



# MANAGE ENERGY BETTER

Sustainability Report  
2020/2021

Landis+Gyr

## Our Mission

At Landis+Gyr, we create a greener tomorrow through leading smart metering, grid edge intelligence and smart infrastructure technology.

As partners, we help utilities to solve their complex challenges and empower customers and consumers to utilize resources in a more informed and sustainable way.

Together, we **manage energy better.**

## Our Values

### Customer Intimacy

We are a trusted partner and deliver on our commitments.

### Innovative Technology

We passionately innovate true differentiators for our customers.

### Entrepreneurial Spirit

We empower teams to drive results with a can-do attitude.

### Uncompromising Performance

We strive to deliver high quality on time, every time.

### Sustainable Impact

We manage energy better for a more sustainable world.

# Contents

## Introduction

Foreword	5
At a Glance	6
Roadmap Commitments	7

## Statistics

Water	12
Waste	12
Chemicals	13
Carbon Footprint	14
Employees	15

## GRI Index

General Disclosures	17
Management Approach	23
Economic Disclosures	38
Environmental Disclosures	39
Social Disclosures	47

## Further Information

Contacts	53
----------	----

# Introduction

4

Foreword	5
At a Glance	6
Roadmap Commitments	7



# Foreword

## Dear Readers,

2021 marks a special year in our company's history, as we celebrate our 125<sup>th</sup> anniversary. Reflecting on this legacy, we are proud of our heritage as an early industry pioneer, which shaped the way utilities and people managed energy at a time when the use of electricity was in its beginnings, and as a socially responsible employer, whose top priority, then and now, is the wellbeing of its employees and the communities we serve.

Today, as a leading global provider of Smart Metering, Grid Edge Intelligence and Smart Infrastructure solutions, we continue to shape and support utilities' and people's journeys to build a greener tomorrow and stronger communities. During our last financial year, we were able to avoid 8.5 million tons of CO<sub>2</sub> emissions through our installed Smart Metering base, while, at the same time, reducing our own CO<sub>2</sub> emissions by nearly 50% and doubling the amount of renewable energy used at our sites in Corinth, Lafayette and Pequot Lakes.

In addition, I am proud to share that we have established a COVID-19 fund for our employees and their dependents in India to alleviate the hardship they have experienced during the pandemic by providing financial assistance, vaccines and medical care. This fund consists of the 10% salary reductions the Executive Management Team and Board of Directors volunteered for six months during FY 2020.

### Our Commitment

Expressing our deeply rooted commitment to our ESG (Environmental, Social, Governance) targets, in the past financial year, we introduced an ESG component of 10% in our short-term incentive (STI) for all bonus-eligible employees, driving sustainable progress in support of the UN Sustainable Development Goals. For the financial year 2020, the short-term incentive targets included the reduction of CO<sub>2</sub> emissions per USD 100 turnover and

the amount of landfill of total waste as well as a target driving the implementation of our green design manual and the expansion of our eco portfolio, increasing the sustainable benefits of our product portfolio, while reducing its impact at the same time.

For the current financial year, we have increased the weight of the ESG component in our short-term incentive to 20%, while raising the number of ESG-related STI targets from three to eleven. These targets include environmental topics, such as the reduction of the company's and its product portfolio's carbon footprint, while increasing the benefits generated. In addition, the targets cover initiatives enhancing diversity, ESG-driven supplier management and governance topics, including employee training on compliance.

At Landis+Gyr, our non-financial performance receives the same attention as our financial performance and thus we have taken the decision to reflect this in our corporate reporting. As a result, this report represents a condensed edition, highlighting the most important milestones of our roadmap commitments, statistics and the GRI Index. Going forward, we will integrate the extensive reporting on our sustainability performance into the annual report, which is published every year in May.

### Sustainable Impact

Sustainability is part of our DNA, expressed in Sustainable Impact being one of our shared values. Holding ourselves to the highest standards, we continue to be fully committed to the principles defined in the UN Global Compact as the foundation of our efforts to establish a culture of integrity and to act responsibly – today and tomorrow. Our strategic vision is driven by the desire to provide unrivaled customer value as the leading partner for integrated energy and resource management solutions with sustainability at the heart of everything we do. Our comprehensive portfolio of products and services uniquely positions us to empower utilities, energy consumers and communities by helping them to reduce their CO<sub>2</sub> footprint and manage energy

in a more informed and sustainable way. Our customers' ambitions to serve communities around the world with safe and reliable energy inspire us every day and we are proud to be a part of the global effort to decarbonize the grid.

Having made the commitment to become Carbon Neutral by 2030, I am proud of our achievements and convinced that we are driving the right priorities to continue to support sustainable resource management all over the world.

Lastly, I would like to take this opportunity to thank our shareholders for their support and our employees for their dedication and passion to allow us to continue to manage energy better – together.

Yours sincerely,

Werner Lieberherr  
Chief Executive Officer



# At a Glance

Landis+Gyr is committed to be Carbon Neutral by 2030 and works actively to create a greener tomorrow.

This report covers the activities of Landis+Gyr Group AG during its financial year 2020 (FY 2020), which lasts from April 1, 2020, until March 31, 2021 for all relevant core data and statistics, where not stated differently. Landis+Gyr reports on its progress on the ten principles of the United Nations Global Compact (UNGC) and the Global Reporting Initiative (GRI) standards.

Landis+Gyr implemented the GRI standards based on the principles of materiality, stakeholder inclusiveness, sustainability context and completeness. Regarding the quality of the information reported, the principles of accuracy, balance, clarity, comparability, reliability and timeliness were adhered to.

Landis+Gyr respects and protects international human rights and continues to make sure that the Company is not complicit in human rights abuses. In addition, Landis+Gyr upholds the freedom of association and the effective recognition of the right to collective bargaining.

As a global leader and critical infrastructure provider, the Company applies a precautionary approach to environmental challenges and promotes greater environmental responsibility through dedicated initiatives as well as through its products and services. Furthermore, Landis+Gyr works against corruption in all its forms, especially extortion and bribery.



Reporting according to GRI core since 2020



In 2020, top 5% of Sustainable Companies



AA-rated since 2018 (top 11% in peer universe)



Included in the SPI ESG Index



Joined in November 2019



ESG corporate rating "C" (top 30%) since 2018



Company grade of "B" since 2020



Recognized as one of 300 European Climate Leaders by FT-Statista

## Carbon Neutral by 2030

Direct CO<sub>2</sub> emissions avoided

**8.5 million tons**

CO<sub>2</sub> emission avoided through Landis+Gyr's installed Smart Metering base in FY 2020\*

19 8.0 m tons

20 **8.5 m tons**

\* The savings are calculated using a proprietary model based on publicly available country specific sources.

Direct CO<sub>2</sub> emissions from Landis+Gyr operations

**0.97**

kg CO<sub>2</sub> per USD 100 turnover

19 1.3 kg

20 **0.97 kg**

Reduction of Landis+Gyr resources in FY 2020 compared to FY 2019

Water

**-12%**

Chemicals

**-26%**

Waste

**-27%**

CO<sub>2</sub>

**-47%**

# Roadmap Commitments

Every year, Landis+Gyr reports on the progress of its roadmap commitments which are based on the Company's materiality analysis. It shows the actions taken and the goals reached in the current 3-year reporting cycle ending with the financial year (FY) 2021/22. In the materiality analysis, nine topics were identified as most relevant for Landis+Gyr, its business and relations to stakeholders. The topics were ranked by level of stakeholder concern and potential impact on the Company.

Topics that have been defined as material and of the highest strategic importance are: Energy Efficiency and Climate Protection, Data Security and Privacy, Employee Motivation, and Business Integrity. Further material topics with a defined action plan are: Community Engagement, Fair Labor Practices, Occupational Health & Safety, Resource Efficiency, and Strategic Responsible Sourcing.

## Energy Efficiency and Climate Protection

### Establish a Sustainability KPI as an important element of Landis+Gyr's Short-Term Incentive plan – Completed

In the financial year 2020, 10% of the short term incentive was linked to ESG targets. The portion will rise to 20% in financial year 2021. The targets in FY 2020 were related to a reduction of Landis+Gyr's CO<sub>2</sub> emissions per 100 USD turnover, reduction of the landfill portion of total waste and a target guiding Landis+Gyr's product portfolio to generate even more sustainable benefits while reducing its impact. All 3 targets were exceeded.

Given the increasing relevance of sustainability, for the financial year 2021, the number of ESG-related STI targets rose from 3 to 11. These 11 targets cover all ESG aspects (environment-related targets, both reducing the company's and its product portfolio's footprint while increasing the benefit generated, closer ESG-related supplier management alongside with governance and targets towards enhancing diversity.)

### Promote switch to renewable energy at key sites – On Track

In the financial year 2020/21, the portion of renewable energy used doubled compared to the previous year. This was achieved by increasing the portion of renewable energy at sites such as Corinth, Lafayette or Pequot Lakes. Going forward, the increase of the renewable energy portion will remain an ESG target.

### Develop new design features for an "even fairer" meter – Completed

With the introduced Green Design Manual (GDM) which is applied for all new designs or redesigns, the full product portfolio will benefit from the adoption of more sustainable practices, including the learnings from the Fair Meter Initiative.

### Energy reduction activities derived from the energy audits – On Track

The most important production sites have undergone energy audits last year. While the implementation of the learnings has partly been hampered by the pandemic, benefits have already been visible as described further down in the report.

### Further enhance and update the full guideline park – On Track

While most documents have been updated, this commitment is set for the longer term and will be monitored again in the next reporting period.

## Resource Efficiency

### Develop KPI focused on reduction of the environmental impact of the portfolio – Completed

The related project to this target has led to the creation of Landis+Gyr's Eco-Portfolio. We have built a process and a criteria catalog to assess whether a product can be accounted as being part of the Eco-Portfolio. The progressive increase of products in the Eco-Portfolio is also included as one of the ESG targets in the short-term incentive plan.

### Execute product Life Cycle Assessments (LCA) incl. KPIs focused on reduction of the environmental impact of our portfolio – Completed

The implementation of the Green Design Manual (GDM) emphasizes the following aspects: Reduce material use, use of sustainable materials, address hazardous materials, design for disassembly (recycling) and manage energy self-consumption of our products. These guidelines are aimed at optimizing product design with the full lifecycle of the product in mind (based on learnings gained in LCAs performed on high-runner products). The implementation of the GDM is further supported by the creation of Landis+Gyr's Eco-Portfolio, whose build-up is included as one of the ESG targets in the company's short-term incentive plan.

### Set up targets for year-on-year reduction of non-RoHS/REACH compliant components from 2021 onwards – On Track

RoHS (Restriction of the use of certain hazardous substances in electrical and electronic equipment) and REACH (Registration, Evaluation, Authorization and Restriction of Chemicals) compliance has now been globally mandated, exceptions are only possible with approval from senior management.

### **Track conflict minerals for all projects to set goals for 2022 onwards – On Track**

In its Supplier Code of Conduct (SCoC), Landis+Gyr requires its suppliers to avoid the direct or indirect financing of armed groups that are perpetrators of serious human rights abuses. According to the SCoC, suppliers must adopt policies and establish systems to procure cobalt, tantalum, tin, tungsten and gold from sources that have been verified as conflict-free. Suppliers must undertake due-diligence procedures to ensure that such policies are being complied with and must make any such due diligence measures available to customers upon request. Suppliers must sign the company's Supplier Code of Conduct and return it to Landis+Gyr. Landis+Gyr undertakes periodical due diligence checks including the adherence to Landis+Gyr's Code of Business Ethics and Conduct.

### **Set targets for electricity meter self consumption and use it actively as a TCO optimization proposal towards customers – Completed**

The target has been included in the Eco-Portfolio requirement catalog. (Self-consumption reduction requirements in the Green Design Manual.)

### **Set year-on-year reduction goals for average materials usage for 2021 onwards – On Track**

The implementation of the Green Design Manual asks for the following aspects: reduce material use, use of sustainable materials, address hazardous materials, design for disassembly (recycling) and manage self consumption. These aspects are focused on maximizing the positive development in product design with the full lifecycle of the product in mind. Its implementation is further supported by the creation of the Landis+Gyr Eco-Portfolio.

### **Implement measures to track and improve recycling rates for heat and gas meters – On Track**

Gas and heat meters recycling rates are tracked. All heat meters are part of the recycling framework (WEEE) while gas meters are not WEEE-compliant, however schemes are in place with some customers to assure recycling.

## **Strategic Responsible Sourcing**

### **Get commitment of top 100 suppliers (85% of global spend) to revised Supplier Code of Conduct – On Track**

Landis+Gyr is capturing its suppliers' commitment to the Supplier Code of Conduct as well as the Green Procurement Policy. The focus of implementation lies on the essential partners in the value chain being responsible for a combined purchase value of 85%. Landis+Gyr has decided to also include this commitment in this year's ESG short term incentive framework representing 20% of total short term incentive. The capturing of the commitments is well on track.

### **Evaluate future suppliers based also on their ESG policies – On Track**

All new suppliers are evaluated for their social (e.g. child labor) and environmental impact (e.g. conflict minerals). The approach is risk-based, whereby the company assesses the suppliers for certain criteria such as the environment (e.g. country of operation). Furthermore, new suppliers are required to sign and comply with Landis+Gyr's Supplier Code of Conduct as well as its Green Procurement Policy.

### **Implement green product designs and establish a green design statement for newly designed products – Completed**

The green product design is being implemented and supports the creation of the Eco-Portfolio, whose build up is also part of this year's ESG short term incentive.

## Employee Motivation

### Maintain Employee Engagement action plans – On Track

In FY 2020, and despite a challenging year, Landis+Gyr addressed hundreds of action ideas that were identified in the employee survey, conducted in September 2019. Among the suggested improvement areas, employees asked for more frequent provision of information and more transparency, paired with the need to have a platform to raise concerns and ask questions. This was addressed with the introduction of regular town halls on global and regional level where leaders provide business updates, inform about market environment and strategy, but also dedicate time to answer questions that employees can submit directly or anonymously. The next global employee survey will take place at the end of calendar year 2021.

### Implement a global employee motivation strategy – On Track

Motivation framework under development and may contain: 1) Focus on internal development of employees, e.g., through structured career conversations, targeted learning campaigns, leadership development activities and succession planning principles as part of talent management. 2) Focus on “engagement for a purpose”, e.g., through community engagement and by launching a Diversity, Equity, Inclusion (DEI) program.

### Introduce a global reward and career framework – On Track

A global job architecture framework with job families, job levels and career streams for individual contributors, expert and management roles has been developed. Top and senior management positions have been mapped to the job architecture and further roles will be mapped over the coming 12 months. The job architecture is used to guide rewards policies and processes and supports career path planning and career development discussions, as well as succession planning. A competency model is under development that comprises behaviors and technical skills, serving as a basis for attracting and developing employees and creating transparency for career paths.

### Initiate unconscious bias training for the Executive Management team – On Track

A total of 1,886 employees, including Executive Management, have taken the unconscious bias training during financial year 2020/21.

## Occupational Health and Safety

### Maintain and further improve current OHS management system towards “more global and more preventative focus” – On Track

Promoting near-miss reporting and implementing counter measures helped to considerably improve the LTI (Lost Time Injury) rate (0.61 down from 0.88 as described in GRI 403-9).

### Expand OHS awareness and requirements for key suppliers – Completed

Landis+Gyr updated the Supplier Code of Conduct and the Supplier Quality Assurance manual (as part of the contracts) requiring the suppliers to manage their work safely. Suppliers are required to sign and comply with the SCoC and the Supplier Quality Assurance Manual.

### Further drive continuous improvement of the Occupational, Health and Safety culture across Landis+Gyr, based on in-depth analysis of improved OHS data reporting systems – On Track

Ongoing review of OHS data identifies opportunities to further improve the safety culture at Landis+Gyr.

## Fair Labor Practices

### **Adopt a reporting framework and a human rights due-diligence process in accordance with the UN Guiding Principles – Completed**

We continue to support the UN GC (which has a strong focus on Human Rights) and communicate any progress made on a yearly basis in our Sustainability Report which also follows the GRI standard. In order to do so, we have added Human Rights as a topic in our due diligence and auditing routine.

### **Focus on a Landis+Gyr specific risk area as a core element in each yearly development of Code of Business Ethics and Conduct – Completed**

Landis+Gyr Code of Business Ethics and Conduct is updated regularly and new compliance trends/requirements, as well as assessed potential risks are included therein.

### **Mandatory e-learning enhancing compliance training programs to include external consultants and agents – Completed**

All Landis+Gyr policies, including the Code of Business Ethics and Conduct and Anti-Corruption Policy, are routinely communicated to our intermediaries during onboarding. Consultants and agents are included in the e-learning compliance program.

## Community Engagement

### **Start to lead, supervise, track and consolidate Community Engagement activities within the Community Engagement Directive – Completed**

Management and the Board of Directors have taken a voluntary reduction of 10% of their base salaries for six months in FY 2020 to set up a COVID-19 fund for employees in India. The fund is aimed at providing financial relief to Landis+Gyr's employees and their relatives who have been heavily impacted by the pandemic. Additional community engagement initiatives are currently under consideration and future execution.

### **Establishing quarterly reporting – On Track**

Global Community Engagement activities reporting is being set up.

### **Gaining a solid basis allowing for a profound mid-term Community Engagement strategy – Completion Extended to Next ESG Cycle**

Following changes in the leadership of the material topic, this topic is now led by the newly appointed Head of ESG at Landis+Gyr, who is adding initiatives to the ones already in place.

### **Provide full transparency on Landis+Gyr's global community engagement activities – On Track**

We are on track to achieve full transparency on global community engagement activities, however the reporting is not operational yet. In the meantime, the required overview is achieved via ad hoc queries.

## Data Security and Privacy

### **Formalize the Company's security intelligence function – Completed**

A Global Data Protection Officer has been appointed and looks after all data security topics.

### **Roll-out enhanced application security programs world-wide – On Track**

The roll-out is planned to be finalized in the current financial year.

### **Enhance and extend the Company's Secure Development Lifecycle program across all development and manufacturing areas – On Track**

A gradual implementation of the program with the support of specialized partners can be observed. Dedicated resources have been committed.

### **Enhance products and solutions to continuously meet customer and regulatory privacy and security requirements – On Track**

A gradual implementation of the program with the support of specialized partners can be observed. Dedicated resources have been committed.

## Business Integrity

### **Launch a monitoring program and an audit plan for compliance-related topics – On Track**

Ongoing compliance monitoring will be part of the revised third-party due diligence process for intermediaries.

### **Create a certified compliance and ethics platform – Completion Extended to Next ESG Cycle**

The option to engage a Certification Process for Landis+Gyr's Compliance Program will be assessed during the FY 2021/22.

### **Onboarding Suppliers to Due Diligence checks – Completed**

All new suppliers are evaluated for their social (e.g. child labor) and environmental impact (e.g. conflict minerals). The approach is risk-based, whereby the company assesses the suppliers for certain criteria such as the environment (e.g. country of operation).

# Statistics

11

Water	12
Waste	12
Chemicals	13
Carbon Footprint	14
Employees	15



# Water

## Total Water Consumption 2020/21 (in m³)

Americas	30,173
EMEA	24,555
APAC*	35,800
<b>Total</b>	<b>90,528</b>

\* Water consumption in India was overstated. A correction is in progress and will be published in the next report.

