



JACUZZI GROUP

2020 Corporate Social Responsibility Report

CONTENTS



CEO LETTER

2



OUR APPROACH

4

About Jacuzzi Group

4

Materiality and Stakeholder Engagement

5

About this Report

6

Sustainable Development Goals

8



ENVIRONMENT

10

Climate Change

10

Materials Sourcing

13

Waste

17

Water

20



SOCIETY

22

Consumer Wellness

22

Employee Health, Safety and Well-being

24

Product Safety

28

Workforce Engagement and Development

29



GOVERNANCE

32

Data Privacy and Security

32

Ethics

33

Industry Stewardship

34



GRI INDEX

36



CEO LETTER

On behalf of Jacuzzi Group, I am proud to share our first Corporate Social Responsibility Report, which details our accomplishments in 2020 and looks ahead to our continuing efforts to drive positive environmental, social and governance impacts across our organization.

The past year presented our business, our employees and the world with extraordinary challenges that required us all to quickly adapt our approach to work and well-being. We witnessed the impacts of the COVID-19 pandemic, racial and social injustice and an increasing number of natural disasters. Despite an indescribably difficult year, our people and our business remained resilient.

As a company that strives to inspire joy and well-being through innovative wellness products, we were uniquely positioned to put our vision into action during a year where many people struggled with their well-being due to the COVID-19 pandemic. This focus began with our employees, whose health, safety and well-being are our number one priority. We implemented additional safety measures at our manufacturing sites and offices across the world, upholding the highest standards, including health checkpoints, personal protective equipment, and increased cleaning, to enable our people to work safely during the pandemic.

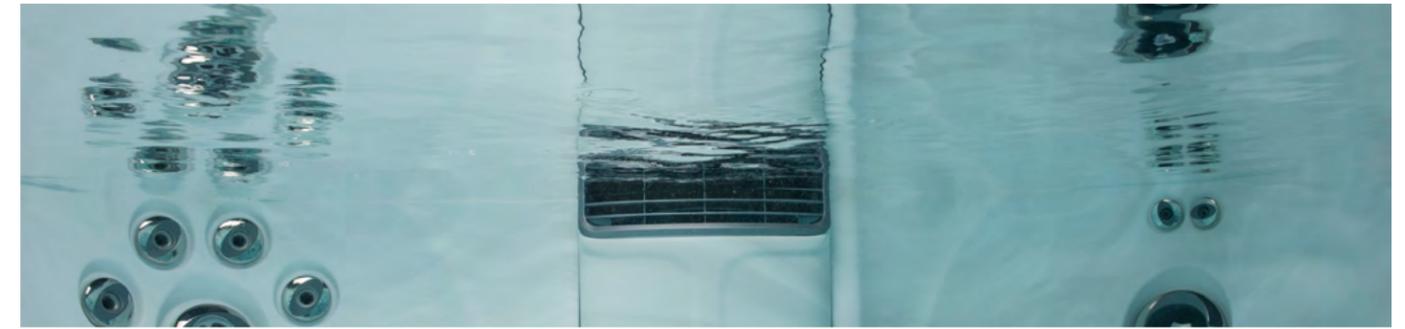
We promoted the mental and physical well-being of our employees by implementing flexible work arrangements, hosting wellness webinars to discuss topics such as *Caring for Your Mental Health and Resilience*, while continuing to offer mental and emotional resources through our Employee Assistance Program.

We also took significant steps to bolster our environmental, social and governance programs to uphold our responsibility to our people, our communities and our planet. We are committed to reducing our environmental impact and have set goals to increase the percentage of our spa models that go above and beyond California Energy Commission standards, procure renewable electricity, and reduce the use of chemical-based foam in our products. In addition to promoting employee well-being, we are focused on consumer wellness and investing in our communities.

Our product development and innovation efforts focus on products and features that enable consumers to maximize their wellness, and our charitable giving reflects our desire to improve community well-being across the world.



“We are committed to reducing our environmental impact and have set goals to increase the percentage of our spa models that go above and beyond California Energy Commission standards, procure renewable electricity, and reduce the use of chemical-based foam in our products”

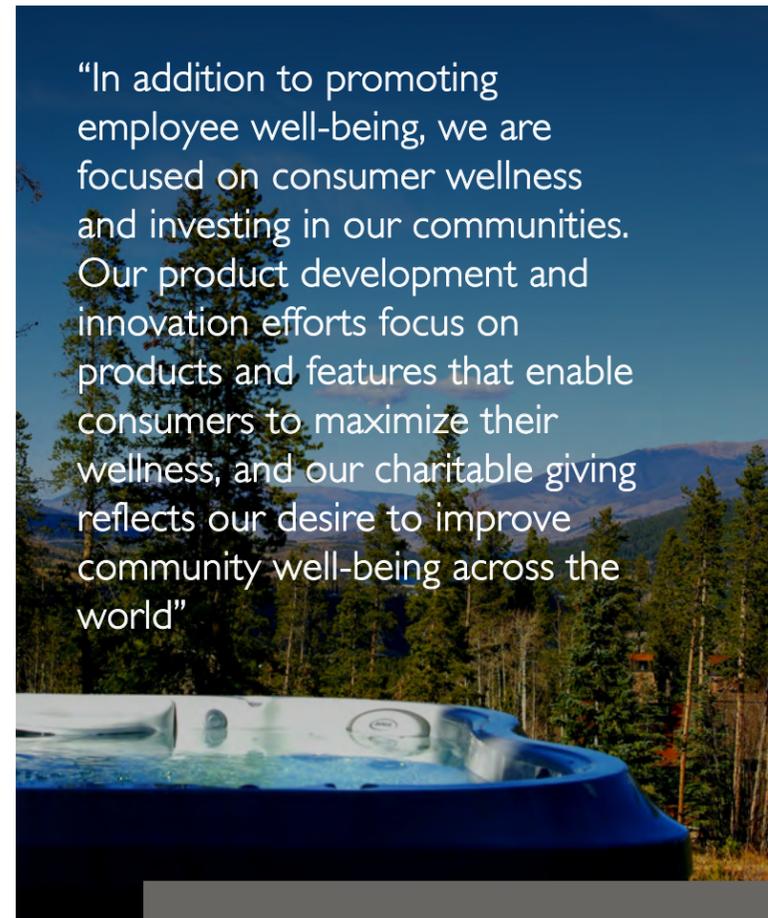


As a pioneer in our industry, we are using our unique leadership position to drive sustainable progress and share best practice across the industry. We are focused on improving the sustainability of our supply chain, and we are developing a formal Supplier Code of Conduct, including a Human Rights Acknowledgement. We further reinforced our commitment to sustainability in 2020 by becoming a signatory of the United Nations Global Compact, the world's largest corporate sustainability initiative promoting a set of 10 principles covering human rights, labor, the environment and anti-corruption.

Looking ahead, we will continue inspiring joy and well-being through our innovative wellness products. I am confident that our core values and commitment to doing the right thing for our people, communities and planet will continue to drive our progress and resilience as a global company.

Thank you,

DAVE JACKSON
CEO
Jacuzzi Brands, LLC



“In addition to promoting employee well-being, we are focused on consumer wellness and investing in our communities. Our product development and innovation efforts focus on products and features that enable consumers to maximize their wellness, and our charitable giving reflects our desire to improve community well-being across the world”



OUR APPROACH

ABOUT JACUZZI GROUP

Jacuzzi Group Worldwide (“Jacuzzi Group”) is a leading, global manufacturer of hot tubs, swim spas, baths, showers, saunas and pool equipment.

With manufacturing and warehousing operations in the United States, Canada, Mexico, Italy, the United Kingdom, France, Brazil and Chile, we have over 60 years of experience delivering innovative wellness products to consumers through our growing business at Jacuzzi® and our fourteen brands.

Our products are available globally, and we primarily serve the residential sector, with commercial products offered in Europe and South America. Our primary customers are specialty, big box and internet retailers; and we also sell directly to builders, plumbers and installation services partners.

JACUZZI QUICK FACTS

VISION	Inspire joy and well-being through innovative wellness products.
HEADQUARTERS	Chino Hills, California
EMPLOYEES	3,998
PRIMARY BRANDS	



We are committed to operating our business sustainably and have codified this commitment by becoming a signatory¹ of the United Nations Global Compact and aligning our program with the United Nations Sustainable Development Goals (SDGs). Our ESG strategy focuses on creating shared value and acting responsibly across our environmental, society and governance pillars:

ENVIRONMENT

We will protect the environment on which our well-being relies.

SOCIETY

We will ensure people’s safety and security, and improve their well-being.

GOVERNANCE

We will live our core values of integrity, creativity, science and innovation.

Materiality and Stakeholder Engagement

We value input from our stakeholders and understand the importance of listening to their unique perspectives. Our stakeholders, which include employees, investors, dealers, consumers, suppliers, local communities and policymakers, among others,

¹ View our company UNGC profile at www.unglobalcompact.org/what-is-gc/participants

are the groups most interested in and affected by our operations. In 2020, we conducted our first materiality assessment, led by external sustainability consultants, to identify, assess and prioritize the environmental, social and governance topics our company and stakeholders consider most important.

To identify the topics we assessed, we conducted industry research and a benchmark analysis of our peers.

We also reviewed relevant internal documents; external frameworks, including the Sustainability Accounting Standards Board (SASB) standards; and sustainability trends. We used this information to prioritize our list of potentially material topics and held an internal workshop with senior leaders from across the business to validate the 11 material topics below.

Additionally, we have mapped our material topics to demonstrate how our efforts align with the SDGs.



ENVIRONMENT

- Climate Change
- Materials Sourcing
- Waste
- Water



SOCIETY

- Consumer Wellness
- Employee Health, Safety & Well-being
- Product Safety
- Workforce Engagement & Development



GOVERNANCE

- Data Privacy & Security
- Ethics
- Industry Stewardship

About this Report

Jacuzzi Group is committed to transparently reporting and disclosing our corporate social responsibility performance. Our 2020 report describes our objectives, management approaches and performance metrics across our most material environmental, social and governance impact areas for the 2020 calendar year. Currently, the data in this report is not externally assured, but we will consider doing so in the future.

Our report covers the activities under direct operational control of Jacuzzi Group. We have included as much global data as possible for 2020, prioritizing the points of greatest impact within the business.

We aim to improve and refine our scope in future years as we continue to develop our corporate social responsibility program. We report all financial data in U.S. dollars. This report contains forward-looking statements that are not guarantees of future performance or results, as they involve risks, uncertainties and assumptions. Actual results may vary from those outlined in our forward-looking statements due to unforeseen conditions.

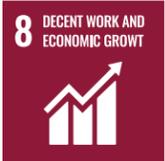
Our 2020 Corporate Social Responsibility Report has been prepared in accordance with the Global Reporting Initiative – Core option.



SUSTAINABLE DEVELOPMENT GOALS

Overview

The United Nations Sustainable Development Goals (SDGs) are a global collaborative effort to reach sustainable social, economic, and environmental development by 2030. The seventeen goals address critical targets tied to climate change, natural resources, education, inequality, poverty, and justice. Jacuzzi Group is focusing our efforts on the five SDGs where we believe we can have the greatest impact. We identified key topics and targets where we aim to work towards these SDGs through our strategy, operations, and products.

