

# GLOBAL REPORTING INITIATIVE CONTENT

Disclosure	Commentary and references				Omission
<b>GRI 102: General disclosures 2016</b>					
<b>102-1</b> Name of the organisation	Annual Report 2019, p. 42				
<b>102-2</b> Activities, brands, products, and services	Annual Report 2019, p. 8-11, 38, 62, 151				
<b>102-3</b> Location of headquarters	Annual Report 2019, p. 42				
<b>102-4</b> Location of operations	Annual Report 2019, p. 9, 62, 151				
<b>102-5</b> Ownership and legal form	Annual Report 2019, p. 9, 47				
<b>102-6</b> Markets served	Annual Report 2019, p. 16-18				
<b>102-7</b> Scale of the organisation	Annual Report 2019, p. 8, 32 Urenco does not employ large numbers of self-employed staff. There have been no significant variations in employee numbers in 2019.				
<b>102-8</b> Information on employees and other workers	Urenco does not employ large numbers of self-employed staff. There have been no significant variations in employee numbers in 2019.				
<b>102-8:</b> Organisational profile			<b>2017</b>	<b>2018</b>	<b>2019</b>
	Total employees by employment contract	Permanent	1,477	1,453	1,487
		Temporary	36	36	46
		<b>Total</b>	<b>1,513</b>	<b>1,489</b>	<b>1,533</b>
	Total permanent employees by employment type	Full-time	1,391	1,364	1,382
		Part-time	86	89	105
		<b>Total</b>	<b>1,477</b>	<b>1,453</b>	<b>1,487</b>
	Total workforce by employees and supervisors by gender	Managers - Male	234	216	208
		Managers - Female	37	41	48
		Non-managers - Male	966	951	991
		Non-managers - Female	276	281	280
		<b>Total</b>	<b>1,513</b>	<b>1,489</b>	<b>1,527</b>
	Total workforce by region and gender	Europe male	1,026	1,002	1,033
		Europe female	261	272	279
		America male	174	165	166
America female		52	50	49	
Rest of world		0	0	0	
<b>Total</b>		<b>1,513</b>	<b>1,489</b>	<b>1,527</b>	

Disclosure	Commentary and references					Omission
<b>GRI 102: General disclosures 2016</b>						
<b>102-9</b> Supply chain	Sustainability Report 2019, p. 6					
<b>102-10</b> Significant changes to the organisation and its supply chain	No significant changes to report.					
<b>102-11</b> Precautionary principle or approach	Urenco operates in an industry where the environmental and health risks are well understood, and there are clear rules for responsible management to prevent damage. The area of our operations where the precautionary principle is most relevant is in relation to climate change, where there is still debate over the exact nature of the impacts. Nuclear energy is carbon free at the point of generation, and we have a dedicated Energy Savings Group focused on reducing our carbon footprint.					
<b>102-12</b> External initiatives	<p>Our Annual Report 2019 (p. 64, 78-80) outlines the economic charters with which we comply, including Internal Accounting Standards (IAS) and International Financial Reporting Standards (IFRS).</p> <p>Our carbon emissions data has been collated in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard – Revised Edition (2004) and the Scope 2 Guidance amendment (2015).</p> <p>Details of our environmental management system certifications are given on p.18 of the Sustainability Report 2019. Additionally, all of our facilities are certified to ISO 9001.</p>					
<b>102-13</b> Membership of associations	Membership	Hold position on the governance body	Participate in projects or committees	Provide substantive funding beyond routine membership dues	View membership as strategic	
	European Nuclear Society	✓			✓	
	European Safeguards Research & Development Association	✓	✓		✓	
	FORATOM				✓	
	Nuclear Industry Association	✓			✓	
	NucNet	✓			✓	
	World Nuclear Association	✓			✓	
	World Nuclear Fuel Market	✓			✓	
	World Nuclear Transport Institute	✓	✓		✓	
	World Institute for Nuclear Security	✓			✓	
	German Atomic Forum	✓			✓	
	German Nuclear Society	✓	✓		✓	
	WKK German Nuclear Front End Institute	✓	✓	✓	✓	

