy approach under which producers are given a significant responsibility for the treatment or disposal of post-consumer products
ESG (Environmental, Social, Governance)	standards relating to sustainability for an organisation's operations

Term	Definition
ESG Databook	a yearly publication to stakeholders, documenting non-financial performance in the previous and historic financial years
ESG Rating	a measurement of performance on ESG standards
EUDR (EU Deforestation Regulation)	a new EU Regulation aiming to minimise the EU's contribution to deforestation and forest degradation worldwide (supporting reduction of GHG emissions and biodiversity loss)
FEFCO	European Federation of Corrugated Board Manufacturers, Europe's corrugated packaging association
Fibre	natural cellulose material used to make paper
Fibre optimisation	a process in which supply chain data is used to predict and calculate the exact performance and fibre requirements of packaging
Forest management certification	a mechanism for verifying that a forest is managed responsibly to the requirements of a standard to promote the sustainable management of forests
Fossil fuel	a non-renewable energy source formed from decomposition of carbon-based organisms that release carbon dioxide when burned, contributing to climate change
FSC® (Forest Stewardship Council®)	an international non-profit that promotes responsible management of the world's forests. For our FSC certification, we include Packaging, Paper and Paper Sourcing sites that trade or manufacture products derived from timber
Fuel- and energy-related activities	production of fuels and energy purchased

Term	Definition
GHG (greenhouse gas)	a gas that contributes to climate change by absorbing infrared radiation
GOC (Group Operating Committee)	the Group Chief Executive's management board for considering Group-wide initiatives and priorities
Greenhouse Gas Protocol	a comprehensive framework to measure greenhouse gas (GHG) emissions
GRI (Global Reporting Initiative)	an international independent standards organisation that helps businesses, governments and other organisations understand and communicate their impacts on issues such as climate change, human rights and corruption
GSS (Global Supplier Standard)	a document that communicates the minimum standards that every supplier of materials and/or services to DS Smith is expected to meet
Hard-to-recycle packaging	packaging that is not presently recycled at scale in common waste streams
HSES (Health, Safety, Environment and Sustainability) Committee	a sub-committee of the GOC for considering Group-wide health, safety, environment and sustainability matters
Human rights	basic rights and freedoms that belong to every person in the world, from birth until death. They apply regardless of where you are from, what you believe or how you choose to live your life.
Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services (IPBES)	an independent intergovernmental body established by States to strengthen the science-policy interface for biodiversity and ecosystem services for the conservation and sustainable use of biodiversity, long-term human well-being and sustainable development

Term	Definition
IPCC (Intergovernmental Panel on Climate Change)	the United Nations body for assessing the science related to climate change
ISO (International Standards Organisation)	an international standard development organisation that publishes standards, e.g. ISO 9001, 14001, 45001, 50001. For our Group-wide ISO 50001:2018 certification, we include sites accounting for at least 90 per cent of overall Group energy consumption
Linear economy	an economy in which finite resources are extracted to make products that are used, generally not to their full potential, and then thrown away
LTA (Lost Time Accident)	an accident resulting in lost time of one shift or more
LTI (Lost Time Injury)	an injury resulting in lost time of one shift or more
Major environmental incident	an environmental incident of significant impact reportable to local or national authorities, or potentially resulting in legal prosecution and >£10,000 cost
MSCI (Morgan Stanley Capital International)	a global investment research firm with an ESG rating model to identify ESG risks that are most material to a sector and recognise companies managing most significant ESG risks and opportunities relative to industry peers

Glossary continued

Term	Definition
Net Zero	the state of reaching a balance between the amount of greenhouse gas produced and taken out of the atmosphere resulting in no net impact on the climate from greenhouse gas emissions intended to limit global temperature rise
Net Zero Transition Plan	a time-bound roadmap of decarbonisation activities to reach Net Zero, with defined targets and actions
NGO (non-governmental organisation)	a not-for-profit organisation that operates independently of any government
Optimise (packaging solutions)	predicting the most effective performance requirement of a packaging solution using supply chain data
Packaging and Packaging Waste Regulation (PPWR)	the Packaging and Packaging Waste Regulation, replacing the Directive of the same name, is the European Union's main legislative framework to reduce the impact of packaging on climate and the environment by promoting greater packaging reduction, reuse and recycling
Packaging solutions	fibre-based packaging products that are designed to address customer and consumer needs and maximise sustainable performance
Paper products	fibre-based paper products that are designed to address customer and consumer needs and maximise sustainable performance, made from recycled and/or chain of custody certified fibres
Paris Agreement	a legally binding international treaty on climate change (adopted in 2015), aiming to hold global temperature increases to well below 2 °C above pre-industrial levels and pursue efforts to limit global temperature increases to 1.5 °C above pre-industrial levels

Term	Definition
PEFC (Programme for the Endorsement of Forest Certification)	an international NGO which promotes sustainable forest management through independent third-party certification
Post-consumer waste	recovered fibre originated from end-consumer material streams, such as household waste or in back-of-store collections
Pre-consumer waste	recovered fibre originated from manufacturing scrap material streams, such as trimmings and off-cuts
Plastics replaced, avoided or reduced	any plastic with a low recycling rate compared to paper and cardboard or not made from renewable resources that has been replaced, avoided or reduced with a fibre-based alternative
Processing of sold products	further transformation before use by the end consumer of sold intermediate products by third parties (e.g. other manufacturers)
Production	sum of net saleable production (output) from our three main operations: Packaging, Paper and Recycling, that is sold to internal and external customers. This includes Packaging (boxes, sheets and other), Paper reels (and other), Wood products (sold by our Timber business) and recovered fibre and other materials (e.g. glass, metals, plastic and wood) processed and sold through our Recycling depot network
Pulp	a lignocellulosic fibrous material used in papermaking that is prepared by separating cellulose fibres from wood

