

**PANDORA  
GRI AND SASB  
INDEX TABLES**

**2020**

# GRI INDEX TABLE

01



# GRI INDEX TABLE

**GRI is an independent, international organisation that provides widely used standards for corporate sustainability reporting. The following GRI index table indicates alignment with the GRI Standard (Core option) with Pandora's Sustainability Report 2020.**

## GENERAL DISCLOSURES

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
102-1	Name of the organisation	Cover page	Engaged with key suppliers and developed roadmap.
102-2	Activities, brands, products, and services	About Pandora, pages 5-6 Stakeholder engagement, pages 45-46	Conducted global inclusion and diversity assessment of company practices vis-à-vis employees and consumers.
102-3	Location of the organisation's headquarters	About Pandora, pages 5-6	Conducted global inclusion and diversity assessment of company practices vis-à-vis employees and consumers.
102-4	Location of operations	About Pandora, pages 5-6	Conducted global inclusion and diversity assessment of company practices vis-à-vis employees and consumers.
102-5	Ownership and legal form	Sustainability governance, pages 43-44	Also further clarified in Pandora's Annual Report 2020 in the Corporate Governance section from page 31-40.

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
102-6	Markets served	About Pandora, pages 5-6	
102-7	Scale of the organisation	About Pandora, pages 5-6 2020 highlights, pages 10-11	
102-8	Information on employees and other workers	Sustainability data, pages 50-54 Inclusive and fair culture, pages 24-27	<p>The following data is not available for reporting purposes:</p> <ul style="list-style-type: none"> <li>· Number of employees by employment contract/type by gender.</li> <li>· Data on temporary employment contract at Global Office and crafting facilities is not available.</li> </ul> <p>Pandora strives to improve global people data scope and quality in the following year(s).</p>



## GENERAL DISCLOSURES

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
102-9	Supply chain	About Pandora, pages 5-6 Sustainability from source to sale, pages 30-39	
102-10	Significant changes to the organisation and its supply chain	Not applicable	Also further clarified in Pandora's Annual Report 2020 in the Corporate Governance section from page 31-40.
102-11	Precautionary Principle or approach	Low-carbon business, pages 16-20 Human rights impact assessment, pages 26-27 Sourcing the responsible way, pages 32-34	We use a precautionary approach, meaning we strive to protect the environment even in the absence of scientific certainty or regulatory requirements.
102-12	External initiatives	Stakeholder engagement, pages 45-46 Supporting the next generation, pages 28-29	
102-13	Membership of associations	Supporting the next generation, pages 28-29	
102-14	Statement from senior decision-maker	A message from our CEO, page 4	
102-16	Values, principles, standards, and norms of behaviour	Inclusive and fair culture, pages 24-27	

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
102-18	Governance structure	Sustainability governance, pages 43-44	Further information about Pandora's committees can be found in the Annual Report 2020, page 32-35.
102-40	List of stakeholder groups	Stakeholder engagement, pages 45-46	
102-41	Collective bargaining agreements	Inclusive and fair culture, pages 24-27 Sustainability data, pages 50-54	
102-42	Identifying and selecting stakeholders	Stakeholder engagement, pages 45-46	
102-43	Approach to stakeholder engagement	Stakeholder engagement, pages 45-46	
102-44	Key topics and concerns raised	Sustainability strategy and materiality, page 12 Stakeholder engagement, pages 45-46	
102-45	Entities included in the consolidated financial statements	See notes	Please see "Companies in the Pandora Group" in the Annual Report 2020, page 89, which provides an overview with all the companies in Pandora Group.



## GENERAL DISCLOSURES

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
102-46	Defining report content and topic boundaries	About this report, page 49	
102-47	List of material topics	Sustainability strategy and materiality, page 12	
102-48	Restatements of information	Sustainability data, pages 50-54	
102-49	Changes in reporting	Not applicable	
102-50	Reporting period	About this report, page 49	
102-51	Date of most recent report	About this report, page 49	
102-52	Reporting cycle	About this report, page 49	
102-53	Contact point for questions regarding the report.	About this report, page 49	
102-54	Claims of reporting in accordance with the GRI Standards	About this report, page 49	
102-55	GRI content index	This table	
102-56	External assurance	Independent auditor's limited assurance report, page 55	

## MANAGEMENT APPROACH

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
103-1	Explanation of the material topic and its boundary	See notes	Our material topics are displayed on page 12 in the Sustainability Report 2020. Each material topic is described in its corresponding section of the Sustainability Report.
103-2	The management approach and its components	See notes	Each material topic's management approach is described in its corresponding section of the Sustainability Report 2020.
103-3	Evaluation of the management approach	See notes	An evaluation of each material topic is described in its corresponding section of the Sustainability Report 2020.



