



Sustainability Report 2021

SDG Progress
Report 2021

Date of the report:
August 2022



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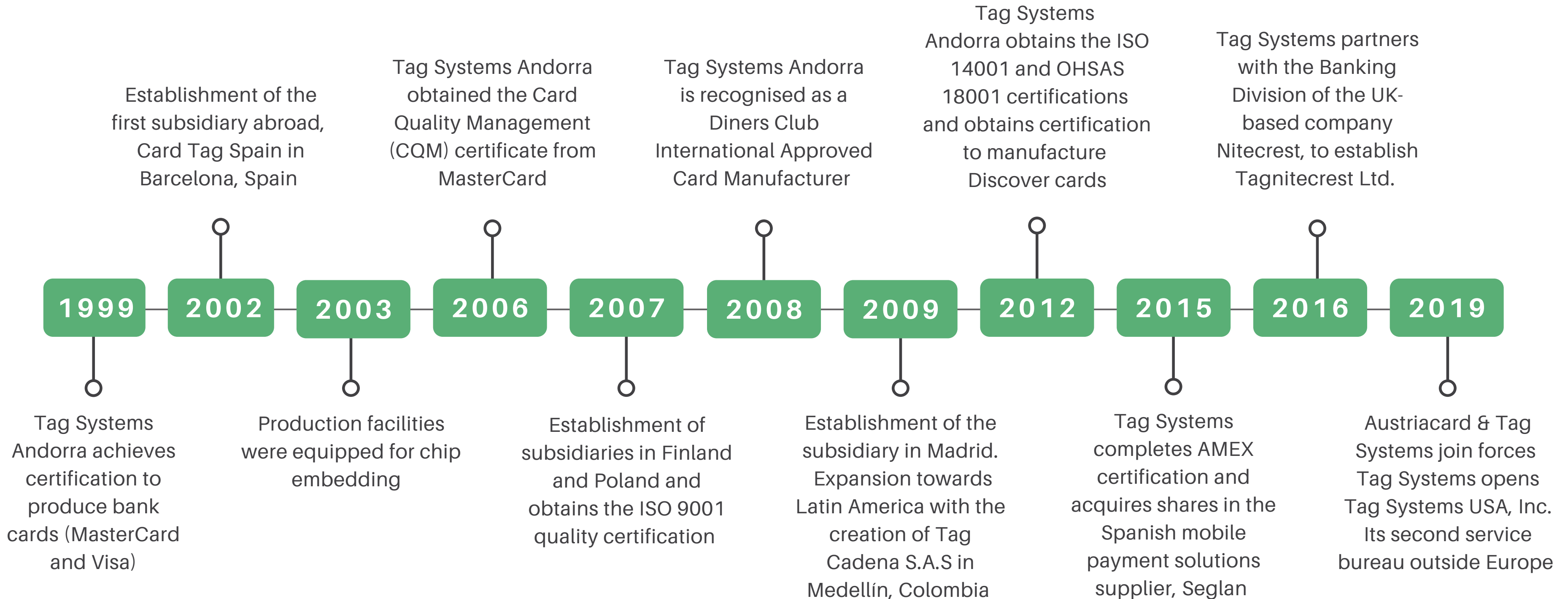
About us

Tag Systems SAU is a private company that aims to provide payment products and solutions that meet customers' needs, focusing on quality and security to guarantee compliance with the highest standards. Professionalism, trust and flexibility are the foundations to the services we provide.

Our values define who we are and how we do things. Everyone at Tag Systems understands the importance of behaving with these values in mind and commits to do so at all times.

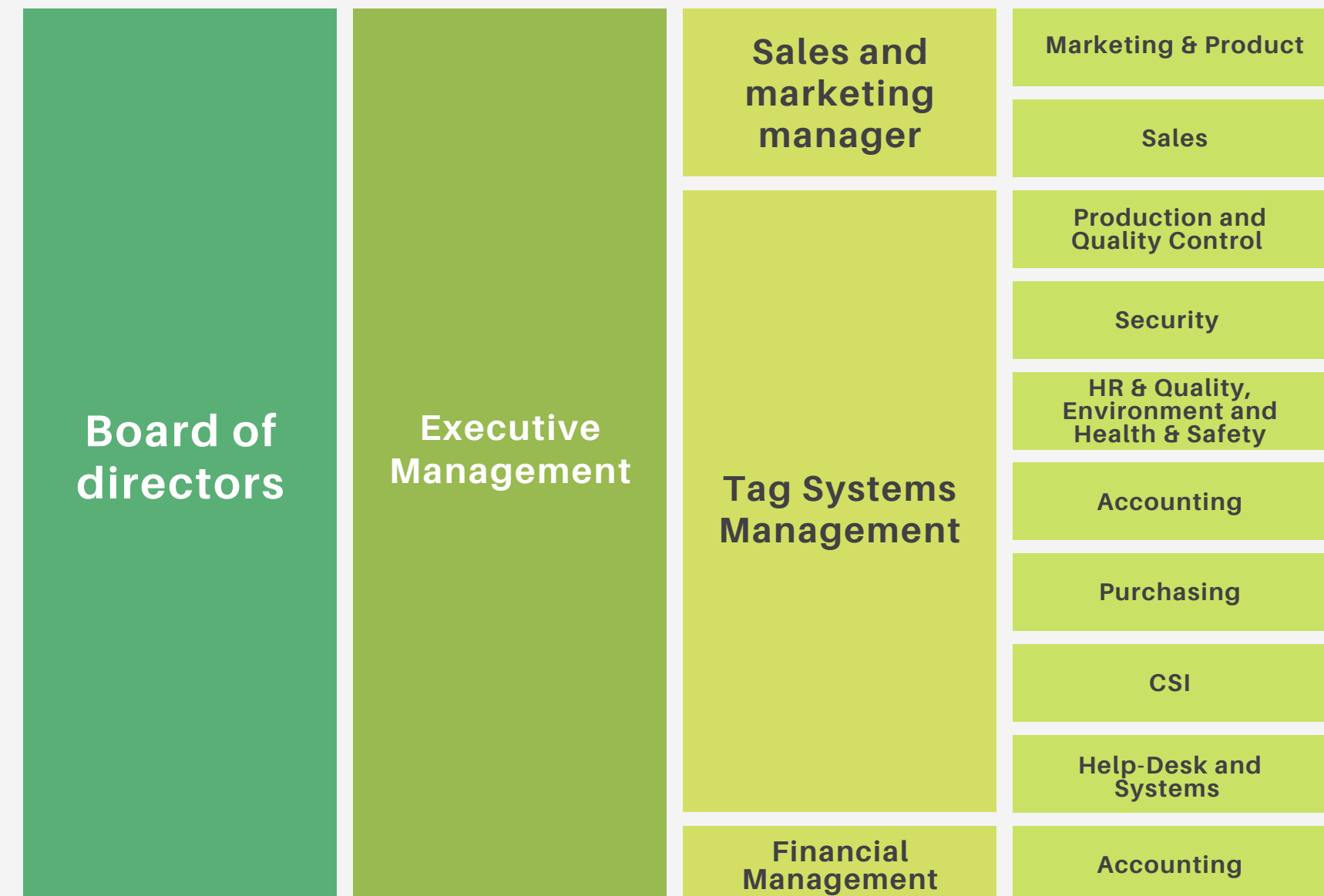


Our history



Our structure

Tag Systems' corporate governance structure guarantees satisfactory compliance with business management requirements, based on ethics and integrity to promote a responsible and transparent way of working.



