



Developing Partnerships Delivering Peace of Mind

2021
SUSTAINABILITY
DATA SUPPLEMENT





Our commitment to operating a responsible and sustainable business has remained firmly in place in 2021, despite the ongoing challenges associated with the gradual re-opening of global economies. We continue to limit the negative impact of the COVID-19 pandemic, and I am proud of how we as a business have adopted and evolved in the face of these challenges.

Ever since the early years of PCH, we have championed sustainability in business, and I was delighted in May of 2021 when our VP of Sustainability, Alan Cuddihy, was recognized by the UN Global Compact as one of the ten Sustainable Development Goal Pioneers. Alan is leading our cross-functional sustainability group to drive progress in all areas of our business. Furthermore, having a sustainability leader on our executive team allows us to reshape how we operate as a business in pursuit of the UN 2030 agenda.

As we continue to emerge from the pandemic, we must now drastically increase our efforts to operate in a more sustainable way, and ensure our customers have the opportunity to do the same. We know that larger companies are already moving forward and pioneering multi-year roadmaps toward carbon neutrality. We know that stakeholders are demanding action, and we want to ensure that these measures are not only limited to big companies, but also to midsize, smaller brands and other institutions that rely on complex global supply chains. PCH wants to support all organizations in their transition to low or zero carbon operations.



Building resilience and sustainability into each phase of the product lifecycle is a primary goal of PCH, and we are optimizing our business to ensure these targeted interventions can be made. We aim to maintain strong ESG performance across the business, especially during times of supply disruption, and ensure our customers benefit from our strengths in this area

– Liam Casey

In addition to carbon reduction and elimination, the past 2 years have highlighted the critical importance of the supply chain resilience. We have seen major gaps in knowledge, data, visibility and transparency in times of supply disruption. This gap must be addressed step-by-step along each link of the supply chain, from concept, design, sourcing, manufacturing, fulfilment and reverse logistics.

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We have a unique vantage point at PCH, cross-lifecycle. Our asset-light model enables us to not only advise our customers on where they can optimise their product operations, but also to implement improvements on their behalf. We now know that strong ESG performance has a positive financial impact on any business, and we want to ensure we as a business, and our customers, are equipped to unlock this potential. In order to do this, we need end-to-end visibility, and our business model allows us to do that in an effective way.

Our commitment to UN Sustainable Development Goals

PCH has participated in the UN Global Compact since 2012. We saw back then the immense opportunity to change how we operated, and we will be continuing with our strategies to align with UN Sustainable Development Goals 8, 9, 12 and 13. The SDG framework has provided the guidance and resources PCH has needed to build our sustainability credentials in the past and inspire future progress going forward.

I am proud of our team as we've committed to our strategic plan to attain the highest standards in sustainability. This commitment continues to strengthen PCH's own resiliency and allows us to take on the challenges the world presents.

As with many businesses, 2021 was a year of change and preparation for our next phase of growth. We will continue to position our company to maximise positive economic, environmental and social impact of our business and we look forward to sharing how we do that in this report and in future publications.

Liam Casey

Founder & CEO



Driving Sustainability Performance Across the Product Life Cycle

Leveraging PCH End-to-End
Capabilities for Aggregated Impact



Targeted Sustainability Interventions Across The Product Life Cycle

The transition to a Net Zero economy has accelerated in recent years. Global consumers have united with the world's most powerful investors to demand sustainability, with proof. Leading organizations need data that proves their progress towards their sustainability commitments.

At PCH we aim to leverage our vantage point across the product life cycle to make sustainability interventions that will ensure a significant improvement on overall performance. These interventions differ depending on the phase of the life cycle, whether the product is in design, development, manufacture, distribution, in use, or end-of-life.

The common thread among these interventions is that they are verifiable, data-driven and recognized as industry leading. Combined across the full product life cycle, provide a holistic evaluation of the carbon footprint change as a result of all major activities to bring product to market. By reviewing the outcome and comparing it with the industry average, companies immediately identify major areas for improvements and set up quantifiable sustainability goals. This represents a significant step forward in the transition to lower or net zero operations.

