



# WORLDPACK

IN-STORE PRODUCTS

# WORLDPACK

[www.worldpack.eu](http://www.worldpack.eu)

**SUSTAINABILITY REPORT  
WORLDPACK 2021**

Service  
with  
guts!

# PREFACE

After an eventful 2020, 2021 has been a year of extremes not only for Worldpack, but for all of Europe. Following the second lockdown of retail operations all over Europe in December 2020 our direct retail market only re-opened in May 2021, a lot later than expected. But what an explosion the re-opening has been! Some 340 million Europeans embraced the return to in person store operations, which we, as well as our partners had never experienced before.

Our operation has been challenged and tested to the absolute limit of our abilities in what should be best described as a sprint race from May to Christmas in 2021. It has been an exciting experience to say the least.

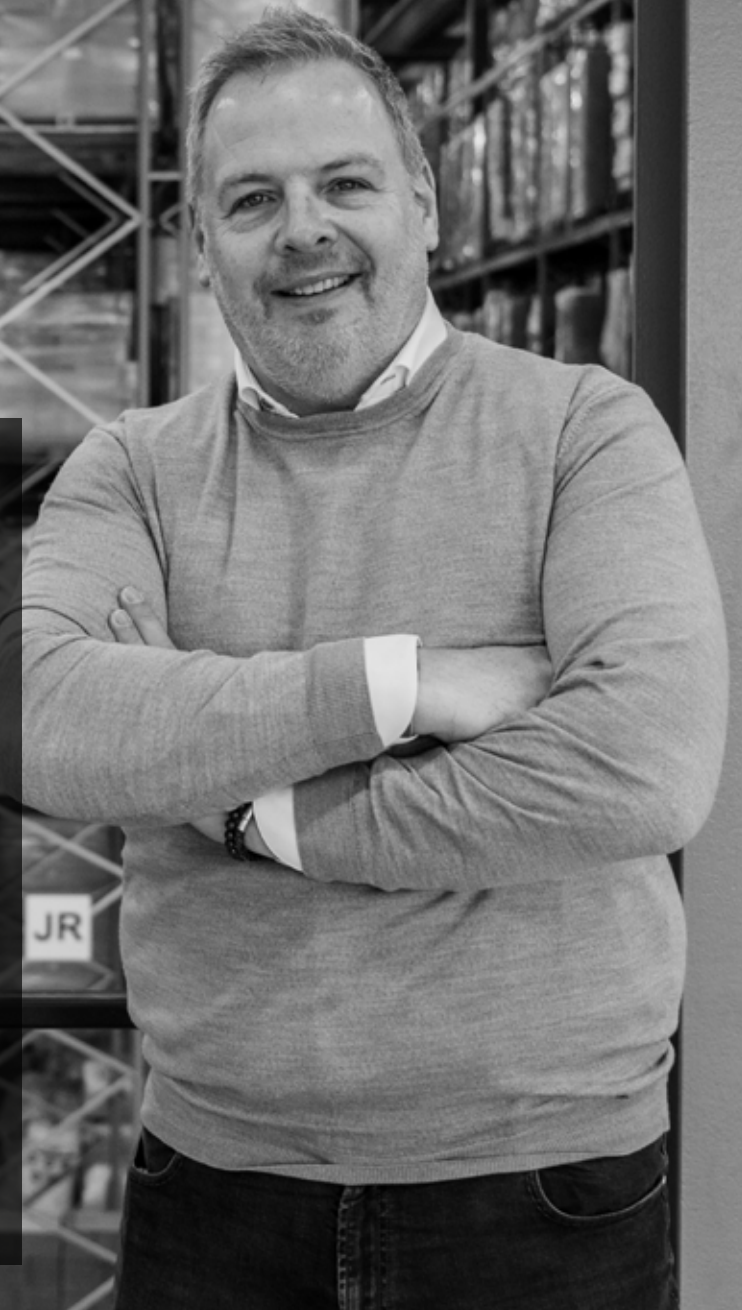
While adapting to the demands of our customers and at the same time reacting to the strong growth within our operations, the doors of our new warehouse opened October 1st, 2021. The 12.500 square meters of warehouse has been equipped with state-of-the-art logistical systems, offering 18.000 pallet locations in this, our highly efficient, brand-new facility. The connected 1500 square meters of new head office is designed to be a pleasant, environmentally friendly working space, where our people can work, meet, cooperate, innovate, and brainstorm on every aspect that effects our customers' retail operations.

Following our goals this second sustainability report is an important tool in Worldpack's strategy towards our future. "Sustainability with Guts" has become an important pillar and part of our key values. After a year of the long-term lockdowns in 2020 this report shows the impact of a re-opening of the retail sector and the effects on our company as an important business partner for Sports Brand and Fashion retailers in Europe.

Who would have thought that sustainable initiatives like solar panels and heat pumps would have made such a profound impact on our daily lives, both in business as well as in our private environments. State of the art innovations of yesterday have become the normal of today, offering significant advantages and benefits for our carbon footprint. In this new environment Worldpack will continue to follow developments and innovations that drive a sustainable company while pursuing sustainable objectives that offer better alternatives in our daily business.

Best regards,

**Jos Bergen**  
*Managing Director*





# CONTENTS

<b>PREFACE BY JOS</b>	<b>03</b>
<b>CONTENTS</b>	<b>05</b>
<b>WORLDPACK</b>	<b>06</b>
Service with guts!	06
Believe.....	08
Sustainable Development Goals .....	11
Bussiness ethics .....	12
Our people .....	13
Activities and services .....	14
Relocation Worldpack .....	16
<b>ORGANIZATIONAL CONTEXT</b>	<b>19</b>
COVID-19 .....	19
Climat .....	21
Retail industry .....	22
Supply Chain .....	25
<b>STAKEHOLDER ASSESSMENT</b>	<b>26</b>
Stakeholder consultation.....	26
<b>MATERIALITY</b>	<b>28</b>
Ecological impact .....	28
Social impact .....	36
Economic impact .....	44
<b>ANNEXES AND BACKGROUNDS</b>	<b>52</b>
About this sustainability report .....	52
Bunzl Family .....	54
GRI-contentindex .....	58
Changes in reporting .....	63
Omissions .....	64



# WORLDPACK

## Service with guts!

**We provide Service with Guts! when it comes to goods not for resale (GNFR). We source, consolidate and deliver. Whether dealing with inventory management, store-level supply, or orders and delivery of personalized products and entirely customised product ranges... if the client can think of it, they can leave it in our hands.**

We are constantly reinventing ourselves and stretching our horizons. We anticipate our clients' needs. We actively look for new markets, continuously fine tuning our bespoke services and improving our ways of working on a daily basis. We are excited to say yes to new things that cross our path. But we dare say no when experience has shown that to be the best way forward. We truly believe that a partnership can only blossom when we are open and honest with one another. We are doers and love to make seemingly impossible requests come true. And, if we are being honest, we don't do this only for the client.

Making things happen against all odds is what drives us. We are personal, involved, maybe a tad arrogant, but always to our clients' benefit!

**We provide...**

***Service with guts!***



# Five core values

**Our Service with Guts! stems from our five core values. They are anchored, embraced and applied in every corner of the organisation and by each employee.**



## TAKE CONTROL

As individuals, and as a team, we take responsibility for everything we do. We take ownership of the challenges our customers face and will go the extra mile to solve them. This holds for everyone in the team: from the warehouse assistants who ensure the right products are sent, to the customer service assistants who are there to give the best and most timely answers to customer questions.

All team members at Worldpack are empowered to make decisions. This is how we solve problems, answer questions and can take action to keep our clients happy. We are creative and flexible. That's how we can deliver the Service with Guts we promise our customers.



## BE BETTER

We appreciate our team members and invest in their development. This goes beyond providing training and keeping them up to date with the latest trends, we try our best to provide a good working environment and stimulate a positive culture. And so, we foster an environment with happy and involved colleagues who go the extra mile for our customers day after day and who dare to provide Service with Guts!

'Be better' applies to our people, and to our processes. We invest in technology to improve customer service, operational performance and data insights. Our drive to be better positively impacts our customers and ultimately makes it easier to do business with us. A great example is our online ordering portal, Brand Store, which reduces ordering complexity in store. Our Business Intelligence Tools, for better insight into business operations.



## BE 1 STEP AHEAD

Our culture stimulates continuous improvement, and this gives our customers a competitive advantage. So, we encourage our employees to share ideas with senior management and with customers.

We are well informed on future developments, challenges, and changing laws and legislation. And sharing this knowledge with our customers, proactively discussing relevant ideas, information and innovations in our market becomes a competitive advantage for them. In turn, we can seize opportunities and limit risks for our customers, and present solutions that meet their current and future needs.



## BE ENTHUSIASTIC

We do not fear change. We embrace new ideas and innovations because we understand how our customers can benefit. We love to say yes but know when to say no. And we go all out to fulfil your needs.



## WORK AS A TEAM

Our entire organisation works as a team. We make sure there are no barriers between departments or people, so we share knowledge, experience and activities. Sharing relevant information helps us improve and speed up the service for our customers and helps us make fewer mistakes. This is how we deliver Service with Guts!

In our vision, the customer is part of our team. This partnership approach enables us to strategically align with and get a deep understanding of our customers' needs, to deliver truly bespoke service.

# Believe

## Five pillars

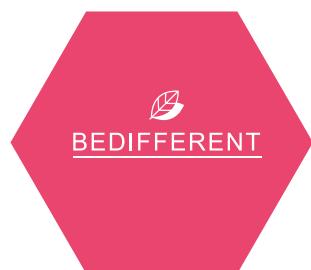
Believe is Bunzl Nederland's CSR policy, and the departure point for the CSR at all its subsidiaries. Sustainability is central to their activities providing service in the everyday non-tradable goods business for its clients. And we want Bunzl and its subsidiaries to be recognized as one of the leading suppliers of sustainable products and solutions.

The five pillars of Believe focus on sustainability and social equality. Bunzl values being able to offer a sustainable range of products, developing sustainable relations with partners throughout the chain, good working conditions at our international producers, and the happiness of our employees.





Worldpack and Bunzl employees are happy and motivated. We pride ourselves in the gestures, both large and small that contribute to the daily happiness of those around us, whether our colleagues, business partners or the community at large. As an employer, we offer personal development through the “Bunzl Academy”, a training programme for and by our employees. We also hold a regular employee satisfaction survey to determine how happy our employees are, we work together with socially conscious suppliers in developing countries.



Worldpack and Bunzl seek to realize futureproof concepts with the right chain partners. Conceptual thinking is becoming increasingly important. We not only go for sustainable products, but also for sustainable partnerships with new and existing partners. We lean into each other's qualities and together we strengthen our business relations for a sustainable chain, and a sustainable future, through strategic partnerships with suppliers and long-term relationships with customers.



Worldpack and Bunzl are continuously optimizing their product offer. Because each of our customers understands sustainability in its own way, we are always looking for the latest developments in the field. Whether it is our core range or a customer led customization, we go beyond the obvious choices and assumptions. Together find the range that best matches the sustainable identity of our customer.



Businesses have major impact on energy, waste, and water. For Worldpack and Bunzl it is important to manage energy, waste, and water with care. In addition to supporting our customers in their sustainable business operations, we also take more sustainable steps as a company. So, we continuously monitor and continuously try to reduce our energy consumption, emissions, and waste production.



Worldpack and Bunzl act with respect, integrity, and responsibility throughout the supply chain. In the Netherlands, what it means to BEFAIR is already regulated; we have legislated gender equality, a minimum wage and employers have a duty of care. In addition, fair trade is enshrined in our legal system. But this is not the case in other countries, so we regularly audit our suppliers on topics including of discrimination, child labour, human rights and working conditions. And, when a supplier does not meet our strict conditions, we take immediate action.

## Beehives

As part of the Believe strategy, Worldpack, together with Bunzl and its subsidiaries, contributes to the work of charity organisations, choosing a different one every two years. For 2020 and 2021, efforts have focused on beehive management.

Bees in the Netherlands are having an exceedingly difficult time. These tiny creatures have an enormous impact on ecosystem balance, as bee pollination is needed for more than 75 percent of the food crops harvested in the country.

The loss of their habitat, and of the nectar and pollen sources they need, is threatening the bee ecosystem and, indirectly, our food crops. That is why Bunzl and its subsidiaries have decided to support bees for two years.

Bunzl and its operating companies managed twelve beehives through Bijzaak, an organization specialising in bee management for companies. Originally, the hives would be installed on the roofs at the twelve offices of Bunzl and its subsidiaries, but this was far from an ideal solution.



Bees need at least a year to adjust to a new location. This means they would have barely gotten used to their new environment by the end of the two-year period. Also, management and maintenance costs would add up if the beekeepers had to visit each of the twelve locations regularly. Most importantly, this would be environmentally inefficient, because it would lead to extra CO2 emissions. So, we decided to leave the beehives at their original location, where the beekeepers from Bijzaak could best take care of them.



# Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs), signed by all 193 member states, sets out 17 environmental, social, and economic goals that the world will strive to reach by 2030. These objectives are in turn subdivided into 169 sub-objectives and several indicators. The SDGs have been developed through collaboration with the business community, government agencies, civil society organizations, academics, and citizens. In this way SDG Goals have been made applicable and go beyond the policies on paper.

The use and implementation of the SDGs by the business community has shown an upward trend in 2022. This is due to the increasing importance of sustainable business and development practices. Referring to the SDGs guidelines provides companies with guidance when formulating social objectives: it offers a universal language for communicating its social contributions. Worldpack has chosen to consciously contribute to the SDGs as below by 2021.