Our presence in the world



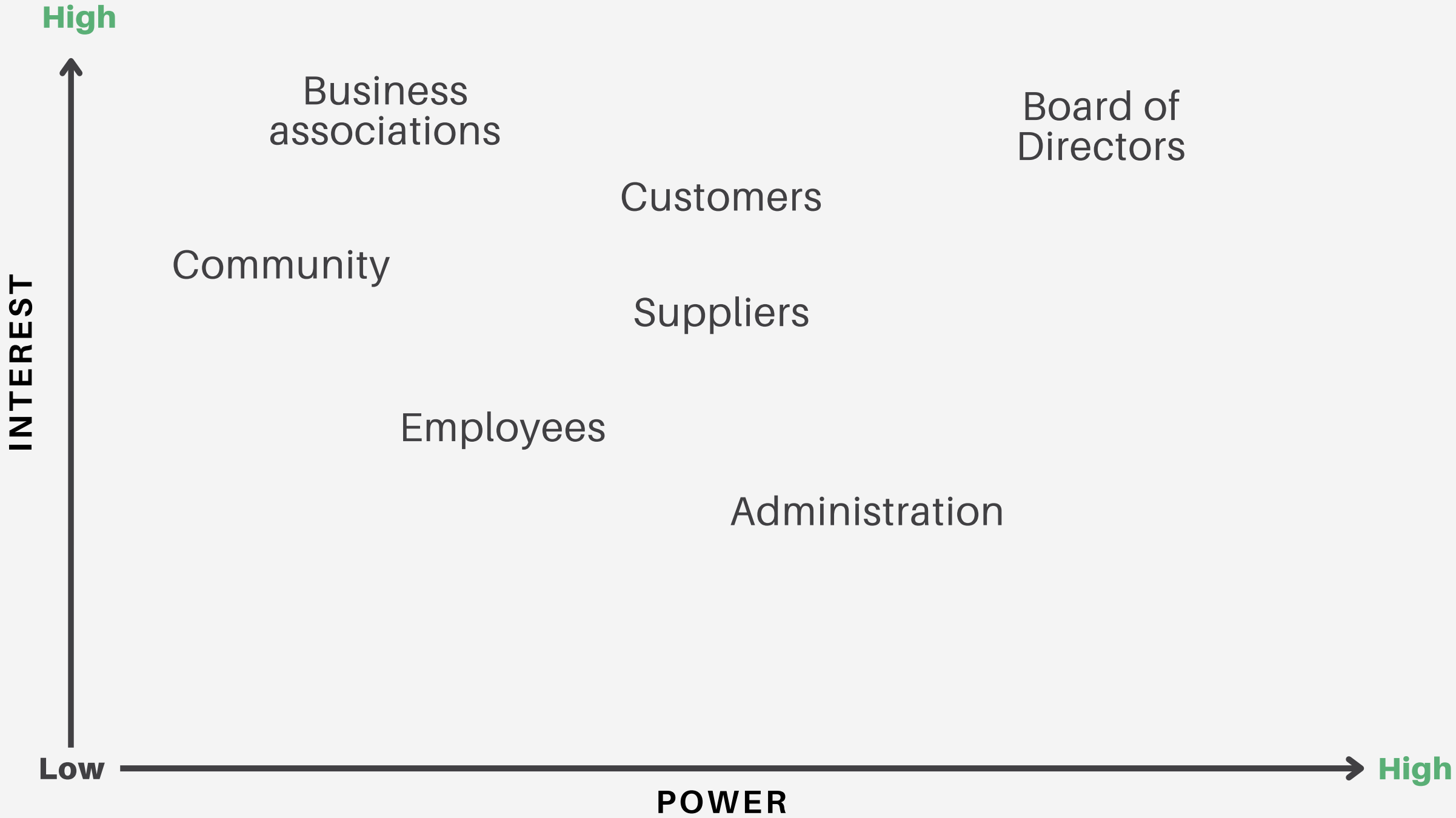
Our stakeholders

Each of our stakeholders has an important role in the goals we set. We aim to maintain relationships of trust with each of them to find solutions to common challenges. Aware of the intrinsic value of each of our stakeholders, we establish channels of communication through which we exchange impressions on any aspect related with our activity.

Dialogue with stakeholders is key to detecting improvements in the strategic design of the business, as well as in the design of specific actions that may provide solutions



Our stakeholders



Our sustainability topics

This identification of the main topics affecting Tag systems, both directly and indirectly, was based on information found on diverse sources, including the Standards of the Global Reporting Initiative (GRI Index).

Once the identification of these topics were approved by the management team, and to further pursue our goal of becoming more sustainable, a classification of the importance of these topics for us and external stakeholders was adopted. **This classification is the driving force behind all our sustainable actions and changes.**



Sustainability Topics Classification



Our products and services

PART 1

Our Products

PART 2

Our Markets

PART 3

Our Suppliers

PART 4

Our Certifications

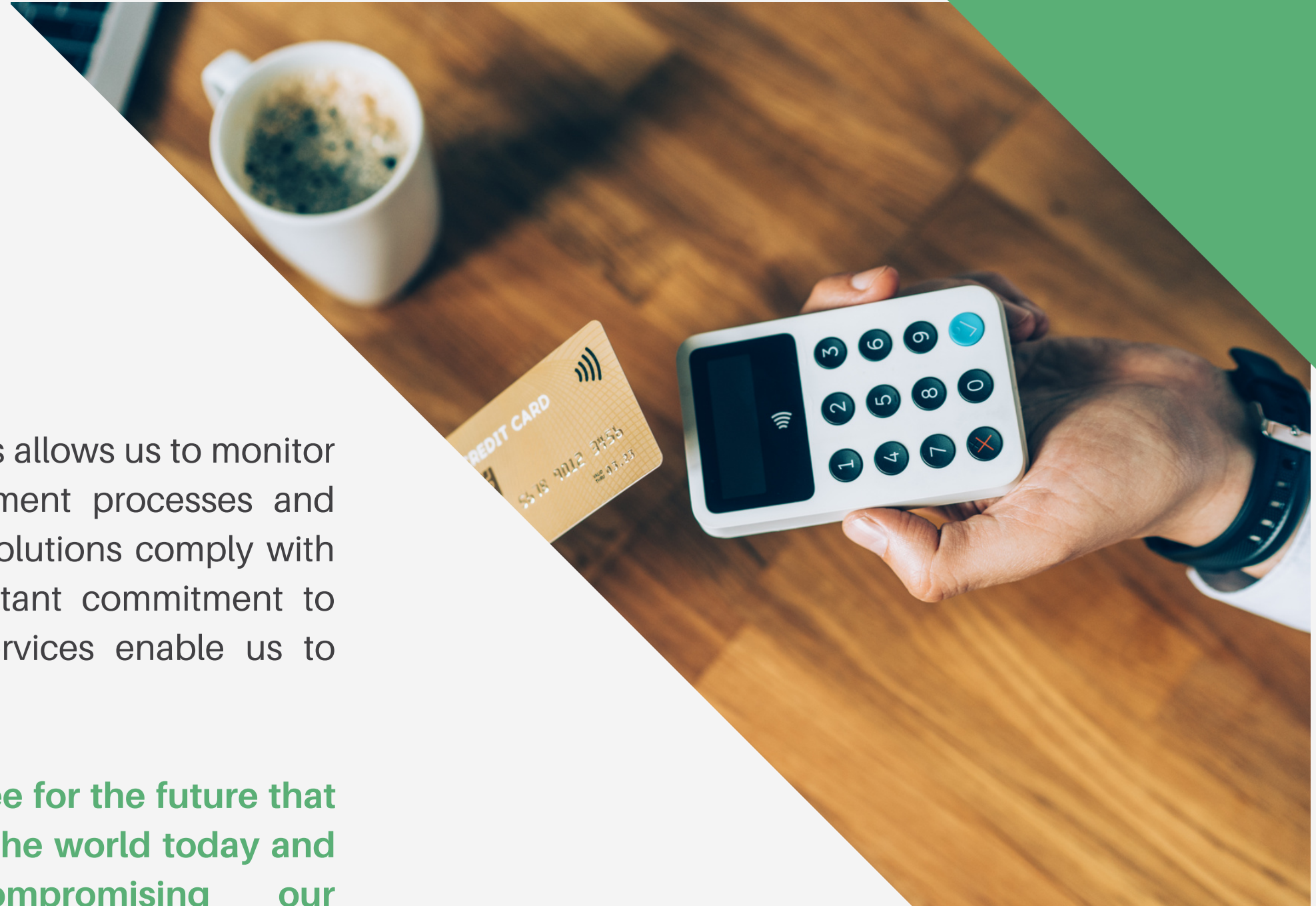
PART 5

Our Commitments to Quality

Our products

Tag Systems manufactures cards in Europe. This allows us to monitor all the steps in the production and development processes and ensures our customers that our products and solutions comply with European quality standards. Quality and constant commitment to offering the latest trends in products and services enable us to respond to different customer profiles.

Our performance year after year is a guarantee for the future that ensures our ability to face the challenges of the world today and customers' expectations without compromising our professionalism, quality and trust.