Disclosure	Commentary and references	Omission
<b>GRI 102: General disclosures 2016</b>		
<b>102-14</b> Statement from senior decision maker	Sustainability Report 2019, p. 4	
<b>102-16</b> Values, principles, standards, and norms of behaviour	Sustainability Report 2019, p. 7	
<b>102-18</b> Governance structure	Annual Report 2019, p. 44-64	
<b>102-40</b> List of stakeholder groups	Annual Report 2019, p. 23	
<b>102-41</b> Collective bargaining agreements		2017
	Percentage of employees covered by collective bargaining	2018
	48%	2019
	46%	46%
<b>102-42</b> Identifying and selecting stakeholders	Annual Report, pg. 22 Urenco's policy is to collate stakeholder dialogue at each of our facilities. Stakeholders are classified into a number of key groups (decision makers, influencers and opinion makers). We prioritise the opinions of the stakeholders who have the greater impact on our business (decision makers/influencers), however we are careful not to exclude the stakeholders whose opinions could influence our business. The majority of stakeholder dialogue therefore is collated to ensure any issues identified by our stakeholders that need closer monitoring are raised with our Executive Committee.	
<b>102-43</b> Approach to stakeholder engagement	Annual Report, p. 22	
<b>102-44</b> Key topics and concerns raised	Annual Report 2019, p. 23 Sustainability Report 2019, p. 12, 16, 18, 31	
<b>102-45</b> Entities included in the consolidated financial statements	Annual Report 2019, p. 80, 151	
<b>102-46</b> Defining report content and topic boundaries	<p>Summary of Urenco's stakeholder analysis and materiality assessment: Our materiality study follows the process of identification, prioritisation, validation and review and this is the process we used in defining report content.</p> <p><b>Stage 1: Identification</b> Urenco's policy is to collate dialogue from all stakeholders at each of our facilities. Stakeholder groups are identified by the impact they have on our business. (i.e. decision makers, influencers and opinion makers). A list of stakeholders with whom we engage is available in our Annual Report 2019 (p. 22-23).</p> <p><b>Stage 2: Prioritisation</b> This stage is based on the principles of materiality and stakeholder inclusiveness. Using the views/issues expressed by stakeholders during the reporting period (as recorded in our stakeholder engagement log) quantitative scores were given to each material issue raised. These scores were based on an internal review process, using GRI Standards prioritisation guidelines.</p> <p>In order to determine what to report on, we have defined thresholds to divide aspects between priority and monitoring.</p> <p><b>Stage 3: Validation</b> In the prioritisation stage a list of material aspects was established and were reviewed by a Sustainability Programme team.</p> <p>To ensure each aspect is managed correctly, core areas of focus have been established internally which cover these material aspects and guide our sustainability agenda going forward.</p> <p><b>Stage 4: Review</b> Conducted once the report has been published.</p>	

Disclosure	Commentary and references	Omission
<b>GRI 102: General disclosures 2016</b>		
<b>102-47</b> List of material topics	Priority topics include: <ul style="list-style-type: none"> <li>• Business, strategy and economic performance</li> <li>• Community and education</li> <li>• Governance, regulations, compliance and security</li> <li>• Innovation and technology (a theme which underlies many of our material issues)</li> <li>• Safety</li> <li>• Transport and logistics</li> </ul> Monitor topics include: <ul style="list-style-type: none"> <li>• Diversity and inclusion</li> <li>• Employee engagement</li> <li>• Environmental impact</li> <li>• External engagement on nuclear</li> <li>• Political landscape</li> </ul>	
<b>102-48</b> Restatements of information	No restatements to report	
<b>102-49</b> Changes in reporting	There were no significant changes to the list of material topics for Urenco in 2019. We have reviewed our GRI material aspect disclosures to better reflect our material topics. In 2020, we are conducting a major materiality review, and expect more significant refinements following that.	
<b>102-50</b> Reporting period	Calendar year 2019	
<b>102-51</b> Date of most recent report	2018	
<b>102-52</b> Reporting cycle	Annual	
<b>102-53</b> Contact point for questions regarding the report	Sustainability Report 2019, p. 50	
<b>102-54</b> Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core Option.	
<b>102-55</b> GRI content index	Enclosed	
<b>102-56</b> External assurance	Sustainability Report 2019, p. 36-37	