SUSTAINABLE DEVELOPMENT GOAL AND RELEVANT TARGET	MATERIAL TOPIC(S)	OUR EFFORTS
 <p>Goal 6: Ensure availability and sustainable management of water and sanitation for all</p> <p>Target 6.4: By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity</p>	Water	Set quantifiable, specific water reduction goals (in process), with a focus on decreasing water use through efficient fixtures and employee engagement.
 <p>Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>Target 8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>Target 8.7: Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms</p> <p>Target 8.8: Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p>	Employee Health, Safety & Well-being Ethics Industry Stewardship Workforce Engagement & Development	<p>By 2023, scale the standards set by our third-party external audits across all internal audits globally, ensuring warehouses and smaller manufacturing sites undergo assessments in alignment with audits conducted at our larger facilities.</p> <p>In addition to maintaining compliance with all local regulations and conducting safety audits, capitalize on opportunities to further align health and safety policies across our global sites.</p> <p>Continue to improve our global data collection process and share best practices at monthly Global Safety Meetings.</p> <p>Update our Code of Business Conduct and Ethics and re-distribute it to all company employees in 2021.</p> <p>Implement global employee ethics training in 2021, followed by a compliance awareness survey in 2022.</p> <p>Post clear signage of our updated whistleblower system in every site workplace in 2021, and ensure all Jacuzzi Group employees feel empowered to report any perceived instances of non-compliance with legal requirements and our core values.</p> <p>As we advance our effort to conduct business in an ethical, responsible way, we are in the process of developing a Supplier Code of Conduct to publish in 2021.</p> <p>Attract and retain more female employees in the manufacturing industry.</p> <p>Review job descriptions to ensure they contain inclusive language.</p>

SUSTAINABLE DEVELOPMENT GOAL AND RELEVANT TARGET	MATERIAL TOPIC(S)	OUR EFFORTS
 <p>Goal 12: Ensure sustainable consumption and production patterns</p> <p>Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p>	Waste Materials Sourcing	<p>Start a college recruiting program at institutions serving students from diverse backgrounds, including Hispanic-serving institutions such as New Mexico State and historically black colleges and universities (HBCUs).</p> <p>Reach 100% gender pay parity for annual base pay by 2025.</p> <p>Set quantifiable, specific operational waste reduction goals (in process).</p> <p>Develop a streamlined process to account for all waste across our global operations; conduct waste audits at all manufacturing facilities.</p> <p>Promote responsible waste management across our value chain by sharing and scaling effective reuse and recycling initiatives across global sites.</p> <p>Implement a comprehensive global system for capturing material inputs in every product, including packaging, to achieve full material transparency by 2025.</p> <p>Reduce the use of chemical-based foam and resins in products by 20% by 2025 at our MOC facility, measured by weight.</p> <p>Increase the amount of recycled content in manufacturing input materials where possible, as measured by weight.</p>
 <p>Goal 13: Take urgent action to combat climate change and its impacts</p> <p>Target 13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries</p> <p>Target 13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p>	Climate Change Industry Stewardship	<p>Offset 100% of our carbon emissions in 2021.</p> <p>Work with the Science Based Target initiative to develop a science-based target for our emissions.</p> <p>Procure 25% of our electricity from renewable sources by 2025.</p> <p>In 2021, add a feature to show SmartTub™ app users their energy consumption converted into greenhouse gas emissions to help consumers further understand their product use footprint.</p> <p>By 2025, 50% of our spa models that are in the California Energy Commission (CEC) database will surpass the 2021 CEC requirements by at least 20%.</p>
 <p>Goal 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development</p> <p>Target 17.17: Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships</p>	Industry Stewardship	<p>Continue active membership and participation in United Nations Global Compact, the world's largest corporate sustainability initiative promoting a set of 10 principles covering human rights, labor, the environment and anti-corruption.</p>



ENVIRONMENT

Commitment: we will protect the environment on which our well-being relies.

CLIMATE CHANGE

Overview

Climate change is the most pressing environmental issue impacting all industries, people and the planet. We have taken the first step in assessing our physical and transitional climate change risks with the understanding that we need to integrate climate action into our business model. We also recognize the climate change impacts throughout our value chain and the imperative to decrease our greenhouse gas (GHG) emissions and energy consumption. **In 2020, we offset 100% of our Scope 1 and 2 emissions.**

Product use, specifically the energy required to heat water and power our products, accounts for more than 60% of our GHG emissions. To address this impact, we are carefully examining our choice of product materials and have developed consumer education initiatives to help consumers understand the energy use associated with their product. Our ability to minimize our climate change impact across our value chain is critical to ensure the wellness of the planet for future generations, address the concerns of our stakeholders and reduce our climate change risks.

GOALS

- Offset 100% of our carbon emissions again in 2021.
- Work with the Science Based Target initiative to develop a science-based target for our emissions.
- Procure 25% of our electricity from renewable sources by 2025.

Understanding Our GHG Emissions

Our ability to mitigate our climate change impacts is of the utmost concern for our company and our stakeholders. As a first step to understanding our impact, we began measuring and tracking our global GHG emissions in 2019, and we conducted a full GHG emissions inventory in 2020. This inventory pinpointed the largest sources of our emissions and we have used the data to identify reduction opportunities.

To further codify this commitment, our Executive Sustainability Steering Committee – consisting of our Chief Executive Officer, Chief Financial Officer, Chief Operating Officer and several other senior leaders across the business and executive team – oversees our climate change strategy. We have also created a sustainability team that is responsible for day-to-day ownership of our climate impacts. This team meets with leaders from each of our manufacturing sites to help site leadership understand their impacts, identify reduction opportunities, and create sustainability action plans with tailored initiatives to maximize improvements.

We are committed to further progressing our actions to mitigate climate change and intend to set a science-based target. Due to the pandemic, our timeline for setting this target has been slightly delayed; however, we are excited to engage with the [Science Based Target initiative](#) in the near future.

Our GHG emissions inventory identified that the majority of our emissions are indirect, particularly due to consumer use of our products. Though we have limited influence over consumer behavior, we are developing educational materials for consumers to help minimize energy consumption during product use.

An example of this is our SmartTub™ app, which enables consumers to monitor their energy consumption and provides tips and tricks about maximizing the energy efficiency of their product. Our SmartTub™ app is discussed in more detail below.

Improving Energy Efficiency

We strive to offer the most energy efficient products on the market. All of our products adhere to California Energy Commission (CEC) standards, which are some of the strictest energy efficiency standards in the world. Our goal is to always exceed these requirements, and currently over 29% of our products included in the CEC database exceed 2021 CEC standards by more than 20%, while almost all our products exceed these standards to some degree.

We have increased the energy efficiency of our products through our choice of product materials. **In 2020, we began using an EPS foam insulation in our products, which has increased product energy efficiency by 5% and reduced our Scope 3 GHG emissions.** This switch also decreased overall energy consumption at our Mexico Operations Center (MOC) manufacturing facility, as we were able to reduce the number of machines in operation. Moving forward, we will transition to using a new insulation, which will further improve the energy efficiency of our products. For more information, please see the Materials Sourcing section of this report.

The energy efficiency of our products is largely dependent on how consumers use them. We are continually developing educational materials for consumers to help them understand the most effective ways to reduce energy consumption associated with their Jacuzzi Group products, including through our SmartTub™ app. Using our patented, cellular-based communication functionality, this product upgrade provides consumers with daily, weekly, and monthly snapshots of energy use and enables them to remotely adjust the temperature of their spa, avoiding unnecessary heating. We also provide consumers with a monthly diagnostic email outlining their past and projected energy use and include links to resources for reducing energy consumption if a consumer's projected energy consumption is above average. In addition to these proactive features, a section of the app is dedicated to educational materials about energy consumption for consumers to explore.

In 2021, we will add a feature to show SmartTub™ app users their energy consumption converted into greenhouse gas emissions, to help consumers further understand their product use footprint. We are excited about the unparalleled level of transparency we can provide consumers with this app and look forward to developing more product features to continue educating consumers.

We are also working to reduce our operational energy consumption. Our MOC facility has replaced fluorescent lamps and HIID lights with more energy efficient LED lighting. The facility has also undertaken efforts to decrease energy use during peak demand periods.

“Focusing our engineering efforts on sustainable sources or materials and lower power consumption options are the top priorities of our research and development efforts.

Our efforts in insulation are just the beginning of new programs to produce more environmentally conscious products.”

- BRIAN PIERSON
COO

Performance

Our GHG emissions inventory was conducted according to the Greenhouse Gas Protocol and includes all sites that operated for the full 2020 calendar year. We also included a few facilities that were in operation for part of the year to create the most comprehensive inventory available. As approximately 10-15% of our total sites had incomplete data, we made assumptions using average per full time equivalent when needed.

GHG EMISSIONS ²	
SCOPE 1 (METRIC TONS)	3617
SCOPE 2 LOCATION-BASED EMISSIONS (METRIC TONS)	8091
SCOPE 1 AND 2 EMISSIONS (METRIC TONS)	11,708
ESTIMATED SCOPE 3 EMISSIONS ³ (METRIC TONS)	1,400,000
GHG EMISSIONS INTENSITY ⁴	22.3

Our Scope 3 emissions accounted for the majority of our climate footprint in 2020. The two main sources of our Scope 3 emissions are from purchased goods used to manufacture our products and from consumer use of our products, as discussed above.

ENERGY CONSUMPTION	
TOTAL FUEL CONSUMPTION (GJ) ⁵	55,603.6
FUEL TYPES	Diesel, natural gas, liquefied petroleum gas (LPG), and oil
TOTAL ELECTRICITY CONSUMPTION (kWh)	23,070,000
ENERGY INTENSITY ⁶	257.3

We were able to collect data from all of our manufacturing sites for all fuel types used; however, some offices and product showrooms were unable to provide this information. While we recognize this gap, our manufacturing sites account for the vast majority of our energy consumption, and we believe our calculations have not been substantially affected by this data gap.

² Greenhouse gas emissions included in our calculation include carbon dioxide, methane and nitrous oxide.

³ We have provided an estimate for our total Scope 3 emissions as we are still working to measure actual emissions associated with product components and product use. Some categories of Scope 3 emissions were estimated based on economic data; however Scope 3 emissions from business travel, employee commuting and waste were directly measured.

⁴ Includes Scope 1 and 2 emissions only. Calculated as metric tons of CO₂ per million dollars of revenue.

⁵ Includes Scope 1 fuels only (no electricity).

⁶ Calculated as gigajoules per million dollars of revenue.

We are working to mitigate the risks of climate change on our business, as well as reduce carbon and other air emissions in both our direct operations and our value chain. Our future initiatives will focus on reducing energy use in our operations, increasing the energy efficiency of our products and increasing the use of renewable energy across our value chain. In order to further mitigate our impact, we have committed to offset 100% of our carbon emissions again in 2021, work with the Science Based Target initiative to develop a science-based target for our emissions, and procure 25% of our electricity from renewable sources by 2025. Where possible, we will seek green utility plans and on-site generation. For any operation sites that do not have feasible renewable energy options, we intend to purchase renewable energy credits.