## Water Consumption by Source 2020/21 (in m³)

<b>Total water consumption</b>	<b>90,528</b>
Water consumption from public water supply system (municipal water)	54,369
Industrial water	121
Water from wells (groundwater)	33,966
Water other (e.g. rain water)	2,072
<b>Total waste water</b>	<b>78,428</b>
Direct drain to public waters or ground	14,150
Water, to public sewage system (drain discharge)	64,278
<b>Water Reuse/ Recycling</b>	<b>4,211</b>
Amount of water reused	68
Amount of water recycled	4,143

## Historic Water Consumption by Source (in m³)

	2016/17	2017/18	2018/19	2019/20	2020/21	Reduction
<b>Total water consumption</b>	<b>116,520</b>	<b>104,962</b>	<b>115,325</b>	<b>102,876</b>	<b>90,528</b>	<b>12%</b>
Water consumption from public water supply system (municipal water)	73,906	65,291	64,059	61,389	54,369	11%
Industrial water	n.a.	45	38	56	121	(116%)
Water from own wells	36,731	34,384	44,298	37,249	33,966	9%
Rainwater	5,884	5,242	6,931	4,182	2,072	50%
<b>Total waste water</b>	<b>97,100</b>	<b>90,152</b>	<b>97,535</b>	<b>85,210</b>	<b>78,428</b>	<b>8%</b>
<b>Water reused/ recycled</b>	<b>3,068</b>	<b>1,432</b>	<b>2,627</b>	<b>7,291</b>	<b>4,211</b>	<b>42%</b>

# Waste

## Total Waste Generation 2020/21 (in t)

Total paper (recycled) generated	1,055
Total metal scrap generated	511
Total plastic waste generated	456
Total general waste generated	368
Total wood scrap generated	274
Total electrical and electronic waste generated	152
Total food leftover generated	73
Total sludge generated	46
Total hazardous waste generated	29
Total other waste generated	26
Total oil waste generated	5
Total glass and ceramic waste generated	5
Total debris generated	0
Total medical waste generated	0
Total mining waste generated	0
Total rubber waste generated	0
Total cinder generated	0
Total soot & dust generated	0
Total textile waste generated	0
Total alkali waste generated	0
Total acid waste generated	0
<b>Total Waste</b>	<b>3,000</b>

## Historical Waste Generation per Region (in tons)

	2016/17	2017/18	2018/19	2019/20	2020/21	Reduction
Americas	1,258	1,189	1,192	1,549	1,208	22%
EMEA	2,236	2,542	2,669	2,139	1,493	30%
APAC	380	352	485	403	299	26%
<b>Total</b>	<b>3,874</b>	<b>4,083</b>	<b>4,345</b>	<b>4,091</b>	<b>3,000</b>	<b>27%</b>

## Historical Treatment of Waste (in tons)

	2016/17	2017/18	2018/19	2019/20	2020/21	Reduction
Sold	1,369	1,464	1,471	1,351	1,301	4%
Incinerated	150	101	102	90	132	(47%)
Landfill*	360	403	510	389	216	44%
Recycled	2,002	2,128	2,268	2,265	1,357	40%

\* includes 5% of incinerated as landfill ash (on top of directly sent to landfill portion, hence total higher than total waste)

# Chemicals

## Use of Chemicals 2020/21 (in kg)

Ethyl acrylat	
Acrylic acid 2-hydroxyethyl	0
3-Isocyanatomethyl-3,5,5-trimethylcyclohexyl isocyanate	0
Ethylbenzene	2
Xylene	4
Silver and its water-soluble compounds	0
1,2-Dichloroethane	0
Dichloromethane (methylene chloride)	539
Tetrachloroethylene	100
Tetrahydromethylphthalic anhydride	0
Toluene	3
Lead	0
Bis(2-ethylhexyl) phthalate	0
n-Hexane	23
Manganese and its compounds	4
Acetone	2
Isobutane	0
Isobutyl alcohol	0
Isopropanol	4,603
Ethyl alcohol	217
Ethylene glycol	12
N-methyl-2-pyrrolidone	0
Hydrogen chloride	0
Chlorine	673
N-butyl-acetate	1
Paraffinic hydro-carbon	0
Cyclohexane	0
Tetrahydrofuran	710
n-Butane	0
Propylene glycol monomethyl ether	0
Propylene glycol monomethyl ether acetate	0
Methyl Alcohol	0
Methyl isobutyl ketone	0
Methyl ethyl ketone	13
Methylcyclohexane	2
Sulfuric acid	10
<b>Total in kg</b>	<b>6,916</b>

## Historical Use of Chemicals per Region (in tons)

	2016/17	2017/18	2018/19	2019/20	2020/21	Reduction
Americas	6	7.1	7.6	6.8	6	12%
EMEA	5	3.5	1.4	0.8	0.1	88%
APAC	1.2	1.3	1.7	1.7	0.8	53%
<b>Total</b>	<b>12.2</b>	<b>11.9</b>	<b>10.6</b>	<b>9.3</b>	<b>6.9</b>	<b>26%</b>

# Carbon Footprint

CO <sub>2</sub> e Emission 2020/21 (in tons)	Scope 1	Scope 2	Scope 3*	Total
Americas	1,238	4,754	11	6,003
EMEA	839	2,902	92	3,833
APAC	97	3,277	87	3,461
<b>Total</b>	<b>2,174</b>	<b>10,933</b>	<b>191</b>	<b>13,297</b>

Historic CO <sub>2</sub> e Emission Group (in tons)	Historic CO <sub>2</sub> e Emission Group (in tons)						Reduction	Reduction since 2007/08
	2007/08	2016/17	2017/18	2018/19	2019/20	2020/21		
Scope 1	7,143	3,092	3,215	3,224	2,879	2,174	24%	70%
Scope 2	27,762	21,816	19,333	19,445	18,600	10,933	41%	61%
Scope 3*	5,521	6,686	5,541	4,665	3,410	191	94%	97%
<b>Total</b>	<b>40,426</b>	<b>31,594</b>	<b>28,089</b>	<b>27,334</b>	<b>24,889</b>	<b>13,297</b>	<b>47%</b>	<b>67%</b>

Historic Intensity Ratios (Scope 1 and 2)	2016/17	2017/18	2018/19	2019/20	2020/21	Reduction
kg CO <sub>2</sub> e per product	1.1	1	1.2	1.1	0.9	15%
t CO <sub>2</sub> e per employee	4.2	3.8	4	3.7	2.6	29%
t CO <sub>2</sub> e per 10 m <sup>2</sup> floor area	1.4	1.3	1.3	1.2	0.7	42%
kg CO <sub>2</sub> e per USD 100 turnover	1.5	1.3	1.3	1.3	1.0	27%

Historic CO <sub>2</sub> e Emission per Region (in tons)	Historic CO <sub>2</sub> e Emission per Region (in tons)					Reduction
	2016/17	2017/18	2018/19	2019/20	2020/21	
<b>Americas</b>						
Scope 1	1,458	1,628	1,712	1,497	1,238	17%
Scope 2	9,065	8,999	9,116	8,838	4,754	46%
Scope 3*	2,957	2,989	2,633	1,837	11	99%
<b>Total</b>	<b>13,480</b>	<b>13,616</b>	<b>13,461</b>	<b>12,172</b>	<b>6,003</b>	<b>51%</b>

Historic CO <sub>2</sub> e Emission per Region (in tons)	Historic CO <sub>2</sub> e Emission per Region (in tons)					Reduction
	2016/17	2017/18	2018/19	2019/20	2020/21	
<b>EMEA</b>						
Scope 1	1,435	1,345	1,256	1,117	839	25%
Scope 2	8,348	6,119	6,054	5,899	2,902	51%
Scope 3*	1,892	1,290	903	753	92	88%
<b>Total</b>	<b>11,675</b>	<b>8,754</b>	<b>8,213</b>	<b>7,769</b>	<b>3,833</b>	<b>51%</b>

Historic CO <sub>2</sub> e Emission per Region (in tons)	Historic CO <sub>2</sub> e Emission per Region (in tons)					Reduction
	2016/17	2017/18	2018/19	2019/20	2020/21	
<b>APAC</b>						
Scope 1	199	243	257	265	97	63%
Scope 2	4,403	4,214	4,275	3,863	3,277	15%
Scope 3*	1,837	1,261	1,129	819	87	89%
<b>Total</b>	<b>6,439</b>	<b>5,718</b>	<b>5,661</b>	<b>4,947</b>	<b>3,461</b>	<b>30%</b>

\* Scope 3 reported by Landis+Gyr consists of business air travel.

# Employees

## EMPLOYEES BY GENDER 2020/21

	Identify as Male	Identify as Female	Other/Not Declared
Americas	1,187	659	0
EMEA	1,180	700	0
APAC	1,013	332	0
<b>Total</b>	<b>3,380</b>	<b>1,691</b>	<b>0</b>

## EMPLOYEES BY TYPE OF CONTRACT 2020/21

	Permanent	Temporary	Full Time (>80%)	Part Time (<80%)
Americas	1,842	4	1,841	5
EMEA	1,637	243	1,819	61
APAC	1,263	82	1,342	3
<b>Total</b>	<b>4,742</b>	<b>329</b>	<b>5,002</b>	<b>69</b>

## EMPLOYEES BY AGE 2020/21

	Under 30	30-50	50+
Americas	330	1,078	438
EMEA	142	1,099	639
APAC	287	838	220
<b>Total</b>	<b>759</b>	<b>3,015</b>	<b>1,297</b>

# GRI Index

16

General Disclosures	17
Management Approach	23
Economic Disclosures	38
Environmental Disclosures	39
Social Disclosures	47



# General Disclosures

GRI Standard	GRI Indicator
102-1	<p><b>Name of the organization</b></p> <p>Landis+Gyr Group AG (referred to as Landis+Gyr)</p>
102-2	<p><b>a. Activities, brands, products, and services: A description of the organization's activities.</b></p> <p>Landis+Gyr is a leading global provider of integrated energy management solutions for the utility sector. Offering one of the broadest portfolios, we deliver innovative and flexible solutions to help utilities solve their complex challenges in Smart Metering, Grid Edge Intelligence and Smart Infrastructure. With sales of USD 1.4 billion in FY 2020, Landis+Gyr employs more than 5,000 people in over 30 countries across five continents, with the sole mission of helping the world manage energy better.</p> <p><b>b. Activities, brands, products, and services: Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.</b></p> <p>Brands: Landis+Gyr; Gridstream; Gridstream Connect.            Products: Intelligent endpoints (Electricity, Gas, and Heat and Cooling Meters (Pre- and Post-Pay); Communication Modules (wired and wireless), Data Loggers and Data Concentrators (including Volume Correctors), Handheld Terminals; Load Management Receivers (one way and two ways), Street Light Controllers, Line Sensors and Thermostats; Gas Quality Analyzer Controller; Distributed Automation Devices and Systems; Meter Test Equipment;            Software (Smart Metering Management, Analytics, Field Operation Manager, Network Monitor, Substation Platform, SCADA Center Enterprise Information System, SAP Utility Adapter, Grid Management and Consumer Engagement App Platform), Applications (Field Operation Manager, Operational Data Panel, Grid Flex Control); Cybersecurity solution, EV solutions; Services: IoT Connectivity as a Service (cooperation with Vodafone), SaaS, Metering as a Service, Infrastructure as a Service (Solution Consulting, Cloud Service, Deployment and Project Delivery Services, Managed Services, Operational Support Services, Smart Grid Services, Support Service); Training. Landis+Gyr does not have banned products or services. A large portion of our products need approval for being installed in the marketplace.</p>
102-3	<p><b>Location of headquarters</b></p> <p>Landis+Gyr AG, Alte Steinhauserstrasse 18, 6330 Cham, Switzerland</p>
102-4	<p><b>Location of operations</b></p> <p>Own offices or operations in the following regions and countries: Americas: Brazil, Mexico, USA, Canada; Asia Pacific: Australia, China &amp; Hong Kong, India, Japan, New Zealand, Singapore; EMEA: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Italy, Netherlands, Poland, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, United Kingdom. Please also consult the chapter "Further Information" for the overview of Landis+Gyr's locations.</p>
102-5	<p><b>Ownership and legal form</b></p> <p>Landis+Gyr Group AG is a joint stock company listed at SIX Swiss Exchange in Switzerland SIX (ISIN: CH0371153492, ticker symbol: LAND, valor number: 37115349)</p>
102-6	<p><b>Markets served</b></p> <p><b>i. Geographic locations where products and services are offered;</b>            Landis+Gyr Americas serves the following regions: North America, Central America, South America, Japan and certain other markets that adopt US standards. Main countries: USA, Canada, Brazil, Japan. L+G APAC serves all countries across the Asia Pacific region, the main ones being; Australia, New Zealand, China, Hong Kong, India, Bangladesh, Malaysia, Philippines, Indonesia, Vietnam and Thailand. Landis+Gyr serves 1.300+ customers in the EMEA region with Sales offices in Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Italy, The Netherlands, Poland, Slovakia, Slovenia, Spain, Sweden, Switzerland, South Africa and United Kingdom. Further EMEA markets (e.g. Middle East) are served via distributors and agents</p> <p><b>ii. Sectors served;</b>            Landis+Gyr serves electric, gas and water utilities. Public and private, for profit and non-profit, from investor-owned utilities to municipalities and cooperatives, from a few thousand endpoints to several millions.</p> <p><b>iii. Types of customers and beneficiaries.</b>            Landis+Gyr is active in over 100 countries with own presence in approximately 30 countries and serving over 3.500 customers with its products, solutions, software and service offerings across Smart Metering, Grid Edge Intelligence and Smart Infrastructure. Serving electricity, water and gas utilities, as well as other companies related to energy generation and distribution, Landis+Gyr supports its customers in their journey to a smarter, cleaner and more reliable grid and efficient use of natural resources.</p>

GRI Standard	GRI Indicator
102-7	<p><b>Scale of the organization.</b></p> <ul style="list-style-type: none"> <li>– Total number of employees: 5,071</li> <li>– Total number of operations: Operations with more than 50 employees: 22 (Melbourne, Sydney, Zhuhai, Joka, Noida, Prague, Jyväskylä, Montluçon, Nurnberg, Corinth, Johannesburg, Cham, Northfields, Manchester, Reynosa, Alpharetta, Kirkland, Lafayette, Lenexa, Overland, Pequot Lakes, Curitiba)</li> <li>– Net sales (for private sector organizations) or net revenues (for public sector organizations): USD 1,357 million</li> <li>– Total capitalization (for private sector organizations) broken down in terms of debt and equity: Market capitalization on March 31, 2021 was CHF 1.8 billion (excl. treasury shares)</li> <li>– Quantity of products or services provided: Close to 20 million devices</li> <li>– More information to be found in the Annual Report.</li> </ul>
102-8	<p><b>a. Total number of employees by employment contract (permanent and temporary), by gender.</b></p> <p>Permanent Employees: Male 3,275; Female 1,467; Other/Not Declared 0          Temporary Employees: Male 105; Female 224; Other/Not Declared 0</p> <p><b>b. Total number of employees by employment contract (permanent and temporary), by region.</b></p> <p>Permanent Employees: Americas 1,842; APAC 1,263; EMEA 1,637          Temporary Employees: Americas 4; APAC 82; EMEA 243</p> <p><b>c. Total number of employees by employment type (full-time and part-time), by gender.</b></p> <p>Full Time Employees (&gt;80%): Male 3,346; Female 1,656; Other/Not Declared 0          Part Time Employees (&lt;=80%): Male 34; Female 35; Other/Not Declared 0</p> <p><b>d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.</b></p> <p>While Landis+Gyr uses supplementary human resources in its activities where necessary on a temporary basis, it does not do so to the extent that a significant portion of the organization's activities are performed by workers who are not employees. In Greece, there are time periods where temporary resources represent a significant amount of total human resources.</p> <p><b>e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).</b></p> <p>Following an internal reorganization, the number of the total number of employees has shrunk by about 700 headcounts.</p> <p><b>f. An explanation of how the data have been compiled, including any assumptions made.</b></p> <p>The data has been compiled from a global people platform (based on SuccessFactors) where all employee data are stored. Exception: % of employees covered by collective bargaining agreement was reported by the HR responsible of a country/region.</p>
102-9	<p><b>Supply chain</b></p> <p><b>A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services.</b></p> <p>The supply chain at Landis+Gyr includes manufacturing sites, procurement, logistic and quality functions. Landis+Gyr operates 9 major manufacturing sites across the globe and has outsourcing partnerships with strategic suppliers in Eastern Europe and Southeast Asia. The four key pillars of Landis+Gyr's supply chain are (i) the mechanical parts, (ii) PCBAs with all electronics, (iii) assembly of the meter, and (iv) final integration with calibration, customization, sealing and packaging. It is important to highlight that Landis+Gyr produces high-precision measuring devices and it has a modular and flexible supply chain which enables outsourcing at any stage of the production flow. For software and service products, Landis+Gyr relies mainly on internal resources (research &amp; development team).</p>
102-10	<p><b>Significant changes to the organization and its supply chain.</b></p> <p>There have been no substantial changes in the structure and ownership of the company.</p> <p>On February 26, 2021, the Company acquired all the issued and outstanding shares and voting interests of Rhebo GmbH ("Rhebo"), incorporated in Germany.</p> <p>In December 2020, the headquarters of the company moved from Zug to Cham (both located in the canton of Zug in Switzerland).</p> <p>The pandemic has posed many challenges, but it also exemplified Landis+Gyr's operations, proving the efficiency of our business continuity procedures. All Landis+Gyr factories are operational and in compliance with local governmental policies for staff wellbeing and protection, except in India where the lockdown led to a temporary closure of operations. We were able to successfully support our customers' demand, while managing all our suppliers globally to secure deliverability and minimum disruptions.</p> <p>In parallel and in order to safeguard our solid balance sheet throughout the pandemic, we have carefully managed cash and liquidity. Our restructuring and streamlining initiative Hermes was implemented swiftly, allowing us to remain nimble and ensure that we can act from a position of strength as we continue to manage the current crisis. The key elements of Hermes were: a) Reduction of SCM headcounts (direct and indirect) of 10% with efficiency measures, and b) accelerated transfer of gas production from Stockport UK to Corinth GR.</p> <p>Our overall global supplier footprint remains the same.</p>

