



WORLDPACK

IN-STORE PRODUCTS

WORLDPACK

www.worldpack.eu

**SUSTAINABILITY REPORT
WORLDPACK 2020**

Service
with
guts!



100% recycled paper



PREFACE

2020 was a remarkable year. When the COVID-19 pandemic hit, our first thoughts went to the health and safety of our employees. We quickly implemented measures to guarantee hygiene and adequate social distancing at the office and later on we switched to remote work whenever possible. Providing the broadest digital access, with excellent security was a priority for us.

Because we work with sectors including sports, fashion and brand retail, Worldpack was affected by shop closures. There was lower demand for our regular product range of goods not for resale. Nevertheless, we were able to help our clients procure protection products, including sanitizing gel, face masks, safety gloves, as well as signalling materials for stores. Our team gave it their all to ensure we continued to be a trusted retail partner, and I am very proud of them and their efforts.

We decided to go one step further in our sustainability ambitions, based on our five core values: Take Control, Be Better, Be 1 Step Ahead, Be Enthusiastic & Work as a Team. This sustainability report, our first, is a fine example and gives a good overview of the results we've booked. Our stakeholder research, both internal and external, has shone a light on the topics that stakeholders consider important, and the strategy that Worldpack should follow in its sustainable journey going forward. So, we will continue to provide "Service with Guts" and add another important pillar to Worldpack's policies and strategy: "Sustainability with Guts".

2020 was certainly a year of challenges, but it also gave us new opportunities. We were able to engage in fantastic new partnerships, broaden our product range and our services related to business insights and intelligence. We also further professionalised EDI integration, and were able to move our Asian import channels towards new European partners, in line with our risk, social, and sustainability profile.

Despite the second lockdown, Worldpack closed 2020 with satisfactory results. Thanks to this, we were able to make donations to charity organisations including Het Vergeten Kind, het Ouderen Fonds, de Nederlandse Voedsel Bank (Dutch Food Bank) and the Dutch Red Cross, together with our colleagues from Bunzl Nederland. We expect a further recovery of the international retail market around May 2021 and that consumers will go back to stores when they reopen. We also know that omnichannel retail experiences and online shopping services like click-and-collect, ship from store and in-store pick up are here to stay and will continue to evolve. In this dynamic context, Worldpack has shown its clients how it adds value, which has led to increased interest in its business proposition from international retail chains.

For Worldpack, 2021 will be a year of further growth. We have planned a move to a new office and warehouse in Q3 of 2021. This new building, and the recovery in the retail market, make us confident that the future of our company will continue to be successful, healthy and, above all, sustainable.

Jos Bergen

Managing Director



CONTENTS

PREFACE BY JOS 03

CONTENTS 05

THE ORGANISATION 06

Worldpack	06
Believe.....	08
Sustainable Development Goals	12
Activities and services	14
Supply chain	16

THE WORLD AROUND WORLDPACK 18

De COVID-19-crisis	18
Climate	20
The retail market	21

WORLDPACKS IMPACTS 22

Stakeholder concerns	22
Environmental impact	24
Social impact	30
Economic impact	38

ANNEXES AND BACKGROUND 44

About this sustainability report	44
Bunzl Nederland and organisations	46
GRI-contentindex	50
Omissions	55



THE ORGANISATION

Worldpack

Service with Guts!

We provide Service with Guts! when it comes to goods not for resale. 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...



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

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 future-proof 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 particular way, we are always looking for the latest developments in the field. Whether it's our core range or a customer-led customization, we go beyond the obvious choices and assumptions. Together we 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 handle 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; men and women are equal before the law, we have a minimum wage and employers and employees have obligations to each other. In addition, fair trade is enshrined in our legal system. It will come as no surprise to anyone that this is not the case in other countries. Through BEFAIR we apply strict rules of our own. We regularly audit our suppliers on topics including of discrimination, child labor, 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. Since June 2020, efforts have focused on beehive management.

Bees in the Netherlands are having a very difficult time. These tiny creatures have a large 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.

Currently, Bunzl and its operating companies manage 12 beehives through Bijzaak, an organization specialising in bee management for companies. Originally, the hives would be installed on the roofs at the 12 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 12 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.

Gifts and donations

In 2020, measures related to combatting COVID-19 made it impossible to organize sponsorship actions. However, Worldpack has plenty of supportive employees, so we are sure we will resume charitable sponsorship activities as soon as it is allowed again.

That doesn't mean we were idle. In 2020 Worldpack, together with Bunzl and its subsidiaries, made financial contributions to charities including Het Vergeten Kind, Nationaal Ouderenfonds, the Dutch food bank and the Dutch Red Cross.





Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs), signed by all 193 UN members, are 17 environmental, social, and economic goals that the world strives to reach by 2030. The Goals, developed through collaboration between business, governments, civil society organisations, academics, and citizens, go beyond policy on paper. Their 169 targets and a further 231 indicators, provide a framework for practical application.



At Worldpack we have a very lean team, and that's why for us it is important to contribute to **SDG 3 Good health and well-being**. To us this means a healthy future for everyone. And we work from our Believe pillar **BEHAPPY** and our core value **Be better** to achieve it. Every day we contribute to the happiness and health of our own people and those around us.

For example, we have the highest safety measures and protocols in our warehouse, to prevent physical injury at work. We have established protection measures to prevent the spread of COVID-19 throughout our entire office and warehouse. We also try to promote the health of our personnel through training and personal guidance. And we try to safeguard the health and safety of workers in other countries, through the social audits that Bunzl carries out at our suppliers.

The Bunzl Academy helps us support the wellbeing of our employees, as it allows them to develop their skills, deepen their knowledge and further specialize. We hold regular employee satisfaction surveys to measure how happy our employees are.



The implementation and use of the SDG by business actors has risen in 2020, thanks to the growing importance of sustainable business and development in the international arena. Referring to the SDGs gives companies a framework when setting socially relevant goals, because they are a universal language to communicate contributions to society. Starting in 2021, Worldpack had chosen to support the following SDGs.

As part of the Believe pillar **BEFAIR**, Worldpack behaves respectfully, responsibly and with integrity in all working relationships with its suppliers and business partners. This allows 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 for everyone.

Bunzl audits Worldpack suppliers on labour conditions if they are in countries with fewer legal protections for workers. When labour conditions do not meet the minimal criteria established by the International Labour Organization (ILO), we end the collaboration with these suppliers. And so, we contribute financially only at suppliers who offer safe and healthy working conditions to their staff. Suppliers working from countries where bad working conditions are an exception to the rule, must nevertheless sign the Bunzl Health and Safety policy.

We also work ethically and with integrity with our business partners. Honesty and transparency are central to what we do. And this is reflected in our core value **Take control**: We embrace our responsibility and do everything we can to conduct our business with honesty.



As part of the Believe pillar **BESUSTAINABLE** Worldpack contributes to **SDG 12 Responsible consumption and production**. This means ensuring sustainable production and consumption patterns. In our procurement process we focus on the sustainability level of a product, and whether the sustainability claim is backed by certification. And when doing procurement for our clients, we look at the desired sustainable characteristics that fit the client's identity.

We have a sustainable range of products, and we also help our clients find the answer to how they can be responsible about product packaging and plastic use. Together with the retailers, we look at how packaging can be made more efficient. We also look into ways to eliminate or curtail the use of environmentally damaging materials, by looking at whether alternative materials exist, and how packaging can be reused or recycled. And, if the client has a broader sustainability question, we can also help them find an appropriate solution.

This we do based on our core value **Be 1 step ahead**. We are aware of current developments in the field of sustainability, so that we can find sustainable alternatives and solutions for our clients and increase their competitive advantage.



Worldpack contributes to **SDG 13 Climate action** under its Believe pillars **BEGREEN** and **BEDIFFERENT**. For Worldpack, SDG 13 Climate action means: Take urgent action to combat climate change and its impacts. People and businesses should be conscious of climate risks and try to counteract them.

Based on the **BEGREEN** pillar, Worldpack is careful in the handling of energy and waste, by continuously monitoring their use and seeking to reduce it. For Scope 1 (direct emissions) and Scope 2 (electricity) the goal is zero CO₂ emissions by 2030. And we will achieve it by switching our fleet completely to electric, taking energy-generating and energy-saving measures at our new office and warehouse, and buying green energy.