Term	Definition
Purchased goods and services	upstream activities (i.e. cradle-to-gate) relating to the production of all tangible and intangible products purchased or acquired
Raw materials	basic materials used to manufacture a product, such as pulp or starch
Recovered fibre	used fibrous material that is collected for recycling and used again as a raw material for papermaking
Recyclable	a material that can be collected, separated or recovered from the waste stream through an established programme; whereby ≥95 per cent of the total packaging weight is accepted by and processed in paper mills as per CPI recyclability guidelines
Recycled or reused packaging	packaging recycled in practice and at scale or packaging designed to accomplish a minimum of two trips or rotations within its life cycle
Recycled paper	paper made from recycled materials
Renewable fuel	fuels produced from renewable natural resources, such as biogas, biomass and biomethane
Reporting period	the span of time the report covers, which in this report is from 1st May 2023 to 30th April 2024
Responsible fibre sourcing	an approach to purchasing and supply chains that actively and consciously sources and procures fibre for operations in an ethical, sustainable and socially responsible way, using for example only recycled or chain-of-custody certified papers
Reusable	packaging designed to accomplish a minimum of two trips or rotations within its life cycle

Term	Definition
Reuse pilot	a project in a real-world environment with a customer and partner(s) to test reusable packaging innovations and business models as appropriate. DS Smith's innovation stage gate process is used to evaluate the success of the pilot and potential to progress and scale
S&P Global	see 'DJSI'
SBT (science-based target), SBTi (Science Based Targets initiative)	measurable, actionable, and time-bound objectives, based on the best available science, that allow actors to align with Earth's limits and societal sustainability goals
SBTN (Science Based Targets Network	the SBTN builds upon the work of the Science Based Targets initiative (SBTi) to deliver resources and a methodology for setting science-based targets (SBTs) for nature
Scope 1 (direct) GHG emissions	greenhouse gas emissions arising from the combustion of fuels in assets owned by the Company (e.g. emissions from owned boilers, furnaces, vehicles, etc)
Scope 2 (indirect) GHG emissions	greenhouse gas emissions arising from the generation of purchased electricity, heat, steam or cooling, which physically occur at the facility where the energy is generated
Scope 3 (indirect) GHG emissions	greenhouse gas emissions arising in the value chain from all other sources as a consequence of our activities but from sources not owned by the Company
SFI (Sustainable Forestry Initiative)	a sustainability organisation operating in the US and Canada that works to advance sustainability through forest-focused collaboration
Sedex	a global data platform to store, analyse, share, and report on sustainability practices for supply chain assessment and transparency

Glossary continued

SMETA (Sedex Members Ethical Trade Audit)	a social auditing methodology, enabling businesses to assess their site and suppliers to understand working conditions in their supply chain
'Speak Up!'	an independent confidential process for asking for advice or raising concerns about unethical behaviour
Strategic supplier	a long-term, mutually cooperative relationship with mutual commitment where significant and ongoing value is accrued to both parties through operational capabilities. In 2023/24, we categorised 110 of our suppliers as 'strategic'.
Supplier LOCT	Supplier Leadership on Climate Transition, Supplier LOCT, is a group of companies helping suppliers become part of the climate solution by providing an online learning environment on carbon emissions reduction (Scope 3)
Supplier standards	see GSS (Global Supplier Standards)
Sustainability	the ability to meet the needs of the present without compromising the ability of future generations to meet their own needs
Sustainalytics	a global leading ESG research and data firm that rates the sustainability of companies based on ESG performance
T NSP	(metric) tonne net saleable production
TCFD (Task Force on Climate-related Financial Disclosures)	a framework developed to help public companies and other organisations disclose climate-related risks and opportunities
TNFD (Task Force on Nature-related Financial Disclosures)	a nature-related risk-management and disclosure framework

Traded waste	waste that is acquired and sold but does not physically enter the boundary of a DS Smith recycling depot
Upstream transportation and distribution	third-party transportation and distribution services between tier 1 suppliers and own operations; and outbound transportation services purchased by DS Smith
Virgin fibre	natural fibre used to make paper that has not yet been recycled
Vision Zero	our campaign to strive towards a workplace without accidents and illness through an approach to prevention that improves the health, safety and well-being of employees
Waste collected for recycling	used paper and cardboard for recycling that is acquired and physically enters the boundary of a DS Smith site (i.e. excludes 'traded waste')
Waste generated in operations	third-party disposal and treatment of waste from own operations, such as reject non-fibre material that enters our circular business model
Water consumption	total water withdrawals that are not discharged back into the water environment or to a third party
Water discharge	total water effluents and other water leaving the boundary and released into the natural environment
Water efficiency	efficiency from which production is realised from water as a natural resource. As a calculation, this is water withdrawal divided by production
Water scarcity plan	an action plan in the event a site loses access to their water supply

Water stress	a situation in which the water resources in a region are insufficient for its needs
Water management plan	an operational plan for the management of water withdrawal to ensure environmentally sustainable and economically beneficial practices
Water withdrawal	total water withdrawn into the boundary from all sources for any use
Zero harm	an approach to occupational safety with the goal of operating a workplace without exposing an individual to injury through the implementation of safe work systems
Zero waste	no operational solid waste, excluding waste generated by exceptional projects such as construction or demolition works

Comments about our Sustainability Report

We are committed to continuing to develop our Sustainability Report to keep our stakeholders informed about the progress we are making.

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