GRI Standard	GRI Indicator
102-11	<p>Whether and how the organization applies the Precautionary Principle or approach.</p> <p>Landis+Gyr applied the precautionary approach. In addition to reviewing and approving the Group's comprehensive annual risk assessment process, the Board and its committees are updated regularly by members of the Group Executive Management and Extended Executive Management on all key risks facing the Group, such as quality issues, the progress of major customer projects, the progress of R+D projects and other risk areas as they are identified.</p>
102-12	<p>A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.</p> <p>UN Global Compact; Global Reporting Initiative (GRI); IEEE International; ECS Ethics and Compliance, Switzerland</p>
102-13	<p>A list of the main memberships of industry or other associations, and national or international advocacy organizations.</p> <p>UCA International User Group; ZigBee Alliance; WiSUN Alliance; Smart Electric Power Alliance – SEPA; Gridwise Alliance Thread Group; ETSI (The European Telecommunications Standards Institute); Eurelectric; ESMIG; DLMS; metering standard associations in several countries; Swissmem; IG exact; Electrosuisse; Verband Schweizerischer Elektrizitätsunternehmen (VSE); swissmig; Several Chambers of Commerce. Represented on international / national metering standards bodies (such as TC13 (IEC), EL-11, BIS).</p>
102-14	<p>A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.</p> <p>"Actively driving sustainable impact is not just what we do, but who we are. Our strategic vision is driven by the desire to provide unrivaled customer value as the leading partner for integrated energy and resource management solutions with sustainability at the heart of everything we do. Our comprehensive portfolio of products and services uniquely positions us to empower utilities, energy consumers and communities by helping them to reduce their CO<sub>2</sub> footprint. In addition, we have made the commitment to be Carbon Neutral by 2030. I am proud to reaffirm our commitment to be carbon neutral by 2030 and our continued support of the Ten Principles of the United Nations Global Compact." A more detailed statement can be found in the foreword of this report.</p>
102-16	<p>A description of the organization's values, principles, standards, and norms of behavior.</p> <p>The binding compass for all principles, integrity standards and norms of behavior at Landis+Gyr is the Code of Business Ethics and Conduct – for the Board, the Executive Management team, or employees producing, installing or selling Landis+Gyr products. Mission: At Landis+Gyr, we create a greener tomorrow through leading smart metering, grid edge intelligence and smart infrastructure technology. As partners, we empower customers and consumers to utilize resources in a more informed and sustainable way. Together, we manage energy better. Values: Customer intimacy (we are a trusted partner and deliver on our commitments); uncompromising performance (we strive to deliver high quality on time, every time); innovative technology (we passionately innovate true differentiators for our customers); entrepreneurial spirit (we empower teams to drive results with a can-do attitude); sustainable impact (we manage energy better for a more sustainable world).</p>
102-18	<p><b>a. Governance structure of the organization, including committees of the highest governance body.</b></p> <p>The General Assembly, Board and Committees of the Board (Audit and Finance Committee, Remuneration Committee, Nomination and Governance Committee), Executive Management are fully described in the Corporate Governance Report <a href="http://www.landisgyr.com/about/executive-management-and-board/">www.landisgyr.com/about/executive-management-and-board/</a>.</p> <p><b>b. Committees responsible for decision-making on economic, environmental, and social topics.</b></p> <p>The implementation of the activities agreed for the respective ESG cycle (currently 2019–21) is overseen by the ESG Steering Committee. General ESG decision making is with the Executive Management Team which also includes the CEO.</p>
102-20	<p>Executive-level responsibility for economic, environmental, and social topics.</p> <p>Sustainability is well-rooted in Landis+Gyr's DNA. It starts with the Board of Directors whose Nomination and Governance Committee is the link to the management when it comes to sustainability topics and goes on with having a large portion of Landis+Gyr's employees (all bonus-eligible employees) incentivized with 20% on the ESG targets in FY 2020/21 (raised from 10% in the previous year). The implementation of the ESG targets is overseen by the ESG Steering Committee (consisting – with one exception – of managers reporting to the CEO).</p>
102-22	<p>Composition of the highest governance body and its committees</p> <p>See governance report page 8 ff. <a href="https://www.landisgyr.com/webfoo/wp-content/uploads/2021/05/Annual-Report-2020-Full-Version-PDF.pdf">https://www.landisgyr.com/webfoo/wp-content/uploads/2021/05/Annual-Report-2020-Full-Version-PDF.pdf</a></p>

GRI Standard	GRI Indicator
102-23	<p><b>a. Whether the chair of the highest governance body is also an executive officer in the organization.</b></p> <p>Not the case. Reference: Corporate Governance Report  <a href="https://www.landisgyr.com/webfoo/wp-content/uploads/2021/05/Annual-Report-2020-Full-Version-PDF.pdf">https://www.landisgyr.com/webfoo/wp-content/uploads/2021/05/Annual-Report-2020-Full-Version-PDF.pdf</a></p> <p><b>b. If the chair is also an executive officer, describe his or her function within the organization's management and the reasons for this arrangement.</b></p> <p>Not the case.  <a href="https://www.landisgyr.com/webfoo/wp-content/uploads/2021/05/Annual-Report-2020-Full-Version-PDF.pdf">https://www.landisgyr.com/webfoo/wp-content/uploads/2021/05/Annual-Report-2020-Full-Version-PDF.pdf</a></p>
102-26	<p><b>Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental, and social topics.</b></p> <p>Overseeing the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental, and social topics is with the Nomination &amp; Governance Committee (NGC) of the BoD . (See also Full Annual Report 2020).</p>
102-29	<p><b>a. Highest governance body's role in identifying and managing economic, environmental, and social topics and their impacts, risks, and opportunities including its role in the implementation of due diligence processes.</b></p> <p>The highest governance body (BoD) is engaged via its Nomination &amp; Governance Committee in the review and approval of ESG topics, risks and opportunities as well as related targets.</p> <p><b>b. Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental, and social topics and their impacts, risks, and opportunities.</b></p> <p>Yes, stakeholder consultation is actively used to support the identification of material topics and the impact/contribution Landis+Gyr has or potentially can/should have on them. Also, Landis+Gyr's ESG targets are influenced by the feedback the company receives in its exchanges with its stakeholders. Identified stakeholders are: customers (and their customers), suppliers, employees, regulators/associations and NGO's, local communities and shareholders/investors.</p>
102-32	<p><b>The highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material topics are covered.</b></p> <p>The Nomination &amp; Governance Committee (NGC) of the BoD is ultimately responsible for formally approving Landis+Gyr's Sustainability Report.</p>
102-35	<p><b>a. Remuneration policies for the highest governance body and senior executives.</b></p> <p>For details on remuneration policies please see the Remuneration Report 2020 which is part of the 2020 Full Annual Report.</p> <p><b>b. How performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental, and social topics.</b></p> <p>The Short term incentive (STI) plan for 2020 included a portion of 10% dedicated to ESG targets. The ESG related portion of the STI will rise to 20% for the FY 2021. This applies to management and all employees eligible to the STI plan.</p>
102-40	<p><b>A list of stakeholder groups engaged by the organization.</b></p> <p>customers; suppliers, business partners; shareholders/investors; employees; regulators; energy consumer, consumer associations and NGOs; local communities</p>
102-41	<p><b>Percentage of total employees covered by collective bargaining agreements.</b></p> <p>43% of the Landis+Gyr employees are covered by a collective bargaining agreement. The number of employees covered by collective bargaining agreement is reported by the HR responsible of each country.</p>
102-42	<p><b>The basis for identifying and selecting stakeholders with whom to engage.</b></p> <p>Stakeholders are selected on the basis of their relevance to the company, as well as the relevance or impact the company and its activities has on them.</p>

GRI Standard	GRI Indicator
102-43	<p>The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.</p> <p>Due to legal requirements and obligations of Landis+Gyr Group AG as a publicly listed company, the stakeholder engagement is partly regulated and met within the ordinary course of business and shareholder dialog. While the exchange is continuous with some stakeholders (e.g. employees, suppliers, partners, customers), other stakeholder exchanges happen on an ad-hoc basis (e.g. regulators, shareholders/investors) or are limited to certain events such as the set-up of a new 3-year ESG cycle (e.g. local communities, associations/NGOs). For the introduction of a new ESG cycle Landis+Gyr engages with its stakeholders to capture their views on the company's impact per topic and the respective relevance to them.</p>
102-44	<p>Key topics and concerns that have been raised through stakeholder engagement.</p> <p>The topics and concerns raised during the stakeholder engagement exercise for the actual ESG cycle in 2018 have been described in the last Sustainability Report on page 17 and 18. Due to the end of the current ESG cycle at the end of the financial year, Landis+Gyr is once again engaging with its stakeholders (at the time of the editing of this report) to capture their viewpoints and incorporate them in the upcoming ESG cycle.</p>
102-45	<p><b>a. A list of all entities included in the organization's consolidated financial statements or equivalent documents.</b></p> <p>See legal entities list on page 4 of the Corporate Governance Report 2020/21.  <a href="https://www.landisgyr.com/webfoo/wp-content/uploads/2021/05/Annual-Report-2020-Full-Version-PDF.pdf">https://www.landisgyr.com/webfoo/wp-content/uploads/2021/05/Annual-Report-2020-Full-Version-PDF.pdf</a></p> <p><b>b. Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.</b></p> <p>There is no entity included in the organization's consolidated financial statements or equivalent documents that is not covered by the report.</p>
102-46	<p><b>a. An explanation of the process for defining the report content and the topic Boundaries.</b></p> <p>The report content follows the logic of stakeholder relevance, which has been discussed in the different stakeholder exchanges and is reflected in Landis+Gyr's material topics. Stakeholders were asked about their views on Landis+Gyr's impact on a shortlist of ESG topics that had previously been defined by a group of internal and external experts and the management, taken from a longlist created following GRI materiality.</p> <p><b>MATERIALITY COMPLETENESS</b>  The report considers all significant impacts of Landis+Gyr along its value chain.</p> <p><b>STAKEHOLDER INCLUSIVENESS</b>  Stakeholder inclusiveness is ensured by considering feedback from stakeholder engagement.</p> <p><b>SUSTAINABILITY CONTEXT</b>  Sustainability context is provided in the answers of the different standards. Also of a material nature are the principles of the UN Global Compact that Landis+Gyr has committed itself to. The topic boundaries are addressed in the management approach of the different material topics discussed (where the impacts occur and the organization is involved with the impacts (direct or indirect)).</p> <p>For more information please consult the last Sustainability Report where the topic has been discussed in more detail.</p> <p><b>b. An explanation of how the organization has implemented the Reporting Principles for defining report content.</b></p> <p>As defined in GRI 101, the creation of the report was based on principles of relevance (materiality), stakeholder inclusivity, sustainability context and completeness of the information. With regard to the quality of the information reported, the principles of balance, comparability, accuracy, timeliness, clarity and reliability have been observed.</p>

GRI Standard	GRI Indicator
102-47	<p data-bbox="286 201 999 220"><b>A list of the material topics identified in the process for defining report content.</b></p> <p data-bbox="286 233 2085 277">Landis+Gyr used the GRI Materiality Principle to define the material topics as preparation of the actual ESG cycle back in 2018/19. With that said, there has not been any changes in the material topics compared to the ones reported in the last Sustainability Report.</p> <ul data-bbox="286 280 1518 459" style="list-style-type: none"> <li data-bbox="286 280 663 300">– The analysis was performed as follows:</li> <li data-bbox="286 303 1453 322">– Identification of relevant economic, social, environmental, and governance issues on which the company has an relevant impact</li> <li data-bbox="286 325 1518 344">– Evaluation and ranking of the level of stakeholder concern regarding each issue (internal Materiality Workshop and external interviews)</li> <li data-bbox="286 347 846 367">– Evaluation and ranking of the potential impact of each issue</li> <li data-bbox="286 370 853 389">– Defined set of ambitions and action areas for relevant topics</li> <li data-bbox="286 392 994 411">– Representation of the issues and their prioritization in the materiality matrix</li> <li data-bbox="286 414 1010 434">– Definition of a set of ambitions and action areas for each of the relevant topics</li> <li data-bbox="286 437 1261 456">– Elaboration of a roadmap and actions, deliverables, Key Performance Indices, budgets and responsibilities</li> </ul> <p data-bbox="286 485 703 504">Topics that have been defined as material are:</p> <p data-bbox="286 507 1973 552">Energy Efficiency and Climate Protection, Data Security and Privacy, Employee Motivation, Business Integrity. Further material topics with a defined action plan are: Community Engagement, Fair Labor Practices, Occupational Health &amp; Safety, Resource Efficiency, Strategic Responsible Sourcing.</p>
102-48	<p data-bbox="286 576 1285 595"><b>The effect of any restatements of information given in previous reports, and the reasons for such restatements.</b></p> <p data-bbox="286 608 2040 627">If, in individual cases, a new form of presentation, calculation method or optimized data collection has led to other results for the previous years, then this is noted under the respective statements.</p>
102-49	<p data-bbox="286 655 1205 675"><b>Significant changes from previous reporting periods in the list of material topics and topic Boundaries.</b></p> <p data-bbox="286 687 2085 778">There were no significant changes during the reporting period for topics identified as material. If, in individual cases, a new measuring method is used, this is noted under the respective statement. Towards the end of the financial year 2020/21 Landis+Gyr has purchased Rhebo (DE), and in the new financial year (2021/22) True Energy (DK), and Etrek d.o.o. (Si) (75% of share capital 25% stays with the current Management. Landis+Gyr has the option to acquire the remaining 25% of the shares in Etrek in May 2024). This is the second report following the GRI standards. Landis+Gyr published its first environmental impact report in 2011 and the first full Sustainability Report in 2017.</p>
102-50	<p data-bbox="286 802 712 821"><b>Reporting period for the information provided.</b></p> <p data-bbox="286 834 1043 853">01.04.2020–31.03.2021, throughout the report referred to as FY 2020/21 or 2020/21.</p>
102-51	<p data-bbox="286 882 801 901"><b>If applicable, the date of the most recent previous report.</b></p> <p data-bbox="286 914 1995 933">Landis+Gyr's last Sustainability Report was issued at the end of October 2020. Sustainability aspects have been reported also in the last annual report which was issued at the end of May 2021.</p>
102-52	<p data-bbox="286 962 432 981"><b>Reporting cycle.</b></p> <p data-bbox="286 994 2040 1034">Landis+Gyr will report annually, on the reporting period beginning of April to end of March. This is the second report of the three-year ESG cycle from 2019/20 to 2021/22. Going forward Landis+Gyr will report on sustainability as part of its annual report.</p>
102-53	<p data-bbox="286 1058 898 1077"><b>The contact point for questions regarding the report or its contents.</b></p> <p data-bbox="286 1090 920 1185">Eva Borowski Senior Vice President Investor Relations &amp; Corporate Communications Phone: +41 41 935 63 96 eva.borowski@landisgyr.com</p>
102-54	<p data-bbox="286 1209 1189 1228"><b>The claim made by the organization, if it has prepared a report in accordance with the GRI Standards</b></p> <p data-bbox="286 1241 1021 1260">This report has been prepared in accordance with the GRI Standards: Core option.</p>
102-55	<p data-bbox="286 1289 450 1308"><b>GRI content index</b></p> <p data-bbox="286 1321 551 1340">This is the GRI content index.</p>
102-56	<p data-bbox="286 1369 461 1388"><b>External assurance</b></p> <p data-bbox="286 1401 1973 1441">The report has not been externally assured. However, parts of the report have been audited as part of the ISO 9001, ISO 14001, ISO 18001 (45001) and ISO 25000 audits. This report has been audited by Landis+Gyr's internal audit.</p>

# Management Approach

GRI Standard	Material Topic	GRI Indicator
103-1	Energy Efficiency and Climate Protection	<p data-bbox="600 296 1088 319">Explanation of the material topics and their boundary.</p> <hr/> <p data-bbox="600 352 1043 375"><b>a. An explanation of why the topic is material.</b></p> <p data-bbox="600 376 2069 486">Landis+Gyr recognizes that sustainable, accessible natural resources are finite and being depleted at an unsustainable rate. The Company, its stakeholders, its value chain as well as the product and services provided are affected by climate change and depend on a more sustainable use of energy for the future. Therefore, Landis+Gyr chose a holistic management approach covering both the impact of the Company's operations and of its products and services in use. Consequently, Landis+Gyr is fully committed to reducing its own carbon footprint and that of its products and services. In addition, it strives to contribute with its products and services to the avoidance of the carbon footprint of others.</p> <p data-bbox="600 488 1281 510"><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p data-bbox="600 512 864 534"><b>i. where the impacts occur;</b></p> <p data-bbox="600 536 819 558">Internally and externally</p> <p data-bbox="600 560 2069 604"><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b></p> <p data-bbox="600 606 797 628">Directly and indirectly</p> <p data-bbox="600 630 1128 652"><b>c. Any specific limitation regarding the topic Boundary.</b></p> <p data-bbox="600 654 1043 676">GHG scope 3 metrics is limited to business travel.</p> <p data-bbox="600 678 2047 715">Our supply chain has increasingly gained in importance over the past years, driven by the fact that certain processes have been outsourced. However, Landis+Gyr actively requests its suppliers to sign and follow its Supplier Code of Conduct (which includes the Green Procurement Requirements).</p>

GRI Standard	Material Topic	GRI Indicator
103-2	Energy Efficiency and Climate Protection	<p data-bbox="600 204 1077 223"><b>The management approaches and their components</b></p> <hr/> <p data-bbox="600 261 1189 280"><b>a. An explanation of how the organization manages the topic.</b> The topic is managed via the ESG process as such as well as via the implementation in the organization of many action items.</p> <p data-bbox="600 303 1182 322"><b>b. A statement of the purpose of the management approach.</b> The management approach is to be seen holistically covering not only the impact of the company but also the impact of our products and services.</p> <p data-bbox="600 344 1444 363"><b>c. A description of the following, if the management approach includes that component:</b></p> <p data-bbox="600 370 696 389"><b>i. Policies</b> Code of Business Ethics and Conduct ESG Policy and Directive Supplier Code of Conduct incl. the Green Procurement Requirements annex Green Design Guideline</p> <p data-bbox="600 411 763 430"><b>ii. Commitments</b> Every year, Landis+Gyr measures and sets targets and commitments as part of its integrated management system goal setting process. The company is committed to supporting GHG reduction by decreasing emissions generated in its operations and GHG avoidance through the use of its products.</p> <p data-bbox="600 453 801 472"><b>iii. Goals and targets</b> For the current cycle the target is to execute the 3-year program which includes e.g. – Energy management audits for major production sites – CO<sub>2</sub> impact KPI for our most important products – Promote switch to renewable energy use at more sites Furthermore, the Short Term Incentive (STI) linked targets are: Increase portion of energy derived from renewable sources; reduce water consumption (m<sup>3</sup>) per employee; increase portion of Eco-Portfolio (among other targets which are related to other material topics and discussed there). As a side note, the ESG related portion of the total STI is 20% for the FY 2021. (More information on the status of the implementation to be found in chapter “Roadmap Commitments”)</p> <p data-bbox="600 494 786 513"><b>iv. Responsibilities</b> The material topic is led, managed and driven by Group ESG and Business Transformation (reporting directly to the CEO) which closely collaborates with all parts of the company across regions to achieve the envisaged goals.</p> <p data-bbox="600 536 723 555"><b>v. Resources</b> Quarterly group-wide data collection by the ESG office. Collaboration with different functions in the group such as Quality, PM, Supply Chain or Purchasing.</p> <p data-bbox="600 577 853 596"><b>vi. Grievance mechanisms</b> Landis+Gyr has a global ‘Speak Up’ process in place based on the Speak-Up Policy accessible across the organization and run by an independent third-party provider.</p> <p data-bbox="600 619 1301 638"><b>vii. Specific actions, such as processes, projects, programs and initiatives</b> – CO<sub>2</sub> impact KPI developed – Switching to renewable energy at more sites – Updating initial sets of guidelines and policies – Prepare third party assurance / data audits – Expand CCF (Corporate Carbon Footprint) with additional KPI – Perform Energy Audits for main Landis+Gyr production sites</p>
103-3	Energy Efficiency and Climate Protection	<p data-bbox="600 1082 965 1101"><b>Evaluation of the management approach</b></p> <hr/> <p data-bbox="600 1139 1473 1158"><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <p data-bbox="600 1165 1384 1184"><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</p> <p data-bbox="600 1206 1193 1225"><b>ii. the results of the evaluation of the management approach;</b> The evaluation of the management approach has been outlined in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESG Cycle.</p> <p data-bbox="600 1248 1167 1267"><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</p>