Worldpack aims to reduce its emissions in Scope 3 (general emissions), by 50% in 2030, taking 2019 as baseline. Because Scope 3 emissions are linked to outsourced services, we are placing this reduction under the Believe pillar **BEDIFFERENT**. This pillar stands for cooperation with business partners that will allow us to develop future-proof concepts and build a more sustainable future together. This idea of continuous improvement through innovation is part of our core value **Be 1 step ahead**.

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 gifts 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.

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

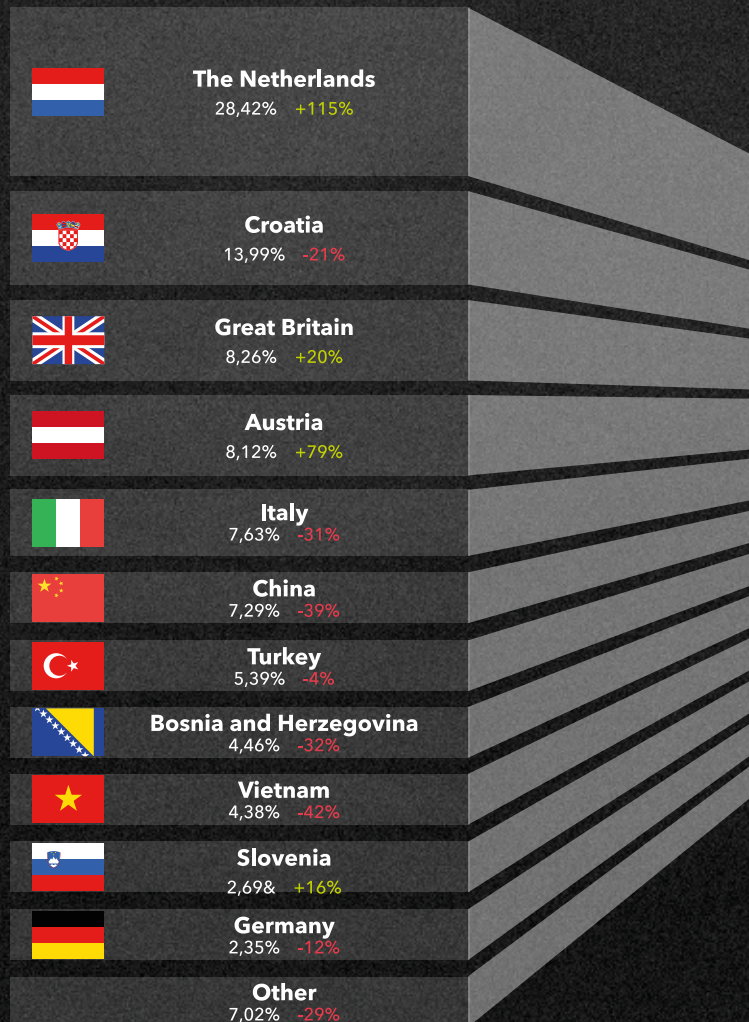


Supply Chain

Import- and Export countries

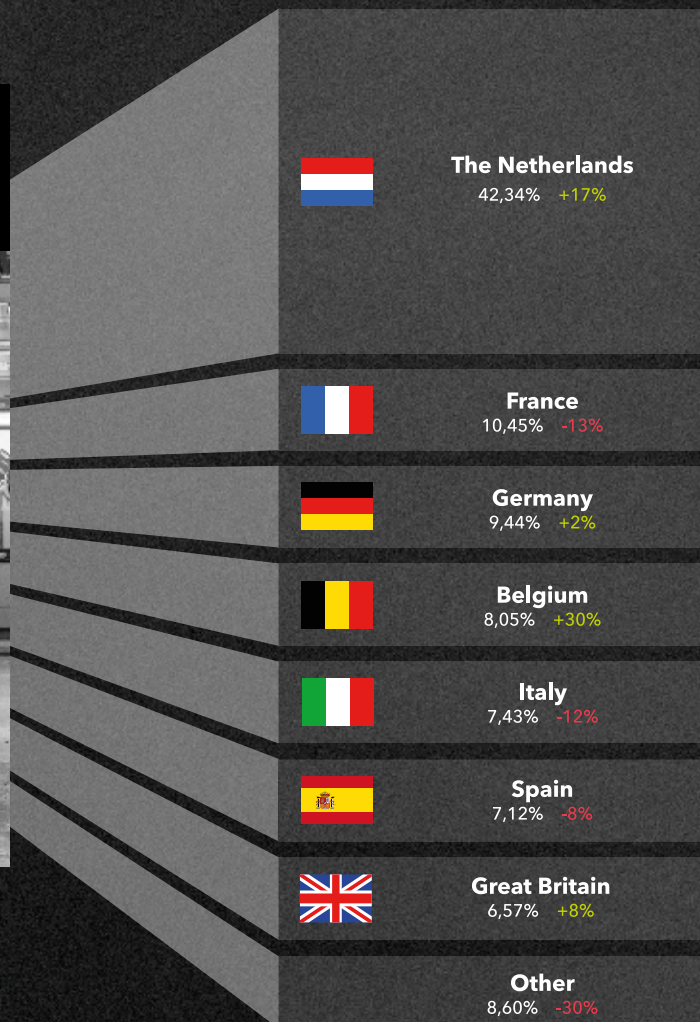
Import countries

Percentage of total spendings 2020
Percentage change compared to 2019 spending



Export countries

Percentage of total sales 2020
Percentage change compared to 2019 sales



Changes in the supply chain

In 2020, procurement shifted significantly from Asia to Europe and the United Kingdom, with a rise of 12.8% from the former and 19.7% from the latter. Procurement from Asia and North America decreased by 30.4% and 1.77% respectively.

This significant change is largely a result of the COVID-19 pandemic. Because there was sudden demand for personal protection equipment, our procurement strategy shifted towards local suppliers. In 2020, 15% of our local procurement involved personal protection equipment, while in 2019 this category amounted to only 0.1%. The worldwide lockdowns also increased demand for e-commerce products and general products for the retail sector, such as office supplies. This kind of item was also procured locally.

The lower levels of procurement from Asia can be explained by the lockdowns and the resulting shop closures, which meant demand for the packaging products that we import from Asia fell considerably.



THE WORLD AROUND WORLDPACK

The COVID-19 crisis

The COVID-19 crisis has shown that resilient and sustainable business operations and a sustainable supply chain are crucial to an organisation's survival. In 2020, companies in the Netherlands had to close their offices rather abruptly and their employees found themselves suddenly communicating fully online. While most employees were able to return to their offices in the summer of 2020, by October remote working had become the norm once more. Furthermore Worldpack had to deal with a higher level of sick leave. Some employees contracted COVID-19 or were not allowed into the office because they had cold symptoms.

By late 2020, the Netherlands was in full lockdown. For 2021 we expect that, thanks to the vaccination policy, the measures around COVID-19 that put pressure on the economic growth and development will be loosened by the summer. However, the risk of mutations of the COVID-19 virus remains for the winter of 2021/2022 and coming years.



Impact on the sector

Physical shops had a hard time during the lockdown in early 2020, as they were only able to stay open under very stringent measures. There were few consumers out and about on shopping streets, and businesses needed to invest in COVID-19 protective supplies. As an in-store supplier, Worldpack was able to provide its clients with the necessary Personal Protection Equipment (PPE). In 2020, 15% of Worldpack's procurement consisted of PPE, versus 0.1% in 2019. During the full lockdown in October, physical stores closed, so consumers switched to online shopping. For retailers, the sudden loss of their main sales model made e-commerce, in-store collection and click-and-collect more attractive options. For the first time, many brick- and-mortar retailers needed to compete with established online options. The situation was challenging for our clients, and the impact of COVID-19 on the retail market has been such that our way of shopping has changed, possibly forever.