Because we at Worldpack take care of our team, we think it is important to contribute to **SDG 3 Good health and well-being**. For us this means a healthy future for everybody. We are working from our Believe pillar **BEHAPPY** and our core value **Be better** to achieve these goals. As an example, in our warehouse we guarantee the safety of our staff with strict measures, and we foster the well-being of the staff through ongoing training and courses. The working conditions of employees when abroad are protected by means of social audits conducted by our suppliers.



As part of the Believe pillar **BEFAIR** Worldpack behaves respectfully, responsible and with integrity in all working relationships with our suppliers and business partners. This helps us to contribute to **SDG 8: Decent work and economic growth**. To us this means, promoting inclusive and sustainable economic growth, employment opportunities and decent work conditions for everybody. By auditing our suppliers every two years, we can contribute to responsible economic growth. In addition, we endeavor to work together with our business partners in an honest, transparent, and ethical way. This is reflected in our core value **Take control**: we take our responsibility seriously and do everything we can to ensure that while working together everything runs smoothly and fairly.



As part of the Believe pillar **BESUSTAINABLE**, Worldpack contributes to **SDG 12 Responsible consumption and production guidelines**. This means ensuring sustainable consumption as well as production patterns. In our procurement process we focus on the sustainability characteristics and to help our customers to deal responsibly with product packaging and plastic use. If a customer has broader sustainability issues, then together we work to find the appropriate solution. We do this based on our core value **Be 1 step ahead**. We keep a close eye on current developments in the field of sustainable alternatives and solutions and try to increase the competitive advantage to our clients at the same time.



Worldpack contributes to SDG 13 Climate Action as part of its believe pillars **BEGREEN** and **BEDIFFERENT**. For Worldpack, **SDG 13 Climate action** means; to take urgent action to combat climate change and its impacts. People and companies should be aware of climate risks and commit themselves to counteract them. Continuous monitoring enables Worldpack to carefully manage and reduce energy and waste. With the Belief pillar **BEDIFFERENT** we are focusing on reducing negative environmental impact through collaboration with clients, suppliers, and other partners.



## Business ethics

### Speak Up

Worldpack has a whistle-blower procedure called Speak Up. When a Worldpack employee observes a situation that is at odds with the law or unethical, they can report it to their supervisor. In most cases this does not happen anonymously, which can be a hurdle to ensuring all cases are reported. To lower the barrier, Worldpack uses the services of an independent external bureau where reports can be made anonymously; measures follow when appropriate.

### Corruption

Worldpack and its employees are not allowed to take money, gifts or services from individuals or companies that could encourage someone to do something or make a choice that favours the donor. All gifts and donations received and made are recorded in the gift's registry.

To ensure that these two areas of company ethics are explained to and interpreted correctly by new employees, onboarding includes short videos on the subject.

**NAVEX GLOBAL**

# Zeg het, maar!

**Wij zijn er als jij je zorgen maakt...**

Wacht jij met een klacht of melding over zaken als diefstal, onveiligheid, beschouwdendige omstandigheden, verspreiden van onjuiste informatie op het werk?

NAVEX Global is een onafhankelijke partij om jou te ondersteunen. Onze vertrouwde experts zijn speciaal opgeleid om naar jou te luisteren en om te gaan met vertrouwelijke en gevoelige onderwerpen die je misschien niet op je gemak stellen bij jouw Manager.

Het proces is volledig anoniem: we volgen of delen jouw gegevens niet, je kunt erop vertrouwen dat wij elke situatie met betrekking tot een melding of een geschiedde kwestie behandelen die niet door jouw Manager of HR-team kan worden aangepakt. Wij zijn er om jouw belangen op een professionele en tactische manier te behouden.

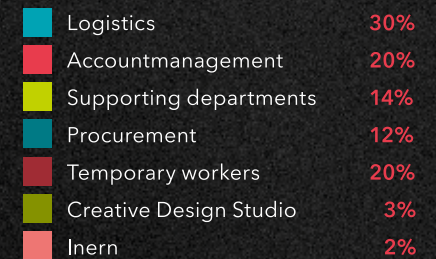
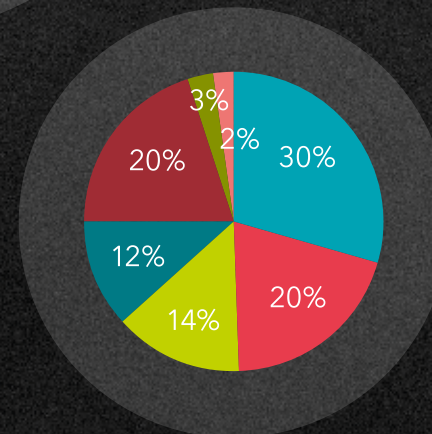
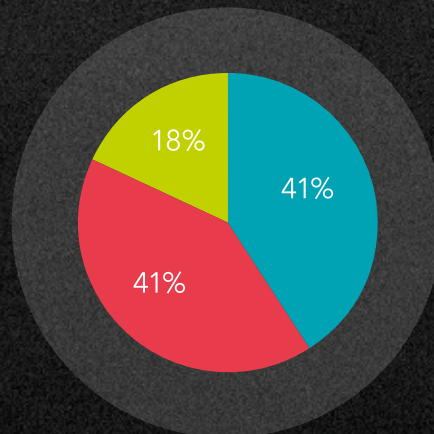
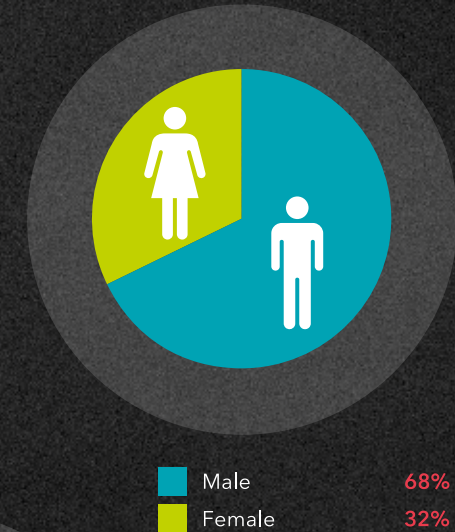
Onze lijnen zijn 24/7 open. Want jouw wereldje moet aanvoelen als een veilige ruimte.

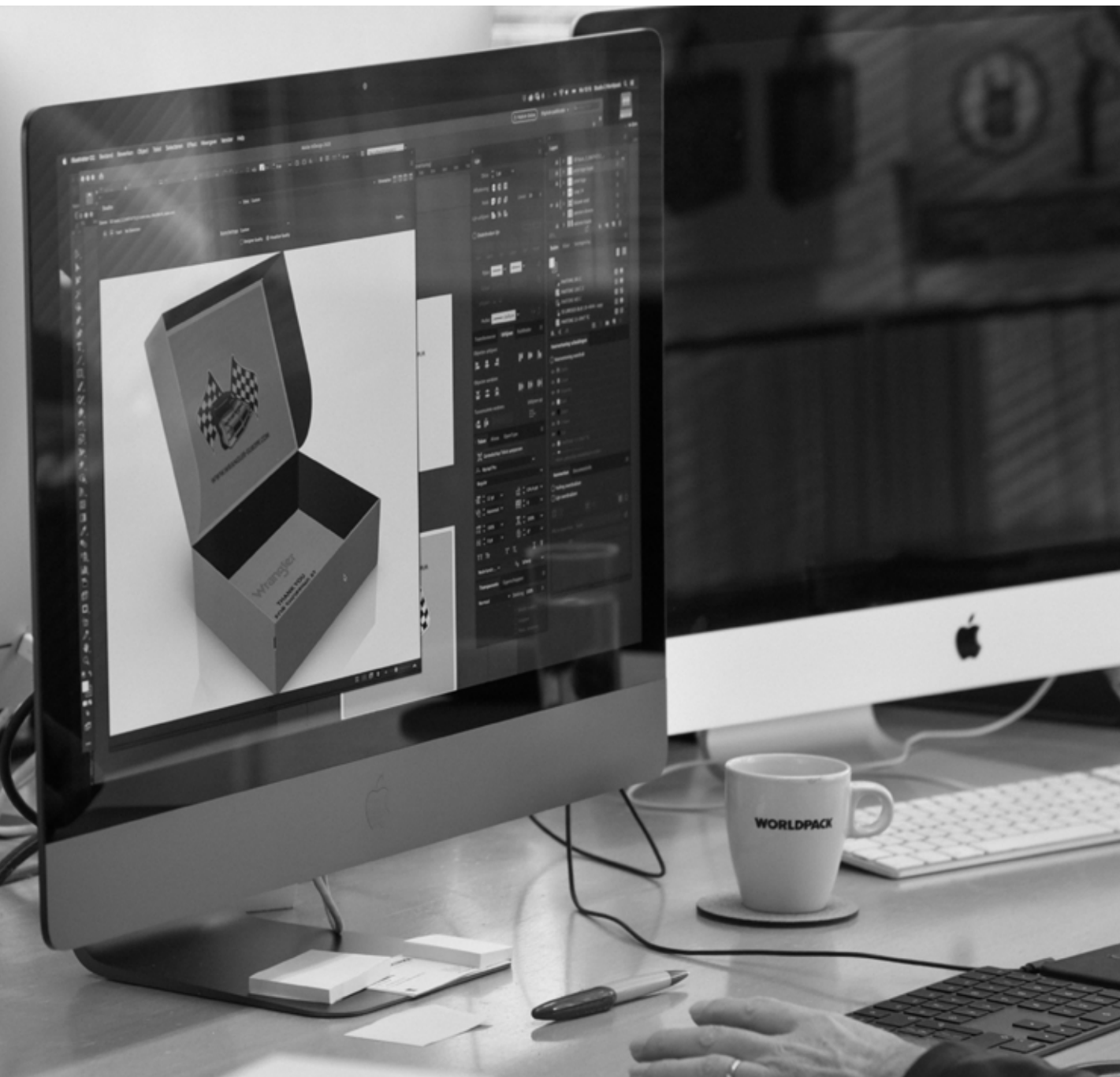
Als je je zorgen aan NAVEX Global meldt, wordt Bunzl hiervan op de hoogte gesteld en is het noodzakelijk passende maatregelen. Jouw identiteit wordt te allen tijde beschermd.

Als je beschuldigingen of relevante informatie hebt om te melden, neem dan contact met ons op:

Tel: 0800 0234200  
Web: [bunzl.ethicspoint.com](http://bunzl.ethicspoint.com)

# Our people





## Activities and services

It all started 30 years ago with shopping bags. Now, Worldpack is a leading provider of products and packaging for the retail sector. Whatever their needs: from postage bags to shipping boxes and garment bags. Or retail material like display, warehouse and office supplies, hangers, and mannequins.

And when COVID-19 hit, personal protective equipment (PPE) products like sanitizer, dispensers, gloves, face masks and stickers were added to the assortment.

Clients can order these and more items from our brand store, and we can deliver them either unbranded or with the client's own branding.

Our service provision also grew and developed substantially last year. We now take charge of inventory management, logistics and support them to develop their own shipping packaging and retail materials, as well as manage their product range.

Some 80% of our clients are in the fashion, shoes, and sports sector. The other 20% is spread across sectors like foodstuffs, cosmetics, glasses, and consumer electronics. Our goal for the coming years is to continue growing the diversity in sectors where we operate.

# Activities and services



# Relocation Worldpack

In April 2022, Worldpack will move to a new location at Ekkersrijt 3102A. This move is due to the growth and expansion of the company in recent years. This has resulted in an increase of staff, therefore the need for larger office space, while at the same time this growth has also increased our need for a larger warehouse in order to be more efficient for our storage, packaging, and shipping.

Since 2020, due to COVID-19, online ordering has become much more widespread, which has resulted in an increase in demand for our packaging products.

This new warehouse is totally designed for efficiency, and to meet the needs of Worldpack. It will enable us to perform our storage, packaging, and shipping activities faster and better. All warehouse personnel will be trained with our new reach trucks, as well new collection systems will be implemented, and all stock will be in one location.

The expansion of the storage capacity in the new building enables us to keep more stock and makes our delivery even more reliable. This is a logistical advantage, especially in times of global lockdowns and pandemics.

Features of our new location include (compared to our old building)

- 11,500 m<sup>2</sup> warehouse (+8,500 m<sup>2</sup>)
- 1,323 m<sup>2</sup> mezzanine
- 975 m<sup>2</sup> office space (+175 m<sup>2</sup>)
- Twelve standard loading/unloading docks
- Doubled number of pick locations
- The office has energy label A+++

With the new premises, Worldpack can and will focus on growth and expansion of its **Service with Guts** in the coming years!







# ORGANIZATIONAL CONTEXT

## COVID-19

### Working from home and lockdowns

COVID-19 called for absolute resilience from businesses worldwide in 2021. The Netherlands, in 2021 had to revert to an extreme lockdown, including a curfew. The country reopened almost completely in the summer, only to return to total lockdown in the winter period at the end of the year.

Worldpack's office staff spent their time alternating between working at home and in the office for most of the year. The foundation for this had already been laid in 2020. Both the work and the (online) communication were already set up for this new way of working.

This new hybrid working has proved to be just as efficient, if not more so, than working 100% in house for both employees and the company. Worldpack has therefore chosen to continue with hybrid work.

The warehouse staff were unable to work from home due to the physical nature of the work. However, quarantine obligations and corona infections did lead to a higher-than-normal rate of absenteeism in the warehouse.

COVID-19 resulted in a strong increase in demand for Worldpack's personal protective equipment (PPE) and other COVID-19 related products, such as stickers pointing out measures in the store. The expectation for 2022 and later is that PPE will not disappear along with the measures, but that stores will continue to use PPE.