GRI Standard	Material Topic	GRI Indicator
103-1	Resource Efficiency	<p data-bbox="600 204 1081 223"><b>Explanation of the material topics and their boundary</b></p> <p data-bbox="600 236 1043 255"><b>a. An explanation of why the topic is material.</b></p> <p data-bbox="600 258 2069 347">At Landis+Gyr, our mission is to manage energy better. This applies to the products and services we provide to our customers and energy consumers alike, but also to us as a company. Managing energy better is also about using resources efficiently and responsibly. Hence, we support a transition into a circular economy model, where value once created from raw materials and resources is preserved at the highest level possible throughout the life of a product. This implies aligning design and other processes (e.g. recycling) to consider the full lifecycle of a product.</p> <p data-bbox="600 351 1283 370"><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p data-bbox="600 373 860 392"><b>i. where the impacts occur;</b></p> <p data-bbox="600 395 1173 414">Everywhere along the full value chain (Internally and externally).</p> <p data-bbox="600 418 2069 462"><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b></p> <p data-bbox="600 466 2069 533">Our products have a net positive impact on the environment, and we are committed to ensuring that our production process is as sustainable as possible. Hence, we are looking in detail into the topic of circular economy for our products. We aim to increase the use of recycled parts in our products, reduce their energy consumption per benefit generated and enhance their recyclability (directly and indirectly).</p> <p data-bbox="600 536 1128 555"><b>c. Any specific limitation regarding the topic Boundary.</b></p> <p data-bbox="600 558 1106 577">In the first phase, the focus is on large-volume products.</p>
103-2	Resource Efficiency	<p data-bbox="600 603 1075 622"><b>The management approaches and their components</b></p> <p data-bbox="600 635 1191 654"><b>a. An explanation of how the organization manages the topic.</b></p> <p data-bbox="600 657 2056 724">Resource efficiency is a multi stakeholder and multi faculty activity. Impact can only be achieved in collaboration. Internally Product Management, Research &amp; Development, Supply Chain Management and Quality Management are working closely together to reduce waste, increase recyclability and recycling per se as well as enhancing circularity. However, full impact is only achieved in collaboration with suppliers and customers across the value chain covering the product life-cycle.</p> <p data-bbox="600 727 1182 746"><b>b. A statement of the purpose of the management approach.</b></p> <p data-bbox="600 750 1527 769">We want to align the development and disposal of our products to their positive impact when deployed.</p> <p data-bbox="600 772 1442 791"><b>c. A description of the following, if the management approach includes that component:</b></p> <p data-bbox="600 794 694 813"><b>i. Policies</b></p> <p data-bbox="600 817 985 836">Green design policy; Eco Portfolio initiative</p> <p data-bbox="600 839 761 858"><b>ii. Commitments</b></p> <p data-bbox="600 861 1527 880">We want to align the development and disposal of our products to their positive impact when deployed.</p> <p data-bbox="600 884 801 903"><b>iii. Goals and targets</b></p> <ul data-bbox="600 906 1464 995" style="list-style-type: none"> <li>– Set internal targets for electricity meter self-consumption that exceed international standards</li> <li>– Use internal consumption targets actively as a total cost of ownership optimization</li> <li>– Set year-on-year reduction goals for average materials usage</li> <li>– Improve recycling rates especially for heat and gas meters</li> </ul> <p data-bbox="600 999 1576 1018">(More information on the status of the implementation to be found in the chapter "Roadmap Commitments")</p> <p data-bbox="600 1021 784 1040"><b>iv. Responsibilities</b></p> <p data-bbox="600 1043 2056 1088">First of all, the topic is linked to the ESG roadmap 2019–21 which is overseen by the SVP Business Transformation who reports to the Group CEO. Product Portfolio Management, Research &amp; Development as well as Supply Chain are cooperating in managing this topic.</p> <p data-bbox="600 1091 725 1110"><b>v. Resources</b></p> <p data-bbox="600 1114 2069 1133">Resources involved are the different parts of the organizations mentioned above. Additionally the single working streams are coordinated and tracked by the ESG office.</p> <p data-bbox="600 1136 851 1155"><b>vi. Grievance mechanisms</b></p> <p data-bbox="600 1158 1998 1203">Landis+Gyr has a global 'Speak Up' process in place based on the Speak-Up Policy accessible across the organization and run by an independent/neutral third-party provider.</p> <p data-bbox="600 1206 1299 1225"><b>vii. Specific actions, such as processes, projects, programs and initiatives</b></p> <p data-bbox="600 1228 2069 1295">This topic consists of 9 workstreams addressing specific aspects of the topic, with actions ranging from short- to long-term. The impact is, due to its nature, global with emphasis on locations where our products are deployed in larger quantities. All initiatives are overseen by the ESG Steering Committee, which reports to the group CEO. Responsibility for implementation lies with different functions in the organization.</p>

GRI Standard	Material Topic	GRI Indicator
103-3	Resource Efficiency	<p><b>Evaluation of the management approach</b></p> <p><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <p><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</p> <p><b>ii. the results of the evaluation of the management approach;</b> The evaluation of the management approach has been outlined in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESC Cycle.</p> <p><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</p>
103-1	Strategic Responsible Sourcing	<p><b>Explanation of the material topics and their boundary</b></p> <p><b>a. An explanation of why the topic is material.</b> Landis+Gyr's collaboration with its supply chain partners has become increasingly important to the success of the business. Landis+Gyr strives to expand relationships with its suppliers in terms of sustainability targets and on the basis of shared values. The company considers its supply chain partners as an integral part of its ESG efforts, and therefore engages closely with them to share and align on its sustainability direction and principles. Hence, the company views it as crucial to ensure suppliers' compliance with the company's quality, environment, health and safety policies, as well as its Code of Business Ethics and Conduct.</p> <p><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p><b>i. where the impacts occur;</b> Impact occurs wherever Landis+Gyr is sourcing parts of its value creation (externally).</p> <p><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b> Landis+Gyr is aware of its responsibility not only for its own behavior but for the behavior of its suppliers as well, which is why the supply chain plays a major role. Landis+Gyr's impact is direct and indirect. Landis+Gyr maintains a close relationship with its suppliers ensuring implementation of Landis+Gyr's Supplier Code of Conduct and Green Procurement Policy.</p> <p><b>c. Any specific limitation regarding the topic Boundary.</b> In a first phase the focus is on suppliers representing 85% of Landis+Gyr purchasing volume. Nonetheless, special attention is also given to suppliers in critical environments and potentially dealing with critical topics (risk-based approach).</p>
103-2	Strategic Responsible Sourcing	<p><b>The management approaches and their components</b></p> <p><b>a. An explanation of how the organization manages the topic.</b> Suppliers are an integral part of Landis+Gyr's supply chain. With that in mind, Landis+Gyr requests its suppliers to support its ambitions with respect to the environment, the society (human rights), as well as the enforcement of applicable laws and regulations. In order to fulfill this requirement, Landis+Gyr has developed a rigorous qualification process. This includes declarations of compliance, self-assessment and third-party assessment and auditing. Supplier qualification and annual audits of suppliers are pivotal tools to ensure the effectiveness of the approach as well as compliance with the company's policies.</p> <p><b>b. A statement of the purpose of the management approach.</b> Making sure Landis+Gyr's values and principles are extended to parties involved in our supply chain.</p> <p><b>c. A description of the following, if the management approach includes that component:</b></p> <p><b>i. Policies</b> Supplier Code of Conduct, as well as the Green Procurement Policy.</p> <p><b>ii. Commitments</b> Landis+Gyr is committed to purchasing all materials and services from suppliers that meet its high ethical standards. The company only works with suppliers that act according to the Group's environmental principles, including quality, occupational health and safety and environmental policies.</p> <p><b>iii. Goals and targets</b></p> <ul style="list-style-type: none"> <li>– Ask for supplier certificates that require suppliers to confirm compliance with Supplier Code of Conduct, as well as the Green Procurement Policy in all regions.</li> <li>– Increase proportion of purchases from new vendors of direct materials who have been screened using environmental criteria (STI target 2021)</li> <li>– Increase proportion of purchases from vendors who comply with Landis+Gyr's Green Procurement Policy (which includes conflict mineral rules) and its Code of Business Ethics and Conduct (which includes child labor rules, STI target 2021)</li> </ul> <p>(More information on the status of the implementation to be found in the chapter "Roadmap Commitments")</p> <p><b>iv. Responsibilities</b> The implementation of the action items is with the Global Procurement and Supply Chain function supported by global R&amp;D.</p> <p><b>v. Resources</b> Audits (by Landis+Gyr's specialists); ESG assessments of Suppliers (by Global Procurement); capturing of signed compliance with Supplier Code of Conduct and Green Procurement Policy (by Group Procurement)</p> <p><b>vi. Grievance mechanisms</b> Landis+Gyr has a global 'Speak Up' process in place based on the Speak-Up Policy accessible across the organization and run by an independent/neutral third-party provider.</p> <p><b>vii. Specific actions, such as processes, projects, programs and initiatives</b> This material topic has 5 activity streams working towards its implementation.</p>

GRI Standard	Material Topic	GRI Indicator
103-3	Strategic Responsible Sourcing	<p data-bbox="600 204 969 223"><b>Evaluation of the management approach</b></p> <p data-bbox="600 236 1473 255"><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <p data-bbox="600 258 1384 277"><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</p> <p data-bbox="600 280 1193 300"><b>ii. the results of the evaluation of the management approach;</b> The evaluation of the management approach has been outlined in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESG Cycle.</p> <p data-bbox="600 303 1637 322"><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</p>
103-1	Employee Motivation	<p data-bbox="600 419 1081 438"><b>Explanation of the material topics and their boundary</b></p> <p data-bbox="600 451 1043 470"><b>a. An explanation of why the topic is material.</b> Landis+Gyr believes that Employee Motivation sits at the very heart of its ability to deliver great customer service and achieve outstanding business results. Therefore, Landis+Gyr is firmly committed to an organizational culture where employees feel motivated and engaged.</p> <p data-bbox="600 474 1283 493"><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p data-bbox="600 496 864 515"><b>i. where the impacts occur;</b> Evidence of the impact is visible across the whole organization. Specifically, on the interface with Landis+Gyr's customers as well as being reflected in the quality of its performance (internal and external).</p> <p data-bbox="600 518 2067 566"><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b> The actions related to this topic are designed to create the conditions where our employees feel motivated and engaged. We appreciate that the needs of our employees change over time and there is an ongoing requirement for us to create sustainable, effective processes that allow us to understand the expectations of our employees. Since the topic is related to Landis+Gyr's employees, the company contributes directly to the impact of employee motivation.</p> <p data-bbox="600 569 1155 588"><b>c. Any specific limitation regarding the topic Boundary.</b> The boundary of the topic is limited to Landis+Gyr employees.</p>

GRI Standard	Material Topic	GRI Indicator
103-2	Employee Motivation	<p data-bbox="600 204 1077 226"><b>The management approaches and their components</b></p> <p data-bbox="600 236 1189 258"><b>a. An explanation of how the organization manages the topic.</b></p> <p data-bbox="600 260 2078 304">Employee motivation is a complex, multi-layered topic. In order to ensure resources are consistently focused across the organization, we have developed a range of initiatives that we believe will help us create the conditions for sustainable Employee Motivation and Engagement.</p> <p data-bbox="600 306 2078 328">External research on the topic suggests there are some common ‘levers’ that organizations can pull in order to encourage employee engagement, these levers include:</p> <ul data-bbox="600 330 869 440" style="list-style-type: none"> <li>– Supportive management</li> <li>– Positive work environment</li> <li>– Opportunities for growth</li> <li>– Trust in leadership</li> <li>– Meaningful work</li> </ul> <p data-bbox="600 442 2078 509">Indicative examples of the specific initiatives that Landis+Gyr will focus on include unlimited access to LinkedIn Learning, all employees having the possibility to raise their voice in our global engagement survey and involvement with the subsequent action planning process, global succession planning process or the introduction of career success stories hosted on our global intranet page.</p> <p data-bbox="600 510 1182 533"><b>b. A statement of the purpose of the management approach.</b></p> <p data-bbox="600 534 2078 579">To create and sustain a working environment that allows our employees to deliver to the best of their abilities – whether in relation to their current role or their future career progression within the organization.</p> <p data-bbox="600 580 1447 603"><b>c. A description of the following, if the management approach includes that component:</b></p> <p data-bbox="600 604 696 627"><b>i. Policies</b></p> <p data-bbox="600 628 2078 673">Code of Business Ethics and Conduct, Policies covering Learning &amp; Development and Performance Management are already published with others in development such as Talent Acquisition.</p> <p data-bbox="600 675 2078 719">In compliance with specific employment law legislation, some locations have a local policy in place covering these topics. In such cases the country-specific policy has jurisdiction.</p> <p data-bbox="600 721 763 743"><b>ii. Commitments</b></p> <p data-bbox="600 745 2078 790">Landis+Gyr is committed to offer state of the art working conditions as well as learning and development opportunities. Landis+Gyr is committed to fair and equal treatment of all our employees. All with the aim of sustainable engagement.</p> <p data-bbox="600 791 801 813"><b>iii. Goals and targets</b></p> <ul data-bbox="600 815 1883 900" style="list-style-type: none"> <li>– To have a global, confidential mechanism that allows all employees to share their views about working at Landis+Gyr</li> <li>– Improving collaboration between employees and leaders by identifying barriers for employee motivation and the corrective actions required</li> <li>– Improving our abilities to match internal talents with role opportunities</li> <li>– Develop an organization-wide awareness of unconscious bias and its importance in employee engagement</li> </ul> <p data-bbox="600 901 2078 968">Additionally, as part of the STI 21, the following targets have been defined: Increase sustainable engagement score relative to Global High Tech norm; increase % of females appointed as new hires (excl. blue collars); increase development learning for employees. (More information on the status of the implementation can be found in the chapter “Roadmap Commitments”).</p> <p data-bbox="600 970 786 992"><b>iv. Responsibilities</b></p> <p data-bbox="600 994 2078 1038">The material topic of employee motivation is managed by the Global Head of Talent Management and, as applicable to all other material topics, is overseen by the ESG Steering Committee.</p> <p data-bbox="600 1040 725 1062"><b>v. Resources</b></p> <p data-bbox="600 1064 2078 1131">A centralized resource will coordinate the ongoing review of the engagement survey action planning process and the maintenance of centralized reporting dashboards. The action planning process that follows the engagement survey can also identify actions that sit at a functional or regional level or at a local team level and the resources required will be managed by the respective budget holder.</p> <p data-bbox="600 1133 853 1155"><b>vi. Grievance mechanisms</b></p> <p data-bbox="600 1157 2078 1179">Landis+Gyr has a global ‘Speak Up’ process in place based on the Speak-Up Policy accessible across the organization and run by an independent/neutral third-party provider.</p> <p data-bbox="600 1181 1301 1203"><b>vii. Specific actions, such as processes, projects, programs and initiatives</b></p> <ul data-bbox="600 1204 2078 1439" style="list-style-type: none"> <li>– Every two years Landis+Gyr invites all its employees, regardless of their role or location, to participate in our Employee Engagement Survey.</li> <li>– Within 6 weeks of the engagement survey taking place a global CEO communication conveys the overarching survey results of the whole organization</li> <li>– Leaders are required to share the local survey results and to engage their teams in the creation and maintenance of an action plan that is aimed to improve levels of employee motivation and engagement across the organization (action plans are to be documented in the online tool within 3 months of the survey results being available)</li> <li>– The action planning process is one of the key enablers for employee engagement by enabling leaders to work collaboratively with their teams to identify the barriers and blockers to engagement and the corrective actions (examples could include helping our leaders to be more effective at providing timely recognition for a job well done or creating forums that encourage employees to participate in innovative ideas generation for new products and services)</li> <li>– We know that environments where all employees feel a sense of belonging and inclusion are more likely to lead to a happier and motivated workforce. We think it is important to introduce everyone to the concept of Unconscious Bias in order to provide consistency of understanding and language across the business. All employees are educated on the topic of Unconscious Bias and the Extended Management Team receives additional training on this topic</li> <li>– A consistent global process will be used to map succession planning across the organization</li> </ul>

GRI Standard	Material Topic	GRI Indicator
103-3	Employee Motivation	<p data-bbox="600 204 969 223"><b>Evaluation of the management approach</b></p> <p data-bbox="600 236 1473 255"><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <p data-bbox="600 258 1384 277"><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</p> <p data-bbox="600 280 1193 300"><b>ii. the results of the evaluation of the management approach;</b> The evaluation of the management approach has been outlined in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESG Cycle.</p> <p data-bbox="600 303 2056 322"><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</p>
103-1	Occupational Health and Safety	<p data-bbox="600 419 1081 438"><b>Explanation of the material topics and their boundary</b></p> <p data-bbox="600 451 1048 470"><b>a. An explanation of why the topic is material.</b> This topic includes the impact of business activities on the physical and mental well-being of all employees. The right to a healthy and safe workplace is recognized as a human right and ensuring health and safety is a must. Absences of employees due to injuries or illnesses create costs and additional expenditures for Landis+Gyr. As a result, the health and safety of employees have a direct influence on productivity and, therefore, are also a key factor for the financial success of a company.</p> <p data-bbox="600 474 1283 493"><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p data-bbox="600 496 857 515"><b>i. where the impacts occur;</b> Health and safety at work involves both the prevention of harm, and the promotion of health and wellbeing (internal).</p> <p data-bbox="600 518 2067 537"><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b> With its offices and operations but also its supply chain and products, Landis+Gyr is exposed on multiple fronts to the topic. Landis+Gyr has a OH&amp;S monitoring system in place that enables the different management levels to contribute to and manage the issues and monitor the direction to introduce measures where required (direct).</p> <p data-bbox="600 541 1126 560"><b>c. Any specific limitation regarding the topic Boundary.</b> While the focus is on Landis+Gyr's employees and activities, the company extends the same internal OH&amp;S requirements to its suppliers through its Supplier Code of Conduct. We follow stringent safety requirements (external regulation and internal guidelines) in the design of our products to ensure they can be used safely throughout their lifecycle.</p>