Impact on Worldpack

Worldpack was in the middle of a dynamic business period when the first lockdown disrupted the normal flow of work. Travelling to our clients, suppliers and other business activities that required our presence made way to online communication. Although it was a convenient and efficient use of time, it nevertheless meant a large change for Worldpack. Still, elements of this new way of working will remain the norm in 2021.

Early on, Worldpack had already faced the challenges of a lockdown, in Wuhan, China. Shipments from Asia were delayed at first and then fully cancelled. In the meantime, Worldpack focused on the procurement of PPE and products related to COVID-19, which could be done more locally.

Future pandemics

COVID-19 has made us aware that pandemics are real risk and can have far-reaching consequences. And these risks go beyond health. Government measures to control the pandemic put the general mental health of people, and the economy, under strain. The permanent destruction of animal habitats, the unsanitary conditions for animal trade for consumption, the growing population and rising globalization mean there is a higher risk of pandemics in the future. Incorporating pandemic resilience into business strategy has become more pressing. Because of the COVID-19 virus, at Worldpack we have learnt to deal with viruses and are better prepared against future pandemics.



Climate

The Paris climate agreement

At a meeting in Paris in December of 2015, almost every country in the world agreed that the Earth should not warm up more than 2 degrees, and preferably no more than 1.5 degrees from the current baseline. Higher temperatures would be catastrophic for people, so there was worldwide agreement that radical change would be needed in energy production. The goal was 100% sustainable energy within 15 years back then, 10 years from now.

The well-being of employees and other Worldpack stakeholders is directly related to the well-being of the planet, so Worldpack's mission also supports a healthy and sustainable future.



The climate agreement in the Netherlands

In 2019, the Dutch cabinet presented its Climate agreement plans and began rolling out the implementation. The plan consisted of some 600 agreements to lower greenhouse gas emissions. For Worldpack, the chapter on mobility in this climate agreement has quite an impact. For example, it was agreed that the area of emission-free zones in Dutch cities would grow. These are areas that prioritize pedestrians, bikes and public transit, and these measures impact the logistics sector.

Impact on SMEs (Small Medium Enterprise)

Thanks to its mild coastal climate, the Netherlands has limited climate risks in the short term. While weather events can cause material damage to business assets, most infrastructure and buildings are relatively weather resistant. Also, most business assets are insured against storm damage. In the supply chain, SMEs do run a higher risk because of climate change. Many foreign suppliers are located in countries where extreme weather events are more common, and the consequences can put the business continuity and the health of the employees at the suppliers at risk.

As the Earth grows warmer, the long-term climate risks for the Netherlands grow, including floods, water scarcity, heat waves, hurricanes and extreme rainfall. New climate-related laws and regulation can also put more pressure on SMEs. Two good examples are emissions-reduction and plastic use. To prevent surprises, it is important for a company to proactively focus on CO₂ and plastic reduction.

Impact of SMEs

Where previously only corporates were encouraged to recognise and address climate risks, SMEs are starting to play a larger role. Because the consequences of climate threat are a worldwide phenomenon and are growing more serious by the day, businesses, regardless of their size or sector, should recognize and mitigate climate risks.

Each individual SME is more dynamic than a large business with public interests, so SMEs are in a good position to speed up the transition towards positive environmental impact. Whilst the negative and potential positive economic and environmental impacts of any individual SME are smaller than those of a large company, if the entire SME sector works together to mitigate climate risk, they can contribute positively to combating climate change.

The retail market

Retail trends

As mentioned in the section related to the impact of COVID-19 on the retail market, the pandemic has changed this market for good. Sales channels and strategies introduced in 2020, including in-store collection and click-and-collect—where payments are made online but products are given to the client at a physical store—are here to stay in 2021. This has shifted the focus from in-store transactions at a physical location to a model where it matters less if a transaction takes place on or offline.

This flexibility also applies to the average consumer and their shopping experience. It is less relevant whether they are in the shop and want to take items home with them, collect them later or have them delivered. When a consumer orders online, options can include normal home delivery or in-store pick up, but also delivery at a specific location, like a gym, or at a specific time. Time and location are no longer a hurdle to shopping, and convenience is a sales driver. This improves and strengthens consumer experience and associations with specific brands.

For physical retailers, the customer experience strategy is becoming more central as a distinctive feature that separates them from online retailers. Online retailers have strengthened their position in the past decade and have only seen their advantage grow as a result of the pandemic. However, they are still unable to replicate the physical experience. So, retailers who can blend the line between their physical store space and their online presence will be able to optimise their customer experience, and with increases in brand loyalty as a result.

With the growth of social media and comparison sites, as well as access to a large scale of newsfeeds, consumers are learning more about brands and are shifting towards buying from retailers that share their values. Prices have become less important to purchasing decisions. This means retailers should 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.



Digitalisation and data

Digitalisation and data are becoming more important for companies. It will be fundamental to adapt systems and software and to keep them continuously updated. Further digitalisation 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. COVID-19 strengthened these developments.

In today's digital world, data-driven decision-making is gaining traction. New goals and priorities are set based on facts, statistics and data. But adapting to these developments requires fairly large investments, be it money for developing, implementing and securing online systems or time for training users.

Competition and newcomers, in-store suppliers and services

There are more retail suppliers for office supplies, logistics, and procurement are entering the market for retail products and packaging. At Worldpack, we want to understand their approach and value proposition. Many of them are proficient in only one area whereas Worldpack has a full scale of products and services. However, competitors will continue to improve their offerings, and could pose a real risk if we stand still in the development of our own value proposition.

WORLDPACKS IMPACTS

Stakeholder concerns

Stakeholder consultation

Assessment of material topics

In 2020, we carried out 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 Worldpack's 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 page 12.

21 topics from four business areas

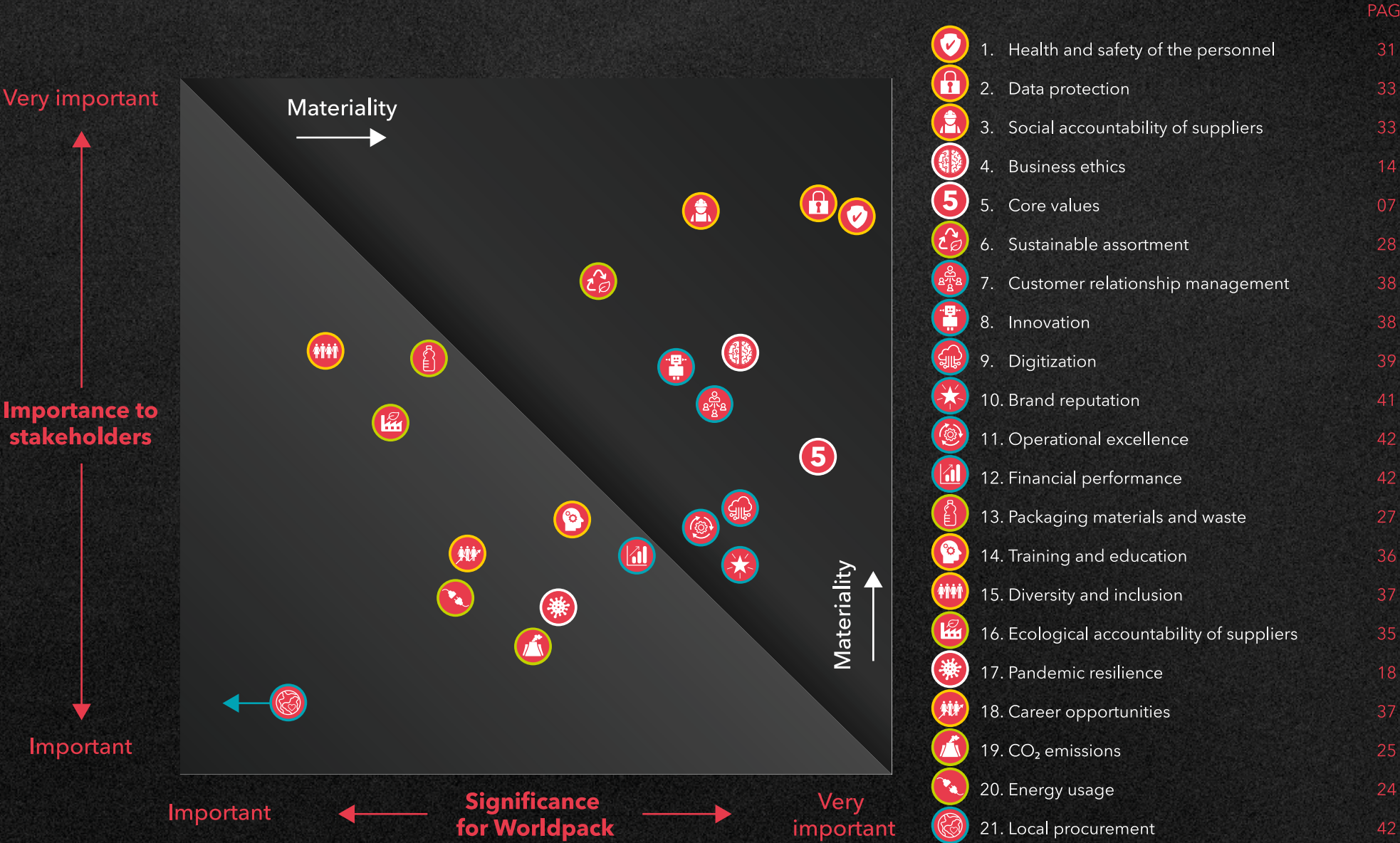
From the environment, social, economic and governance business areas we carefully chose 21 topics for the stakeholder engagement process. The choice was made based on relevance, current importance and full coverage of the business operations. We used the 'Materiality Map' of the Sustainability Accounting Standards Board (SASB) and disclosures from the Global Reporting Initiative (GRI) Standards. Worldpack is a trading company and not a production or transport company, or an employment agency. Therefore, many of the sector-specific social and environmental topics are not applicable, and most topics are dealt with in a general way. Among the sector-specific topics that we have reported on are the social and environmental responsibility of suppliers, packing material and waste, and operational excellence.