MATERIALS SOURCING

Overview

At Jacuzzi Group, we recognize the importance of reducing the impact of our products and responsibly sourcing the materials that comprise them. We are focused on developing products, with both designs and materials, that can fit within a circular economy, while maintaining the exceptional quality our customers expect. Increasing the sustainability of our product materials requires innovative partnerships, and we are actively exploring alternative materials from new and existing suppliers to continue our industry leadership.

GOALS

- Implement a comprehensive global system for capturing material inputs in every product, including packaging, to achieve full material transparency by 2025.
- Reduce the use of chemical-based foam and resins in products by 20% by 2025 at our MOC facility, measured by weight.
- Increase the amount of recycled content in manufacturing input materials where possible, as measured by weight.

Incorporating Sustainable Materials

We aspire to design and build products that are circular, meaning they have been optimized for a continuous cycle of disassembly and reuse, and the materials we choose for our products play a significant role in our ability to operate within a circular economy. Sourcing materials for our products is a cross-functional process that requires collaboration between several departments. Our Global Sourcing and Engineering teams work together to research materials for our products and once a material is qualified, our Global Sourcing team uses forecasting information from our Sales and Marketing teams to develop a sourcing plan. Our New Product Development team is also involved in driving new and innovative materials sourcing initiatives.

Our products are comprised of a variety of materials and parts, from wood and metal frames to plastic spa pumps and tub shells, which increases the complexity of sourcing materials responsibly. Our desire to increase product sustainability is also underpinned by the additional benefits that come with alternative materials. For example, an insulation project in 2020 was driven by a manufacturing need, as a significant section of one of our factories was dedicated solely to foam. Our new EPS foam arrives precut and has enabled us to decrease the amount of dedicated space in the factory for that aspect of spa assembly. This change enabled us to decrease the number of machines in operation, thereby increasing the energy efficiency of our facility. As an additional benefit, because our EPS foam is precut, we are no longer generating foam waste at our manufacturing site. Transitioning to this precut foam also improved our process efficiency, as all frames across the company are now cut to the same size.

Though our EPS foam was an improvement on the previous insulation used in our spa products, we strive to source the best available, and economically viable, materials. We are in the process of phasing out EPS insulation in favor of a more thermally efficient insulation, as it contains more recycled content and enables our products to be more energy efficient. **Our new insulation contains 30% recycled content, of which 18% is pre-consumer and 12% is post-consumer.** This material also has a higher R-value than the EPS foam, meaning our products use less energy to maintain the water temperature in the spa.

Switching the insulation will also improve our current California Energy Commission energy efficiency performance, and consumers will benefit as increased efficiency results in lower energy costs. Further, the new insulation only requires one water test per spa, instead of two, decreasing our water intensity per spa and enabling us to test more products with recycled water.



Supplier Collaboration to Improve Product Materials

After incorporating EPS foam into our products, we realized there was still room for improvement. We conducted a product study to test the thermal efficiency of our spas, comparing EPS foam and a new insulation prototype.

The products were tested in -30°C weather and we found that, depending on the spa size and model, the new insulation was 11-22% more efficient than our EPS foam.

We worked with a supplier to redevelop the insulation and optimize thermal efficiency, decreasing the amount of energy required to maintain the water temperature in our products. This new insulation, which we plan to roll out in 2021, uses less material and will improve the energy efficiency of our products.

Another area of focus is sustainably sourcing the wood used in our products, as many Jacuzzi Group products are built with a wood frame. We strive to responsibly source wood wherever financially feasible.

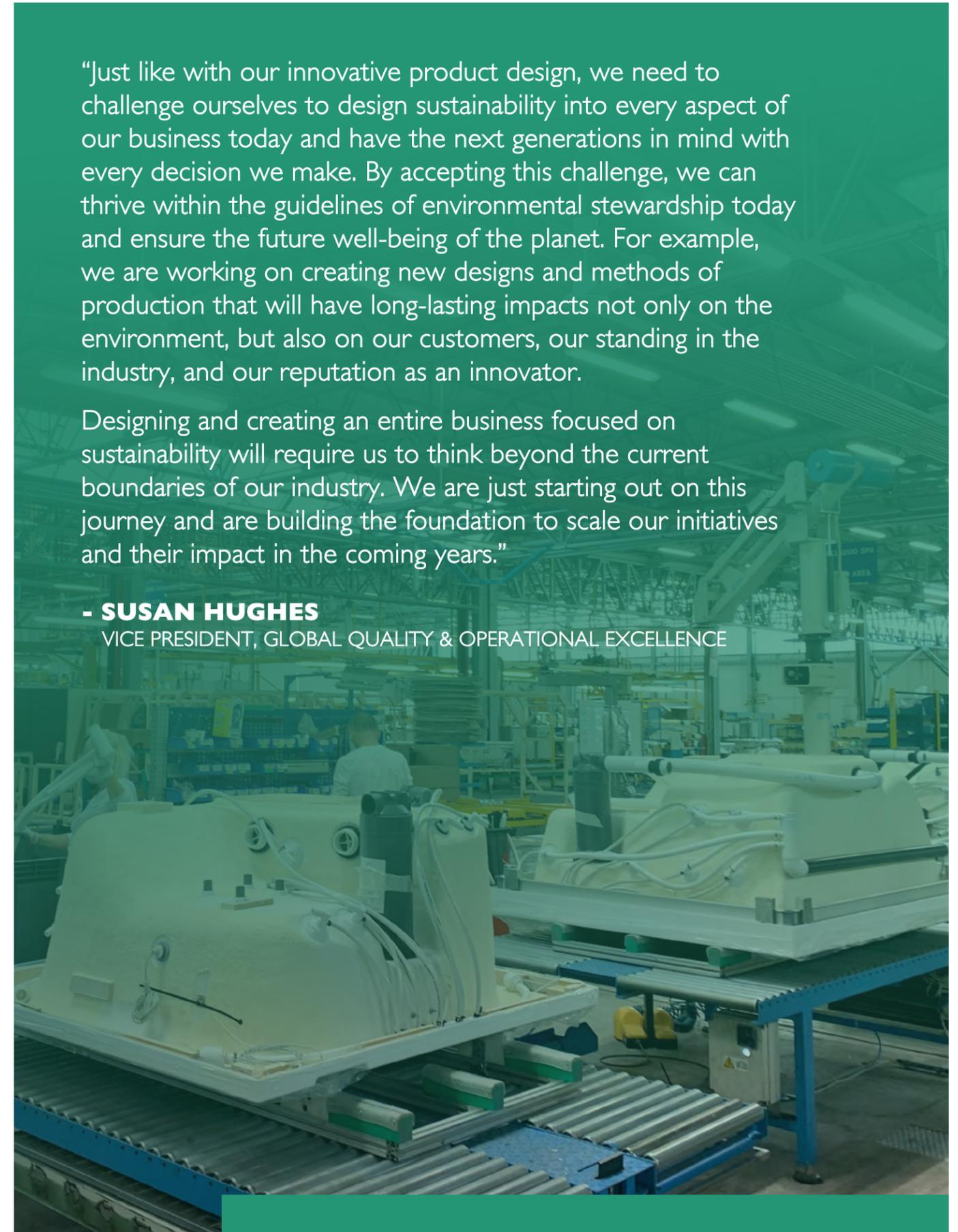
Currently, 90-100% of wood sourced for our products from our primary suppliers is Sustainable Forestry Initiative or Forest Stewardship Council certified. We are also exploring how best to source additional recycled content for other spa parts, including our ABS spa trays which are currently made of 80-90% post-consumer recycled content.

“Just like with our innovative product design, we need to challenge ourselves to design sustainability into every aspect of our business today and have the next generations in mind with every decision we make. By accepting this challenge, we can thrive within the guidelines of environmental stewardship today and ensure the future well-being of the planet. For example, we are working on creating new designs and methods of production that will have long-lasting impacts not only on the environment, but also on our customers, our standing in the industry, and our reputation as an innovator.”

Designing and creating an entire business focused on sustainability will require us to think beyond the current boundaries of our industry. We are just starting out on this journey and are building the foundation to scale our initiatives and their impact in the coming years.”

- SUSAN HUGHES

VICE PRESIDENT, GLOBAL QUALITY & OPERATIONAL EXCELLENCE



Performance

In addition to our focus on product material innovation, we also strive to ensure our products are free of unnecessary chemicals wherever possible. We are in the process of identifying and managing the risks linked to substances used in our products manufactured and marketed in the European Union, as required by the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) regulation. Compliance with this regulation requires frequent, meaningful interactions with our suppliers, and we believe our efforts are a strong example of taking responsibility for our supply chain.

Though we are making progress to improve the sustainability of our products and their component materials, we recognize there is more work to be done. We are currently assessing the type and volume of all materials used in our products, with the goal of being fully transparent about our global materials footprint by 2025.

We have measured our 2020 materials use by weight and report them in metric tons below. This data includes materials used to make our spas and bath products and does not include product packaging.

MATERIALS USED BY WEIGHT (METRIC TONS)			
	SPAS ⁷	BATH PRODUCTS ⁸	TOTAL
PLASTIC	9,956.6	5,298.9	15,255.5
METAL	1,587.0	178.7	1,765.7
WOOD	3,225.9	231.7	3,457.6
OTHER ⁹	0.0	3.8	3.8
TOTAL	14,769.5	5,713.1	20,482.6

We are committed to improving our materials sourcing process and the sustainability of our products. We have set the following goals to ensure our continued progress:

- Implement a comprehensive global system for capturing material inputs in every product, including packaging, to achieve full material transparency by 2025.
- Reduce the use of chemical-based foam and resins in products by 20% by 2025 at our MOC facility¹⁰, measured by weight.
- Increase the amount of recycled content in manufacturing input materials where possible, as measured by weight.

Ultimately, we are striving to improve our sustainable procurement management processes to ensure that our products are manufactured using materials and design criteria that promote sustainability. We intend to build on our current efforts and continue sourcing more sustainable materials. For example, in 2021, we plan to incorporate a new, innovative insulation into our products. Reducing our total amount of materials and optimizing the products across our brands will benefit consumers and the environment.

⁷ Data includes spas manufactured at MOC, which accounts for approximately 60% of all Jacuzzi Group spas in 2020. We are unable to provide data for 100% of our spas at this time.

⁸ Data includes bath products manufactured in the United States, which accounts for approximately 95% of all Jacuzzi Group bath products in 2020. We are unable to provide data for 100% of our bath products at this time.

⁹ Category includes any other material types not included in the table (e.g. liquid adhesives/resins, wires, cables screws, staples, etc.) and accounts for only a small portion of our total materials used.

¹⁰ MOC accounts for approximately 60% of our global spa manufacturing output.