## MATERIAL TOPICS

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
<b>1. Economic standard</b>			
<b>205-3</b>	Confirmed incidents of corruption and actions taken	Business ethics, page 41	
<b>206-1</b>	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Business ethics, page 41 Inclusive and fair culture, pages 24-27	Referring to reported cases through grievance mechanism.
<b>207-1</b>	Approach to tax	Business ethics, page 41	
<b>2. Environmental standard</b>			
<b>301-2</b>	Recycled input materials used	Circular innovation, pages 21-23 Minimising impacts in crafting and distribution, pages 35-38 Sustainability data, page 51	
<b>302-1</b>	Energy consumption within the organisation	Sustainability data, page 51	
<b>302-4</b>	Reduction of energy consumption	Low-carbon business, pages 16-20	
<b>303-1</b>	Interactions with water as a shared resource	Minimising impacts in crafting and distribution, pages 35-38	The following description is not available for reporting purposes: · Energy reductions at offices and retail stores

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
<b>303-5</b>	Water consumption	Minimising impacts in crafting and distribution, pages 35-38 Sustainability data, page 51	The following data is not available for reporting purposes: · Water consumption from offices, retail stores and distribution centres as we are currently working to acquire it.
<b>304-1</b>	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Minimising impacts in crafting and distribution, pages 35-38	The following data is not available for reporting purposes: · Sites next to high biodiversity areas for offices and retail stores.
<b>305-1</b>	Direct (Scope 1) GHG emissions	Sustainability data, page 50	
<b>305-2</b>	Energy indirect (Scope 2) GHG emissions	Sustainability data, page 50	
<b>305-3</b>	Other indirect (Scope 3) GHG emissions	Sustainability data, page 50	
<b>305-5</b>	Reduction of GHG emissions	Low-carbon business, pages 16-20	
<b>306-1</b>	Waste generation and significant waste-related impacts	Minimising impacts in crafting and distribution, pages 35-38	
<b>306-2</b>	Management of significant waste-related impacts	Minimising impacts in crafting and distribution, pages 35-38	



## MATERIAL TOPICS

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
306-3	Waste generated	Sustainability data, page 51	The following data is not available for reporting purposes: <ul style="list-style-type: none"> <li>Waste generated from offices, retail stores and distribution centres as we are currently working to acquire it.</li> </ul>
306-4	Waste diverted from disposal	Sustainability data, page 51	The following data is not available for reporting purposes: <ul style="list-style-type: none"> <li>Waste diverted from disposal from offices, retail stores and distribution centres as we are currently working to acquire it.</li> </ul>
306-5	Waste directed to disposal	Sustainability data, page 51	The following data is not available for reporting purposes: <ul style="list-style-type: none"> <li>Waste directed to disposal from offices, retail stores and distribution centres as we are currently working to acquire it.</li> </ul>
307-1	Non-compliance with environmental laws and regulation	Business ethics, page 41	
308-2	Negative environmental impacts in the supply chain and actions taken	Sourcing the responsible way, pages 32-34	

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
<b>3.Social standard</b>			
401-1	New employee hires and employee turnover	Inclusive and fair culture, pages 24-27	The following data is not available for reporting purposes: <ul style="list-style-type: none"> <li>Total number and rate of new employee hires during the reporting period, by age group, gender and region.</li> <li>Total number and rate of employee turnover during the reporting period, by age group and gender.</li> </ul> Pandora strives to improve global people data scope and quality in the following year(s).
402-1	Minimum notice periods regarding operational changes	See notes	All operational changes are at least implemented by the minimum legal notice in the respective countries.
403-1	Occupational health and safety management system	Minimising impacts in crafting and distribution, pages 35-38	
403-2	Hazard identification, risk assessment, and incident investigation	Minimising impacts in crafting and distribution, pages 35-38	
403-3	Occupational health services	Minimising impacts in crafting and distribution, pages 35-38	



## MATERIAL TOPICS

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
403-4	Worker participation, consultation, and communication on occupational health and safety	Minimising impacts in crafting and distribution, pages 35-38	
403-5	Worker training on occupational health and safety	Minimising impacts in crafting and distribution, pages 35-38	
403-9	Work-related injuries	Sustainability data, pages 52 Minimising impacts in crafting and distribution, pages 35-38	<p>The following data is not available for reporting purposes:</p> <ul style="list-style-type: none"> <li>· The number and rate of fatalities as a result of work-related injury at our offices, retail stores and distribution centres.</li> <li>· The total number and rate of high-consequence work-related injuries (excluding fatalities) at our offices, retail stores and distribution centres.</li> </ul> <p>Pandora strives to implement global LTIFR reporting in the following year(s).</p>

