GS1® Portugal

Sustainability Report
2021

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Message
from the Board of Directors

GS1 Portugal has been operating in the Portuguese market since 1985 and has accompanied several changes in society, namely concerning technology, sustainability and human rights issues. What do you consider the organisation's greatest achievements?

Looking back at the country and the reality of the Portuguese business community 36 years ago is a rewarding experience. It encourages us to look towards the future with the same audacity and tenacity that has marked our activity since the establishment of Codipor, the association at the origin of GS1 Portugal. This because we did more than accompany the changes in society in the fields of technology, sustainability and human rights: we were, at crucial moments, agents of change, leading innovation through the use of technological developments that drive sustainability. And our role has been recognised by the authorities, expressed, for example, through our designation as

a Public Interest Entity by the Portuguese Government in 2013, and the invitation to join the Strategic Committee of the Portugal Industry 4.0 Programme, whose key goal was to accelerate the digital transition of the corporate fabric. The legacy that results from our journey over these 36 years – and which is our greatest achievement – is the creation of a collaborative platform that builds synergies in the Portuguese economy and society.

This was only possible because we created conditions that enable efficient, traceable and secure processes across various sectors, beginning with retail and consumer goods, but subsequently touching on healthcare, taxation and defence, among many others. In 1985, we launched a new era of value chains in Portugal – this is an indelible mark of our activity.

João de Castro Guimarães
Chief Executive Officer

What premises or conditions were at the basis of these major achievements?

These iconic milestones in our activity were the result of management based on rigour, optimising the skills of our employees, addressing the needs of our members, as well as the plans of the GS1 community and our community of partners and stakeholders, both national and international. We plan our strategic objectives on a triennial basis. In this planning, we review and validate the timeliness of our purpose, vision and mission, and define our priorities for the next three years. We submit our actions to the scrutiny of our members, with the regularity foreseen in our statutes and using complementary benchmarking mechanisms, namely satisfaction surveys.

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Furthermore, we referred our activities for external, independent analysis, which resulted in ISO9001:2015 certification.

Throughout these years we have sought, in our teams, to retain talent and continuously train our resources, and we have taken this empowerment to economic agents.

The primary focus of our core business – to promote the globally recognised and interoperable GS1 System of Standards – enabled value chains to provide customers and consumers downstream with products, services, and purchasing and usage experiences that are faster, safer, cost-efficient, informed and, therefore, more sustainable.

We brought producers and distributors closer together, and promoted collaboration based on the synergies generated by sharing a common language, the language of the System of Standards that GS1 Portugal began representing in Portugal under the Trade Mark Agreement established between Codipor and GS1 in April 2005. This agreement resulted in Codipor representing, in Portugal, the only global, internationally recognised system of standards. GS1 Portugal - Codipor thus became a member organisation of

GS1 which, for the sake of simplifying language and communicating efficiently, we refer to only as GS1 Portugal, although Codipor remains our corporate identity and legal entity.

In 36 years, we have developed and established ourselves as a collaborative platform that is available to all links in the value chain, promoting work methods that foster proximity, eliminating silos, driving integration.

The assertion of GS1 Portugal as a collaborative platform between the business community and other stakeholders is, then, a sustainability enabler for GS1 Portugal and its members?

GS1 Portugal asserted itself as a collaborative platform that has been a sustainability enabler by promoting efficiency, and which results from a set of situational circumstances, but also from a collaborative initiative of key players in the value chain.

Portugal's entry into the European Union was an important milestone in the history of distribution: it modernised trade infrastructures, increased competition and, in Portugal, accelerated the transition from a retail model based

Photograph by **Laura Deus**

exclusively on small, atomised businesses, with primarily family-run business models, to a new model where modern distribution predominates.

More than three decades later, the GTIN – Global Trade Item Number, a numbering sequence encoded into the barcode, remains the principal key identifier of the GS1 System, having led to physical and dematerialised identification solutions applied in multiple business sectors, and which strive to evolve to formats that enable the aggregation of increasing amounts of data. Two-dimensional barcodes, already widely adopted in medicines and medical devices, are an example of this.

In this sense, the collaborative platform that provides these barcodes – GS1 Portugal – is undeniably a sustainability enabler.

What were the decisive exogenous variables, legislative measures or structural decisions that had significant impact on GS1 Portugal's activity?

Regarding legislative measures, I must mention Regulation (EU) No. 1169/2011 of the European Parliament and of the Council, which introduced the obligation

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of providing online the information presented on product labels, enforcing visibility – among other aspects – of food information on online platforms, strongly boosting e-commerce and the digital transition.

This was undeniably a driving force, to such an extent that we responded by creating the platform Sync PT, the only one in Portugal that guarantees standardised, interoperable and globally accessible data for producers and retailers.

More recently, we note the EU Action Plan for the Circular Economy, in the initial 2015 version and subsequent version from 2020, as well as the 2019 European Green Deal. These frameworks provided the backdrop, for example, for the priorities of the Recovery and Resilience Plan concerning the climate and digital transition, therefore we reviewed the ability of our standards and services to help the business community fulfil the objectives set out in those frameworks.

Likewise, the GS1 Position Paper on Circular Data for the Circular Economy foresees the most extensive implementation possible of a Digital Product Passport, which enables traceability of the production process and

Photograph by **Laura Deus**

raw materials, of repurposed items, and the reuse of components, aspects that are essential to the circular economy.

In terms of structural decisions, our recurrent analysis of contextual macrotrends led us to promote the benefits of GS1 Standards as widely as possible and, furthermore, to provide a portfolio of value-added services that aim to empower the Portuguese corporate fabric so that it can accompany those macrotrends. The study The Future Value Chain, requested by The Consumer Goods Forum and GS1 in 2013, already indicated sustainability, healthcare and wellness, food safety, the end-to-end value chain and standards, as macrotrends, which we took into account in our strategy for the 2019-2021 triennial. We also considered other, broader, contextual trends, namely social and demographic changes, the lack of resources and climate change, omni-channel and the transformation of points-of-sale, customisation of the consumer relationship and industry 4.0, based on the transformation of production and supply chains.

We responded to these macrotrends with a comprehensive portfolio of services to facilitate business: offering our small-sized member companies

electronic invoices, named 560 e-invoice, a solution for the electronic exchange of commercial documents for all companies that are members of GS1 Portugal and wish to dematerialise their processes for sharing documents with partners; the GS1 Portugal Service Level Studies, a collaborative tool that allows trading partners to mutually evaluate each other. An analysis of the results provides conclusions on the strengths and levels of service to be improved, in order to restructure the value chain and implement the market's best practices, whether logistically or commercially.

Furthermore, we also empowered the business fabric to provide quality data, by reinforcing our Validata service, to verify data quality through the creation of a dedicated and duly equipped space on our premises, namely the DataLab, where our professionals operate.

We expanded our course catalogue with new topics and created a panel of internal and external trainers, who train members, partners and the business community in general to familiarise them with topics pertaining to our standards and services, but also – and in a broader manner – topics that impact on their activity. These subjects are also the focus of hybrid and face-to-face events where we invite renowned experts to share best practices and reflect together.
We represent in Portugal the first certification programme for the reduction of CO2 equivalent emissions in logistics and transportation operations, Lean & Green.

Across all sectors, we provide a traceability consulting service. These are just some examples of our response to contextual circumstances and how we adapted our activity accordingly.

Were public measures with impact on the digital transition those that most affected GS1 Portugal's activity?

Public measures that drive the digital transition have been strategic lines of our action, across various pillars of our activity. But there are others.

One example is Directive 2014/04/EU on the tracking and tracing system for tobacco products, in order to guarantee traceability and prevent counterfeiting of these products, which is at the origin of our project Fighting Illicit Trade that we implemented in Portugal in partnership with the Portuguese Mint and Official Printing Office (INCM), to encode all tobacco products for consumption, production and distribution, thereby guaranteeing taxation of this economic activity by the competent authorities and neutralising the black market. In the healthcare sector, Directive 2011/62/UE and Regulations (EU) 2017/745 and 2017/746, aim to, respectively, prevent falsification and enable traceability of medicines, medical devices and in vitro diagnostic medical devices, the latter based on a Unique Device Identification (UDI) system, whereby GS1 is one of the four UDI issuing entities designated by the European Commission.

Also noteworthy is the contribution we have made to fulfil the goals set out in the European Green Deal, which foresee the reduction of greenhouse gas (GHG) emissions by at least 55% until 2030. I note the Lean & Green programme, where we have achieved positive results through collaboration with the Portuguese business community in its efforts to cut GHG emissions.

I must also mention the participation in international platforms to share information on products, not necessarily associated with public measures, and equally essential to drive sustainability. These are some examples of the validation of GS1 coding and value-added services, a reflection of our attitude as a collaborative and facilitating entity.

And what were the greatest challenges GS1 Portugal faced in the fields of technology, sustainability and human rights, from the beginning of its operation to the present day?

The challenges we embraced were the challenges naturally faced by a collaborative platform that is neutral, non-profit, committed to the goals of the business community and Portuguese society to which it belongs. We are a dynamic organisation, with a growing membership. From 2012 to 2021 our member community grew 101%, with sustained growth year after year. We have established ourselves as a neutral and trusted partner due to our offer of standards and complementary services that drive the competitiveness of our members and partners. In the last decade alone, the number of services provided to our members more than doubled, increasing from 10 in 2012, to 23 in 2021, of which 30% continue to be provided free of charge. It is in maintaining this constant focus of our activity on serving our members, the business community and Portuguese society in general, that lies the greatest challenge. Therefore, we strive continuously to accompany trends, seeking internal reflection and inviting external players to join us in this. The indicators at our disposal show

that, to date, this purpose has been accomplished: the satisfaction survey where we collect the opinion of our members and partners, based on Net Promoter Score criteria, a metric for measuring satisfaction and loyalty created by Fred Heichheld in 2003 and published in the Harvard Business Review, awarded us in 2021, for the third consecutive year, a classification of "Very Good". That year, the questionnaire received 628 responses, the highest response rate since we adopted this consulting tool, a result that inspires us and drives us to keep addressing the needs of our community of members and partners.

The last two years were particularly challenging for all corporations on a national and global level. What is your assessment of the work developed by GS1 Portugal in 2021?

Our assessment is extremely positive. Given the circumstances created by the pandemic, which imposed substantial restrictions on the activities of companies and other organisations, we positioned ourselves as a partner entity to support, disseminate useful information and create value, in other words, helping them adapt to the circumstances. We empowered businesses for the digital transition, by issuing codes and standards, as well as offering our value-added services. We provided training and information on important issues for the consolidation of the Portuguese corporate fabric. We did this in diversified formats, to satisfy the needs and realities of different types of companies, but giving particular attention to micro, small and medium-sized enterprises (SME).

In 2021, more than 50% of our membership community was micro and SMEs. We found that the type of companies that increased the most in new members was in the lower turnover brackets, namely micro-entities with a turnover below 25 thousand euros, which in 2021 constituted 43% of new members and 12% of our total membership, representing an extremely substantial growth, in line with our strategic goals.

This data sustains the success of our Strategic Plan, which foresees positive discrimination for smaller enterprises.

The speed and agility we have brought to the membership process are critical factors in accelerating this growth trend:

With the project "One Click Onboarding", we enabled new members to register online, also allowing the autonomous and digital management of their data, from our website.

Still regarding the challenges faced by companies in recent years, in a pandemic environment, and our contribution to overcome them, our service to capture and verify product data maintained its operation even under these adverse circumstances, with projects taking place in our premises and our partners' premises. Thus, we guaranteed that e-commerce platforms and marketplaces were a reliable source of product information and business enablers when physical shops were under strict operating restrictions. We applied a product data collection methodology to meet the packaging eco-design and circularity objectives of some of our partners, and created the EcoData service. We obtained results on the efficiency of adopting standards within a warehouse environment by verifying and correcting codes in the warehouse of a parapharmacy partner. We validated efforts to reduce greenhouse gas (GHG) emissions related to our partners' logistics and transportation operations, and equipped our team to carry out the measurement of these reduction efforts.

Photograph by **Laura Deus**

In short, it was an extremely challenging year on multiple levels, but we excelled.

This is the first Sustainability Report by GS1 Portugal and the first by GS1 worldwide. Knowing that sustainability is one of the three strategic priorities, can this be a driving force to create shared value for the future? What is GS1 Portugal's strategic position in this respect?

Indeed, we believe sustainability, combined with innovation and the digital transition, will acquire that role and allow us to fulfil our purpose: to use the power of standards to transform the way we work and live. Asserting sustainability as one of GS1 Portugal's three strategic priorities is the result of a journey we have been making for several years.

By promoting and adopting the implementation of GS1 standards and guidelines, continuously making this the first pillar in our strategy, we are driving efficiency and, thus, sustainability. The other three pillars of our strategy have been consolidated along the same lines: the provision of value-added services; sharing knowledge and empowering, whether through training, analysis mechanisms, or the collection and

dissemination of information; as well as promoting contact with stakeholders, regulators and the business community.

We believe that, in the future, sustainability, combined with innovation and the digital transition, will be the driving force of our action in these four domains and will enable us to fulfil our purpose. As a strategic priority, sustainability can accelerate what we aim to achieve through each of the four strategic pillars, in a transformative manner.

What sustainability trends do you believe are likely to impact on the GS1 Portugal business model in the near future?

The transition to the sustainability paradigm and the trends that shape it require the business community to acknowledge the importance of the value chain and the decision-making process, along with the preoccupation with profit and the three ESG dimensions, namely environmental, social and governance.

One of the increasingly noticeable trends – and which will have a positive impact on our activity – is the effort to adopt net zero business models, which are

ideally regenerative, or net positive. The digital transformation - using artificial intelligence, robotics, internet of things, nanotechnology, blockchain, among other derivatives of industry 4.0 – and consolidation of the environmental and social dimensions of sustainability, will be a condition for these new models and, once again, in this regard, GS1 Portugal may be an enabling instrument.

We acknowledge that in the future we will play an even greater role in the response of the business community and organisations to transform the lifestyles of consumers and customers, who will be increasingly demanding in their purchasing and consumption habits regarding food, clothing, information technologies, housing and mobility. Companies with the best integration of ESG principles will be preferred by consumers - we believe we are a structural part of this integration, by virtue of coding and our services.

Furthermore, companies are expected to be increasingly evaluated for their actions, impacts and ability to align objectives with science-based targets. In this sense, programmes like Lean & Green, our blockchain proof-of-concept, service level studies, traceability consulting services,

product data collection and analysis, can offer evidence of efficiency and commitment to sustainability.

How will GS1 Portugal involve its stakeholders in this sustainability journey?

We plan to strengthen relationships and build closer ties with our employees, members, partners and other stakeholders through all communication channels, formal and informal, that are at our disposal and have enabled us to share important information on sustainability in the broadest ESG perspective. All of our employees, members, partners and other stakeholders make sustainability possible in our organisation, not only due to the impacts we generate collectively, but, above all, due to their potential for innovation, investment and influencing consumer behaviour.

We are part of a movement that has demonstrated, aside from the environmental dimension, which is easier to measure, that the social dimension is also in our DNA and is part of our strategy. Evidence such as the renovation of our head office building – with more energy efficient architectural features – or the installation of photovoltaic panels, is easily measurable.

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Regarding the social dimension and our staff in particular, the respective satisfaction and positive impact of measures to guarantee health safety in a pandemic environment, have been a priority for us. This commitment was recognised, for example, in organisational climate research, with a very positive assessment shared by our teams, to whom we are most grateful for their constant commitment to overcome all the situational challenges we have faced.

Externally, the rigour of our contingency plan was also recognised by APCER, resulting in our facilities being attributed COVID-SAFE certification. We will continue to uphold this diligence. With our staff and, through other mechanisms, with our members, partners and stakeholders, we demonstrate that it is possible to create (and measure) value across aspects that are as diverse as positive discrimination for micro, small and medium-sized enterprises, often sustained by local, community-based business models that fight poverty and social exclusion.

Would you like to conclude with any thoughts or final notes?

GS1 Portugal considers sustainability a catalyst for transformative innovation, driving the transition to business or organisational models that address the needs of various social and economic players. The standards and services we provide are agents of efficiency and drivers of ethical consumption, the circular economy and decarbonisation. The way we work and live will be all the more efficient and, therefore, sustainable, the more interoperable the data sharing systems and the more collaborative the relationships between the various agents in the supply chains. Collaboration is the core of the GS1 system that GS1 Portugal represents. Collaboration is at the origin and is the means to achieve the goals set out for this decade – from the Paris Agreement to the Sustainable Development Goals, from the 2030 Agenda to the European Green Deal. We believe collaboration is the cornerstone of sustainability.
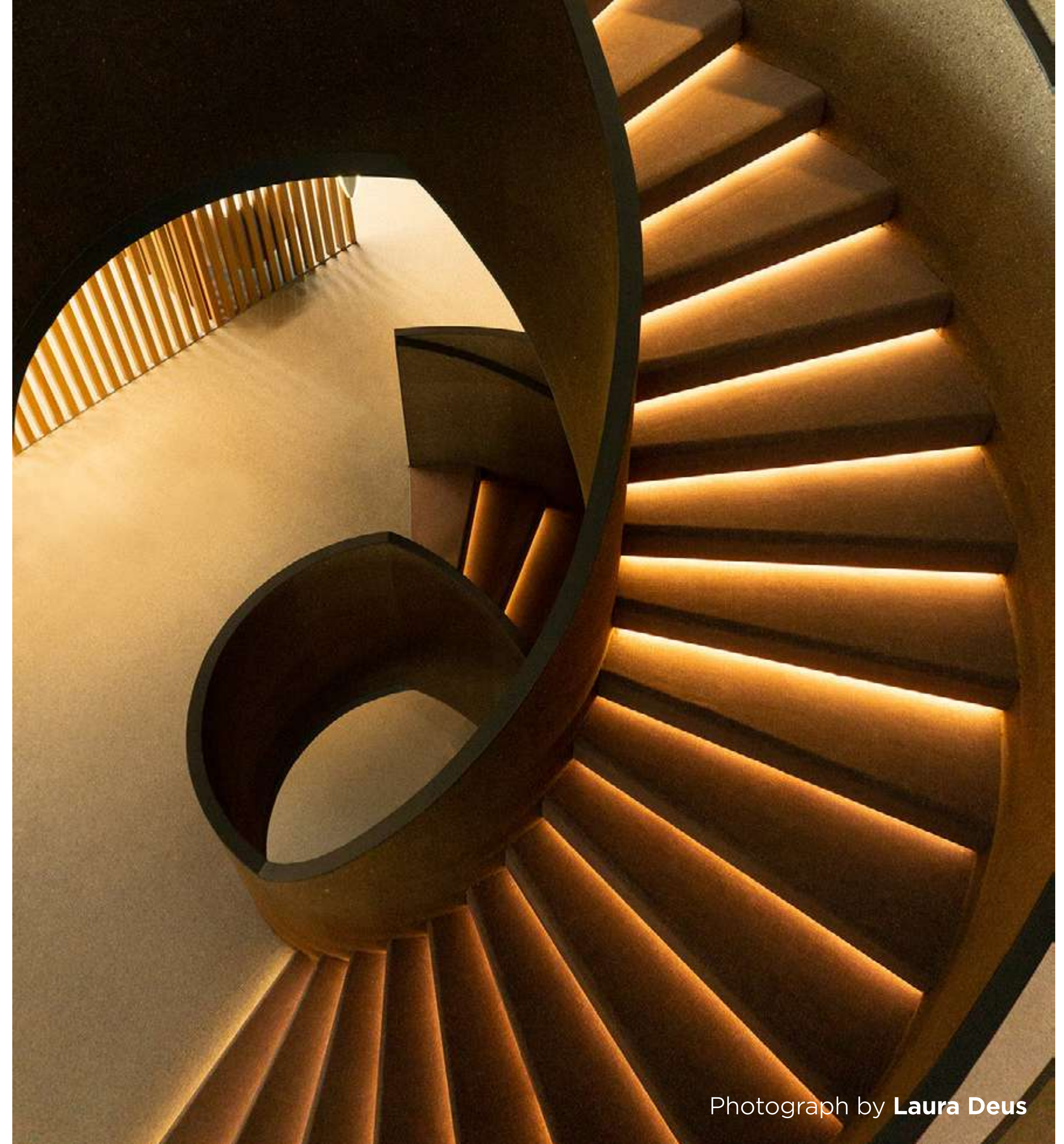
Photograph by **Laura Deus**

About
the report

This is the first GS1 Portugal Sustainability Report. This document aims to promote transparency and disseminate the organisation's performance among key stakeholders, in order to create value for all our members. Furthermore, it also systematises our contributions towards sustainable development, resulting from GS1 Portugal's activity, and the principal projects and challenges that have marked this year.

To select the contents presented, GS1 Portugal conducted a materiality analysis based on benchmarking and feedback from our staff. The specificity of our activity and the fact that this is a non-profit association, led to the identification of the following material topics:

Ethics, Credibility and Neutrality; Digital Transformation; Enabling Traceability, Efficiency and Safety across Value Chains; Member Focus; Partner Collaboration, Training and Empowerment.

This report aims to highlight the commitments undertaken and projects associated with the material topics identified, demonstrating the work carried out by GS1 Portugal, through initiatives, projects, solutions and case studies.

Whenever possible, appropriate and relevant, we include information from previous years on key indicators, in order to provide an overview of their evolution.

This Sustainability Report is interactive. In order to improve the consultation and reading experience, you can use the navigation bar at the bottom of the page, as well as the internal links. For additional information, consult the links provided to external websites.

Publication cycle and reporting period
As this is the first GS1 Portugal Sustainability Report, the next editions are planned to take place every three years. The information reported refers to the period between 1 January and 31 December 2021.

Information verification
The data presented in this document was subject to independent external verification, conducted by PriceWaterhouseCoopers Portugal.

Contactos:
GS1 Portugal remains available for any questions or information requests concerning the report and other projects mentioned herein, and to receive feedback from our readers, through:

GS1 Portugal
CODIPOR

Associação Portuguesa de Identificação e Codificação de Produtos

Estrada do Paço do Lumiar, Campus do Lumiar, Edifício K3

1649-038 Lisboa
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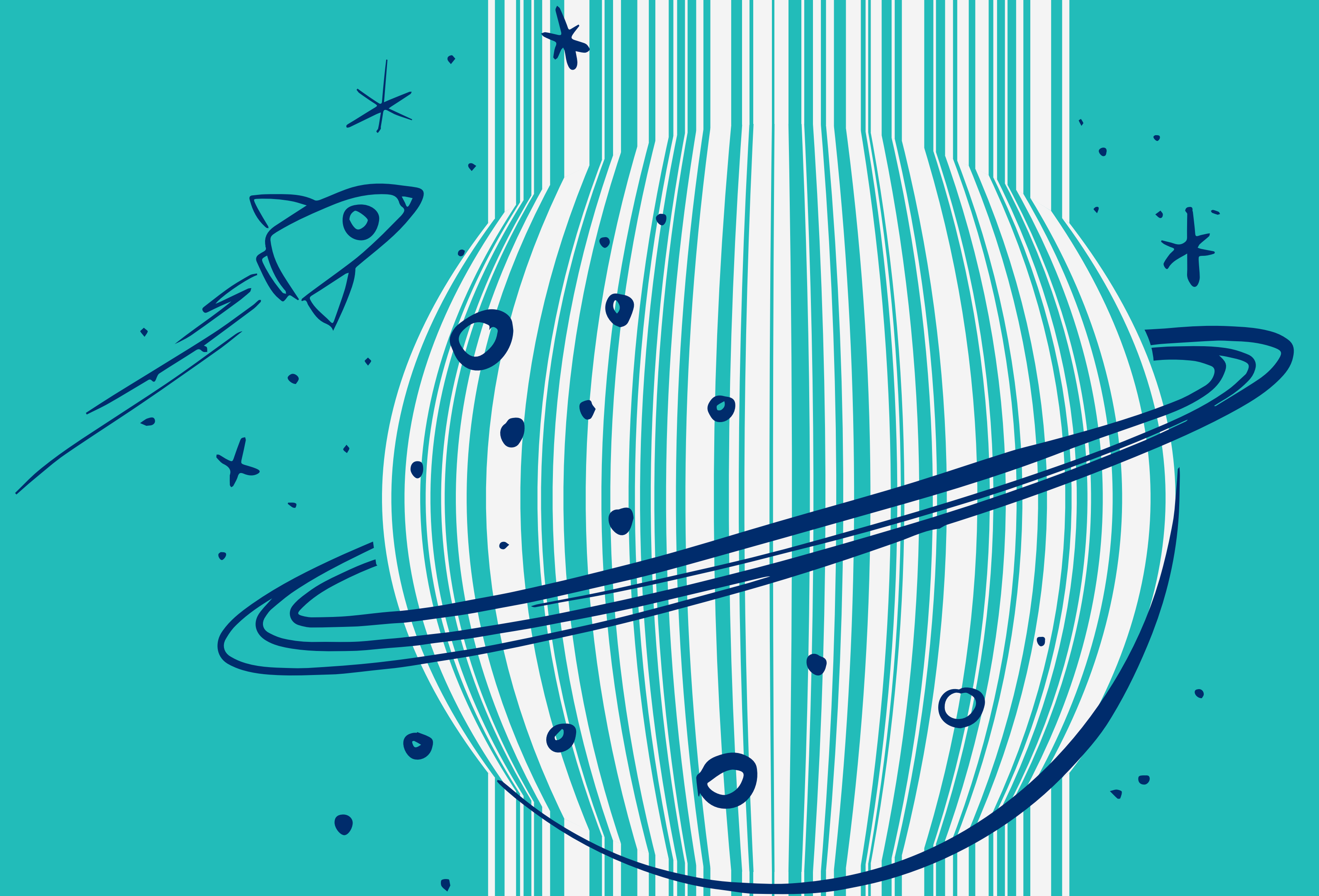
1. The GS1
Universe

1.1. **The GS1**
Community

GS1 AISBL - Association Internationale Sans But Lucratif, generally referred to simply as GS1, is a global, neutral and non-profit organisation, with status recognised by the United Nations, that develops and manages the most widely used standards adopted by value chains all over the world.

The GS1 standards are guidelines, collaboration standards, mutually agreed between trading partners, that enable the efficient management of value chains through the unique, unambiguous and global identification of people, products, logistic units, locations, assets and services. They facilitate the integration of processes, enable the traceability of operations and visibility of value chains.

The best known and most widely used GS1 standard is the barcode, a graphical representation of numeric and alphanumeric data, printed on product labels, captured though automatic scanning equipment using infrared beams.

GS1 barcodes are scanned more than five billion times, every day, around the world, proving to be essential in improving the efficiency, safety and traceability of value chains, across various sectors, on a global level.