PCH aims not only to advise our customers on these interventions, but to implement them on their behalf and maintain a strong partnership through this transition to sustainable product design and value chain.

The process will be iterative to ensure no negative impact on operations but will be aligned with recognized carbon reduction targets.

This will require a significant collaborative effort among all stakeholders; however, this transition is achievable by making the necessary interventions and implementing the required improvements.

Our PCH mission of “Developing Partnerships, Delivering Peace of Mind” is now more relevant than ever. In the past this has meant ensuring the optimal balance between the three key performance indicators of speed, cost and quality. Today we must expand these KPIs to ensure we maximize positive sustainability and ESG performance.



Concept to Consumer: A Practical Approach that Delivers Meaningful Impact



Product Development

Full lifecycle assessment at PD phase to guide material and process selection. Incorporate design for upgrade, disassembly and responsible disposal.

Strategic Sourcing

Verified supply network, applying PCH Code of Conduct across sourcing network. In-house environmental and social auditing infrastructure to ensure a compliant supply base.

Manufacturing

Manufacturing partnerships that deliver improved ESG performance. Industrial upgrading for improved efficiency, safety and cost competitiveness. Reduced waste and carbon emissions.

Logistics

Sustainable packaging design that optimizes for minimal waste, weight and maximum palletization efficiency. Reduced inventory requirements, eliminate waste and overproduction.

Delivery

With PCH, customers can slash inventory and waste by shortening the steps from concept to doorstep.

**SUSTAINABLE
DEVELOPMENT
GOALS**

8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION





This 2021 Sustainability Data Supplement provides data updates on our 2021 performance. The data may be compared to and cross-referenced with performance disclosed in our full 2020 Sustainability Report (GRI Core report). This report supplement marks the eighth annual year we've published a report. Access our 2012-2020 reports on our website.

This report supplement has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. Additionally, our sustainability reporting follows the United Nations Global Compact (UNGC) Communication on Progress standards.

Reporting Year: Calendar year 2021

Operations Included in Report:

Unless otherwise noted, the data covered in this report includes available 2021 data for PCH operations at our two PCH Innovation Hubs in San Francisco and Shenzhen, China; software development operations in Cape Town, South Africa; and HR, finance and IT operations in Cork, Ireland.

Key Topics and Concerns

See Materiality Matrix on page 27 of our 2020 Sustainability Report.

Methodologies

We did not seek external assurance for this data supplement. However, we have calculated the data using the best possible methodologies currently available and aligned them with recognized standards.

Our GHG emissions accounting and reporting are aligned with the GHG protocol, and the emission factors we use are from publicly available sources such as the International Energy Agency (IEA). Note, however, greenhouse gas (GHG) emissions data are subject to inherent uncertainties because of incomplete scientific knowledge used to determine emission factors and measurements.

Our energy usage is based on invoiced utility data, data reported by transport providers and suppliers and data from real-time electricity meters

Forward-Looking Statements

The information in this report supplement may contain forward-looking statements. Such statements reflect management's current expectations. Although management believes such statements to be reasonable, no assurance can be given that such expectations will prove correct. Such statements are subject to risks and uncertainties, and such future events could differ materially from those set out in the forward-looking statements as a result of, among other factors:

- > Changes in economic, market or competitive conditions
- > Success of business and operating initiatives
- > Changes in the regulatory environment and other governmental actions and business risk management

Any forward-looking statement made in this report supplement relates only to events as of the date on which the statement is made. We undertake no obligation to update any forward-looking statements to reflect new information, except as required by law

GRI GENERAL DISCLOSURES ADDRESSED

All 56



Learn More

See our [2020 Sustainability Report](#) for more information on our reporting guidelines, standards and methodology.



PCH Data

By sharing our company data, we adhere to the PCH commitment to sustainability and to our principles of transparency and accountability.