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
404-1	Average hours of training per year per employee	Inclusive and fair culture, pages 24-27	<p>The following data is not available for reporting purposes:</p> <ul style="list-style-type: none"> <li>· Average hours of training that the organisation's employees have undertaken during the reporting period, by gender.</li> </ul> <p>Current learning system does not track gender on learners.</p>
405-1	Diversity of governance bodies and employees	Inclusive and fair culture, pages 24-27 Sustainability data, pages 50-54	<p>The following data is not available for reporting purposes:</p> <ul style="list-style-type: none"> <li>· Percentage of individuals within the organisation's governance bodies by age group.</li> <li>· Percentage of employees per employee category by gender.</li> </ul> <p>Sufficient gender and age data is not available for the global organization due to lack of integrating data management system. Pandora is making changes to its data management system in the following year(s).</p> <p>Competencies within the Board of Directors will be found in the Annual Report 2020, page 36-37.</p>





## MATERIAL TOPICS

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
406-1	Incidents of discrimination and corrective actions taken	Inclusive and fair culture, pages 24-27	Referring to reported cases through grievance mechanism.
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Sourcing the responsible way, pages 32-34 Inclusive and fair culture, pages 24-27	
408-1	Operations and suppliers at significant risk for incidents of child labour	Sourcing the responsible way, pages 32-34 Inclusive and fair culture, pages 32-34	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Sourcing the responsible way, pages 32-34 Inclusive and fair culture, pages 32-34	
411-1	Incidents of violations involving rights of indigenous peoples	-	We do not monitor incidents of violations involving the rights of indigenous peoples. Pandora's operations are not located in high-risk areas. The topic is covered for suppliers in our applied Sedex's SMETA 4 pillar audit system.

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
412-1	Operations that have been subject to human rights reviews or impact assessments	Inclusive and fair culture, pages 24-27	A global human rights impact assessment was conducted in 2020 and covered our entire value chain, including risks in the supply chain.
413-1	Operations with local community engagement, impact assessments, and development programs	Inclusive and fair culture, pages 24-27 Stakeholder engagement, pages 45-46	The scope is focused on our crafting facility locations, where we have a long-standing and developed local community engagement programmes.
414-1	New suppliers that were screened using social criteria	Sustainability data, pages 50-54	The scope is limited to product suppliers. In 2020, we report on the percentage of supplier spend audited by a third-party. The audits include social criteria.
414-2	Negative social impacts in the supply chain and actions taken	Sustainability data, pages 50-54	The scope is limited to product suppliers.
415-1	Political contributions	See notes	Pandora's global anti-bribery and corruption policy outlines that Pandora does not allow the offering or receiving of bribes in any form whether dealing with government officials or business partners.



## MATERIAL TOPICS

GRI #	GRI DISCLOSURE NAME	SECTION(S)	NOTES / OMISSIONS
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	See notes	There were no reported incidents of non-compliance concerning the health and safety impacts of products in 2020.
417-3	Incidents of non-compliance concerning marketing communication	Upholding sustainability in retail and sales, page 39	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Upholding sustainability in retail and sales, page 39	
419-1	Non-compliance with laws and regulations in the social and economic area	Business ethics, page 40	

# SASB INDEX TABLE

02



# SASB INDEX TABLE

The Sustainability Accounting Standards Board (SASB) is an independent, private-sector standards-setting organisation dedicated to enhancing the efficiency of the capital markets by fostering high quality disclosure of material sustainability information that meets investor needs. This table references the Standard for the Apparel, Accessories & Footwear industry as defined by SASB's Sustainable Industry Classification System (SICS) with the location of that information in Pandora's Sustainability Report 2020 and corporate website.

TOPIC	ACTIVITY METRIC	CATEGORY	UNIT OF MEASURE	CODE	DATA	REFERENCE
	Number of (1) Tier 1 suppliers and (2) suppliers beyond Tier 1	Quantitative	Number	CG-AA-000.A	As of 19/2 2021 we work with a total of 87 tier 1 product suppliers. Since 2018 we have publicly disclosed our primary diamond, gold and silver grain suppliers on our corporate website.	Pandora Group website: Core materials suppliers
<b>Management of Chemicals in Product</b>	Description of processes to maintain compliance with restricted substances regulations	Discussion and Analysis	Not applicable	CG-AA- 250a.1	We maintain strict control over the use of chemicals in our manufacturing processes. Wastewater and chemicals-related impacts are controlled and addressed in accordance with the international ISO 14001 standard. This includes regular recording of water consumption data and limiting the use of reservoir water resources by recycling. We train employees at our crafting facilities in hazardous chemical spill response and wastewater and hazardous waste control. All wastewater at our crafting facilities is measured for quality and treated through the buildings' wastewater treatment system as well as the treatment system of the industrial estate before it is released back into the local water supply.	Minimising impacts in crafting and distribution, pages 35-38
	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	Discussion and Analysis	Not applicable	CG-AA-250a.2	Pandora products contain no hazardous chemicals and we maintain a list of restricted substances which all suppliers are required to adhere to. This also applies to our consumer packaging. Suppliers must provide proper records as proof, and test certificates are required as compliance evidence. Pandora's crafting has an active ISO 9001 (Quality Management) certification.	Minimising impacts in crafting and distribution, pages 35-38