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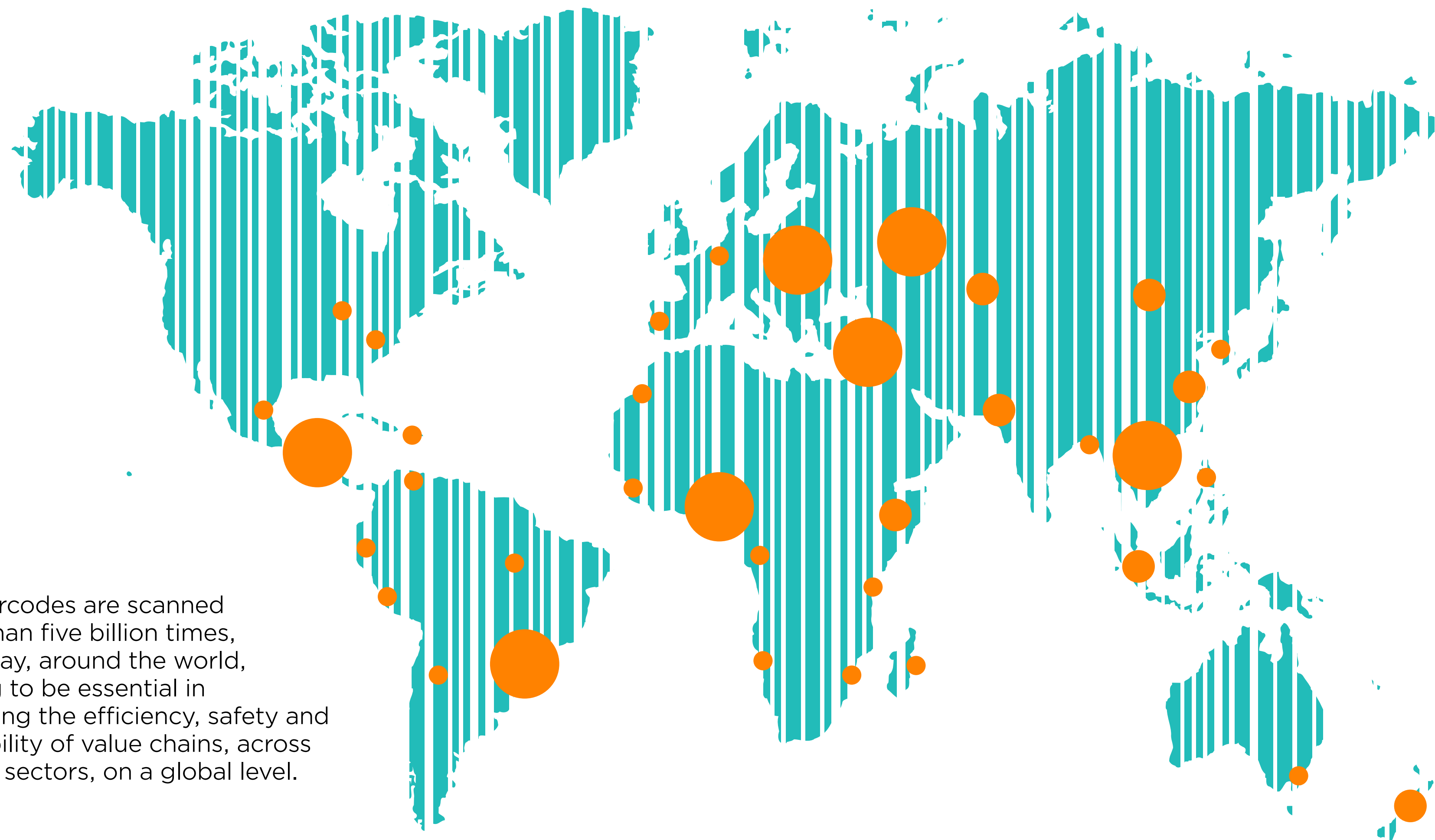
The highest management body at GS1 is the Board of Directors, which includes leaders and representatives of multinational companies, retailers, manufacturers and member organisations. The Board of Directors receives support from the Global Office for the coordination of GS1's global activities, with executive and operational roles. Locally, in various regions around the world, GS1 has 116 member organisations that encode data for more than 150 countries: because of specific national and regional dynamics, some member organisations have a coding reach beyond the country in which they are located. Therefore, in some cases, due to the global validity and interoperability of the GS1 System, GS1 member organisations based in a certain country encode data for subsidiaries and branches of companies from other countries, but with commercial registration in the country of the member organisation in question; or encode the own-brands of products imported by national companies or export products. GS1 Portugal is an example of a member organisation that encodes data beyond its own country, coding, for example, for Portuguese-Speaking African Countries. In its operations, GS1 collaborates with a vast community of trading partners and institutional agents: international and regional non-governmental organisations, governments, industry organisations, technological partners and companies, find in the GS1 Standards mechanisms to identify, capture and share data.

These are the distinguishing features of the GS1 System: the GS1 System embodies a set of global standards that enable the identification, capture and sharing of data related to trade and collaboration, as well as information on assets in a value chain, whether products, services, people, locations or logistic units.

The GS1 System is driven by over a million user companies, which execute more than five billion transactions daily, in over 150 countries.

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1.2. **The GS1** System

The GS1 System is a set of integrated, open and global standards that enables the efficient management of sectoral or multi-sectoral value chains. This System is based on the unique, unambiguous and global identification of people, products, dispatch units, assets, locations and services, enabling the simplification of all trade processes, namely traditional retail, e-commerce and omnichannel retailing. This identification is based on standardised data structures that aggregate information that can be shared, as if it were an "Identity Card".

The GS1 System of Standards is a model that provides organisations with answers to the questions "What?", "By whom?", "When?", "Where?" and "Why?", regarding the circulation of an item, product or logistic unit (box or pallet, for example) through the supply chain, increasing efficiency and helping operators make more informed decisions.

GS1 Standards have been used in the global market for over 45 years, and enable companies and their respective products and services to be recognised internationally, because they are:

Integrated
These standards are autonomous and, at the same time, interdependent – in other words, they can be used either individually or simultaneously, communicating with each other at different points in the chain. This integration enables trading partners to keep the data on their assets structured and recognised, uniquely and unequivocally, throughout the entire value chain.

Open
They can be adopted by any company across the value chain (from sender to recipient, from publisher to subscriber, from those who identify to those who receive the information), maintaining compatibility with different information systems.

Global
They enable the unique and unambiguous identification of products, logistic units, locations and services, anywhere in the world. Regardless of the language spoken, they allow information to be shared quickly and seamlessly throughout the value chain.
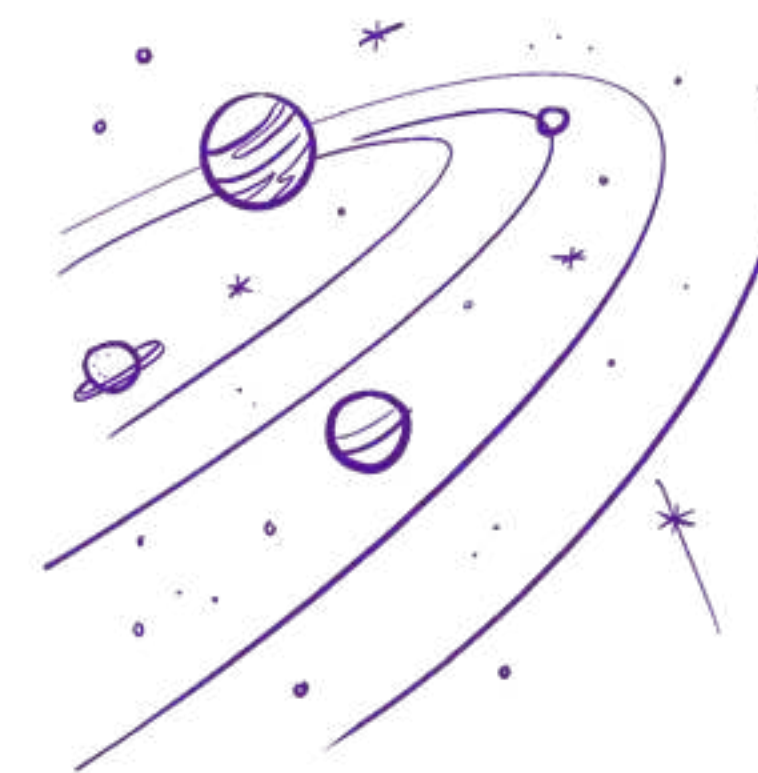
The GS1 System enables trading partners to identify, capture and share product data and important information. It produces a range of symbols that allow data to be captured automatically, thereby registering the movement of a product or logistic unit.

This System of unique characteristics is based on the use of GS1 identification keys, unique identifiers for items or classes of objects. The type of GS1 identification key is declared implicitly or explicitly by the data carrier or electronic message in which the key is used.

This usage improves the efficiency and safety of commercial operations and transactions, increasing visibility, traceability and transparency for all the trading partners involved, be they suppliers or customers.

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The 3 pillars of the GS1 System

IDENTIFY

The numeric structures of GS1 Standards enable the unique identification of all products, units and assets across the entire supply chain, from the manufacturer to the consumer.

CAPTURE

GS1 Standards are carriers of data and information captured by the GS1 identifiers, and which may include the date, expiration date and/ or lot.

SHARE

In electronic transactions, interoperability made possible through data identification and capture, allows product information to flow seamlessly across the supply chain.

GS1 STANDARDS® FOR IDENTIFICATION
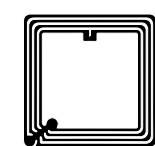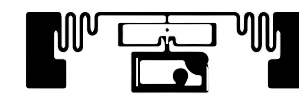
Company	Global Location Number (GLN)
Logistic	Serial Shipping Container Code (SSCC) Global Shipment Identification Number (GSIN) Global Identification Number for Consignment (GINC)
Asset	Global Individual Asset Identifier (GIAI) Global Returnable Asset Identifier (GRAI)
Product	Global Trade Item Number (GTIN) Serialised Global Trade Item Number (SGTIN)
Location	Global Location Number (GLN)
Services	Global Service Relation Number (GSRN) Global Document Type Identifier (GDTI) Global Coupon Number (GCN)

GS1 STANDARDS® FOR AUTOMATIC DATA IDENTIFICATION AND CAPTURE

GS1 Barcodes

EAN/UPC

9 780201 379624

GS1-128

(01)01234567890128TEC-IT

GS1 QR Code

GS1 DataMatrix

GS1 DataBar

GS1 Composite Barcode

(01)12345678901231

ITF-14

3 04 46700 12823 0

EPC/RFID

EPC HF Passive

EPC UHF Passive

GS1 STANDARDS® FOR AUTOMATIC DATA EXCHANGE

Master Data	Global Data Synchronization Network (GDSN)
Transaction Data	eCom (EDI): EANCOM, GS1 XML Business Message
Visibility Event Data	EPC Informations Services (EPCIS)

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IDENTIFY

TRADE ITEMS IN A UNIQUE AND UNAMBIGUOUS WAY, ON A GLOBAL SCALE

Products · Services · Companies · People · Locations

via:

GS1 Identification Keys

| 5 | 6 | 0 | 1 | 2 | 3 | 4 | 0 | 0 | 0 | 0 | 9 |

Numeric sequences
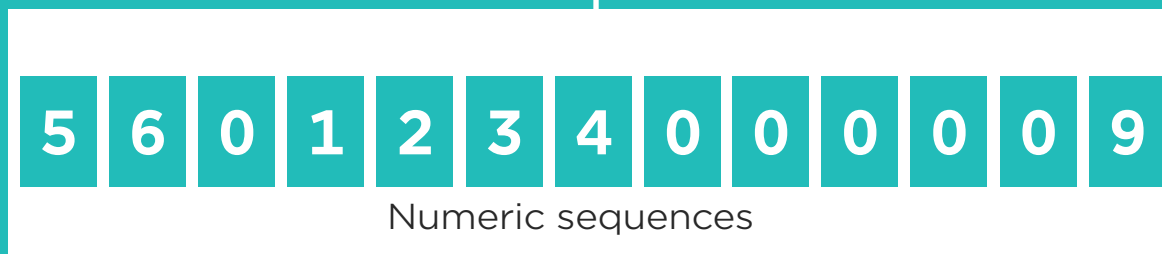
Unique and unambiguous "Identity Card", on a global scale

Keys are assigned according to the type of asset to be identified

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CAPTURE

TRADE DATA AUTOMATICALLY, QUICKLY AND EFFECTIVELY

Products · Services · Companies · People · Locations

via:

Data Carriers

GS1 Barcode

Electronic Product Codes inserted in radio frequency tags

Mechanisms that allow items to "travel" through the value chain with the assurance that the information is:

Read in an automated manner (using scanners or antennas, in the case of radio frequency)

Valid for all trading partners

Recognised in a unique and unambiguous way, at any point in the supply chain and country

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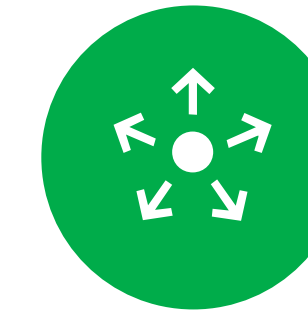
SHARE

DATA IN A SECURE, CONFIDENTIAL AND SUSTAINABLE MANNER

Products · Services · Companies · People · Locations

via:

The data can be

Product Master Data

Commercial documents, such as order forms and invoices

Information in real time on the progress of products through the value chain
Example: information on the respective availability in a specific location or the time at which it was dispatched

For each of these groups of trade data, there are information exchange models that meet GS1 Standards and enable companies to align their information systems and databases with each other.

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1.3. The GS1 and GS1 Portugal history:
key highlights

1971
Retail industry leaders in the US, represented by the Grocery Manufacturers of America and National Association of Food Chains, agree to adopt a numeric sequence at the origin of the universal product code, today known as the Global Trade Item Number (GTIN).

1974
The first barcode is scanned, on a pack of chewing gum in a supermarket, in Ohio, USA.

1985
Founding of CODIPOR – Associação Portuguesa de Codificação de Produtos.

2004
Launch of the first RFID (Radio Frequency Identification) standard.

2011
1st GS1 Portugal Convention.

2013
Declaration as a Public Interest Entity. Benchmarking Supply Chain, 1st edition of the service level studies.

2016
New GS1 Portugal Head Office.

2019
Expansion of the head office.
Creation of the DataLab.
Lean & Green initiative to reduce CO2eq emissions.
Casa da Moeda (Portuguese Mint) Partnership: Fighting Illicit Trade (FIT).

2021
All GS1 Portugal digital services integrated into the Sync PT Platform.

1948
Norman Joseph Woodland draws in the sand on a beach a sequence of dots and dashes that would serve as a model of inspiration for the first barcode.

1973
The standard barcode is defined in the United States of America, revolutionising the global logistic market.

1977
The GS1 System is launched to increase supply chain efficiency.

1995
Global standards start to be used in the healthcare sector.

2005
Founding of the GS1 brand.

2012
Housekeeping: GS1 Global Office Award.

2014
Sync PT Platform to create, share and manage product information.

2018
LEI (Legal Entity Identifier) Registered Agent.

2020
35th anniversary of GS1 Portugal – Codipor.
Certification of the Sync PT Platform: Activate Grade & VbG – Verified by GS1.

2022
First GS1 Portugal Sustainability Report.

■ Global / Europe   ■ Portugal

2. **GS1** Portugal

2.1. An Association with a purpose

Founded in Portugal in 1985 by producers and retailers, GS1 Portugal – Codipor is one of the 116 member organisations of GS1, and is the entity authorised to manage the GS1 System of Standards in Portugal. GS1 Portugal – Codipor is comprised of more than nine thousand member companies, which represent approximately 50% of the Portuguese Gross Domestic Product (GDP). Its members include producers of raw materials, manufacturers, retailers, wholesalers, distributors, logistics operators, industrial associations, hospitals, pharmacies, technological service providers and other service providers, among many other types of economic activities.

GS1 Portugal offers utility and value through a robust and multi-sectoral System of Standards, as well as value-added services based on efficiency, safety, quality and collaboration. In a unique and unambiguous way, the system ensures that information about services, products, goods and assets is identified, captured and shared with trading partners – and received by them with the same rigour, at any point in the supply chain, anywhere in the world.

This platform brings together stakeholders, who are often competitors, across the entire value chain, based on principles of neutrality rather than profit, thereby driving efficiency, the exchange of best practices, and collaboration.

GS1 Portugal – Codipor's vision is to be a trusted partner of our members, in order to improve the efficiency and competitiveness of all players in the value chains in which they operate.

Mission

To lead the way in improving the competitiveness of all players participating in the value chain, using standards, solutions and knowledge transfer to make it more efficient and sustainable, bringing greater value to the consumer, as well as acting as a facilitator of united action in the Retail & Consumer Goods sector.

Commitments:
- To be a facilitator of united action.
- To support companies with services that meet their needs.
- To disseminate knowledge that arises from 36 years of experience in the Portuguese market.
- To implement global standards that drive efficiency in commercial and logistical processes, as well as the safety and satisfaction of the end consumer.

Purpose

To use the power of standards to transform the way we work and live.

Vision

To be our members' vital partner in issues concerning efficiency and competitiveness in the value chain, from a neutral position.

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2.2. **Our** people

GS1 Portugal embodies the commitment of a team who is deeply committed to the needs of its members. Therefore, managing talent plays a fundamental role in the fulfilment of this common purpose. People are the ones who contribute daily to GS1 Portugal's activity, and who enable the implementation of standards and services that drive the efficiency and competitiveness of our members and partners. Aside from the responsibility towards its members, the business community and society, GS1 Portugal has a natural responsibility towards its employees and, therefore, the quality and standard of living it provides are a constant priority. This position is particularly relevant in an adverse economic and social scenario, which has afflicted the world since the beginning of the COVID-19 pandemic, with devastating consequences for families and local communities.

Diversity in the team's DNA

54 Employees

Gender distribution

46% **54**%

Age of staff

19% <30 years **67**% 30-50 years **15**% >50 years

2505
Total number of training hours

46
Average hours of training per employee
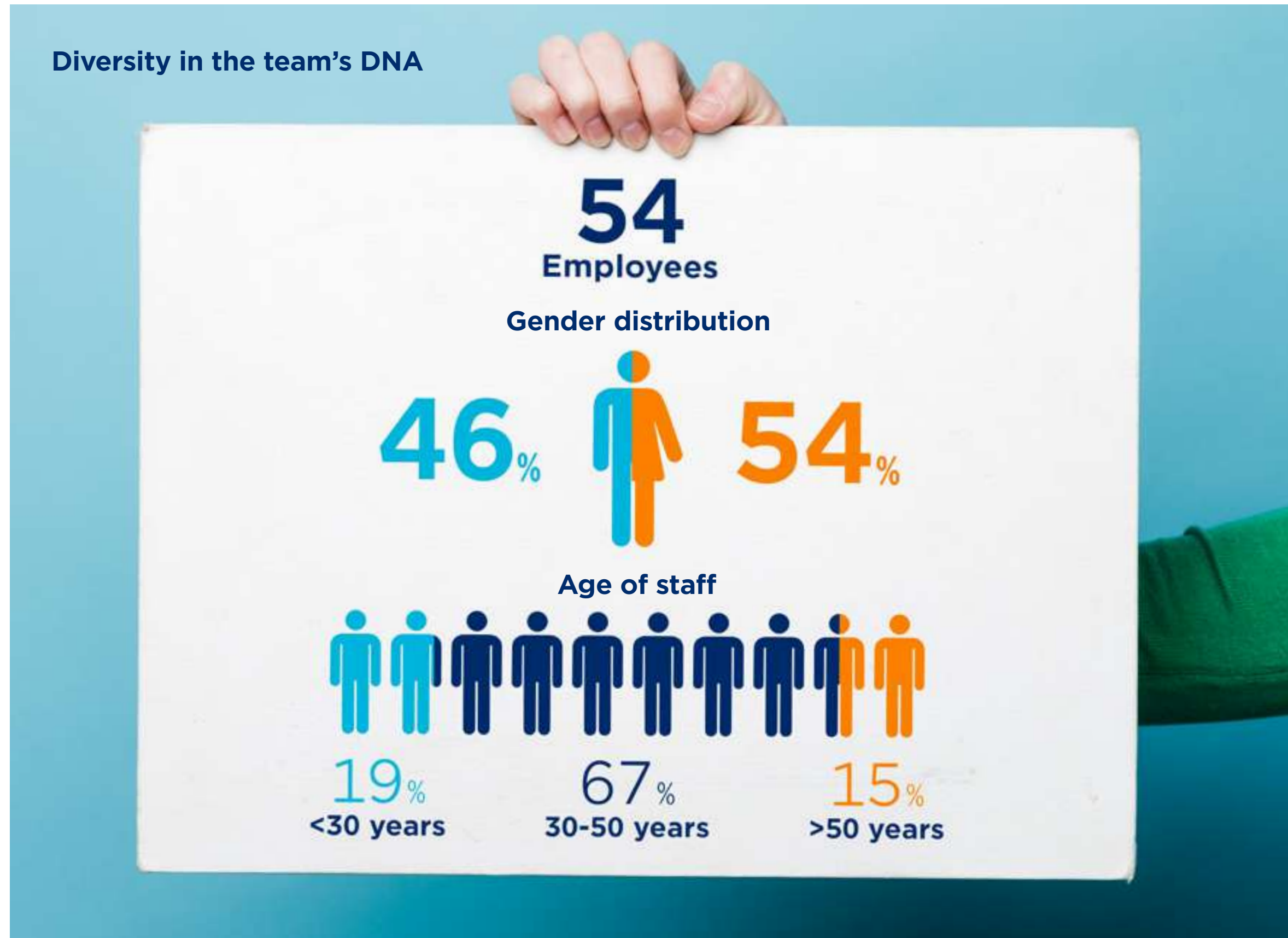
Focus on training and retaining talent

GS1 Portugal strives to provide its employees with opportunities to grow personally and professionally, by adopting specific procedures to manage the talent of its human resources. This includes training activities, many of which in partnership with renowned academic institutions, such as NOVA

SBE - School of Business & Economics. These training initiatives allow employees – including our governance bodies – to develop soft skills and acquire technical competencies and expertise. At the same time, our employees consolidate the GS1 Portugal culture and identity; thus, their satisfaction and wellbeing are guaranteed, thereby enabling the organisation's sustainable growth and competitiveness. In 2021, as in previous

years, GS1 Portugal focused strongly on internal staff training, leading to an increase in the average number of training courses offered to employees, compared with previous years.

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Performance review

In order to continuously improve its team's performance, GS1 Portugal currently conducts a performance review process that aims to measure and improve its talent. In this sense, a reflection is made on the behavioural skills of employees and their dedication to the organisation, as well as on the potential talent of GS1 Portugal staff. The result is a combination of three dimensions:

- *Talent Pool* (contributing 10% towards the total result);

- **Behavioural/Soft Skills** (contributing 60% towards the total result);

- **Commitment to the Organisation** – ''Being GS1'' (contributing 30% towards the total result).

Each employee is evaluated twice a year on Soft Skills, with the top management body receiving this feedback once a year. The performance review allows us to recognise each employee's merit, stimulate their potential (identifying areas and defining short- and long-term development plans) and maximise their alignment with GS1 Portugal's objectives.

Remuneration policies

Fair, equal and satisfactory remuneration is one of the foundations of a trusting and respectful working relationship. Therefore, GS1 Portugal strives to maintain an employee remuneration system that ensures transparency and equality.

Every year, GS1 Portugal conducts a remunerative assessment for the purpose of analysing the current situation of employees, as well as the remuneration policy and practices, regarding both internal equity and external competitiveness.

The process of defining the organisation's remuneration practices is based on a matrix that maps all of GS1 Portugal's job positions. This matrix produces a ranking of all employee positions in the organisation, based on independent criteria that are previously defined by an external entity, recognised at the European level.

The process in question also includes a comparative assessment of GS1 Portugal within the market in which it operates, in order to measure the relationship between the compensation received by the holders of various positions at GS1 Portugal, and the compensation received by holders of positions with similar responsibilities and skills in the same market.

Regarding the availability of weekly medical care on the GS1 Portugal premises, we note that this is a regular service, complementary to the occupational medicine procedures to which GS1 Portugal is obliged as an employer, and which arise from the Labour Code. This is available to all employees and involves the option of receiving medical assistance in a dedicated, fully equipped office, on the GS1 Portugal premises. This benefit represents regular access to an attending physician. Thus, employees have access to diagnostic or follow-up consultations, depending on their clinical condition, with the frequency agreed with the physician, who is also available for video consultations. The professional providing this service supported the entire team and governance bodies to define and oversee the Contingency Plan adopted during the pandemic and the organisation's return to activities under a hybrid model.

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The next step in defining the remuneration policy constitutes an individual analysis of each employee, taking into account:

1. Competitiveness level:

level of disparity with the benchmark, considering the degree of deviation as a percentage, compared with the market median;

2. Performance evaluation level:

performance evaluation score for the current year;

3. Talent level:

employees identified as talent in the talent pool meeting (salary adjustment "**accelerator**" for employees identified as **high potentials**).

The weighting of these three criteria allows points to be assigned to each employee, the sum of which results in a final score, from which a **Prioritisation Matrix** is produced. This process enables each employee to be assigned a level of priority in the salary adjustment process, with direct impact on the percentage of the respective adjustment.

GS1 Portugal Prioritisation Matrix

Priority 1:

Critical situations for the organisation – high risk of losing employees with high performance/potential and positioned substantially below the benchmark.

Priority 2:

High risk for the organisation – employees who should be considered a priority for salary adjustment, due to the combination between deviation from the benchmark and evaluation/potential.

Priority 3:

Intermediate risk for the organisation – employees for whom GS1 Portugal should continue to seek a competitive position compared with the market.

Priority 4:

Low risk for the organisation – employees for whom the organisation should consider only a residual correction, as they are not high performers or are above the market.

Priority 5:

Situations without risk for the organisation – employees for whom the adjustment should only aim to maintain purchasing power, as their position is above the market and performance is low.

In addition, all GS1 Portugal employees can receive, in their annual remuneration component, a percentage of variable value that can have variable achievement levels, of 90% to 100%. Goals are established annually and reviewed at the end of each year to determine whether they have been met and the percentage achieved. Furthermore, the value attained through the percentage of achieved goals, can be increased or decreased, depending on the performance evaluation score.

This process not only increases transparency in the attribution of monthly remunerations, but also encourages employees to achieve the defined objectives with positive results. Moreover, the fact that all employees have a variable component in their bonus, implies that everyone is mobilised towards common commitments: GS1 Portugal grows with everyone's contribution.

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GSI Portugal
in 2021

Our Association	Our Operations	Our Staff
4,4M	**+90**	**54**
of economic value generated	training courses provided to partners	employees
+92%	**2505**	**54%**
of economic value distributed	hours of training volume	are women
+9000	**+250**	**85%**
members	news pieces published in the media about GS1 Portugal	of our staff has permanent contracts
+6%	**+80**	**46**
members than in 2020	partners	hours/average training per employee (+10% than in 2020)

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3. **Sustainability**
at GS1 Portugal

3.1. Our Strategy

Sustainability is increasingly a commitment adopted by GS1 Portugal and a core element of the organisation's strategy. As this is a widespread priority across the structuring pillars of GS1 Portugal's activity, sustainability underpins all the organisation's actions to support its members and meet the needs of the business community, on a global scale.

The priorities of this intervention are systematised in the GS1 Portugal strategy for the 2019-2021 triennial, driven by three essential lines, allowing GS1 Portugal to better fulfil its mission towards members, partners and stakeholders.

These strategic lines coincide with the global trends that have been observed and include:

1. Increasing **competitiveness**, through innovation;
2. Driving **sustainability**, through the development and dissemination of initiatives that promote environmental equilibrium, social wellbeing and ethical governance;
3. **Digital transformation**, by bridging the distance between the physical and digital worlds, using a multichannel approach.

The strategic pillars

In addition to the strategic lines, we defined four pillars in GS1 Portugal's strategy, resulting from the organisation's analytical work and forecast for the future. These pillars are structural to GS1 Portugal's activity: they aim to generate efficiency and place our services and standards at the disposal of our members, partners and Portuguese society in general.

Sustainability Management

Sustainability has acquired an increasingly important role at GS1 Portugal. Thus, it has been integrated into all of the Association's decision-making processes, and all activities and projects developed (internal and external).

This integration is the result of constant learning, review and improvement. And this is why all stakeholders are key players in the organisation's sustainability, especially its employees who, every day, help GS1 Portugal grow in a sustainable manner, generating important environmental and social impacts.

These pillars are achieved through 13 lines of action and 13 objectives, which, through a set of enablers or empowerment tools, ensure GS1 Portugal's ability to address the current challenges of its activity.

Stakeholder Engagement in defining the Strategic Plan

Defining the triennial strategic plans is based on a process of consulting a variety of the organisation's stakeholders (social bodies, members and the GS1 international structure). Furthermore, the feedback resulting from this consultation is also complemented by other means, namely the annual satisfaction survey addressed to all members. In 2021, this questionnaire received 628 responses.

Assessment of the implementation of the Strategic Plan, based on this process of consulting members and key stakeholders, resulted in the development of a strategy for the 2022-2024 triennial, which will define the GS1 Portugal guidelines for the years ahead.

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Strategic Plan 2019-2021

Strategic Lines

Competitiveness
Driven through innovation and united action

Sustainability
Driven through the development and dissemination of the sustainability policy

Digital transformation
Bridging the distance between the physical and digital worlds through an omnichannel approach

Vision

To be our members' **vital partner** in issues concerning efficiency and competitiveness in the value chain, from a neutral position.

THE ROLE OF GS1 PORTUGAL

Implementing Standards
Promoting the adoption and implementation of current GS1 **standards** and **solutions**

Providing services
Developing **tools** and **services** adapted to our members' needs, which help improve **efficiency**

Empowering and advising
Fostering knowledge transfer through **Training** and **Trend Watching**, driving **Innovation** as a way to improve competitiveness

Facilitating
Managing the **needs** of key sectors by engaging the principal stakeholders

Focus on SME

Enablers

Financial Management

Management Control | Sustainable Growth

Internal Processes

Innovation | Operational Excellence | *Compliance & Quality*

Internal Capacity

Human Capital | *Information Capital*

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THE ROLE OF GS1 PORTUGAL

1. IMPLEMENTING STANDARDS

1.1. Promoting standards for interoperability and data quality

1.2. Accompanying initiatives in the Global Office and GS1 Community

2. PROVIDING SERVICES

2.1. Supporting the Digital Transformation

2.2. Developing value-added tools and services

2.3. Integrating SMEs in the digital ecosystem

2.4. Collaborating with technological partners

3. EMPOWERING AND ADVISING

3.1. Training and adapting the training model to the sector's needs

3.2. Creating and sharing knowledge through Trend Watching

3.3. Supporting the internationalisation process of SMEs

3.4. Promoting social responsibility and sustainability policies

4. FACILITATING

4.1. Developing and improving the relationship with regulators (Trusted Advisor)

4.2. Developing and improving the relationship with the academic community

4.3. Developing and improving the relationship with the public sector

3.2. *Governance*

GS1 Portugal's governance bodies are the General Assembly, the Board of Directors and the Supervisory Board.