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 form the core business of Worldpack. Trade unions, local communities, government agencies and other stakeholders not mentioned are not considered in the 2020 stakeholder engagement process.

Worldpack is an SME, which means that only the interests of the main stakeholders are relevant to business operations.



Environmental impact

Energy use

Office and warehouse

Energy at Esp 125	2019	2020	Δ
Electricity	130.878 kWh	139.886 kWh	+7%
Natural gas	22.609 m³	22.908 m³	+1%

These statistics on the use of grey energy and grey gas refer to Worldpack's warehouse at 125 Esp in Eindhoven. Outside this warehouse, there is limited storage usage, for example for flammable chlorine- containing cleaning products. In 2020 there was a 7% increase in energy use with the addition of a forklift truck.

COVID-19 did not have an effect on energy use at the warehouse. There were always employees working on location as logistics staff cannot perform their work remotely. Even during lockdowns, there was also a skeleton crew available at the office.

We have plenty of room for improving the sustainability in our operations since we haven't used energy from solely non-renewable sources in 2019 and 2020.

Average use per m²			
Energy usage	Office	Warehouse	Δ
Electricity	43,80 kWh/m²	35,18 kWh/m²	-20%
Natural gas	8,40 m³/m²	5,47 m³/m²	-35%

In 2007 the building that hosts our office got the Energy A label, with few possibilities for further improvement. This was confirmed in 2017. In 2021 we will be moving to a new and larger location, and one of the non-negotiable requirements is an Energy label A for the office area. Further, the average energy use of the office and warehouse must be at least the same or preferably lower than at the current location. And we are looking into energy-generating assets, such as solar panels, and energy conserving assets including lighting and better insulation.

Once we have moved to our new location, we can focus on continuing energy-reducing measures for that building, based on measurable goals.

Targets	Energy use in office and warehouse
2021 BEGREEN	The new office has an Energy label A or higher.
2021 BEGREEN	The power and gas use of the new office and warehouse are equal to or lower than those of the current office and warehouse.
2021 BEGREEN	There are sustainable assets present in the new office and warehouse, including charging stations, solar panels, isolation and smart climate control.

Lease fleet

In 2019 and 2020 we had a total of 9 vehicles in our lease fleet. Because of the travel and visiting restrictions imposed by the Dutch government to curtail the spread of COVID-19, total fuel purchases went down by 23%.

Fuel	2019	2020	Δ
Diesel	12.842 l	7.356 l	-43%
Petrol	7.030 l	7.890 l	+12%
Total	19.872 l	15.246 l	-23%

It is expected that fuel use will return to more regular levels in 2021 compared to 2020, especially as business visits become more common again when restrictions are lifted.

Nevertheless, to limit the energy use and CO₂ emissions of our lease fleet, our goal is to only have hybrid and electric cars on contract by 2025, and only electric cars on the fleet by 2030. And we expect remote working and remote communication to remain the norm in 2021.

Targets	Energy use of lease fleet
2025 BEGREEN	In 2025 all lease cars are hybrid or electric.
2030 BEGREEN	In 2030 all lease cars are electric.

CO₂ emissions

Scope 1 (direct emissions)

Emissions Scope 1 (kg CO ₂)	2019	2020	Δ
Petrol	15.427	13.926	-10%
Diesel	32.498	18.580	-43%
Natural gas	42.595	43.159	+1%
Total	90.521	75.664	-16%

The impact of the measures to combat COVID-19 on mobility and the environment is clearly reflected in the lower emissions of our lease fleet: we had a 32% reduction of CO₂. The decommissioning of a diesel car and the purchase of one hybrid vehicle most likely contributed to lower CO₂ emissions from our fleet as well.

In 2020, gas use increased by 1% compared to 2019. This can be seen in the increase of CO₂ emissions.

Our CO₂ emissions goal for the lease fleet and gas use go hand in hand with our energy savings goals. You can read more about it in the chapter on Energy use.

Targets	CO ₂ emissions Scope 1 (direct emissions)
2030 BEGREEN	In 2030, the total CO ₂ emissions of Scope 1 (direct emissions) is zero.

Scope 2 (electricity)

Emissions Scope 2 (kg CO ₂)	2019	2020	Δ
Electricity	72.768	77.777	+7%

As mentioned in the chapter on Energy use, the energy use for our facility has increased. The use of electricity is increased by 7%, compared to 2019. Hereby, the CO₂ emissions of our purchased electricity have also increased with 7%, this is from mainly non-renewable and non-green energy.

In 2021, we are moving to a new office and warehouse space. This means we have no baseline for energy usage and so we cannot set a goal for CO₂ reduction. Nevertheless, while choosing the new location, we have specific sustainability criteria the new offices must meet. More information on these can be found in the section on Energy use.

Worldpack's goal is to be CO₂ neutral in Scope 1, as well as in Scope 2 by 2030.

Targets	CO ₂ emissions Scope 2 (electricity)
2030 BEGREEN	In 2030, the total CO ₂ emissions of Scope 2 (electricity) is zero.

Scope 3 (other emissions)

Emissions Scope 3 (kg CO ₂)	2019	2020	Δ
Employee commute	54.812	38.533	-30%
Air travel	32.363	8.696	-73%
Logistic activities	563.018	545.662	-3%
Total	650.194	592.891	-19%

Employee commute

The lower emissions from employee commutes can be explained quite simply: from March 2020 onwards, most employees worked from home as a result of measures related to combating COVID-19. However, since Worldpack carries out logistics activities in the warehouse, part of our employees worked on location throughout 2020.

Our company is growing, so in 2021 we will be moving to a new, yet to be decided, location. This will have an impact on the travel distance for employees, and therefore associated emissions.

In 2030, our goal is to cut commute-related CO₂ emissions by half compared to 2020, regardless of the number of employees. The year 2020 was taken as baseline because of the switch to remote working, which will remain the norm. When we have settled at the new location and have a better insight into commuting distances, we will set short-term goals to reduce commuting emissions.

Emissions from our nine lease cars are not included in this calculation, as they fall under the calculations for Scope 1.

Air travel

The 73 % fall in CO₂ emissions from air travel can be completely explained by COVID-19, as all non-essential travel was strongly discouraged in March 2020. Worldpack makes regular work visits to its most important suppliers, to foster the relationship but also as an unofficial control of both quality and social conditions. In 2020, these trips were cancelled, although there were a few visits to the Bunzl plc. head office in London.