GRI Standard	Material Topic	GRI Indicator
103-2	Occupational Health and Safety	<p><b>The management approaches and their components</b></p> <p><b>a. An explanation of how the organization manages the topic.</b> The safety and health of all employees is a top priority at Landis+Gyr. The company is committed to maintaining clean workplace environments that reduce the risks of accidents, injuries and illnesses. To maintain and strengthen a high standard of workplace quality, Landis+Gyr provides employees with regular training and events to integrate job safety into daily work and ensure that everyone is safe and sound. Current OH&amp;S practices are mostly uniform across the group due to the requirements of OHSAS18001 / ISO 45001 and national laws.</p> <p><b>b. A statement of the purpose of the management approach.</b> To build the basis for the further enhancement track of Landis+Gyr's OH&amp;S engagement and activities.</p> <p><b>c. A description of the following, if the management approach includes that component:</b></p> <p><b>i. Policies</b> Every activity at Landis+Gyr is guided by its Code of Business Ethics and Conduct. For OH&amp;S, there is a group-wide QEHS (Quality Environment Health Safety) Company policy and guideline in place. Other policies and guidelines are site-specific to cater for the differences in national laws and site operational activities.</p> <p><b>ii. Commitments</b> The right to a healthy and safe workplace is recognized as a human right and ensuring the health and safety for all employees is a top priority for Landis+Gyr.</p> <p><b>iii. Goals and targets</b> Maintain and further improve the current OH&amp;S management system towards a more global and preventative focus:</p> <ul style="list-style-type: none"> <li>– further harmonize regional processes and KPIs</li> <li>– improve x-regional sharing (global OH+S network, OH+S global practice dashboard)</li> <li>– migration from ISO18001 to ISO45001 on all sites</li> <li>– common accident investigation process</li> <li>– visitors and supplier safety (expand OHS awareness to key suppliers)</li> <li>– stabilize group-wide near misses reporting</li> </ul> <p>(More information on the status of the implementation to be found in the chapter "Roadmap Commitments")</p> <p><b>iv. Responsibilities</b> The OH&amp;S responsibility is with every employee. However, the site CEOs are accountable that responsibilities are cascaded to the Quality Manager and the topic is managed as part of the integrated management system that focuses on the most salient topics.</p> <p><b>v. Resources</b></p> <ul style="list-style-type: none"> <li>– Handbooks and guidelines</li> <li>– Trainings</li> <li>– Reporting system</li> <li>– Dashboards</li> <li>– Internal and external audits</li> </ul> <p><b>vi. Grievance mechanisms</b> Landis+Gyr has a global 'Speak Up' process in place based on the Speak-Up Policy accessible across the organization and run by an independent/neutral third-party provider.</p> <p><b>vii. Specific actions, such as processes, projects, programs and initiatives</b> Enhance and intensify OH&amp;S audits including the learnings of the pandemic.</p>
103-3	Occupational Health and Safety	<p><b>Evaluation of the management approach</b></p> <p><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <p><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</p> <p><b>ii. the results of the evaluation of the management approach;</b> The evaluation of the management approach has been outlined in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESG Cycle.</p> <p><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</p>

GRI Standard	Material Topic	GRI Indicator
103-1	Fair Labor Practices	<p data-bbox="600 204 1081 226"><b>Explanation of the material topics and their boundary</b></p> <p data-bbox="600 236 1043 258"><b>a. An explanation of why the topic is material.</b></p> <p data-bbox="600 260 2063 347">Landis+Gyr's success is a result of the hard work and innovation of its employees around the globe. Landis+Gyr is committed to treating its employees with the dignity they deserve, and in accordance with global standards and guidelines (such as United Nations Universal Declaration of Human Rights, as well as the Declaration on the Fundamental Principles and Rights at Work of the International Labor Organization) reflected also in its Code of Business Ethics and Conduct, and local legal requirements. Landis+Gyr's commitment to fair labor practice is also a pillar of its supply chain operations.</p> <p data-bbox="600 349 1283 371"><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p data-bbox="600 373 860 395"><b>i. where the impacts occur;</b></p> <p data-bbox="600 397 1294 419">Internally in its own operations and externally with its suppliers and partners.</p> <p data-bbox="600 421 2063 464"><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b></p> <p data-bbox="600 466 1155 488">Direct in its own operations and indirect in its the value chain.</p> <p data-bbox="600 489 1128 512"><b>c. Any specific limitation regarding the topic Boundary.</b></p> <p data-bbox="600 513 2029 561">A striking limitation regarding this topic are the varying degrees of human rights protection entrenched in the local legislations of the territories in which Landis+Gyr operates. To overcome this limitation, Landis+Gyr has adopted global standards for fair labor standards in both its internal and external operations.</p>

GRI Standard	Material Topic	GRI Indicator
103-2	Fair Labor Practices	<p><b>The management approaches and their components</b></p> <p><b>a. An explanation of how the organization manages the topic.</b> Landis+Gyr's fair labor practices focus on the implementation of a set of internal guidelines and control measures within the entire organization and supply chain to ensure compliance with local laws and international standards. A central requirement is the warranty of equal employment opportunities without discrimination and harassment based on age, gender, religion, sexual orientation or ethnic/social origin. Landis+Gyr's Code of Business Ethics and Conduct also covers employees' responsibilities to each other, such as respect for one another, and not engaging in discrimination or retaliation. All new employees must agree to fully comply with the Code and to participate in regular trainings. In the event of non-compliance with the Code of Business Ethics and Conduct, Landis+Gyr cultivates a 'speak-up' culture. Globally, the Company has installed multiple channels for reporting suspected or known violations of the code, other internal policies, or the law. For this purpose, Landis+Gyr implemented a confidential 24-hour hotline for making such reports, as well as a web portal where employees can file a complaint. Finally, concerns can be reported through different channels in the organization, such as via e-mail to a manager, HR Business Partner, or Compliance Officer. For this purpose, a case management system has been rolled-out to record and monitor complaints and their resolution. Regional Compliance Officers assist the Group Chief Compliance Officer and the Global Compliance Team with overseeing compliance with corporate standards and control measures both internally, and also across the Company's entire supply chain.</p> <p><b>b. A statement of the purpose of the management approach.</b> To uphold and follow the international standards described e.g. in UNGC Principles and the fair labor standards of the Responsible Business Alliance, which are an integrative part of Landis+Gyr's Code of Business Ethics and Conduct.</p> <p><b>c. A description of the following, if the management approach includes that component:</b></p> <p><b>i. Policies</b></p> <ul style="list-style-type: none"> <li>– Code of Business Ethics and Conduct: a global policy that outlines the responsibilities and expected professional behavior of Landis+Gyr and all its employees, including that Landis+Gyr's duty of, and commitment to, upholding and protecting the human rights of its employees.</li> <li>– Supplier Code of Conduct: a global policy that governs the relationships between Landis+Gyr and its suppliers, and specifically outlines Landis+Gyr's expectation that its suppliers uphold and protect the human rights of all workers across their operations.</li> </ul> <p><b>ii. Commitments</b> Landis+Gyr is committed to upholding and promoting fair labor practices in all locations and for all employees and along the value chain. Advanced fair labor practices – whether imposed by local statutory requirements or by our internal standards where such statutes do not exist – are the norm at all Landis+Gyr sites.</p> <p><b>iii. Goals and targets</b> The goal is that, despite varying statutory requirements with regards to freedom of association, fair labor practices, protection of minors and young people, and other human rights issues, Landis+Gyr maintains the highest standard of human rights in all its global operations, both internal and external. To that end, Landis+Gyr has adopted global standards for fair labor standards in both its internal Code of Conduct, as well as in its Supplier Code of Conduct. These standards often require stakeholders to go beyond the letter of the local law. As part of the STI (Short Term Incentive Plan) in 2021, sales, procurement &amp; finance employees shall be re-trained on anti-corruption and anti-trust policies. (More information on the status of the implementation to be found in the chapter "Roadmap Commitments").</p> <p><b>iv. Responsibilities</b> This topic is managed by the Group Chief Compliance Officer in collaboration with Global Head of Human Resources and the Global Head of Supply Chain Management and Operations and, as applicable to all other ESG material topics, it is overseen by the ESG Steering Committee.</p> <p><b>v. Resources</b> The topic of Fair Labor Practices is owned and managed by the Group Chief Compliance Officer. The Group CCO reports regularly to an Ethics Committee made up of the Group's CEO, CFO, General Counsel, and Head of HR. The Group CCO is also supported by a Global Compliance Team, as well as by the Regional Compliance Officers. The Group CCO relies on cross-functional stakeholders to drive compliance across the organization. The Global Head of Human Resources and the Global Head of Supply Chain Management and Operations manage the monitoring of our internal and external operations, respectively, with regards to this topic.</p> <p><b>vi. Grievance mechanisms</b> Landis+Gyr has a global 'Speak Up' process in place based on the Speak-Up Policy accessible across the organization and run by an independent/neutral third-party provider.</p> <p><b>vii. Specific actions, such as processes, projects, programs and initiatives</b></p> <ul style="list-style-type: none"> <li>– The implementation of a reporting framework and a human rights due diligence process.</li> <li>– The periodic (yearly basis) roll-out of new learning content focused on ethics and integrity, including fair labor standards.</li> <li>– The launch of a Special Edition of the Ethics and Compliance Newsletter focused on modern slavery aimed at educating internal stakeholders on this topic.</li> <li>– Due Diligence checks.</li> </ul>
103-3	Fair Labor Practices	<p><b>Evaluation of the management approach</b></p> <p><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <p><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</p> <p><b>ii. the results of the evaluation of the management approach;</b> The evaluation of the management approach has been outlined in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESG Cycle.</p> <p><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</p>

GRI Standard	Material Topic	GRI Indicator
103-1	Community Engagement	<p><b>Explanation of the material topics and their boundary</b></p> <p><b>a. An explanation of why the topic is material.</b> With a local presence in around 30 countries and over 5,000 people employed, the company has a significant impact on several local communities and depends on positive relationships with them to support its business. Landis+Gyr sees community engagement as essential to promote a positive environment for the company's employees, neighbors and the communities where the company is present.</p> <p><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p><b>i. where the impacts occur;</b> All locations where Landis+Gyr is active or has an impact via its products (externally).</p> <p><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b> Impact areas: Local employment, local supply of goods and services, use of local resources, use of local infrastructure, impact on the local environment.</p> <p><b>c. Any specific limitation regarding the topic Boundary.</b> Landis+Gyr is primarily focusing in areas where the company operates.</p>
103-2	Community Engagement	<p><b>The management approaches and their components</b></p> <p><b>a. An explanation of how the organization manages the topic.</b> Landis+Gyr has defined a global framework, targets and KPIs on community engagement. Whilst implementation falls within regional and local responsibility, investments and outcomes will be tracked and monitored globally.</p> <p><b>b. A statement of the purpose of the management approach.</b> Landis+Gyr views its community engagement efforts as essential to fulfill its commitment as a responsible corporate citizen. With the global focus on community engagement, activities are not only captured but also actively managed, aligned, and global activities are enabled.</p> <p><b>c. A description of the following, if the management approach includes that component:</b></p> <p><b>i. Policies</b> Landis+Gyr – Community Engagement Directive describes the focus of the activities, governance, process and reporting.</p> <p><b>ii. Commitments</b> Landis+Gyr strives to be a good citizen and to leave a positive mark in the communities where it operates, thus creating a positive environment for its employees, neighbors and other local stakeholders.</p> <p><b>iii. Goals and targets</b> Landis+Gyr's community engagement activities shall create value for the company, the company's employees and families, the neighborhoods, local communities and society it is related with. During the period of the actual ESG program/roadmap 2019–2021 the focus has been on creating the basis for this activity, e.g. defining goals and KPIs, launching projects, setting up and implementing reporting. (More information on the status of the implementation to be found in the chapter "Roadmap Commitments").</p> <p><b>iv. Responsibilities</b> As applicable to all other ESG material topics, the implementation of community engagement targets is overseen by the ESG Steering Committee and managed by the Global Community Engagement program coordinator.</p> <p><b>v. Resources</b> In addition to the organizational resources assigned to this topic, a dedicated budget has been allocated.</p> <p><b>vi. Grievance mechanisms</b> Landis+Gyr has a global 'Speak Up' process in place based on the Speak-Up Policy accessible across the organization and run by an independent/neutral third-party provider.</p> <p><b>vii. Specific actions, such as processes, projects, programs and initiatives</b> This Topic consists of several action streams addressing specific aspects of the topic, each on its own time horizon (e.g. create concept; define KPIs to measure, collect and report data and facts; global projects/ undertakings) . The impact is, due to its nature, global with emphasis on places where Landis+Gyr has own operations.</p>
103-3	Community Engagement	<p><b>Evaluation of the management approach</b></p> <p><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <p><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</p> <p><b>ii. the results of the evaluation of the management approach;</b> Evaluation of the management approach has been discussed in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESG Cycle.</p> <p><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</p>

GRI Standard	Material Topic	GRI Indicator
103-1	Data Security and Privacy	<p data-bbox="600 204 1081 223"><b>Explanation of the material topics and their boundary</b></p> <p data-bbox="600 236 1043 255"><b>a. An explanation of why the topic is material.</b> Landis+Gyr's products and services deliver intelligence to the power grid by collecting and analyzing data and enabling energy utilities and energy consumers to make fact-based decisions regarding energy management. Consequently, there is a potential risk involving the treatment of personal data and, therefore, data privacy and security are fundamental to Landis+Gyr's success and sustainable business development.</p> <p data-bbox="600 268 1283 287"><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p data-bbox="600 300 864 319"><b>i. where the impacts occur;</b> Landis+Gyr takes every precaution in the design and production of its products. The company ensures that the data used or generated by its products and solutions is protected and its privacy is kept.</p> <p data-bbox="600 331 2067 383"><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b> Landis+Gyr is exposed to the risks of data security and privacy through its operations and also through its products, solutions and services. (internal and external)</p> <p data-bbox="600 395 1128 414"><b>c. Any specific limitation regarding the topic Boundary.</b> The natural boundary of Landis+Gyr's influencing sphere with Data Security and Privacy is with the use phase of products and solutions where, depending on the business model, several parties are involved in keeping the infrastructure and the data secure and private.</p>
103-2	Data Security and Privacy	<p data-bbox="600 584 1075 603"><b>The management approaches and their components</b></p> <p data-bbox="600 616 1189 635"><b>a. An explanation of how the organization manages the topic.</b> The topic is vast and is managed by many parties in our organization. It starts with the Compliance and Data Privacy function, which sets the boundaries and oversees implementation. In a next step, the Cyber and Information Security department delivers a secure environment with gradations to adhere to the different security and compliance requirements. Product Management, Engineering, Production and Supply Chain ensure data security and privacy policies are implemented in Landis+Gyr's products and solutions. Documents are stored according to the established process and kept safe for the period required by applicable laws.</p> <p data-bbox="600 647 1182 667"><b>b. A statement of the purpose of the management approach.</b> This management approach describes the importance of the topic, which is seen/rated material to Landis+Gyr, and how Landis+Gyr is managing it.</p> <p data-bbox="600 679 1444 699"><b>c. A description of the following, if the management approach includes that component:</b></p> <p data-bbox="600 711 696 730"><b>i. Policies</b> Data Security Policy which is strongly influenced by GDPR and other Privacy regulations. This policy describes the importance, the boundary as well as the managing principles of this material topic. (Several Landis+Gyr sites are ISO 27001 certified)</p> <p data-bbox="600 743 763 762"><b>ii. Commitments</b> Landis+Gyr continues to further enhance and mature its data security and privacy program to manage the increasing regulatory requirements as well as the rising volume of cyber security threats.</p> <p data-bbox="600 775 801 794"><b>iii. Goals and targets</b></p> <ul data-bbox="600 807 1783 1066" style="list-style-type: none"> <li>- Globalize and enhance the Company's security compliance framework and formalize the Company's security intelligence function.</li> <li>- Continue to develop the Company's global security awareness and training program.</li> <li>- Enhance and extend the company's Secure Development Lifecycle program across all development and manufacturing areas.</li> <li>- Further enhance products and solutions to continue to meet customer and regulatory privacy and security requirements.</li> </ul> <p data-bbox="600 1078 1581 1098">(More information on the status of the implementation to be found in the chapter "Roadmap Commitments").</p> <p data-bbox="600 1110 786 1129"><b>iv. Responsibilities</b> As applicable for all other ESG material topics, the implementation of the agreed activities for the data security and privacy topic are overseen by the ESG Steering Committee and managed by the Company's Chief Information Security Officer.</p> <p data-bbox="600 1142 723 1161"><b>v. Resources</b> Apart from the organization members assigned to this topic, every member of the organization is responsible for keeping the company's data as well as the data handled by our products secure. A considerable part of our investments goes into Data Security and Privacy across multiple departments.</p> <p data-bbox="600 1174 853 1193"><b>vi. Grievance mechanisms</b> Landis+Gyr has a global 'Speak Up' process in place based on the Speak-Up Policy accessible across the organization and run by an independent/neutral third-party provider.</p> <p data-bbox="600 1206 1301 1225"><b>vii. Specific actions, such as processes, projects, programs and initiatives</b> This topic consists of 15 actions, which address specific aspects of the topic – each one on an individual time horizon (from short- to long-term). The activities have several focus areas, such as building and enhancing the infrastructure and processes, addressing internal improvements or enhancing the way in which Landis+Gyr's products and solutions respond to rising data security and privacy demand.</p>

GRI Standard	Material Topic	GRI Indicator
103-3	Data Security and Privacy	<p data-bbox="600 204 969 223"><b>Evaluation of the management approach</b></p> <p data-bbox="600 236 1473 255"><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <p data-bbox="600 258 1384 277"><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</p> <p data-bbox="600 280 1193 300"><b>ii. the results of the evaluation of the management approach;</b> The evaluation of the management approach has been outlined in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESG Cycle.</p> <p data-bbox="600 303 1637 322"><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</p>
103-1	Business Integrity	<p data-bbox="600 419 1081 438"><b>Explanation of the material topics and their boundary</b></p> <p data-bbox="600 451 1043 470"><b>a. An explanation of why the topic is material.</b> Landis+Gyr conducts business in many countries where business practices may vary greatly. Furthermore, given the industry in which Landis+Gyr operates, many of Landis+Gyr's customers are government-owned or highly regulated by local governments. Landis+Gyr's employees, agents, contractors, and other intermediaries are thus expected to conduct business with the utmost integrity.</p> <p data-bbox="600 474 1283 493"><b>b. The Boundary for the material topic, which includes a description of:</b></p> <p data-bbox="600 496 864 515"><b>i. where the impacts occur;</b> In every location Landis+Gyr operates (internally and externally).</p> <p data-bbox="600 518 2067 537"><b>ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.</b> Landis+Gyr is present in approximately 30 countries, all of which have different legal requirements and expectations. The company is therefore exposed to a variety of risks such as bribery, corruption, fraud, and anti-competitive behavior (the impact is direct and indirect).</p> <p data-bbox="600 541 1715 560"><b>c. Any specific limitation regarding the topic Boundary.</b> Landis+Gyr Group and its subsidiary companies, including all its employees and other agents, contractors, or intermediaries.</p>