The highest governance body at GS1 Portugal is the General Assembly, through which members actively participate in the decision-making process. It is responsible for all deliberations on fundamental issues in the life of the organisation, such as dismissing members of its bodies, approving the annual accounts, altering statutes, questioning directors on actions undertaken while exercising their positions or even considering termination.

The GS1 Portugal Board of Directors is the foundation of the governance structure that ensures the organisation's coordination and performance, defining the overall strategy, namely,

the sustainability-related priorities. It is responsible for the daily management of the Association, by making decisions regarding its operations, to guarantee the full pursuit of its statutory purposes.

The Supervisory Board, as the name indicates, is a supervisory body, which ensures compliance with the statutes and the law in force, in terms of the Association's administrative and financial activity.

The mandate of GS1 Portugal's governance bodies is three years, and re-election is permitted. For the 2019-2021 triennial, the following are part of the governance bodies:
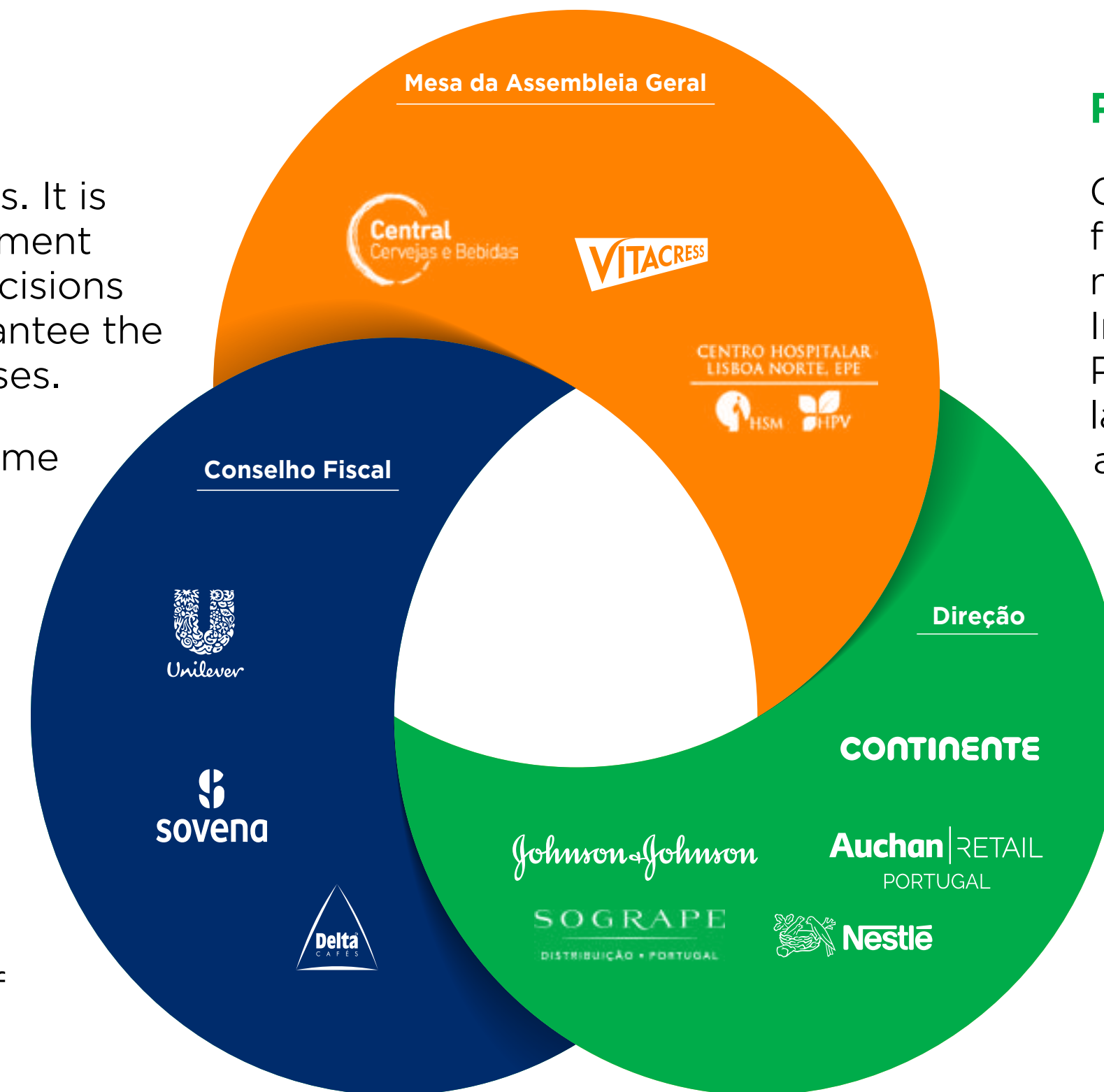
Risk Management

GS1 Portugal has its own mechanisms for mitigating and correcting possible negative impacts, namely the Management Improvement Process and Activity Planning and Control. Concerning the latter, a yearly context analysis – SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) – of stakeholders is carried out, and objectives are also defined for quality and process indicators, based on the Risk & Opportunity methodology.

The defined actions and established deadlines are also monitored, and the effectiveness of each action is evaluated. For this purpose, at the end of each year, the Quality Management System (QMS) is reviewed.

Mesa da Assembleia Geral — Central Cervejas e Bebidas, VITACRESS, CENTRO HOSPITALAR LISBOA NORTE, EPE (HSM, HPV)

Conselho Fiscal — Unilever, sovena, Delta Cafés

Direção — CONTINENTE, Johnson & Johnson, Auchan RETAIL PORTUGAL, SOGRAPE DISTRIBUIÇÃO · PORTUGAL, Nestlé

General Assembly

Chairman:
SCC - Sociedade Central de Cervejas e Bebidas, S.A.
Representative: Nuno Pinto Magalhães
Vice-Chairman:
Vitacress Portugal, S.A.
Representative: Luís Mesquita Dias
Secretary:
CHULN EPE - Centro Hospitalar Universitário de Lisboa Norte
Representative: Daniel Ferro

Board of Directors

Chairman:
Johnson & Johnson, Lda.
Representative: Paulo Gomes
Vice-Chairman:
Modelo Continente Hipermercados, S.A.
Representative: Luís Moutinho
Members:
Auchan Retail Portugal, S.A.
Representative: Pedro Salter Cid

Sogrape Distribuição, S.A.
Representative: Manuel Sousa Pinto

Nestlé Portugal, Unipessoal Lda, S.A.
Representative: João de Castro Guimarães

Supervisory Board

Chairman:
Unilever FIMA, Lda.
Representative: António Casanova
Members:
Manuel Rui Azinhais Nabeiro, Lda. (Delta Cafés)
Representative: Rui Miguel Nabeiro

Sovena Portugal, Consumer Goods, S.A.
Representative: Nuno Santos

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3.3. Stakeholder Engagement

Stakeholders represent a fundamental source of information to identify GS1 Portugal's opportunities and challenges, and are essential to the management and development of the organisation's activities. Therefore, GS1 Portugal strives continuously to establish partnerships with entities that can develop, implement and disseminate its standards and solutions, in every sector, thereby expanding the scope of the GS1 System of Standards. In collaboration with its stakeholders, GS1 Portugal fulfils a common purpose: to provide sustainable standards and solutions adapted to the activity of each player.

GS1 Portugal anchors its activity on an open dialogue and close relationship with its stakeholders, striving to build, whenever possible, a dynamic of partnership and collaboration. This is the only possible way to accomplish the mission of driving competitiveness through innovation, based on efficiency and sustainability.

GS1 Portugal counts on a wide variety of stakeholders who make up the GS1 Portugal community, optimising the benefits of its standards and services in more simplified and efficient value chains.

Members	**Non-Members**	**Institutional Publics**	**GS1 Structure**	**Other Stakeholders**
Micro & SMEs	Business Community (new sectors)	Government & Regulators	Board of Directors	Solution Providers
Large Corporations & Multinationals	Media	Public Sector	General Assembly	Technological Partners
	General Public	Associations	Supervisory Board	Work Groups
		Academic Community	Functional Directors	GS1
		Decision Makers	International Structure	
			Staff	

GS1 Community

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GROUP OF STAKEHOLDERS

	MEMBERS (MICRO, SME, LARGE CORPORATIONS & MULTINATIONALS)	BUSINESS COMMUNITY (NEW SECTORS)	MEDIA OUTLETS	GENERAL PUBLIC	GOVERNMENT & REGULATORS	PUBLIC SECTOR
PURPOSE OF ENGAGEMENT	• Ethics & transparency; • Consultation; • Information sharing; • Value creation; • Collect information on the most relevant factors and impacts in the sector and/or organisation, and suggest actions to be taken; • Respond to needs • Anticipate trends & opportunities.	• Forecast/anticipate trends & needs; • Share information & best practices; • Optimise synergies with GS1 Portugal members & partners; • Promote benefits of GS1 Portugal standards & services.	• Information on GS1 Portugal initiatives of interest to the general public and on the benefits of GS1 Standards in terms of value chain traceability & efficiency.	• Participation in GS1 Portugal activities; • Share information on benefits of the standards.	• Consultation; • Monitor legislative and regulatory initiatives planned /adopted with impact on the activities of GS1 Portugal, and our community of members & partners; • Information on factors with relevant impact on GS1 Portugal's activity; • Share proposals and opinions on measures /initiatives to be adopted; • Propose measures with potential to optimise the efficiency of public services and processes, based on the adoption of GS1 standards & services.	• Consultation; • Share information & best practices; • Propose initiatives and projects with potential to optimise the efficiency of public services and processes, based on the adoption of GS1 standards & services; • Collaborate in the implementation and evaluation of collaborative projects & initiatives.
KEY ENGAGEMENT MECHANISMS	• General Assembly; • Annual satisfaction survey; • Member Services portal on the website; • Observatório de Tendências (Trend Watch); • Comunicar e-Newsletters; • Comunicar Saúde (Healthcare); • Member support service; • Media; • Social media; • Website; • GS1 Portugal thematic and sectoral events; • E-mail marketing; • GS1 international events: Global Forum, Regional Forum (GS1 in Europe), Industry & Standards Event, GS1 HealthCare Summit.	• Communicate & invite to participate in the GS1 Portugal Convention and other events on the calendar; • Communicate benefits of GS1 standards & services, as well as GS1 Portugal's training offer; • Contact & collaborate with the respective industry associations.	• Distribution of agenda notes & press releases; • Invitation to participate in GS1 Portugal and GS1 international events: Global Forum, Regional Forum (GS1 in Europe), Industry & Standards Event, GS1 HealthCare Summit.	• Inclusion of GS1 Portugal head office in the Roteiro Arquitetónico da Cidade de Lisboa (Lisbon Architecture Roadmap) and in the Lisbon Open House initiative; • Innovation & Competitiveness Centre open to visitors; • Building made available for events & meetings.	• Distribute mandatory legal information; • Present Annual Report (Activities & Financial Statements); • Periodic meetings; • Establish partnership /collaboration protocols; • Joint participation in initiatives & projects; • e-Newsletters (Comunicar, Comunicar Saúde, Observatório de Tendências).	• Periodic meetings; • Establish partnership/ collaboration protocols; • Joint participation in initiatives & projects; • e-Newsletters (Comunicar, Comunicar Saúde, Observatório de Tendências). • Communicate & invite to participate in the GS1 Portugal Convention and other events on the calendar.

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ASSOCIATIONS

- Consultation;
- Information on factors with relevant impact on GS1 Portugal's activity,
- Collect proposals & opinions on measures that can be adopted;
- Share best practices;
- Collaborate in initiatives of common interest;
- Implement joint actions.

- Establish partnership/ collaboration protocols;
- Joint participation in initiatives & projects;
- Corporate Social Responsibility Plan;
- Lead partnership networks to implement SDG 17;
- Periodic meetings;
- e-Newsletters (Comunicar, Comunicar Saúde, Observatório de Tendências).
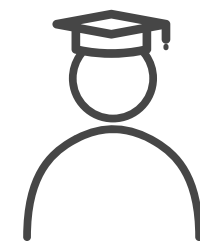
ACADEMIC COMMUNITY

- Participation;
- Collaborate in joint events, projects & training courses.

- Establish protocols;
- Periodic meetings;
- E-newsletters (Comunicar, Comunicar Saúde, Observatório de Tendências).

DECISION MAKERS

- Share information, case studies & best practices regarding the use of GS1 standards and services that are relevant to the decision-making process.

- Bilateral meetings;
- Invite to participate in GS1 Portugal events;
- E-newsletters (Comunicar, Comunicar Saúde, Observatório de Tendências)
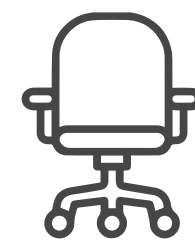
BOARD OF DIRECTORS

- Participation;
- Provide guidelines on strategic priorities, actions to be adopted, focus areas, principal initiatives, impacts & mitigation measures.

- Periodic status meetings & topical analyses;
- General Assembly; communicate through various available media (e-newsletters, website, social media);
- Targeted communication on management topics.

GENERAL ASSEMBLY

- Consultation;
- Approve the Board of Directors' guidelines.

- General Assembly;
- Communicate through various available media (e-newsletters, website, social media);
- Targeted communication on management topics.
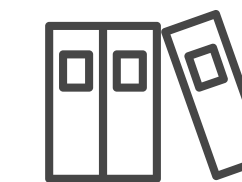
SUPERVISORY BOARD

- Consultation;
- Complement and validate guidelines on strategic priorities, actions to be adopted, focus areas, principal initiatives, impacts & mitigation measures.

- General Assembly;
- Communicate through various available media (e-newsletters, website, social media);
- Targeted communication on management topics.

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FUNCTIONAL DIRECTORS

- Participation & coordination;
- Identify relevant measures, impacts & actions to be adopted;
- Lead the implementation of projects & initiatives;
- Guarantee team mobilisation to provide quality services and commitment to the strategy adopted.


- Annual Team Convention;
- Periodic status meetings & topical analyses, with the functional teams and extended team;
- Internal communication;
- Internal e-newsletter #EuSouGS1.

INTERNATIONAL STRUCTURE

- Consultation;
- Identify, in counterpart organisations, initiatives and measures that may serve as inspiration to select options and make decisions.

- *GS1 Global Forum;*
- *Regional Forum (GS1 in Europe);*
- *Periodic meetings.*
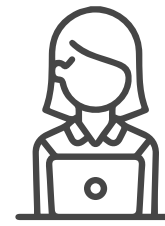
STAFF

- Participation in all of the organisation's projects, initiatives & services;
- Information on all strategic & operational measures, with impact on the respective activity and on the organisation's structure, vision, mission & activities;
- Consult on measures or projects to be implemented;
- Mobilise commitment to the objectives that fulfil GS1 Portugal's purpose, vision & mission.

- Annual survey of the organisational climate;
- Welcome pack;
- Shared network folder with access to all internal rules and processes;
- Internal communication channels (teams, #EuSouGS1, Flash Talks, e-mail);
- Annual Team Convention;
- Training courses, talent management, company benefits package (medical consultations at the office, discounts in pharmacy chain, health insurance).

SOLUTION PROVIDERS

- Consultation;
- Confer with organisations on the most relevant factors and suggestions of measures that could be implemented.

- Industry & Standards Event (Global Office);
- E-newsletters, targeted communication regarding specific projects.

TECHNOLOGICAL PARTNERS

- Consultation;
- Confer with organisations on the most relevant factors and suggestions of measures that could be implemented;
- Collaborate and influence the adoption of GS1 Standards by different agents in the value chain.

- Invite to participate in the Industry & Standards Event, promoted by GS1 Global Office;
- e-Newsletters, targeted communication regarding specific projects.

GS1 WORK GROUPS

- Identify and conceive, with select groups of members and/or partners, solutions within GS1 standards & services, that address specific needs or opportunities for improvement;
- Lead pilot-projects and proofs of concept;
- Share new solutions within GS1 standards & services, with the GS1 community and wider business community.

- Invitation to participate;
- Define objectives and operationalisation and/or statutes of Work Groups.

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3.4. Materiality

During the preparation of the first GS1 Portugal Sustainability Report (SR), a materiality analysis was carried out to identify and prioritise the most important topics for the decision-making process and development of strategies in the organisation. This analysis was based on issues of major impact and importance for GS1 Portugal's stakeholders.

The material topics identified substantiate the structure and content of the chapters presented in this report.

BENCHMARKING
Analysis of the key global sustainability trends of various organisations with a similar structure as GS1 Portugal. This analysis resulted in a total of 15 likely material topics.

FOCUS GROUP
A session was conducted with employees, in order to identify the highest priority topics for GS1 Portugal. A total of eight material topics resulted from this phase.

VALIDATION BY MANAGEMENT
Internal analysis with Functional Directors, in which five material topics were highlighted that best reflect GS1 Portugal's priorities and work developed for its stakeholders.

1	2	3	4	5
Ethics, Credibility & Neutrality	Digital Transformation	Enabling Traceability, Efficiency & Safety across Value Chains	Member Focus	Partner Empowerment & Training

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3.5. **Sustainability** Commitments

Sustainable Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides "a shared blueprint for peace and prosperity for people and the planet, now and into the future". At its core are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries in a global partnership. Through global standards, GS1 Portugal supports these goals in an innovative manner, in different industry sectors.

The GS1 global standards enable organisations to easily identify, capture and share product information, creating a common language that generates efficiency and sustains business systems and processes all over the world. This common business language enables transparency and traceability across the supply chain, helping organisations operate with more effectiveness, sustainability and safety, to transform the way we live and work in a planet with a decreasing availability of resources.
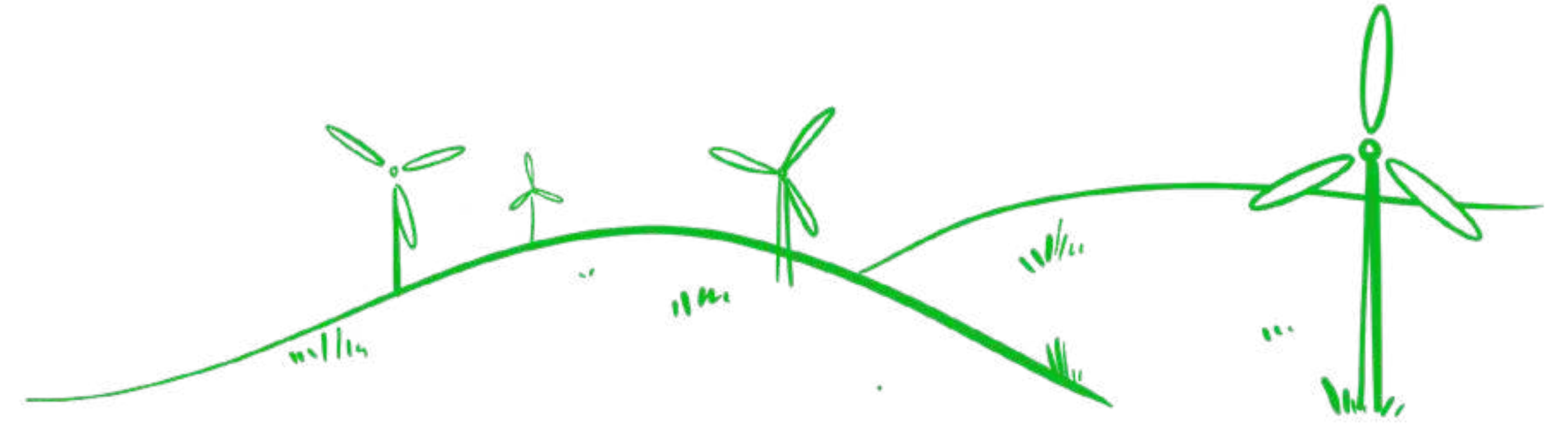
Consumers, corporations and governments increasingly demand reliable and trustworthy information on the sustainability of products and services. Packaging, the provenance of raw materials, and identification of chemical substances that are harmful to health, are particularly important issues. The GS1 System of Standards enables a global and interoperable exchange of information that addresses those concerns in a transparent manner. Furthermore, the solutions and services provided by GS1 Portugal drive the efficiency of organisations, helping generate an optimised and sustained use of resources.

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Our commitment to the 2030 Agenda

The general purpose of the 2030 Agenda is to transform the world, until that date, by adopting specific measures that enable the defined goals to be achieved, namely, guaranteeing access to good health for all, helping create decent work and economic growth, and fighting climate change. These objectives aim to mobilise governments, citizens, corporations and organisations to achieve them.

Thus, GS1 Portugal identified a set of SDGs that involve a more direct contribution from the organisation, particularly those that coincide with our strategic priorities and which will be actively developed, through GS1 Portugal's core internal competencies. However, this identification does not exclude indirect contributions to other SDGs.

Over the next chapters, and taking into account the material topics identified above, we note those SDGs, among the 17 designated by the United Nations, to which GS1 Portugal contributes with its action.

Partnerships for sustainable development

GS1 Portugal believes that collaboration and knowledge sharing are essential for a more sustainable future. Therefore, various partnerships have been established with other associations and organisations (see subchapter 8.2.), and collaboration with national entities has been promoted, in order to develop innovative value-added projects and solutions, with a strong impact on sustainable development. Among these projects, we highlight, for example, the Lean & Green programme, the GS1-128 Barcode Implementation Study in Warehouse (Projeto de Fiabilidade de Leitura em Armazém), implemented in collaboration with Well's, of the SONAE MC Group, as well as the GS1 Portugal programme to enable Carbon Footprint Calculation. In addition, in 2021 GS1 Portugal launched a collaboration with GRACE – Empresas Responsáveis, a non-profit, public interest business association that operates in the fields of Social Responsibility and Sustainability.

On a global scale, GS1 AISBL collaborates with a vast number of international organisations that contribute directly to sustainable development, among which we note organisations within

the United Nations system, namely the United Nations Global Compact (UNGC), the United Nations High Commission for Refugees (UNHCR), the United Nations Children's Fund (UNICEF), and the World Food Programme (WFP). Furthermore, GS1 AISBL also collaborates with international organisations for safety, defence and economic development, namely the North Atlantic Treaty Organisation (NATO) and the Organisation for Economic Cooperation and Development (OECD), as well as humanitarian organisations (International Federation of Red Cross and Red Crescent Societies, Doctors Without Borders), which have resulted in

important synergies at the local level.

GS1 Portugal strives to optimise these synergies and aims to consolidate and continue the partnerships established to drive sustainable development. Therefore, in the near future, the organisation intends to undertake even more commitments in the field of sustainability and social responsibility, supporting and participating in national and international initiatives in this domain. Only in this way is it possible to keep growing in a sustainable manner, and to achieve the position of a conscious and differentiating association that has a positive impact on the economy and society.

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Corporate Social Responsibility Strategy

Corporate social responsibility has assumed an increasingly predominant role in national and international organisations, asserting itself as a way for businesses to come closer to society and produce benefits for the community. This is why GS1 Portugal has been consolidating the integration of concerns related to corporate social responsibility into its organisational model in a structured and extensive manner. To this effect, developing consulting projects to automate inventory management at the Entrajuda (Mutual Aid) and Crescer Bem (Growing Well) charities, are examples of the advantages of adopting GS1 Standards recognised by IPSS (Private Charity Institutions) in 2018 and 2019.

For this purpose, in 2021 GS1 Portugal developed a Corporate Social Responsibility Programme, in order to provide a structured framework for solidarity actions carried out by the Association, at the same time bringing greater value to members and consumers. This programme, which is scheduled to last three years, aims to reflect GS1 Portugal's ethics and social commitment, to drive active and participative corporate citizenship. It also aspires to fulfil a strategic vision that generates long-term value in line with the Sustainable Development Goals.

The foundations of the GS1 Portugal Corporate Social Responsibility Programme are to act responsibly, and monitor and evaluate results. In this respect, GS1 Portugal continues to develop efforts to continuously improve its management in terms of sustainability.

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Material topic	Stakeholders for whom the topic is relevant	Impacts on the value chain			Sustainable development dimensions	Contribution to SDGs (Targets)	Manifestation of SDGs / Sustainability initiatives
		Upstream	Operations	Downstream			
Ethics, Neutrality & Credibility	Members, Supervisory Board, Regulators/Supervisors/ Associations	●	●	●	Economy, Governance	5 GENDER EQUALITY, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	• Daily e-newsletter Comunicar, bimonthly e-newsletter Comunicar Saúde (healthcare) & monthly e-newsletter Observatório de Tendências (Trend Watch) • Thematic events & Convention • Training Catalogue • GS1-128 Barcode Implementation Studies in Warehouse • Committee for Collaborative Best Practices • Lean & Green Committee • Attribution of Public Interest Entity Statute • Code of Conduct Against Harassment (among others)
Digital Transformation	Members, GS1 International Structure, Technological Partners, Academic Institutions	○	●	●	Environment, Economy, Social	8 DECENT WORK AND ECONOMIC GROWTH	• Online membership (One Click Onboarding Project) • Sync PT Platform • Validata® Service • GS1-128 Barcode Implementation Studies in Warehouse; • EcoData Project • Verified by GS1 • Global Registry • Platform & Global Data Model • Projects to Support SME Digitalisation
Enabling Traceability, Efficiency & Safety across Value Chains	Members, GS1 International Structure, Solution Providers, Community	●	●	●	Environment, Economy, Social	2 ZERO HUNGER, 8 DECENT WORK AND ECONOMIC GROWTH, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	• EcoData Project • Food Safety Proof of Concept by introducing blockchain technology in the retail supply chain • LEI • FIT • Global Traceability Standard • Global standards to fight food waste

Sustainable development dimensions 🌲 Environment 💶 Economy 👥 Social 🏛 Governance

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Material topic	Stakeholders for whom the topic is relevant	Impacts on the value chain			Sustainable development dimensions	Contribution to SDGs (Targets)	Manifestation of SDGs / Sustainability initiatives
		Upstream	Operations	Downstream			
Member Focus	Members, Board of Directors, General Assembly, Functional Directors, GS1 International Structure, Media	●	●	●	🌲 🏛	7 AFFORDABLE AND CLEAN ENERGY · 8 DECENT WORK AND ECONOMIC GROWTH · 11 SUSTAINABLE CITIES AND COMMUNITIES · 12 RESPONSIBLE CONSUMPTION AND PRODUCTION · 13 CLIMATE ACTION · 15 LIFE ON LAND · 17 PARTNERSHIPS FOR THE GOALS	• One Click Onboarding Project • Foresight Lab & Innovation Lab • Installation of photovoltaic panels on GS1 Portugal premises • Lean & Green Programme • Programme to enable Carbon Footprint Calculation
Partner Collaboration, Training & Empowermen	Members, Functional Directors, Academic Institutions, Community, Staff	○	●	●	👥 🏛	3 GOOD HEALTH AND WELL-BEING · 12 RESPONSIBLE CONSUMPTION AND PRODUCTION · 17 PARTNERSHIPS FOR THE GOALS	• *Healthcare Benchmarking* • *Global Migration to 2D Programme* Work Group • Partnership collaborations & protocols • Issuing codes to Private Charity Institutions (IPSS) • GS1-128 Barcode Implementation Study in Warehouse with Wells • Training catalogue & annual events' programme

Sustainable development dimensions   🌲 Environment   💶 Economy   Social   🏛 Governance

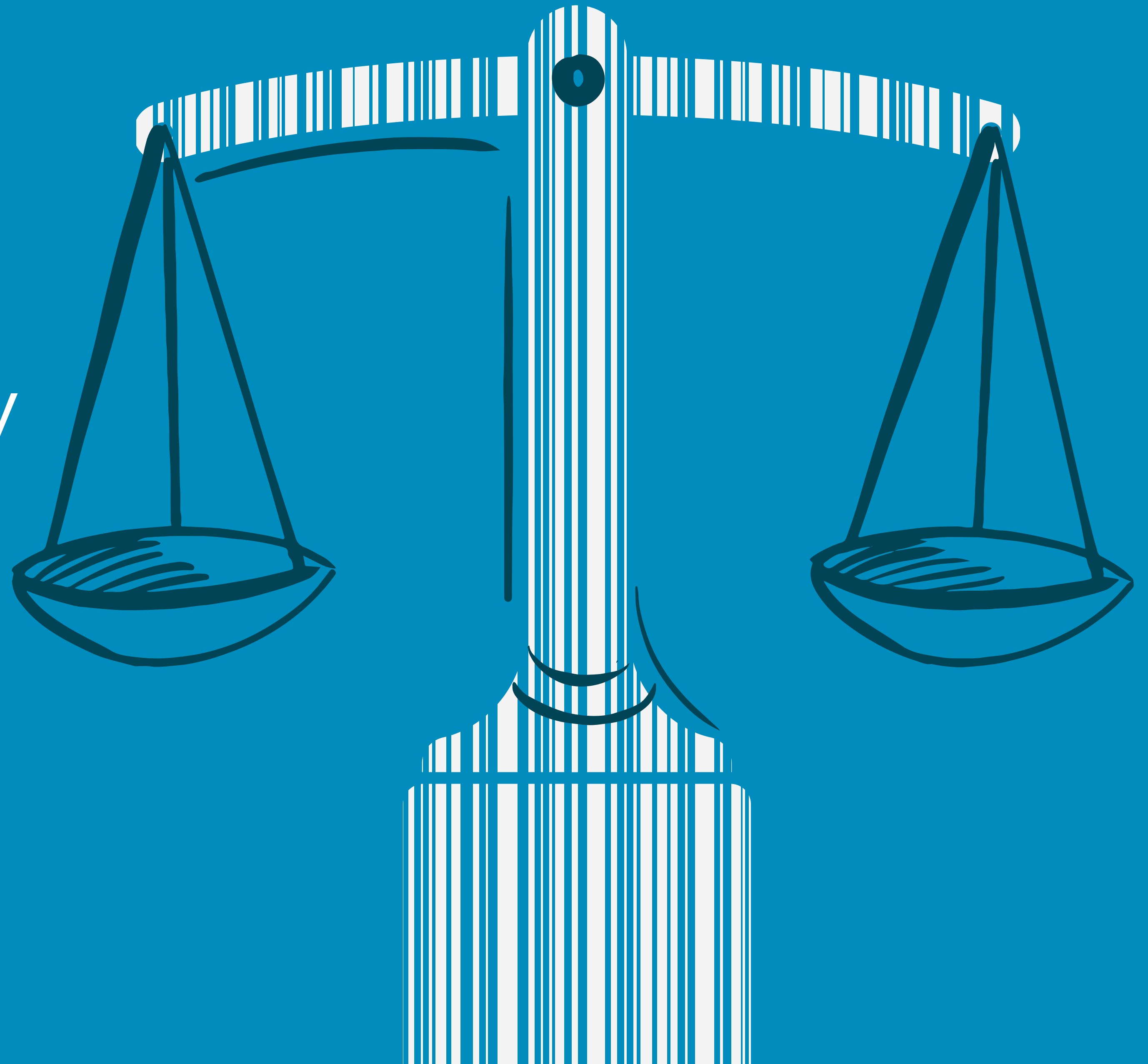🔗 GS1 UNIVERSE | GS1 PORTUGAL | SUSTAINABILITY | ETHICS | DIGITAL TRANSFORMATION | TRACEABILITY | MEMBERS | COLLABORATION | GRI

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4. Ethics, Neutrality and Credibility

WHAT DOES THIS MEAN FOR GS1 PORTUGAL?