PCH Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Customers by Region ¹					
Customers in North America	Percentage of Total Customers	18%	35%	33%	102-6
Customers in Asia	Percentage of Total Customers	13%	20%	21%	102-6
Customers in Europe	Percentage of Total Customers	65%	40%	42%	102-6
Other Customers	Percentage of Total Customers	4%	5%	4%	102-6
Customers and Shipping					
Units Shipped	Total Number Shipped	14,718,624	115,841,874	17,257,989	102-7 102-9
Customers Utilizing Air Freight	Percentage of Total Customers	79%	50%	34%	102-6

PCH Footnotes:

1 Based on locations where PCH shipped



Operations Data

PCH technology investments allow us to monitor our energy use on an hourly basis to reduce waste and to optimize our operations.

Operations Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Operations					
Size of Global Operations	Square Footage	332,304	332,304	332,304	102-7
Size of Operations: San Francisco	Square Footage	28,500	28,500	28,500	102-7
Size of Operations Devoted to Pack Out ¹	Square Footage	214,107	214,107	214,107	102-7
Resource Use ^{2 & 3}					
Global Electricity Use ⁴	Kilowatts	1,046,329	1,329,584	1,317,351	302-1
U.S. Electricity Use ⁴	Kilowatts	432,163	382,660	291,279	302-1
China Electricity Use ⁴	Kilowatts	614,166	946,924	1,026,072	302-1
U.S. Gas Use	Therms	3,720	6,845	6,080	302-1
Global Water Use ⁵	Tons	7,393	5,210	7,086	303-5
U.S. Water Use	Tons	519	379	243	303-5
China Water Use ⁵	Tons	6,874	4,831	6,843	303-5
Environmental Impact ^{3, 6 & 7}					
Greenhouse Emissions: China and U.S.	Indirect Scope 2 Metric Tons	882	1133	1058	305-2
U.S. Greenhouse Emissions	Indirect Scope 2 Metric Tons	318	264	233	305-2

Operations Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Environmental Impact (continued)					
China Greenhouse Emissions	Indirect Scope 2 Metric Tons	564	869	825	305-2
U.S. Waste Production	U.S. Lbs.	47,486	32,255	22,464	306-3
China Waste Paper	Kilograms	119,320	110,910	79,170	306-3
China Waste Plastic	Kilograms	151,172	11,282	10,417	306-3
U.S. Landfill Waste	U.S. Lbs.	24,184	15,398	10,231	306-5
U.S. Landfill Waste ⁸	Percentage of U.S. Waste	51%	48%	45.54%	306-5
U.S. Recycled Waste ⁸	U.S. Lbs.	22,972	14,625	9,719	306-4
U.S. Recycled Waste ⁸	Percentage of U.S. Waste	48%	45%	43.26%	306-4
U.S. Compost Waste ⁸	U.S. Lbs.	0	0	0	306-4
U.S. Compost Waste	Percentage of U.S. Waste	0%	0%	0%	306-4
U.S. Recycled Electronic Waste	U.S. Lbs.	330	361	354	306-5
U.S. Recycled Electronic Waste	Percentage of U.S. Waste	1%	0.5%	1.5%	306-5
Global Hazardous Waste	U.S. Lbs.	474	2,313	2,160	306-5
Global Hazardous Waste	Percentage of Global Waste	1%	6.5%	9.7%	306-5
U.S. Hazardous Waste	U.S. Lbs.	0	2,086	1,627	306-5
U.S. Hazardous Waste	Percentage of Global Hazardous Waste	0%	90%	75.32%	306-5
China Hazardous Waste	U.S. Lbs.	474	227	533	306-5

Operations Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Environmental Impact (continued)					
China Hazardous Waste	Percentage of Global Hazardous Waste	100%	10%	24.68%	306-5
Waste Water with Mixed Lubricants	U.S. Lbs.	0	0	0	306-5
Waste Lubricants	Kilograms	0	0	0	306-5
Light Tubes	Kilograms	65.18	49.75	68.2	306-5
Hazardous Chemical Containers	Kilograms	7.5	0	2.5	306-5
Lead-Acid/Zinc-Manganese Batteries Waste	Kilograms	44.28	15.82	15.8	306-5
Organic Solvent Waste	Kilograms	43.5	0	81	306-5
Cloth Mixed with Solvents	Kilograms	0	0	4	306-5
Waste Electronics	Kilograms	-	-	2.5	306-5
Ink/Toner Cartridge Waste	Kilograms	54.5	36.73	67.7	306-5

