

## Product Responsibility (PR)

### Material aspects on PRODUCT RESPONSIBILITY

Product & Service labelling, Compliance and Materials Stewardship are the aspects deemed to be material with regard to product responsibility. They all concern the information that Boliden provides on the sustainability performance of the processes,

services and products that we supply – which Boliden regards as a significant competitive strength. Please see GRI General Disclosures, in addition to the indicator reporting, to learn more about how Boliden manages, follows up and monitors performance within these aspects.

## Material Aspect: Product and Service Labelling

### Aspect Specific DMA

Boliden shall be a world class metals company. This means that Boliden shall be among the leading companies in the industry in terms of customer satisfaction, efficiency and responsibility. Customer satisfaction is measured biannually by surveys among regular customers. Boliden also collects feedback from customers through planned visits and via daily contacts throughout the contract execution process. Complaints are reported and handled systematically across interfaces to smelter units. Customers are engaged in the development of new products and other technical solutions through Boliden's technical customer support service.

### PR3 Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements

Products put on the market by Boliden are labelled in accordance with relevant legislation concerning transportation, storage and use, and are accompanied by the necessary documentation. Written information is available in the form of Material Safety Data Sheets (MSDS). All significant products (100%) are subject to these product declarations, which are updated on a regular basis in line with legislation and new scientific findings. In addition to being distributed to customers, the MSDSs are also available at [www.boliden.com](http://www.boliden.com).

The EU chemical legislation (REACH) is implemented as part of the day-to-day operations at all Boliden's production sites.

Boliden's environmental performance and the way in which production affects the environment is, furthermore, described in a transparent and detailed manner using common assessment methods and benchmarks.

### The following product and service information is required by Boliden's procedures

Product information	YES	NO
Sourcing		X
Content	X	
Safe use of product	X	
Disposal of the product	X	
Other		

During the reporting period Boliden has continued the work required for inclusion in the LBMA list of recommended gold producers. Companies included on the list take it upon themselves to ensure that the raw material supply chain fulfils a set of ethical criteria. No minerals shall be derived from raw materials that have financed terrorism, been subject to money laundering or are complicit in any other violation of human rights. The compliance report is to be verified by a third party. Boliden employs the services of the accounting firm KPMG AB.

### PR5 Results of surveys measuring customer satisfaction

During the reporting year, Boliden conducted a customer survey to find out how Boliden fared within the four key areas of the customer experience. Boliden will continue to measure customer satisfaction and define actions at regular intervals, and will follow up them over time in order to secure performance and further develop capabilities with view to realising our vision of being a world-class metals partner.

The 2016 survey was sent out to 329 customers, covering all product segments and all geographical areas of Boliden's metals (Cu, Zn, Pb, Au, Ag) and sulphuric acid sales. Only customers that had been active during the last 12 month period were approached and the response rate was 39%. The survey investigated the following four key areas:

- offerings
- relations
- administration
- competition comparison

The results showed some improvement of performance in respect to quality, delivery service as well as personal contacts. Actions are set on the basis of the results and the work to improve further continues. This has been the scope for improvements during the reporting period.

## Material Aspect: Material Stewardship

### MM11 Programmes and progress relating to materials stewardship

Boliden extracts minerals and produces high-quality metals, which are mainly sold to industrial customers in Europe. Care and consideration for people, society and the environment is evident in all our activities – from exploration to customer deliveries.

It is of vital importance to Boliden that we develop the by-product business along with the metals business. The largest by-product by volume is sulphuric acid, which is sold for industrial use. Slag based products, such as “iron sand” from the Rönnskär processes, are another example of Boliden by-products, and one where the raw material comprises slag from copper production. The slag is purified and granulated into a black coarse-grained glassy material, which is very suitable for use as a filler in road and building construction. The use of iron sand reduces the extraction of gravel and sand from nature. The majority of the iron sand has historically been sold in the surrounding region. Boliden experienced several setbacks in 2014–2015 when local authorities

opposed the further use of the sand, for environmental reasons. During 2016, Boliden intensified its efforts to provide information about the material properties, and to inform people about the importance of defining how to make use of the material to be able to operate in accordance with the ideas of the circular economy that exist in society.

Boliden has made significant investments in the recycling industry and is now among the largest electronic scrap recyclers in the world.

Boliden owns land and forests and practises responsible forestry, as defined by the Forest Stewardship Council (FSC), by promoting and protecting biodiversity and creating environmental and social values.

Boliden performs business partner (EBP) reviews based on a range of sustainability criteria, including their environmental impact management, such as discharges to water and emissions to air management. The contracts with suppliers include specifications of environmental aspects in their delivery, such as levels of substances and waste management methods.

**Production:** Boliden in cooperation with Narva.

**Photographs:** Tor Helge Øygarden (cover), Tomas Westermark (p. 2a and 2c), Päivi Karjalainen (p. 2b) and Jukka Brusila (p. 3) Stockholm, March 2017

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