Guaranteeing neutrality in the definition and maintenance of strategies, measures and mechanisms that ensure the adoption of transparent and credible practices, imparting a set of ethical principles in the collaboration with members, partners and stakeholders, in accordance with the general law, set out in the GS1 Portugal Statutes and General Regulations.

Neutrality is a statutory principle of many third sector organisations, in the capacity of non-profit entities that are service providers.

At GS1 Portugal, this has been a primal principle since the inception of an organisation that, in 2021, celebrates its 36th anniversary. GS1 Portugal's vision is to be our members' vital partner in issues concerning efficiency and competitiveness in the value chain, from a neutral position. Thus, neutrality is a condition for GS1 Portugal to assert its viability and differentiation, enabling agents with competing interests to find in GS1 Portugal a trusted partner who is equitable and impartial, and adds value to their business by providing standards and services that meet their needs.

Relation of the Material Topic
## with sustainability

Neutrality is a structuring condition that makes GS1 Portugal's operations possible. Based on this premise of guaranteeing that no favouritism is shown to any of the parties involved, the sustainability commitments undertaken and progress made in pursuing them, derive from a transparent and ethical approach regarding their impacts, whether on the environment, society and governance. Transparency and ethics make the difference between institutions that observe and institutions that endeavour to make a mark on society, by focusing on more sustainable solutions. GS1 Portugal knows that transparency is the only way to address the sustainability issue with the consideration it merits. For this reason, every day, we strive to innovate and differentiate our services.

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4.1. **Principles of Transparency** and Neutrality

Neutrality and transparency are fundamental principles for GS1 Portugal. The organisation's transparency is ensured through multichannel communication, through its own as well as third party media, in order to direct relevant information to members, partners and stakeholders. The communication disseminated is also based on the principle of neutrality, as GS1 Portugal is also impartial and equitable, and does not favour any party.

Regarding the principle of neutrality, as a non-profit association and with approximately 50% of its members classified as Micro, Small and Medium-Sized Enterprises, GS1 Portugal does not deter – rather, it promotes – the positive discrimination of micro and SMEs, one of the premises of the organisation's activity, which is communicated with total transparency.
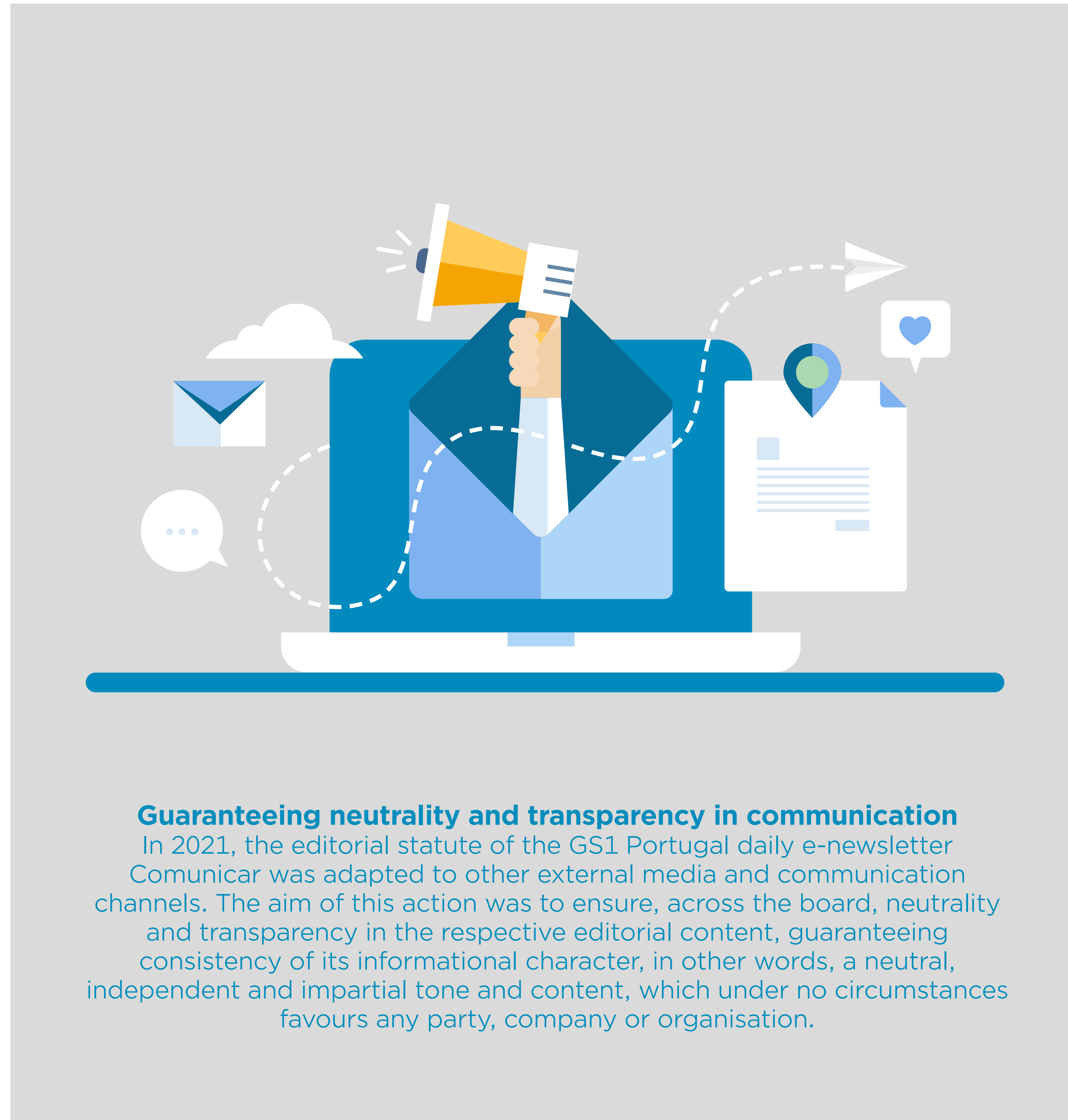
Guaranteeing neutrality and transparency in communication
In 2021, the editorial statute of the GS1 Portugal daily e-newsletter Comunicar was adapted to other external media and communication channels. The aim of this action was to ensure, across the board, neutrality and transparency in the respective editorial content, guaranteeing consistency of its informational character, in other words, a neutral, independent and impartial tone and content, which under no circumstances favours any party, company or organisation.

In the same sense, as a non-profit entity, GS1 Portugal strives to help improve the competitiveness of the Portuguese corporate fabric, focusing especially on Micro, Small and Medium-Sized Enterprises, channelling financial surpluses to projects that can benefit members, particularly those of smaller size. In this context and for this purpose, GS1 Portugal also provides some services free of charge.

The evident compliance with these principles substantiates the credibility that GS1 Portugal carries with its partners, and accounts for the invitation to participate in third party events and initiatives as a specialised, impartial and independent entity.

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Corruption and Risk Prevention

Following approval of the 2020-2024 National Anti-Corruption Strategy and publication in the National Official Journal (Diário da República) on 9 December 2021, of Decree-Law No. 109-E/2021, which approves the General Regime for the Prevention of Corruption (RGPC) and creates the National Anti-Corruption Mechanism (MENAC), GS1 Portugal identified the need to complement the internal provisions and rules at its disposal and in force in this area, with an additional framework. The RGPC establishes the obligation to adopt and implement a Regulatory Compliance Programme, in order to prevent, detect and sanction acts of corruption and related offences. Therefore, in 2021 GS1 Portugal reviewed the frameworks at its disposal and proceeded to prepare a complementary Prevention Plan for Corruption and Related Offences, which established rules of conduct for employees, a whistleblowing channel, and a training programme. This planning anticipated the entry into force of Decree-Law No. 109-E/2021, in June 2022, applicable to corporations with 50 or more employees.

The Prevention Plan for Corruption and Related Offences would, in 2022, strengthen the provisions of the Risk Management Policy adopted at the beginning of 2021 within the scope of preparation for ISO 9001:2015 quality certification. GS1 Portugal's Risk Management Policy already advocated "a proactive approach to the continuous and interactive identification, analysis, evaluation and monitoring of risks associated with corruption and related offences and with the development of its activities, as well as those related to environmental and safety issues and health in the workplace, in order to adopt an attitude of total transparency towards all stakeholders". The Quality Management System, in which both the Risk Management Policy and the Quality Policy are included, adopted under the quality certification process, were the subject of frequent communication to the entire team throughout 2021, and of Management Meetings scheduled with the Functional Directors, resulting in the entire team's increasing familiarity and awareness of anti-corruption practices.

The aforementioned Prevention Plan for Corruption and Related Offences would also complement the Internal Code of Conduct, in force since 2010, which expressly foresees a set of rules to prevent any corruption practices. This Code of Conduct was reinforced in 2020 by the Code of Conduct to Prevent Harassment in the Workplace, whose "General Provisions" establish the ethical principles and values by which GS1 Portugal employees should conduct themselves.

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4.2. **Public** Interest

Application of the principle of neutrality, complemented by the principle of transparency, is established in the GS1 Portugal Statutes and General Regulations, publicly recognised by the competent authorities, namely through the nomination of status as a Public Interest Entity, in the capacity of a neutral, multi-sectoral, non-profit, organisation governed by private law.

This recognition as a Public Interest Entity holds GS1 Portugal to greater requirements regarding transparency and information sharing. The activities reported to the Presidency of the Council of Ministers attesting to the fulfilment of the premises for the attribution of this status, may be consulted in the GS1 Portugal 2021 Annual Report.

Did you know...

GS1 Portugal is a Public Interest Entity. At the basis of the deliberation by the Presidency of the Council of Ministers, published in the National Official Journal (Diário da República) (Order 831/2013, of 16 January 2013), were "the relevant and continued services to the community in general, regarding innovation and the economic development of multiple industry sectors", as well as the fact that GS1 Portugal "cooperates with a wide variety of entities and the Public Sector".

4.3. Codes, Statutes and Regulations

The principles of neutrality and transparency, complemented by the ethical values that characterise GS1 Portugal, are manifested internally and externally in a set of regulatory guidelines, procedures and practices.

Internal provision of information

GS1 Portugal makes a point of providing each member of its staff with all information on the organisation. Therefore, during employee onboarding and integration presentations, the organisation's processes are explained and all documentation concerning the Quality Management System is provided. In addition to the GS1 Information and Standards Management Process, the onboarding and integration sub-process provides a folder with documents, regulations, manuals and internal rules that the staff should be familiar with.

INTERNALLY

GS1 Portugal Management System Regulations:

- **Access Management Regulation.**
- **Working Hours Regulation.**
- **Code of Conduct Against Harassment.**
- **Confidentiality Agreement within the Employment Relationship.**
- **Privacy Policy.**
- **Professional Email Usage Policy.**
- **Fixed Asset Control Policy.**

EXTERNALLY

Corporate documents:

- **Internal Regulation.**
- **General Regulation.**
- **Member Code of Conduct.**
- **Privacy Policy.**
- **Risk Management Policy.**

TRANSVERSAL

Corporate documents:

- **Quality Policy.**

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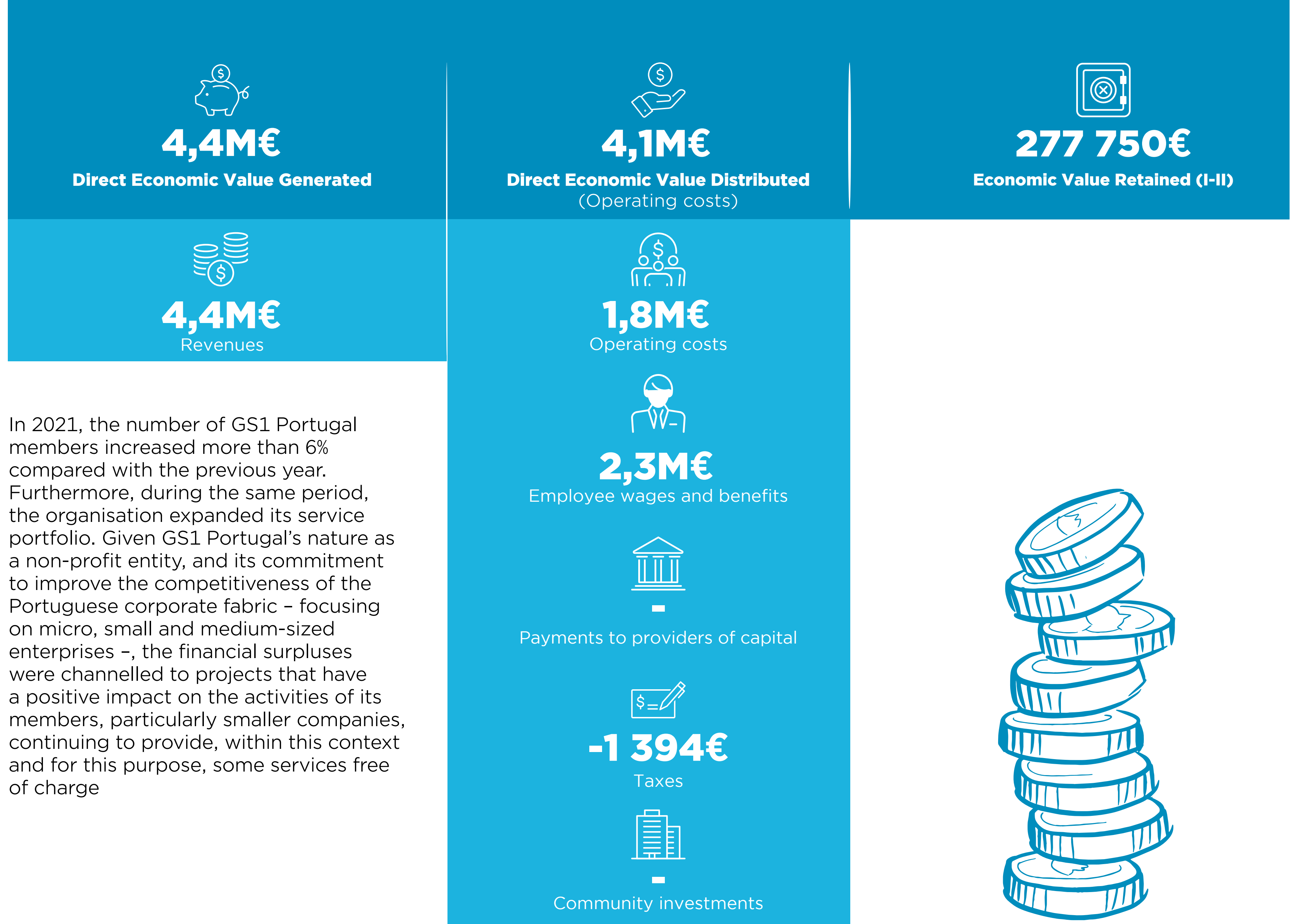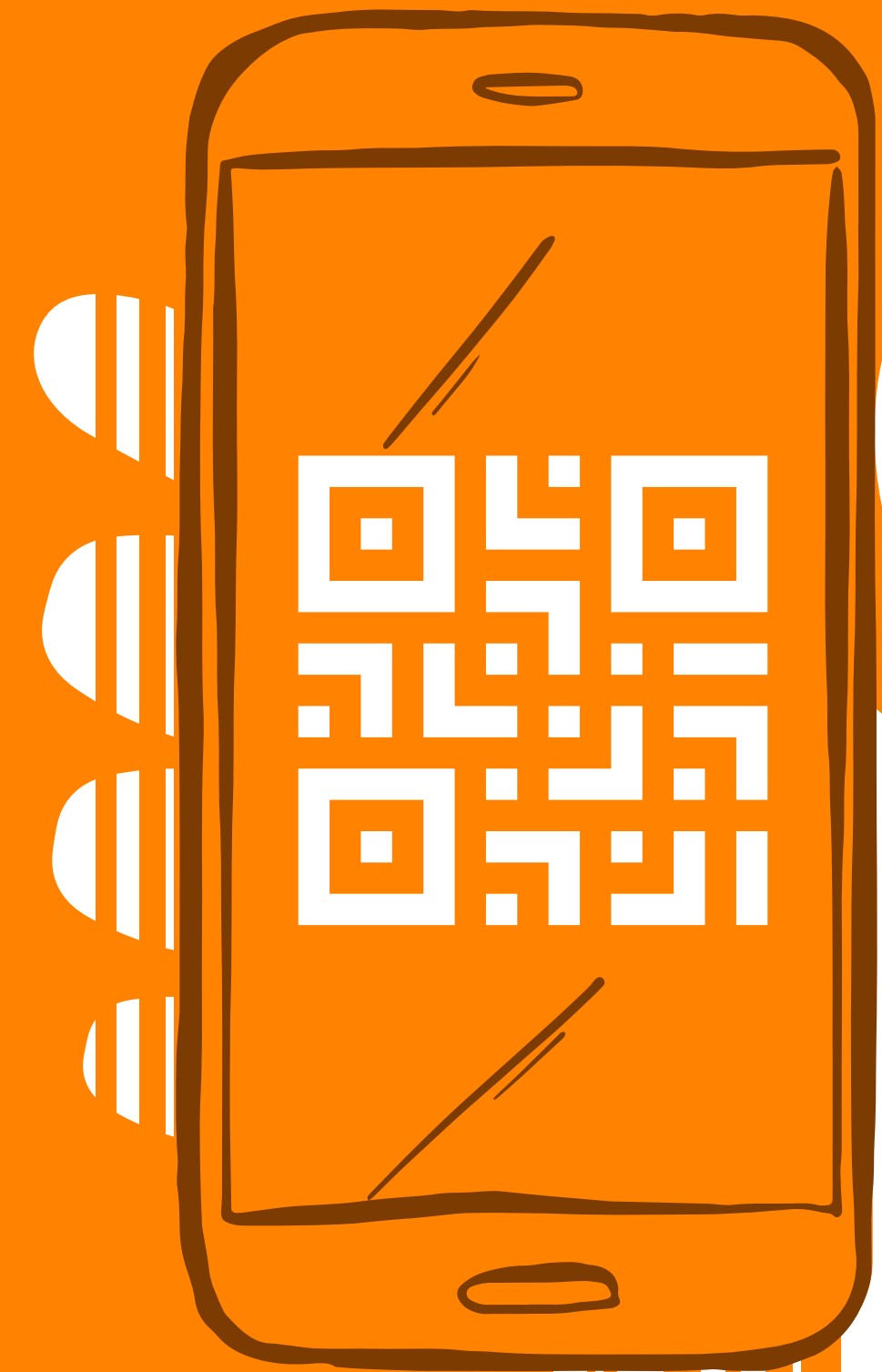## 4.4. Financial Management

GS1 Portugal's activity presents sustained growth, resulting from the implementation of an efficient strategy, upheld by its members, partners and stakeholders.

2021 represented the culmination of implementation of the GS1 Portugal strategy for the 2019-2021 triennial, which enabled the organisation to evolve and assert itself as a trusted partner of its key stakeholders. This impact was founded on the expansion of its membership base and a stronger focus on competitiveness and sustainability, resulting from the provision of new services and projects, as well as a growing commitment to the digital transformation as a driver of innovation.

In 2021, the number of GS1 Portugal members increased more than 6% compared with the previous year. Furthermore, during the same period, the organisation expanded its service portfolio. Given GS1 Portugal's nature as a non-profit entity, and its commitment to improve the competitiveness of the Portuguese corporate fabric – focusing on micro, small and medium-sized enterprises –, the financial surpluses were channelled to projects that have a positive impact on the activities of its members, particularly smaller companies, continuing to provide, within this context and for this purpose, some services free of charge

4,4M€
Direct Economic Value Generated

4,1M€
Direct Economic Value Distributed
(Operating costs)

277 750€
Economic Value Retained (I-II)

4,4M€
Revenues

1,8M€
Operating costs

2,3M€
Employee wages and benefits

-
Payments to providers of capital

-1 394€
Taxes

-
Community investments

5. **Digital**
Transformation

WHAT THIS MEANS FOR GS1 PORTUGAL

Leading the way in an increasingly rapid digital transformation, in order to assure members, partners and stakeholders that the GS1 Portugal digital ecosystem and GS1 System of Standards will continue to meet their needs, accompanying the growing digitalisation of their business and driving the globalisation of value chains.

The digital transformation, long debated and, to some extent, prepared and initiated by many organisations, became imperative during the pandemic, proving to be essential in every sector.

GS1 Portugal has been giving growing priority to this objective, with internal focus, concerning its own processes, standards, solutions and services, and in the support provided to members, as well as the business and institutional communities in general, promoting and also driving their digitalisation process. This clearly defined idea was reflected in the 2019-2021 Strategic Plan, with the digital transformation adopted as one of this plan's strategic lines, in order to bridge the distance between the physical and digital worlds, through an omnichannel approach, with direct impacts on sustainability.
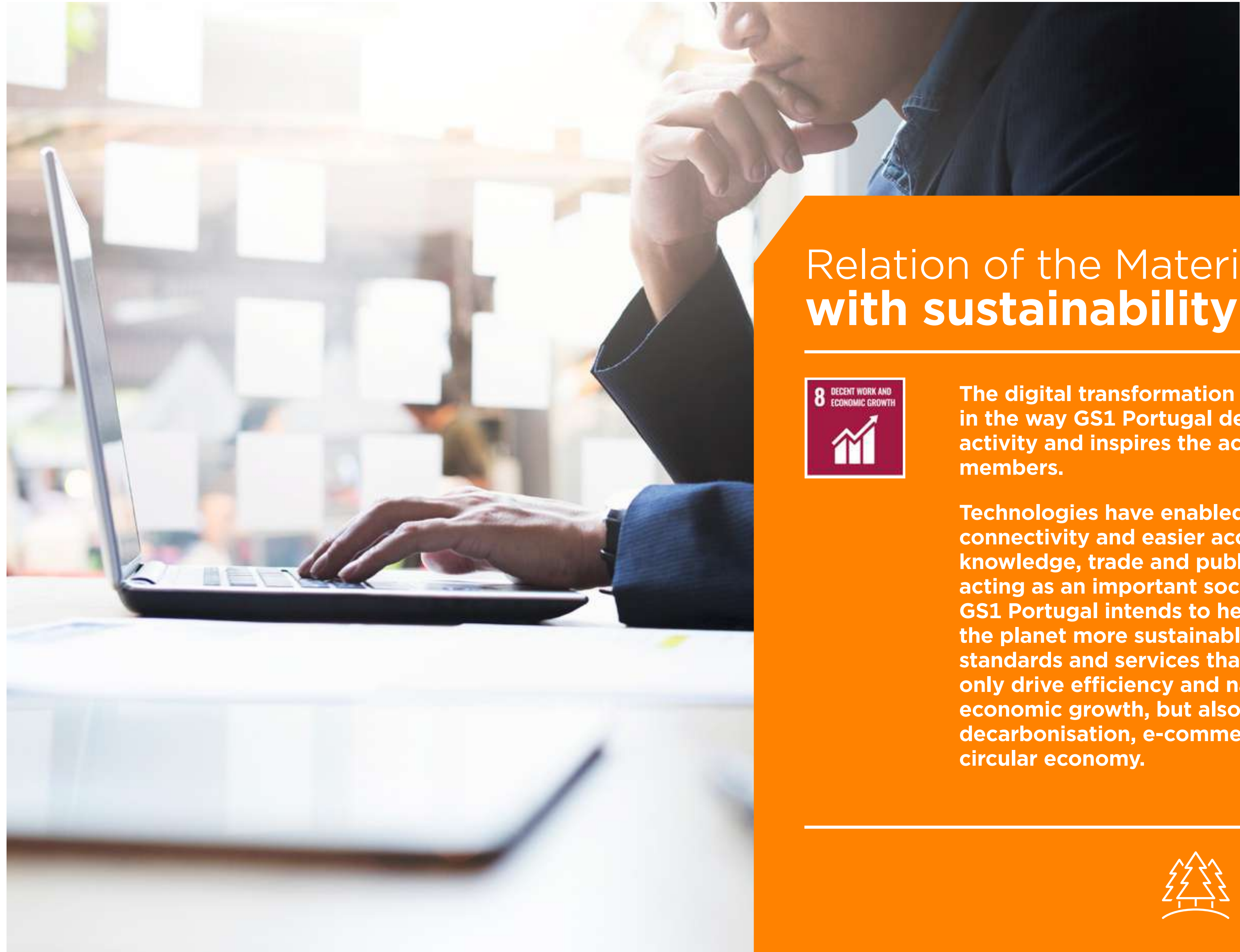
Relation of the Material Topic
with sustainability

The digital transformation is reflected in the way GS1 Portugal develops its activity and inspires the activity of its members.

Technologies have enabled greater connectivity and easier access to knowledge, trade and public services, acting as an important social equalizer. GS1 Portugal intends to help make the planet more sustainable, through standards and services that not only drive efficiency and national economic growth, but also promote decarbonisation, e-commerce and the circular economy.

5.1. **GS1 Digital** Ecosystem

GS1 Portugal has undertaken the responsibility to create a digital ecosystem that connects and integrates the organisation's key processes, services and digital solutions, to drive the respective integrations and help users find the standards, solutions or support they need more easily, clarifying the advantages and processes to access those that best meet their needs.