Disclosure	Commentary and references	Omission
<b>GRI 201: Economic Performance 2016</b>		
<b>103-1</b> Explanation of the material topic and its boundary	This topic relates to our material issue, Business, strategy and economic performance. Boundary: Internal: All Urenco entities. See Annual Report 2019, including p. 10-11, 151.	
<b>103-2</b> The management approach and its components	Our strategy is designed to strengthen and broaden our business to ensure its long term sustainability. It is led by our Chief Executive Officer, the Executive team and overseen by the Urenco Board. Each year, we set out the organisation's financial goals in our annual business planning process. Our Board carries ultimate responsibility for the economic performance of the company. Annual Report 2019, p. 32-37	
<b>103-3</b> Evaluation of the management approach	Annual Report 2019, p. 44-53	
<b>201-1</b> Direct economic value generated and distributed	Annual Report 2019. Revenues: p. 96 (geographic breakdown: p. 98) Economic value distributed: operating costs (p. 98-99), employee wages and benefits (p. 101), finance costs (pg. 102), taxation (p. 102-104), dividends paid and proposed (p. 105), and community projects (p. 63). Economic value retained: p. 156	We do not disclose economic value distributed at a country level.
<b>GRI 302: Energy 2016</b>		
<b>103-1</b> Explanation of the material topic and its boundary	This topics relates to our material issue, Environmental impact. Boundary: Internal: All Urenco entities Sustainability Report 2019, p. 19-21	
<b>103-2</b> The management approach and its components	Sustainability Report 2019, p. 19-21	
<b>103-3</b> Evaluation of the management approach	Sustainability Report 2019, p. 2-3, 19	
<b>302-1</b> Energy consumption within the organisation	Sustainability Report 2019, pg. 19 Generation of electricity to be sold to the grid from the pilot installation of solar panels at our Almelo site (see Sustainability Report 2019, p. 21) was negligible in 2019. Data on energy use is sourced from meter readings where available, or bill data, for our four enrichment sites, Stoke Poges office, Urenco Nuclear Stewardship operations and Tails Management Facility. Conversion factors applied are sourced from Greenhouse Gas Reporting: Conversion Factors 2019 (Defra).	
<b>GRI 303: Water and effluents 2016</b>		
<b>103-1</b> Explanation of the material topic and its boundary	This topic relates to our material issue, Environmental impact. Boundary: Internal: All Urenco entities Sustainability Report 2019, p. 22	
<b>103-2</b> The management approach and its components	Sustainability Report 2019, p. 22	
<b>103-3</b> Evaluation of the management approach	Sustainability Report 2019, p. 2-3	
<b>303-1</b> Water withdrawal by source	Sustainability Report 2019, p. 22 Water consumption data is based on meter readings.	