WASTE

Overview

As a global manufacturer, we use and dispose of a large volume of materials in our operations and, downstream in our value chain, our products have a significant end-of-life impact on waste. We strive to make our products as durable and repairable as possible to maximize product lifetime and our ability to accurately measure and minimize our waste has positive benefits for both the environment and our business. We recognize the importance of conserving natural resources and strive to reduce waste in our operations wherever possible.

GOALS

- Set quantifiable, specific operational waste reduction goals (in process).
- Develop a streamlined process to account for all waste across our global operations.
- Promote responsible waste management across our value chain by sharing and scaling effective reuse and recycling initiatives across global sites.

Decreasing Our Operational Waste

Although we work to maximize the efficiency of our material use, we acknowledge that our manufacturing processes result in material waste. Given that we manufacture durable, heavy products with combined materials (e.g. acrylic or plastic with an adhesive), our operational waste has a significant impact and can be rendered unrecyclable at times. We are in the process of developing partnerships with third-party recyclers that can utilize our unused materials to help minimize the amount of waste we send to landfill.

For materials that are recyclable, our largest manufacturing facilities have already connected with partners to recycle plastic, paper, metal, wood and cardboard where possible. Our facility managers have built relationships with recycling companies and regularly communicate with these partners to ensure

that recyclable material is properly and responsibly managed. We have high expectations of our partners and will terminate our partnership with any company found in violation of proper material management.

As an example of our recycling partnerships, in 2020, our Dream Maker facility recycled 61.9% of its total waste generated. Some facilities are also able to reuse scrap materials in the manufacturing process to reduce waste generation, and we hope to identify opportunities to reuse more of our operational waste. **In 2021, we will convene leaders from our manufacturing sites to share challenges and successes for minimizing waste in order to scale their efforts globally.**

Our Dream Maker manufacturing facility in Florida and MOC facility have taken the lead on waste reduction at the site level. For example, on-site teams at both facilities have implemented different waste streams to separate recyclable and non-recyclable waste, improving our ability to rescue waste. Our Environmental, Health and Safety team is formally responsible for oversight of these initiatives, but we believe that it is the responsibility of all employees to engage with our waste initiatives and highlight any opportunities for further reductions.

The biggest step we have taken to reduce our operational waste in 2020 was the implementation of our new EPS foam insulation. This foam arrives to our facilities pre-cut and properly sized for installation into our products. As such, we no longer cut the foam onsite, eliminating foam waste and reducing our operational waste. For more information about our EPS foam, please see the Materials Sourcing section of this report.



Performance

Across our global operations, we have not historically had a centralized process for tracking and managing our waste. Our manufacturing sites track waste by weight, but do so on an individualized basis. As our office and showroom locations are rented or leased properties, we are working to develop a process for measuring waste at these sites. However, we believe our manufacturing sites produce most of our waste and provide representative data for our impact.

For the first time in 2020, we were able to track our global operational waste generation and understand our key areas for impact.

WASTE BY MATERIAL (METRIC TONS)

	WASTE GENERATED	WASTE DIVERTED	WASTE DISPOSED
WOOD	847.5	29.2	818.3
PLASTIC	566.8	449.9	116.9
METAL	86.1	81.1	5.0
PAPER	478.0	414.9	63.1
OTHER ¹¹	4541.5	0.00	4541.5
TOTAL	6,519.9	975.1	5,544.8

WASTE DIVERTED FROM DISPOSAL (METRIC TONS)

METHOD	HAZARDOUS WASTE	NON-HAZARDOUS WASTE
PREPARATION FOR REUSE	0.0	4.5
RECYCLING	0.0	970.6
OTHER RECOVERY OPERATIONS	0.0	0.0
ONSITE DIVERSION	0.0	0.0
OFFSITE DIVERSION	0.0	975.1
TOTAL	0.0	975.1

¹¹ Not all of our manufacturing sites track waste data by material so we have included this category to account for the waste generated at sites unable to specify waste by material type.

WASTE DISPOSED (METRIC TONS)

METHOD	HAZARDOUS WASTE	NON-HAZARDOUS WASTE
INCINERATION – WITH ENERGY RECOVERY	0.0	0.0
INCINERATION – WITHOUT ENERGY RECOVERY	0.0	0.0
LANDFILLING	85.9	5,458.9
OTHER DISPOSAL OPERATION	0.0	0.0
ONSITE DISPOSAL	0.0	0.0
OFFSITE DISPOSAL	85.9	5,458.9
TOTAL	85.9	5,458.9

15% of waste diverted from landfill

In order to create a more consistent approach to waste data collection and management across the company, we have set a goal to develop a streamlined process to account for all waste across our global operations.

As a first step, we are committed to conducting waste audits at all our manufacturing facilities. Creating a consistent process for waste data collection across our global facilities will enhance our ability to implement enterprise-wide waste reduction initiatives.

Additionally, we have set the following goals to facilitate waste reduction initiatives across the company:

- Promote responsible waste management across our value chain by sharing and scaling effective reuse and recycling initiatives across global sites.
- Improve practices related to waste management, reduction, effective use and re-use and disposal.
- Ensure waste management encompasses product creation through end-of-life.

We are excited to be taking the first steps to better understand and decrease our waste, to both improve our operational efficiency and lessen our environmental impact.

We are working with each of our manufacturing and warehousing sites around the world with the aim of establishing quantifiable, specific targets, where possible, for decreasing our global waste diverted to landfill.

WATER

Overview

Water is an integral part of our products, business and environmental impact. Within our operations, most of our water withdrawal is for building operations and used for quality and safety tests during the manufacturing process. Sites that manufacture spas use on-site water treatment processes to preserve the water from quality and safety tests for reuse for as long as it can be safely recycled. All manufacturing sites source water from third-party providers and municipalities, except our operations in Italy, Brazil and Chile. Our operations in Italy withdraw from groundwater, while our manufacturing in Brazil and warehousing in Chile source from both groundwater and third-party providers. Although we do not use a significant amount of water in our operations, we recognize that water consumption is embedded in the use of our products. We are taking steps, through process efficiencies, product improvements and consumer initiatives, to reduce our operational water consumption and educate consumers about ways to reduce water use associated with our products.

GOAL

- Set quantifiable, specific operational water reduction goals (in process), with a particular focus on decreasing water use through efficient fixtures and employee engagement.

Efforts to Increase Water Efficiency

We are continually working to make our operations more water efficient. Although we have not conducted a water stress analysis at all our global sites, we acknowledge that our operations in Southern California and Tijuana, Mexico, are located in water-stressed communities. As such, these locations are a high priority for targeting water-reduction measures. One of our main sources of water consumption is in general facilities operation (e.g. water consumption associated with sinks, toilets, drinking fountains etc.). Several of our sites, including our Mexico and Southern California Operations Centers, have installed low-flow fixtures and automatic shut-off valves on sink faucets to reduce water use.

Additionally, our Southern California Operations (SCO) facility uses only greywater for irrigation. We are in the process of reviewing additional ways to minimize water use at all our sites, including employee engagement initiatives and equipment upgrades. Due to differing manufacturing processes and product outputs, each of our manufacturing sites has different water consumption patterns and unique challenges. Our sustainability team meets regularly with each site to address these challenges and identify opportunities for minimizing water use, tailored to each operational footprint.

Product performance testing is another aspect of our business that requires water consumption. **We recycle this process water through a filtration system, which enables it to be reused several times before it is discharged in compliance with local regulations.** This process enables us to maximize water reuse, and we are looking into additional ways to improve our water treatment process. Implementing water-saving initiatives in our operations is a critical way we can reduce our operational water consumption.

We have also taken steps to improve the water efficiency of our product offerings. Some of our product lines include high-quality chemical and filtration technology that increases the amount of time before the water in our products must be cleaned and drained. Additionally, we are in the process of determining how many of our bath products meet the requirements to be considered low-flow and/or water-saving.



Another way we are working to decrease the water use associated with our products is through consumer education. Our SmartTub™ app enables consumers to see when the water in their spa needs to be drained, maximizing the water lifetime, while ensuring our consumers are still practicing safe spa cleaning. We also offer covers for all our spa products which help reduce spa water evaporation.

Performance

All our manufacturing sites currently track their water consumption; however, 2020 was the first year that we were able to centralize our water consumption data and have a global view of our impact.

WATER WITHDRAWAL (MEGALITERS)

	ALL AREAS	AREAS WITH WATER STRESS
SURFACE WATER	0.0	0.0
GROUNDWATER	12.7	0.0
SEAWATER	0.0	0.0
PRODUCED WATER	0.0	0.0
THIRD-PARTY WATER	53.8 ¹²	11.0
TOTAL	66.5	11.0

Most sites do not have a system for tracking how much water is discharged from their facility; however, all sites comply with regulations for removing particulate matter from discharged water. All manufacturing sites discharge water to third-party municipal wastewater treatment plants or public or private utilities. Additionally, our SCO warehouse discharges some greywater to storm drains, and our operations in Brazil and Italy discharge some water to groundwater. We currently do not have means to track how much water is discharged to each area, but we hope to implement a water metering system in the future.

In 2021, we plan to introduce a new foam insulation that only requires one water test per spa, instead of two, decreasing our water intensity per spa and enabling us to test more products with recycled water. Additionally, we are in the process of setting water reduction goals in operations, with a particular focus on decreasing water use through efficient fixtures and employee engagement. We also plan to design new products and improve chemical treatments that reduce the water intensity of our products and are working to understand our baseline water data and potential for improvement to enable us to set a numeric target for reducing water use. Given the inherent water intensity of our products, we recognize that it may be difficult to reduce our impact on this topic; however, we are open to promoting water stewardship in other ways, including through partnerships with community conservation organizations.

	WATER DISCHARGE (MEGALITERS) ¹³
SURFACE WATER	0
GROUNDWATER	0 ¹⁴
SEAWATER	0.02
PRODUCED WATER	0
THIRD-PARTY WATER	11.59
TOTAL	11.61

¹² 10.3 megaliters was third-party provided greywater for irrigation at our Southern California Operating Center (SCO).

¹³ Scope of water discharge data includes five of our global manufacturing sites: SCO, Canada Sunrise, MOC, Italy Jacuzzi® and Canada Hydropool.

¹⁴ Our operations in Italy discharge some water to groundwater; however we currently do not have a process to measure and track the exact amount.



SOCIETY

Commitment: we will ensure people's safety and security, and improve their well-being.

CONSUMER WELLNESS

Overview

Well-being is at the core of our business. We focus our product development and innovation efforts on products and features that improve the wellness of our consumers. Our philanthropy program focuses on improving community well-being and supporting organizations that seek to improve the lives of those in need. We strive to be the first name that comes to mind when consumers think about brands and products that promote physical and mental wellness.

GOAL

- Aim to increase the availability of both external and Jacuzzi Group-created wellness content and resources for consumers, to enable them to optimize their personal well-being.

Promoting Lifelong Wellness

Our products meet the needs of a wide variety of consumers, from individuals seeking a relaxing activity to high-performance athletes using our spas to help their bodies recover from training and competition. We have specifically designed our products to match the muscle structure of the human body to ensure a comfortable experience with each use.