In 2021, GS1 Portugal produced extremely important developments and results in the field of digital transformation. Regarding initiatives and tools in Portugal, in addition to simplifying the digital platform to share GS1 Portugal data – Sync PT (see chap. 5.2) –, the One Click Onboarding project was developed, providing GS1 Portugal members with a better user experience. In terms of participation in the Global Office's Work Groups, GS1 Portugal took part in reflections and the conception of truly transformative initiatives related to the digitalisation of organisations and processes that generate efficiency in value chains, which translate into

sustainability gains for society in general. Among the work groups where GS1 Portugal participated, we highlight the Groups 2D On-pack Coding and Global Migration to 2D Barcodes (see chap. 8.2)
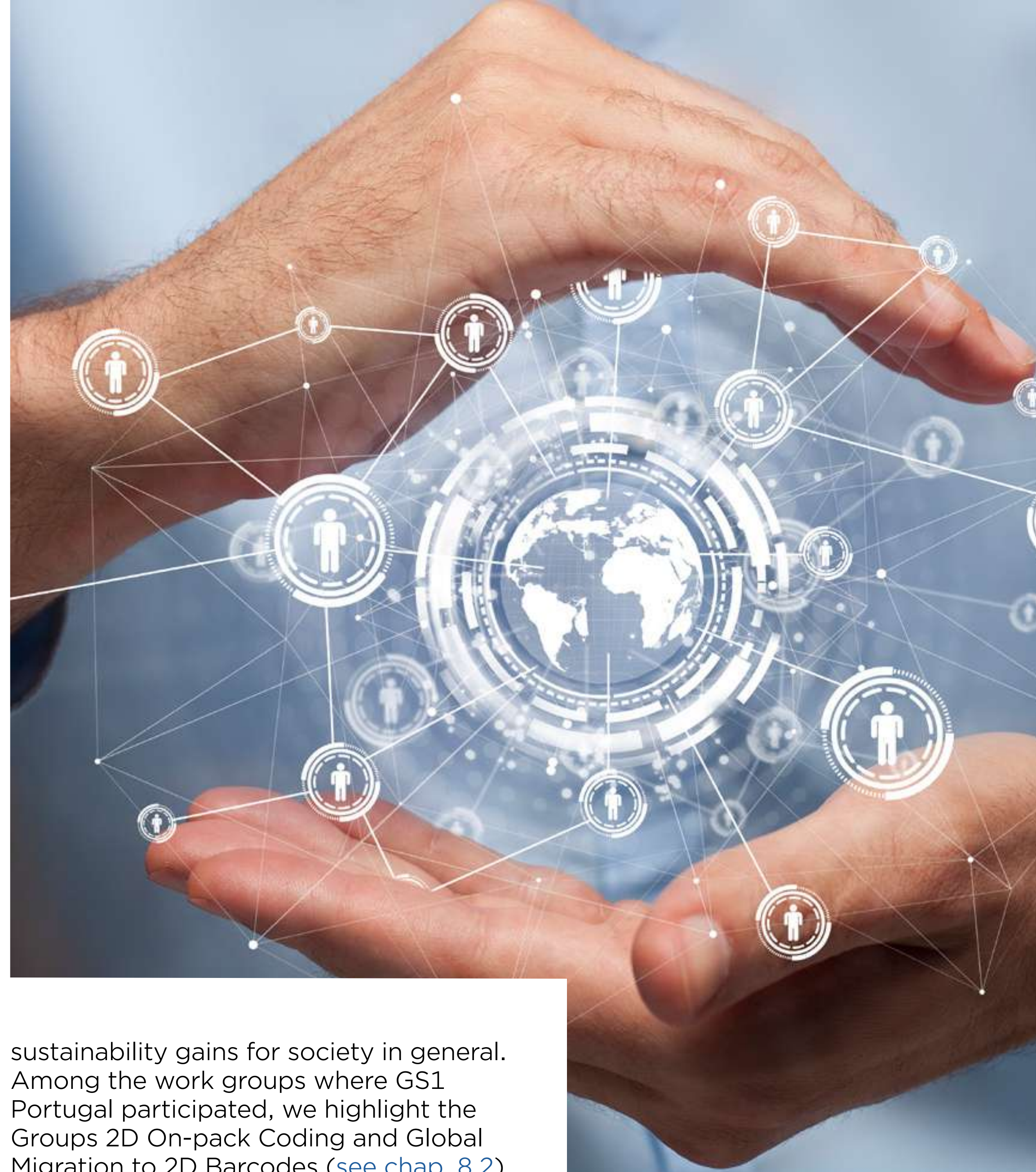
One Click Onboarding Project (Membership to GS1 Portugal) and Member Services portal

The One Click Onboarding project provides GS1 Portugal with two essential functions: the rapid registration of new members and Member Services portal, both accessed on the website. Based on these two new functions, companies register their information during the registration process, pay online the fees for subscription, membership and GS1 Standards (if they wish), and gain immediate access to the Member Services portal, where they can manage their data. The Member Services portal also provides access to the services and standards they have acquired from GS1 Portugal.

These new functions required the adoption of a feature GS1 Portugal lacked in its applications: a platform to enable the online payment of services, namely SPG 2.0 (SIBS Payment Gateway). This application was developed by SIBS and configured by GS1 Portugal.

For the Member Services portal, the Azure architecture was redesigned to support micro-services, a web application was developed to interact with members, and the internal processes (Financial, Technology and Member Services) that support the application were aligned.

This project is a reflection of the digital transformation led by GS1 Portugal.

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5.2. **Innovative** Solutions

In the current market dynamic, the data quality and digital visibility of products, services and brands determine the competitiveness of businesses. Therefore, in 2021, GS1 Portugal adopted a series of decisive measures to drive digital transformation. Some of these measures had an immediate impact on the digitalisation of the activity of its members and the business community; others had a foreseeable impact on the future of value chains. For example, in 2021, GS1 Portugal optimised its product data sharing solutions, namely through the Sync PT platform, with the latest innovations promoted by the Global Office, which was crucial to value chain efficiency and guaranteed integrated synergies.

In addition, it provided services that complement the digital transformation, namely the Data Specialist Service and Validata® service which, respectively, enable the verification and capture of volumetric and photographic product data. These tools facilitate members' access to e-commerce – which is decisive in a pandemic scenario –, thereby providing greater consumer flexibility and convenience, while also enabling companies to reduce the costs associated with physical shops and decrease their ecological footprint.
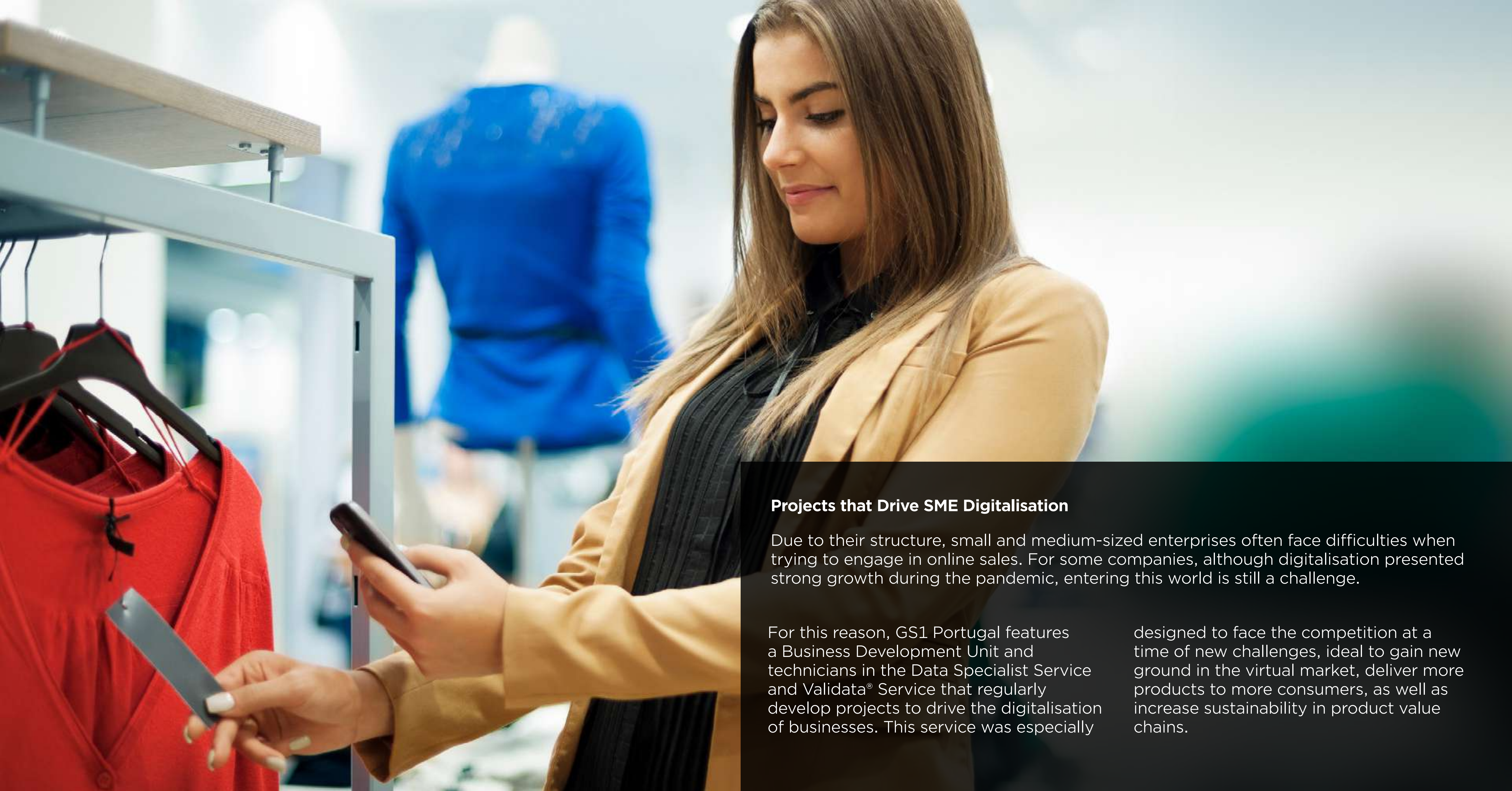
Projects that Drive SME Digitalisation

Due to their structure, small and medium-sized enterprises often face difficulties when trying to engage in online sales. For some companies, although digitalisation presented strong growth during the pandemic, entering this world is still a challenge.

For this reason, GS1 Portugal features a Business Development Unit and technicians in the Data Specialist Service and Validata® Service that regularly develop projects to drive the digitalisation of businesses. This service was especially designed to face the competition at a time of new challenges, ideal to gain new ground in the virtual market, deliver more products to more consumers, as well as increase sustainability in product value chains.
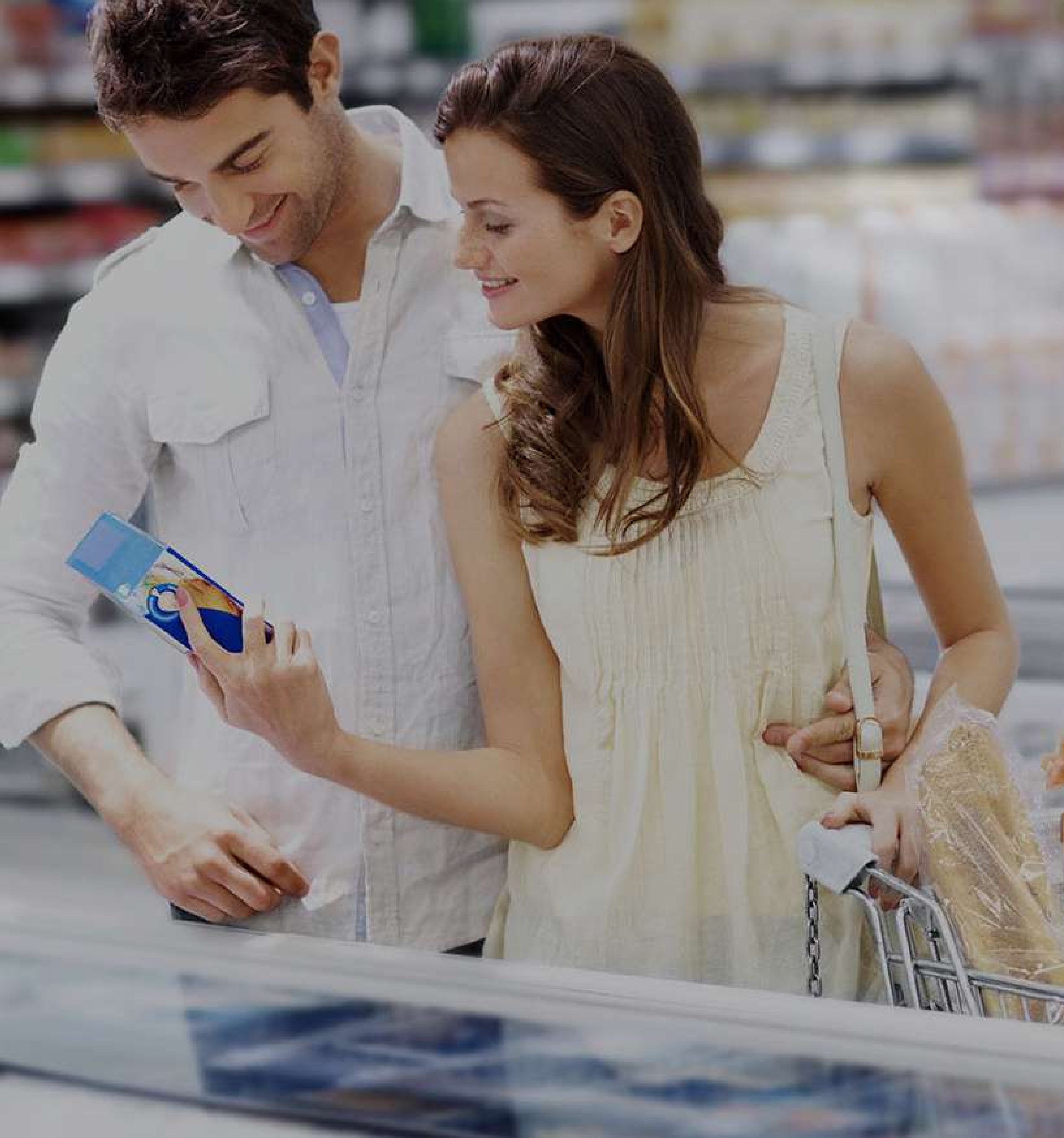
Validata®

A service based on GS1 Standards that aims to simplify the collection, analysis and sharing of information that is essential for trading partners to exchange product data, facilitating the information required to provide consumers with an online experience similar to the in-store environment. This service enables the creation of a set of quality images, as well as the digitalisation and analysis of labelling data, in accordance with the legislation in force and the market's best practices, guaranteeing quality information. Developed by GS1 Portugal, Validata increases the efficiency of operations of the subscribing companies, by ensuring the quality of the product information that is provided to all links in the value chain, with impact on the consumption experience. Using this tool enables partners to boost e-commerce, guaranteeing data quality for logistics processes and driving sustainability by increasing their efficiency.

In 2021, projects of a significant scope were implemented with various retailers, which streamlined product data processing for more than 800 companies, both in terms of the products' logistical data and the verification of conformity, regarding use of the GS1 System of Standards in the supply chain. In 2021, the Global Office certification of the GS1 Portugal Validata® Service, which also includes the Data Specialist Service, was revalidated, with renewal of the Master Data Services Certification, resulting from a process review.

This revalidation lasts for two years.

Sync PT

This technology platform enables partners to:

- create product data sheets;
- share product information, between trading partners and on a global level, in real time, containing commercial, nutritional, marketing and logistic data and images, in accordance with European legislation;
- validate the authenticity of product information, at the global level;
- create and print barcodes and logistic labels, according to GS1 Standards.

Sync PT also facilitates the connection with marketplaces and e-commerce websites, as well as order processes, invoicing and returns, through a secure and confidential exchange of product data. Furthermore, it can act as a Product Information Manager (PIM), to provide companies with comprehensive product information throughout the product's life cycle.

This platform also allows trading partners to simplify access to e-commerce which, compared with traditional retail, has shown positive impacts for sustainability, namely with regard to reducing the carbon footprint of products.

In 2021, Sync PT registered 194 thousand products, from over one thousand suppliers and 115 national retailers.

Implementing global initiatives

GS1 Portugal participated in the conception, and brought to the Portuguese market, key projects under development concerning product data classification, sharing and access, namely Verified by GS1, the Global Registry Platform and Global Data Model and, of all the member organisations, was one of those with the highest level of maturity in the implementation of some of these projects.

Global Registry Platform
A global platform that enables the creation, storage and verification of identification keys (GCP, GLN & GTIN), as well as structuring information according to the Global Data Model, thereby helping improve data quality.

A partnership perspective

GS1 Portugal's approach to the digital transformation is also evident in its constant interaction with stakeholders and partners – technological, academic and associations – maintaining a direct involvement in this subject, to keep up with the latest trends. Actions undertaken in collaboration with the Data Science Portuguese Association (DSPA), NOVA School of Business and Economics (NOVA SBE) and GS1 Portugal's technological partners, are examples of this. In addition to these partnerships, this objective is considered a priority and receives internal investment.

GS1 Portugal established a protocol with the Nova School of Business and Economics (NOVA SBE), which aims to drive knowledge transfer and bring the academic and business communities closer together. Consequently, various actions and initiatives have been developed as a result of this partnership, namely NOVA SBE hosting, for the second time, the GS1 Portugal Convention in October 2021.

Verified by GS1
A global solution that allows product identities to be verified by consulting the GS1 Global Registry Platform, helping build a much more efficient connection between retailers and producers, based on the correct identification of the items traded.

Global Data Model
A model that identifies and defines, in a globally consistent way, the set of foundational attributes needed to manage a product through its lifecycle, thereby improving the consumer experience and reducing complexity by harmonising foundational data across the industry.

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5.3. **Digital** Innovation

The digital innovation of organisations requires investment in technological resources, and knowledge sharing to activate and operate them. However, the short-, medium- and long-term benefits – in terms of optimising and increasing the efficiency of economic operators, and organisations in general – are clear. As a rule, digital innovation has a highly positive impact, with regard to diminishing the use of some resources that have considerable environmental and economic impact, such as reducing packaging materials or physical promotional material.

The innovation concept is evident in GS1 Portugal's DNA. From the first barcode scanned in Portugal up to the present day, GS1 Portugal has accompanied the latest market trends, striving to develop a series of solutions in various fields and sectors, ranging from applying blockchain technology to food supply chain safety and traceability, to Artificial Intelligence.

In the organisation's recent history, with impact on its current innovation and digital transformation activities, we note the participation in the Industry 4.0 Programme, an initiative by the Portuguese Government in order to accelerate the digital transformation of businesses. This programme is based on six priority fields of action and involved the participation of GS1 Portugal in the first and second stages, resulting in highly significant impacts in many of the projects led in 2021.

GS1 Portugal Innovation Model

Innovation management is carried out according to the ACE Model: Aggregate, Challenge, Evaluate, a model conceived by GS1 Portugal.

• **Aggregate**: innovation aims to be an aggregator of internal and external ideas, guaranteeing a comprehensive vision of projects with impact on GS1 Portugal's activity (Members, Partners, Global Office and other GS1 member organisations).

• **Challenge**: the model's second component aims to inspire and challenge the different players (internal and external) in their search for initiatives that innovate and/ or improve the organisation and its portfolio of services.

• **Evaluate**: innovation adds an evaluation component to the benefits of the initiatives in activities where it has an impact.

# 6. **Enabling Traceability,** Efficiency and Safety across Value Chains
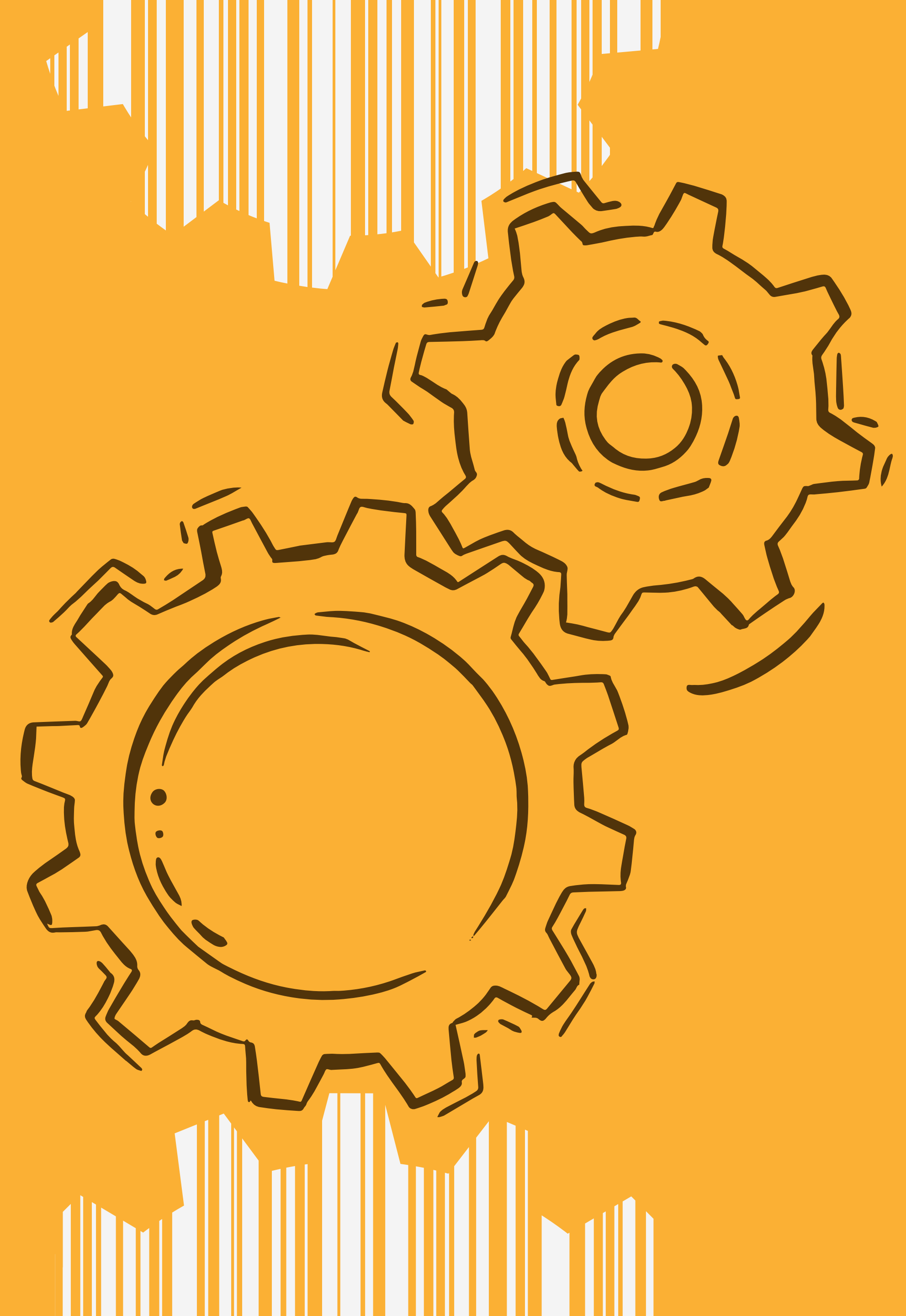
WHAT DOES THIS MEAN FOR GS1 PORTUGAL?

Ensuring visibility and transparency in every link of the value chain, as a principle applicable to all industry sectors, through the capture, sharing, visibility and interoperability of quality data, enabled by the GS1 System of Standards and GS1 Portugal solutions and services. Fast and easy access to information on the provenance, production and distribution process, administration or dispensation of products. Driving benefits in efficiency, precision, safety, sustainability and circularity.

Coding value chains using the GS1 System of Standards combined with technological services and solutions, is a crucial element to guarantee traceability and efficiency, based on the capture, visibility, sharing and interoperability of logistics and product data.

Traceability leveraged by GS1 Standards is also an essential factor to drive sustainability, guaranteeing that products reach consumers with the least possible use of resources and, consequently, less waste.
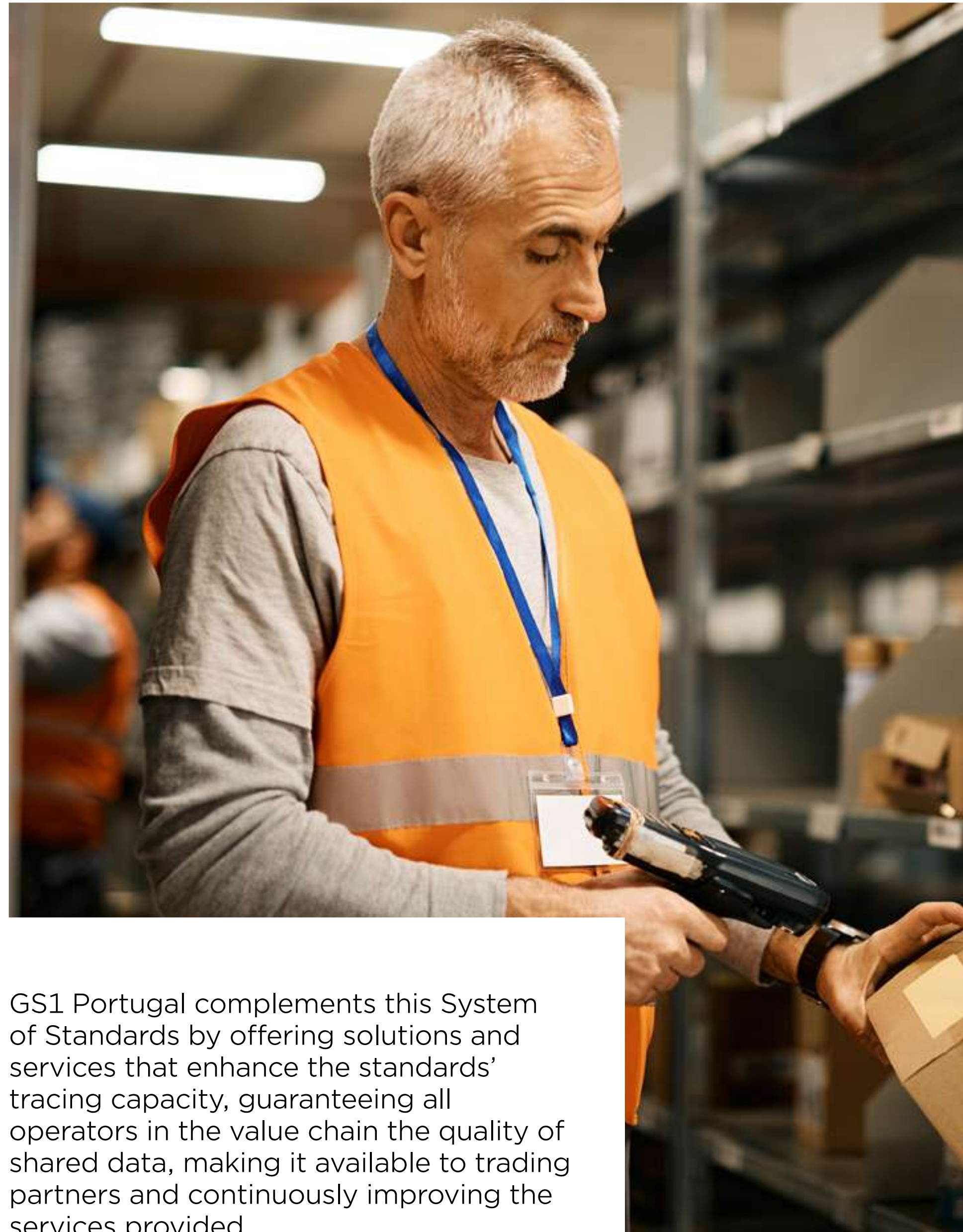
GS1 Portugal complements this System of Standards by offering solutions and services that enhance the standards' tracing capacity, guaranteeing all operators in the value chain the quality of shared data, making it available to trading partners and continuously improving the services provided.

Relation of the Material Topic
with sustainability

2 ZERO HUNGER

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Building more sustainable value chains is one of the greatest challenges currently faced by organisations and societies. In addition to guaranteeing competitive advantages between trading partners, it is necessary to meet the challenges of today's society and the demands of consumers, which means making increasingly responsible choices. Therefore, to increase value chain efficiency, it is essential to create traceability mechanisms that provide asset visibility and ensure sustainable processes at every stage of the value chain. In this sense, GS1 Standards guarantee greater traceability and efficiency, enabling the creation of new sustainable business models.