Disclosure	Commentary and references	Omission
<b>GRI 305: Emissions 2016</b>		
<b>103-1</b> Explanation of the material topic and its boundary	This topics relates to our material issue, Environmental impact. Boundary: Internal: All Urenco entities. External: Urenco's logistics supply chain (see 305-3). Sustainability Report 2019, p. 19-21	
<b>103-2</b> The management approach and its components	Sustainability Report 2019, p. 19-21	
<b>103-3</b> Evaluation of the management approach	Sustainability Report 2019, p. 2-3, 19	
<b>305-1</b> Direct (Scope 1) GHG emissions	Sustainability Report 2019, p. 19 Data has been collated in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard – Revised Edition (2004). Conversion factors applied are sourced from Greenhouse Gas Reporting: Conversion Factors 2019 (Defra). Global Warming Potentials are sourced from the Intergovernmental Panel on Climate Change Fourth Assessment Report over a 100 year period. Our consolidation approach for emissions is operational control. Gases included in the calculation include CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O and HFCs. We measure our carbon performance against the previous reporting year; for 2019, the base year is 2018.	We do not report data on biogenic emissions.
<b>305-2</b> Energy indirect (Scope 2) GHG emissions	Sustainability Report 2019, pg. 19 Data has been collated in accordance with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard - Revised Edition (2004) and the Scope 2 Guidance amendment (2015). Carbon intensity factors for electricity (location based approach) have been sourced from the International Energy Agency (2019). Carbon intensity factors for electricity (market based approach) have been sourced from our electricity suppliers. All other conversion factors applied are sourced from Greenhouse Gas Reporting: Conversion Factors 2019 (Defra). Global Warming Potentials are sourced from the Intergovernmental Panel on Climate Change Fourth Assessment Report over a 100 year period. Our consolidation approach for emissions is operational control. Gases included in the calculation include CO <sub>2</sub> , CH <sub>4</sub> and N <sub>2</sub> O. We measure our carbon performance against the previous reporting year; for 2019, the base year is 2018.	
<b>305-3</b> Other indirect (Scope 3) GHG emissions	Total emissions generated through the transportation of UF <sub>6</sub> material (feed, tails, product), where Urenco is responsible for arranging transportation, is estimated at 3,560 tonnes of CO <sub>2</sub> e. Estimation is based on travel distances and modes of transport obtained from logistics data. Conversion factors applied are sourced from Greenhouse Gas Reporting: Conversion Factors 2019 (Defra). Global Warming Potentials are sourced from the Intergovernmental Panel on Climate Change Fourth Assessment Report over a 100 year period. Gases included in the calculation include CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O. The figure of approximately 380 million tonnes of carbon emissions avoided due to the generation of electricity from nuclear power using our enriched uranium product is estimated based on Urenco's market share and figures for CO <sub>2</sub> emissions avoided by global nuclear power sourced from IEA (2019), Nuclear Power in a Clean Energy System, available at <a href="http://www.iea.org/reports/nuclear-power-in-a-clean-energy-system">www.iea.org/reports/nuclear-power-in-a-clean-energy-system</a> . This figure is an approximation and intended to be indicative only.	We do not report data on biogenic emissions.
<b>305-4</b> GHG emissions intensity	The GHG intensity per tonne of separative work unit (tSW) is 12.16 tCO <sub>2</sub> e/tSW. This is a 5% reduction in emissions intensity against 2018. Separative work unit is the standard measure of the effort required to increase the concentration of the fissionable U <sub>235</sub> isotope. Scope 1 and 2 emissions are included in the numerator (CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs).	

Disclosure	Commentary and references				Omission
<b>GRI 306: Effluents and waste 2016</b>					
<b>103-1</b> Explanation of the material topic and its boundary	This topic relates to our material issue, Environmental impact. Boundary: Internal: All Urenco entities Sustainability Report 2019, p. 18, 22				
<b>103-2</b> The management approach and its components	Sustainability Report 2019, p. 18, 22				
<b>103-3</b> Evaluation of the management approach	Sustainability Report 2019, p. 2-3				
<b>306-1</b> Water discharge by quality and destination	Sustainability Report 2019, p. 22 Before water is discharged it is treated, the quality is audited by the relevant environmental agencies. Our water is not reused by other organisations.				
<b>306-2</b> Waste by type and disposal method		<b>2017</b>	<b>2018</b>	<b>2019</b>	
	Hazardous - Composting	0	0	0	
	Hazardous - Reuse	0	0	1	
	Hazardous - Recycled	37	26	49	
	Hazardous - Recovery	14	9	4	
	Hazardous - Incineration	2	44	18	
	Hazardous - Landfill	3	27	3	
	<b>Total hazardous waste</b>	<b>55</b>	<b>105</b>	<b>75</b>	
	Non-hazardous - Composting	71	56	42	
	Non-hazardous - Reuse	2	225	1,045	
	Non-hazardous - Recycled	9,126	776	642	
	Non-hazardous - Recovery	152	1,927	2,107	
	Non-hazardous - Incineration	192	41	30	
Non-hazardous - Landfill	311	352	175		
<b>Total non-hazardous waste</b>	<b>9,855</b>	<b>3,377</b>	<b>4,040</b>		
Nuclear material for disposal:	Volume of nuclear material for disposal - m <sup>3</sup>	5,196.28	6,521.52	2,171	
<b>Radiation dose:</b> Legal limit: Europe 20mSv / UUSA 50mSv	Average dose for employees	0.45	0.39	0.26	
	Maximum dose for employees	2.74	3.37	3.45	
	Average dose for external companies workers	1.42	0.18	0.20	
	Maximum dose for external companies workers	3.31	1.63	3.32	
<b>GRI 307: Environmental compliance</b>					
<b>103-1</b> Explanation of the material topic and its boundary	This topic relates to our material issues, Environmental impact and Governance, regulations, compliance and security. Boundary: Internal: All Urenco entities Sustainability Report 2019, p. 7, 12-14				
<b>103-2</b> The management approach and its components	Sustainability Report 2019, p. 7, 12-14 Code of Conduct 2019				
<b>103-3</b> Evaluation of the management approach	Sustainability Report 2019, p. 7, 12-14				
<b>307-1</b> Non-compliance with environmental laws and regulations	Urenco was not subject to any significant fines or other sanctions for non-compliance with environmental laws and/or regulations in 2019.				