Our products

Metal cards

Card design innovation

Wearables

Sustainable payment solution

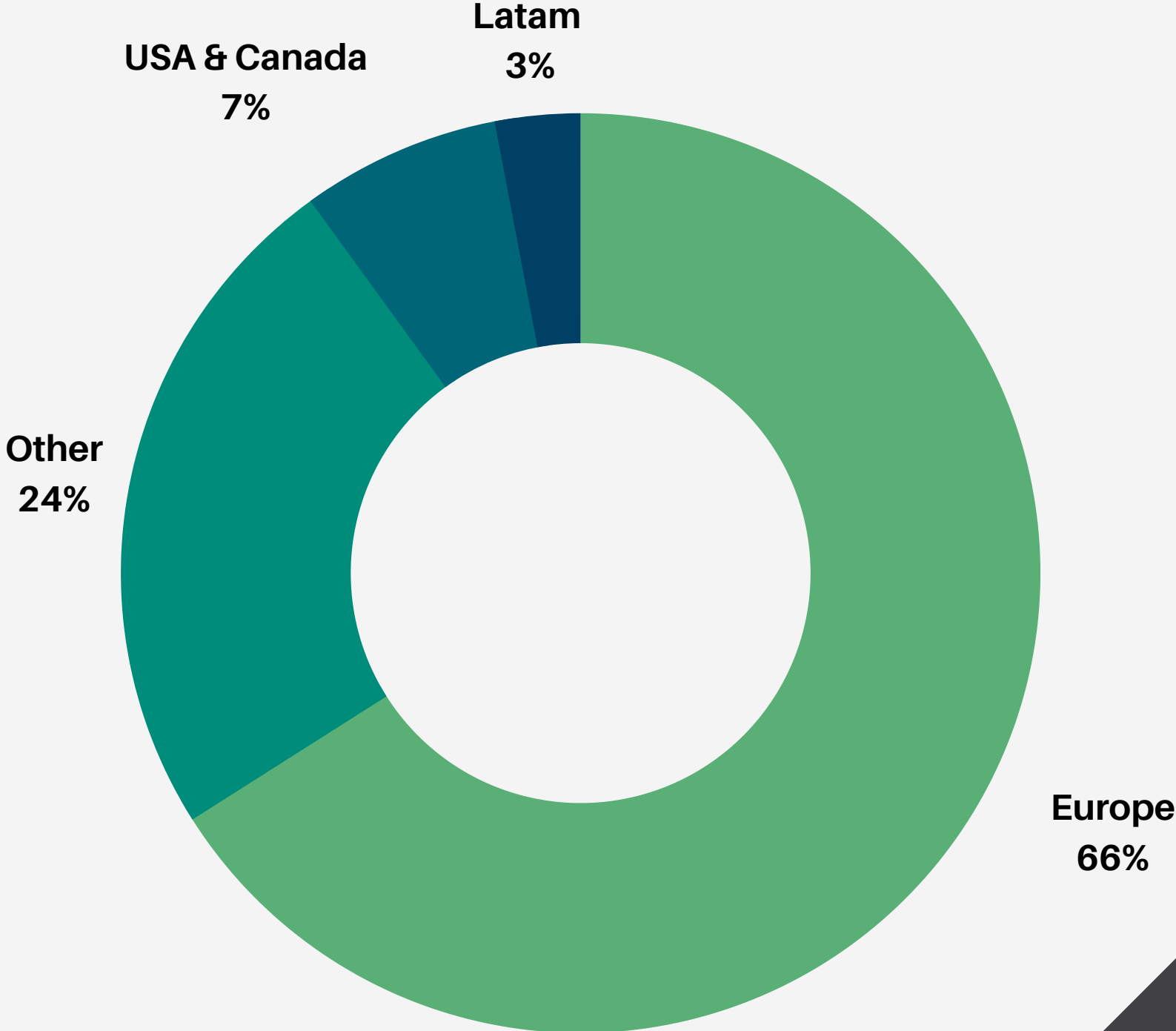
Payment cards

Tag Systems has integrated Recycled PVC and metal cards and is currently evaluating other environmentally-friendly materials, without compromising the quality of the end product.

Our markets

Our products and services are mainly provided to the following markets: Europe, USA & Canada, and Latin America.

The sectors supplied in these markets include banking and commercial activities.



Our suppliers

At Tag Systems, we know that to guarantee the correct development of our activity and quality products and services, it is essential to have suppliers from diverse spheres of activity and categories with whom we maintain long-term relationships of trust.

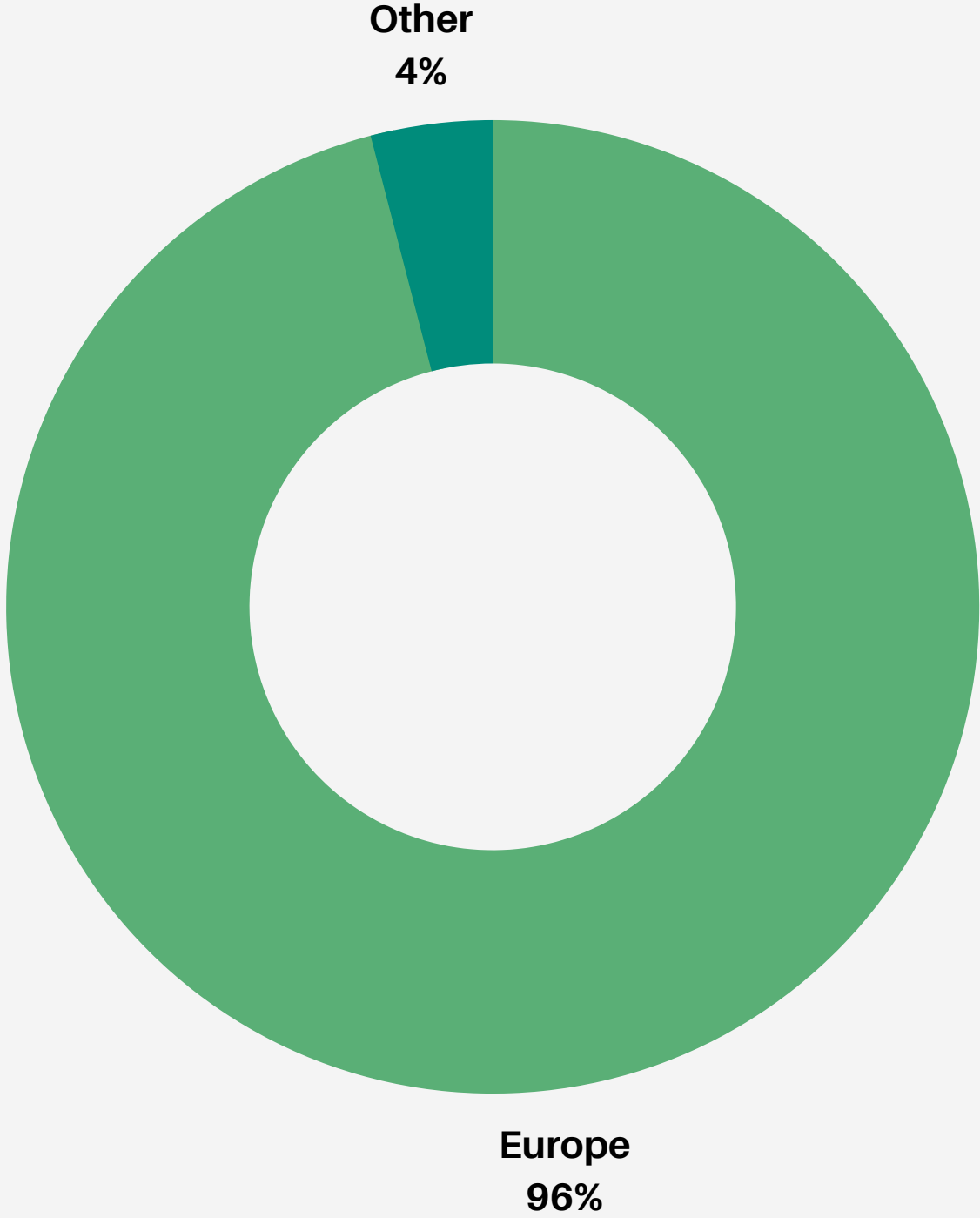
This means not just having suppliers with a high technical and quality performance, but who also comply and are aligned with the criteria we have defined, among them environmental and social criteria; for example, the provision of a certified environmental management system.

We periodically update our supplier database to incorporate compliance with new environmental, quality and occupational safety certificates.

The activities for which Tag Systems is supplied with products and services are: raw materials for production, machinery maintenance services, transport services, installations, IT services, consultancy and other services.

Regarding the materials used in the manufacture of our cards, we are aware of their importance, so we choose the best raw materials via a strict approval protocol.

Almost all our raw materials come from European countries and, regarding services, we give priority to local suppliers, from Andorra



Our certifications

We integrate excellence at all levels through efficient tools and management systems that guarantee continuous improvement and performance. Excellence is an essential part of our way of working and of our value proposition, focussed on competitiveness, productivity, quality, and security.

We guarantee to offer maximum quality in all our products and services.

We put all our effort into implementing protocols, standards and certificates that ensure strict compliance of the quality and security standards. **The quality management system ensures that our products and services meet the applicable legal requirements, whilst aiming for customer satisfaction.**



Our certifications

Our quality assurance is ensured through different certifications, from ethical and environmental standards control for our supply chain, to environment management systems that includes the following principles of action:

- Application of **environmental and energy efficiency criteria in production**, through the rational use of natural resources and the **reduction of generated waste and emissions**
- **Compliance with environmental and energy legislation**, as well as with **voluntary commitments**
- Provide **training and allocate the necessary resources to promote employees' active participation** in attaining the environmental objectives



ECOVADIS SILVER



ISO 14001

Our commitments to quality

We hold certificates that reaffirm our commitment to offering quality products and solutions:

- **ISO 9001**. Certified quality management system, designed by the International Standardization Organization.
- **Card Quality Management (CQM) by MasterCard**. Certification that is part of the MasterCard approval process and refers to quality and security criteria of the product. All cards manufactured by Tag Systems (banking and commercial) meet this certification.
- **ISO 45001**. We focus on strengthening the occupational health and safety prevention and management culture.