GS1 UNIVERSE | GS1 PORTUGAL | SUSTAINABILITY | ETHICS | DIGITAL TRANSFORMATION | **TRACEABILITY** | MEMBERS | COLLABORATION | GRI

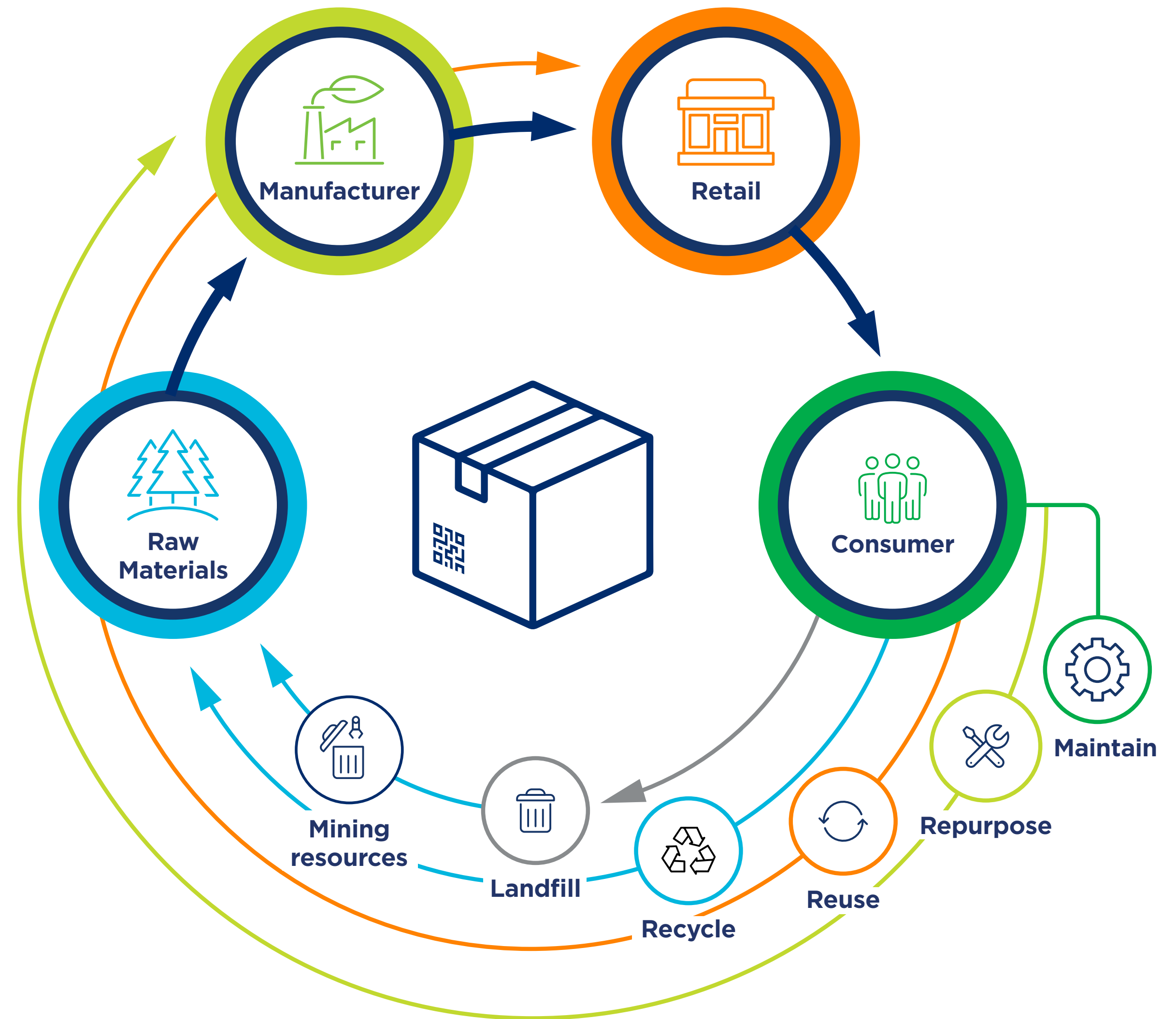GS1 PORTUGAL SUSTAINABILITY REPORT 2021

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6.1. Sustainable, Transparent and Quality Value Chains

One of the principal responses at the European Union (EU) level to the need for widespread adoption of more sustainable solutions, products, services and lifestyles, was the European Green Deal. The goal of this strategy is to ''transform the European Union into a fair and prosperous society, with a modern, resource-efficient and competitive economy where there are no net emissions of greenhouse gases in 2050 and where economic growth is decoupled from resource use''.

The European Green Deal proposal is based on principles of value chain transparency and efficiency, for which GS1 Standards are decisive. The EU's conviction to move towards a more sustainable economy and society requires a high level of information on how the various players operate, on the value chain regarding where and how raw materials are extracted or essential components are manufactured for companies operating in Europe, and how those materials are transported. This information is easily traced using GS1 Standards.

Circular economy

The circular economy involves rethinking the models of production, distribution and consumption of products that come to market. Redesigning these models also requires obtaining reliable, top-quality data, which are crucial to implement this concept. The sustainable transition to a circular economy can only occur if data on the resources and processes of a certain product are structured and shared using the GS1 unique global standards. The GS1 System offers an open and common language, adapted to the implementation of the circular economy, enabling new solutions to be created across the entire value chain of a certain product, namely increasing the repair, recycling and reuse of raw materials, thereby increasing the respective lifecycle.

GS1 UNIVERSE · GS1 PORTUGAL · SUSTAINABILITY · ETHICS · DIGITAL TRANSFORMATION · TRACEABILITY · MEMBERS · COLLABORATION · GRI

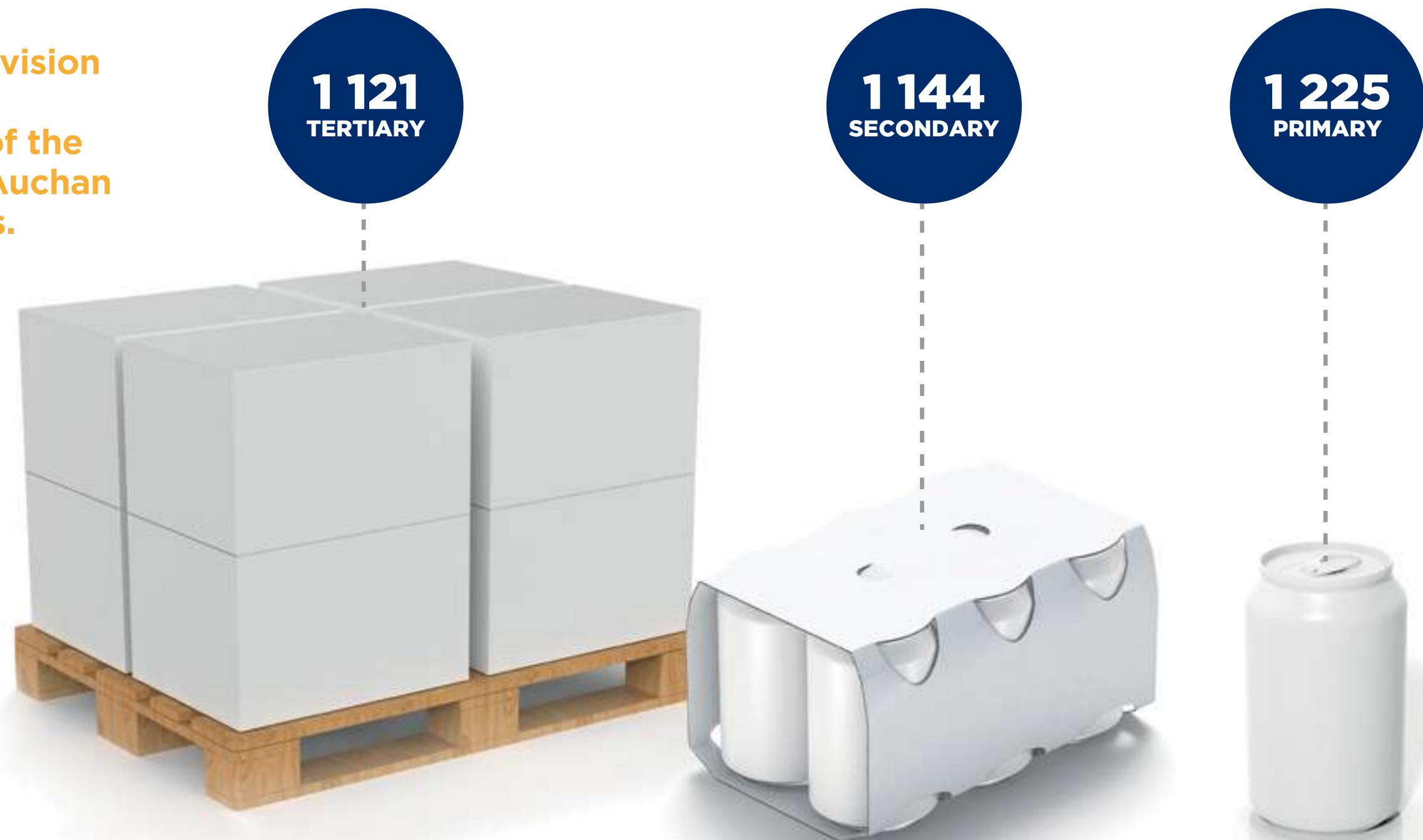GS1 PORTUGAL SUSTAINABILITY REPORT 2021

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EcoData Project

The Portuguese authorities have given increasing priority to the eco-design of product packaging, to drive less polluting production and higher quality and durability. In order to fulfil this purpose, companies need access to information on the packaging of products that are already circulating in the market, to determine which elements and materials make them up. In this respect, in 2021, GS1 Portugal launched the EcoData project, in partnership with a renowned retailer operating in the national market – the Auchan Group. This project intends, on the one hand, to collect information on the packaging materials of the products sold, namely the type and weight of material used; and, on the other, to provide information regarding the use of each material, thereby enabling the product packaging to be redesigned (...) to make packaging more sustainable. Identifying the characteristics of packaging materials is possible by scanning the respective GTIN – Global Trade Item Number and, based on the information collected, it is possible to improve the packaging material used and inform the waste management authorities (SILIAMB – Integrated Environmental Licensing System) which packages the company is responsible for.

This project enabled the provision of this type of information regarding the composition of the packaging materials of the Auchan Group's own-brand products.

1 121
TERTIARY

1 144
SECONDARY

1 225
PRIMARY

3 590

PACKAGES PROCESSED

of the
Auchan Group's
own-brand products

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6.2. **Safety** and Traceability

Currently, safety and traceability are conditions for efficiency and competitiveness, which all economic operators, all over the world, strive to address, and which policy-makers and regulators attempt to support with specific regulations and legislative measures. As a result, various solutions have been proposed to players in the national, regional and global value chains.

Numerous regulations, proprietary service offers and the development of trade solutions, which are incompatible across companies and the global value chain, generated the need to define traceability as a business process, sustained by voluntary membership standards that are accepted worldwide. Therefore, GS1, at the global level, presented an international recommendation – the Global Traceability Standard – that respects basic requirements and describes a unique traceability process, taking into account the differences imposed by various legislative and commercial requirements, as well as diverging expectations concerning implementation technologies.
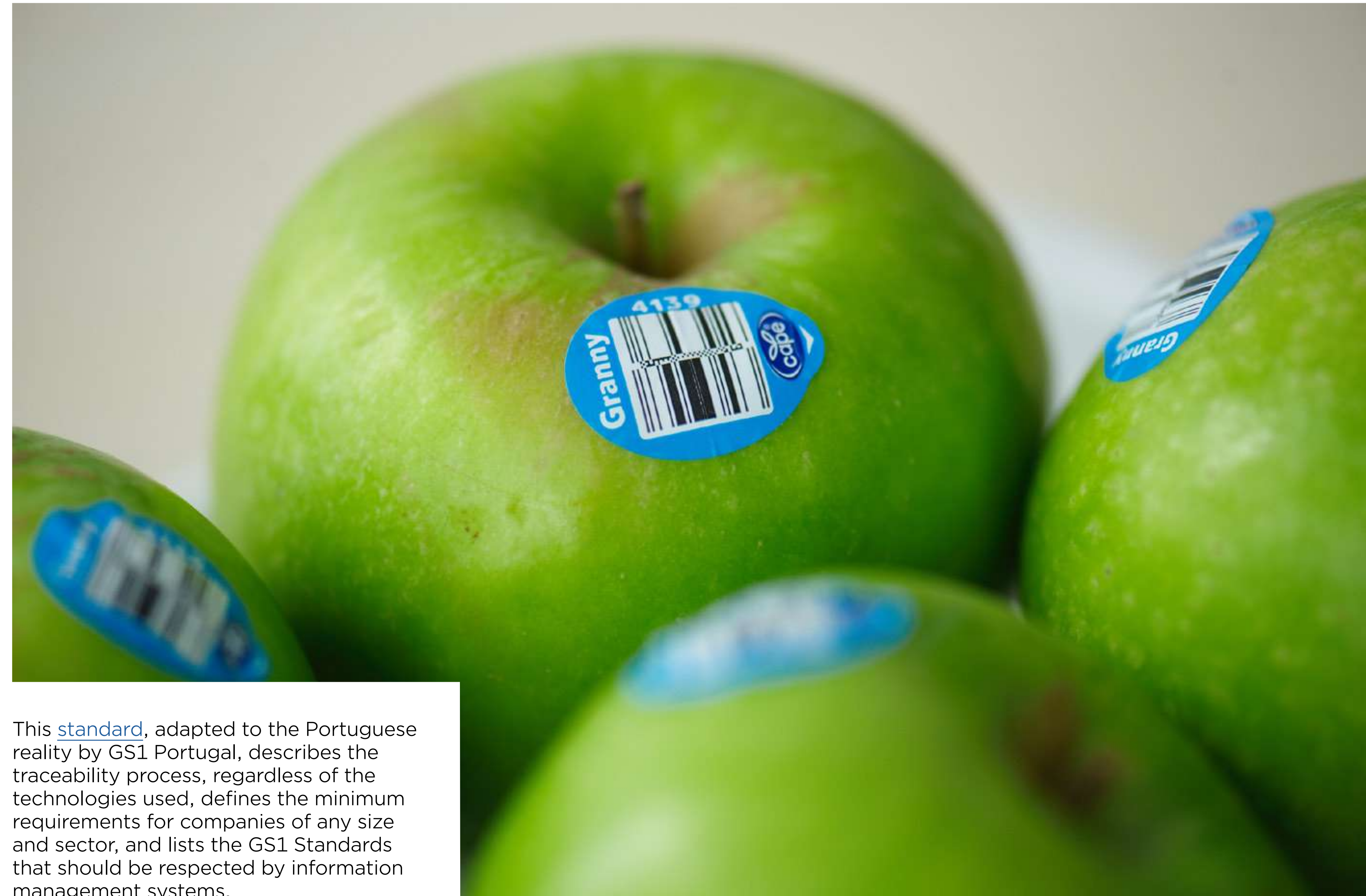
This standard, adapted to the Portuguese reality by GS1 Portugal, describes the traceability process, regardless of the technologies used, defines the minimum requirements for companies of any size and sector, and lists the GS1 Standards that should be respected by information management systems.

Global standards in the fight against food waste

Food waste is a growing concern, nationally and globally. According to the Food and Agriculture Organisation of the United Nations, in 2020 approximately 700 million people all over the world were undernourished. This problem acquires even greater importance given the rising global population and the limitation of natural resources in food production, processing, transportation and sale.

The food waste issue is relevant not only in terms of consumption, but in every stage of the food supply chain. Therefore, plans and actions must be implemented to reduce food waste rates across various operational flows, from the interaction with suppliers to the management of physical (and online) shops, as the sector's last point of contact with consumers.

For this purpose, the implementation of GS1 Standards facilitates product information sharing (namely expiration dates and stock availability, among others), enabling the optimisation of different internal movements in the supply chain. This makes it possible to reduce inefficiency throughout the entire process (from production to sale) and, consequently, helps cut food waste.

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6.3. **Enabling** Efficiency and Sustainability

GS1 Portugal strives to provide organisations with concrete benefits through its standards and services, offering solutions that, in partnership, enable implementation and help measure the efficiency generated in business. In addition to building efficiency in commercial operations and reducing internal costs for companies, these solutions are part of a major global commitment: to drive sustainable development. Given the growing concern about sustainability, it is also necessary to measure in order to act and, for this reason, as a shared responsibility, companies need a common language to share information.

Therefore, in 2021, GS1 Portugal consolidated the services it provides that contribute most decisively to increasing the efficiency of value chains and sustainability. In addition to a range of services used repeatedly by member organisations, GS1 Portugal extended these and other services to new companies and organisations, in view of the benefits it anticipated in the activity of these partners. This commitment was reflected in the service to issue and renew

LEI – Legal Entity Identifiers codes, but also in consulting services where, despite the constraints of the pandemic, GS1 Portugal mobilised multiple teams in the field to coordinate and operationalise new projects.

Furthermore, in 2021, GS1 Portugal held various meetings of the Committee for Collaborative Best Practices, which included the participation of retailers and producers, addressing issues that have the potential to optimise the commercial relationship and collaboration between trading partners throughout value chains.

Still in 2021, GS1 Portugal expanded the business community's access to its standards and services that drive efficiency and sustainability, by providing service level studies, namely the Benchmarking Supply Chain and Benchmarking Saúde (Healthcare). These studies, with a robust methodology for bidirectional analysis of trading partners, precisely identify the strengths of the collaboration and opportunities to improve efficiency.

In addition, GS1 Portugal equipped its team with specific training to calculate the carbon footprint of organisations, preparing to provide this service in 2022 (see chap. 7.3).

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7. Member
Focus

WHAT DOES THIS MEAN FOR GS1 PORTUGAL?

Providing a diversified offer of standards and services, adapted to the needs identified, collaborating in the continuous development of better solutions for businesses. Maintaining accessible specialised consulting services, and a suitable structure to clarify doubts, quickly and efficiently, reflected in high satisfaction and loyalty levels. Stimulating innovation, as a driver for the constant adaptation of those solutions, especially in highly dynamic priority areas, foreseeing the presentation of new services. Defining strategies to attract new members.

In this respect, the constant improvement of the services rendered and solutions offered, as well as the permanent effort to anticipate trends, is a priority, particularly regarding innovation and sustainability.

Despite being an organisation that supports the entire business community and Portuguese society in general, GS1 Portugal's members are its principal priority, as well as their needs, goals and challenges.

GS1 Portugal's vision positions the organisation as a vital partner in issues concerning efficiency and competitiveness in the value chain, from a neutral position.

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Relation of the Material Topic
with sustainability

Our members' trust is one of the most important aspects for GS1 Portugal, and focusing on the continuous improvement of the solutions presented is crucial to guarantee that trust. For the organisation, it is imperative to strengthen the relationship with our members, to know what they think and understand their habits. This is the only way to provide standards and services that effectively help optimise the efficiency of our member community, as well as that of the business community in general. Through specifically targeted projects and initiatives, GS1 Portugal promotes sustainability in value chains, enabling, for example, member registration and information to be accessed and managed exclusively online, the provision of a programme to reduce CO2 equivalent emissions in logistics and transportation operations, and establishing partnerships for collaborations and resource empowerment.

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

15 LIFE ON LAND

17 PARTNERSHIPS FOR THE GOALS

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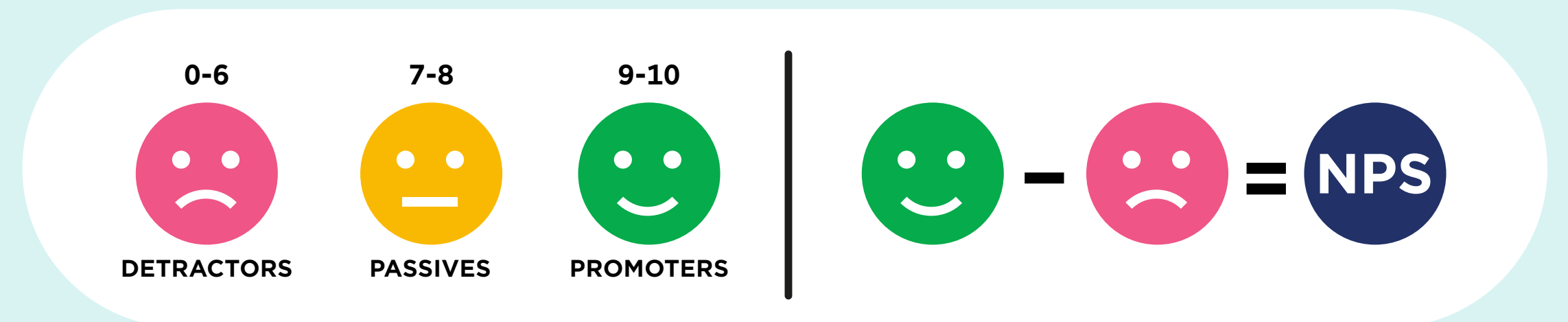
7.1. **Member** Satisfaction

GS1 Portugal strives to continuously monitor its members' satisfaction, regarding the support provided to them through their preferred channel – Member Services portal –, by telephone or e-mail, intervening to clarify issues such as membership or the acquisition of standards, solutions and services.

Furthermore, GS1 Portugal applies the same criteria for analysing satisfaction, in a broader manner, to all of the other services provided by the organisation, for the purpose of continuous improvement. Extensively, this objective is manifested by applying the Annual Satisfaction Survey, which collects useful and direct information from GS1 Portugal's members, helping outline the future actions of the organisation, as well as improve the services provided. In 2021, GS1 Portugal registered 628 responses and received a result of 58, on a scale from 0 to 100, where a rating between 51 and 75 is considered "Great", and more than 75 is "Excellent".

In order to guarantee our members' continued satisfaction, GS1 Portugal also strives to ensure the quality and efficiency of its processes, guided by the criteria set out in the ISO 9001 standard, with certification received in 2021 across business units such as Financial, Human Resources, Technology, Information, Processes and Communication, with internal and external impact. In addition, GS1 Portugal maintains constant trend monitoring, through collaboration with partners and participation in work groups, on a national and international level.

NPS - NET PROMOTER SCORE

2018 28 GOOD	2019 56 GREAT	2020 69 GREAT	2021 58 GREAT

<-25 WEAK	-25-0 POOR	1-25 AVERAGE	26-50 GOOD	51-75 GREAT	>75 EXCELLENT

0-6	7-8	9-10				
DETRACTORS	PASSIVES	PROMOTERS		☺	– ☹	= NPS

NPS Methodology - Net Promoter Score*

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Complaints management

Regarding the organisation's governance, GS1 Portugal has its own mechanisms to manage complaints and a subprocess to manage non-compliance and improvements. Corrective measures are implemented by the responsible divisions, and there is communication between the complaints division and improvement management unit, in order to guarantee that the effectiveness of the adopted measures is monitored and evaluated. Complaints are included in the Quality Management System's audit report.

The complaints management process is directly associated with the respective treatment and aims to mitigate the negative impact of the complaint. Each complaint is subjected to a rigorous evaluation and diagnosis process, through the involvement of the Executive Director (ED), the affected business divisions, and the Business Development Unit (BDU), when applicable. This evaluation and diagnosis results in the definition of correctional and improvement measures, which are implemented by the responsible divisions following approval by the Board.

7.2. **Member** Communication

Bearing in mind the importance of consolidating bonds of trust with its members and stakeholders, GS1 Portugal believes it is crucial to build an open and transparent relationship with these players, as well as communicating in a regular and systematic manner, in order to identify and address their needs and concerns.

The organisation's communication management process includes a plan that defines specific annual objectives. Internally, in addition to the communication matrix for the most relevant information, which should be provided to our staff, consideration is also given to what to communicate, who communicates, to whom it is communicated, when and how.

Externally, GS1 Portugal uses many communication channels to drive information sharing. To this end, the organisation uses its institutional communication media, such as the website, social media (Facebook, LinkedIn, Instagram and YouTube) and the e-newsletters Comunicar, Comunicar Saúde (Healthcare) and Observatório de Tendências (Trend Watch).

Furthermore, every year, GS1 Portugal makes its Annual Report publicly available, carries out training initiatives for its members, participates and promotes events, the annual Convention and seminars, among other initiatives to share information and best practices.

In 2021, to communicate better with its members, GS1 Portugal optimised its communication channels, namely the organisation's website, in order to correct errors identified in 2020 that undermined the browsing experience of visitors. Regarding social media, in 2021 a more dynamic process was created to define the monthly editorial schedule, with input from representatives from every area in the organisation, increasing the visibility of the respective projects and services on these platforms.

This was also the role of the external e-Newsletters, with additional dissemination of the GS1 Portugal standards, solutions and services. Thus, an integrated information circuit was created, based on the media's complementarity, using each of these channels to provide GS1 Portugal members and the business community as a whole, with relevant information in digital format to promote the respective efficiency.
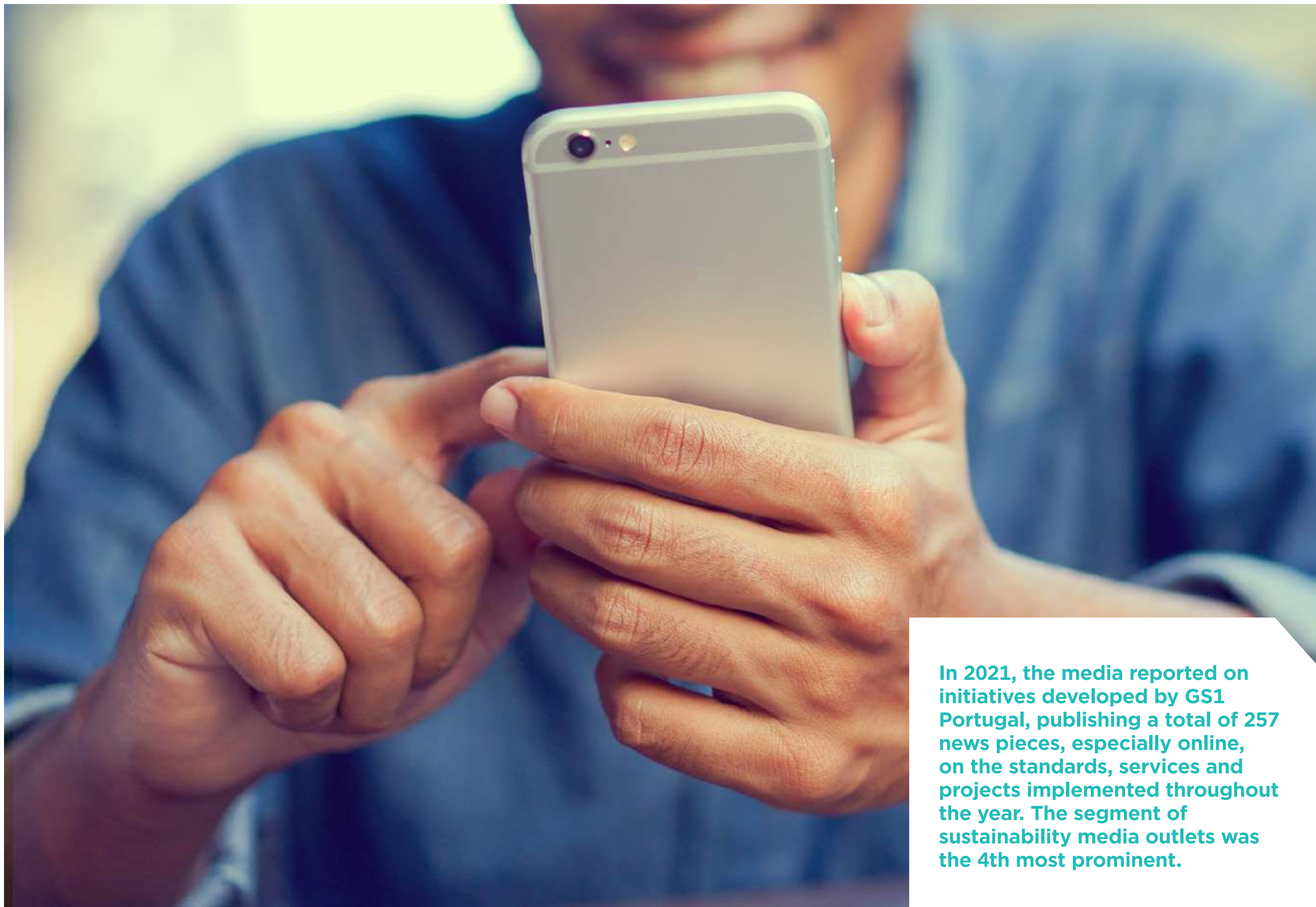
In 2021, the media reported on initiatives developed by GS1 Portugal, publishing a total of 257 news pieces, especially online, on the standards, services and projects implemented throughout the year. The segment of sustainability media outlets was the 4th most prominent.