Incoming logistics activities

Logistics incoming (kg CO ₂)	2019	2020	Δ
Ocean freight incoming	130.064	121.282	-7%
Land freight incoming	no data	no data	0%
Total	130.064	121.282	-7%

The lower CO₂ emissions for incoming ocean freight can be linked to lower purchasing levels in 2020. Moreover, most of the purchasing in 2020 happened in Europe and the United Kingdom, because of the rise in demand for Personal Protection Equipment (PPE), and lower demand for our regular products, most notably packaging.

We strive to buy in the most economical and sustainable way possible. Together with Bunzl, the other subsidiaries and our suppliers, we try to get the containers that are shipped as full as possible. For example, by combining orders we prevent three half-full containers being transported where one would suffice. This means fewer containers are moving, and helps lower CO₂ emissions.

In exceptional cases we may make use of air freight for incoming deliveries. We try to avoid it as it is not less expensive, and it is not sustainable. In 2020, only 6% of our incoming orders were transported by air, against 94% by ocean freight. This does not include land freight.

In 2020, the lower CO₂ emissions of incoming ocean freight were partially compensated by a rise in the CO₂-emissions from land freight, since more procurement took place in Europe. Our suppliers do the deliveries themselves, therefore we have no data over the CO₂-emissions from these actions. For 2021 our goal is to obtain these data from our suppliers.

Whilst we do not have all data at our disposal, we are working towards reducing the number of land freight activities by combining them with those of Bunzl and the other subsidiaries. For example, we are trying to get pallets shipped only when they are as full as possible, to prevent half-loaded lorries making more trips.

Outgoing logistic activities

We outsource transport to our clients to international package delivery services. In 2020, 97.79% of our exports had continental Europe as a destination. The minor fall in CO₂ emissions, of only 2%, can be explained by the fact that the absolute number of deliveries was almost the same as in 2019. In 2020 these deliveries included almost exclusively COVID-19 related products, which were often transported in a larger number of smaller runs.

Logistics incoming (kg CO ₂)	2019	2020	Δ
Land freight outgoing	180.752	176.388	-2%
Air freight outgoing	252.202	247.992	-2%
Total	432.954	424.380	-2%

We keep our client's stock in our warehouse, and it's important that they receive their orders on time. That is why, unlike for incoming deliveries, we use air freight to deliver to our clients. Of outgoing transport in 2020, air freight is responsible for 58% of total CO₂ emissions. Whilst this is a higher rate than by land, fast delivery is an essential part of our service.

Because client deliveries also mean a significant amount of CO₂ emissions, we would like to reduce this number by 50% in 2030, regardless of the growth in the number of deliveries in this period.

Targets	CO ₂ emission Scope 3 (other emissions)
2021 BEGREEN BEDIFFERENT	In 2021, we will calculate the CO ₂ emissions of our incoming logistics, in collaboration with our suppliers.
2030 BEGREEN BEDIFFERENT	In 2030, the CO ₂ emissions of commuting and air travel by employees will be 50% lower than in 2020.
2030 BEGREEN BEDIFFERENT	In 2030, the CO ₂ emissions of outgoing deliveries will be 50% lower than in 2020.

Packaging material and waste

Waste and material flows

Worldpack is a trading company, with distribution and packaging activities. The waste cycle of Worldpack is the following:

1. Upstream, waste generated by the production of products ordered by Worldpack.
2. Midstream, incoming packaging and filling material that Worldpack discards upon receiving products.
3. Downstream transport, packaging that Worldpack uses for bulk deliveries, which is discarded by the delivery service.
4. Downstream retailer, the packaging and fillings used by Worldpack and products itself that the client discards.

For 2020, a choice was made not to research (1.) Upstream waste generated in the production of products that Worldpack orders. Without intensive cooperation with producers and suppliers, Worldpack cannot make a significant difference for these waste streams in the short term. Where Worldpack's actions can make a difference are midstream and downstream waste, because they are closer to Worldpack's own business activities.

Midstream waste

Weight in tonne	2019	2020	Δ
Paper and cardboard waste	17.440 kg	16.480 kg	-6%
Plastic waste	6.050 kg	4.820 kg	-20%
Total	23.490 kg	21.300 kg	-10%

Paper, cardboard and plastic waste

The plastic, paper and cardboard waste also fell, although to a lesser extent, because this mostly relates to the sealing foil and cardboard that makes the dividers in the pallets that we receive. The reduction in 2020, compared to 2019, is mostly due to the fact that many packaged pallets in 2020 were stored at suppliers. This was our choice as there was lower demand for specific products as a result of COVID-19. The number of deliveries by our suppliers was also lower, which helped us avoid an overly full warehouse or having to look for external warehouse space.

Other plastic waste generated in the midstream comes from the sealing foil that we use to wrap pallets to store them in our own warehouse. This foil is removed before sending the packages to clients, which generates waste. However, it is important to seal the pallets in our own warehouse to avoid boxes shifting and potentially falling from the higher stands. We store pallets with sealing foil mainly when we receive full containers with separate boxes. To avoid excessive use of sealing foil in our own storage and for deliveries, in 2020 we replaced a defective pallet wrapper with a new machine that seals pallets in a smart and environmentally conscious way.

Recycling

The plastic, paper and cardboard that are collected are sent to a plastic or a paper factory, depending on the material. In this way, the waste can be turned back into raw materials for new products. Although these two waste streams have an environmentally friendly destination, there are still gains to be made on the recycling process itself, particularly when it comes to the logistics and the intermediate step of using an industrial sorting and processing machine because the materials still need to be turned into usable products. The most effective way to lower our environmental impact would be to eliminate plastic, paper and cardboard waste. To achieve this, Worldpack's goal for 2021 is to develop a partnership with a few suppliers initially to do further research into how we could reduce the need for plastic and cardboard in their deliveries.

Residual waste

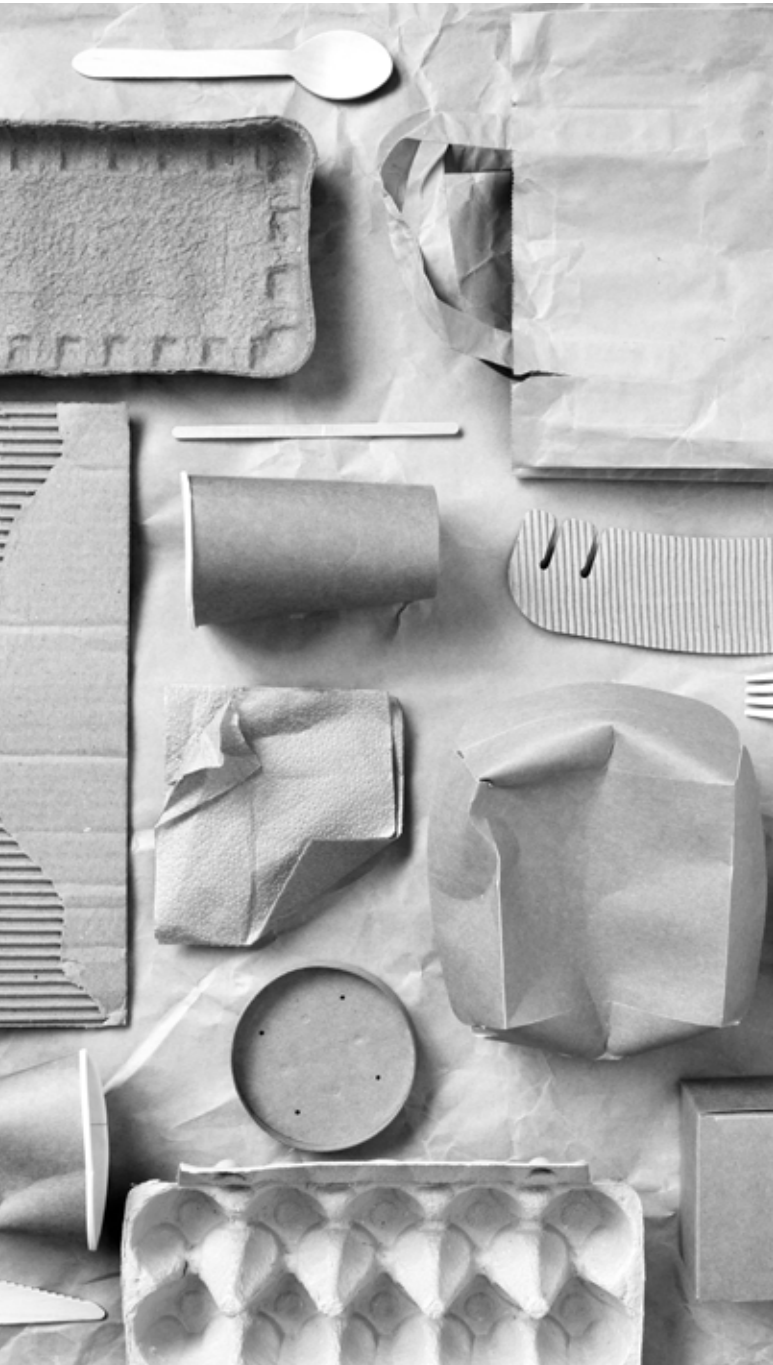
Waste from office	2019	2020	Δ
Residual waste	14.770 kg	10.800 kg	-27%