Operations Footnotes:

- 1 During pack out, individual items – which are separate or related products included in one order – are grouped and packaged into one unit for shipping. This reduces the potential of inventory risk, waste and excess warehousing costs.
- 2 In 2017 at our China facilities, we installed 43 energy meters to monitor energy usage, including HVAC, ovens, air compressors, power, sockets and overhead lighting. This allows us to track energy consumption accurately to every 15 minutes so we can determine when and where energy consumption is high and rapidly initiate energy reduction protocols.
- 3 All U.S. data were received from third parties. The water consumption information was received from the San Francisco Public Utilities Commission through the property management (CBRE) and Godtland Enterprises. The waste information was received from Recology (Waste Management Co.). The gas and electric usage was received from Pacific Gas & Electric accounts.
- 4 In general, electricity usage trended down in previous years. However, we expect fluctuations depending on project cycles, weather (climate control on factory floors), and increases in production. We remain committed to continuously improving energy efficiency.
- 5 We expect fluctuations depending on project cycles, weather (climate control on factory floors), and increases in production. We remain committed to continuously improving water efficiency and water intensity.
- 6 Environmental data come from 90.9% of our total operational square footage.
- 7 All waste is disposed of by licensed operators. Hazardous waste generated in our owned facilities is the only available waste data for our operations in China. All non-hazardous waste (scraps) generated in PCH facilities are owned by our customers and are disposed of according to our clients' wishes using licensed operators.
- 8 Data based on container size and frequency of retrieval.



People Data

To improve the well-being of the PCH workforce, our Corporate Social Responsibility (CSR) program focuses on health and safety training, mentorship, education, social and cultural activities and open communications.

People Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Workforce					
Global Workforce	Total Number	447	470	315	102-7 102-8
Workforce in China	Percentage of Global Workforce	81%	80.2%	82.2%	102-8
Global Engineers	Total Number	86	84	43	102-8
Diversity: Gender					
Global Employees: Female	Percentage of Global Workforce	76.19%	73.77%	60.63%	102-8 405-1
Global Employees: Male	Percentage of Global Workforce	23.81%	26.23%	39.37%	102-8 405-1
Senior Leadership: Female	Percentage of Senior Leadership	33.33%	33.33%	18.18%	405-1
Senior Leadership: Male	Percentage of Senior Leadership	66.67%	66.67%	81.82%	405-1
Senior Management: Female	Percentage of Senior Management	36.84%	30.77%	37.5%	405-1
Senior Management: Male	Percentage of Senior Management	63.16%	69.23%	62.5%	405-1
Middle Management: Female	Percentage of Middle Management	42%	42.86%	47.06%	405-1
Middle Management: Male	Percentage of Middle Management	58.00%	57.14%	52.94%	405-1
Individual Contributor: Female	Percentage of Individual Contributors	51.75%	51.85%	48.75%	405-1
Individual Contributor: Male	Percentage of Individual Contributors	48.25%	48.15%	51.25%	405-1
Factory Staff: Female	Percentage of Factory Staff	80.00%	80.56%	85.29%	405-1
Factory Staff: Male	Percentage of Factory Staff	20.00%	19.44%	14.71%	405-1

People Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Diversity: Age					
Senior Leadership under 30	Percentage of Senior Leadership	0.00%	0.00%	0.00%	405-1
Senior Leadership 30-50	Percentage of Senior Leadership	66.67%	46.67%	72.73%	405-1
Senior Leadership over 50	Percentage of Senior Leadership	33.33%	53.33%	27.27%	405-1
Senior Management under 30	Percentage of Senior Management	0.00%	0.00%	0.00%	405-1
Senior Management 30-50	Percentage of Senior Management	80.00%	76.92%	75.00%	405-1
Senior Management over 50	Percentage of Senior Management	20.00%	23.08%	25.00%	405-1
Middle Management under 30	Percentage of Middle Management	0.00%	0.00%	0.00%	405-1
Middle Management 30-50	Percentage of Middle Management	90.00%	85.71%	88.24%	405-1
Middle Management over 50	Percentage of Middle Management	10.00%	14.29%	11.76%	405-1
Individual Contributor under 30	Percentage of Individual Contributors	13.28%	12.96%	8.75%	405-1
Individual Contributor 30-50	Percentage of Individual Contributors	82.52%	82.10%	83.75%	405-1
Individual Contributor over 50	Percentage of Individual Contributors	4.20%	4.94%	7.50%	405-1
Factory Staff under 30	Percentage of Factory Staff	25.40%	18.03%	9.30%	405-1
Factory Staff 30-50	Percentage of Factory Staff	73.01%	80.33%	88.37%	405-1
Factory Staff over 50	Percentage of Factory Staff	1.59%	1.64%	2.33%	405-1

People Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Grievances					
Grievances Reported by Employees	Total Number	75	52	78	102-17
Reported Food Grievances	Percentage of Total Grievances Reported	49%	55.77%	50%	102-17
Reported Factory Management Grievances	Percentage of Total Grievances Reported	31%	25%	20.5%	102-17
Reported Pay/Welfare Grievances	Percentage of Total Grievances Reported	0%	3.85%	16.7%	102-17
Reported Miscellaneous Grievances ¹	Percentage of Total Grievances Reported	20%	15.38%	12.8%	102-17
Health and Safety					
Participants in Health and Safety Committee: Factory Workforce	Percentage of Factory Workforce	16.7%	16.28%	19.19%	403-4
Injuries: China	Total Number	0	0	0	403-9
Fatalities (occupation/disease): China	Total Number	0	0	0	403-9
Lost Work Days	Total Number	0	0	0	403-9

People Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Overtime					
Average Workweek	Average Number of Hours	50	39	40.9	102-8
Compliance with Supplier Code of Conduct ²	Percentage	97%	100%	100%	102-16
Breaches of 60-hour Workweek	Total Number of Weeks	9	0	0	409-1
Average Rest Days Per Month	Average Days	5	5.25	5.25	409-1
Breaches of One Rest Day Per Week	Total Number	2	0	0	409-1
Career Enhancement Opportunities					
Participants in Non-Factory Training Programs ³	Total Number	340	370	176	404-2
Non-Factory Training Hours Provided ³	Total Hours	1,727	2,594	793	404-1
Factory Workers Training Hours Provided ⁴	Total Hours	964	1,571	921	404-1
New Hires Provided Training	Total Number	75	90	30	404-1

People Data Footnotes:

1 Grievance topics include employee relationships, training, leave and personal issues.

2 Our Supplier Code of Conduct requires that factory workers work no more than 20 hours per week of overtime and no more than 36 hours per month of overtime, except in emergency or unusual situations.

3 Training programs included customer service, office software, management skills, technical skills, labor law and Social and Environmental Responsibility

4 Training included CSR/EHS/AEO/I SO, health and safety courses.



Supply Partner Data

PCH fosters positive long-term relationships with our supplier partners to enable us to incorporate sustainable practices where we see opportunities to benefit our suppliers and our customers.

Supply Partner Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Suppliers					
Suppliers in Network	Approximate Number	1,000+	1,000+	1,000+	102-9 204-1
New Suppliers	Total Number	11	11	28	102-10
Existing Suppliers	Total Number	188	181	185	102-9 102-10
PCH-Selected Suppliers	Total Number	128	114	139	414-2
Customer-Selected Suppliers	Total Number	71	78	68	414-2
Suppliers Transacted With Globally ¹	Total Number	178	192	207	102-9 204-1
Percent of Total Supplier Spend by Industry					
Service Items and Consulting	Percentage	6%	20%	25%	102-9 201-1
Hardware	Percentage	56%	35%	30%	102-9 201-1
Electrical Engineering	Percentage	2%	2%	2%	102-9 201-1
Mechanical Engineering	Percentage	11%	18%	18%	102-9 201-1
Printing and Packaging	Percentage	17%	23%	23%	102-9 201-1
Final Assembly, Test and Pack	Percentage	8%	2%	2%	102-9 201-1