Our performance

PART 1

Our Performance

PART 2

Our Workers

PART 3

The impact of COVID-19

Our performance

At Tag Systems, we are convinced that the performance of our company is tightly linked to its workforce.

Tag Systems also leverages its various networks to enhance what we are and what we do as a company, sharing experiences and knowledge of future challenges in our market and the economic and business contexts.



Our workforce

The human resources management plays a fundamental role in meeting Tag Systems' global objectives. Beyond that, we have always thought of our people as the element that marks our difference and competitiveness.

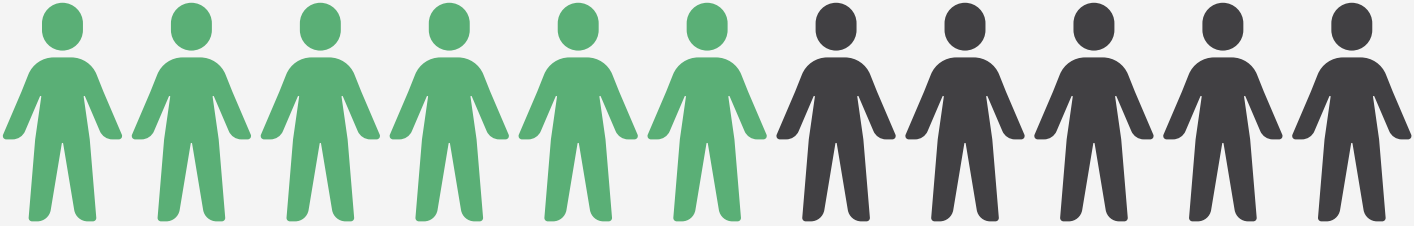
For this reason, **we offer quality employment, encourage growth with training programmes, provide a safe and healthy work environment and guarantee equality and non-discrimination.**



Our workers profile at a glance

151

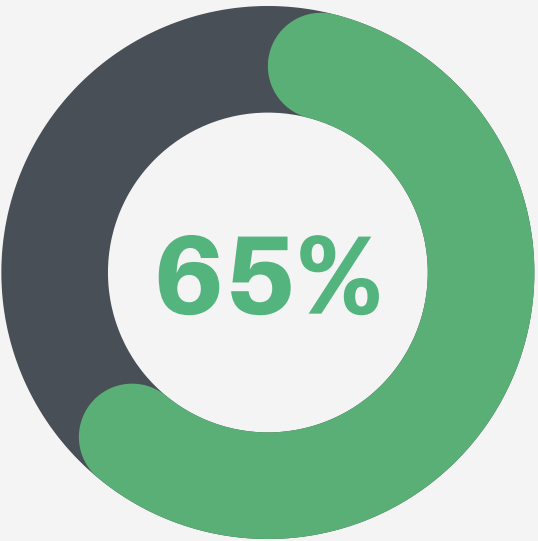
Employees



46% of managers are women



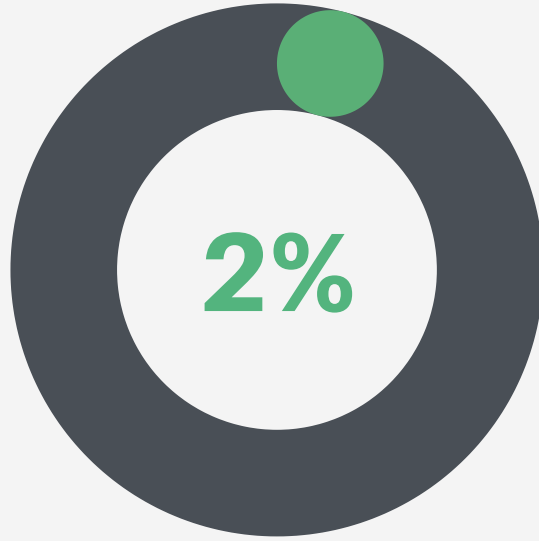
Full time employees



Female employees



Young employees



Employees with disabilities

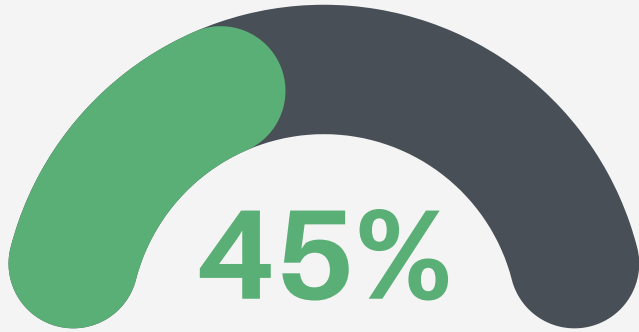


Our workers nationalities

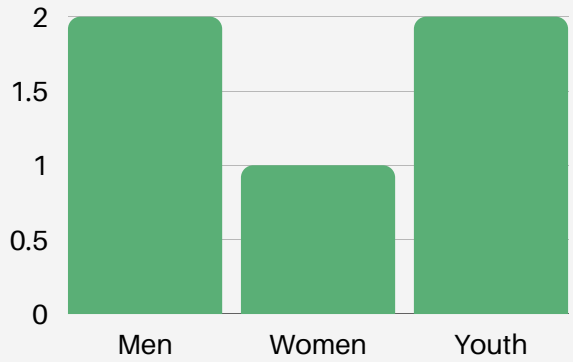
Our commitment to quality employment

2500
Hours of training

6
Labour accidents



Training done by women



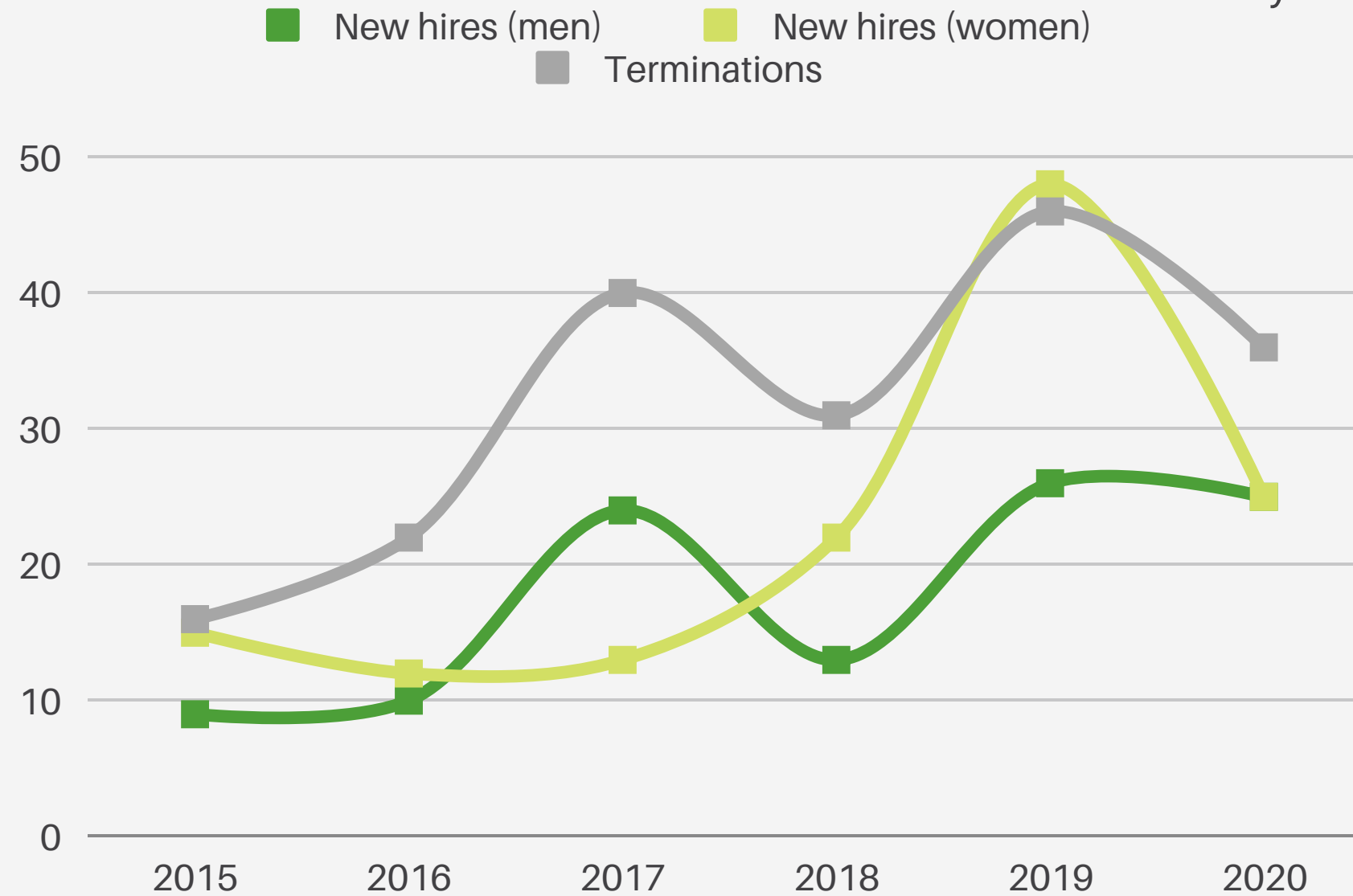
Internal promotions



100% staff retention rate

Evolution of our hires (2015-2020)

During last three years, we have introduced some improvements and changes that shows Tag Systems' commitment to guarantee quality employment, including flexible working hours, healthy Mondays and casual Fridays.