Routine hydrotherapy can reduce stress¹⁵ and lower back pain¹⁶; improve sleep¹⁷ and post-exercise recovery; and alleviate restless leg syndrome, cramps, arthritis¹⁸ and fibromyalgia¹⁹.

We are committed to improving the lives of our consumers and promoting ways to boost wellness with our products. Given the varying purposes for which our products are used, we created the Jacuzzi® Performance Program to generate relatable content to help each consumer improve and maintain their well-being. Content for this program includes product videos and tips for an active lifestyle, providing educational information to consumers about the positive benefits of Jacuzzi Group products.

The second aspect of our Performance Program is our athlete partnerships. We focus on high-endurance athletes who have firsthand experience with the positive benefits that hydrotherapy can provide before, during and well after their athletic career. We partner with a diverse group of 15 current and former athletes, including former professional basketball player Thurl Bailey, two-time Paralympic medalist Amy Purdy, professional golfer Cydney Clanton and Olympic swimmer Adam Peaty, to help demonstrate the joy, connection and wellness consumers can find in Jacuzzi Group products. We have also partnered with sports teams, including U.S. Ski and Snowboard, USA Surfing and the Hull Football Club, and have built five Elite Performance Centers in the United States, Japan and the United Kingdom to help athletes train, recover and perform at their peak.

We also use content on our website to educate consumers about the wellness benefits of our products. We frequently create blog posts and minEmags™ that discuss steps consumers can take to improve their wellness. We plan to increase our efforts educating consumers about wellness over the next several years.

Philanthropy

While our product efforts are focused on consumer wellness, we also recognize the importance of promoting wellness in the broader community. We support a number of organizations and initiatives that strive to improve community well-being across the world.

PHILANTHROPIC EFFORTS

COUNTRY	ORGANIZATION(S) SUPPORTED	
UNITED STATES	American Cancer Society	Make a Wish Foundation
	Baths for the Brave	Special Needs Classroom at Ayala High School
	Let It Be Foundation	Wish for Our Heroes
SOUTH AMERICA	Association of Parents and Friends of the Exceptional of Itu	Ituana Association for the Visually Impaired
MEXICO	Hospital General de Tijuana	Ayuntamiento de Tijuana, B.C. (local fire station)
	Agtagama A.C. (elderly-owned business and retirement home)	Monte de Dios hogar de niños A.C. (local children's orphanage)
ITALY	Pordenone Town Council	



Good Cause Spas

One aspect of our giving that we are especially proud of is our Good Cause Spas program. Led by our Sundance®Spa brand, we partner with [WISH FOR OUR HEROES](#), a national 501(c)(3), dedicated to assisting men and women of the United States active-duty military, and in some cases, veterans. For each of our spa dealers who sell over 100 units from a single store during the calendar year, we donate a spa to WISH FOR OUR HEROES to give to a local military member in need. In further supporting our military members,

every year during our Veterans' Day and Fourth of July promotions, we donate \$100 to WISH FOR OUR HEROES for each qualifying sale (up to \$10,000). Since forming this partnership in 2016, we have donated 54 spas and over \$80,000 to veterans and military members in need.

15 Mayo Clinic, "Relaxation Techniques: Try these steps to reduce stress"

16 World Scientific, "Hydrotherapy Versus Land-based Exercises in the Management of Chronic Low Back Pain: A Comparative Study"

17 The Better Sleep Council, "The Playbook for Winning Sleep"

18 Versus Arthritis, "How does hydrotherapy help?"

19 Mayo Clinic, "Fibromyalgia: Self-care tips"

Performance

At Jacuzzi Group, we take pride in our ability to help consumers improve and maintain their wellness. As such, we measure success through our ability to reach consumers and educate them about the benefits of our products. In 2020, we were able to reach approximately 72,000 consumers through our wellness marketing, including video views and other online wellness content.

We also measure success in our ability to deliver tangible wellness results to our consumers. The wellness benefits of our products include²⁰:

- Relaxation
- Improved sleep
- Reduced stress
- Decreased lower back pain
- Improved post exercise recovery
- Alleviated pain associated restless leg syndrome, cramps, arthritis and fibromyalgia

Though our ability to volunteer was impacted by the COVID-19 pandemic, we were still able to donate approximately \$48,000 to wellness-focused initiatives and organizations in 2020.

As we continue to educate consumers about the benefits of our products, we want to ensure they have access to as many wellness resources as are available. Our goal is to increase the availability of both external and Jacuzzi Group-created content and resources for consumers, to enable them to optimize their personal wellness. We believe that improving individual wellness will also improve community well-being, and we will continue to work with community organizations to achieve wellness for all.



²⁰ See footnotes on wellness benefits in Promoting Lifelong Wellness section.

EMPLOYEE HEALTH, SAFETY AND WELL-BEING

Overview

The health, safety and well-being of our employees is our number one priority. We have implemented best-in-class health and safety initiatives at our manufacturing facilities and offices across the world. Our health and safety culture also encompasses employee well-being to ensure our people can find balance between their personal and professional responsibilities.

GOALS

- Scale the standards set by our third-party external auditors across all internal audits globally, ensuring warehouses and smaller manufacturing sites undergo assessments in alignment with audits conducted at our larger facilities by 2023.
- Capitalize on opportunities to further align health and safety policies across our global sites, in addition to maintaining compliance with all local regulations and conducting safety audits.
- Continue to improve our global data collection process and share best practices at monthly Global Safety Meetings.

Occupational Health and Safety

We are committed to providing a safe and healthy work environment for every employee. Our comprehensive policies and protocols form the strong foundation of our occupational health and safety program. Our manufacturing facilities, located in the United States, Canada, Mexico, Italy, France, Brazil and Chile, all follow health and safety policies in compliance with local laws and regulations. Each facility currently manages their environmental, health and safety programs independently; however, we are working to create a health and safety system that can be applied globally.



COVID-19 Safety Response at MOC

With safety as our number one priority, our manufacturing facilities closed at the onset of the COVID-19 pandemic. The Environmental, Health and Safety (EHS) team at our Mexico Operations Center in Tijuana took a leading role in enabling employees to return to work safely.

The team created safety videos, installed thermographic cameras, added health checkpoints and increased the frequency of cleanings and sanitation measures throughout work shifts.

In addition to these measures, two employees were tasked with ensuring that workers maintained proper social distancing during each shift, and site leaders increased communication with employees through meetings and informational posters to illustrate safety precautions and provide updated information.

These actions were positively received by employees, many of whom have stated that the measures alleviated their fears about being able to return to work safely. The precautions taken by EHS leadership at MOC were recognized by the Mexican government, as our facility was allowed to open earlier than other manufacturing sites in the region. In November 2020, we were also able to schedule a site visit with Mario Escobedo from the State Ministry of Economy, highlighting our commitment to health and safety initiatives.

This was a major recognition of our efforts as his visit required clearance from the State Ministry of Health, a testament to our health and safety protocols.

We are also proud to participate the first cross-border partnership that aims to equalize COVID-19 vaccination access between Southern California and Northern Mexico. Beginning in May 2021, Jacuzzi Group is partnering with the Mexican Consulate, San Diego County, and University of California, San Diego Health to offer vaccination against COVID-19 to employees at our MOC facility, covering all costs associated.

We convene monthly Global Safety Meetings, where the Environmental, Health and Safety leads from each facility meet to share safety data, ideas and challenges.

These meetings provide our leaders with the opportunity to share best practices and ensure we deliver a safe workplace at all our sites.

We are using lessons learned from the health and safety initiatives at our MOC facility to help guide our global safety program. Led by the Environmental, Health and Safety (EHS) Manager, MOC holds weekly safety meetings to discuss various safety topics and ensure employees are aware of any safety incidents. At the beginning of each shift, employees also take five minutes to go through an exercise warm up to

prepare their bodies for work. Additionally, the EHS team has implemented a training program to ensure employees are aligned on how to perform their work in the most safe and efficient manner.

We recognize that manufacturing operations can sometimes pose health and safety risks to employees.

We have implemented a variety of practices to identify, evaluate and mitigate any work-related hazards, including annual hazard assessments, external safety audits, internal safety inspections, job safety analyses, root cause analyses for any safety incidents, and monthly reviews of any trends and employee reports.

Promoting Work-Life Balance

We recognize that employee well-being extends beyond traditional health and safety initiatives. We want our employees to bring their best selves to work, but understand that personal circumstances can sometimes make that difficult.

To help employees balance their work and personal lives, we offer flexible working arrangements and wellness webinars to discuss effective practices for reducing burn-out, caring for mental health, building resilience and protection against COVID-19. Additionally, we offer wellness programs to promote physical and mental well-being across our workforce.

Every year we organize a global Walking Challenge to encourage employees to get active, as part of our efforts

to foster a workplace culture that supports healthy choices and teamwork. To maintain engagement, we track team progress on a virtual leaderboard and recognize employees for their participation.

We also provide employees with resources to support their emotional well-being through our Employee Assistance Program (EAP). We offer confidential, no-cost counseling visits and crisis consultation 24/7, 365 days a year for employees and their household members. The program offers additional features to assist employees with their lives outside of work, including financial and legal consultation, dependent care resources, identity theft protection, educational seminars and help reporting to consumer credit agencies.

Performance

Our safety policies and programs are only as effective as our performance. If a safety incident does occur, we record the nature of the incident, with the intent to prevent it from happening in the future.

100% of employees across all manufacturing sites are covered by our occupational health and safety management system.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM²¹

	NUMBER	PERCENT
EMPLOYEES AND CONTRACTORS COVERED	3433	100%
EMPLOYEES AND CONTRACTORS COVERED BY A SYSTEM THAT HAS BEEN INTERNALLY AUDITED	3433	100%
EMPLOYEES AND CONTRACTORS COVERED BY A SYSTEM THAT HAS BEEN EXTERNALLY AUDITED	3358	97.8%

Our employee health and safety programs undergo both internal and external auditing. In partnership with a third party, we audit our manufacturing sites across more than 26 categories, including training, industrial hygiene, ergonomics, occupational health, risk assessment, wellness stretching, corrective action development and tracking, preventative maintenance, and workplace violence prevention.

²¹ Given the varied frequency of contract term length throughout the year; three contractors and cleaning service workers from our Valdosta, Georgia manufacturing site have been excluded from this data disclosure.

EMPLOYEE WORK-RELATED INJURIES^{22, 23}

	NUMBER	RATE
FATALITIES FROM WORK-RELATED INJURIES	0	0.00
HIGH-CONSEQUENCE WORK-RELATED INJURIES	0	0.00
RECORDABLE WORK-RELATED INJURIES	42	1.29

The main types of work-related injuries our employees experienced in 2020 were minor cuts or splinters, muscle strains, eye irritation and slips/falls. We continuously work to mitigate risk of injury and take preventative measures to decrease the frequency of our recordable incidents.

Given the challenges of collecting consistent data in a timely manner and the low number of contractors we employ, we are unable to report work-related injuries for contractors in 2020. We intend to improve our collection process to report these metrics in the future.