Supply Partner Data

Data Category	Unit	2019	2020	2021	GRI Index Reference
Percent of Total Supplier Spend by Location					
China	Percentage	84%	73%	76%	201-1 204-1
Europe	Percentage	4%	4%	4%	201-1 204-1
Asia-Pacific	Percentage	4%	7%	7%	201-1 204-1
U.S. and Australia	Percentage	8%	16%	13%	201-1 204-1
Supplier Audits					
Supplier Audits	Total Number of Audits	48	41	34	414-2
Failed Supplier Audits	Total Number of Failed Audits	0	0	0	414-2

Supplier Partner Data Footnote:

1 Excludes suppliers who worked with our San Francisco-based engineering team



GRI Index

PCH follows the GRI Standards, an internationally recognized framework for disclosing economic, environmental and social performance. This report has been prepared in accordance with the GRI Standards: Core option.

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Disclosure	Description Title	Location in Report/Detail/Omission Explanation	Page
General Disclosures			
102-1	Name of the organization	PCH International	
102-2	Activities, brands, products and services	PCH develop specialized solutions to bring our customers' innovative products to market. For more information, see the About PCH chapter, pp 14-30, PCH 2018 Sustainability Report	
102-3	Location of headquarters	Cork, Ireland	
102-4	Location of operations	Cork, Ireland; Shenzhen, China; Cape Town, South Africa; and San Francisco, California	
102-5	Ownership and legal form	PCH is a privately held company.	
102-6	Markets served	Customers by Region	8
102-7	Scale of the organization	Customers and Shipping Operations Workforce	8, 10, 14
102-8	Information on employees and other workers	Workforce and Diversity: Gender	14
102-9	Supply chain	Customers and Shipping Suppliers and Percent of Total Supplier Spend by Industry	8, 20
102-10	Significant changes to the organization and its supply chain	Suppliers	20
102-11	Precautionary Principle or Approach	N/A	
102-12	External initiatives	PCH is a signatory of the United Nations Global Compact.	
102-13	Membership of associations	United Nations Global Compact	
102-14	Statement from senior decision-maker	Message from Liam Casey, chief executive officer	1-2

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Disclosure	Description Title	Location in Report/Detail/Omission Explanation	Page
102-15	Key impacts, risks and opportunities	Since 2019, we (1) established a VP sustainability as a key role on our Senior Leadership Team reporting directly to the CEO; (2) integrated sustainability practices across new areas of the company; (3) increased our focus on sustainable materials, engineering and design; and (4) maintained our existing focus on our supply chain's sustainable practices.	
102-16	Values, principles, standards and norms of behavior	Overtime Doing Our Part to Abolish Child Labor For more information, see Worker Health and Safety, p 43, and Partnering with Our Suppliers, p 54, PCH 2020 Sustainability Report . Also, see PCH Sustainability for these PCH policies: Supplier Qualification (Code of Conduct), Environmental, Conflict Minerals, Stopping Shark Fin Consumption and Child Labor.	3-4
102-17	Mechanisms for advice and concerns about ethics	Grievances For more information, see People, p 41, PCH 2020 Sustainability Report	16
102-18	Governance structure	See Sustainability Governance, p53 , PCH 2020 Sustainability Report	
102-19	Delegating authority	Our CEO created the role of VP sustainability on our Senior Leadership Team to provide oversight on economic, environmental and social topics. Our VP sustainability provides updates to the Senior Leadership Team on a weekly basis.	
102-20	Executive-level responsibility for economic, environmental and social topics	Our VP sustainability reports directly to our CEO	
102-21	Consulting stakeholders on economic, environmental and social topics	Our VP sustainability serves as liaison between our CEO, our Board of Directors and other stakeholders.	
102-22	Composition of the highest governance body and its committees	Liam Casey serves as PCH CEO. He founded the company in 1996 as a manufacturing and supply chain management company. Today, PCH remains a private company that provides product design engineering and development as well as startup innovation. Mike McNamara serves as chairman of the Board of Directors, comprised of male directors with one director independent of PCH.	