165
Highest number of workers we've had

99
Current number of female employees

Our certifications

We are committed to engaging the society and institutions in Andorra to offer our employees the best quality of life and work-life balance. **We collaborate with different organisations to keep ourselves engaged with business associations and legislative initiatives.**



PIMEC



CEA



EMPRESA INCLUSIVA



"Employees' health and safety was primordial for us during the COVID-19 pandemic"

- Tag Systems

The impact of COVID-19

At Tag Systems, we believed that our employees' health and safety was primordial during the COVID-19 pandemic. As such, we implemented and certified hygiene protocols, together with internal cleaning and disinfection protocols in line with international guidelines and certifications.

We also had tests available for workers, meal times by floor to avoid mixing them, along with the prevention measures established by the Government.

Our commitments

PART 1

Our Commitments to the Environment

PART 2

Our Commitments to the Local Community

Our commitment to the environment

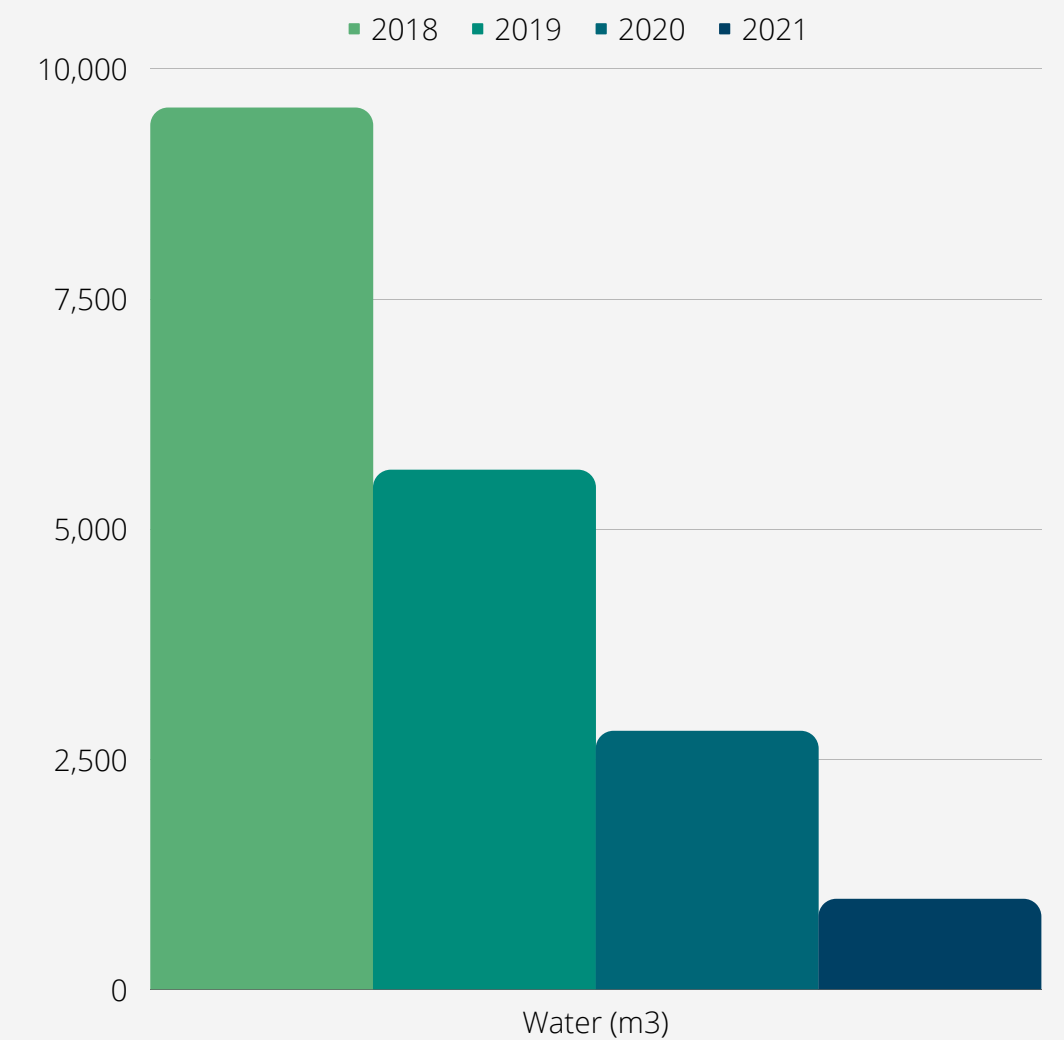
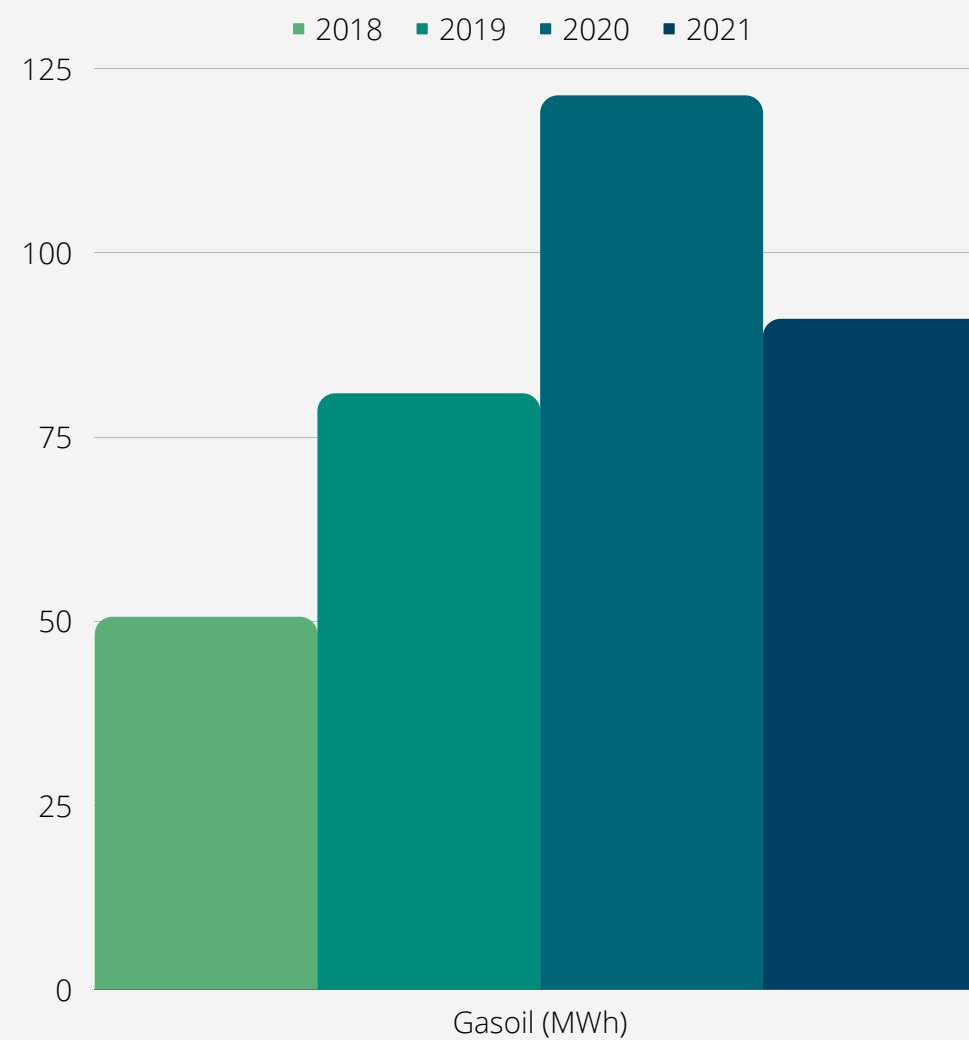
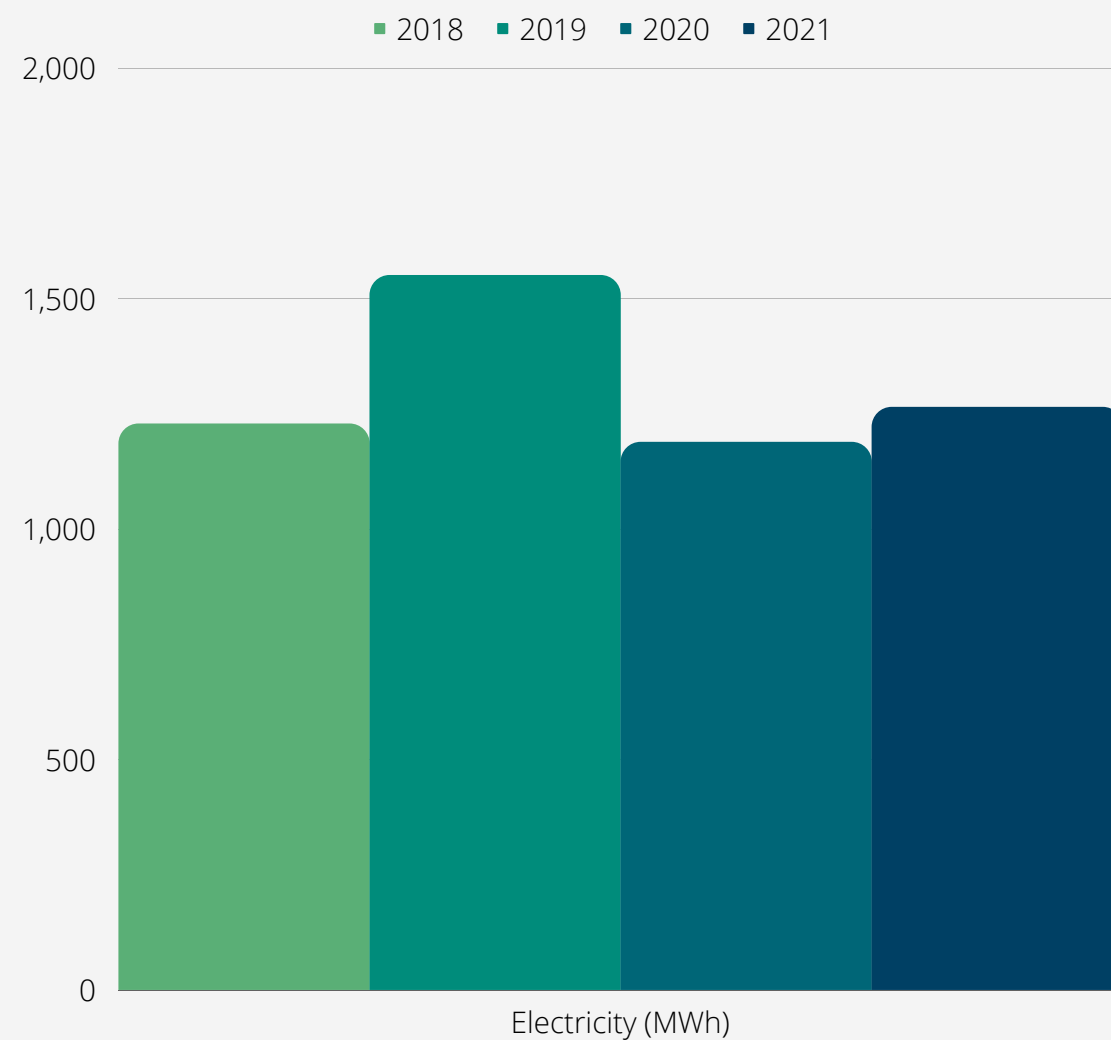
Respect for the environment is an unavoidable requirement for a company aiming to be sustainable, such as Tag Systems. In this sense, **we systematically assess the environmental impact and effects of our activity and manage the prevention of environmental risks.**