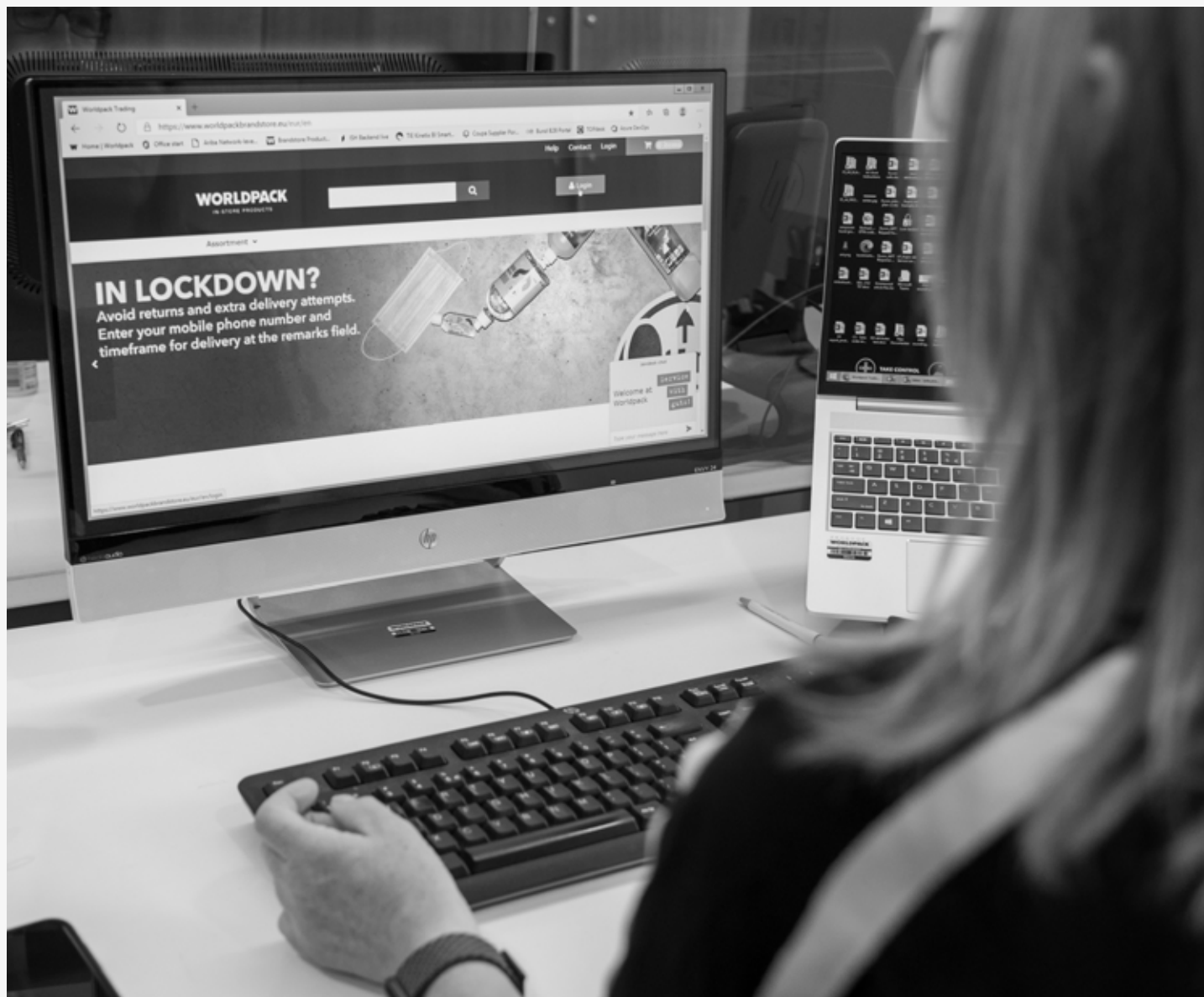
## Impact on the sector

For the retail sector, the biggest blow from COVID-19 came in 2020. Stores were suddenly closed and then when allowed to reopen, it was only in minimal form. This resulted in alternative ways of shopping, such as click-and-collect and in-store collection. These new ways of shopping were needed again in 2021 and have had a lasting effect on retail.

Read more about this in Retail branche on page 25 >>

## Expectations

The high vaccination rate together with the milder omicron variant have resulted in positive expectations for Europe and the Netherlands. It is expected that few, if any, measures will be required that could have an impact on the retail sector in 2022. Nevertheless, Worldpack will of course remain alert and prepared in case of a possible resurgence of COVID-19 or if another, new pandemic is announced in the future. In this way, Worldpack will ensure that its business continuity should never be jeopardized.



# Climate

## Paris Climate Agreement

During the climate summit in December 2015, most countries agreed that Global warming should be no more than 2 degrees, and preferably no more than 1.5 degrees from the current baseline. Higher temperatures would be catastrophic for mankind.

To achieve these goals, it has been agreed that a drastic change must take place in the field of energy production within 15 years. Now 6 years later that is within the next 9 years. Ultimately, energy production must be 100% sustainable. This objective was refocused during the Climate Summit in Glasgow in November 2021.

The well-being of Worldpack's staff and all other stakeholders is linked to the well-being of the planet. Accordingly, its Worldpack's mission to achieve at least the goals of the Paris Agreement.

## European legislation

Within the European Union, the Paris Agreement translates into "a new Green Deal" with a set of proposals that aim to reduce CO<sub>2</sub>-emissions by at least 55% by 2030, compared to 1990 levels.

Consequently, Europe strives to be the first climate-neutral continent by 2050. This new Green Deal consists of a package of measures that will have an impact on all sectors, but especially on energy, transport, agriculture, and infrastructure. Within the framework of various sustainability themes, at the Glasgow summit in 2021 measures relating to deforestation, waste processing and biodiversity were added.



The European ban on single-use plastics (Single Use Plastics Directive, or SUP) from 2021 is an example of this. This law prohibits the use and sale of single-use products such as plastic plates, straws, and cotton swabs.

While this law does not affect Worldpack directly, however it does directly affect both our parent company Bunzl and our sister companies as suppliers in the food & beverage industry. It is therefore important that Worldpack is well prepared and actively acts on future environmental laws and regulations that directly and indirectly affect our retail sector.

## Impact on SME's

Thanks to its mild coastal climate, the Netherlands has limited climate risks in the short term. While weather events could cause material damage to business assets, most infrastructure and buildings are relatively weather resistant. Moreover, most assets are insured against storm damage.

In the supply chain, however, SMEs do run a higher risk because of climate change. Many of Worldpack's foreign suppliers are in countries where weather extremes are common, and the consequences could put business continuity and the health of these suppliers at risk, which will of course affect us all.

In the long term, as the Earth continues to warm, the likelihood of impact of weather extremes such as floods, water scarcity, heat waves, hurricanes and extreme rainfall will increase. The floods in Limburg in the summer of 2021 are an example of this. To avoid surprises, it is therefore important for Worldpack and other companies in the Netherlands to act proactively and to focus on CO<sub>2</sub> reduction and circularity.

# Retail industry

## Omnichannel

Due to lockdowns and other measures, many retail stores during 2020 and 2021 were often closed or had restrictions when re opening. This resulted in people shopping in other ways; online, via click-and-collect or via in-store collection.

During these difficult times, it became clear to the retail industry not only here, but also in many other countries, that this new form of online shopping has become important not only for now but for the future should another crisis happen.

These lockdowns have shown us, the “retail industry”, that offline shopping is irreplaceable. Together, online, and offline sales form the omnichannel. This has in part shifted the focus from in-store transactions at physical locations to a model where it is not a problem if a transaction takes place online or offline.

In practice, omnichannel provides flexibility, convenience, and availability. Clothes you would normally try on in a shop can be delivered directly to your home. This makes shopping easier and expands the clothing stock for retail outlets because these purchases can be shipped from any other location. It can also happen in reverse, online purchases can be physically picked up at any of our stores or delivered at a specific desired location and time.

## Shopping experience and brand loyalty

It is not only just fitting, visually comparing, feeling clothes and good customer service that makes the physical shopping experience irreplaceable; consumers increasingly opt for brands with which they can identify themselves.

Criteria's, such as sustainability, social impact, and is the manufacturer and retailer aware of good business practices, these are some of the concerns of some of today's consumers. A lot of consumers no longer want clothes that only last a month. Price is becoming less important to their purchasing decisions, as quality and awareness to trade practices, becomes more important.



Retailers need to focus on their digital and physical marketing message, promote a strong market value proposition, create brand loyalty, and have a brand voice of their own.

For retailers, it is important that their customers get to know their brand through social media, news feeds, and their physical shops.

## Sustainable developments

Sustainability is a brand value that consumers want to connect with, so it becomes more important every day for the retail sector to realize that. More and more retailers nowadays are focusing on environmentally friendly and ethical production and on the lifespan of their products.

In addition, the environmental impact of packaging and packaging material is already changing. 74% of consumers indicate that they are willing to pay extra for more sustainable packaging, consisting of biodegradable or recyclable packaging.

## Digitization and data

Digitalization and data are becoming more important for companies every day. Over the next decade further digitalization will be fuelled by the wish to increase business efficiency and continue to meet the needs of customers, as well as staying one step ahead of the competition. For example, Worldpack can already manage its customers' stock remotely based on data. In today's digital world, data-driven decision-making seems to be becoming increasingly important.





# Supply Chain

## Logistics challenges

Compared to 2020, 2021 many more local and global logistic challenges have been encountered. This was partly due to fluctuating customer demand caused by COVID-19, rising energy prices, and high consumer demand caused by the strong economic recovery; in short, for the same reasons as those faced by manufacturing and trading companies.

Maritime transport has become scarcer and especially more expensive due to the lack of sea containers. The price of a container has already gone up several times in 2021. This is mainly because there are too few sea containers available and empty sea containers are stored in the wrong place; they are mainly in America, a smaller part is in Europe, but they are missing in Asia. In addition, loading and unloading docks for container ship are scares. This does not only have a negative impact on the cost price, but also on the delivery period. Because of cargo ships waiting with their containers in front of the port, this also reduces the availability of sea containers.

As a result of the shortage on the job market and new truck drivers, land transport is facing a shortage of truck drivers.

## Raw materials and material shortage

As a result of COVID-19 disrupting global trade, shortages of raw materials and commodities have intensified since mid-2021. Trading companies and retailers faced a fluctuating demand for products, manufacturing companies depleted their inventories, and lockdowns and absenteeism caused an inconsistent or incomplete production processes. Meanwhile, consumer demand returned to previous levels in 2021 due to the economic recovery.

Worldpack uses paper pulp, plastic products, and plastic granules to produce paperbags and shipping bags, among other things. The scarcity of these raw materials has directly affected Worldpack. It is expected that these shortages and higher prices will certainly increase further in 2022, and with them the wholesale.

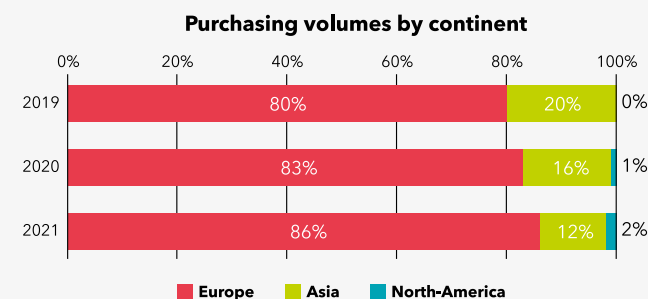
These physical shortages are mainly caused by higher energy and production prices as logistical problems. Although efforts to achieve circularity can reduce the dependence on raw materials, there will always be a dependence on the minimum virgin material needs to be used. Also, the recycling capacity of waste processors and energy prices will always remain a part of it.

## Worldpack's purchasing shift

Because of the supply chain and logistical challenges, Worldpack started buy and produce more in Europe instead of Asia. Economically, this became more interesting, meanwhile risks were avoided regarding the quality of service for customers.

An additional advantage is that the transport distances are much shorter, which also reduces the impact on the environment.

Basically, we buy or have the products made in Europe. But ultimately, the customer's product range determines where we buy. The desired price/quality ratio or other specific product characteristics play a part. For example, for products that require a lot of manual work, Asia is virtually the only choice. But if a customer prefers a reliable and fast throughput time with a minimum safety stock, then sourcing or manufacturing in Europe is chosen. Additional advantages are the more transparent and the better, guaranteed working conditions under European legislation.



This shift from Asian sourcing to European sourcing is clearly reflected in the trend of the past three years:

# STAKEHOLDER ASSESSMENT

## Stakeholder consultation

### Assessment of material topics

In 2021, we conducted our first bi-annual stakeholder engagement process among our shareholders, management, employees and a selection of our suppliers and clients. Respondents ranked the 21 potential environmental, social, and economic topics on a scale of 1 (average importance) to 5 (very important). The results are presented in the Materiality Matrix next page. For the Materiality Matrix the scale reflects topics from score 3 (important) to 5 (very important), because all topics other than local procurement were ranked between important and very important.

Our stakeholder engagement process gave us strategic insights into the topics that the people and companies around us expect us to focus on in the coming years. Two-way communication about what stakeholders consider important at Worldpack improves underlying relationships and gives Worldpacks stakeholders in strategic and tactical decisions.

The results of the stakeholder engagement process help us to decide which topics should be reported on in this sustainability report and allow us to select the SDGs that we will focus on going forward.