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Disclosure	Description Title	Location in Report/Detail/Omission Explanation	Page
102-23	Chair of the highest governance body	Liam Casey serves as PCH CEO, and Mike McNamara serves as Chairman of the Board of Directors.	
102-24	Nominating and selecting the highest governance body	PCH's process for nominating individuals to become members of the Board of Directors is proprietary, although the process does serve the interests of our company, our customers, our supply chain and our sustainability practices.	
102-25	Conflicts of interest	The PCH Board of Directors' process for managing conflicts of interest is proprietary, although the process does serve the interests of our company, our customers, our supply chain and our sustainability practices.	
102-26	Role of highest governance body in setting purpose, values and strategy	Our senior executives, including our CEO, and our Board of Directors are involved in the development, approval and updating of PCH's purpose, value or mission statements, as well as strategies, policies and goals related to sustainability.	
102-27	Collective knowledge of highest governance body	We circulate our annual sustainability report for CEO and Board review. Our VP sustainability consults with our CEO and Board members individually.	
102-28	Evaluating the highest governance body's performance	Currently, we don't have a review process to evaluate our CEO's and Board of Directors' performances with respect to governance of economic, environmental and social topics.	
102-29	Identifying and managing economic, environmental and social impacts	After identifying and managing economic, environmental and social impacts, our VP sustainability reports to our CEO and our Board of Directors.	
102-30	Effectiveness of risk management processes	Our CEO and Board of Directors delegate the role of reviewing the effectiveness of our risk management processes for economic, environmental and social topics to our VP sustainability.	
102-31	Review of economic, environmental and social topics	We review economic, environmental and social risks as part of our risk enterprise program as needed.	

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Disclosure	Description Title	Location in Report/Detail/Omission Explanation	Page
102-32 102-33	Highest governance body's role in sustainability reporting and communicating critical concerns	Our Senior Leadership Team, which includes our VP sustainability, reports to our CEO who meets with the Board of Directors. This team has representatives from across the company from all geographic locations.	
102-34	Nature and total number of critical concerns	Our VP Sustainability reported zero critical concerns.	
102-35 102-36 102-37 102-38 102-39	Remuneration and compensation	We've integrated our commitment to sustainability into all levels of our organization. As a private company, though, remuneration and compensation policies and information are proprietary information and considered business confidential.	
102-40	List of stakeholder groups	See How We Communicate with Stakeholders, p 25, PCH 2020 Sustainability Report	
102-41	Collective bargaining agreements	Covered by collective bargaining agreements: 33% of our employees who comprise all of our factory production workforce	
102-42	Identifying and selecting stakeholders	See Materiality and Stakeholder Management chapter, pp 26-27, PCH 2020 Sustainability Report	
102-43	Approach to stakeholder engagement	See Materiality and Stakeholder Management chapter, pp 25, PCH 2020 Sustainability Report	
102-44	Key topics and concerns raised	See Materiality Matrix, p 27, PCH 2020 Sustainability Report	
102-45	Entities included in the consolidated financial statements	PCH is a global company with key innovation hubs in San Francisco, and Shenzhen, China; software development in Cape Town, South Africa; HR, finance and IT in Cork, Ireland and international business development teams.	
102-46	Defining report content and topic Boundaries	About This Report GRI Index	5-6, 23
102-47	List of material topics	GRI Index For more information, see Materiality Matrix, p , PCH 2020 Sustainability Report	23