We constantly invest to reduce energy consumption as much as possible and to improve waste management and processing. We are loyal to our principles and values and make sure that our stakeholders also respect them. As such, **we ensure compliance with the applicable environmental legislation and have all the necessary licences for water discharge, atmospheric emissions and production of dangerous waste.**



Optimisation of resources

At Tag Systems, we make sure we use resources rationally and efficiently whilst trying to assess and recycle as many materials as possible. Specifically, **we focus our efforts on the consumption of raw materials (paper and plastic), energy and water.**



Consumption of energy and water (2018-2021)

Our commitment to the local community

Tag Systems' actions in the local community are carried out through initiatives that enable the projection of corporate values, such as teamwork, or which allow it to be an active participant in contributing solutions to local challenges.



Our commitment to the local community

In 2021, while there were still some restrictions due to the COVID-19 pandemic, we were able to join in different activities to promote a healthier lifestyle and raise money for charities:

- Participation with employees at the “Mou-te” day, organised by the government of Andorra to promote a healthier and more active lifestyle
- Sponsorship of various Andorran athletes
- Donation and participation to the “Caminada contra el Càncer”, a walk to raise funds for cancer research

We also continued our collaboration with the University of Andorra and professional training centres in the country to offer work experience to students that will facilitate their incorporation into the labour market once they graduate.

In 2020, Tag Systems became an inclusive company, a necessary commitment to offer employment opportunities to a sector of the population that often has additional difficulties to show their value. **In 2021, we count with 3 employees with disabilities.**



UNIVERSITAT
D'ANDORRA



Our contribution to the SDGs

PART 1

UN 2030 Agenda and the SDGs

PART 2

The SDGs at Tag Systems



THE GLOBAL GOALS



The 17 Sustainable Development Goals

The Sustainable Development Goals (SDGs), also known as Global Goals, are a set of 17 integrated and interrelated goals to end poverty, protect the planet and ensure that humanity enjoys peace and prosperity by 2030.

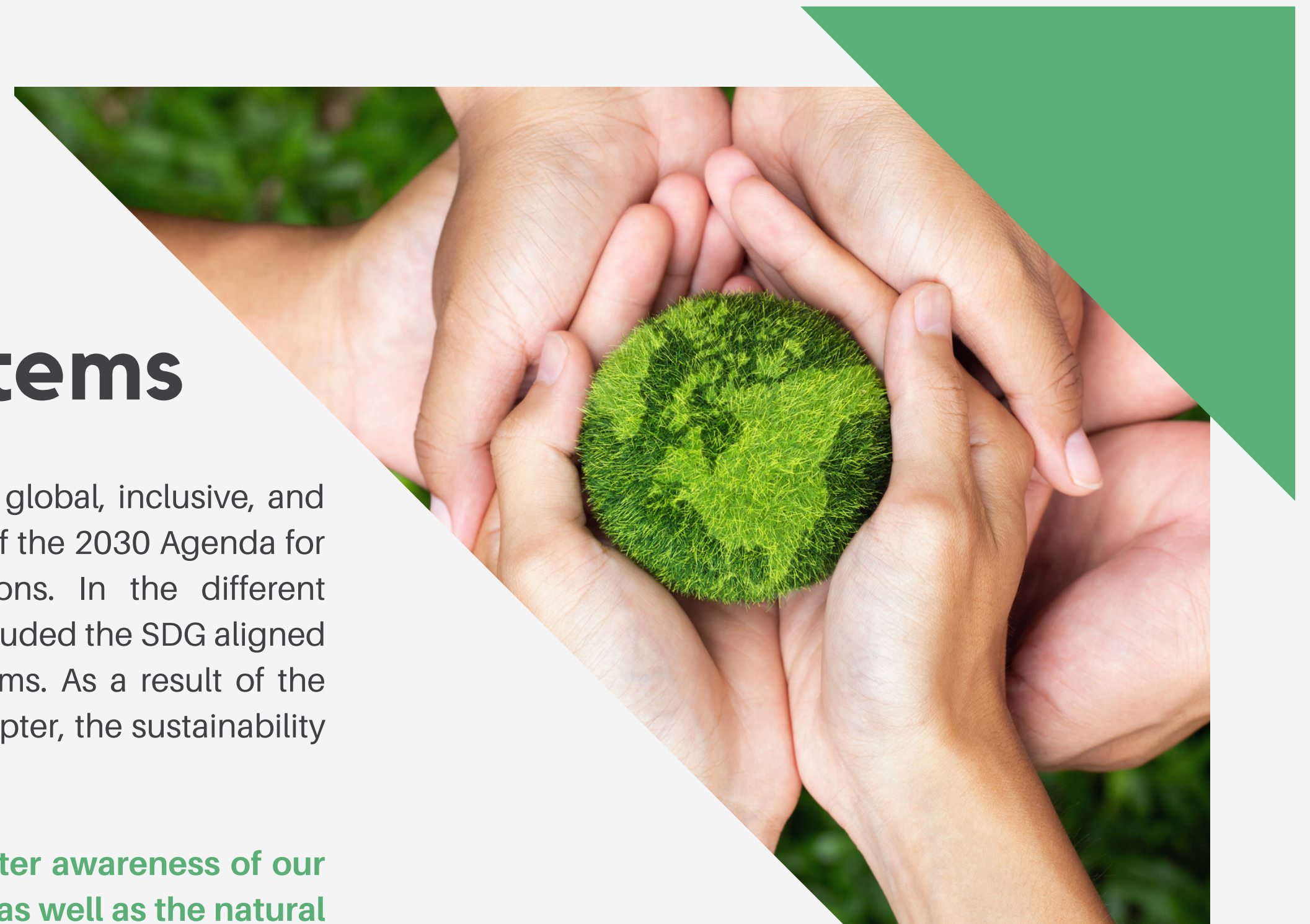
We are committed within our Corporate Social Responsibility strategy to the 17 Sustainable Development Goals (SDG), which guide the implementation of the United Nations 2030 Agenda for Sustainable Development and we communicate our engagement to all interested parties.