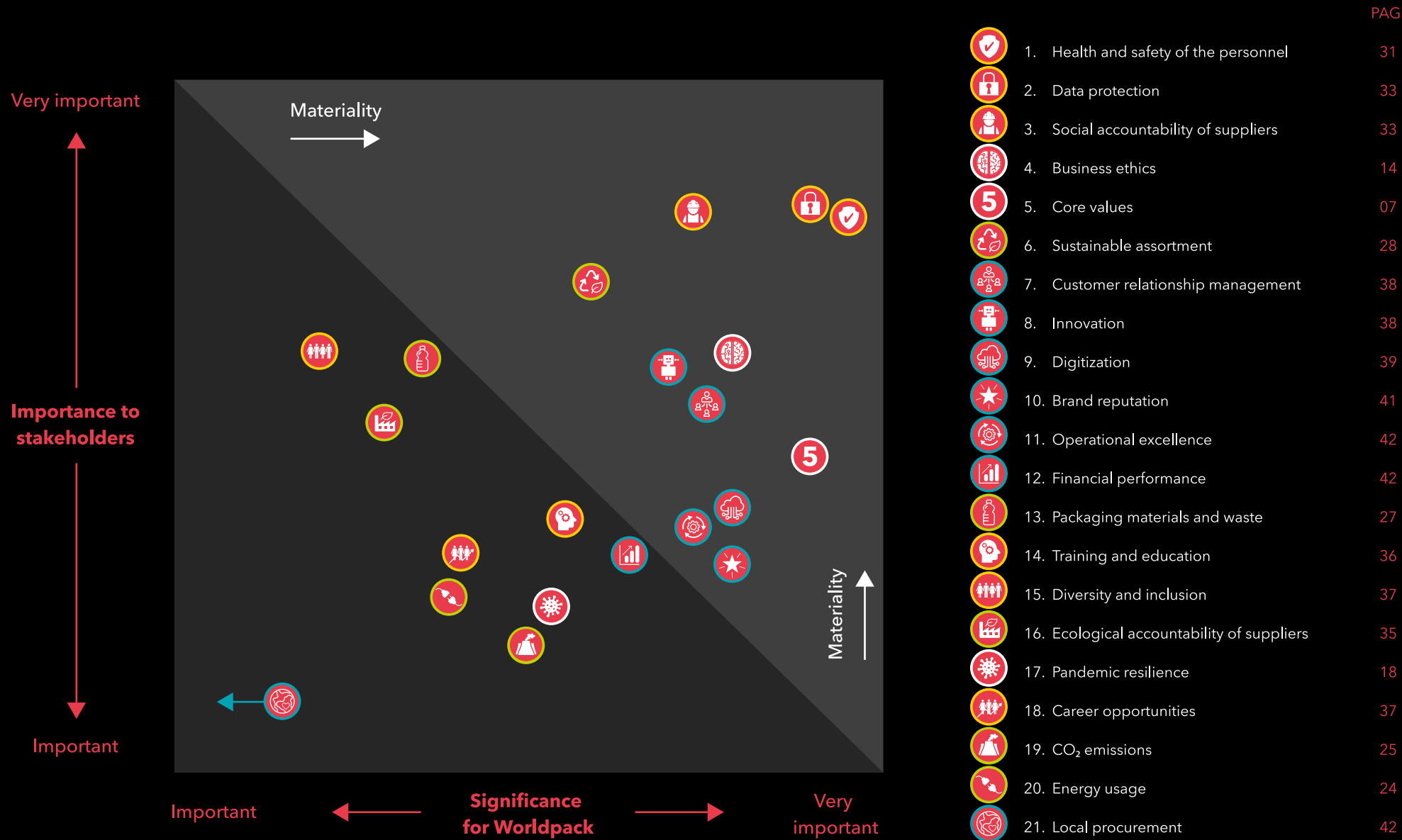
How the main topics from the stakeholder engagement process relate to the SDGs can be found on 22 >>>

### 21 topics from four business areas

From the environment, social, economic and governance business areas we carefully chose 21 topics for the stakeholder engagement process. The choice was made based on relevance, current importance, and full coverage of the business operations. We used the 'Materiality Map' of the Sustainability Accounting Standards Board (SASB) and disclosures from the Global Reporting Initiative (GRI) Standards.

### Five stakeholder groups

The X-axis of the Materiality Matrix shows the topics that are material to Worldpack, understood as the shareholders and management. The Y-axis represents the interests of the stakeholders, in other words suppliers, employees and clients. This differentiation is based on the fact that shareholders and management can make strategic decisions, and the three stakeholder groups are being exposed to the impact of those decisions.



# MATERIALITY

## Ecological impact

### Energy consumption

#### Office and warehouse

Energy-consumption	2019	2020	2021	Δ '20-'21
Electricity	130.878 kWh	139.886 kWh	165.660 kWh	+18%
Gas	22.609 m³	22.908 m³	14.113 m³	+13%

Due to a relatively cold year, in 2021 more gas was used to heat the offices and warehouse. February in particular was unusually cold, with temperatures not rising above zero for several days.

In addition, due to increased sales activities in the warehouse, more electricity was used for charging and operating the manual and electric forklifts and rolling doors. However, the biggest difference was made by the fact that we went from zero to two electric cars in our fleet in 2021.

In April 2022 Worldpack is moving to a new and more energy-efficient building. But this building is much larger in terms of surface area than our current premises, so gas and electricity consumption are likely to change dramatically in 2022.

#### New premises

One of the goals of Worldpack is that the new building should at least have the energy label A or higher. At present the office section has an energy label of A+++ and is BREAAAM BL 'Very Good' certified.

The office part of the building at Ekkersrijt 3102A requires on average 33% less electricity than the office at Esp 125. For gas consumption, the difference is 100%. Thanks to the heat pump, which replaces the central gas-fired heating system, the office can now be heated gas-free. With this heat pump, the average total electricity consumption per m² is 33% lower than that of Aspen 125.

Average consumption per m²

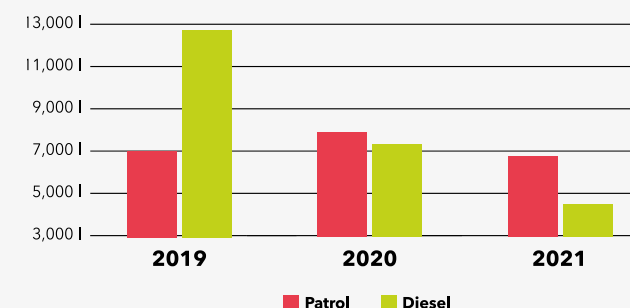
Energy consumption	Office Esp 125	Office Ekkersrijt 3102 A	Δ
Electricity	43,80 kWh/m²	29,30 kWh/m²	-33%
Gas	8,40 m³/m²	0,00 m³/m²	-100%

We do not know whether the new warehouse, which is at least 8,500 m² larger, will be more energy efficient. Unlike the office, the warehouse is heated with gas, but the temperature is less important in the warehouse than in the office. The entire warehouse is fitted with LED lighting and active light adaptation.

#### Vehicle fleet

In 2021, Worldpack changed one hybrid and one petrol car for two electric cars. This has already saved a considerable amount of petrol. At the same time, the use of the electric cars directly increased our electricity consumption. As well, all our diesel cars were changed to petrol cars, bringing the total fleet to two electric cars and five petrol cars.

#### Fuel consumption lease fleet



Due to delivery problems, one of the petrol cars was delivered at the end of 2021 instead of in 2020. As a result, our target of only having all vehicles either hybrid or electric by 2025 cannot be achieved. The lease contract for this car will not expire until 2026. However, as all hybrid cars will have already been phased out, Worldpack will have an entirely electric fleet by 2026.

#### Energy consumption lease fleet

##### 2020

BEGREEN

All leased cars are electric

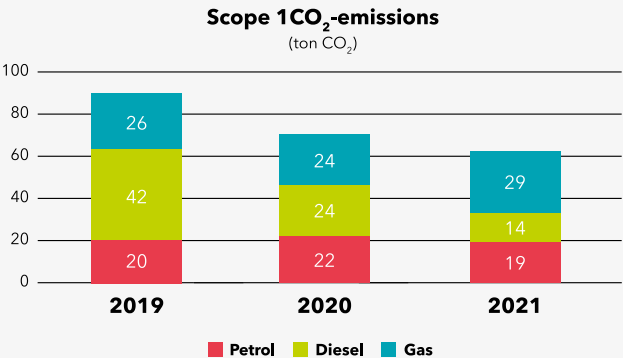
## CO<sub>2</sub>-emissions

### Scope 1 (direct emissions)

In 2020 the impact of COVID-19 reduced petrol and diesel consumption, and this trend continued into 2021. As a result, CO<sub>2</sub> emissions from our diesel vehicles decreased by 66% in 2020 compared to 2019, this was also due to our divestment of diesel vehicles. Hybrid home and office working will also help petrol and diesel consumption to increase very little to almost nothing in 2022. But the expected purchase of a few lease cars might increase the use of petrol slightly.

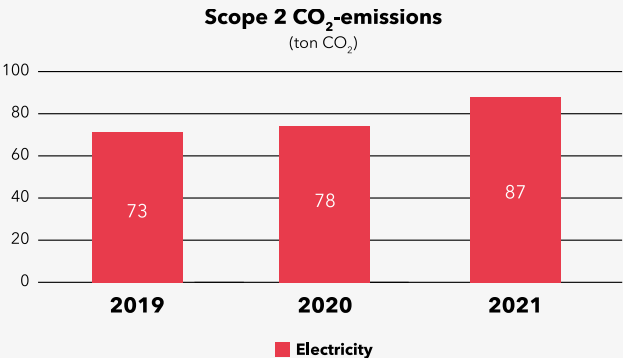
In 2021 we had more cold days than in 2020. As a result, natural gas consumption increased by 21% in 2021. A heat exchanger has been installed in the office section of our new building. As a result, expectation for natural gas consumption in 2022 will be completely different to that in 2021.

Our goal is to be CO<sub>2</sub>-free in our vehicle fleet and in the energy consumption of our office by 2030.



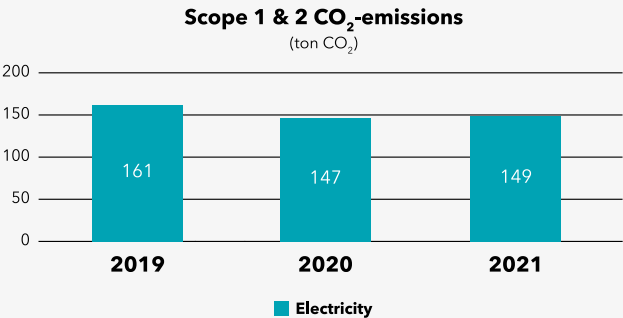
### Scope 2 (indirect emissions)

As reported in the energy section, the 11% increase in electricity in 2021 is mainly due to the increase in our warehouse activities and the increase in the number of electric vehicles being charged. The purchase of this electricity is mainly non-renewable or non-green energy.



CO <sub>2</sub> -emissions Scope 2 (indirect emission)
2022
BEGREEN
We are considering the possible use of solar panels on the roof of the new building.

As with Scope 1, our goal for Scope 2 is to be 100% CO<sub>2</sub>-free by 2030. We want to achieve this by purchasing 100% Dutch wind energy after the expiry of our current energy contract. In the medium term, we will also explore the use of solar panels at our location.



CO <sub>2</sub> -emissions Scope 1 & 2
2030
BEGREEN
At present CO <sub>2</sub> -emissions have been reduced by 100% compared to 2019.

## Scope 3 (other indirect emissions)

### CO<sub>2</sub>-emissions air travel

Due to COVID-19, air travel for business purposes was significantly reduced. In 2020, we flew in January and February, the only two months COVID-19 free. By 2021 online meetings and digital appointments, were the “normal”, so the need for air travel was again almost eliminated. As a result, very few flights emitting no more than 3 tons of CO<sub>2</sub>.

In the interests of promoting relationships and monitoring quality and social conditions, our producers and suppliers are regularly visited by our managers on location. As a result, air travel is expected to increase to some extent in 2022.

### CO<sub>2</sub>-emissions from commuting

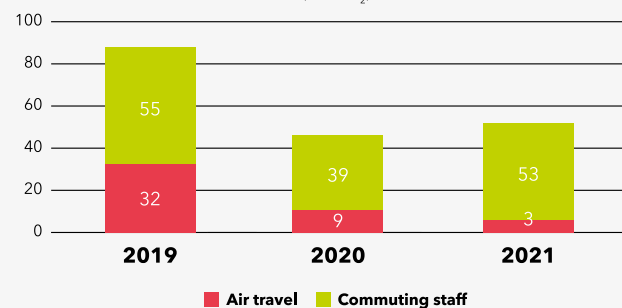
The number of employees without a lease car increased by 27% in 2021. As a result, CO<sub>2</sub> emissions from commuting increased by 28% in 2021 compared to 2020. This shows that our office occupancy in 2021 was relatively & virtually the same as in 2020.

For 2022, we expect to keep the office staff rate at the same level, as of 2021 this means that we estimate that CO<sub>2</sub> emissions from commuting will remain virtually unchanged for 2022. A possible future expansion of the workforce would increase emissions.

It is difficult to make a fully reliable CO<sub>2</sub> calculation. HR has therefore made an estimate based on the most logical distribution of the CO<sub>2</sub> emissions.

## Scope 3 CO<sub>2</sub>-emissions

(ton CO<sub>2</sub>)



### CO<sub>2</sub>-emissions transport partners

The 2020 annual report contains a CO<sub>2</sub> report on the emissions of our transport partners, which we use for our inbound and outbound transport. This year, however, it turned out to be impossible to obtain reliable CO<sub>2</sub> data from our transport partners. As a result, this carbon report is not included in the annual report for 2021. We will work on this in 2022. One of our main transport partners, accounting for 78% of our shipments, has confirmed that all CO<sub>2</sub> emissions from Worldpack's activities will be 100% offset by 2022.

We use compressed packaging for our SHOPPERS (sturdy PP woven shopping bags). This allows us to pack 100 instead of 50 in the same box. At the same time, we offer our customers not only a cost saving but also a sustainable return. By shipping more items in a single load, we reduce the number of trips and thus the energy consumption.