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Disclosure	Description Title	Location in Report/Detail/Omission Explanation	Page
102-48	Restatements of information	N/A	
102-49	Changes in reporting	N/A	
102-50	Reporting period	Calendar year 2021 unless otherwise noted	
102-51	Date of most recent report	Calendar year 2021	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report	Alan Cuddihy, VP sustainability, alan@pchintl.com	
102-54	Claims of reporting in accordance with the GRI Standards	Core	
102-55	GRI content index	GRI Index	
102-56	External assurance	N/A	
Economic Disclosures			
201-1	Direct economic value generated and distributed	PCH Data Supply Partner Data	8, 20-21
204-1	Proportion of spending on local suppliers	Supply Partner Data	20-21
205-1	Operations assessed for risks related to corruption	See Materiality and Stakeholder Management, p 26-27, PCH 2020 Sustainability Report	
Environmental Disclosures			
302-1	Energy consumption within the organization	Resource Use	10
303-5	Water consumption	Resource Use	10
305-2	Energy indirect (Scope 2) GHG emissions	Environmental Impact	10-11

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Disclosure	Description Title	Location in Report/Detail/Omission Explanation	Page
306-3 ¹	Waste generated	Environmental Impact	11 -12
306-4 ¹	Waste diverted from disposal	Environmental Impact	11 -12
306-5 ¹	Waste direct to disposal	Environmental Impact	11
307-1	Non-compliance with environmental laws and regulations	PCH has never been fined nor had any incidents of non-compliance with regulations or laws in the jurisdictions where we operate.	
Social Disclosures			
402-1	Minimum notice periods regarding operational changes	In the event of any change to our operations that would significantly affect our factory employees, up to three days' notice is provided by the HR department. When any employee is no longer to be employed by our factories, they receive at least one month notice from factory management.	
403-1	Occupational health and safety management system	See Worker Health and Safety, p 47, PCH 2020 Sustainability Report	
403-4	Worker participation, consultation and communication on occupational health and safety	Health and Safety	16
403-5 ²	Worker training on occupational health and safety	See Worker Health and Safety, p 47, PCH 2020 Sustainability Report	
403-6 ²	Promotion of worker health	See Worker Health and Safety, p 47, PCH 2020 Sustainability Report	
403-9	Work-related injuries	Health and Safety	16
403-10 ³	Work-related ill health	Health and Safety	16
404-1 ⁴	Average hours of training per year per employee	Career Enhancement Opportunities	17
404-2	Programs for upgrading employee skills and transition assistance programs	Career Enhancement Opportunities For more information, see Career Enhancement Opportunities, pp 45-47, PCH 2018 Sustainability Report	17
405-1	Diversity of governance bodies and employees	Diversity: Gender and Diversity: Age	14 -15

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Disclosure	Description Title	Location in Report/Detail/Omission Explanation	Page
408-1	Operations and suppliers at significant risk for incidents of child labor	Doing Our Part to Abolish Child Labor	4
409-1 ⁵	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Overtime	17
414-2 ⁶	Negative social impacts in the supply chain and actions taken	Suppliers Supplier Audits	20-21
417-1	Requirements for product and service information and labeling	For product labeling such as European Conformity (CE), U.S. Food and Drug Administration (FDA) or labeling approval for a particular market, our customers instruct us on their labeling requirements.	

GRI Index Footnotes:

- 1 In the PCH 2018 Sustainability Report, data related to disclosures 306-3, 306-4 and 306-5 were inadvertently mislabeled as being related to 306-2.
- 2 In the PCH 2018 Sustainability Report, data related to disclosures 403-5 and 403-6 were inadvertently mislabeled as being related to 403-4.
- 3 In the PCH 2018 Sustainability Report, data related to disclosure 403-10 were inadvertently mislabeled as being related to 403-9.
- 4 In the PCH 2018 Sustainability Report, data related to disclosure 404-1 were inadvertently mislabeled as being related to 404-2.
- 5 In the PCH 2018 Sustainability Report, data related to disclosure 409-1 were inadvertently omitted from the GRI Index.
- 6 In the PCH 2018 Sustainability Report, data related to disclosure 414-2 were inadvertently mislabeled as being related to 204-1.



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