The impact of COVID 19 was clearly visible in the reduction of waste. Residual waste is mostly generated at our offices. Because presence at the office was lower, residual waste fell by 27% in 2020.

Most often than not, residual waste has a highly polluting destination, unlike the waste streams mentioned above. There are few possibilities for recycling, and the processing can also be environmentally harmful, mostly, residual waste is sent to landfill or burnt. The most effective means to deal with it is to reduce residual waste to close to zero. In other words, aim towards a circular economy.

Pallets

Our processes for reusing and recycling pallets are fully developed and normative. The pallets that we receive are used for our own warehouse, or we use them for our own deliveries. We sell pallets that are damaged to a pallet central. In 2019 we gifted pallets to a playground, for making playground equipment.



CupR

Our staff separates the coffee cups they use in the office or at the warehouse in specially designated containers that stack the cups so the trash bags are used most efficiently. These bags full of cups are then picked up by a processing company that makes toilet paper from them. In 2019, 1000 litres of coffee cups were recycled in this way. In 2020 this was only 750 litres. The recycling of cups into toilet paper is beneficial to us, and we also lower our residual waste, which has a less environmentally friendly life cycle.

Downstream waste

Deliveries that leave the Worldpack warehouse generate waste at two different moments. First at the delivery companies, as we send sealed pallets to the distribution centres where they are unwrapped and prepared for redistribution.” And then at the client, where there is waste generated from our cardboard packaging and plastic fillings.

There are no data available for these waste streams for 2019 and 2020. Sealing foil, cardboard packaging and plastic filling material is bought in bulk very sporadically. This means that we cannot trace the use of materials to a calendar year or a product or pallet. In 2021 we will be implementing systems that will make it easier to measure the use or application of materials.

We have, however, started reducing packing materials in practice”. For example, we use sealing machines with environmentally friendly and smart technologies that lower the use of sealing foil, and we use low-plastic filling material which consists of mostly air. To further reduce the use of materials, in 2021 we will develop a concept with a few clients to reduce the use of cardboard boxes and plastic filling material, or even eliminate it completely.

Targets	Packaging material and waste
2021 BEDIFFERENT	Developing collaboration with suppliers to reduce sealing foil and waste on incoming pallets.
2021 BEDIFFERENT	Developing collaboration with selected clients to reduce plastic, paper and cardboard waste during repackaging and sending.
2021 BESUSTAINABLE	Mapping the use of paper and cardboard in the repacking and filling of shipments.

Sustainable product range

Sustainable products and retail

Worldpack’s stakeholder engagement research showed that the range and expansion of our sustainable products was the most important topic related to sustainability. This is not surprising. Consumers, companies and government have growing expectations when it comes to the circular lifecycle of products. A sustainable range is included in our Believe pillar BESUSTAINABLE. As of 3 July 2021, the Single Use Plastic (SUP) regulation enters into force, which entails a prohibition on the sale of throwaway plastic. When purchasing products, we look at the origins of the materials they are made of. With our clients we do not only think about a more sustainable range of products, but also on how they can make their packaging options and plastic use more sustainable as well.

Sustainable product range

Overview of sustainable products

Our product overview currently lacks any indication of how sustainable our products are. We already buy sustainable products at scale, and we repeatedly look at the sustainability characteristics of our products. When there is an innovation on products or a new material is introduced, we look into whether the material is or can be certified. However, this information is not quantifiable for 2020 as it is not reflected in our product overview. In 2021, Worldpack will research how to make the sustainability characteristics of our products visible to ourselves and our clients.

Targets	Sustainable product range
2021 BESUSTAINABLE	Research on how to make the sustainability characteristics of our products visible.

FSC paper mark

More than 95% of our paper products have the FSC (Forest Stewardship Council) mark. This label indicates the paper and cardboard used in their production comes from responsibly managed forests. Wood is harvested in a responsible way, without damaging the forest. The composition of FSC Certified paper can vary, from newly produced to (combined) recycled paper. Paper can be used a maximum of 7 times before the fibre becomes too short to reuse.



Sustainable procurement

Along with increasing sustainability for the products that we buy, we also are actively involved in improving the sustainability of the logistical activities related to these purchases.

Read more on Worldpack’s Scope 3 emissions (emissions from logistics activities) on page 25.

Sustainable retail

Inspiration

On our website and on LinkedIn, we keep our clients informed on the latest trends and developments on the retail market, and sustainability is a recurring topic. In 2020, we informed and inspired retailers on topics such as reuse and recycling possibilities, improving the sustainability of their supply chain and logistics activities, the use of packaging and how they can develop sustainability strategies.

Support for improving sustainability at retailers

Sustainable packaging and plastic use are becoming more of a priority for both retailers and consumers. The term ‘environmentally friendly packaging’ is here to stay. In fact, offering packaging with minimal environmental impact has become a need for most retailers.

We support our clients when making this switch. We give them advice on how they can implement sustainable change in their packaging and plastic use. Our sales management and procurement departments receive regular training on the subject. To provide this advice we use the Believe Roadmap, a framework that helps point the way towards lowering plastic use and better recycling.

The Believe Roadmap starts with a sustainability goal that will help the company lower their environmental impact. This can be related to, for example, the CO₂ emissions of their packaging and plastic, the elimination of plastic use, the lowering of waste, or circular business opportunities.