We are committed to continuously improving our health and safety practices across our global operations. We have identified the following goals to guide our path to an even more robust health and safety management system.

- By 2023, scale the standards set by our third-party external audits across all internal audits globally, ensuring warehouses and smaller manufacturing sites undergo assessments in alignment with audits conducted at our larger facilities.
- In addition to maintaining compliance with all local regulations and conducting safety audits, capitalize on opportunities to further align health and safety policies across our global sites.
- Continue to improve our global data collection process and share best practices at monthly Global Safety Meetings.

The health, safety and well-being of our employees is paramount to our success as a business and we continue to implement policies and practices to uphold our culture of safety at Jacuzzi Group.



²² Scope including manufacturing and warehousing facilities only.
²³ Per 200,000 hours worked.

PRODUCT SAFETY

Overview

The safety of our products is fundamental to the trust we build with our customers and paramount to our license to operate. We work hard to ensure all the products we sell are of the highest quality and do not pose any undue risk of harm to our consumers. We are committed to ensuring we adhere to all safety standards in countries where our products are sold.

GOALS

- Align our global operations by conducting consistent, centralized product safety assessments in 2021.
- Continue sharing safety best practices internally across our global operations.

Upholding Our Commitment to Safety

Product safety is an integral part of our product development process. Measures are taken by multiple teams across our business, including Global Sourcing, Engineering, Marketing and New Product Development, Operations, Legal and Global Quality, to ensure product safety. From the initial design phase, every product and each of its elements are assessed for potential safety risks.

QUALIFICATION TESTS	BATH SAFETY STANDARDS REVIEW	SPA QUALITY TESTS
<ul style="list-style-type: none"> • California Energy Commission (CEC) testing • Home delivery and installation test • 7 days Horizontal Shipping test • 7 days Vertical Shipping test • Vibration Test SPA Horizontal • Vibration Test SPA Vertical • Ultimate Load Test • Plumbing fatigue test • Static and Dynamic seat loading tests • Serviceability testing • Software testing 	<ul style="list-style-type: none"> • Plumbing Compliance Report • International Association of Plumbing and Mechanical Officials (IAPMO) • Electrical Compliance Report • Electrical Testing Laboratories (ETL) • Structural integrity tests • Load test for bathtub and shower seats • Load test for bathtub rims and bottoms • Load test for shower thresholds and bottoms 	<ul style="list-style-type: none"> • Validation Open Box Inspection Protocol • Pilot Built Open Box Inspection Protocol

To ensure consumer safety and longevity after a product leaves our manufacturing sites, we created a certification and training program for third-party companies that perform maintenance and repairs on our products. Through this training and certification program, we are taking further responsibility for the safety of our products and consumers, as we ensure that third parties are taught how to properly service our products. Due to COVID-19, this training program will be offered virtually in 2021.

We also aim to ensure the safety of our products through consumer education. We deliver high-quality products and innovative technologies to help consumers stay informed about relevant product safety information, including proper use. For example, we offer a new SmartTub™ app feature on many of our latest spas that enables consumers to learn more about their product, including safety best practices, such as frequency of water changes. The app also provides a direct connection to our spa dealers when maintenance is due. For more information about our SmartTub™ app, please see the Climate Change section of this report.

Performance

All of our spa and bath products undergo rigorous testing in the product development process to ensure the highest levels of safety. As such, we perform numerous safety tests on our products, including those outlined in the table below:

We also ensure our bath products are in compliance with the following:

- Uniform Plumbing Code (UPC)
- National Plumbing Code of Canada
- Uniform Swimming Pool, Spa and Hot Tub Code (USPC)
- National Plumbing Code of Canada

In furthering our commitment to product safety, in 2021 we will align our global operations by conducting consistent, centralized product safety assessments. We will also convene internally to continue sharing safety best practices across our global operations.

WORKFORCE ENGAGEMENT AND DEVELOPMENT

Overview

We strive to foster an inclusive and diverse workplace that enables our employees to maximize their potential and bring their best selves to work each day. In 2020, we experienced unprecedented growth in our employee base, adding more than 1,400 permanent employees to our workforce. We recognize that strong employee programs are a critical component of being an employer of choice and our ability to attract, retain and engage a talented workforce.

GOALS

- Attract and retain more women employees in the manufacturing industry.
- Review job descriptions to ensure they contain inclusive language.
- Start a college recruiting program at institutions serving students from diverse backgrounds, including Hispanic-serving institutions such as New Mexico State and historically black colleges and universities (HBCUs).
- Reach 100% gender pay parity for annual base pay by 2025.

Engaging Our Employees

We created our workforce engagement and development programs with the intention to provide our employees with skills and knowledge to thrive at Jacuzzi Group. We strive for excellence in all aspects of employee relations, from recruitment and onboarding to development and separation.

We have designed our policies and processes to minimize obstacles as employees move through their careers at Jacuzzi Group, and are building a global compensation structure to ensure pay equity across all roles. We have conducted a gender pay ratio assessment²⁴ and found that, on average, women are paid 87 cents for every dollar men receive as compensation for similar roles. For directors, managers and operational staff, women are paid 87 cents, 86 cents and 94 cents, respectively, for every dollar men receive as compensation. We recognize the need to ensure pay parity across our organization and are working to close this gap.

GENDER PAY RATIO

	WOMEN	MEN
OVERALL	0.87	1.00
DIRECTORS	0.87	1.00
MANAGERS	0.86	1.00
OPERATIONAL STAFF	0.94	1.00

Ensuring our employees are engaged and excited about their work is imperative to our ability to retain our talented workforce. Some departments within our business already conduct independent employee engagement surveys; however, we intend to implement a global survey to measure enterprise-wide engagement. Conducting a global survey gives our employees the opportunity to provide open feedback and identify areas of strength and opportunities for improvement across the company.

²⁴ Assessment is inclusive of base salary only.

Developing a Diverse Workforce

We recognize that retaining a talented workforce is an evolving and continuous process. We strive to provide our employees with an outstanding work experience by encouraging their development, offering benefits to support their needs, recognizing and celebrating their accomplishments, and enabling them to bring their whole selves to work.

We have implemented a variety of training programs to support the development of our employees both personally and professionally. We offer wellness seminars for our employees with experts and thought leaders that focus on caring for their mental health and building resilience. In response to the COVID-19 pandemic, we hosted Q&A sessions to directly address any questions and concerns from employees. We also implemented training measures to educate employees on safety procedures to reduce the spread of COVID-19 and mitigate workplace accidents. These trainings ensured employees had the tools necessary to serve customers during this especially challenging year.

Our employees are our most important asset, and ensuring our benefits program supports their needs is paramount to our desire to be an employer of choice. As such, we offer a comprehensive benefits package to our employees, including:

- Medical, dental and vision insurance*
- Life insurance*
- Long- and short-term disability insurance*
- Parental leave*
- Retirement provision*
- Flexible work arrangements
- Employee Assistance Program
- Wellness programs
- Paid time off

*These benefits are not available to temporary or part-time employees.

We are further developing programs to ensure that our employees are recognized for the great work they do. We have enhanced our employee appreciation efforts in several ways, including recognizing accomplishments and years of service milestones during company-wide Town Hall meetings, as well as celebrating Employee Appreciation Day in the United States and other relevant employee holidays around the world.

As a company, we recognize the value of having diverse voices and perspectives within our workforce. The social injustice and inequity issues highlighted by the events of 2020 reinforced the importance of this work and our initiatives to promote a diverse and inclusive culture at Jacuzzi Group. To further our efforts, we are committed to:

- Attracting and retaining more women employees in the manufacturing industry.
- Reviewing job descriptions to ensure they contain inclusive language.
- Starting a college recruiting program at institutions serving students from diverse backgrounds, including Hispanic-serving institutions such as New Mexico State and historically black colleges and universities (HBCUs).
- Reaching 100% gender pay parity for annual base pay by 2025.

At Jacuzzi Group, we do not tolerate any form of harassment or discrimination in the workplace and take any accusations of this behavior very seriously. Our Employee Handbook and Global Business Code of Conduct outline our expectations from employees for maintaining a safe and inclusive workplace.



Committed to reach 100% gender pay parity for annual base pay by 2025

Performance

We experienced record growth in 2020 and saw our workforce expand to 3,998 permanent employees, up significantly from the 2,595 individuals we employed in 2019. Additionally, our voluntary permanent employee turnover rate was 6.2%²⁵, which is below average in the manufacturing industry²⁶.

EMPLOYEE ATTRACTION & RETENTION

	NEW HIRES	TURNOVER
MEN	1337	325
WOMEN	506	115
TOTAL	1,843	440

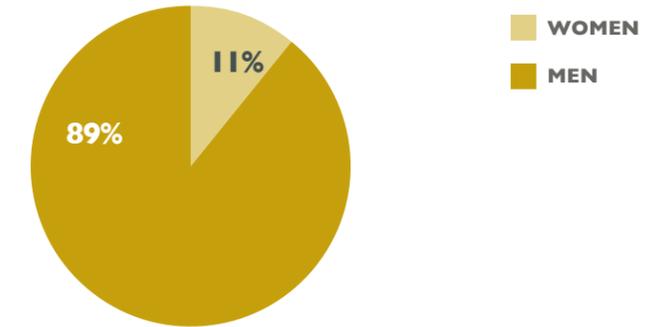
We are proud to have developed a culture of diversity and inclusion, as individuals from underrepresented racial and ethnic groups comprised more than 50% of our global workforce in 2020.

We also strive to foster the development and representation of women in leadership, with more than 20% of our executive roles, and almost 30% of management roles, filled by women.

DIVERSITY

	STAFF	MANAGEMENT	EXECUTIVES
MEN	68%	73%	77%
WOMEN	32%	27%	23%
WHITE	22%	67%	81%
ASIAN	4%	3%	3%
BLACK OR AFRICAN AMERICAN	5%	1%	1%
HISPANIC OR LATINO	69%	26%	12%
NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	0%	0%	2%
TWO OR MORE RACES / OTHER	1%	2%	1%

BOARD OF DIRECTORS



At Jacuzzi Group, our goal is to provide employees with the best experience possible in order to retain our talented workforce. This starts with our employee onboarding, where we are working to create a centralized onboarding process and update our Employee Handbook. We intend to conduct a global assessment of our workforce policies and procedures to gain an enterprise-wide understanding of the way we approach the management of our people at Jacuzzi Group. We will also continue to measure and monitor our employee engagement and intend to standardize our employee survey to ensure consistency across our global operations.

²⁵ Voluntary turnover is calculated as the total voluntary departures of permanent employees in 2020 divided by the total permanent employees at the end of the 2020 calendar year.

²⁶ According to the U.S. Bureau of Labor Statistics, turnover rate for the manufacturing industry was 44.3% in 2020 and 31.6% in 2019. <https://www.bls.gov/news.release/jolts.t16.htm>



GOVERNANCE

Commitment: we will live our core values of one team, respect, wellness, ownership and integrity

DATA PRIVACY AND SECURITY

Overview

Securing and protecting the personal data of our customers and employees is of paramount importance to Jacuzzi Group and fundamental to maintaining the trust of our stakeholders. We maintain compliance with all relevant, global regulatory requirements and utilize internal trainings to ensure employees understand their roles and responsibilities in protecting sensitive data and maintaining stakeholder confidence.