### Customer case reduced shipments

In early 2021, at the request of a one of our large international retailers, we implemented a CO<sub>2</sub> reduction in our transport activities from the manufacturers to our warehouse. Our new system has produced the following results, specifically packing the bags in boxes, and then efficiently stacking these boxes on pallets, this revised system requires 13% fewer trucks annually for transport from southern Europe.



## Waste streams and packaging materials

Worldpack is a trading company with distribution and packaging activities. The Worldpack waste chain is as follows:

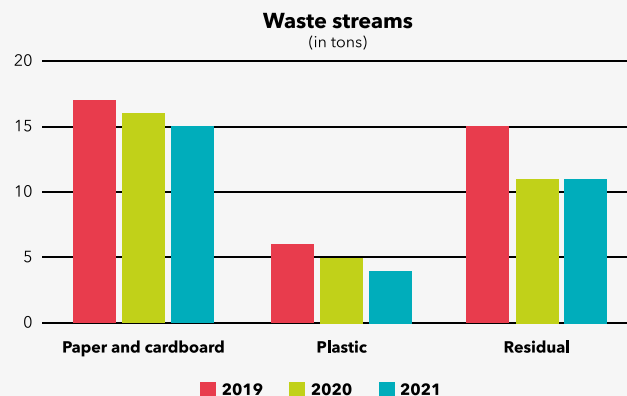
1. **Upstream waste:** waste generated during the production of the products ordered by Worldpack.
2. **Midstream waste:** packaging received, and stuffing material that Worldpack discards upon receiving products.
3. **Shipping materials:** also called downstream carrier waste; packaging used by Worldpack in bulk shipments which the transporter discards.
4. **Packaging materials:** also called downstream retailer waste; packaging, stuffing material and products used by Worldpack which are discarded by retailers when they receive the products.

### Upstream waste

The decision was taken not to survey upstream waste for 2021. Worldpack's current position and capacity is not sufficient to measure the many different suppliers on their waste production.

### Midstream waste

Midstream waste is waste that Worldpack discards of and has removed from its own premises. Among waste types Worldpack distinguishes between are paper & cardboard, plastic, residual waste, coffee cups and pallets. The chart below shows the changes in volume of paper & cardboard, plastic, and residual waste in recent years.



### Paper and cardboard waste

The volume of paper and cardboard waste decreased again in 2021. This was partly due to the reduced office occupancy, but mainly because fewer shipments arrived due to the lockdown. In addition, in 2021, purchasing was done more efficiently, and existing stock was used as much as possible. Shipments were also sent to external warehouses of which we have no data on volume of paper and cardboard waste.

In our new location, a cardboard compactor will be installed so that we can sell cardboard bales directly back to the waste processor. Additional benefits: overall CO<sub>2</sub> emissions will be reduced and recycling efficiency increased.

### Plastic waste

As with cardboard, the same applies to the purchase of plastic. It should be mentioned though that we received less plastic than cardboard. Not only we, but also our suppliers, opt more often for cardboard applications than plastic for their shipping.

A plastic compactor will be installed in the new warehouse. This will allow bales to be made, which will then be returned to the chain (recycled) so our manufacturers can make products out of this again.

Last year's target to reduce incoming cardboard and plastic waste, in collaboration with the supplier, was unfortunately not achieved due to the impact of COVID-19, supplier problems, raw material prices and staff shortages, among others.



### Residual waste

The volume of residual waste in 2021 was expected to be much lower than in 2020 thanks to the home working policy. However, the relocation at the end of 2021 was the reason that the residual waste volume in 2021 was the same as in 2020. When clearing the warehouse and office, items such as samples, wood residues, written off products, old products, or broken products were discarded.

Still waste occasionally doesn't get separated properly, especially in times of high work pressure in the warehouse. Therefore, we will lower the waste separation threshold for all staff in 2022; We will achieve this by placing at least one container on the corner of each rack, and we will commit to increasing awareness of waste separation. This will enable us to structurally reduce our residual waste volumes from April 2022 onwards.

However, the expectation for 2022 is that the total volume of residual waste will increase; this, because the storage in the external warehouses will be managed in-house again, and therefore also the waste production. This does give us the opportunity to take control of the reduction of waste flows. The relocation and clearing of the Esp will also have an impact on the residual waste flows at the beginning of 2022.

### Pallets

The processes of reusing and recycling pallets are now mature and normative. The pallets we receive are used for our own storage or reused for our own shipments. Pallets that are worn out or broken are recycled in collaboration with the suppliers. Some pallets we repair ourselves.

### CupR

Our staff discard used coffee cups in special waste bins which automatically stack them. This way, the waste bags are filled efficiently. These waste bags with coffee cups are collected by a processor who turns them into toilet paper. Worldpack processed 750 litres of coffee cups in 2020 and 1000 litres in 2021. Apart from the recycling gain on toilet paper, we also reduce the residual waste, which has a less environmentally friendly life cycle.

### Relocation

When we move in April 2022, we will take certain office furniture with us and reuse it. We will take along the cabinets, tables and chairs, lights, and lamps. This is about 25% of our entire furniture. A suitable sustainable destination will be sought for the desks and office chairs.

### Shipping materials

Shipping materials, also called downstream transporter waste, is packaging that the transporter considers to be waste, such as the sealing foil around the pallets and between cardboard. The amount of sealing film used in 2021 is shown below.

To use as little sealing film as possible, we make sure pallets are loaded as full as possible while stacking them. In the end, we were able to reduce 5 pallets to 4 pallets. Resulting in less sealing film and less transport activity. We did not achieve last year's target of collaborating with our customers to reduce plastic and cardboard waste.

We used 112,500 meters of sealing film in 2021. However, a reduction target based on this absolute number of meters of applied seal film, does not take into account any growth of the business activities. We plot the number of meters of foil consumed against the number of shipments. In 2021, this was



*Old closets before sustainable 'upgraden'*



*Closets after the metamorphosis with plants can now last for years*



an average of 2,50 meters of sealing film per shipment, consisting of 5 order lines on average. The number of shipments per pallet varies and it is up to us to keep it as efficient as possible.

For 2022, we aim to reduce those 2.50 meters by 8%. We want to achieve this by packing orders more efficiently so that one pallet can hold more shipments and the net number of meters of sealing film subsequently decreases per pallet. The use of more efficient sealing machines will also contribute to the reduction. All the cardboard used comes from sustainably managed forests and is certified.

**Packaging materials**

The use of shipping materials, also known as downstream retailer waste, is waste production by the retailer, such as the cardboard box and the stuffing material for ordered products. Worldpack used 64,000 meters of plastic stuffing material in 2021.

Compared to the number of shipments, 1.42 meters of stuffing material is used per shipment, consisting of 5 order lines on average. By hiring so-called 'packers', we want to reduce this by 12% per shipment in 2022. "Packers" are warehouse workers whose sole responsibility is to check picked orders and

pack them as sustainably as possible. In the past order pickers also had to pack the orders. As a result, in busy times sustainable packing was sometimes overlooked.

Material consumption for shipping		2021	BESUSTAINABLE Target 2022	Δ
Average sealing foil applied Number of metres per consignment*	2,50 m/shipment		2,30 m/shipment	-8%
*A shipment consisted on average of 5 order lines in 2021.				

Material consumption as padding		2021	BESUSTAINABLE Target 2022	Δ
Average void-fill material used Number of metres per consignment*	1,42 m/shipment		1,25 m/shipment	-12%
*A shipment consisted on average of 5 order lines in 2021				



## Sustainable product range

### Sustainable products and retail

Consumer, company, and government expectations are increasing concerning the circular life cycle of products. This was reflected in our stakeholder survey last year, where sustainable product range was identified as the most important ecological topic. A sustainable product range is therefore part of our Believe pillar **BESUSTAINABLE**.

When purchasing products, we take in consideration both the origin of materials and the materials they are made of. In the end, together with our customers we decide how big the impact on circularity will ultimately be; they determine the extent to which we are committed to making the product range as sustainable as possible.

#### Supporting retailers to become more sustainable

We support our customers by advising them on the implementation of sustainable changes in their packaging and plastic consumption. Our sales management and wholesale departments receive periodic training regarding this. Our advice is based on the Believe Roadmap. This framework serves as a guide for reducing plastic consumption and improving recycling.

The Believe Roadmap initiates with formulating a sustainability objective, with which the company wants to reduce its environmental impact. For example, concerning the CO<sub>2</sub> emissions of packaging and used plastic, eliminating plastic consumption, generating less waste, or circular entrepreneurship.

In the second stage, the product groups are examined. For each product group, an objective is formulated based on the 5R model, in which the 5R's represent:

- **Refuse:** is packaging made of environmentally harmful material necessary?
- **Reduce:** can the amount of material used for packaging be reduced?
- **Re-use:** can packaging be used more often than it has already been done?
- **Resources:** Can packaging be made from recycled or renewable materials?
- **Review:** Is the packaging being used in the right way by the right target group?

The third stage examines recycling the waste that is eventually still produced. This can involve both mechanical recycling, where the product material remains the same, as chemical recycling, where plastic waste flows are divided into original building blocks. These can then be used to produce new plastics.

For 2022, we have set the goal of proactively introducing as many of our customers as possible to the Believe Roadmap and it's 5R's, to make a circular impact together.

### Sustainable product range

**2022**  
**BESUSTAINABLE** Guide customers as much as possible towards one or more of the 5Rs (refuse, repurpose, recycle, reduce, re-use).



### Making standard products more sustainable

In 2021, we failed in mapping the sustainability characteristics of the product range. This challenge proved to be too big of a scope. On top of that, there was a lack of internal capacity, as well as insufficient prioritization within the organization. For 2022, we focus on presenting and applying the 5R's to our retailers.

The material composition has changed for some specific products. For example, we have converted our standard PE Cash Bags from virgin material to at least 80% recycled post-consumer material (PCR). For other products, we have changed from a multi-material composition to a single material composition. This increases the possibility of recycling the material.

### Sustainable products for retailers

#### Bag for Life

Worldpack has delivered a huge number of Bag For Life bags to a major retail customer with 16,000 stores across Europe and Asia. This bag is made of 80 gr/m<sup>2</sup> recycled PET (RPET) non-woven material. This recycled material consists of 90% post-consumer waste and 5% ocean litter. This material makes the bag stylish, has a long lifespan, ensures a circular flow of PET plastic, removes waste from the ocean and is 100% recyclable.

#### Bio hangers

A new circular product is for example our 'grass hanger'. This is a clothes hanger made from biomaterial (grass), combined with recycled or naturally degradable plastic. These hangers are produced and transported CO<sub>2</sub> neutral. This is possible because they can be produced easily and locally. The material is certified in accordance with NEN 71-3. An additional advantage for our customers is that the hangers look cool and are suitable for marketing purposes.

# Social impact

## Staff health and safety

The health and safety of our employees is one of the five core values at Worldpack, which include TAKE CONTROL, health, and safety, and BEHAPPY, one of the pillars of our Belief strategy.

We have a moral obligation to ensure that our entire team and the people associated with our organization work and live in a safe and healthy environment. We take the utmost care to ensure all our work locations have the appropriate safety procedures in place, while at the same time promoting the general good health of our employees in a variety of different ways.

Worldpack meets all the basic requirements of the Health and Safety (Arbo) laws applicable in the Netherlands and applies Bunzl's Health and Safety policy. We have management systems in place that allow us to identify any risks, as well as to look for potential improvements and to help to evaluate the policies we have applied so we can continue to meet our goals. This means that employees do and will get sufficient information and explanations on how to safely carry out specific activities and work with our machinery and equipment. Periodically the Bunzl Corporate Responsibility Committee reviews these protocols, and there is also a review by the Bunzl Board of Directors.

Please find a full overview of Bunzl's Health and Safety policies on its website.

### Accidents and incidents

In 2021 Worldpack had zero accidents which resulted in no work absences, thereby meeting our zero-tolerance target. However, 2020 had shown us that safety cannot be taken for granted in the future. In 2022, we are taking this knowledge to improve our warehouses, which are a vital part of WORLD PACK, with more loading docks and four times the surface area and stacking facilities. Worldpack will continue to proactively work on safety, with zero accidents resulting in zero work absences which has been our normal record.

#### Staff health and safety

**2022**  
**BEHAPPY**

We have had no accidents resulting in absence from work at Worldpack.

The new EHS manager position at Bunzl Netherlands includes responsibility for health and safety procedures, periodic inspections, and staff awareness at Worldpack. 92% of our staff indicated in 2021 that they would report unsafe situations, acts, or concerns to their manager.

Our safety policy is OHSAS 18001 ISO 45001 certified.

### COVID-19

Since the start of the pandemic many measures and lockdowns have been announced worldwide to slow down the spread of the coronavirus as much as possible. Strict measures have also been taken at Worldpack at the office and in the warehouse. Before the outbreak of COVID-19, Worldpack already had a work-from-home policy, called Worldpacken at Home.

With the outbreak of the pandemic, this policy has been greatly extended; for example, currently office staff have a 60/40 ratio, with everyone working three days in the office and two at home. Of course, this policy does not apply to warehouse workers who due to the physical nature of their work can only work in the warehouse.

Unfortunately, even extra measures, such as disinfecting the equipment several times a day and dividing lunch into smaller groups, could not prevent several COVID-19 outbreaks in 2021. However, these additional measures certainly prevented many infections for warehouse staff. In 2020, an internal survey among staff showed that 85% felt safe in the workplace with the existing measures.

### Continuous improvement employee health

Worldpack is not only committed to the legal and non-statutory health and safety of its employees, but also to the continuous improvement of their general well-being. For example, Worldpack, together with Bunzl, provides training and courses for employees on CPR & AED, healthy lifting, healthy work posture, labor laws, working together at a distance, personal development, resilience training and driver training for environmentally friendly and safe driving.