We work continuously so that these objectives promoted by the United Nations become a reality. And we ask our collaborators to also keep them in mind in their management.

SDGs at Tag Systems

The 17 Sustainable Development Goals (SDG) – global, inclusive, and ambitious – are what guide the implementation of the 2030 Agenda for Sustainable Development of the United Nations. In the different sections of this Sustainability Report, we have included the SDG aligned with who we are and what we do at Tag Systems. As a result of the dialogue with the stakeholders set out in this chapter, the sustainability topics that are relevant to us have been validated.

This shall enable strategic planning with greater awareness of our ability to generate positive impacts on people as well as the natural environment.



Our contributions to the SDGs

Our commitment to sustainability is present in all departments and activities: from product marketing to our employees' wellbeing, via responsible purchasing of raw materials from suppliers and environmentally efficient production processes.

SDG TARGETED	ACTIVITY / PROJECT	OUTCOME
	<p>Aag Systems, it actively participates in any initiative proposed by public administrations to promote a healthier and more active lifestyle, always being proactive.</p>	<p>Promote a healthier lifestyle for our employees</p>
	<p>At Tag Systems, we offer training programs to our employees, encouraging them to develop their skills</p>	<p>Promote lifelong learning to all our employees</p>
	<p>At Tag Systems, we incorporate the gender perspective and our business culture promotes equality and integration, and human rights.</p>	<p>Achieve gender equality Offer the same opportunities to all our employees, regardless of genre</p>

Our contributions to the SDGs

Our commitment to sustainability is present in all departments and activities: from product marketing to our employees' wellbeing, via responsible purchasing of raw materials from suppliers and environmentally efficient production processes.

SDG TARGETED	ACTIVITY / PROJECT	OUTCOME
 <p>6 CLEAN WATER AND SANITATION</p>	<p>At Tag Systems we promote the sustainable management of water and the reduction of its consumption, through improvements in our facilities, machinery and production processes.</p>	<p>Promote the substantially increase of water-use efficiency across the entire organization.</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>At Tag Systems, we promote youth employment in the company through hiring and training programmes, and we also promote the value of cultural diversity.</p>	<p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>At Tag Systems, we adopt environmentally-friendly and clean industrial processes and technologies.</p>	<p>Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.</p>

Our contributions to the SDGs

Our commitment to sustainability is present in all departments and activities: from product marketing to our employees' wellbeing, via responsible purchasing of raw materials from suppliers and environmentally efficient production processes.

SDG TARGETED	ACTIVITY / PROJECT	OUTCOME
	<p>At Tag Systems, we make efficient use of energy and natural resources, we choose raw materials bearing in mind their environmental impact and incorporate environmental criteria when choosing suppliers.</p>	<p>Ensure sustainable production and consumption patterns.</p>
	<p>At Tag Systems, we have implemented ISO 14001 environmental management system certification, we require environmental policies and certificates from suppliers and we work to minimise our environmental footprint optimising the consumption of resources and correctly managing waste.</p>	<p>Take urgent action to combat climate change and its impacts.</p>
	<p>Tag Systems' alliances enable us to be part of various networks that enhance what we are and what we do as a company, as well as sharing experiences and knowledge of future challenges in our market and in the economic and business context.</p>	<p>Leverage partnerships and networks to achieve the SDGs faster and with more impact, especially for climate action and quality employment.</p>

Next Steps

From Tag Systems we will continue to promote actions to achieve the ODS and the 2030 Agenda of the United Nations. The projects presented here will be launched from 2022, with a special emphasis on society and the local environment.

SOLIDARITY GROCERY STORE

Create and maintain a solidarity food bank in partnership with the Andorran Red Cross and according to their needs.



DONATIONS & SPONSORSHIPS

Structure the donations and sponsorships to support the Andorran society in more specific ways.



ENVIRONMENT & CLIMATE ACTION

Pursue the environment management principles established and contribute to reducing waste during the production process.



Solidarity Grocery Store

Create and maintain a solidarity food bank in partnership with the Andorran Red Cross and according to their needs.

The objective of this solidarity project would be to engage all employees with the reality of the Andorran society and assist the Andorran Red Cross with a food bank to support families that are in need.



Donations and sponsorships

Continue to provide support through donations and sponsorships to the Andorran society in more specific ways.

The objective of this restructuration of the donations and sponsorships is to identify causes and athletes to support that are more in line with the values and interests of the company.

Tag Systems commits to pursuing its efforts to support a healthier lifestyle for its employees and the Andorran society at large.



Environment and climate action

Pursue the environment management principles established and contribute to reducing waste during the production processes.



The installation of solar panels at HQ along with the use of ECOTERM produced energy and the reduction of water use for the production processes will make us more energy-efficient and more respectful with the environment. These efforts will be supported by the issuance of a green energy certificate from the national energy producer FEDA.



Environment and climate action

Pursue the environment management principles established and contribute to reducing waste during the production process.

Tag Systems is also working to reduce the carbon footprint of its employees through the elaboration of a Mobility Plan to ensure that all workers reduce their own impact on the climate through actions such as carpooling or the use of electric vehicles.



Methodology for reporting

PART 1

Carbon footprint calculation



Our methodology

Tag Systems has initiated a process of calculating and monitoring its carbon footprint as well as other indicators included in the GRI Index in order to respond better to the challenges our planet faces and establish a number of actions and changes to be in adequacy with the 2030 Agenda and its SDGs.

The methodology presented hereafter relates primarily on the calculation of the carbon footprint, from all levels (1-3), as well as the calculation of waste produced and managed for 2021.



Carbon footprint calculation methodology

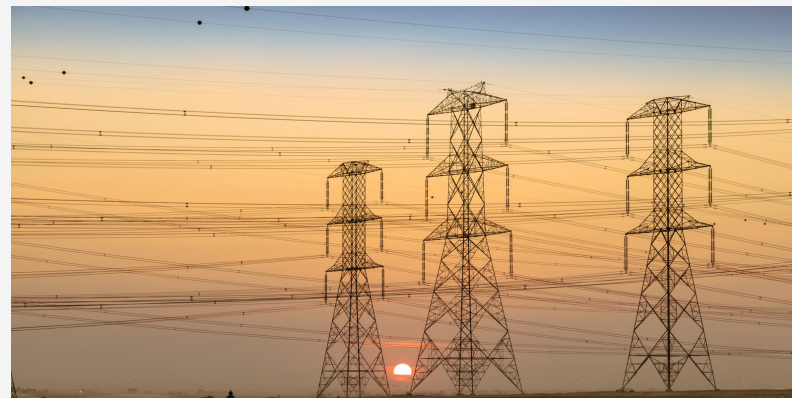
Scope 1

It refers to direct emissions from a combustion process such as those from boilers, furnaces or vehicles that are controlled by the entity. It also includes fugitive emissions such as air conditioning leaks.



Scope 2

These are indirect GHG emissions associated with the generation of electricity purchased and consumed by the organization. Scope 2 refers to the emissions from the generation of electricity and heat consumed by the organization.



Scope 3

These are other indirect emissions not controlled by the organization. Emissions relating to the production process.



Carbon footprint calculation per product

At Tag Systems, we have calculated the **carbon footprint of produced cards** using the following methodology:

ISO 14040. Life Cycle Assessment software SimaPro 9.1 and the Ecoinvent 3.6

Card material	Units produced	kgCO2eq/unit
PVC	17.619.300	0,0373
R-PVC	3.994.720	0,0263

In 2021, the yearly production of our credit cards amounts to

762 t
CO2eq

Mitigating our carbon footprint

Once this year's carbon footprint of our production has been calculated, this year 2021 we will offset it by participating in one of the projects offered by the [United Nations Carbon offset platform](#).