GOALS

- Update privacy policies in 2021 and distribute to all global employees in 2022.
- Continue to provide our customers with clear information about our privacy practices.

Upholding Data Privacy and Security

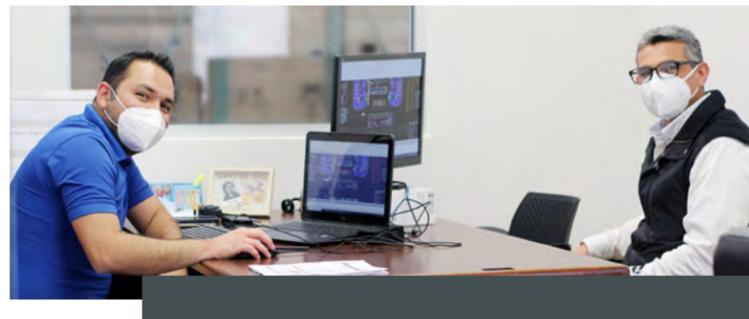
Our leadership team recognizes the importance of data privacy and security, and our efforts are overseen by Jacuzzi Groups' Privacy Officer and Senior Vice President of Information Technology. We have also integrated leaders throughout the company who are responsible for ensuring our systems are secure and our employees remain aware of their obligations.

We take our commitment to protect data very seriously and have developed robust systems and programs to guard against any threats to data privacy and security. Our [Privacy Policy](#) outlines the measures we take, including firewalls, multi-layer authentication, continuous network monitoring, strict password

regulation and more, to ensure the security of the information we possess.

The policy also outlines the type of information we collect from consumers and how this information is used. On the regulatory side, maintaining compliance with various global requirements is fundamental to our ability to operate. Relevant regulations include the European Union General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and the Payment Card Industry Data Security Standard (PCI DSS). We also utilize a variety of training methodologies to ensure employees recognize the importance of data protection and privacy, are aware of examples of external threats and how they may be impacted (e.g. phishing scams), and have the tools they need to safeguard both company and third-party data. These trainings also reinforce our commitment to responsible practices and the ethical use of data. We are continuously evaluating our approach to data privacy and security, and work to maintain best practices for serving our customers and employees.

We firmly believe in going above and beyond mere compliance and strive to stay ahead of applicable regulations. To that end, in 2022 we will distribute updated privacy policies to all global employees. We are committed to providing our customers with clear information about our privacy practices and look forward to future reporting as our data privacy and security program continues to evolve.



ETHICS

Overview

At Jacuzzi Group, we firmly believe in Doing Well by Doing Good and hold our employees, contractors, and agents to the highest legal and ethical standards of conduct. **Our decisions and actions as a company are guided by our core values – One Team, Respect, Wellness, Ownership, and Integrity – and represent who we are and how we interact with all stakeholders in our business.** We strive to go beyond mere compliance and have built a culture of integrity and strong, ethical behavior.

GOALS

- Update our Code of Business Conduct and Ethics and re-distribute it to all company employees in 2021.
- Implement global employee ethics training in 2021, followed by a compliance awareness survey in 2022.
- Post clear signage of our updated whistleblower system in every site workplace in 2021, and ensure all Jacuzzi Group employees feel empowered to report any perceived instances of non-compliance with legal requirements and our core values.

Code of Business Conduct and Ethics

The foundation of our ethics and compliance program is our Code of Business Conduct and Ethics (the Code). The Code outlines the company's commitment to maintain compliance with all applicable laws and regulations, as well as expectations for all employees to follow the highest standards of ethics and integrity.

The Code operates not just as a learning tool, but as a practical guide to action, offering examples of ethical dilemmas and decision tools for employees to use to assure they act ethically and responsibly. In addition, the Code documents the several mechanisms available to employees to ask questions or report concerns related to legal and Code compliance, including a robust whistleblower policy and reporting system.

In 2021, we plan to update our Code of Business Conduct and Ethics and re-distribute it to all company employees.

Ethics & Compliance Program

Jacuzzi Group's ethics and compliance program is overseen by our Board of Directors, Chief Executive Officer and entire Executive Leadership team, while day-to-day management is the responsibility of our Law & Risk. This team is accountable for updating the Code and training Jacuzzi Group employees on the Code, including employees' obligations to adhere to legal requirements and our ethical standards. This team also monitors multiple anonymous sources of inquiries and reports, and it investigates all claims or complaints of legal or ethical violations. Starting in 2021, we will begin conducting regular compliance awareness reviews to ensure employees remain knowledgeable of the Code and their obligations as employees of Jacuzzi Group.



Performance

The success of our ethics and compliance program is a result of our hard work to maintain a culture of integrity and responsibility. In 2020, we experienced zero confirmed incidents of corruption, and zero legal actions were taken against the company for anti-competitive behavior, anti-trust or monopoly practices. We will continue to uphold the highest standards of ethical behavior and ensure all Jacuzzi Group employees feel empowered to report any perceived instances of non-compliance with legal requirements and our core values.

INDUSTRY STEWARDSHIP

Overview

At Jacuzzi Group, we acknowledge our responsibility to not only incorporate leading ESG practices and principles within our own business, but to also drive our industry forward and advocate for real, sustainable change. As such, we use our leadership roles in collaborative industry groups to drive progress on ESG issues across the industry.

GOALS

- Work towards further exceeding the California Energy Commission (CEC) standards, and by 2025, have 50% of our spa models that are in the CEC database surpass the 2021 CEC requirements by at least 20%.
- In 2021, add a feature to show SmartTub™ app users their energy consumption converted into greenhouse gas emissions to help consumers further understand their product use footprint.
- Create policies and programs to improve the sustainability of our supply chain, including development and publishing of a Supplier Code of Conduct and Supplier Human Rights acknowledgement in 2021.
- Continue active membership and participation in United Nations Global Compact.

Driving Progress Across the Industry

As a pioneer in the hot tub and spa industry, we have a responsibility to lead our peers and drive progress. We participate in a number of industry groups to share best practices and collaborate to influence regulations that drive progress across the industry. In particular, we have taken leadership roles with the Pool & Hot Tub Alliance's International Hot Tub Association.

Our Vice President of Marketing is the Vice Chairman of the Strategic Leadership Committee and is responsible for setting the overall objectives for the

association and managing its budget. Our Director of Engineering is the Chairman of the Association's Engineering Committee and is responsible for hosting monthly meetings that address action items from association members; external organizations; and federal, state and local government leaders.

Within our industry group collaborations, a main focus has been on energy standards. The California Energy Commission created a standard that has been adopted across our industry, but energy standards in our industry remain regulated at the state level. We are working with our peers to develop a national standard to create consistency and increase energy efficiency in a unified way. Our industry group participation enables us to collaborate with peers and foster relationships with the greater good of the industry in mind.

We are also promoting energy efficiency across the industry with unique and proprietary features, including our SmartTub™ app. For more information about our energy efficiency efforts please see the Climate Change section of this report.

Another area of focus is driving the standard for product durability. To that end, we are working with peers to develop durability standards to ensure products, across the industry, provide consumers with maximum value for the greatest amount of time. We want consumers to think of our products as a lifelong purchase that requires minimal maintenance.

As a manufacturer, our greatest opportunity to drive broader ESG progress lies within our supply chain. Given the size of our industry and the number of suppliers we share with peers, our suppliers play a key role in our ability to push the industry forward. We continue to work, individually and with our peers, to improve the sustainability of our supply chains, especially as it relates to human rights, ethics, corruption, product quality, employment practices and an acknowledgment of environmental impacts. **As we advance our effort to conduct business in an ethical, responsible way, we are in the process of developing a Supplier Code of Conduct to ensure our suppliers do the same.**

In 2020 we also became a signatory to the United Nations Global Compact, and we are excited to be an active member. We believe this action further demonstrates our industry leadership.

Performance

We are proud of the active roles we play in industry groups across our product portfolio. In addition to our leadership roles discussed above, we participate in the following industry groups:

UNITED STATES

Pool & Hot Tub Alliance's International Hot Tub Association

EUROPE

Professione ACQUANET

ASSOPISCINE – member of EUSA (European Union of Swimming Pool and Spa Associations)

FederlegnoArredo - ASSOBAGNO

ANGAISA

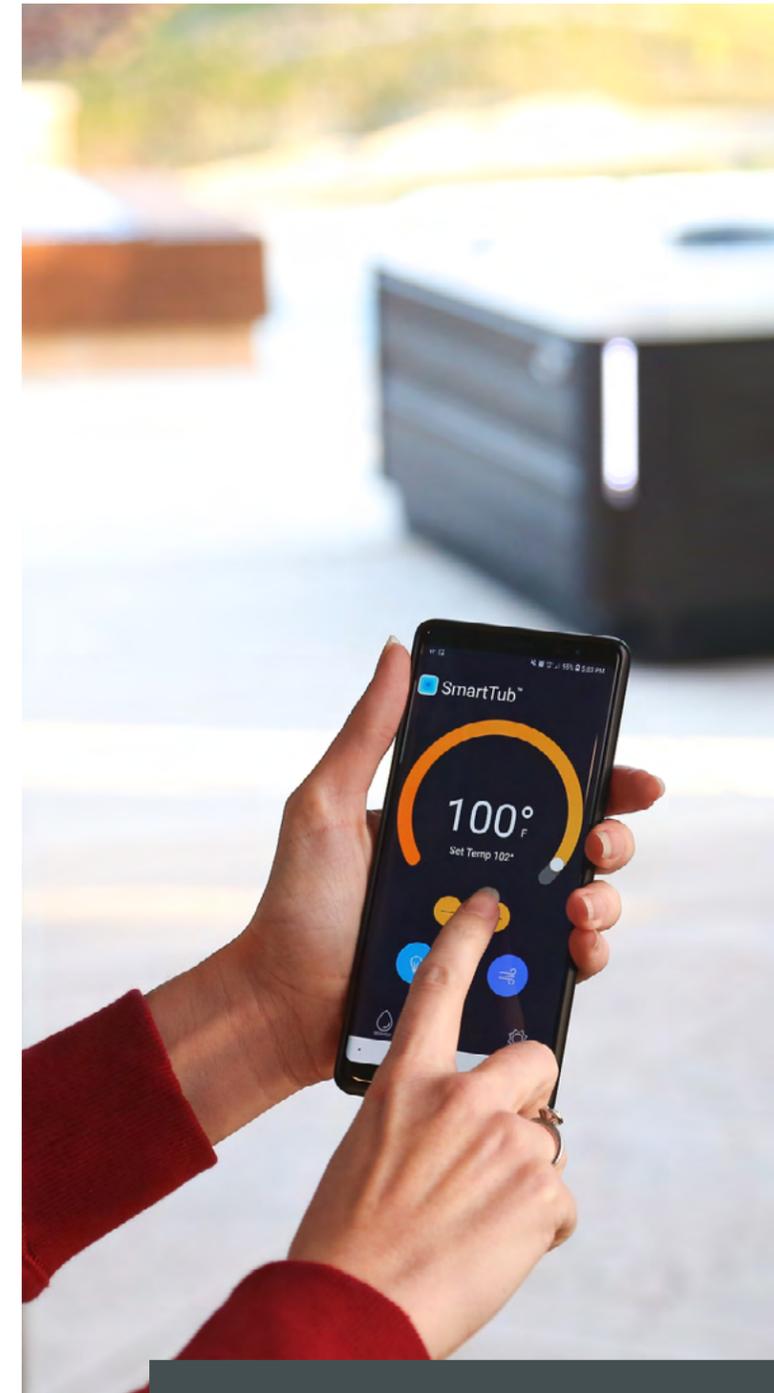
We measure success by the number of regulations we have impacted and our ability to drive ESG objectives across the industry. Though our meetings with government representatives were postponed due to COVID-19, we were still able to make progress on our industry objectives with our peers.