Furthermore, Worldpack applies an anti-smoking policy at its location and when visiting clients. Employees who do smoke are encouraged to follow the 'Smoke-free! You too?' course at the company's expense.



## Data security

### The importance of good data security

The chance of critical data leaks and data and information theft at Worldpack increases as the organisation expands its internal and external digitalisation processes and uses third-party services with digital exchanges of information. Failure regarding security and backups can have serious consequences for business continuity, bring about reputational damage, and incur fines.

Because data leaks and personal information theft can lead to serious damage to the persons involved, we consider the data security of our employees as important as their health and safety. That is why we continue to invest in security and awareness regarding the correct use and storage of information.

### Personal data and company data

Data protection is a legal obligation. Worldpack meets the legal requirements of the European Union General Data Protection Regulation (GDPR). This regulation establishes how personal data should be gathered and stored to protect the privacy of individuals. Worldpack is not a direct-to-consumer company, so the only type of personal data we store are employee records.

For the protection of suppliers, clients and other business partner data, our policy is that employees may not see, change, use or share company data without permission or outside of their job responsibilities, as well as outside of their working hours. We also offer employees GDPR training.

### Applications

Being a subsidiary of Bunzl brings logistical, procurement, network and employee advantages with it, as well as advantages when it comes to internal systems, applications and security. Bunzl plc. Is a listed company, with offices in 32 countries around the world. Their financial strength means they are able to develop and manage a bespoke internal server system.



This is absolutely necessary considering all information, processes and communication for all locations and subsidiaries are routed through this server.

In this way, Worldpack, an SME by size, can make use of the servers and systems managed by a listed, international company. This makes the data protection level high at Worldpack, but with the expansion of the endpoint security in 2021 the protection is even more strengthened.

Because employees of Worldpack are working from home more often due to COVID-19 measures, we have made the use of multi-factor authentication mandatory to access internal systems, which makes remote working safer. In 2022 this multi-factor authentication will be mandatory for all locations from where work is done on Worldpack and Bunzl devices and servers.

Security around email traffic is also continuously improving. Employees have received training on how to identify suspicious email and send it to Bunzl's compliance department. The security systems can also automatically identify, label and destroy emails identified as a security risk. For web and brand store visitors, the privacy and cookie policy on our website is continuously secured and improved.

## Social and ecological accountability of suppliers

### Social accountability

As a trading company, Worldpack naturally uses suppliers. Geographically, most are in Europe and Asia. As the legal provisions for working conditions in Asia are of a lower standard than those in Europe and Northern America, Worldpack uses the Bunzl Shanghai Office and the Bunzl Shanghai QA/QC team to make sure that the suppliers there comply with the qualitative & social conditions we set.

Worldpack has targeted in 2021 to physically visit and audit all its Asian suppliers from countries with a (very) high risk profile. In addition, all suppliers with a spend of > €100,000 must sign a code of conduct. In 2021, Worldpack achieved both targets.



**BUNZL** Bunzl Global Supply Chain Solutions  
Ethically Sourced • Sustainable • Quality Assured  
Bunzl Trading (Shanghai) Limited

Therefore, also in 2022, Worldpack will ensure that its supply chain remains transparent and manageable in terms of social and qualitative conditions.

An additional objective of Worldpack in 2022 is to subject the first suppliers and producers to an environmental audit via the Bunzl Shanghai QA/QC team.

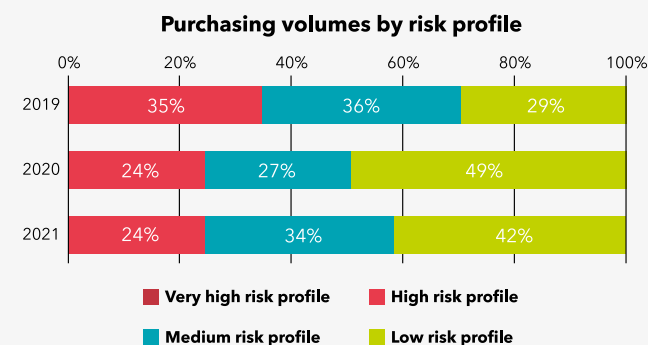
### Risk countries

Bunzl has drawn up a list based on the Modern Slavery Index and the Corruption Perceptions Index, dividing all countries into four risk categories: low, medium, high, and very high. The countries with a low and medium risk profile are mainly located in the Western world and/or have a high standard of living. The countries with a high-risk profile are mainly those with emerging economies. The countries with a very high-risk profile have a lot of political unrest and poverty.

As mentioned in the chapter on the supply chain, see [PAGE], Worldpack has been buying more and more in Europe in recent years. This is not only interesting for the logistical reliability, but also for the transparency and reliability when it comes to correct working conditions. These countries are more developed and are sometimes protected by the European legislation that protects workers' rights.

But not all products come from Europe or countries with a low risk profile. Sourcing from Asia or countries with a (very) high risk profile also has its benefits, such as lower prices, products with a specific production method, quantities, or customer demand. Therefore, it's important that when purchasing from countries with a high-risk profile, this is done in a social and qualitative way.

In 2021, 24% of our total procurement went to countries with a high-risk profile. These percentages are generated by the Bunzl Shanghai QA/QC team. They perform on-site checks at suppliers from Asian countries with a (very) high risk profile. Suppliers buying for more than €100.000 outside the Asian (very) high risk profile countries must commit to the Bunzl Supplier Code of Conduct and sign it.



### Supplier Audit for Asian countries with a high-risk profile

#### The Quality & Capability audits relate to:

- Quality control systems
- Facility & maintenance
- Supplier control & customer communication
- Incoming material control
- In-process quality control
- Quality Control
- Product Control
- Use of sharp tools
- Hygiene

#### The Social Accountability audits relate to:

- Child labour
- Forced labour
- Ethical management system
- Freedom of workers union
- Salaries
- Working hours
- Fire safety
- Product Safety
- Environmental impact
- Canteen and dormitories.

A supplier can be assessed as "not approved", "acceptable", "good" or "excellent". The assessment "acceptable" is a minimum requirement for starting or continuing to work together. The classes "acceptable" and "good" differ from the class "excellent" in that there are some serious points of attention for the supplier. In such a case, the supplier is more frequently periodically audited/controlled. The classification "not approved" indicates that three or more major faults or violations have been found. In such cases, the cooperation is ended or not entered until these shortcomings or violations have been remedied.



In 2021, cooperation with one supplier was stopped for this reason. Regardless of the classification, suppliers receive the audit report after every audit. This contains the points of attention that the supplier must address and the time limit for their follow-up.

By monitoring suppliers and evaluating qualitative and social conditions in the factory, Worldpack together with Bunzl Shanghai ensures a positive social impact and improvement in Asian countries where legal conditions are low.

Social accountability of suppliers

2022 BEFAIR	100% of our Asian suppliers from countries with very high- and high-risk profiles are initially and periodically audited.
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Bunzl Supplier Code of Conduct

Suppliers with annual purchasing volumes over €100,000, who do not qualify for a Supplier Audit by the Bunzl Shanghai QA/QC team, are required to sign the Bunzl Supplier Code of Conduct to remain a supplier to Worldpack. By signing this Code of Conduct, suppliers agree to comply to the set rules regarding conflicts of interest, corruption, data protection, sanctions, working conditions, environmental and legal quality of products and services, transparency, and an obligation to report and verify compliance with the Bunzl Supplier Code of Conduct.

If a supplier is found not to be complying with the signed Bunzl Supplier Code of Conduct, Bunzl has the right to conduct audits and evaluations. If such audits reveal violations of the Code of Conduct, Bunzl will give the supplier the opportunity to still comply with the Code of Conduct. If this does not happen within the set time, Bunzl may terminate the cooperation.

Social accountability of suppliers

2022 BEFAIR	100% of our suppliers with spend over €100,000 sign and comply with the Bunzl Supplier Code of Conduct.
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The full Bunzl Supplier Code of Conduct can be found on the Bunzl website in English.

Personal visit by Worldpack

Besides the audits carried out by the Bunzl Shanghai QA/QC team and the Bunzl Supplier Code of Conduct, the Worldpack Group will make a physical visit to its 25 biggest suppliers every year. This visit does not have any official audit features, but the Worldpack employees involved are so experienced and qualified that in case of notable observations, the supplier is asked to adjust.

Ecological accountability of suppliers

The Social Accounting audits carried out by the Bunzl QA/QC Shanghai team only verify in a limited way the extent to which the supplier pursues an environmentally responsible policy. For example, the supplier only needs to have a valid environmental report and a waste discharge permit. Each audit only checks whether wastewater flows, air pollution and noise are monitored and whether toxic or hazardous substances are removed by a certified company.

However, Worldpack's stakeholder research shows that ecological accountability of suppliers is considered more and more important.

Therefore, Bunzl will expand the ecological audit criteria, whereby the ecological value of suppliers will be tested against minimum standards. The objective is to be able to audit the first suppliers on this in 2022.

Ecological accountability of suppliers

2022 BEFAIR	The Bunzl QA/QC Shanghai Team is expanding its ecological audit criteria.
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Training and education

Personal attention

Worldpack considers training and education of its employees very important. Not only because this is part of our BE BETTER core value and part of the Believe pillar BEHAPPY, but also because our employees have helped make Worldpack the success it is today. Maintaining relationships with our customers remains a human activity and cannot ever be replaced by digitization.

That's why it is so important to optimize the welfare of our employees as well as our training and education opportunities. Together with Bunzl, Worldpack offers its employees an extensive and personalized package of courses, workshops, and training.

In 2021, based on our HR motto 'Personal attention' each staff member had their own personal selection of online and offline courses combined with training programs. This selection was based on the five core values of Worldpack and on the evaluation interviews with the employee. In this way, Worldpack ensures a personal approach and reinforces its five core values internally. From 2022, the personal evaluation interview will be added to a new system that will complete our performance management tool.



### Bunzl Academy

The Bunzl Academy is available to Bunzl employees as well as employees from its subsidiaries. The goal of the Bunzl Academy is to maximize employee talent, increase the value of its human capital, and stimulate personal development, both in business and in private life. The Bunzl Academy combines online and offline courses which are offered free of charge. The entire workforce has access to over 300 training courses, master classes, and courses. Employees can take them at any time and place. For some training courses, employees are awarded a certificate.

#### Examples of courses offered online or offline:

- General EHS training
- Spill Drill
- Diversity and inclusiveness
- The Believe sustainability policy
- Sustainable Legislation (SUP)
- Financial tools & techniques
- Employer Branding
- Employment Law / Labor law
- Remote collaboration
- Remote sales & remote management
- Personal development, resilience training
- Female Leadership
- Reanimation (CPR) & AED
- Healthy lifting and healthy work posture
- Prevention officers
- AVG training
- Driving courses for eco-friendly & safe driving

In 2021 The newly appointed EHS (Environment, Health and Safety) manager at Bunzl Netherlands became responsible for increasing EHS awareness and support among Worldpack staff.



### Young Bunzl

For employees up to the age of 35, the Bunzl Academy organizes special meetings, the so-called "Young Bunzl". During these meetings our aim is to inspire, stimulate and to get them to reflect on work issues. In 2021 we organized two meetings. The first was about burnout prevention, the second was about diversity and inclusivity.

### Believe Academy

The Believe Academy is part of the Bunzl Academy. Within this section, we strive to create additional support and knowledge in the field of sustainability and social responsibility. To this end, we have set up two programs: Start Believing, for beginners, and Believe Advanced, for advanced sustainability experts. Training and courses are provided on the Believe mission, LCAs (Life Cycle Assessments), the new SUP legislation (Single Use of Plastics), the Green Deal, the recycling check and sector-specific sustainability themes. Besides training in general knowledge of sustainability topics, staff is also trained to provide sustainable strategic and operational advice to our customers.

## Career opportunities

### Succession planning

Within Worldpack we look at our current employees to fill these higher-level positions, in the future. We use a standard format to evaluate annually which employees can follow a personal development path.

As part of Worldpack's future planning, employees we feel will meet our goals and theirs as well, are supported by programs for study, coaching, management training, and they are also offered participation in the Ambassadors Club.



### Ambassadors club

The Ambassadors Club is a small group of employees within our subsidiaries, who show potential for growth within Bunzl. Bunzl believes in strategic talent management and strategic training: to connect, inspire, and to grow and shine. The Ambassadors Club supports these potential candidates by having them work on a business case over a one-year period. During this year, the employee is supported by multiple training courses such as self-development, design thinking, critical thinking, building trust and advice on relationship development.

Performance and career development are discussed with employees during an annual performance and evaluation interview. The future planning, training and also the Ambassadors Club, has resulted in promotion for two employees in 2020 and three in 2021.

**Temporary workers**

Worldpack consistently offers students positions at its Creative Design Studio. Training programs are also offered for secondary education, post-secondary vocational education (MBO level 3 and 4) and higher vocational education (HBO). Students or temporary workers can join us for seasonal jobs, such as working in the warehouse during school holidays. This is our way of supporting students who want to acquire practical experience. Offering these work placements allows us to contribute to the development of local youth.

**Diversity and inclusion****Male-female ratio**

At Worldpack, our staff are not selected on gender, but based on skills such as adaptability, assertiveness, knowledge and social skills. As a result, in 2021 the male-female ratio among employees was 68%-32%, compared to 58%-42% male-female in 2020. Due to changes within the management team, only one in seven is female.

As we already have a diverse workforce, diversity and inclusiveness were not specifically highlighted as very important in the stakeholder survey, so we will continue our current equality policy. Worldpack does proactively promote equal opportunities in the youth labour market by offering internships and holiday work to students and young people without relevant work experience.

**Diversity, Equity & Inclusion board**

Since 2021, Bunzl Netherlands has had a Diversity, Equity & Inclusion board, a team consisting of ambassadors from each operating company. They promote diversity, equality, and inclusiveness within the companies.