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7.3. Innovation with a purpose

In the spirit of continuous improvement, GS1 Portugal has sought to put in place the necessary mechanisms for the future alignment of its activity, to ensure its relevance and strengthen its position as an innovative and sustainable organisation. For GS1 Portugal, it is important to guarantee the provision, to members and partners, of services and solutions that best meet their needs, bringing greater gains and efficiency to their processes, always driving positive economic, environmental and social impacts, in the short, medium and long term.
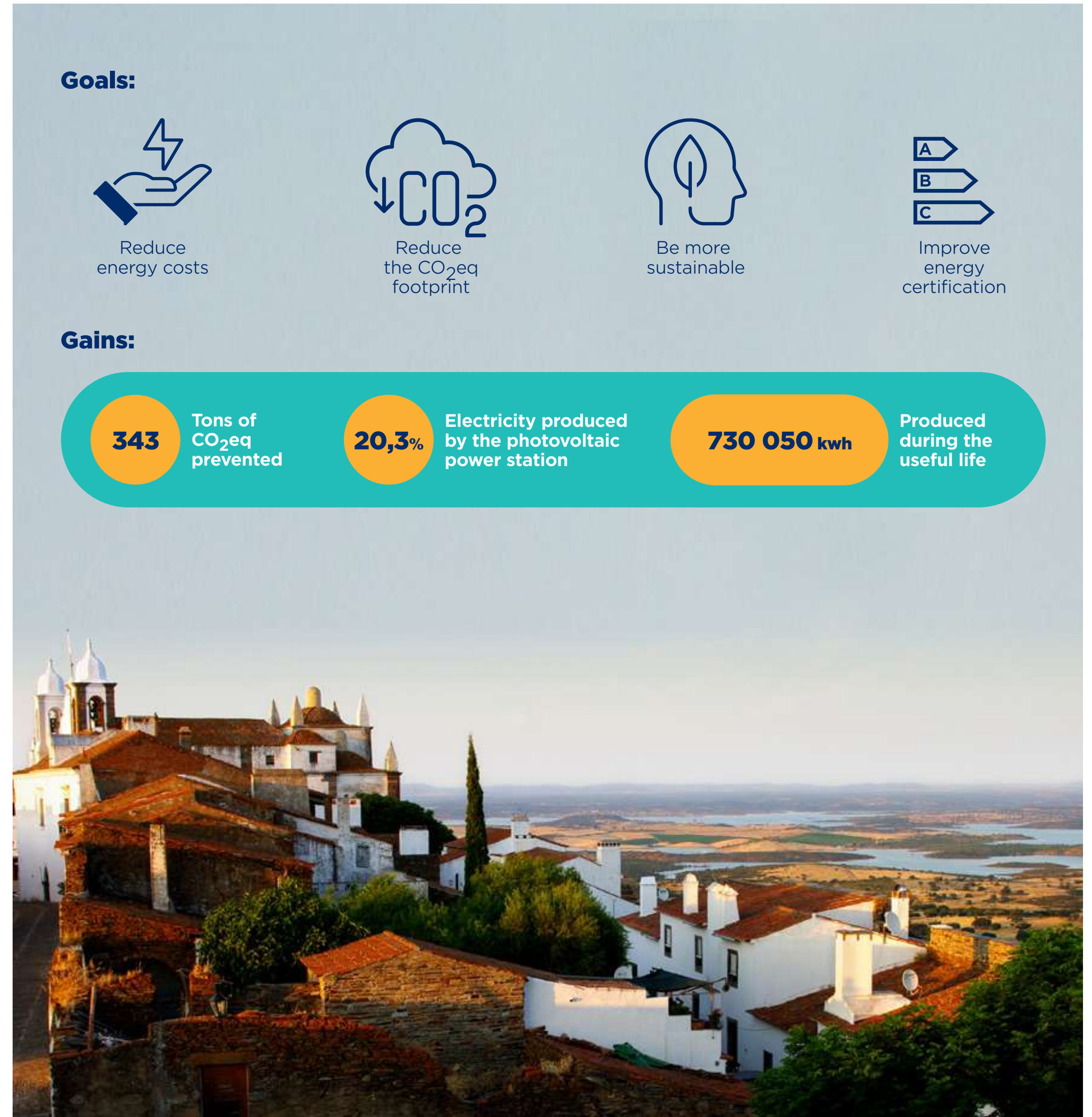
Concretely and from an environmental perspective, the Lean & Green programme, led in this country by GS1 Portugal, is one of the innovation initiatives directed to our members and the business community as a whole, designed to promote sustainability by reducing CO2 equivalent emissions in logistics and transportation operations.

In 2021, 22% of the total electricity consumed by GS1 Portugal was produced by its photovoltaic panels, the equivalent of 35 MWh, a 1% increase compared with 2020.

Reducing the carbon footprint

Sustainability is part of GS1 Portugal's strategic and operational vision, applied across all of the organisation's projects and activities, to help companies reduce their environmental impact. Internally, in 2019 the organisation installed 80 photovoltaic panels on its premises, preventing the emission of 343 tons of CO2eq into the atmosphere during the useful life of the panels.

Through this initiative, GS1 Portugal intends to take a major step towards a more efficient and sustainable future. Therefore, in addition to producing its own energy, which is consumed daily in the organisation's offices, GS1 Portugal was able to reduce its carbon footprint.

Goals:

Reduce energy costs

Reduce the CO_2eq footprint

Be more sustainable

Improve energy certification

Gains:

343 Tons of CO_2eq prevented

20,3% Electricity produced by the photovoltaic power station

730 050 kwh Produced during the useful life

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LEAN & GREEN

The Lean & Green initiative is the largest European collaboration platform especially dedicated to reducing CO2eq emissions associated with transportation and logistics operations, driving corporations to reach a higher sustainability level. The process begins by defining, for each member company, an action plan for a maximum of five years. The company undergoes an initial audit, which assesses the carbon footprint of the logistics and transportation activities, as well as the suitability of the plan. Over the five-year period, the company will be monitored by GS1 Portugal, with six-monthly meetings to evaluate the implementation of the defined measures. In the medium term, the goal of each company is to reach net zero emissions. For each level attained, the company receives a star, out of a total of five.

The Lean & Green programme, which GS1 Portugal has represented in this country since 2019, witnessed a substantial boost in 2020, with the participation of national and international SMEs and major corporations from a broad spectrum of sectors: from the food industry to the transportation and logistics sector. Despite the particularly challenging circumstances in the first year of its launch (due to issues associated with the COVID-19 pandemic), from a total of 13 countries representing the programme, Portugal was one of the three markets with the most enterprises taking part, featuring the participation of seven companies of different types and from diverse sectors.

20% CO_2 Reduction compared to the baseline measurement

10% CO_2 Reduction compared to 1st star level

5% CO_2 Reduction compared to 2nd star level

Values not determined, as no companies have reached this level yet.

In 2021, GS1 Portugal intensified its dissemination of the programme and contact with corporations, for the purpose of presenting and subsequently monitoring the implementation of proposed and approved plans, with a total of 13 companies joining the programme during the year. Thus, since the launch of the project, seven companies were distinguished with Lean & Green awards and stars, namely:

Santos e Vale (2020)
for its action plan to reduce CO2eq emissions in logistics operations.

Delta Cafés e Nestlé Portugal (2020)
for reducing, by at least 20%, CO_2 equivalent emissions in their respective logistics operations.

Pantoja – Grupo Logístico (2021)
for approving the respective Action Plan to reduce by more than 20% CO_2eq emissions in logistics and transportation operations.

First Rule e Nespresso (2021)
for reducing by more than 20% Greenhouse Gases (GHG) in logistics and transportation operations.

Pingo Doce (2021)
3rd Lean & Green Star, for reducing by more than 40% GHG in logistics and transportation operations.

Through the Lean & Green programme, GS1 Portugal stands as an information facilitator that is committed to helping defend sustainability among its members, partners and the community at large. The results of this initiative indicate an increasingly evident trend of organisations placing sustainability as a driver of competitiveness at the centre of their strategy and operational plan, encouraging them to take steps towards a future that guarantees the balance between economic factors, environmental circumstances, and social and cultural imperatives, both through compliance with legislation and voluntary practices.
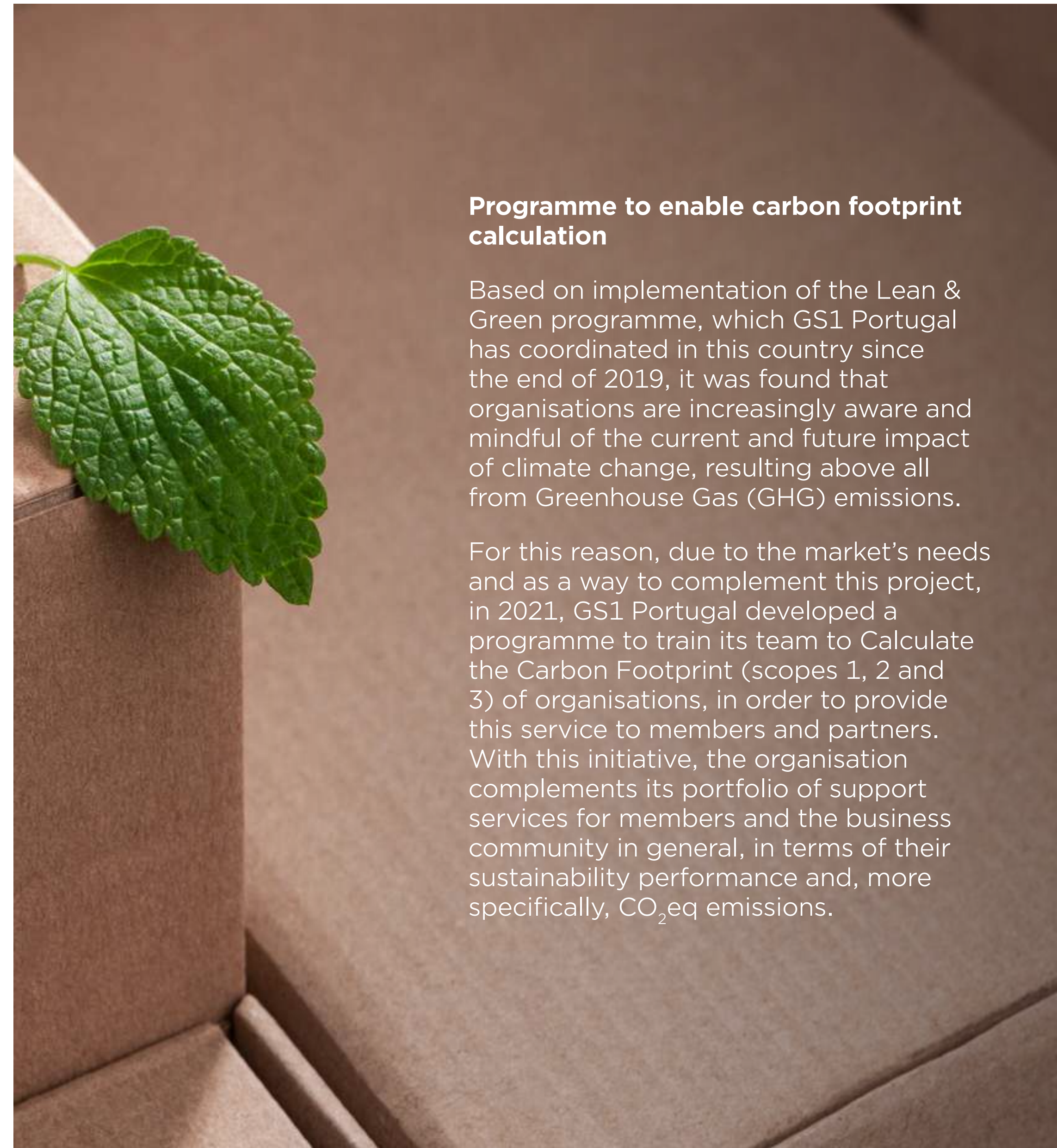
Programme to enable carbon footprint calculation

Based on implementation of the Lean & Green programme, which GS1 Portugal has coordinated in this country since the end of 2019, it was found that organisations are increasingly aware and mindful of the current and future impact of climate change, resulting above all from Greenhouse Gas (GHG) emissions.

For this reason, due to the market's needs and as a way to complement this project, in 2021, GS1 Portugal developed a programme to train its team to Calculate the Carbon Footprint (scopes 1, 2 and 3) of organisations, in order to provide this service to members and partners. With this initiative, the organisation complements its portfolio of support services for members and the business community in general, in terms of their sustainability performance and, more specifically, CO_2eq emissions.

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All approaches to reduce GHG emissions initially involve identifying the emissions generated at a certain moment so that, based on concrete data, opportunities for improvement can be identified and, consequently, acted upon.

In order to offer a more comprehensive and integrated range of services at this level, GS1 Portugal trained members of its team in the implementation of ISO 14064-1 and 14064-3 standards – Greenhouse Gas (GHG) Verification –, equipping them with competencies to support the business community in calculating the carbon footprint.

CO_2 SF_6 CH_4 N_2O HFCs   PCFs NF_3

SCOPE 1
DIRECT

Emissions of GHG from sources owned or controlled directly by the company

Company facilities; company fleet

SCOPE 2
INDIRECT

Emissions of GHG from energy usage

Electricity, heating and cooling

SCOPE 3
INDIRECT

Emissions of GHG resulting from the value chain and services

Purchased goods and services; capital goods; fuel and energy; upstream transportation and distribution; waste generated in operations; business travel; employee commuting; leased assets; downstream transportation and distribution; processing of solid products; use of solid products; end-of-life treatment of solid products; franchises; investment

8. **Partner Collaboration,**
Training and
Empowerment

WHAT DOES THIS MEAN FOR GS1 PORTUGAL?

Promoting the correct use of the GS1 System, in the solutions and services provided by GS1 Portugal, helping drive the competitiveness and efficiency of organisations. Providing a training offer that drives a collaborative integration in society – adapted to the needs of members, partners and stakeholders, and the business community as a whole –, and which addresses macrotrends with an impact on the respective activity. Engaging external and specialised partners from the academic, technological, sectoral and other communities, in order to drive a synergistic and forward-looking knowledge exchange.

Collaboration is the GS1 Portugal matrix method, its operational guideline, irrespective of the field of activity or project. This is the methodology at the core of the organisation, on an international level. In terms of the services provided, it is increasingly and markedly recognised, by all stakeholders, as a training entity with differentiating and distinctive competencies.

Relation of the Material Topic **with sustainability**

3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS

GS1 Portugal's focus on partner collaboration, training and empowerment – essentially, on partnership – generates efficiency and synergies in core sectors, like healthcare.

The pandemic clearly demonstrated the importance of the efficiency and traceability provided by standards in a sector compelled to overcome unprecedented challenges.

In addition to this recent evidence in the sector, this methodology involving an eminently collaborative approach also has benefits in terms of sustainable production and consumption.

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8.1. Driving collaboration

GS1 Portugal is structured to provide its members and the business community in general with instruments and tools that enable them to interact, with synergies and efficiency, with their trading partners and other agents across their value chains. As a rule, establishing partnerships or collaboration protocols promotes training activities and events, supporting members to implement best practices that lead to higher levels of efficiency, identify new opportunities, or strengthen existing collaborations, in order to expand their knowledge of GS1 Portugal and the GS1 System.

In 2021, GS1 Portugal monitored the key trends and dynamics that will allow it to keep serving the best interests of the business community and Portuguese society into the future.

The collaboration with partners acquired other forms and took shape in new projects. The catalogue of events was amplified with new topics and approaches, guaranteeing a diversified offer of hybrid events with a general theme (some of which on sustainability), throughout the entire year, but also returning to face-to-face events, with a new edition of the GS1 Portugal Convention, on-site and with live streaming on the organisation's social media.

Service level studies: Benchmarking Supply Chain and Benchmarking Saúde

As with the service level studies in previous years, in 2021, GS1 Portugal held the 9th edition of Benchmarking Supply Chain, in the Fast-Moving Consumer Goods (FMCG) sector, and the 6th edition of Benchmarking Saúde (healthcare). The major goal of these projects is to foster communication and collaboration between participants, based on transparency in the interaction between trading partners. In 2021, the key trends observed were sustainability, performance indicators, the logistics model, issues concerning collaboration, technology and standards, and subjects associated with the pandemic.

Both in FMCG and the healthcare sector, the project helps make value chains more efficient and increases the competitiveness of participants in their sector.

SURVEYS → INTERVIEWS → ANALYSIS → RESULTS

8.2. **Partner** Synergies

For the GS1 System to be implemented in an efficient and sustainable manner, the support of our partners is fundamental. For this reason, GS1 Portugal continuously strives to establish partnerships with entities that can develop, implement and disseminate the organisation's standards and solutions, across all sectors, thereby expanding the scope of the GS1 System.

GS1 Portugal collaborates with its partners for a common purpose: to develop solutions that are more sustainable and adapted to businesses. For GS1 Portugal, it is important that the GS1 System is delivered in credible and sustained solutions, in order to offer its members a comprehensive and efficient service.

Currently, the organisation receives the collaboration of more than 80 partners, who support GS1 Portugal initiatives. Small and major corporations, multinationals, associations, market regulators, the academic community and government entities, are represented in the GS1 System, in order to make everyone's business more efficient and sustainable.

Global Migration to 2D Programme Work Group

The goal of this Work Group is to support the migration of the food retail sector to a more current coding solution that meets the market's diverse information needs: information on provenance, marketing information, traceability information, consumption information, among others.

Throughout 2021, the Work Group met bi-weekly to design the project, to be implemented over the next two years: a unique solution – a code using the GS1 DataMatrix symbology, combined with GS1 Digital Link – in response to consumer demands for access to information on product provenance and sustainability, equating packaging as a means of sharing digital marketing content and the requirements of regulations applicable to the sector.

2D On-pack Coding Work Group

This is an international Work Group, with representatives of member organisations from the five continents, whose objective is to analyse and forecast the future of retail product coding, based on an action plan that prepares for this new reality. The Work Group features three lines of action: 1) Awareness and Education, a line of action where GS1 Portugal participates;

2) New Stakeholder Engagement and 3) Standards and Technology. Still in 2021, this Work Group evolved, and the mission and goals were integrated into the Global Migration to 2D Programme Work Group.

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Associação Portuguesa de Logística
(Portuguese Logistics Association)

Associação Portuguesa para
o Desenvolvimento das Comunicações (APDC)
*(Portuguese Association for the Development
of Communications)*

Associação Portuguesa
de Empresas de Distribuição (APED)
(Portuguese Association of Distribution Companies)

Câmara de Comércio e Indústria Portuguesa (CCIP)
(Portuguese Chamber of Commerce)

Associação Portuguesa de Empresas
de Produtos de Marca (CENTROMARCA)
(Portuguese Association of Branded Products)

Data Science Portuguese Association (DSPA)

Federação das Indústrias Portuguesas
Agro-Alimentares (FIPA)
(Federation of Portuguese Agri-Food Industries)

Associação Industrial de Aveiro
Câmara de Comércio e Indústria do Distrito de Aveiro (AIDA/AIDA CCI)
(Chamber of Commerce & Industry of the Aveiro District)

Instituto Nacional de Saúde Doutor Ricardo Jorge (INSA)
(National Health Institute)

Marinha Portuguesa
(Portuguese Navy)

Sociedade Ponto Verde (SPV)
(Waste Collection & Treatment Company)

AICEP – Agência para o Investimento
e Comércio Externo de Portugal
(Portuguese Trade & Investment Agency)

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8.3. **Impact** on society

GS1 Portugal assures its members and, more broadly, Portuguese society, the commitment to guarantee partnerships that create value. For this reason, one of GS1 Portugal's concerns is to develop new projects and collaborations that help build resilient and sustainable communities equipped to face major challenges.

To be socially responsible is, today, one of the objectives of any organisation and, in this sense, GS1 Portugal also strives to improve the daily life of the community. In 2021, GS1 Portugal continued the social responsibility work it has been developing over the years and issued, free of charge, 22 codes to Private Charity Institutions.

Collaborative partnerships drive efficiency and sustainability across all industry sectors. Through strategically planned collaborations, GS1 Portugal's partners undertake a set of initiatives that promote the importance of standards for logistical efficiency and sustainability.

In 2021, despite the impact of the pandemic, which limited the execution of some traditionally face-to-face actions, GS1 Portugal was committed to continue its activities, in some cases adapting its action to the circumstances. Nevertheless, the development of innovative new projects was possible, with a highly positive impact on society.

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Global GS1 Standards and the healthcare sector

The global GS1 Standards play a crucial role in the healthcare sector. The standardised management of medical devices, medicines and healthcare provision processes, enables efficiency gains and is also a guarantee to safeguard patients.

The automatic and unambiguous identification of people, places, equipment, medical devices and medicines through global standards is essential, namely to prevent counterfeiting, enabling a rapid response after the detection of counterfeit products in the supply chain, as well as reducing medical errors resulting from the improper administration of medication. Furthermore, using global standards enables a much more efficient management of all resources in the healthcare sector, optimising the time spent by healthcare professionals in patient care, guaranteeing rigorous stock management and provision of the correct medicine or medical device, to the designated patient, in the prescribed quantity and at the prescribed time, by the professional in charge.

For this reason, GS1 Portugal has repeatedly sought to bring together all operators in the healthcare value chain, in order to promote the benefits of implementing standards that guarantee the quality and safety of patient care.

Although GS1 Portugal's intervention in the healthcare sector is still relatively recent, the close collaboration with laboratories, hospitals, pharmacies, associations and regulators has made it possible to promote the adoption of GS1 Standards in healthcare. This growing application of GS1 Standards in the sector has driven increased traceability and efficiency, based on cost reduction, process automation and, of course, patient safety.

Collaboration initiatives with partners

In 2021, there were four notable actions implemented in collaboration with partners: a cycle of workshops with DSPA; a webinar with IAPMEI (Institute for the Support of Small and Medium-Sized Enterprises); a memorandum of agreement in the field of food composition, signed with INSA (Doutor Ricardo Jorge National Health Institute); and a webinar on "Transport of goods: phytosanitary requirements for the use of wooden pallets and packaging", in partnership with DGAV (Directorate-General for Food and Veterinary Matters), AIMM (Association of Wood and Furniture Industries) and EPAL (Lisbon City Council Water Services) – The Pallet System.

OUTSTANDING INITIATIVE
GS1-128 Barcode Implementation Study in Warehouse, in partnership with Wells

In 2021, GS1 Portugal led a GS1-128 Barcode Implementation Study in Warehouse (Projeto de Fiabilidade de Leitura em Armazém) in partnership with Wells, a parapharmacy chain owned by MC. Over nine months, GS1 Portugal collaborated actively with this partner's suppliers for the parapharmacy channel, in order to identify non-compliance in pallet and box coding, in accordance with the GS1 System of Standards and the requirements defined by the retail brand in question, subsequently implementing the necessary corrections.

These corrections, instead of solutions, enabled coding to be homogenised through the application of GS1-128 labels on the logistic units (box and pallet) containing the GTIN (Global Trade Item Number), number of units, expiration date and lot.

Implementing a homogenised symbology between various suppliers, along with updating the master data of each supplier in the warehouse's database, helped optimise the receiving process.

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Excellence Training
and Events

GS1 Portugal is strongly committed to the promotion and dissemination of knowledge through training activities and events, either within the framework of partnership protocols or in the context of the training catalogue and annual events programme. GS1 Portugal has increasingly expanded its scope of intervention, striving to promote debate and disseminate content and knowledge that are relevant to the business community and drivers of efficiency, emphasising the impact of the standards, solutions and services the organisation provides, namely in terms of sustainability.

2021 was no exception: GS1 Portugal asserted itself as a training entity and a platform for sharing important information, through its training catalogue and events. In order to maintain the significance of collaboration, which the organisation intends to keep proposing to the business community and Portuguese society, GS1 Portugal increased its investment in monitoring and reflecting on innovative trends.

This catalytic effort has been widely recognised by leading stakeholders of the organisation, who value the provision of this type of services and associate GS1 Portugal with the attributes and competencies of a training entity and driver of knowledge.

GS1 Portugal has been certified by DGERT (Directorate- General for Employment and Labour Relations) as a training entity since 2016.
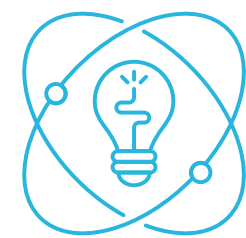
What was done and how?

More than 90 training sessions, administered through remote courses, webinars, bespoke training and actions in the academic community.

Training topics: coding, logistic label, traceability, labelling, data quality, Sync PT platform, coding in healthcare, general data protection regulation (RGPD), carbon footprint calculation, among others.

Why?

To empower members with knowledge that is essential to the use of the GS1 System.

To enable access to training that is relevant to the business of our members.

To meet the training needs of GS1 Portugal members.

By whom?

GS1 Portugal staff.

External trainers, through training partnerships, on topics not directly connected to GS1 Portugal's activity.

Results

More than 1700 trainees.

More than 280 hours of training.

Training volume of over 3 thousand hours.

Coverage of the entire national territory.

High satisfaction of participants (NPS – Excellent).

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2021 Catalogue of Events

The GS1 Portugal catalogue of events aims to promote knowledge among the business community on topics with impact on business efficiency, promote best practices, and disseminate the GS1 Portugal standards and services as drivers of that efficiency. For this, in 2021 four thematic hybrid events were carried out, the GS1 Portugal Convention, with a general theme (face-to-face, with live streaming on GS1 Portugal's social media platforms) and the Benchmarking Saúde awards ceremony, within the scope of a sectoral event (healthcare). In addition, for the first time, a sectoral event was held for the wine industry, and four

meetings of the Healthcare User Group were also coordinated.

In 2021, GS1 Portugal featured 54 speakers in these events, between internal and external guests, representing a 14% increase from 2020. Furthermore, the number of registrations also increased around 20% in 2021 compared with the previous year, growing from 850 to 1021, as well as the NPS* and number of responses to evaluation surveys.

41 **54**
850 **1021**
82,8 **83,0**
174 **223**

| Speakers | Registrations | NPS* | Responses to surveys |

■ 2021
■ 2020
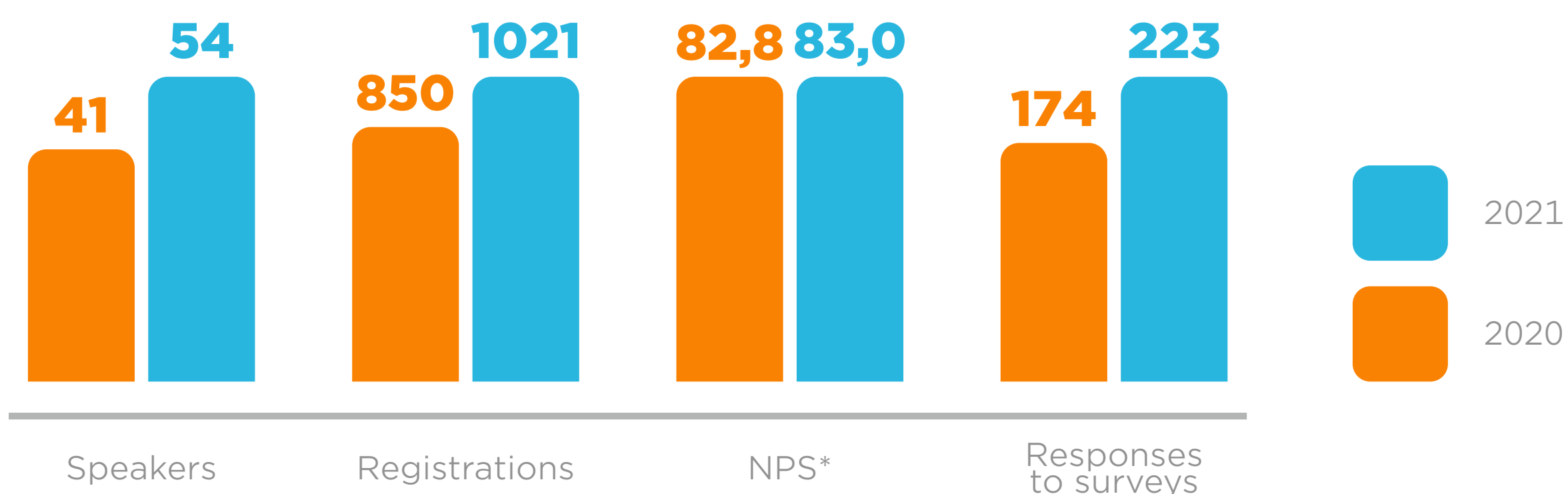
*NPS - Net Promoter Score

Hybrid Events

"Supply Chain: The New Paradigm in the Value chain" – provided a reflection on how the pandemic boosted the digital world, with the rise of teleworking and online schooling, the adoption of telemedicine, the expansion of teleservices and, more expansively, e-commerce.