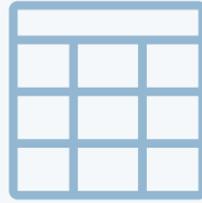
We strive to push the industry forward by setting a strong example for performance and efficiency. **Currently, almost all of our spa models exceed California Energy Commission (CEC) standards, and 29% of our spa models listed in the CEC database exceed CEC standards by more than 20%.**

We continue to work towards further exceeding these standards and, by 2025, intend for 50% of our spa models that are in the CEC database to surpass the 2021 CEC requirements by at least 20%.

Our goal is to lead and lift the entire industry by focusing on improving ESG measures with our suppliers and partners.

We are working to create policies and programs to improve the sustainability of our supply chain, including development of a Supplier Code of Conduct and Supplier Human Rights acknowledgement. We believe that adding these aspects to our supplier agreements will further engrain sustainability into our business relationships and across the industry.





GRI INDEX

Jacuzzi Group 2020 Corporate Social Responsibility Report.
Global Reporting Initiative (GRI) Content Index.

GENERAL DISCLOSURES

GRI STANDARD	DISCLOSURE	DESCRIPTION	LOCATION OR DIRECT ANSWER
ORGANIZATIONAL PROFILE			
	102-1	Name of the organization	Jacuzzi Group Worldwide
	102-2	Activities, brands, products, and services	Our Approach
	102-3	Location of headquarters	Chino Hills, California
	102-4	Location of operations	Our Approach
	102-5	Ownership and legal form	Our main operating business for our spa products is Jacuzzi Brands, LLC. For our bath products, our main operating business is Jacuzzi, Inc. All Jacuzzi Group entities are owned by Investindustrial, a private equity firm.
	102-6	Markets served	Our Approach
	102-7	Scale of the organization	Our Approach To maintain the confidentiality afforded to private companies, we choose not to publicly report our net sales and total capitalization.
	102-8	Information on employees and other workers	Permanent Employees: 2749 Men, 1249 Women; 771 U.S., 3227 Global Temporary Employees: 1156 Men, 441 Women; 95 U.S., 1502 Global
	102-9	Supply chain	We procure components and finished goods for our spa and bath business units, across the Jacuzzi® Hot Tubs, Sundance, Sunrise, Dimension One, BathWraps, Jacuzzi Luxury Baths, Dream Maker, HydroPool, and ThermoSpas brands. Major commodities include pumps, electronics, acrylic, synthetic wood, spa covers, jets, resin, foam, wood, packaging, filters and aftermarket finished goods. Majority of our supply base is located in the United States.
	102-10	Significant changes to the organization and its supply chain	Though we did not experience any significant changes to our organization or supply chain in 2020, we did appoint a new Chief Executive Officer and acquired Sunrise Leisure Group and their brands in February of 2020.
	102-11	Precautionary Principle or approach	Though we have not formally applied the Precautionary Principle, we are a signatory to the United Nations Global Compact and Sustainable Development Goals.
	102-12	External initiatives	We endorse the United Nations Global Compact and Sustainable Development Goals.
	102-13	Membership of associations	Industry Stewardship

GRI 102:
General Disclosures
2016

GRI STANDARD	DISCLOSURE	DESCRIPTION	LOCATION OR DIRECT ANSWER
STRATEGY			
	102-14	Statement from senior decision-maker	CEO Letter
ETHICS AND INTEGRITY			
	102-16	Values, principles, standards, and norms of behavior	Although we have 14 brands, we are one company. We treat each other, and our customers, suppliers, and other stakeholders, with respect, dignity, and professionalism at all times. Our mission is to inspire joy with innovative wellness products, and we set the wellness example with our employees in where, how, and when we work. We act all times with the mind-set of an owner; taking a personal stake in the success of our Company. We always act with integrity – Doing Well by Doing Good, committing to doing the right thing every time, even when no one is watching.
GOVERNANCE			
	102-18	Governance structure	We are overseen by a Board of Directors, have senior executives who regularly update the board, and the board periodically reviews our business strategies.
STAKEHOLDER ENGAGEMENT			
	102-40	List of stakeholder groups	Our Approach
	102-41	Collective bargaining agreements	11% of our global employees are covered under collective bargaining agreements.
	102-42	Identifying and selecting stakeholders	Our Approach
	102-43	Approach to stakeholder engagement	Our Approach
	102-44	Key topics and concerns raised	Our Approach
REPORTING PRACTICES			
	102-45	Entities included in the consolidated financial statements	As a private company, we do not publicly disclose our financial statements, nor the entities within our operational control.
	102-46	Defining report content and topic Boundaries	Our Approach
	102-47	List of material topics	Our Approach
	102-48	Restatements of information	Not applicable – this is our inaugural Corporate Social Responsibility report.
	102-49	Changes in reporting	Not applicable – this is our inaugural Corporate Social Responsibility report.
	102-50	Reporting period	January 1, 2020 – December 31, 2020.
	102-51	Date of most recent report	This is report is our inaugural Corporate Sustainability Report.
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	Susan Hughes, VP Global Quality & Operational Excellence (sustainability@jacuzzibrands.com)

GRI 102:
General Disclosures
2016

GENERAL DISCLOSURES (CONTINUED)

GRI STANDARD	DISCLOSURE	DESCRIPTION	LOCATION OR DIRECT ANSWER
REPORTING PRACTICES (CONTINUED)			
GRI 102: General Disclosures 2016	102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
	102-55	GRI content index	This document represents our GRI content index.
	102-56	External assurance	We did not seek external assurance for the data in this report.

TOPIC-SPECIFIC DISCLOSURES

GRI STANDARD	DISCLOSURE	DESCRIPTION	LOCATION OR DIRECT ANSWER
ENVIRONMENTAL TOPICS			
Climate Change			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Climate Change
	103-2	The management approach and its components	Climate Change
	103-3	Evaluation of the management approach	Climate Change
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Climate Change
	302-3	Energy intensity	Climate Change
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Climate Change
	305-2	Energy indirect (Scope 2) GHG emissions	Climate Change
	305-4	GHG emissions intensity	Climate Change
Materials Sourcing			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Materials Sourcing
	103-2	The management approach and its components	Materials Sourcing
	103-3	Evaluation of the management approach	Materials Sourcing

GRI STANDARD	DISCLOSURE	DESCRIPTION	LOCATION OR DIRECT ANSWER
GRI 301: Materials 2016	301-1	Materials used by weight	Materials Sourcing
	301-2	Recycled input materials used	We strive to use recycled content wherever possible and are continuously looking for ways to increase the amount of recycled content in our products. We are working to measure the amount of recycled input materials we used in 2020 and are unable to provide data in time for this report, but look forward to reporting this metric in the future.
Water			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Water
	103-2	The management approach and its components	Water
	103-3	Evaluation of the management approach	Water
GRI 303: Water 2018	303-1	Interactions with water as a shared resource	Water
	303-2	Management of water discharge-related impacts	Water
	303-3	Water withdrawal	Water
	303-4	Water discharge	Water
	303-5	Water consumption	Water
Waste			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Waste
	103-2	The management approach and its components	Waste
	103-3	Evaluation of the management approach	Waste
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Waste
	306-2	Management of significant waste-related impacts	Waste
	306-3	Waste generated	Waste
	306-4	Waste diverted from disposal	Waste
	306-5	Waste directed to disposal	Waste

GRI STANDARD	DISCLOSURE	DESCRIPTION	LOCATION OR DIRECT ANSWER
SOCIAL TOPICS			
Consumer Wellness			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Consumer Wellness
	103-2	The management approach and its components	Consumer Wellness
	103-3	Evaluation of the management approach	Consumer Wellness
Custom	KPI	Consumers reached with wellness marketing	Consumer Wellness
Custom	KPI	Wellness benefits of products	Consumer Wellness
Employee Health, Safety and Well-being			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Employee Health, Safety and Well-being
	103-2	The management approach and its components	Employee Health, Safety and Well-being
	103-3	Evaluation of the management approach	Employee Health, Safety and Well-being
GRI 403: Occupational Health and Safety 2018	403-8	Workers covered by an occupational health and safety management system	Employee Health, Safety and Well-being
	403-9	Work-related injuries	Employee Health, Safety and Well-being
Product Safety			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Product Safety
	103-2	The management approach and its components	Product Safety
	103-3	Evaluation of the management approach	Product Safety
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	Product Safety
Workforce Engagement and Development			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Workforce Engagement and Development
	103-2	The management approach and its components	Workforce Engagement and Development
	103-3	Evaluation of the management approach	Workforce Engagement and Development

GRI STANDARD	DISCLOSURE	DESCRIPTION	LOCATION OR DIRECT ANSWER
Workforce Engagement and Development			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Workforce Engagement and Development
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Workforce Engagement and Development
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Our Approach; Workforce Engagement and Development
	405-2	Ratio of basic salary and remuneration of women to men	Workforce Engagement and Development
GOVERNANCE TOPICS			
Ethics			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Ethics
	103-2	The management approach and its components	Ethics
	103-3	Evaluation of the management approach	Ethics
GRI 205: Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken	Ethics
GRI 206: Anti-Competitive Behavior	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Ethics
Custom	KPI	Whistle blower system / policy	Ethics
Data Privacy and Security			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Data Privacy and Security
	103-2	The management approach and its components	Data Privacy and Security
	103-3	Evaluation of the management approach	Data Privacy and Security
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In order to preserve confidentiality, we are unable to publicly disclose data regarding substantiated complaints concerning breaches of customer privacy and losses of customer data at this time.
Industry Stewardship			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Industry Stewardship
	103-2	The management approach and its components	Industry Stewardship
	103-3	Evaluation of the management approach	Industry Stewardship

GRI STANDARD	DISCLOSURE	DESCRIPTION	LOCATION OR DIRECT ANSWER
Industry Stewardship (continued)			
Custom	KPI	Industry-leading actions taken to drive progress on ESG issues	Industry Stewardship
Custom	KPI	Number of spas that exceed California Energy Commission (CEC) requirements by 20%	Industry Stewardship
Custom	KPI	Advocacy efforts	Our Approach; Industry Stewardship