GRI Standard	Material Topic	GRI Indicator
103-2	Business Integrity	<p data-bbox="600 201 1075 223"><b>The management approaches and their components</b></p> <p data-bbox="600 236 1191 258"><b>a. An explanation of how the organization manages the topic.</b></p> <p data-bbox="600 261 2074 347">As a market and technology leader in the field of intelligent energy management, Landis+Gyr is committed to upholding the highest ethical standards. Landis+Gyr's integrity standards are described in the Company's Code of Business Ethics and Conduct which expressly prohibits corruption, violations of fair competition, and human rights infringements. Landis+Gyr takes a zero tolerance approach against all forms of corruption and bribery, and is committed to acting professionally, fairly and with integrity in all business dealings and relationships.</p> <p data-bbox="600 351 2074 418">Consequently, the company has implemented a compliance governance structure with responsible managers at the group level, as well as in the regions and individual countries, all of whom ensure that that all compliance policies and processes are implemented at the local, regional, and global levels. These individuals also advise internal stakeholders regarding compliance topics.</p> <p data-bbox="600 421 2074 507">In addition, Landis+Gyr has implemented a third-party due diligence process, which requires a mandatory due diligence check prior to the appointment of a third-party intermediary. This check is conducted by or with the assistance of an independent third party and scans potential third party intermediaries against black lists, sanctions lists, adverse media, and other databases that may reveal a lack of business integrity. The Company's third-party due diligence process is constantly re-evaluated and updated to ensure all necessary parties are properly screened and vetted before business engagements are initiated.</p> <p data-bbox="600 510 2074 596">All Landis+Gyr employees are required to abide by the Landis+Gyr Code of Business Ethics and Conduct. All white collar employees are trained on the content of the Code of Business Ethics and Conduct on a yearly basis. Furthermore, the company offers specialized trainings on the most relevant compliance risks. Training sessions focused on anti-corruption, competition law, export control, data privacy, and other relevant compliance risks are completed on a yearly basis by employees who deal directly with customers, agents, distributors, vendors and competitors, as well as anyone who is a direct manager (regardless of their role).</p> <p data-bbox="600 600 2074 686">Globally, the Company has installed appropriate channels for reporting suspected or known violations of the code, other internal policies, or the law. For this purpose, Landis+Gyr implemented a confidential 24-hour hotline, as well as a web portal where employees can file a complaint. Finally, concerns can be reported through different channels in the organization, such as via e-mail to a manager, HR Business Partner, or Compliance Officer. For this purpose, a case management system has been rolled-out to record and monitor complaints and their resolution.</p> <p data-bbox="600 689 1182 711"><b>b. A statement of the purpose of the management approach.</b></p> <p data-bbox="600 715 2074 801">At Landis+Gyr, acting ethically and in accordance with the values laid out in the Code of Business Ethics and Conduct is everyone's responsibility. Landis+Gyr's Chief Compliance Officer manages all compliance related matters, and also ensures that global policies are properly implemented, and that training is periodically developed, launched, and completed. The role of the Regional Compliance Officers is to help ensure that the compliance program is implemented locally. All of these activities are undertaken for the ultimate purpose of upholding the highest ethical standards at Landis+Gyr.</p> <p data-bbox="600 804 1442 826"><b>c. A description of the following, if the management approach includes that component:</b></p> <p data-bbox="600 829 694 852"><b>i. Policies</b></p> <ul data-bbox="600 855 2033 986" style="list-style-type: none"> <li>- Code of Business Ethics and Conduct: a global policy that outlines the responsibilities and expected professional behavior of Landis+Gyr and all its employees.</li> <li>- Supplier Code of Conduct: a global policy that governs the relationships between Landis+Gyr and its suppliers.</li> <li>- Anti-Corruption Policy: a global policy that offers a deep dive into the topic of corruption and other associated prohibited practices.</li> <li>- Sponsoring and Political Contributions: a global policy that regulates employee sponsoring and political contributions.</li> <li>- Unfair Competition and Antitrust Policy: a global policy that offers a deep dive into the topic of antitrust and all associated prohibited practices.</li> <li>- Speak-Up System Process &amp; Policy: a global policy that provides guidance on how to make a complaint of a known or suspected violation of laws or policies.</li> </ul> <p data-bbox="600 989 766 1011"><b>ii. Commitments</b></p> <p data-bbox="600 1015 2033 1053">Landis+Gyr is committed to upholding the highest ethical standards. Landis+Gyr's stringent integrity standards are described in the Company's Code of Business Ethics and Conduct, which expressly prohibits corruption, violations of fair competition, and human rights infringements.</p> <p data-bbox="600 1056 801 1078"><b>iii. Goals and targets</b></p> <p data-bbox="600 1082 2074 1120">Landis+Gyr requires its staff and related third parties to uphold its values of business ethics and business integrity, as stated in the Code of Business Ethics and Conduct and related policies. (More information on the status of the implementation to be found in the chapter "Roadmap Commitments").</p> <p data-bbox="600 1123 784 1145"><b>iv. Responsibilities</b></p> <p data-bbox="600 1149 2074 1187">This topic is managed by the Group Chief Compliance Officer and, as all other ESG material topics, overseen by the ESG Steering Committee. Landis+Gyr ensures that the principles set out in the Code of Business Ethics and Conduct are put in action.</p> <p data-bbox="600 1190 721 1212"><b>v. Resources</b></p> <p data-bbox="600 1216 2074 1283">The topic of Business Integrity is owned and managed by the Group Chief Compliance Officer (CCO). The Group CCO reports regularly to an Ethics Committee that consists of the Group's CEO, CFO, General Counsel, and Head of HR. The Group CCO is also supported by a Global Compliance Team, as well as by the regional Compliance Officers. In addition to these organizational resources, Landis+Gyr has a global training program in place, and operations are audited.</p> <p data-bbox="600 1286 855 1308"><b>vi. Grievance mechanisms</b></p> <p data-bbox="600 1311 2033 1350">Landis+Gyr has a global 'Speak Up' process in place which is based on the Speak-Up Policy accessible across the organization and run by an independent/neutral third-party provider.</p> <p data-bbox="600 1353 1299 1375"><b>vii. Specific actions, such as processes, projects, programs and initiatives</b></p> <p data-bbox="600 1378 1196 1401">Some activities that support this material topic are, among others:</p> <ul data-bbox="600 1404 2051 1490" style="list-style-type: none"> <li>- The periodic (yearly basis) roll-out of new learning content for the Code of Business Ethics and Conduct (face-to-face sessions and E-Learning), Anti-Competition (E-Learning), and Anti-Bribery (E-Learning). Ethics and integrity are the central themes of the learning content</li> <li>- Quarterly Ethics and Compliance Newsletters shared with the global organization</li> <li>- Increased due diligence checks</li> </ul>

GRI Standard	Material Topic	GRI Indicator
103-3	Business Integrity	<p data-bbox="600 204 965 225">Evaluation of the management approach</p> <p data-bbox="600 236 1473 256"><b>a. An explanation of how the organization evaluates the management approach, including:</b></p> <ul data-bbox="600 261 2018 426" style="list-style-type: none"><li data-bbox="600 261 1379 282"><b>i. the mechanisms for evaluating the effectiveness of the management approach;</b> Every 3 years the company reassesses the ESG direction and evaluates whether material topics are being adequately addressed.</li><li data-bbox="600 304 2018 373"><b>ii. the results of the evaluation of the management approach;</b> The evaluation of the management approach has been outlined in the last Sustainability Report. Visible changes can be expected with the set-up of the new ESG Cycle.</li><li data-bbox="600 378 1637 426"><b>iii. any related adjustments to the management approach.</b> Minor needed adjustments are made over the course of a cycle, under the oversight of the ESG Steering Committee.</li></ul>

# Economic Disclosures

GRI Standard	Material Topic	GRI Indicator
205-2	Business Integrity	<p><b>a. Total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region.</b></p> <p>As of the creation of this report, Landis+Gyr's operating governance body members – the Executive Management Team (EMT) – was made up of 11 members, distributed geographically as follows: 3 in the Americas, 1 in APAC, and 7 in EMEA. All of them are informed and updated regularly on Landis+Gyr's Code of Business Ethics and Conduct, which also covers the topic of corruption.</p>
	Business Integrity	<p><b>b. Total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region.</b></p> <p>All Landis+Gyr employees are required to abide by the Landis+Gyr Code of Business Ethics and Conduct. All white-collar employees are trained on the content of the Code of Conduct on a yearly basis. Furthermore, the Company offers specialized training sessions on the most relevant compliance risks. Training sessions focused on anti-corruption and competition law are completed on a yearly basis by employees who are in close contact with customers, agents, distributors, vendors, and competitors, as well as anyone who has a management role. For details and numbers please consult the employees tables.</p>
	Business Integrity	<p><b>c. Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations.</b></p> <p>Landis+Gyr has implemented a third-party due diligence process. It requires a mandatory due diligence check prior to the appointment of a third-party intermediary. This check is conducted by or with the assistance of an independent third party and scans potential third party intermediaries against blacklists, sanctions lists, adverse media, and other databases that may reveal a lack of business integrity. The Company's third-party due diligence process is regularly re-evaluated and updated to ensure third parties are properly screened and vetted before business engagements are initiated. All Landis+Gyr applicable policies, including the Code of Business Ethics and Conduct and Anti-Corruption Policy, are routinely communicated to all our intermediaries during onboarding. Furthermore, these policies are also communicated to our customers during the tender phase. With regards to suppliers, the same is communicated to them through the Landis+Gyr Supplier Code of Conduct, which was updated recently. Suppliers need to confirm adherence.</p>
	Business Integrity	<p><b>d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.</b></p> <p>As of the creation of this report, Landis+Gyr's operating governance body members – the Executive Management Team (EMT) – was made up of 11 members, distributed geographically as follows: 3 in the Americas, 1 in APAC, and 7 in EMEA. Of these, all 11 EMT members (100%) completed a Landis+Gyr Code of Business Ethics and Conduct e-learning session, which focuses on a variety of compliance risks, including corruption. This completion occurred either (1) during the Code of Business Ethics and Conduct E-Learning Campaign, which launched on November 1, 2020 and ended on November 30, 2020, or (2) upon joining Landis+Gyr (for those who joined the Company after November 30, 2020). Lastly, all 11 EMT members (100%) completed a Preventing Bribery and Corruption e-learning session. This is a yearly requirement, and thus, all EMT members will be (re)trained on this topic in fall 2021.</p>
	Business Integrity	<p><b>e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.</b></p> <p>At the end of FY 2020, Landis+Gyr employed a total of 5,071 employees, distributed geographically as follows: 1,846 in the Americas, 1,345 in Asia Pacific, and 1,880 in EMEA. 3,550 or 99.7% of Landis+Gyr's white collar employees completed the e-learning session for the Landis+Gyr Code of Business Ethics and Conduct during a campaign which was launched on November 1, 2020, and ended on November 30, 2020. The remaining employees were either an exception to the launch population (i.e., blue-collar workers) or joined the Company after November 30, 2020. For the latter group, it is required that the same e-learning session needs to be completed within 7 days of joining Landis+Gyr. Completion is being tracked locally as part of the onboarding. The e-learning session focuses on a variety of compliance risks, including corruption. No live training was conducted due to the COVID-19 pandemic. Lastly, 2,109 employees (41.6%) completed the Preventing Bribery and Corruption e-learning session. The target population for this training was employees who are in close contact with customers, agents, distributors, vendors and competitors, as well as anyone who has a management role.</p>

# Environmental Disclosures

GRI Standard	Material Topic	GRI Indicator	
301-1	Resource Efficiency	<p><b>Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by:</b></p> <p><b>i. non-renewable materials used; ii. renewable materials used.</b></p> <p>Non-renewable: Plastics 9,357 tons (compared to the last reporting period, this report covers additional quantities (approximately 1,000 tons) that weren't captured last year); Metal 5,186 tons; Printed Circuit Boards and electromechanical parts: 3,636 tons. Renewable: cardboard and wood used for packaging 3,517.35 tons Data source: Procurement data; PCBA and electromechanical data is estimated to be 20% of total non-renewable weight. Renewable packaging data to customers is as taken from material purchase records. A small portion of the total amount reported is estimated using averages of other shipments. We reported the material used in our products for the first time in the last report. We refined the process to make the picture more complete in this year's report.</p>	
	Energy Efficiency and Climate Protection	<p><b>a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.</b></p> <p>Landis+Gyr Group consumed 14,449,450.39 MJ town gas and 15,608,578* MJ diesel and gasoline during the reporting period. Last year, the company consumed 17,811,607.57 MJ in town gas and 21,544,106** MJ in diesel and gasoline. This represents a reduction of 28% in diesel and gasoline and 19% in town gas. *This year we also included Diesel/Gasoline for transport (scope 1), hence the difference in the total reported compared to the total reported in the 2019/20 report (**Diesel/Gasoline figure for 2019/20 has been restated).</p>	
302-1	Energy Efficiency and Climate Protection	<p><b>b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.</b></p> <p>None.</p>	
	Energy Efficiency and Climate Protection	<p><b>c. In joules, watt-hours or multiples, the total: i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption.</b></p> <p>The total electricity consumption in the national grid mix was 12,883.45 MWh down from 22,643 MWh last year, which represents a reduction of 43%. The consumption based on renewable sources was 6,566 MWh up from 3,654 MWh in the last year, which represents an increase of 80%. Total electricity consumption went down 26% to 19,449 MWh from 26,351 MWh in the previous year (which included 54 MWh on-site production). District heating (steam) amounted to 1,949 MWh, which represents a reduction of 10% compared to the previous year.</p>	
	Energy Efficiency and Climate Protection	<p><b>d. In joules, watt-hours or multiples, the total: i. electricity sold ii. heating sold iii. cooling sold iv. steam sold.</b></p> <p>None.</p>	
	Energy Efficiency and Climate Protection	<p><b>e. Total energy consumption within the organization, in joules or multiples.</b></p> <p>BY 2020/21: Electricity consumption 70,016,243 MJ; Steam (district heating) 7,015,694 MJ; Diesel and Gasoline 15,608,578* MJ; Town Gas 14,449,450 MJ = Total 107,089,965 MJ (I Diesel converted in MJ with 30 and Gasoline with 35) BY 2019/20: Electricity consumption 94,668,580 MJ; Steam (district heating) 7,825,258 MJ; Diesel and Gasoline 21,544,106* MJ; Town Gas 17,811,607 MJ = Total 141,849,552 MJ (I Diesel converted in MJ with 30 and Gasoline with 35) From 2019/20 to 2020/21, the total energy consumption has been reduced by 25%. *This year we also included Diesel/Gasoline for transport (scope 1), hence the difference in the total reported compared to the total reported in the 2019/20 report (Diesel/ Gasoline figure for 2019/20 has been restated).</p>	
	Energy Efficiency and Climate Protection	<p><b>f. Standards, methodologies, assumptions, and/or calculation tools used.</b></p> <p>Information has been captured via our ESG reporting tool: web-based SpheraCloud Corporate Sustainability Software (formerly SoFi) at all Landis+Gyr sites.</p>	
	Energy Efficiency and Climate Protection	<p><b>g. Source of the conversion factors used.</b></p> <p>IPCC (2007), ELCD (2007) and GaBi 4 database.</p>	

GRI Standard	Material Topic	GRI Indicator
302-3	Energy Efficiency and Climate Protection	<p><b>a. Energy intensity ratio for the organization.</b></p> <p>In the FY 2020, the total energy intensity ratio for the organization was 7,892 (kJ per 100 USD TO) compared to 8,349* in the previous year which represents a reduction of 5%. *The difference to the number reported last year is the inclusion of Diesel/Gasoline for transport (scope 1) in this year's total energy consumption – see 302-1 e</p>
	Energy Efficiency and Climate Protection	<p><b>b. Organization-specific metric (the denominator) chosen to calculate the ratio.</b></p> <p>This number is calculated in KJ per 100 USD turnover whereby the turnover in the reporting year was 1,357 mUSD (total TO in BY 2019/20 = 1,699 mUSD)</p>
	Energy Efficiency and Climate Protection	<p><b>c. Types of energy included in the intensity ratio; whether fuel, electricity, heating, cooling, steam, or all.</b></p> <p>All; relevant are: Electricity, fuel, heating, steam.</p>
	Energy Efficiency and Climate Protection	<p><b>d. Whether the ratio uses energy consumption within the organization, outside of it, or both.</b></p> <p>Based on Scope 1 and 2 (inside the organization).</p>
302-4	Energy Efficiency and Climate Protection	<p><b>a. Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.</b></p> <p>The energy reduction achieved is 34,759,587 MJ. The most important impact for this reduction was the pandemic. However, Landis+Gyr has also implemented the learnings gained in the energy audits performed in the most important production sites. Examples of measures taken are: Oven removed, set-points lowered, Turn off monitors/CPUs when not used, introduction of LEDs.</p>
	Energy Efficiency and Climate Protection	<p><b>b. Types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all</b></p> <p>All; as included in the calculation of Scope 1 and 2 (electricity, fuels, heating, steam).</p>
	Energy Efficiency and Climate Protection	<p><b>c. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.</b></p> <p>Calculation of reduction is year-over-year, the main reason for choosing this approach is consistency over time.</p>
	Energy Efficiency and Climate Protection	<p><b>d. Standards, methodologies, assumptions, and/or calculation tools used.</b></p> <p>Information has been captured via our ESG reporting tool: web-based SpheraCloud Corporate Sustainability Software (formerly SoFi) at all Landis+Gyr sites.</p>
305-1	Energy Efficiency and Climate Protection	<p><b>a. Gross direct (Scope 1) GHG emissions in metric tons of CO<sub>2</sub> equivalent.</b></p> <p>Total scope 1 emission: 2,173.81 tons – detailed information on all CO<sub>2</sub>e emission can be found on the sheet “CO<sub>2</sub> emissions” in this report.</p>
	Energy Efficiency and Climate Protection	<p><b>b. Gases included in the calculation; whether CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, or all.</b></p> <p>All (relevant: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O).</p>
	Energy Efficiency and Climate Protection	<p><b>c. Biogenic CO<sub>2</sub> emissions in metric tons of CO<sub>2</sub> equivalent.</b></p> <p>None.</p>

GRI Standard	Material Topic	GRI Indicator
	Energy Efficiency and Climate Protection	<b>d.</b> Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.
		The targets for the Company to reduce CO <sub>2</sub> emissions have been set year-over-year since 2007, which was the first year Landis+Gyr calculated its GHG emissions. In 2007, the scope 1 emission was 7,143 tons CO <sub>2</sub> e. The reduction since then is of 70% and 24% compared to the previous year. Please see additional information on the CO <sub>2</sub> e emission sheet in this report.
	Energy Efficiency and Climate Protection	<b>e.</b> Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.
		IPCC (2007), ELCD (2007); and GWP rates: CO <sub>2</sub> = 1; CH <sub>4</sub> = 25; N <sub>2</sub> O = 298;
	Energy Efficiency and Climate Protection	<b>f.</b> Consolidation approach for emissions; whether equity share, financial control, or operational control.
	Operational control.	
	Energy Efficiency and Climate Protection	<b>g.</b> Standards, methodologies, assumptions, and/or calculation tools used.
		GHG Protocol Corporate Accounting and Reporting Standard; and Reporting tool: web-based SpheraCloud Corporate Sustainability software (formerly SoFi).
305-2	Energy Efficiency and Climate Protection	<b>a.</b> Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO <sub>2</sub> equivalent.
		Total scope 2 emission: 10,933 tons CO <sub>2</sub> e – detailed information on all CO <sub>2</sub> e emission to be found on the sheet “CO <sub>2</sub> emissions” in this report.
	Energy Efficiency and Climate Protection	<b>b.</b> If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO <sub>2</sub> equivalent.
		The calculation is location-based where no market contract exists and market-based where such a contract exists.
	Energy Efficiency and Climate Protection	<b>c.</b> If available, the gases included in the calculation; whether CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , or all.
		All (relevant: CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O).
	Energy Efficiency and Climate Protection	<b>d.</b> Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.
		The targets for the Company to reduce CO <sub>2</sub> emissions have been set year-over-year since 2007, which was the first year Landis+Gyr calculated its GHG emissions. In 2007, the scope 2 emission was 27,762 tons CO <sub>2</sub> e. The reduction since then is of 61% and 41% compared to the previous year. Please see additional information on the sheet CO <sub>2</sub> e emission sheet in this report. The pandemic and its resulting home office regulations had an essential impact in reducing the company's electricity consumption across Landis+Gyr's offices. However, also the increased use (double % compared to the previous year) of renewable energy has contributed to the improvement shown.
	Energy Efficiency and Climate Protection	<b>e.</b> Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.
		GaBi 4 Database (2006), IPCC (2007); GWP rates: CO <sub>2</sub> = 1; CH <sub>4</sub> = 25; N <sub>2</sub> O = 298;

GRI Standard	Material Topic	GRI Indicator
	Energy Efficiency and Climate Protection	f. Consolidation approach for emissions; whether equity share, financial control, or operational control.
		Operational control.
	Energy Efficiency and Climate Protection	g. Standards, methodologies, assumptions, and/or calculation tools used.
		GHG Protocol Corporate Accounting and Reporting Standard; and Reporting tool: web-based SpheraCloud Corporate Sustainability software (formerly SoFi).
305-3	Energy Efficiency and Climate Protection	a. Gross other indirect (Scope 3) GHG emissions in metric tons of CO <sub>2</sub> equivalent.
		Total scope 3 emission: 191 tons CO <sub>2</sub> e – detailed information on all CO <sub>2</sub> e emission to be found on the sheet “CO <sub>2</sub> emissions” in this report.
	Energy Efficiency and Climate Protection	b. If available, the gases included in the calculation; whether CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , or all.
		Not available.
	Energy Efficiency and Climate Protection	c. Biogenic CO <sub>2</sub> emissions in metric tons of CO <sub>2</sub> equivalent.
		None.
	Energy Efficiency and Climate Protection	d. Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.
		Business flights.
Energy Efficiency and Climate Protection	e. Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions.	
	The targets for the Company to reduce CO <sub>2</sub> emissions have been set year-over-year since 2007, which was the first year Landis+Gyr calculated its GHG emissions. In 2007, the scope 3 emission was 5,521 tons CO <sub>2</sub> e. The reduction since then is of 97% and 94% compared to the previous year. Please see additional information on the CO <sub>2</sub> e emission sheet in this report. Needless to say, the pandemic and related travel restrictions had a significant impact on reducing scope 3 emissions.	
Energy Efficiency and Climate Protection	f. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	
	GaBi 4 Database (2006), IPCC (2007); GWP rates: CO <sub>2</sub> = 1; CH <sub>4</sub> = 25; N <sub>2</sub> O = 298;	
Energy Efficiency and Climate Protection	g. Standards, methodologies, assumptions, and/or calculation tools used.	
	GHG Protocol Corporate Accounting and Reporting Standard; and Reporting tool: web-based SpheraCloud Corporate Sustainability software (formerly SoFi).	