**The 2021 employee satisfaction survey at Bunzl Netherlands level has made diversity and inclusion measurable. This survey, revealed, among other things:**

- 90% indicate that they can be their self within our organization, without having to worry about being accepted.
- 89% feel that everyone is treated fairly, regardless of sexual orientation or religion.
- 84% believe our organization provides a work environment free of discrimination or harassment.
- 83% think our organization hires the most capable people regardless of age, gender, creed or otherwise.

To further improve diversity and inclusiveness within Bunzl and Worldpack, efforts to raise awareness, are being made through training, and courses.



# Economic Impact

## Customer Relationship Management

From our **Service with guts!** vision, customer relationship management (CRM) for Worldpack means more than just fulfilling the needs of our customers. We are not only providing our customers with physical in-store locations and products, but we also offer our customers many other services including online cost insights and online KPI insights (Key Performance Indicators). Our dynamic team delivers solutions to our customer issues and responds quickly and with good results. Our data-driven approach and expertise among our staff in all our departments, sales, purchases, logistics and finance make this possible.

In addition to the actual physical products we offer, Worldpack online services are becoming more important to our customers. Consumers are becoming increasingly more demanding and as retailers we must respond; they want to be able to buy anywhere and anytime. This will further increase the importance of Worldpack in offering our customers not only a good product, but as well as more insight, flexibility, and innovation, needed now more than ever to build Brand loyalty.

## Innovation

### Product innovation

Innovation is one of our top priority's at Worldpack and part of our core values "**Be Better**" and "**Be 1 Step Ahead**". In a fast and rapidly changing world, innovation is the key to be able to continue to serve our customers "with Guts".

At Worldpack, innovation involves the introduction and continued development of new and existing materials and products. By 'diluting' products, less material is used. An additional advantage is that the material used is also largely recycled. In this way we offer our customers sustainable solutions in addition to cost savings.

For more sustainable product innovations, see page 34 >>>

We hired our first category specialist in mid-2021. The category specialist is primarily concerned with expanding our standard assortment and looking for any gaps in the existing product range. As this position is completely new to Worldpack, it has had little impact for 2021.

### Innovation of services

Retailers are no longer just looking for product innovation or more favourable cost prices; they are also looking for items that can support the development of new sales channels and items that can improve customer experiences or reflect their brand values. COVID-19 has only strengthened and accelerated this impact.

To best meet these new needs of retailers, Worldpack supports them in the development and implementation of the new ship-from-store concepts, which turns physical shops into mini-distribution centre. Worldpack is also helping retailers gain better insight into their stock management. Radio-frequency identification (RFID) solutions play an essential role here: RFID-equipped articles can be traced throughout the supply chain. As a result, RFID solutions provide an immediate insight into how much stock is available for online sales and

how much stock is in the shop. Because Worldpack innovates in the field of supply chain integration, inventory management systems and EDI technologies, we are the ideal partner for retailers who want to expand their omnichannel.

Sustainable packaging is becoming more important every day for consumers, as well as the brand. The term "eco-friendly packaging" is more than a buzzword. Worldpack supports its customers in developing and implementing a plastic reduction policy based on the 5R model.

Find out everything about Worldpack's sustainable assortment, the 5R model and its sustainable services on page 34 >>>

## Digitalisation

### Worldpack ordering platform

In 2020 and 2021, Worldpack invested heavily in the development of an online ordering platform. This now allows retailers to order products, both own brand as well as unbranded, on any device, at any time. This online ordering platform can be tailored to the needs of the user, whether business departments or any other customers. World pack's e-commerce is being further developed and expanded in 2022 to offer more functionality and features to a wider audience.

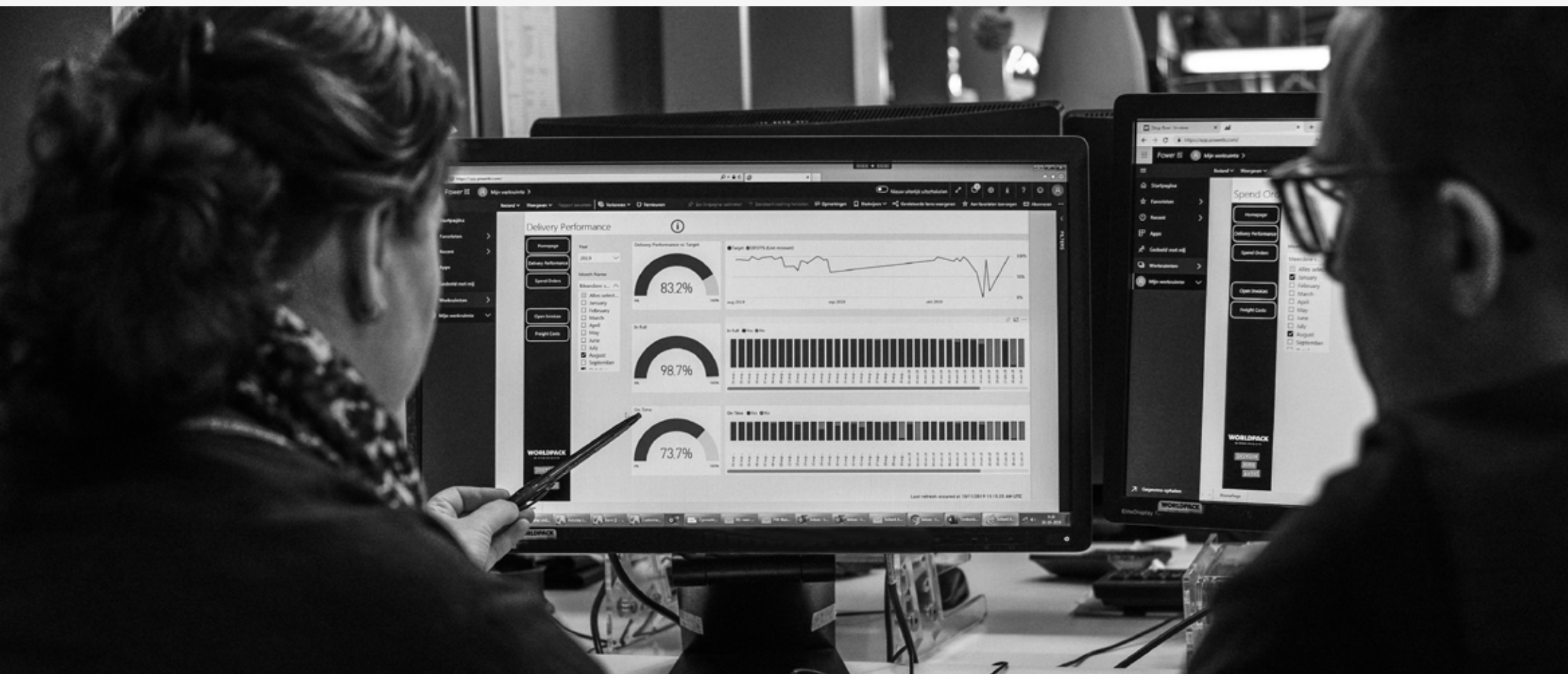
**Data solutions for our customers**

As data-driven decisions become more crucial for retailers, Worldpack has invested in a leading data-insight tool for our customers. This enables them to analyse data of their products 24/7, and to include trends and expectations in their decision-making. Our account managers support our retailers in analysing this data.

As retailers have the tools to make decision-making and data sharing more efficient, operational integration with partner suppliers is becoming the trend. Worldpack offers its customers many possible EDI (electronic data interchanges) integration solutions, with systems such as SAP Ariba and Coupa. We expect this trend to extend to our automated in-store stock replenishment in the future.

**Internal digitalisation**

Internally, we have invested in an automated invoice processing system as well as in a system for processing daily bank transactions. With this, we are once again increasing the quality and efficiency of our financial department. In short, Worldpack invests in both digital and physical systems to support its retail customers with solutions that will continue to meet their future needs in a sustainable way.





**TAKE CONTROL**



**BE BETTER**



**BE 1 STEP AHEAD**



**BE ENTHUSIASTIC**



**WORK AS A TEAM**

## Brand reputation

### Worldpack's brand reputation

In the past 30 years, we have developed a strong service culture, where the client is central to our business. This is expressed in our mission to provide "Service with Guts!", which is brought over to our clients by our passionate professionals. They embody our values:

**TAKE CONTROL  
BE BETTER  
BE 1 STEP AHEAD  
BE ENTHUSIASTIC  
WORK AS A TEAM**

These core values and the drive to provide "Service with Guts!" are in the DNA of Worldpack. They are our anchor for continuous development in our quest to add value to our clients.

Read more about the five core values of Worldpack on page 7 >>>

### Worldpack's company ethics

Trust is hard to win, but easy to lose. Worldpack's core values and business ethics are clear and easy to communicate and show. For us, it is important that our business transactions and actions meet legal requirements and international norms. And we don't do this only to protect our brand reputation, but also to protect our clients. The annual report and the sustainability report of Bunzl plc., allow us to monitor and make public our adherence to those norms.

Read more about Worldpack's company ethics on page 12 >>>

### Public perception

On LinkedIn, Worldpack shares its vision and ideas about retail focused topics and broader questions that influence the retail sector. We aim to share publications that are fact-based and balanced, and wherever possible to support our clients with our views and advice. Our marketing materials describe in detail our values and our ethical commitments. We also speak up on topics of worldwide interest, where we think that the voice of Worldpack can be of added value.

### The Worldpack team

Our culture and values are important to us, and we are very proud of the talented, professional and enthusiastic colleagues that work at our company. We encourage them to share their different points of view, because we believe that this will lead to better results and be of added value. Initiatives abound that seek to promote the well-being and personal development of our colleagues. These initiatives do not only benefit our employees, but also our clients, as they promote expertise, knowledge, enthusiasm and long-term relationships.

Read more about the development of the Worldpack team on page 13 >>>





## Operational excellence

### Relocation

2021 was characterised by a continuously varying demand for in-store products, as retailers had to go into lockdown or could (partially) reopen. To cope with this changing demand, Worldpack built up larger stocks in 2021. However, these stocks exceed the storage space in the current premises and the external storage locations Worldpack was already claiming. Therefore, as of April 2022, Worldpack will move to a new and larger location.

Regarding storage and logistics, the move is a huge improvement in capacity and efficiency. The warehouse will be organised more efficiently, all stock will be in one place, new picking systems will be applied, and all warehouse staff will be authorised to work with all new vehicles. In addition, many warehouse and packing activities will be automated, as far as this was not the case yet. In this way, Worldpack can continue to expand its reliable Service with Guts!

Read more about the move and the new premises at [page 16 >>>](#)

### Logistical cooperation with carriers

A collaboration with a new carrier must be a good match that meets the wishes of all departments. This enables us to serve our customers in a flexible, reliable, sustainable, and creative way. We mainly work together with two major international carriers. Delivery times and transport costs have been optimised.

### Brexit

Brexit is a new challenge for Worldpack. Worldpack exports 11% of its products to the United Kingdom and the impact of Brexit on logistical and especially administrative processes is considerable and lasting. For example, additional administrative tasks have been added with the preparation of various export documents and there is a longer delivery time for the shipments due to customs procedures at the border. All logistical partners are doing their utmost best to reduce delivery times.

### COVID-19 challenges

COVID-19 completely turned Worldpack's logistics upside down in 2020; the regular product range had to be returned and a COVID-19 product range had to be obtained urgently. On the other hand, the challenge in 2021 was mainly around staff shortages and absenteeism. Due to the extreme workload, Worldpack was already struggling with staff shortages and had to find replacements for infected employees at short notice. Combined with the high demand in the second half of 2021, this resulted in delayed delivery times. However, Worldpack communicated this immediately and with the help and understanding of our customers we managed to eliminate these backlogs together. The willingness to go the extra mile during these busy times shows that the logistical team really works as a team.







## Financial performance

Global lockdown measures in 2020 /2021 had a direct impact on the retail sector. Throughout this period our daily operations and activities as well as our financial performance were subject to significant fluctuations. Due to these severe lockdowns, our financial performance was under considerable pressure during these times. In the last 6 months of 2021, retail stores were fully opened again, in almost all of Europe and, with a lot of flexibility and adaptability, we were able to compensate for those months of the lockdowns.

Our expectations for 2022 and beyond are very positive. The past six months have proven that there is a lasting consumer need for physical shopping. We therefore see many opportunities for developments in the international sports, fashion, and retail sectors.

We are investing to improve both our online and physical experience. Our business model fits the needs of the current market very well. We see growth opportunities for the future. Moving into our new warehouse will be another factor that will boost our financial performance. There will always be room for growth in our internal efficiency, logistics activities and personnel.

Our sales focusing is not only on existing markets. We are constantly introducing new sales channels and exploring new market sectors. We are also of course committed to the field of digitalisation, so that we offer our customers maximum Service with Guts now and in the future!

Information on Worldpack's 2021 financial performance can be found in the Bunzl plc Annual Report 2021.

# ANNEXES AND BACKGROUND

## About this sustainability report

### In short

#### Period covered

The reporting period covers calendar year 2021, from 01-01-2021 and until 31-12-2021. Depending on the subject, reference years are included.

#### Report limits

This report only covers Worldpack Trading B.V and not the mother company Bunzl plc or any of the other subsidiaries of Bunzl plc. There is no financial information in this report. To find financial information, please refer to the Bunzl Annual Report 2020. The Bunzl Annual Report 2020 can be found at <https://www.bunzl.com/investors/results-and-reporting-hub/>.

#### Reporting cycle

The 2020 report was the first edition, and this 2021 report is the second edition. Worldpack publishes its sustainability report yearly.

#### GRI-claim

This report has been prepared in accordance with the GRI Standards: Core option.