Disclosure	Commentary and references				Omission	
<b>GRI 401: Employment</b>						
<b>103-1</b> Explanation of the material topic and its boundary	This topic relates to our material issue, employee engagement. Boundary: Internal: All Ureco entities Through our employee engagement activities, our aim is to maintain high levels of employee commitment and satisfaction. We encourage an active and healthy lifestyle and offer flexible working, wherever possible, to help to ensure our employees maintain a positive work-life balance.					
<b>103-2</b> The management approach and its components	Sustainability Report 2019, p. 25-30					
<b>103-3</b> Evaluation of the management approach	Sustainability Report 2019, p. 2-3, 26					
<b>401-1</b> New employee hires and employee turnover			2017	2018	2019	We do not report number and rate of new employee hires. Employee turnover by gender is omitted as it is considered sensitive to the business.
	Employee turnover by Location	UUK	7.9	13.4	6.1	
		UNL	1.8	1.4	1.8	
		UD	3.8	6.0	3.8	
		UCP	2.1	7.3	4.1	
		UUSA	9.3	7.9	7.9	
		UNS	2.4	13.8	8.2	
		UHO	26.9	12.7	17.1	
	Employee turnover by age	Under 20	0.0	0.0	0.0	
		20-29	12.0	5.8	8.1	
		30-39	8.1	6.5	7.0	
		40-49	4.6	6.3	5.9	
50-59		6.8	8.7	4.5		
	60 and Over	14.5	29.1	9.7		



Disclosure	Commentary and references	Omission			
<b>GRI 403: Occupational health and safety</b>					
<b>103-1</b> Explanation of the material topic and its boundary	This relates to our material issue of Safety. The safety of our employees and contractors is a priority and a core value for Urenco. Boundary: Internal: All Urenco entities. External: contractors.				
<b>103-2</b> The management approach and its components	Sustainability Report, p. 9-10. Safety is overseen by our Chief Operating Officer as well as the UUSA Managing Director in her capacity as Safety Sponsor and our Group Health and Safety Manager. Health and safety meetings are held regularly throughout the year at each enrichment facility and our Health and Safety Working Group meets once a quarter to coordinate the delivery of key initiatives. On a day to day basis, accountability is held locally. Each facility has a Compliance Manager supported by a Health and Safety (H&S) team, which in turn works with our Group Health and Safety Manager to share learnings across all areas of the business and where appropriate, adopt common operating practices. As part of our commitment to continuous improvement, H&S issues and developments are reported at each meeting of the Sustainability Committee. The Urenco Board and Executive Committee evaluate our overall approach to safety performance across all areas of the business.				
<b>103-3</b> Evaluation of the management approach	Sustainability Report 2019, p. 2-3				
<b>403-2</b> Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities					
		<b>2017</b>	<b>2018</b>	<b>2019</b>	
	Employee and contractor MTIs/LTIs by location	UUK	1	1	0
		UNL	0	0	4
		UD	1	0	2
		UCP	0	2	0
		UUSA	1	2	1
		UNS	0	1	1
		UHO	0	0	1
	<b>Total</b>	<b>3</b>	<b>6</b>	<b>9</b>	
		<b>2019 LTI Rate</b>	<b>2019 Lost Day Rate</b>	<b>0.36</b>	
	Absentee rate*	UUK	2.2%	2.1%	3.1%
		UNL	3.0%	2.9%	3.1%
		UD	4.0%	4.7%	4.7%
UCP		0.8%	0.9%	0.0%	
UUSA		0.0%	0.0%	0.0%	
UNS		2.6%	3.6%	2.9%	
	UHO	2.2%	2.7%	3.6%	
	<b>Total Group ex. UUSA*</b>	<b>2.9%</b>	<b>3.4%</b>	<b>3.5%</b>	
				We do not report the breakdown of injury and injury rates by gender as it is considered sensitive to the business.	