GRI Standard	Material Topic	GRI Indicator
305-4	Energy Efficiency and Climate Protection	<b>a. GHG emissions intensity ratio for the organization.</b>  1.0 kg CO <sub>2</sub> e per 100 USD turnover. For more ratios please see also CO <sub>2</sub> emission sheet.
	Energy Efficiency and Climate Protection	<b>b. Organization-specific metric (the denominator) chosen to calculate the ratio.</b>  Revenue (turnover).
	Energy Efficiency and Climate Protection	<b>c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3).</b>  Scope 1 and 2.
	Energy Efficiency and Climate Protection	<b>d. Gases included in the calculation; whether CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, or all. When reporting on GHG emissions targets, the reporting organization shall explain whether offsets were used to meet the targets, including the type, amount, criteria or scheme of which the offsets are part.</b>  All (relevant CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O).
305-5	Energy Efficiency and Climate Protection	<b>a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO<sub>2</sub> equivalent.</b>  GHG emissions (scope 1–3) have been reduced by 11,592 t to 13,297 t from 24,889 t in the previous year. Landis+Gyr has increased the portion of the renewable power purchased from 14% in 2019/20 to over 30% in 2020/21. Additionally, the energy saving initiatives implemented in the largest sites (e.g. replacement of less efficient equipment, changed lighting) supported the reduction. Needless to say, the pandemic had a high impact on the energy reduction (e.g. home office) and GHG emissions. Landis+Gyr did not use any offsets. For detailed data please visit the CO <sub>2</sub> emission sheet in this report.
	Energy Efficiency and Climate Protection	<b>b. Gases included in the calculation; whether CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, or all.</b>  All (relevant CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O)
	Energy Efficiency and Climate Protection	<b>c. Base year or baseline, including the rationale for choosing it.</b>  The reduction of GHG emission is calculated in comparison to the previous year (year-over-year). Our GHG reduction goals have been set on a year-over-year basis which led to a reduced GHG of 67% since the first measurement in 2007. Going forward, we will have also longer-term abatement targets.
	Energy Efficiency and Climate Protection	<b>d. Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3).</b>  Reductions have been achieved on all 3 scopes. Especially scope 2 and 3 have been highly positively influenced by the pandemic in addition to the measures taken as described above.
	Energy Efficiency and Climate Protection	<b>e. Standards, methodologies, assumptions, and/or calculation tools used.</b>  GHG Protocol Corporate Accounting and Reporting Standard; and Reporting tool: web-based SpheraCloud Corporate Sustainability software (formerly SoFi).
305-7	Energy Efficiency and Climate Protection	<b>a. Significant air emissions, in kilograms or multiples, for each of the following: i. NOX ii. SOX iii. Persistent organic pollutants (POP) iv. Volatile organic compounds (VOC) v. Hazardous air pollutants (HAP) vi. Particulate matter (PM) vii. Other standard categories of air emissions identified in relevant regulations.</b>  Methane (CH <sub>4</sub> ): 1.08 t No other emissions occurred.
	Energy Efficiency and Climate Protection	<b>b. Source of the emission factors used.</b>  GWP CH <sub>4</sub> = 25

GRI Standard	Material Topic	GRI Indicator
303-5 (2018)	Energy Efficiency and Climate Protection	<p><b>c. Standards, methodologies, assumptions, and/or calculation tools used.</b></p> <p>GHG Protocol Corporate Accounting and Reporting Standard; and Reporting tool: web-based SpheraCloud Corporate Sustainability software (formerly SoFi)</p>
	Additional Information	<p><b>a. Total water consumption from all areas in megaliters.</b></p> <p>90.528 megaliters down from 102.876 megaliters in the previous year, which represents a reduction of 12%.</p>
	Additional Information	<p><b>b. Total water consumption from all areas with water stress in megaliters.</b></p> <p>Corinth (GR): 10 megaliters; Melbourne/ Laverton (AUS): 2 megaliters; Nurnberg (DE): 0.5 megaliters; Reynosa (MX): 6 megaliters; Kosmodal: 2 megaliters – in total 20.5 megaliters. Source regions with water stress: wri (Aqueduct Water Risk Atlas)</p>
	Additional Information	<p><b>c. Change in water storage in megaliters, if water storage has been identified as having a significant water-related impact.</b></p> <p>No relevant water storage in place. At some sites, Landis+Gyr uses rainwater storage tanks for garden irrigation purpose.</p>
	Additional Information	<p><b>d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used, including whether the information is calculated, estimated, modeled, or sourced from direct measurements, and the approach taken for this, such as the use of any sector-specific factors.</b></p> <p>The data has been registered by the local sites and is captured in our ESG reporting tool. Most data is available, however, where there was a lack of data (e.g. included in tenant fees) it has been estimated.</p>
306-1 (2020)	Additional Information	<p><b>a. For the organization's significant actual and potential waste-related impacts, a description of:</b></p> <p>i. the inputs, activities, and outputs that lead or could lead to these impacts; ii. whether these impacts relate to waste generated in the organization's own activities or to waste generated upstream or downstream in its value chain.</p> <p>Landis+Gyr generates waste through its activities in its office sites or in its production sites, whereas the larger portion of waste is generated in the production sites. Landis+Gyr is aware of the impact caused by waste and works on two fronts to reduce it. First, the company tries to reduce the portion of waste that goes to landfill (has also been a KPI linked to the short-term incentive plan for management and eligible employees) with ongoing segregation of material that can be recycled. Second, the company takes various measures (such as packaging reduction or returnable containers) to reduce the total waste volume.</p>
306-2 (2020)	Additional Information	<p><b>a. Actions, including circularity measures, taken to prevent waste generation in the organization's own activities and upstream and downstream in its value chain, and to manage significant impacts from waste generated.</b></p> <p>Example of measures: stopped powder coating process; reuse of packing material (e.g. multiple-use pallets), refeeding leftover material back into the production process to the extent possible. Landis+Gyr has Service&amp;Repair procedures in place to keep products operational for a longer period of time.</p>
	Additional Information	<p><b>b. If the waste generated by the organization in its own activities is managed by a third party, a description of the processes used to determine whether the third party manages the waste in line with contractual or legislative obligations.</b></p> <p>Landis+Gyr uses only official (e.g. municipal) parties for waste management, or professional waste handlers, who provide waste reports including segregation details of waste collected and percentage of recycling rate.</p>
	Additional Information	<p><b>c. The processes used to collect and monitor waste-related data</b></p> <p>Waste data is captured in combination with all other environmental data with the aid of Landis+Gyr's ESG data capturing tool SoFi.</p>
306-3 (2020)	Additional Information	<p><b>a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste.</b></p> <p>Total waste generated: 3,000 t. For details please see waste sheet in this report.</p>
	Additional Information	<p><b>b. Contextual information necessary to understand the data and how the data has been compiled.</b></p> <p>The waste data has been captured on all Landis+Gyr sites via our ESG data capturing tool SoFi. Evidence is submitted with the data entry.</p>

GRI Standard	Material Topic	GRI Indicator
306-4 (2020)	Additional Information	<p><b>a. Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste.</b></p> <p>1,301 t of the total waste has been sold, hence not disposed. Additionally 1,357 t of total waste has been recycled. (For details refer to table “Waste“.)</p>
	Additional Information	<p><b>b. Total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:</b></p> <p>i. Preparation for reuse; ii. Recycling; iii. Other recovery operations.</p> <p>Total hazardous waste disposed was 28.65 t; thereof recycled 28.5 t; (0.15 t has been sent to landfill).</p>
	Additional Information	<p><b>c. Total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:</b></p> <p>i. Preparation for reuse; ii. Recycling; iii. Other recovery operations.</p> <p>Non-hazardous waste derived from disposal: 2,630 t; thereof waste recycled: 1,329 t; thereof waste sold 1,301 t.</p>
	Additional Information	<p><b>d. For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal:</b></p> <p>i. onsite; ii. offsite.</p> <p>The total of the diverted from disposal waste went offsite.</p>
	Additional Information	<p><b>e. Contextual information necessary to understand the data and how the data has been compiled.</b></p> <p>The waste data has been captured on all Landis+Gyr sites via our ESG data capturing tool SoFi. Evidence is required to be uploaded.</p>
	306-5 (2020)	Additional Information
Additional Information		<p><b>b. Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</b></p> <p>i. Incineration (with energy recovery); ii. Incineration (without energy recovery); iii. Landfilling; iv. Other disposal operations.</p> <p>0.151 t has been sent to landfill.</p>
Additional Information		<p><b>c. Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</b></p> <p>i. Incineration (with energy recovery); ii. Incineration (without energy recovery); iii. Landfilling; iv. Other disposal operations.</p> <p>Total non-hazardous waste directed to disposal: 348 t; thereof incinerated 132 t; 216 t to landfill</p>
Additional Information		<p><b>d. For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal:</b></p> <p>i. onsite; ii. offsite.</p> <p>The total of the waste directed to disposal went offsite.</p>
Additional Information		<p><b>e. Contextual information necessary to understand the data and how the data has been compiled.</b></p> <p>The waste data has been captured on all Landis+Gyr sides via our ESG data capturing tool SoFi. Evidence is required to be uploaded.</p>

GRI Standard	Material Topic	GRI Indicator
308-1	Strategic Responsible Sourcing	<p><b>Percentage of new suppliers that were screened using environmental criteria.</b></p> <p>Landis+Gyr's Code of Conduct and Green Procurement Policy have been reviewed and reissued (Revision 3). The documents have been addressed to 250 suppliers. To date, 161 of these suppliers, representing 73% of the company's spend on direct materials, have signed the Green Procurement Policy. All new suppliers were addressed with the Company's Green Procurement Policy, as part of the mandatory supplier onboarding documentation (Non-Disclosure Agreement; General Supply Agreement; Supplier Quality Assurance Manual; Code of Conduct; Green Procurement Policy).</p>
308-2	Strategic Responsible Sourcing	<p><b>a. Number of suppliers assessed for environmental impacts.</b></p> <p>Landis+Gyr's Code of Conduct and Green Procurement Policy have been reviewed and reissued (Revision 3). The documents have been shared with 250 suppliers. To date, 161 of these suppliers, representing 73% of the company's spend on direct materials, have signed the Green Procurement Policy. To support the roll-out of these documents, Landis+Gyr has engaged with a third party and is in the process of collecting signed copies (confirming acceptance) from the entire targeted supplier base.</p>
	Strategic Responsible Sourcing	<p><b>b. Number of suppliers identified as having significant actual and potential negative environmental impacts.</b></p> <p>Landis+Gyr does not have suppliers with significant actual and potential negative environmental impacts.</p>
	Strategic Responsible Sourcing	<p><b>c. Significant actual and potential negative environmental impacts identified in the supply chain.</b></p> <p>No significant actual and potential negative environmental impacts have been identified in the supply chain.</p>
	Strategic Responsible Sourcing	<p><b>d. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment.</b></p> <p>None.</p>
	Strategic Responsible Sourcing	<p><b>e. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.</b></p> <p>None.</p>

# Social Disclosures

GRI Standard	Material Topic	GRI Indicator
403-1	OH&S	<p><b>a. A statement of whether an occupational health and safety management system has been implemented, including whether: i. the system has been implemented because of legal requirements and, if so, a list of the requirements; ii. the system has been implemented based on recognized risk management and/or management system standards/guidelines and, if so, a list of the standards/guidelines.</b></p> <p>Landis+Gyr has an Occupational, Health and Safety Management System according to ISO 45001, a dedicated policy which addresses both local requirements (e.g. legal, standards or code of practice), as well as the requirements of the ISO 45001 standard across the globe. Legal requirements include, but are not limited to, injury reporting, chemical reporting for emergency responders, job-specific assessments of hazard needing personal protective equipment and safety training. ISO 45001 certified sites are: AM: Alpharetta, Indianapolis, Overland, Roseville, Lafayette, Reynosa, Curitiba EMEA: Cham, Montlucon, Corinth, Manchester, Peterborough, Austria, Slovenia, Belgium, Czech Republic, Netherlands, Spain, Italy, Poland, Kosmosdal (ZA), Nurnberg and Jyskå APAC: Noida, Joka, Zhuhai, Melbourne, Sydney, Brisbane, Perth, New Zealand.</p>
	OH&S	<p><b>b. A description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system, and an explanation of whether and, if so, why any workers, activities, or workplaces are not covered.</b></p> <p>All regular, contractual, support staff (housekeeping, security etc.) and remote workers are under the same scope of the Occupational Health and Safety (OHS) management system. Contractors under the direct supervision of Landis+Gyr are covered by the same policies as employees. Risk assessments are undertaken across all levels of the organization to identify potential risks to compliance, the well-being of people and the environment, and the achievement of the objectives. Risk assessments are used as the primary mechanism for the identification of hazards and their elimination through the implementation of corrective and preventive actions. Management teams throughout the Group ensure (based on auditable evidence) that they have processes in place to facilitate regular consultation with employees and obtain their participation in the identification of occupational health and safety risks and implementation of the related control measures. Every year, OHS audits of several sites are undertaken by a central team, in addition to annual local OHS audit programs. All activities of all employees in design, development, testing and production of electronic, gas and water meters are captured under the scope of the Occupational Health and Safety management system.</p>
403-2	OH&S	<p><b>a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including: i. how the organization ensures the quality of these processes, including the competency of persons who carry them out; ii. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system.</b></p> <p>As required by ISO45001, all Landis+Gyr global sites are required to perform risk assessments of the activities undertaken at each site (including both routine and non-routine activities). The Hazard identification and Risk Assessment (HIRA) method is used as the primary mechanism for the identification of work-related hazard and assessment of risk. Risk controls are defined based on the risk exposure identified in the HIRA register. Risk mitigation actions are applied through the implementation of corrective actions. Risks and hazards associated with each process/ activity are assessed and a risk mitigation plan is developed and implemented. Risk is re-assessed after implementation of risk mitigation measures for continual improvement. The quality of this process is assessed in the management review as well as in internal and external audits. Regular training on these aspects will be provided to all involved people. Results of this process is shared on weekly/monthly/yearly basis to different stakeholders.</p>
	OH&S	<p><b>b. A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals.</b></p> <p>Landis+Gyr has implemented a Global OHS Reporting system, which enables accidents/incidents to be reported and managed accordingly. The Global OHS Reporting system also enables the reporting of near misses. All employees (regular, contractual, support staff) have the option to report any work-related hazards to admin/EHS through our reporting system, via e-mail or phone call. Emergency contact numbers are displayed at key locations. Floor walk sessions, admin connects sessions are also arranged for employees to report any complaints / work-related hazards and hazardous situations. Employees are encouraged to report such situations – with the possibility to do so anonymously using the Speak Up platform – so that proper actions can be taken on time. As described in the Code of Business Ethics and Conduct, all Landis+Gyr employees can report hazardous events without fear of discrimination, reprisal, intimidation or harassment.</p>

GRI Standard	Material Topic	GRI Indicator
	OH&S	<p><b>c.</b> A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals.</p> <p>Landis+Gyr's Code of Business Ethics and Conduct and our Supplier Code of Conduct addresses and engages our employees not to carry out work under unsafe conditions and to report such situations in the near misses report. Our Quality Environmental Health and Safety (QEHS) Training includes information about identifying hazards and requirement to not perform work if a worker feels it is unsafe, affirmation of the fact that reports do not entail reprisals.</p>
	OH&S	<p><b>d.</b> A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system.</p> <p>Landis+Gyr has established a global accident, incident and near misses management system, including regional and local reporting and investigation procedures to apply to local and regional requirements, like legal, ISO norms and other applicable rules. We have a globally standardized accident and near misses form and investigate all incidents for the root cause, implementing countermeasures.</p>
403-3	OH&S	<p>A description of the occupational health services' functions that contribute to the identification and elimination of hazards and minimization of risks, and an explanation of how the organization ensures the quality of these services and facilitates workers' access to them.</p> <p>The OHS function is a part of the quality team. The OHS &amp; functional representative performs the activity of hazard identification and risk assessment across all levels of the organization to identify potential risks/hazards related to workplace, health, safety of people. Hazards identification is done through gemba walks, facility safety audits, housekeeping audits and interactions with employees. Analysis of all hazards/risks is done and corrective actions are taken to eliminate the hazards. Review of corrective actions is done to assess the risk level related to any hazard. Employees can access OHS representative anytime through email, phone or MS team to report any kind of hazard at the workplace.</p>
403-5	OH&S	<p>A description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities, or hazardous situations.</p> <p>The global IMS Awareness Training has been rolled-out to all white collar Landis+Gyr employees and includes a high-level overview of Occupational, Health and Safety. All employees receive Health &amp; Safety Induction training specific to the location. Further job-specific health and safety training is received as required depending on the role and the related hazards and controls.</p>
403-7	OH&S	<p>A description of the organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, products or services by its business relationships, and the related hazards and risks.</p> <p>Landis+Gyr is committed to preventing or mitigating negative OHS impacts, our policy defines that such hazards are assessed and can be reported to the management and are collected in the near miss system of all sites. The near misses are reported on a monthly basis. In accordance with ISO45001, risk assessments are performed at all sites to identify such negative hazards and implement corrective actions to mitigate any occupational health/safety impacts.</p>
403-8	OH&S	<p><b>a.</b> If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines: i. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system; ii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited; iii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party.</p> <p>All Landis+Gyr employees as well as contractors or external workers are covered under our rules in alignment with ISO45001. For exact numbers please consult the numbers reported under GRI 102-8.</p>
	OH&S	<p><b>b.</b> Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> <p>None.</p>
	OH&S	<p><b>c.</b> Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> <p>None necessary.</p>