TOPIC	ACTIVITY METRIC	CATEGORY	UNIT OF MEASURE	CODE	DATA	REFERENCE
<b>Environmental Impacts in the Supply Chain</b>	Percentage of (1) Tier 1 supplier facilities and (2) supplier facilities beyond Tier 1 in compliance with wastewater discharge permits and/or contractual agreements	Quantitative	Percentage (%)	CG-AA-430a.1	<p>100% of Tier 1 product suppliers are expected to meet wastewater requirements, in accordance with the Pandora Supplier Code of Conduct (Section 3.4). In 2020, we adopted the internationally recognised SMETA 4-pillar audit methodology for all third-party audits commissioned by Pandora. The standard includes wastewater discharge practices (Ref: SMETA 4-Pillar; 10B4.2 and 3.4 e-f).</p> <p>You can read more about Pandora's approach to wastewater discharge in its crafting in our Sustainability Report 2020.</p>	<p>Sourcing the responsible way, pages 32-34</p> <p>Minimising impacts in crafting and distribution, pages 35-38</p>
	Percentage of (1) Tier 1 supplier facilities and (2) supplier facilities beyond Tier 1 that have completed the Sustainable Apparel Coalition's Higg Index Facility Module (Higg FEM) assessment or an equivalent environmental data assessment	Quantitative	Percentage (%)	CG-AA-430a.2	<p>Pandora does not sell apparel, footwear, and textile goods. To our knowledge, our product suppliers have not completed the Higg FEM.</p> <p>The majority of Pandora's jewellery is produced in-house at two LEED gold and ISO 14001 certified facilities. Pandora conducts LCA studies for its core materials.</p>	<p>Sourcing the responsible way, pages 32-34</p> <p>Minimising impacts in crafting and distribution, pages 35-38</p>
<b>Labor Conditions in the Supply Chain</b>	Percentage of (1) Tier 1 supplier facilities and (2) supplier facilities beyond Tier 1 that have been audited to a labor code of conduct, (3) percentage of total audits conducted by a third-party auditor	Quantitative	Percentage (%)	CG-AA-430b.1	<p>Our Supplier Code of Conduct outlines Pandora's requirements to supplier performance on business ethics, human rights, working conditions and the environment. It is embedded in all product supplier contracts.</p> <p>In 2020, &gt;99% of total product supplier spend were audited by a third party.</p>	<p>Sourcing the responsible way, pages 32-34</p> <p>Sustainability data, pages 50-54</p>
	Priority non-conformance rate and associated corrective action rate for suppliers' labor code of conduct audits	Quantitative	Rate	CG-AA-430b.2	<p>In 2020, the priority non-conformance rate was 7.2. Social impact issues were found in 13 out of 15 audited factory locations, with a total of total 108 issues. 81 issues have been closed, 27 are in the process of being closed.</p>	<p>Sourcing the responsible way, pages 32-34</p>



TOPIC	ACTIVITY METRIC	CATEGORY	UNIT OF MEASURE	CODE	DATA	REFERENCE
<b>Labor Conditions in the Supply Chain</b>	Discussion of greatest (1) labor and (2) environmental, health, and safety risks in the supply chain	Labor Conditions in the Supply Chain	Not applicable	CG-AA-430b.3		Sourcing the responsible way, pages 32-34
<b>Raw Material Sourcing</b>	Discussion of environmental and social risks associated with sourcing priority raw materials	Discussion and Analysis	Not applicable	CG-AA-440a.1		Sourcing the responsible way, pages 32-34
	Percentage of raw materials third-party certified to an environmental and/or social sustainability standard, by standard	Quantitative	Percentage (%) by weight	CG-AA-440a.2	All the gold and silver grains we buy is certified according to the London Bullion Market Association (LBMA) "Good Delivery List" or the RJC Chain-of-Custody Standard.	Sourcing the responsible way, pages 32-34

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