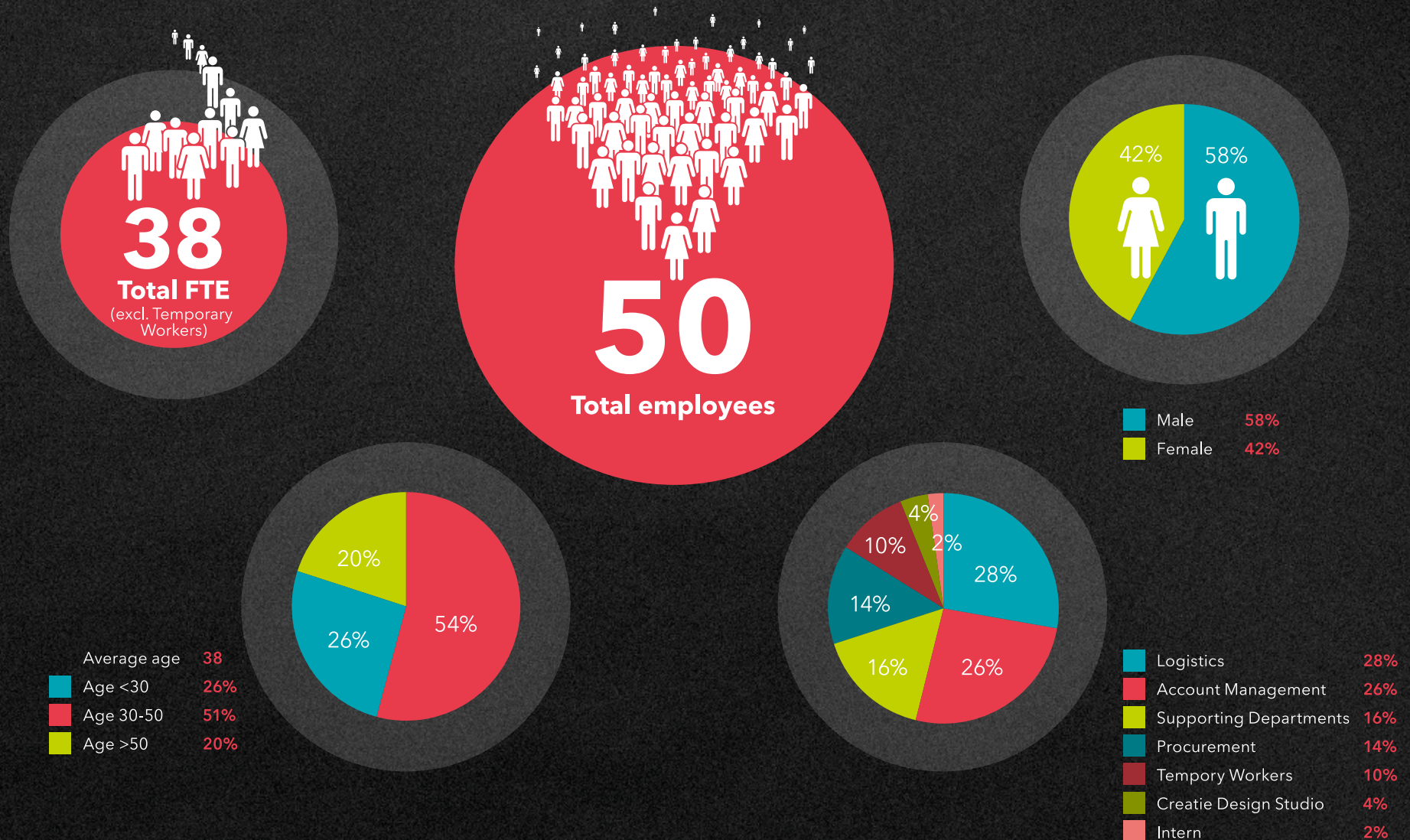
Then, the product groups are examined, and a goal is formulated for each product group, based on the 5R model:

- Refuse: are specific packaging materials made with environmentally damaging materials really necessary?
- Reduce: can the quantities of packaging material be reduced?
- Re-use: could specific packaging materials be used more often than is now the case?
- Resources: could packaging be made of recycled or renewable materials?
- Review: are the packaging materials used in the right way and for the right target group?

Finally, we look at waste recycling for the waste that is still produced. This could refer to mechanical recycling, where the material remains the same, or chemical recycling, where the plastic waste streams are broken down into their components, and new plastic materials can be produced.



The Worldpack team



Social impact

Employee health and safety

Health and safety as core values

The health and safety of employees is part of **TAKE CONTROL**, one of the five core values at Worldpack, and of **BEHAPPY**, one of the pillars of our Believe strategy. We have a moral obligation to ensure that our entire team and the people surrounding our organisation work and live in a safe and healthy environment by all means available to us. So, we take utmost care to ensure all our work locations have appropriate safety procedures and we promote the general health of our employees in different ways.

Worldpack meets 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 the risks, propose improvements and evaluate the policies we have applied in a continuous loop. This means that employees get sufficient information and explanation on how to safely carry out specific activities and work with our machinery and equipment. Periodic 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.

In 2019 there were zero accidents with absenteeism as a throughout Worldpack operations. In 2020 there was one accident with absenteeism as a result. The victim of the incident was unable to work for nine days as a result.

Worldpack aims to keep its workplace free of accidents resulting in absenteeism. In 2021 we are moving our operations to a warehouse with a larger area, with more loading docks and even more distribution activities. Our policy of zero accidents resulting in absenteeism will remain the norm.

Our safety policy is OHSAS 18001 ISO 45001 certified.

Targets	Health and safety of employees
2021 BEHAPPY	No accidents resulting in absenteeism take place.

Worldpack, together with Bunzl, works towards ensuring the health and safety of its own employees, as well as health and safety throughout its supply chain, as part of the Believe strategy pillar **BEFAIR**. We do this by ensuring our suppliers agree with the supplier code and by carrying out social audits on location.

The full Bunzl Supplier Code of Conduct can be found on Bunzl's website.

COVID-19 health risks

Worldwide, lockdowns and other measures have been implemented to slow down the spread of the coronavirus during the current pandemic. Because at Worldpack the health of our workers is paramount, we have taken stringent measures at the office and in the warehouse. Remote working is the norm. However, activities such as packing, cannot be carried out remotely. Therefore, safety measures have been implemented both at the office and in the warehouse.

In 2020, because we bought protection equipment for our clients, we had the opportunity to buy protective equipment for our office and warehouse relatively quickly and easily. This included Plexiglas screens, face masks, hand sanitizer and awareness posters.

In June 2020, we carried out a survey among our employees. We learnt that 85% of them felt safe at Worldpack because of the preventative measures taken. The remaining 15% felt the measures could be applied more strictly, so we did. Regarding remote working, 54% of the respondents said they were able to work more productively from home. 34 % said they were more productive at the office, because of the communication and office facilities available.

Safety in the warehouse

As part of Bunzl's Health and Safety policy, Worldpack ensures that employees receive training on minimising risk when carrying out physical work. For example, new employees undergo an intensive onboarding procedure in which they become acquainted with the security protocols and working instructions for working safely in the warehouse. Among others, they receive training on how to clean the warehouse to reduce the risks of tripping over items, sliding, or suffering injury from falling objects.

Demand for chemical cleaners with a high degree of flammable chlorine substances rose among our clients due to COVID-19. Whilst at first we stored them in our own warehouse, the volumes became so large that the risk of fire hazards would be unsafe. At that point, it was decided to store the flammable products at a dedicated facility elsewhere.

Continuous improvement on employee health

Worldpack is committed to ensuring the health and safety of its employees, above and beyond what is prescribed by law, as well as to the continuous improvement of employee well-being. To do so, Worldpack and Bunzl offer training and courses on CPR and AED use, healthy lifting, healthy work posture, labour rights, remote collaboration, personal development, resilience training and driving lessons for environmentally friendly and safe driving.

Worldpack has also implemented an anti-smoking policy at its location and during visits to business partners. Employees who smoke are encouraged to take the course "Smoke free! you too? ('Rookvrij! Ook jij?') Many Worldpack employees enjoy cycling, playing tennis, playing hockey or exercising in their free time. In 2020, we developed our very own Worldpack Sportswear line especially for them.



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 means that the data protection level at Worldpack is very high.

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.

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 environmental accountability of suppliers

Accountability in social topics

As a trading company, Worldpack uses suppliers, many of them in Europe and Asia. Since the legal framework for labour standards is more strict in Europe and North America, the Bunzl Shanghai Office helps Worldpack to ensure that its suppliers in Asia also meet our quality conditions and social standards.

Risk countries

Based on the Modern Slavery Index and the Corruption Perceptions Index, Bunzl made a list that divided production countries into four different categories: low, medium, high, and very high risk. The countries with a low and medium risk profile are mostly in the Western world or have high living standards. The countries with a higher risk profile are mostly developing economies. And the countries with very high risk profile are characterised by political unrest and poverty.

In 2020, Worldpack's imports moved significantly towards higher levels of cooperation in countries with a low-risk profile. Procurement from very high risk countries fell by 57%, from high risk countries by 38% and from medium risk countries by 28%. Procurement from countries with a low risk profile rose by 59%.

This shift is mostly due to the impact of COVID-19 and the addition of related products to our assortment, including Personal Protection Equipment (PPE). Client demand for specific packaging products imported from medium and high risk countries also fell due to the different lockdowns and shop closures in 2020. Demand for e-commerce products, which are mainly imported from low-risk countries went up.