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a member of the Bunzl group of companies Bunzl

Dutch text and English translation

**Carolien van Santvoord**

# Bunzl Family

## Bunzl plc



**Worldpack is part of Bunzl plc, a FTSE 100-listed company. With a revenue of £ 9 billion per year, Bunzl plc is world leader in the provision of outsourcing solutions and service-oriented distribution of goods not for resale. The company is active in 32 countries, with 240 distribution centres and 14,000 employees.**

Bunzl's worldwide presence provides advantages to our employees, suppliers, and clients. It becomes easier to close international agreements with suppliers from internationally recognised brands as well as to buy alternative products from emerging markets. Thanks to this international network, Worldpack, Bunzl and other subsidiaries, can engage in procurement on a worldwide scale and offer the best possible prices to its clients. And this happens in a sustainable way: The quality and social conditions at Worldpack suppliers are regularly audited by Bunzl.

Bunzl plc. is a stable organisation both financially and from a governance perspective, which allows us to meet our commitments and the needs, rules and policies of our clients, for a better customer experience. Financial stability also allows us to invest regularly in our employees, and in new technology, and infrastructure.

Corporate social responsibility is central to our work. Around the world, there are many initiatives to work as sustainably as possible. At Bunzl Netherlands we do that through our Bunzl Believe policy. And so, we work together with the client for a better world.

Bunzl plc has approximately 500 (partial) subsidiaries worldwide. Bunzl Netherlands has 10 other (partial) subsidiaries besides Worldpack. Within this report, no reference is made to these other subsidiaries and the content of this document relates only to Worldpack.

- 1 Allshoes
- 2 BUNZL FOODSERVICE
- 3 BUNZL RETAIL & INDUSTRY
- 4 COOL PACK
- 5 de Ridder
- 6 JANSSEN PACKAGING
- 7 KING Zorgt.
- 8 MAJESTIC SAFETY PRODUCTS & SERVICES
- 9 Quality Services
- 10 WORLDPACK IN-STORE PRODUCTS



## Allshoes Benelux

### **Allshoes, Where Protection meets Style.**

Allshoes is a specialist in safety shoes. The company is a front-runner when it comes to modern safety shoes. It is also one of the largest such specialists in the Benelux. Allshoes stands out from competitors in its market. It introduced revolutionary safety shoes that can compete with the ranges in the fashion and the sports worlds. Allshoes is also a frontrunner when it comes to sustainability, with its Circular Footwear Alliance (CFA) Allshoes makes sure shoes and materials are directly reused.

## Bunzl Foodservice

### **Where hospitality begins.**

Bunzl Foodservice is a provider of disposables and packing material for hotels, holiday and theme parks, restaurants, catering companies, coffee bars and convenience stores. It serves as a one-stop-shop for all non-food product supplies. It can meet all its customer needs, thanks to an assortment of 16,000 standard and innovative products. And sustainability is central to its work. Many articles are environmentally friendly and a range of sustainable concepts and collaboration with non-profits are on offer.

## Bunzl Retail & Industry

### **Enjoy the difference.**

Bunzl Retail & Industry supplies complete outsourcing programs, packing, disposables, and hygiene products for companies. The company works with its clients to find the best and most innovative packaging and out-of-the-box solutions. Sustainability is also fundamental for its operations. In 2020, Bunzl Retail & Industry was awarded the NL Packaging Awards 2020 for their EcoCoolBox®. This packaging solution, designed to transport fresh food products, is made from 100% recycled cardboard, is plastic-free and its production is low in CO<sub>2</sub>.

## Coolpack

### **More than 50 years, passion for quality!**

Coolpack, located in Assendelft, the Netherlands, produces and delivers cooling elements. For 50 years, it has been the number one provider of cooling elements around the world. Coolpack is the only producer and supplier of cooling elements, and producer of gel-ice packs, gel packs, hot packs, foam bricks, sponge packs, ice plates, freezing plates, and cooling packaging. Production and service are held to the highest quality, reliability, and efficiency norms, and this allows to remain the number one provider.

## King

### **King cares.**

King offers total solutions for the facilities and medical world, as well as for the health care, cleaning, industry, and government sectors. King offers a selection of more than 50,000 articles, adaptable IT solutions, precise logistics, competitive prices, and service up to the storeroom. King has an extensive CSR program, and with its fully certified 14,000 m<sup>2</sup> logistics centre, one of the largest cleanrooms in the Netherlands, King is ready for what lies ahead.

## Janssen Packaging

### **Your partner in e-tail and retail packaging**

Janssen Packaging, located in Waalwijk, the Netherlands, specialises in shipping packaging for web shops. Janssen's expertise in e-tail and retail packaging ensures that web shops and fulfilment organisations get the extra attention they deserve. Janssen Packaging has a broad range of shipping packaging, which can be used by the fashion sector, as well as e-commerce and fulfilment organisations.

## Majestic Safety Products & Services

Majestic Safety Products & Services, increases and ensures the quality of personal protection equipment. Majestic operates internationally in the importing and wholesale of Personal Protective Equipment (PPE) and distributes its products down to the end users. Majestic is official distributor of more than 40 recognized brands and private label brands at different price points, for a broad range on offer, unique in the Benelux.

## De Ridder

### Something Cool.

De Ridder Packaging is the specialist when it comes to packaging for cold transport. With its ultra-modern machine park, it is able to produce tailored gel packs so that each shipping is cooled to the right degree. When it comes to sustainability, the materials used allow the packaging to meet and go beyond current environmental requirements.

## Quality Services

### Grip on hygiene.

Quality Services, with main offices in Wijchen, the Netherlands, offers sustainable tailored solutions for sanitary facilities, kitchens, and floors. For example, it delivers and sets up dispensers, carries out regular maintenance of sanitary facilities, delivers refills all the way to the storeroom and takes care of the entire process as part of its Eco Care Full-Service concept. Among the sustainable innovations that Quality Service offers are its patented Twinliner system, and the Eco Care concept.

## Worldpack Trading B.V.

### Service with guts from Son!





# GRI- contentindex

## Disclosure 102: General Disclosures

Disclosure	Description	Reference in this document	Page
102-1	Name of the organization	About this sustainability report	52
102-2	Activities, brands, products, and services	Activities and services	15
102-3	Location of headquarters	Address and contact information	52
102-4	Location of operations	About this sustainability report	52
102-5	Ownership and legal form	Address and contact information	52
102-6	Markets served	Activities and services	15
102-7	Scale of the organization	The Worldpack team	13
102-8	Information on employees and other workers	The Worldpack team	13
102-9	Supply chain	Supply chain	25
102-10	Significant changes to the organization and its supply chain	Supply chain	25
102-11	Precautionary Principle or approach	Social and environmental accountability of suppliers	39
102-12	External initiatives	Believe	08
102-13	Membership of associations	Omissions	64
102-14	Statement from senior decision-maker	Foreword	03
102-15	Key impacts, risks, and opportunities	The world around Worldpack	19
102-16	Values, principles, standards, and norms of behavior	Five core values	07
102-18	Governance structure	Bunzl Nederland and organisations	54

## Disclosure 102: Reporting practices

Disclosure	Description	Reference in this document	Page
102-40	List of stakeholder groups	Not applicable	26
102-41	Collective bargaining agreements	Omissions	26
102-42	Identifying and selecting stakeholders	Stakeholder concerns	26
102-43	Approach to stakeholder engagement	Stakeholder concerns	26
102-44	Key topics and concerns raised	Stakeholder concerns	26
102-45	Entities included in the consolidated financial statements	Bunzl Annual Report 2021 ( <a href="https://www.bunzl.com/investors/results-and-reporting-hub/">https://www.bunzl.com/investors/results-and-reporting-hub/</a> )	-
102-46	Defining report content and topic Boundaries	Stakeholder concerns	26
102-47	List of material topics	Stakeholder concerns	26
102-48	Restatements of information	Changes in reporting	63
102-49	Changes in reporting	Changes in reporting	63
102-50	Reporting period	About this sustainability report	52
102-51	Date of most recent report	About this sustainability report	52
102-52	Reporting cycle	About this sustainability report	52
102-53	Contact point for questions regarding the report	Address and contact information	52
102-54	Claims of reporting in accordance with the GRI Standards	About this sustainability report	52
102-55	GRI content index	CRI-contentindex	58
102-56	External assurance	Omissions	64

## Disclosure 103: Management approach

Disclosure	Description	Reference in this document	Page
103-1	Explanation of the material topic and its Boundary	Worldpack's impact	20
103-2	The management approach and its components	Worldpack's impact	20
103-3	Evaluation of the management approach	Worldpack's impact	20

## Disclosure 302: Energy

Disclosure	Description	Reference in this document	Page
302-1	Energy consumption within the organization	Energy use	28
302-2	Energy consumption outside of the organization	Energy use	28
302-3	Energy intensity	Energy use	28
302-4	Reduction of energy consumption	Energy use	28
302-5	Reductions in energy requirements of products and services	Energy use	28

## Disclosure 305: Emissions

Disclosure	Description	Reference in this document	Page
305-1	Direct (Scope 1) GHG emissions	CO <sub>2</sub> emissions	29
305-2	Energy indirect (Scope 2) GHG emissions	CO <sub>2</sub> emissions	29
305-3	Other indirect (Scope 3) GHG emissions	CO <sub>2</sub> emissions	29
305-4	GHG emissions intensity	CO <sub>2</sub> emissions	29
305-5	Reduction of GHG emissions	CO <sub>2</sub> emissions	29
305-6	Emissions of ozone-depleting substances (ODS)	Omissions	64
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air	Omissions	64

## Disclosure 306: Waste

Disclosure	Description	Reference in this document	Page
306-1	Waste generation and significant waste-related impacts	Packaging material and waste	31
306-2	Management of significant waste-related impacts	Packaging material and waste	31
306-3	Waste generated	Packaging material and waste	31
306-4	Waste diverted from disposal	Packaging material and waste	31
306-5	Waste directed to disposal	Omissions	64

## Disclosure 403: Occupational Health and Safety

Disclosure	Description	Reference in this document	Page
403-1	Occupational health and safety management system	Employee health and safety	36
403-2	Hazard identification, risk assessment, and incident investigation	Employee health and safety	36
403-3	Occupational health services	Employee health and safety	36
403-4	Worker participation, consultation, and communication on	Employee health and safety	36
403-5	occupational health and safety	Employee health and safety	36
403-6	Worker training on occupational health and safety	Employee health and safety	36
403-7	Promotion of worker health	Employee health and safety	36
403-8	Prevention and mitigation of occupational health and safety impacts	Employee health and safety	36
403-9	directly linked by business relationships	Employee health and safety	36

## Disclosure 414: Supplier Social Assessment

Disclosure	Description	Reference in this document	Page
414-1	New suppliers that were screened using social criteria	Social and environmental accountability of suppliers	39
414-2	Negative social impacts in the supply chain and actions taken	Social and environmental accountability of suppliers	39

## Disclosure 418: Klantprivacy

Disclosure	Description	Reference in this document	Page
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data security	38

# Changes in reporting

Chapter	Disclosure	Change from 2020
Changes in reporting	Disclosure 102-48: Restatement of information	Addition of restatements in the 2021 report compared to the 2020 report.
Changes in reporting	Disclosure 102-49: Changes in reporting	Addition of changes in the 2021 report compared to the 2020 report.
Changes in reporting	Disclosure 102-51: Datum van meest recente rapportage	Addition of the most recent report mentioning.
Energy	Disclosure 302: Energy	Measuring method of gas consumption. Instead of measuring the same monthly consumption for the entire quarter, measurements were taken on a monthly basis as of 2021 and the years 2019 and 2020 have been adjusted proportionally to the average weekly temperature in Eindhoven.
Energy	Disclosure 302: Energy	Use of new emission factor for gas. In 2021 it was 1,884. This has increased to 2,085 in 2022.
Energy	Disclosure 302: Energy	Use of new emission factor for gray power. In 2020 it was 1,884. This has decreased to 0,523 in 2021.
Energy	Disclosure 302: Energy	Use of new emission factor for general petrol consumption for an average petrol car for commuting. In 2020 it was 0,202. This has increased to 0,204 in 2021.
CO <sub>2</sub> -emissions	Disclosure 305: Emissions	In contrast to the 2020 report, the 2021 report does not include the emissions of our transport partners, which we use for our inbound and outbound transport. It turned out to be impossible to obtain reliable CO <sub>2</sub> data from our transport partners.
Social and environmental accountability of suppliers	Disclosure 414: Supplier Social Assessment	Indonesia and Turkey were incorrectly classified as 'very high risk profile' and 'medium risk profile' respectively. Both countries have a 'high risk profile'
Supply Chain	Disclosure 102-9: Supply Chain	The export countries are no longer included in this report.
Local procurement (2020)		The Local procurement chapter has been reorganized in the 2021 report with the Supply Chain chapter.

# Omissions

Disclosure	Description	Reason for omission	Explanation
102-13	Membership of associations	Not applicable	There are no noteworthy memberships of associations.
102-41	Collective bargaining agreements	Not applicable	No employees fall under a Collective Bargaining Agreement
102-56	External assurance	Not applicable	This disclosure is not applicable as there was no external assurance on this sustainability report. This was not considered necessary due to the relatively small size of the company. The extra monetary and time costs assurance would involve would not be of enough added value to the report. All information published in this report should be assumed as correct and reliable.
305-6	Emissions of ozone-depleting substances (ODS)	Not applicable	Worldpack does not handle, use or trade in any ozone depleting substances (ODS)
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Information unavailable	No information was collected related to nitrogen oxides (NOX), sulphur oxides (SOX) and other significant aerial emissions.
306-5	Waste directed to disposal	Not applicable	Worldpack's business processes do not result in waste directed to disposal.