The chosen project is a Biomass Energy Conservation Program, which combines different ODS objectives, receiving a government certification that accredits the compensation of the carbon emissions generated.



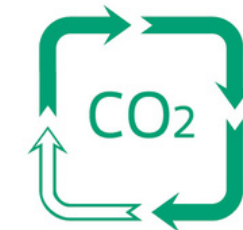
Biomass Energy Conservation Programme

A recent study in Malawi showed that switching from a three-stone fire to a Chitetezo Mbaula stove reduces the amount of particles emitted by 46% and carbon monoxide by 44%. A well-tuned stove can reduce...

[United Nations online platform for voluntary cancellation...](#)



Govern d'Andorra



NEUTRAL

2021



PRODUCT

Annex

PART 1

GRI Index

GRI Index

This is the second GRI sustainability report published by Tag Systems with the aim to inform about our social, environmental and economic performance. Through this document, we show our efforts and commitment to contributing to sustainable development.

The scope of the report is the year 2021 and refers to the activities carried out by the company in Andorra.

For further information relating to the report, please contact hseq@tagsystems.net.

The following table shows the index of general and specific disclosures of the Global Reporting Initiative (GRI) organisation as per GRI Standards for the “Compliance - Essential” option.



United Nations
Global Compact

Foundation and general disclosures

GRI Standards Indicator	Page	Omissions	External assurance
GRI 102 General disclosures 2016			
Organisation profile			
102-1	Name of the organisation		
102-2	Activities, brands, products, and services		
102-3	Location of headquarters		
102-4	Location of operations		
102-5	Ownership and legal form		
102-6	Markets served		
102-7	Scale of the organisation		
102-8	Information of employees and other workers		
102-9	Supply chain		
102-10	Significant changes to the organisation and its supply chain		
102-11	Precautionary principle or approach		
102-12	External initiatives		
102-13	Membership of associations		
Strategy			
102-14	Statement from senior decision-maker		
Ethics and integrity			
102-16	Values, principles, standards and norms of behaviour		
Governance			

102-18 Governance structure

Stakeholder engagement

102-40 List of stakeholder groups

102-41 Collective bargaining agreements

102-42 Identifying and selecting stakeholders

102-43 Approach to stakeholder engagement

102-44 Key topics and concerns raised

Reporting practice

102-45 Entities included in the consolidated financial statements

102-46 Defining report content and topic Boundaries

102-47 List of material topics

102-48 Restatements of information

102-49 Changes in reporting

102-50 Reporting period

102-51 Date of most recent report

102-52 Reporting cycle

102-53 Contact point for questions regarding the report

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

102-55 GRI content index

102-56 External assurance

Material topics

GRI Standards Indicator	Page / Direct response	Omissions	External assurance
Economic topics			
GRI 103: Management approach 2016			
Linked to GRI 201: Economic performance and GRI 205: Anti-corruption			
103-1 Explanation of the material topic and its Boundary	Material topic	Boundary¹	Involvement²
	GRI 201: Economic performance	Inside and outside	Direct
	GRI 205: Anti-corruption	Inside and outside	Direct
<p>(1) Indicates where the impact occurs: inside the organisation, outside the organisation or both inside and outside the organisation.</p> <p>(2) Indicates the involvement of the organisation regarding the impact: direct (the organisation has directly caused the impact) or indirect (the organisation is linked to the impact through its business relationships).</p>			
103-2 The management approach and its components			
103-3 Evaluation of the management approach			
GRI 201: Economic performance			
201-1 Direct economic value generated and distributed			
GRI 205: Anti-corruption			
205-3 Confirmed incidents of corruption and action taken			

Environmental topics

GRI 103: Management approach 2016

Linked to GRI 301: Materials, GRI 305: Emissions and GRI 307: Environmental compliance

103-1 Explanation of the material topic and its Boundary

Material topic	Boundary ¹	Involvement ²
GRI 301: Materials	Inside and outside	Direct
GRI 305: Emissions	Inside and outside	Direct
GRI 307: Environmental compliance	Inside and outside	Direct

(1) Indicates where the impact occurs: inside the organisation, outside the organisation or both inside and outside the organisation.

(2) Indicates the involvement of the organisation regarding the impact: direct (the organisation has directly caused the impact) or indirect (the organisation is linked to the impact through its business relationships).

103-2 Management approach and its components

103-3 Evaluation of the management approach

GRI 301: Materials

301-1 Materials used by weight or volume

GRI 305: Emissions

305-1 Direct (Scope 1) GHG emissions

305-2 Energy indirect (Scope 2) GHG emissions

GRI 307: Environmental compliance

307-1 Non-compliance with environmental laws and regulations.

Tag Systems operates within the current legal framework, including applicable environmental legislation. To quickly and efficiently adapt to legislation and its changes, the existing systems are constantly under review. In 2020, Tag Systems has not received any fines or sanctions for non-compliance of environmental laws and regulations.

Social topics

GRI 103: Management approach 2020

Linked to GRI 401: Employment, GRI 403: Occupational Health and Safety, GRI 404: Training and education, GRI 405: Diversity and Equal Opportunity, GRI 406: Non-discrimination, GRI 416: Customer Health and Safety, GRI 418: Customer Privacy, GRI 419: Socioeconomic compliance and Customer communication, satisfaction and Quality

103-1 Explanation of the material topic and its Boundary

Material topic	Boundary ¹	Involvement ²
GRI 401: Employment	Inside	Direct
GRI 403: Occupational Health and Safety	Inside	Direct
GRI 404: Training and education	Inside	Direct
GRI 405: Diversity and Equal Opportunity	Inside	Direct
GRI 406: Non-discrimination	Inside	Direct
GRI 416: Customer Health and Safety	Inside and outside	Direct
GRI 418: Customer privacy	Inside and outside	Direct
GRI 419: Socioeconomic compliance	Inside and outside	Direct
Customer communication, satisfaction and Quality	Inside and outside	Direct

(1) Indicates where the impact occurs: inside the organisation, outside the organisation or both inside and outside the organisation.

(2) Indicates the involvement of the organisation regarding the impact: direct (the organisation has directly caused the impact) or indirect (the organisation is linked to the impact through its business relationships).

103-2 Management approach and its components

103-3 Evaluation of the management approach

GRI 401: Employment

401-1 New employee hires and employee turnover

	2018	2019	2020	2021
≤ 30 years	13	33	17	11
Men	8	14	8	7
Women	5	19	9	4
30-50 years	20	37	28	15
Men	5	11	13	4
Women	15	26	15	11
+50 years	2	4	5	2
Men	0	1	4	2
Women	2	3	1	0
Total Men	13	26	25	13
Total Women	22	48	25	15
Total	35	74	50	28

401-3 Parental leave

Parental leave	2019	2020	2021
People who have taken parental leave	6	3	5
Men	1	1	2
Women	5	2	3
People who have returned to their position after the leave	6	3	3
Men	1	1	2
Women	5	2	1
Return rate	100%	100%	60%
Men	100%	100%	100%
Women	100%	100%	33%
People who after returning, continue in the company for over 12 months	6	3	2
Men	1	1	2
Women	5	2	0
Retention rate	100%	100%	40%
Men	100%	100%	100%
Women	100%	100%	0%

GRI 403: Occupational Health and Safety

403-1 Representation of workers on formal worker-company health and safety committees

403-2 Type of accidents and

accident frequency rates, work-related illnesses, lost days, absenteeism and number of deaths from work-related accident or illness

GRI 404: Training and education

404-1 Average hours of training per year per employee

Average hours of training per employee by gender and employment category (h/employee)	2019	2020	2021
Men	29.14	13.25	27.22
Management	0.00	0.00	0.00
Heads of department	78.00	40.58	67.38
Administration & sales	20.50	4.00	118.13
Technical & manual works	22.87	10.78	13.14
Women	12.31	5.75	11.80
Management	45.75	37.00	77.50
Heads of department	35.38	23.75	38.06
Administration & sales	41.29	24.50	38.55
Technical & manual works	5.43	1.49	4.06

GRI 405: Diversity and Equal opportunity

405-1 Diversity of governance bodies and employees

GRI 406: Non-discrimination

406-1 Incidents of discrimination and corrective actions taken

GRI 416: Customer Health and Safety

416-2 Assessment of the health and safety impacts of product and service categories

GRI 418: Customer privacy

418-1 Substantiated claims concerning breaches of

customer privacy
and losses of
customer data

GRI 419: Socioeconomic compliance

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

In 2021, Tag Systems has not received any fines for non-compliance with laws and regulations in the social and economic area.

tag' systems

We appreciate your interest and support.