"Leadership, Upskilling & New Skilling: Talent in the Post-COVID-19 Economy" – provided an analysis on the future of leadership and people management, with the participation of human resources experts, addressing, among other topics, the challenges of talent management.

"Marketing, Business & Sales" – this was the topic presented to leading speakers for a debate on the characteristics of the new consumer and challenges they pose for companies: adaptation, agility and attention, requiring unprecedented collaboration in supply chains.

"Healthcare: Safety & Traceability in the COVID-19 vaccine value chain" – brought the debate on some factors challenged by the pandemic caused by Covid-19: management, logistics, humanism and balance.

Sectoral Events

Sectoral Event for the Wine Industry - sectoral initiative on legal requirements, new challenges of the online channel and guaranteeing supply chain security.

Discussion Panel "Collaboration: the common link in the Healthcare value chain" / Benchmarking Saúde Awards Ceremony – this was the argument for reflection on how the recent scenario has led to rethinking value chains, focusing particularly on the healthcare sector. The event concluded with awards presented to the winners of the 2021 edition of GS1 Benchmarking Saúde.

GS1 Portugal Convention

"(De)coding the Future: Challenges in New Times" – in a face-to-face format, the 6th edition of the GS1 Portugal Convention was hosted at NOVA SBE, with live streaming. The opening session included an intervention by Paulo Portas on the challenges in these new times. The Discussion Panel, one of the highlights of this event, invited perspectives to be shared between CEO members of GS1 Portugal's Governance Bodies, representatives of manufacturers and national retailers, on the current market environment.

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9. **GRI** CONTENT INDEX

Statement of use
GS1 Portugal has reported in accordance with the GRI Standards for the period from 01 January to 31 December 2021.

GS1 Portugal used:
GRI 101: Foundation 2016

Applicable GRI Sector Standards:
Non applicable

General Disclosures

GRI 102: GENERAL DISCLOSURES 2016	
ORGANISATIONAL PROFILE	
102-1 Name of the organisation	
GS1 Portugal – CODIPOR – Associação Portuguesa de Identificação e Codificação de Produtos	
102-2 Activities, brands, products and services	
Chap. 1.2. The GS1 System	Page 14
102-3 Location of headquarters	
Estrada do Paço do Lumiar, Campus do Lumiar, Edifício K3, 1649-038 Lisboa	
102-4 Location of operations	
GS1 Portugal – CODIPOR operates in Portugal and also encodes for the Portuguese-Speaking African Countries	
102-5 Ownership and legal form	
Non-profit association	
102-6 Markets served	
GS1 Portugal – CODIPOR operates in Portugal and also encodes for the Portuguese-Speaking African Countries	

102-7 Scale of the organisation

		2019	2020	2021
Number of Employees (No.)		46	50	54
Number of Operations (No.)*			1	
Net Sales (€)		3 750 105	3 890 795	4 237 227
Capitalisation (€)	Equity	7 375 555	6 839 551	6 351 123
	Debt	1 117 943	1 337 132	1 310 665
Quantity of Products Provided (€)			Non applicable	
Quantity of Services Provided (€)	Shares	2 498 047	2 605 615	2 717 436
	Membership Fees	88 950	104 385	115 600
	Training Courses	18 265	17 791	12 631
	Code issuance fees	405 261	433 085	534 991
	LEI code renewals / issuance	11 326	18 580	26 908
	Other services	266 563	219 447	239 764
	Consulting Services	42 959	56 228	41 249
	Sync PT	345 805	358 028	413 414
	Lean & Green	0	6 317	16 773
	Validata	72 929	71 319	118 461
	Total	**3 750 105**	**3 890 795**	**4 237 227**

* GS1 Portugal has a head office in Lisbon, from which it operates all across Portugal, including the islands

102-8 Information on employees and other workers

		2019	2020	2021
Number of employees by permanent contract	Male	20	22	22
	Female	19	20	24
	Subtotal	*39*	*42*	*46*
Number of employees by fixed-term contract	Male	3	2	3
	Female	4	3	3
	Subtotal	*7*	*5*	*6*
Number of temporary employees	Male	-	-	-
	Female	-	-	-
	Subtotal	*0*	*0*	*0*
Number of trainees	Male	-	-	-
	Female	-	3	2
	Subtotal	*0*	*3*	*2*
Total Employees		**46**	**50**	**54**

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		2019	2020	2021
Number of employees by permanent contract	Lisbon	28	33	38
	Setúbal	9	7	6
	Faro	1	1	1
	Guarda	1	1	1
	Subtotal	*39*	*42*	*46*
Number of employees by fixed-term contract	Lisbon	7	5	6
	Setúbal	-	-	-
	Faro	-	-	-
	Guarda	-	-	-
	Subtotal	*7*	*5*	*6*
Number of temporary employees	Lisbon	-	-	-
	Setúbal	-	-	-
	Faro	-	-	-
	Guarda	-	-	-
	Subtotal	*0*	*0*	*0*
Number of trainees	Lisbon	-	3	2
	Setúbal	-	-	-
	Faro	-	-	-
	Guarda	-	-	-
	Subtotal	*0*	*3*	*2*
Total Employees		46	50	54

		2019	2020	2021
Number of full-time employees	Male	23	24	25
	Female	21	24	27
	Subtotal	*44*	*48*	*52*
Number of part-time employees	Male	-	-	-
	Female	2	2	2
	Subtotal	*2*	*2*	*2*
Total Employees		46	50	54

No. of workers who are not employees: 0
Type of worker: N/A
Nature of the work performed: N/A

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102-9 Supply chain

Upstream, we can mention the standards, solutions and services of the GS1 System, as well as suppliers' own solutions and services. Downstream we can mention economic operators, decision-makers, regulators and organisations, irrespective of their area of intervention.

102-10 Significant changes to the organisation and its supply chain

In 2021, there were no significant changes to the scale, location and structure of the Institution, or to its supply chain. However, due to the COVID-19 pandemic, part of the employees performed their jobs remotely, maintaining the regular operation of the organisation's activities.

102-11 Precautionary Principle or approach

GS1 Portugal acknowledges its responsibility for possible impacts on society and the environment, deriving from its activity and, whenever necessary, commits to take measures for the respective prevention and mitigation.

102-12 External initiatives

Chap. 3.5 Sustainability Commitments

102-13 Membership of associations

Name of the entity	Views membership as strategic	Holds a position in the Governance Body	Participates in projects or committees	Provides substantive funding (beyond membership dues)	
APLOG - Associação Portuguesa de Logística	Yes		Yes		
Data Science Portuguese Association	Yes		Yes		
APDC - Associação para o Desenvolvimento das Comunicações	Yes				
APED - Associação Portuguesa de Empresas de Distribuição	Yes				
Centromarca	Yes		Yes		
CCIP - Câmara de Comércio e Indústria Portuguesa	Yes		Yes		
FIPA	Yes		Yes		
INSA - Instituto Nacional de Saúde Dr. Ricardo Jorge	Yes		Yes		
Marinha Portuguesa	Yes		Yes		
Sociedade Ponto Verde	Yes		Yes		
AIDA CCI - Câmara de Comércio e Indústria do Distrito de Aveiro	Yes				

STRATEGY

102-14 Statement from the Senior decision-maker

Message from the CEO of GS1 Portugal

102-16 Values, principles, standards, and norms of behaviour

Chap. 4.3 Codes, Statutes and Regulations

102-17 Mechanisms for advice and concerns about ethics

Chap. 4.3 Codes, Statutes and Regulations

During presentations for employee onboarding and integration regarding processes, explanations are provided on the organisation's processes and location of all documentation concerning the Quality Management System. There are procedures related to document publication and archive management, which are directly connected to the Information Management Process and GS1 Standards, and are disclosed through internal communication. The procedures in place explain how to edit documents, obtain identification codes for internal documented information, transmit and submit documents, publish, disseminate and frequency.

Through the standards, legislation and regulations control file, it is possible to consult information relating to the following areas:

- Healthcare

- Financial Management

- Complaints Management

- Human Resources

- Media & Infrastructure Management

- Standards

Regarding documents control, this is contained in the file on documented information control. The file in question enables all documents at GS1 Portugal to be consulted. All documents subject to changes, revisions, or created (new) documents, are also registered.

In addition to the Information Management Process and GS1 Standards, the onboarding and integration subprocess provides a folder with documents, regulations, manuals and policies necessary for the employee.

The Improvement Management Process and Activity Planning and Control take the stakeholders into account. Concerning activity planning and control, a yearly context analysis (SWOT analysis) is carried out, as well as the definition of stakeholders, quality objectives and process indicators, based on the Risk & Opportunity methodology.

The methodology applied defines the impact of each opportunity or risk on the organisation. Once the associated impact is assessed, actions are defined in order to mitigate the risk or maximise opportunities, with an implicit set of indicators and targets.

Quality Planning is monitored according to the defined frequency.

In the improvement management process, several types of incoming findings are identified and subsequently defined as Non-Compliance (NC) or Opportunity for Improvement (OFI). The defined actions are monitored during the established deadline, and an evaluation of the effectiveness of the action is made. At the end of the year, the Quality Management System is reviewed, where the complete stakeholder analysis can be found.

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GOVERNANCE

102-18 Governance structure

Chap. 3.2. Governance

102-19 Delegating authority

Within the scope of sustainability, Department Directors have delegated powers for this topic to be monitored more closely, with an annual convention, management meetings and Board meetings held whenever necessary. Therefore, and through this organisation, the GS1 Portugal Governance Bodies ensure delegation of management oversight and impact analysis, resulting from the different subjects included and addressed in these forums, without prejudice to the reporting of its conclusions and the continuous supervision of this topic by the Board of Directors.

102-22 Composition of the highest governance body and its committees

Chap. 3.2. Governance

102-23 Chair of the highest governance body

Consult: CODIPOR Internal Regulation, chapter II; GS1 Portugal Statutes, chapter III

GS1 Statutes

102-24 Nominating and selecting the highest governance body

Consult: CODIPOR Internal Regulation, chapter II; GS1 Portugal Statutes, chapter III

GS1 Statutes

102-25 Conflicts of interest

Chap. 4.1. Principles of Transparency and Neutrality

102-26 Role of the highest governance body in setting purposes, values and strategy

Consult: CODIPOR Internal Regulation, chapter IV; GS1 Portugal Statutes, chapter V

GS1 Statutes

102-27 Collective knowledge of highest governance body

The highest governance body guarantees the participation in events and training of other organisations, on the topic of sustainability, as well as ensuring the creation of a dedicated catalogue of events, within the scope of sustainable development.

102-28 Evaluating the highest governance body's performance

Chap. 2.2. Our People

102-30 Effectiveness of risk management processes

Consult: CODIPOR Internal Regulation, chapter IV; GS1 Portugal Statutes, chapter V

GS1 Statutes

102-32 Highest governance body's role in sustainability reporting

Approval of the sustainability report (including the material topics) is undertaken by the Board of Directors. The Chief Executive Officer reviews the report after submission by the Communications Manager. If the CEO agrees, the report is sent to the Board of Directors for approval.

102-33 Communicating critical concerns

It is the Chief Executive Officer's responsibility to constantly monitor critical concerns, reporting regularly to the Board of Directors, as well as participating in annual meetings scheduled periodically.

102-35 Remuneration policies

Chap. 2.2. Our People

102-36 Process for determining remuneration

Through a matrix that maps all of the Association's job positions – carried out by a consultant independent of the Association – a ranking of positions is produced, based on specific criteria. This ranking results in Position Classes for all roles in GS1 Portugal.

Subsequently, an analysis is made of each job position and the value earned by each holder, and benchmarking is carried out in relation to the market (on par with GS1 Portugal). Based on the deviations identified, a Salary Adjustment Prioritisation Matrix is produced, with three definition criteria and their impact on the allocation of the adjustment percentage, as described below:

• Competitiveness level: level of disparity with the benchmark, considering the degree of deviation based on the market median for the similar Position Class.

• Performance evaluation level: performance evaluation score for the current year.

• Talent level: employees identified as talent and who obtained a score equal to or above 4 (scale from 1 to 5 in the performance evaluation) in the talent pool meeting (salary adjustment "accelerator" for employees identified as high potentials).

The weighting of the three criteria above allows GS1 Portugal to assign points to each employee, the sum of which results in a final score, from which a Prioritisation Matrix is produced:

P1. Critical situations for the organisation – high risk of losing employees with high performance/potential and positioned substantially below the benchmark.

P2. High risk for the organisation – employees who should be considered a priority for salary adjustment, due to the combination between deviation from the benchmark and evaluation/potential.

P3. Intermediate risk for the organisation – employees for whom GS1 Portugal should continue to seek a competitive position compared with the market.

P4. Low risk for the organisation – employees for whom the organisation should consider only a residual correction, as they are not high performers or are above the market.

P5. Situations without risk for the organisation – employees for whom the adjustment should only aim to maintain purchasing power, as their position is above the market and performance is low.

The "competitiveness" and "performance evaluation" criteria are weighted equally in the Points Matrix and their score is identical. The "talent" criterion functions mainly as an accelerator of the adjustment process. This process will enable each employee to be assigned, based on the defined points matrix, a level of priority in the salary adjustment process, with direct impact on the percentage of the salary increase.

Thus, no employee with a P1 priority level should receive a percentage increase lower than any employee with a P2 priority level. Likewise, no employee with a P2 priority level can receive a percentage increase lower than any employee with a P3 priority level, and so on.

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STAKEHOLDER ENGAGEMENT

102-40 List of stakeholder groups

Chap. 3.3. Stakeholder Engagement

102-41 Collective bargaining agreements

In 2021, there were no workers covered by collective bargaining agreements.

102-42 Identifying and selecting stakeholders

Chap. 3.3. Stakeholder Engagement

The process for mapping GS1 Portugal stakeholders was carried out in 2021, within the scope of the consultation procedure concerning the assessment of the 2019-2021 Strategic Plan and preparation of the 2022-2024 Strategic Plan, with contributions from the Functional Directors, Board of Directors, GS1 AISBL agents and other member organisations. The stakeholders were subsequently organised into segments, resulting in the list identified in Chap. 3.3 Stakeholder Engagement. This task also enabled the identification of stakeholders with the greatest impact on the organisation's activity.

102-43 Approach to stakeholder engagement

Chap. 3.3. Stakeholder Engagement

102-44 Key topics and concerns raised

Chap. 3.3. Stakeholder Engagement
Chap. 3.4. Materiality

REPORTING PRACTICE

102-45 Entities included in the consolidated financial statements

CODIPOR – Associação Portuguesa de Codificação de Produtos (GS1 Portugal)

102-46 Defining report content and topic Boundaries

Chap. 3.4. Materiality

102-47 List of material topics

Chap. 3.4. Materiality

102-48 Restatements of information

Non applicable, as this is the first GS1 Portugal Sustainability Report

102-50 Reporting period

In the "About the Report" section

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102-51 Date of the most recent report

Non applicable, as this is the first GS1 Portugal Sustainability Report

102-52 Reporting cycle

In the "About the Report" section

102-53 Contact point for questions regarding the report

In the "About the Report" section

102-54 Claims of reporting in accordance with the GRI Standards

In the "About the Report" section

102-55 GRI content index

This table

102-56 External assurance

In the "About the Report" section

Management Approach

GRI 103: MANAGEMENT APPROACH 2016

103-1 Explanation of the material topic and its Boundary

Chap. 3.4 Materiality

Each material topic presents, at the beginning of the respective chapter, information introducing its relevance for GS1 Portugal.

103-2 The management approach and its components

Each material topic presents, in the respective chapter, information on the defined strategy, policies and commitments, responsibilities, among other relevant information, that reflects how GS1 Portugal is managed. Furthermore, a selection of specific actions is presented, such as projects, programmes and initiatives, developed by GS1 Portugal in partnership with members and other stakeholders, as a way to illustrate the execution of its management in this scope.

With respect to complaints, there are various mechanisms for the purpose of obtaining opinions and also suggestions from staff, members, partners and other stakeholders (Chap. 7.1. Member Satisfaction). GS1 Portugal has specific channels to receive complaints, in accordance with the applicable legislation, carrying out analyses and responding to complainants.

In addition to complying with the legal provisions and regulations in force, it is intrinsic to the GS1 Portugal culture to treat members neutrally, fairly and appropriately, under the terms and in accordance with the organisation's Internal Regulation. One aspect of guaranteeing the protection of its members is also to establish a Quality Management Policy, sustained by the corresponding Quality Management System.

Corporately, GS1 Portugal and the employees that represent it guide their actions by the Code of Conduct. GS1 Portugal encourages respect and cooperation among all employees in a respectful and dignified work environment, therefore no illegal practices or unwanted behaviours are tolerated or admissible, namely those based on discrimination, with the purpose or effect of upsetting or embarrassing, affecting dignity, or creating an intimidating, hostile, degrading, humiliating or disruptive environment. In the event of a harassment situation, there may be an informal approach or a formal procedure.

In 2022, GS1 Portugal plans to begin structuring a prevention plan for corruption and related offences, as well as the respective supporting elements and staff awareness, in line with the General Regime for Prevention of Corruption.

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103-3 Evaluation of the management approach

GS1 Portugal regularly monitors and evaluates the indicators associated with each topic. To evaluate the effectiveness of its management approach, the organisation also includes audits (internal and external) and other supervision activities, as well as the evaluation of actions taken to address risks and opportunities, feedback from stakeholders and external performance ratings.

Specific Content

MATERIAL TOPIC: ETHICS, CREDIBILITY AND NEUTRALITY

GRI 201: ECONOMIC PERFORMANCE 2016

201-1 Direct economic value generated and distributed

	2019	2020	2021	
I) Direct economic value generated	3 954 643,0 €	4 137 523,0 €	4 377 028,0 €	
Revenues	3 954 643,0 €	4 137 523,0 €	4 377 028,0 €	
II) Direct economic value distributed (Operating costs)	3 660 779,0 €	3 941 267,0 €	4 099 277,7 €	
Operating costs	1 744 650,0 €	1 820 323,0 €	1 760 192,0 €	
Employee wages and benefits	1 912 876,0 €	2 119 186,0 €	2 337 692,0 €	
Payments to providers of capital	-	-	-	
Taxes	3 253,0 €	1 758,0 €	1 393,7 €	
Community investments	-	-	-	
III) Economic value retained (I-II)	293 864,0 €	196 256,0 €	277 750,3 €	

201-4 Financial assistance received from Government

In 2021, GS1 Portugal did not receive any financial assistance from the Portuguese Government.

205-1 Operations assessed for risks related to corruption

GS1 Portugal's field of activity does not make it particularly vulnerable or attractive to this type of practices, therefore its operations are not subject to corruption risk assessment.

205-2 Communication and training about anti-corruption policies and procedures

Chap. 4.1. Principles of Neutrality and Transparency

To date, GS1 Portugal has not administered specific training to its employees in these matters. Best practices are mentioned in the Internal Regulation, which is available on the network, and to which all new employees have access, within the respective onboarding process. The adoption of dedicated initiatives is foreseen in 2022.

205-3 Confirmed incidents of corruption and actions taken

In GS1 Portugal's history, there are no cases of corruption.

MATERIAL TOPIC: MEMBER FOCUS

GRI 417: MARKETING AND LABELLING 2016

417-3 Incidents of non-compliance concerning marketing communications

No cases of non-compliance concerning marketing communications were registered in the reporting period.

GRI 418: CUSTOMER PRIVACY 2016

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

No cases of complaints concerning breaches of customer privacy and losses of customer data were registered in the reporting period.

COMPLEMENTARY INDICATORS

GRI 307: ENVIRONMENTAL COMPLIANCE 2016

307-1 Non-compliance with environmental laws and regulations

There are no fines or non-monetary sanctions for non-compliance with environmental laws and regulations.

GRI 401: EMPLOYMENT 2016

401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

GS1 Portugal has at its disposal an attractive benefits package, which reflects the organisation's concern with valuing its team:

1. Health Insurance

The health of GS1 Portugal employees comes first, therefore, GS1 Portugal has Health Insurance, available to employees, and a co-payment for the respective family unit. The allocation of Health Insurance is established in its own regulation, instituted at GS1 Portugal.

2. GS1 Portugal Physician

GS1 Portugal employees have access to General Practice consultations, available every Tuesday, requiring prior appointment with Human Resources.

3. Kitchen

On the 2nd floor of the GS1 Portugal building, all employees have at their disposal a space prepared for pre-cooked meals they wish to take on GS1 Portugal premises, with refrigeration and sanitation equipment and all the necessary facilities for hot or cold meals.

4. Protocol with the "A farmácia" Group

GS1 Portugal established a protocol with the "A farmácia" group, offering all employees special conditions:

• Free delivery to GS1 Portugal premises.

• Daily deliveries on weekdays.

• 10% discount, also applicable to over-the-counter purchases in the group's pharmacies.

5. Flexible Hours

The workday can end from 5 p.m. on Mondays to Thursdays and from 4.30 p.m. on Fridays, provided there is a time off balance.

On Fridays, it is possible to end the workday from 3.30 p.m., when there is a sufficient time off balance.

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Total No. of employees, by employee category and gender

Category	Gender	2019	2020	2021
CEO	Male	1	1	1
	Female	0	0	0
	Subtotal	**1**	**1**	**1**
Director	Male	3	3	3
	Female	3	3	3
	Subtotal	**6**	**6**	**6**
Senior Manager	Male	1	1	2
	Female	1	4	4
	Subtotal	**2**	**5**	**6**
Manager	Male	3	8	11
	Female	7	4	5
	Subtotal	**10**	**12**	**16**
Technician	Male	15	11	8
	Female	11	11	13
	Subtotal	**26**	**22**	**21**
Assistant	Male	0	0	0
	Female	1	4	4
	Subtotal	**1**	**4**	**4**
Total	Male	23	24	25
	Female	23	26	29
	Total	**46**	**50**	**54**

Total hours of training, by employee category and gender

Category	Gender	2019	2020	2021
CEO	Male	6	4	66
	Female	-	-	
	Subtotal	**6**	**4**	**66**
Director	Male	207	128	356
	Female	147	211	240
	Subtotal	**354**	**338**	**596**
Senior Manager	Male	182	82	180
	Female	156	237	354
	Subtotal	**337**	**318**	**534**
Manager	Male	397	267	450
	Female	173	617	232
	Subtotal	**570**	**884**	**682**
Technician	Male	335	236	239
	Female	505	182	343
	Subtotal	**839**	**418**	**581**
Assistant	Male	-	-	
	Female	47	116	48
	Subtotal	**47**	**116**	**48**
Total	Male	1 126	717	1 291
	Female	1 028	1 362	1 215
	Total	**2 154**	**2 079**	**2 505**

Average hours of training, by employee category and gender

Category	Gender	2019	2020	2021
CEO	Male	6	4	66
	Female	-	-	-
	Subtotal	**6**	**4**	**66**
Director	Male	69	43	119
	Female	49	70	80
	Subtotal	**59**	**56**	**99**
Senior Manager	Male	182	82	90
	Female	156	59	88
	Subtotal	**169**	**64**	**89**
Manager	Male	132	33	41
	Female	25	154	46
	Subtotal	**57**	**74**	**43**
Technician	Male	22	21	30
	Female	46	17	26
	Subtotal	**32**	**19**	**28**
Assistant	Male	-	-	-
	Female	47	29	12
	Subtotal	**47**	**29**	**12**
Total	Male	49	30	52
	Female	45	52	42
	Total	**47**	**42**	**46**

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GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016

405-1 Diversity of governance bodies and employees

Category	Gender		Age		
	Male	Female	<30	30-50	>50
CEO	1	0	0	0	1
Director	3	3	0	5	1
Senior Manager	2	4	0	4	2
Manager	11	5	5	11	0
Technician	8	13	3	16	2
Assistant	0	4	2	0	2

Category	Gender		Age		
	Male	Female	<30	30-50	>50
CEO	100%	0%	0%	0%	100%
Director	50%	50%	0%	83%	17%
Senior Manager	33%	67%	0%	67%	33%
Manager	69%	31%	31%	69%	0%
Technician	38%	62%	14%	76%	10%
Assistant	0%	100%	50%	0%	50%

GRI 419: SOCIOECONOMIC COMPLIANCE

419-1 Non-compliance with laws and regulations in the social and economic area

There are no fines or non-monetary sanctions for non-compliance with laws and regulations in the social and economic area.

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Column 1

Independent Limited Assurance Report

(Free translation from the original in Portuguese)

To the Board of Directors

Introduction

We were engaged by the Board of Directors of Codipor – Associação Portuguesa de Identificação e Codificação de Produtos ("Codipor") to perform a limited assurance engagement on the indicators identified below in the section "Responsibility of the auditor", which integrate the sustainability information included in the Sustainability Report 2021, for the year ended in December 31, 2021, prepared by Codipor for the purpose of communicating its annual sustainability performance.

Responsibilities of the Board of Directors

It is the responsibility of the Board of Directors to prepare the indicators identified below in the section "Responsibility of the auditor", included in the Sustainability Report 2021, in accordance with the sustainability reporting guidelines "Global Reporting Initiative", GRI Standards version and with the instructions and criteria disclosed in the Sustainability Report 2021, as well as for the maintenance of an appropriate internal control system that enables the adequately preparation of the mentioned information.

Responsibilities of the auditor

Our responsibility is to issue a limited assurance report, which is professional and independent, based on the procedures performed and specified in the paragraph below.

Our work was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) "Assurance engagements other than audits or reviews of historical financial information", issued by the International Auditing and Assurance Standards Board of the International Federation of Accountants and we have fulfilled other technical standards and recommendations issued by the Institute of Statutory Auditors. These standards require that we plan and perform our work to obtain limited assurance about whether the GRI Standards, included in the Sustainability Report 2021, are free from material misstatement.

Our limited assurance engagement also consisted in carrying out procedures with the objective of obtaining a limited level of assurance as to whether Codipor applied, in the sustainability information included in the Sustainability Report 2021, the GRI Standards guidelines.

For this purpose the above mentioned work included:

(i) Inquiries to management and senior officials responsible for areas under analysis, with the purpose of understanding how the information system is structured and their awareness of issues included in the Sustainability Report 2021;

(ii) Identification of the existence of internal management procedures leading to the implementation of economic, environmental and social policies;

Column 2

(iii) Verify, on a sampling basis, the efficiency of processes and systems in place for collection, consolidation, validation and reporting of the performance information previously mentioned, through calculations and validation of reported data;

(iv) Confirm that operational units follow the instructions on collection, consolidation, validation and reporting of performance information;

(v) Execution of substantive procedures, on a sampling basis, in order to collect evidence of the reported information;

(vi) Validation of the alignment of non-financial quantitative indicators included in the Sustainability Report 2021 according with requirements of GRI Standards guidelines;

(vii) Comparison of financial and economic data included in the sustainability information with the information audited by the external financial auditor, in the scope of the legal review of Codipor's financial statements for the year ended on December 31, 2021.

The procedures performed were more limited than those used in an engagement to obtain reasonable assurance and, therefore, less assurance was obtained than in a reasonable assurance engagement.

We believe that the procedures performed provide an acceptable basis for our conclusion.

Quality control and independence

We apply the International Standard on Quality Control 1 (ISQC1) and, accordingly, maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code) and of the ethics code of the Institute of Statutory Auditors.

Conclusion

Based on the work performed, nothing has come to our attention that causes us to believe that the indicators identified above in the section "Responsibility of the auditor", included in the Sustainability Report 2021, for the year ended in December 31, 2021, were not prepared, in all material respects, in accordance with the requirements of GRI Standards guidelines and with the instructions and criteria disclosed in the Sustainability Report 2021 and that Codipor has not applied, in the sustainability information included in the Sustainability Report 2021, the GRI Standards guidelines.

Restriction on use

This report is issued solely for information and use of the Board of Directors of Codipor for the purpose of Sustainability Report 2021 disclosure and should not be used for any other purpose. We will not assume any responsibility to third parties other than Codipor by our work and the conclusion expressed in this report, which will be attached to Codipor's Sustainability Report 2021.

Column 3

December 5, 2022

PricewaterhouseCoopers & Associados
- Sociedade de Revisores Oficiais de Contas, Lda.
Represented by:

António Brochado Correia, ROC nº 1076
Registered with the Portuguese Securities Market Commission under nº 20160688

(This is a translation, not to be signed)

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