\* UUSA data is separated due to the fact annual leave is structured differently to the rest of Europe, as the first five days of absence is incorporated into annual 'paid time off'.

Disclosure	Commentary and references				Omission	
<b>GRI 405: Diversity and equal opportunity</b>						
<b>405-1</b> Diversity of governance bodies and employees	Male	Under 20	0.7%	0.9%	1.3%	We do not report other indicators of diversity for our workforce, only age and gender. We only report gender, not age, for our Board and Executive Committee.
		20-29	8.3%	8.4%	8.5%	
		30-39	19.7%	18.8%	17.4%	
		40-49	21.9%	22.2%	21.9%	
		50-59	22.3%	21.8%	22.0%	
		60 and over	6.5%	6.2%	7.3%	
	Female	Under 20	0.1%	0.1%	0.1%	
		20-29	2.7%	3.1%	2.8%	
		30-39	6.5%	7.2%	6.7%	
		40-49	5.6%	5.4%	5.7%	
		50-59	5.0%	5.1%	5.4%	
		60 and over	0.8%	0.7%	0.8%	
		<b>Total</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	

Disclosure	Commentary and references	Omission
<b>GRI 413: Local communities</b>		
<b>103-1</b> Explanation of the material topic and its boundary	This relates to our material issues of Community and education and External engagement on nuclear. Boundary: External: local communities around Urenco sites and schools. Sustainability Report 2019, p. 27	
<b>103-2</b> The management approach and its components	Sustainability Report 2019, p. 27-30 Our community and education initiatives are overseen by our Director of Corporate Communications, PR and Sustainability.	
<b>103-3</b> Evaluation of the management approach	The Managing Director of each site reviews local performance in engaging with communities and responding to any complaints. Our support of science education through the Richie programme is reviewed by the Sustainability Committee (Sustainability Report 2019, p. 2-3)	
<b>413-1</b> Operations with local community engagement, impact assessments, and development programmes	All of our operating sites and Head Office implement local community engagement programmes. We describe our stakeholder engagement mechanisms in our Annual Report 2019 (p. 22-23). Environmental impact assessments are carried out in accordance with planning legislation or in response to a local resident complaint.	
<b>GRI 415: Public policy</b>		
<b>103-1</b> Explanation of the material topic and its boundary	This topic relates to our material issue, Political landscape. Boundary: Internal: All Urenco entities. External: political landscape. Sustainability Report 2019, pg. 12-14 Annual Report 2019, pg. 30	
<b>103-2</b> The management approach and its components	Sustainability Report 2019, pg. 12-14 Annual Report 2019, pg. 2, 22-23 Code of Conduct 2019, pg. 27	
<b>103-3</b> Evaluation of the management approach	The Government Affairs team provide regular reports to the Executive Committee and Board.	
<b>415:</b> Political contributions	As stated in our Code of Conduct, Urenco does not make any donations to political parties ( <a href="http://www.urencocom/investors/corporate-governance/code-of-conduct">www.urencocom/investors/corporate-governance/code-of-conduct</a> ). Annual Report 2019, p. 63	
<b>Additional disclosure: Transportation of nuclear materials</b>		
<b>103-1</b> Explanation of the material topic and its boundary	This relates to our material issue, Transport and logistics. Boundary: Internal: All Urenco entities. External: customers, feed suppliers, logistics contractors and local communities. The success of our business depends upon the safe and reliable transportation of nuclear materials. Our ability to deliver products to customers from our four enrichment facilities is vital to our 100% customer delivery record.	
<b>103-2</b> The management approach and its components	Responsibility for the transportation of our uranic materials lies with Urenco's Commercial department, reporting to our Chief Commercial Officer, and supply chain partners. Sustainability Report 2019, p. 15-16	
<b>103-3</b> Evaluation of the management approach	Sustainability Report 2019, p. 2-3	
Indicator: Missed deliveries	Sustainability Report 2019, p. 2	