GRI Standard	Material Topic	GRI Indicator
403-9	OH&S	<p><b>a.</b> For all employees: i. The number and rate of fatalities as a result of work-related injury; ii. The number and rate of high-consequence work-related injuries (excluding fatalities); iii. The number and rate of high-consequence work-related injuries (excluding fatalities); iv. The number and rate of recordable work-related injuries; v. The main types of work-related injury; v. The number of hours worked.</p> <p>During the current reporting period, there have been no fatalities due to work-related injury or high-consequence work-related injuries. Accidents are classified in the categories Lost Time Incidents (LTI, incident that causes lost time from work), Medical Treatment Incidents (MTI, incident that didn't cause lost time from work but required medical treatment above first aid) and Minor Accidents (Incident that didn't cause lost time from work). All Lost Time accidents are reported to Group OHS. In the past financial year, Landis+Gyr recorded 8* Lost Time Incidents at a Lost Time Incident Frequency Rate of 0.70. (LTIs x 1,000,000)/Exposure Hours. The number of exposure hours in the reporting period was 11,421,430. Nevertheless, for every Lost Time Accident, Landis+Gyr requests a corrective action plan to fix the problem and to address the root cause of the accident.</p> <p>*The Lost Time Incidents can be classified as follows:  3 = Manual Handling; Lifting &amp; handling;  1 = Struck by moving object;  3 = Manual Handling; Pushing &amp; pulling;  1 = Struck by falling object;</p>
	OH&S	<p><b>b.</b> For all workers who are not employees but whose work and/or workplace is controlled by the organization: i. The number and rate of fatalities as a result of work-related injury; ii. The number and rate of high-consequence work-related injuries (excluding fatalities); iii. The number and rate of high-consequence work-related injuries (excluding fatalities); iv. The number and rate of recordable work-related injuries; v. The main types of work-related injury; v. The number of hours worked.</p> <p>No differentiation; indications are included under 403-9 a.</p>
	OH&S	<p><b>c.</b> The work-related hazards that pose a risk of high-consequence injury, including: i. how these hazards have been determined; ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period; iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.</p> <p>Risk assessments are used as the primary mechanism for the identification and categorization of hazards. Each location must identify specific local hazards – depending on their activities – and will undertake site-specific risk assessments. Preventive risk identification and related actions to eliminate hazards and minimize risks are managed through the Integrated Management System for Quality, Environment, Health and Safety and Business Continuity. Employees, in their daily activities, and managers, when carrying out job observations and PM reviews, identify potential risks in the workplace. Actions to eliminate hazards and risks are also identified during each location's Annual IMS Management Review and Annual Internal IMS Audit program. An overall IMS Management Review is undertaken at the executive level on an annual basis. Emergency response plans are in place for all sites. The Landis+Gyr process for Managing QEHS-Critical Activities includes the identification of related improvement activities, designates local responsible managers, hazard assessments for personal protective equipment and preventive maintenance for equipment, tools, devices and vehicles. The QEHS onboarding process is standardized. Initial and recurring QEHS training is undertaken. The hazards definition used is of Minor (up to one day absence), Lost Time (more than one day absence). Cases are described in 403-9 a.</p>
	OH&S	<p><b>d.</b> Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.</p> <p>Near misses system is in place.</p>
	OH&S	<p><b>e.</b> Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.</p> <p>The rates are based on 1,000,000 hours worked.</p>
	OH&S	<p><b>f.</b> Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> <p>No workers have been excluded from this disclosure.</p>
	OH&S	<p><b>g.</b> Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p> <p>Global Occupational Health and Safety performance guidelines are available, providing guidance on how OHS performance is measured within Landis+Gyr. Procedures and training material is made available to all sites ensuring standardized reporting.</p>
	404-1	Employee Motivation

GRI Standard	Material Topic	GRI Indicator
404-2	Employee Motivation	<p><b>a. Type and scope of programs implemented and assistance provided to upgrade employee skills.</b></p> <p>The Company provides training to its employees through a variety of different channels and includes compulsory training, skills development as well as supporting individual career growth. For several years, Landis+Gyr has provided its employees unlimited access to LinkedIn Learning. The most popular LinkedIn Learning courses in the last twelve months focused on leadership, unconscious bias, change and time management, as well as different courses in the technology area.</p> <p>As a result of Landis+Gyr's partnership with Google, the Company launched a Google Cloud platform training program to support employees in improving their technical skills required for the transformational journey. The training program offers unlimited access to on demand courses and role-based learning paths, from introductory level to expert. Since the start of the program, several hundred employees have already spent thousands of hours strengthening their cloud technology skills and advancing their careers.</p>
	Employee Motivation	<p><b>b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.</b></p> <p>Transition programs are provided as part of some social plans or they may also form part of bespoke individual agreements but always in consideration of local employment conditions.</p>
404-3	Employee Motivation	<p><b>Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.</b></p> <p>Male: 77%; Female: 46% Full Time: 66%; Part Time: 64% Employment rate split provided instead of employee category.</p>
405-1	Fair Labor Practice	<p><b>a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30–50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).</b></p> <p>Board of Directors: Male 88%; Female 12% Group Executive Management: Male 50%, Female 50% All members of the BoD are in the category of &gt;50 years The age split of the GEM is as follows: 25% between 30–50 years and 75% older than 50 years</p>
	Fair Labor Practice	<p><b>b. Percentage of employees per employee category in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30–50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).</b></p> <p>Identify as Male: 67%; Identify as Female: 33%; Other/Not disclosed: 0% Under 30 years: 16%; 30–50 years: 59%; over 50 years: 25%</p>
408-1	Fair Labor Practice	<p><b>a. Operations and suppliers considered to have significant risk for incidents of: i. child labor; ii. young workers exposed to hazardous work.</b></p> <p>The Code of Business Ethics and Conduct and Supplier Code of Conduct have been updated to include more detailed sections about fair labor and human rights standards. Suppliers are requested to confirm their compliance with the Supplier Code of Conduct by signature. In instances where Landis+Gyr's suppliers do not sign the Supplier Code of Conduct, but instead provided their own Code of Conduct, the Company undertakes a review to ensure alignment. If areas of weakness are identified, these are raised back to the supplier for further clarification.</p> <p>There are no suppliers considered to have significant risk for instances of child labor or young workers exposed to hazardous work.</p>
	Fair Labor Practice	<p><b>b. Operations and suppliers considered to have significant risk for incidents of child labor either in terms of: i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk.</b></p> <p>The Code of Conduct and Supplier Code of Conduct have been updated, enhancing also the avoidance of child labor and exposure of all workers to hazardous work. Suppliers are requested to confirm their compliance with the Supplier Code of Conduct by signature. In instances where the Company's suppliers do not sign the Supplier Code of Conduct, but instead provided their own Code of Conduct – the Company undertakes a review to ensure alignment. If areas of weakness are identified, these are raised back to the supplier for further clarification.</p> <p>There are no suppliers considered to have significant risk for incidents of child labor in terms of operations or geographic areas. Landis+Gyr is checking the UNICEF and the Maple croft Child Labor Indexes in order to identify geographic risks and ensure that any suppliers with operations in risk areas comply with the requirements of the Code of Conduct.</p>

GRI Standard	Material Topic	GRI Indicator
413-1	Fair Labor Practice	<p><b>c. Measures taken by the organization in the reporting period intended to contribute to the effective abolition of child labor.</b></p> <p>Landis+Gyr's Code of Business Ethics and Conduct as well as Supplier Code of Conduct have been updated (also enhancing the statement forbidding forced or compulsory labor as well as child labor) and distributed. All employees were asked to acknowledge receipt of and compliance with the enhanced Code of Business Ethics &amp; Conduct and complete an annual compliance training. To date, more than two thirds of global spend from suppliers of direct materials is covered under Landis+Gyr's new Supplier Code of Conduct. Efforts are ongoing to obtain signed copies of the Supplier Code of Conduct back from suppliers.  <a href="https://www.landisgyr.com/webfoo/wp-content/uploads/2020/09/LandisGyr-Supplier-Code-of-Conduct-Green-Procurement-Annex.pdf">https://www.landisgyr.com/webfoo/wp-content/uploads/2020/09/LandisGyr-Supplier-Code-of-Conduct-Green-Procurement-Annex.pdf</a>  <a href="https://www.landisgyr.eu/webfoo/wp-content/uploads/2020/06/LandisGyr-Green-Procurement-Requirements.pdf">https://www.landisgyr.eu/webfoo/wp-content/uploads/2020/06/LandisGyr-Green-Procurement-Requirements.pdf</a></p>
	Local Communities	<p><b>Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of: i. social impact assessments, including gender impact assessments, based on participatory processes; ii. environmental impact assessments and ongoing monitoring; iii. public disclosure of results of environmental and social impact assessments; iv. local community development programs based on local communities' needs; v. stakeholder engagement plans based on stakeholder mapping; vi. broad based local community consultation committees and processes that include vulnerable groups; vii. works councils, occupational health and safety committees and other worker representation bodies to deal with impacts; viii. formal local community grievance processes.</b></p> <p>Percentage of operations with implemented local community engagement, impact assessments, and/or development programs: Landis+Gyr monitors its environmental and social impacts (mainly employment-related) on all its sites (assessments are not the same on all sites and reflect the requirements of the specific site).</p> <ul style="list-style-type: none"> <li>– Social impact assessments: The gender diversity topic is particularly high on Landis+Gyr's agenda. The company has adopted goals in regards to hiring more female employees. Also, physical health impacts are monitored and managed as part of the Company's OH&amp;S activities.</li> <li>– Environmental impact assessments / monitoring: Besides the monitoring of standard environmental emissions (GHG, Water, Waste) and resource consumption, certain sites also perform critical parameter assessments in line with ISO 14001 Environmental Management System standard.</li> <li>– Public disclosure of assessment results: Global assessment results are disclosed in the sustainability report. Some sites also publish the result of the local assessments regionally.</li> <li>– Local community development programs: In locations like India, Brazil, South Africa, Mexico or the UK, there is a long-standing tradition on community engagement, with actions organized on an ongoing basis. In other locations, such as Greece, community engagement activities are conducted on an ad hoc basis to address specific, time-bound needs of the communities. The COVID-19 pandemic had an adverse impact on community engagement activities given the imposed social distancing measures. Additionally, as a gesture of solidarity with those affected by the COVID-19 pandemic, the members of the Board of Directors and Group Executive Management decided at the beginning of the financial year to take a voluntary 10% pay cut for a period of six months. This money has been allocated to a relief fund, which provides financial assistance to support our employees in India, and dependent family members, who have been directly impacted by COVID-19.</li> <li>– Stakeholder engagement plans: Sites like India and Brazil have local stakeholder engagement plans. At group level, stakeholder engagement forms an integral part of the materiality assessment which involves relevant stakeholders from all regions.</li> <li>– Broad based local community consultation committees and processes: Consultation is commonly implemented for workforce related topics. Some sites like India or Mexico participate in different local community committees. Also regular exchanges with the authorities are common where Landis+Gyr has its major plants.</li> <li>– Works councils, occupational health and safety committees and other worker representation bodies: OH&amp;S committees are in place in all major sites. Additionally, work councils focusing on different issues are active in most sites.</li> <li>– Local community grievance processes: Some sites have specific grievance processes for local communities, others use the generic grievance process.</li> <li>– Other comment: In South Africa Landis+Gyr is implementing a supplier development plan, with a focus on developing the capacity of local suppliers. At several Landis+Gyr sites, regular or ad hoc support is provided for specific activities that benefit the local community.</li> </ul>
418-1	Data Security and Privacy	<p><b>a. Total number of substantiated complaints received concerning breaches of customer privacy, categorized by:</b></p> <p><b>i. complaints received from outside parties and substantiated by the organization;</b></p> <p><b>ii. complaints from regulatory bodies.</b></p> <p>No substantiated complaints received concerning breaches of customer privacy.</p>
	Data Security and Privacy	<p><b>b. Total number of identified leaks, thefts, or losses of customer data.</b></p> <p>During the reporting period, Landis+Gyr experienced a total of 3 data security incidents, none of which posed any risk or harm to any organization or individual as no sensitive data had been compromised. The lost data that was the subject of these incidents was either publicly accessible or did not contain any confidential or personal information that could cause any harm. Landis+Gyr takes ongoing preventive measures to ensure data security and data protection in all systems. These include training for all employees, targeted phishing exercises for all employees, technical and process updates, and system upgrades. All business units involved work closely together under the leadership of the cybersecurity and data protection teams to resolve existing issues in a timely manner and report them, as necessary, as well as to prevent future problems.</p>
	Data Security and Privacy	<p><b>c. If the organization has not identified any substantiated complaints, a brief statement of this fact is sufficient.</b></p> <p>See above.</p>

# Further Information

52



## Information Policy

The Landis+Gyr Group maintains an open dialog with all internal and external stakeholders. The information policy is based on consistent, effective, open, honest and timely communication. Matters affecting the share price are published immediately in accordance with the ad hoc publicity rules of the SIX Swiss Exchange.

## Contact Investor Relations and Corporate Communications

Eva Borowski  
Senior Vice President  
Investor Relations & Corporate Communications  
Phone: +41 41 935 63 96  
Email: eva.borowski@landisgyr.com

Christian Waelti  
Head of Investor Relations  
Phone: +41 41 935 63 31  
Email: christian.waelti@landisgyr.com  
Team: ir@landisgyr.com

Melissa van Anraad  
Head of PR  
Phone: +41 41 935 63 98  
Email: melissa.vananaad@landisgyr.com

### Global Contacts

Group Headquarters  
Landis+Gyr AG  
Alte Steinhäuserstrasse 18  
CH-6330 Cham  
Switzerland

### AMERICAS

Regional Headquarters  
Landis+Gyr  
30000 Mill Creek Ave., Suite 100  
Alpharetta, GA 30022, USA

### USA

Landis+Gyr  
30000 Mill Creek Ave., Suite 100  
Alpharetta, GA 30022

### Brazil

Landis+Gyr Equip. de Medição Ltda.  
Rua Hasdrubal Bellegard, 400  
81460-120 Curitiba Paraná

### Canada

Landis+Gyr Canada  
4797 Ch. de la Savane  
Saint-Hubert, Québec J3Y 9G1

### Mexico

Landis+Gyr  
Brecha E-99 Nortge Parque  
Industrial Reynosa Cd  
Reynosa Tamaulipas  
Mexico 88780

### EMEA

Regional Headquarters  
Landis+Gyr AG  
Alte Steinhäuserstrasse 18  
CH-6330 Cham  
Switzerland

### Austria

Landis+Gyr GmbH  
Altmannsdorfer Strasse 76  
A-1120 Wien

### Belgium

Landis+Gyr N.V.  
Guido Gezellestraat 121  
B-1654 Beersel/Huizingen

### Czech Republic

Landis+Gyr s.r.o.  
Plzenská 5a, c.p. 3185  
CZ-150 00, Praha 5

### Denmark

Landis+Gyr A/S  
Skovlytoften 33  
Øverød  
DK-2840 Holte

### Finland

Landis+Gyr Oy  
Paperitehtaankatu 9  
FI-40100 Jyväskylä

### France

Landis+Gyr S.A.S.  
77-81 Bd. de la République  
F-92250 La Garenne Colombes

### Germany

Landis+Gyr GmbH  
Humboldtstrasse 64  
D-90459 Nürnberg

### Greece

Landis+Gyr A.E.  
78 km National Road Athens-Corinth  
P.O. Box 207 GR-20100 Corinth

### Italy

Landis+Gyr S.p.A  
Via Mazzini 3/A  
20063 Cernusco Sul Naviglio  
Milano

### Netherlands

Landis+Gyr B.V.  
Tielweg 10  
2803 PK Gouda

### Poland

Landis+Gyr Sp.zo.o.  
Al.Jerozolimskie 212  
02-486 Warszawa

### Slovakia

Landis+Gyr s.r.o.  
Mlynske Nivy 43  
821 09 Bratislava

### Slovenia

Landis+Gyr d.o.o.  
Poslovna cona A 2  
SI-4208 ŠENČUR

### South Africa

Landis+Gyr (Pty) Ltd.  
2 Slate Avenue, N1 Business Park  
Kosmosdal Ext. 7, Gauteng

### Spain

Landis+Gyr S.A.U.  
Carretera de la Esclusa, 11  
Edificio Galia Puerto  
E-41011 Sevilla

### Sweden

Landis+Gyr AB  
Frösundaleden 2B  
169 70 Solna

### Switzerland

Landis+Gyr AG  
Verkauf Schweiz  
Alte Steinhäuserstrasse 18  
6330 Cham

### United Kingdom

Landis+Gyr Limited  
1 Lysander Drive,  
Northfields Industrial Estate,  
Market Deeping  
Peterborough, PE68FB

### ASIA PACIFIC

Regional Headquarters  
Landis & Gyr Pty Ltd.  
241 O'Riordan Street  
Mascot NSW 2020  
PO Box 6274  
South Sydney Business Hub NSW  
2015, Australia

### Australia

Landis & Gyr Pty Ltd.  
Level 10, 241 O'Riordan Street  
Mascot NSW 2020,  
PO Box 6274  
South Sydney Business Hub NSW  
2015  
Sydney

### China

Landis+Gyr Meters & System  
(Zhuhai) Co. Ltd  
No.12 Pingdong 3RD  
Nanping Industry Community  
Zhuhai City, Guangdong, 519060  
P.R. China

### Hong Kong

Landis & Gyr Limited  
1501-2 Laford Centre  
838 Lai Chi Kok Road  
Kowloon

### India

Landis+Gyr Limited,  
Diamond Harbour Road,  
District: South 24 Parganas  
Joka, West Bengal – 700104

### Japan

Landis & Gyr Japan KK  
Level 3  
Ginza Mitsui Building  
8-13-1 Ginza Chuo-ku  
Tokyo 104-0061

### New Zealand

4F Piermark Drive  
Albany 0632  
PO Box 302205  
North Harbour  
Auckland 0751, New Zealand

### Singapore

Landis+Gyr PTE LTD  
229 Mountbatten Road #02-05  
Mountbatten Square  
Singapore 398007

**© Landis+Gyr Group AG**

This Sustainability Report includes forward-looking information and statements, including statements concerning the outlook for Landis+Gyr Group AG and its subsidiaries ("Landis+Gyr"). These statements are based on current expectations, estimates and projections about the factors that may affect Landis+Gyr's future performance, including global economic conditions, and the economic conditions of the regions and industries that are major markets for Landis+Gyr Group AG. These expectations, estimates and projections are generally identifiable by statements containing words such as "expects", "believes", "estimates", "targets", "plans", "outlook", "guidance" or similar expressions. All forward-looking statements are based only on data available to Landis+Gyr at the time of preparation of this Sustainability Report. Landis+Gyr does not undertake any obligation to update any forward-looking statements contained in this Sustainability Report as a result of new information, future events or otherwise. There are numerous risks, uncertainties and other factors, many of which are beyond Landis+Gyr's control, that could cause Landis+Gyr's actual actions or performance to differ materially from the forward-looking information and statements made in this report and which could affect Landis+Gyr's ability to meet such statements.

Although Landis+Gyr Group AG believes that its expectations reflected in any such forward-looking statement are based on reasonable assumptions, it can give no assurance that those expectations will be achieved.