Total procurement by risk profile

	2019	2020	Δ
Very high risk profile	2%	1%	-57%
High risk profile	27%	18%	-38%
Medium risk profile	42%	32%	-28%
Low risk profile	29%	49%	59%
Total	100%	100%	

Despite the shift, 19% of the total procurement comes from countries with a (very) high risk profile. To ensure that suppliers in these countries conduct business that meets our quality conditions and social standards, the Bunzl Shanghai QA/QC team carries out audits on location. Also, any supplier where we spend more than €100,000 on procurement outside very high and high risk countries must sign the Bunzl Supplier Code of Conduct.

Supplier Audit for countries in Asia with a high risk profile

The Quality and Capability audits look at:

- Quality control systems
- Facilities and maintenance
- Supplier control and communication with clients
- Control of incoming material
- In-process quality control
- Quality control
- End product quality control
- Use of sharp tools
- Hygiene

Social Accountability audits focus on:

- Child labour
- Forced labour
- Ethical management systems
- Freedom of association for workers
- Salaries
- Working hours
- Fire safety
- Product safety
- Environmental impact
- Lunchroom and sleeping quarters.

A supplier can be rated as 'not approved', 'acceptable', 'good' or 'excellent'. We require a minimum rating of 'acceptable' to start or continue working with a supplier. The ratings 'acceptable' and 'good' are different from 'excellent' because there are still important areas that require attention from the supplier. In those cases, suppliers are audited more often. The category 'not approved' indicates three or more important issues or violations were found at the supplier. In such a case, business relations are not set up or are stopped altogether until these issues are addressed. In 2020, we stopped working with one provider for this reason. Suppliers receive an audit report with the areas that need attention and the deadlines for follow up, regardless of their rating.

Thanks to this series of controls and evaluations on quality and social conditions at suppliers, Worldpack and Bunzl Shanghai ensure positive social impact and improvement in the countries in Asia where regulation is less stringent.

10% of Worldpack's suppliers is based in Asian countries with a (very) high risk profile. The Bunzl Shanghai QA/QC team audited 100% of these suppliers periodically in 2020. In 2021 and beyond, our goal is to continue regular audits of our current and any new suppliers from Asian countries with a high risk profile, and to continue improving the audit criteria and processes.



Bunzl Supplier Code of Conduct

Suppliers where we buy more than €100,000 per year, and which do not undergo a Supplier Audit by the Bunzl Shanghai QA/QC team, must sign the Bunzl Supplier Code of Conduct to continue being considered our supplier. By signing the code of conduct, suppliers agree with our established rules regarding:

- Conflicts of interest
- Bribery
- Corruption
- Kickbacks
- Handling in Bunzl shares
- Data protection
- Protection of privacy
- Use of Bunzl material
- Sanctions
- Tax law
- Labour conditions
- Environment
- Regulation related to quality of products and services
- Transparency

Obligation to notify and checks on compliance with the Bunzl Supplier Code of Conduct.

When a supplier does not abide by the Bunzl Supplier Code of Conduct, Bunzl has the right to carry out audits and evaluations. If any violations to the code are confirmed, Bunzl gives the supplier an opportunity to meet the requirements. If this doesn't happen by the agreed deadline, Bunzl can end the partnership.

In 2021, all suppliers where we spend more than €100,000 must have signed and follow the Bunzl Supplier Code of Conduct.

Targets	Social accountability of suppliers
2021 BEFAIR	100% of our Asian suppliers from countries with a very high risk profile are audited initially and periodically.
2021 BEFAIR	100% of our suppliers where our purchases are higher than €100,000 sign and abide by the Bunzl Supplier Code of Conduct.

The full Bunzl Supplier Code of Conduct can be found on the Bunzl website.

Personal visits from Worldpack

Along with the audits performed by the Bunzl Shanghai QA/QC team and the Bunzl Supplier Code of Conduct, Worldpack visits its 25 largest suppliers once a year. This is not an audit visit, but Worldpack employees are experienced and qualified so that, if they observe any anomalies, they can ask the supplier to ensure changes are made.

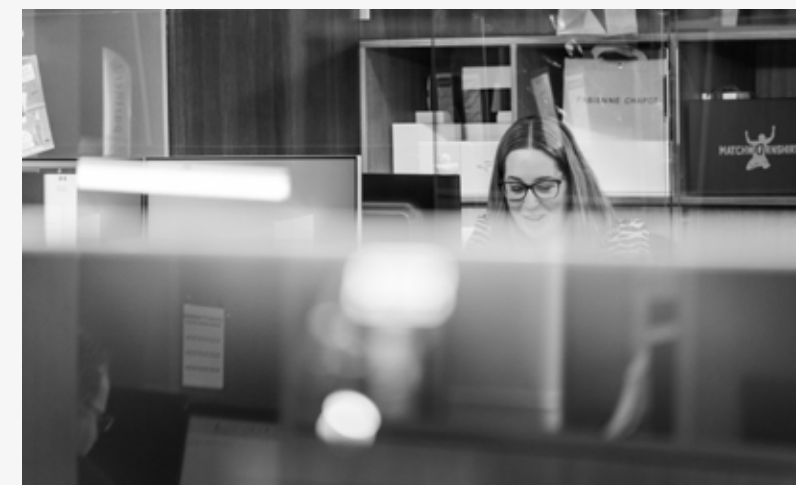
In 2020, there were no visits to suppliers due to COVID-19. Whether any visits will happen in 2021 depends on the developments related to COVID-19.

Environmental accountability of suppliers

The Social Accounting audits carried out by the Bunzl QA/QC Shanghai do not undertake a close examination of the environmental responsibility of suppliers. However, each supplier must have an environmental report and a waste discharge permit. The audit also looks into whether waste water streams, air pollution and noise pollution are monitored, and whether poisonous or dangerous substances are disposed of by an accredited company.

However, because the specific topic of environmental accountability of suppliers was considered the second most important environmental topic during the stakeholder consultation carried out by Worldpack, Bunzl will broaden the environmental criteria and ensure the environmental actions of suppliers meet minimal norms. The goal is to be able to audit the first suppliers on these topics by 2022.

Targets	Environmental accountability of suppliers
2022 BEFAIR	The Bunzl QA/QC Shanghai Team expands its environmental criteria.



Other social topics

Training and education

Worldpack considers the training and education of its employees of paramount importance, not only because it is part of our core value **BE BETTER** and of the Believe pillar **BEHAPPY**, but also because employees have helped make Worldpack the success it is today. Ensuring good relations with our clients remains the focus of our people, rather than computers. So, optimal training and educational opportunities for our employees are crucial.

The 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 maximise 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. Every employee is presented with a personal selection, following our HR motto for 2021: Personalised Attention. The offerings are based on both the five core values of Worldpack and the performance evaluations of each employee. This helps Worldpack in its personal approach whilst strengthening its five core values.

Online and offline courses and training

Our course provider is Bunzl's partner GoodHabit. GoodHabit offers all employees free access to more than 300 trainings, masterclasses and courses that can be followed anytime, anywhere. Employees can adapt each training to their needs, including the learning environment. There are also categories specific to Bunzl subsidiaries, and for specific skills and subjects. GoodHabit can also provide a certificate.

Courses will continue to take place online as long as the measures around COVID-19 remain in place. This negatively impacts one of the most important strengths of the offline courses: the ability of employees from Bunzl and all its subsidiaries to come together and share their knowledge and experience. As soon as the COVID-19 restrictions are lifted, the offline courses will return to their original format. The courses provided by Bunzl relate to current affairs and are applicable to our business operations.

Some examples of courses on offer through GoodHabit are:

- General EHS-training
- Spill Drill
- The sustainability policy Believe
- Sustainable regulation (Single-use plastic SUP)
- Financial tools and techniques
- Employer branding
- Labour law
- Remote collaboration
- Remote sales and remote leadership
- Personal development and resilience training
- Female leadership
- CPR and AED
- Healthy lifting and healthy work
- Safety officer training
- GDPR-training
- Driving lessons for safe and environmentally conscious driving

In 2020, the Sales and Procurement teams received training on the Believe policy. They were shown Sustainable products and how they could be linked to the policy. For data security, all employees follow mandatory training once per quarter on themes like GDPR, identifying suspicious emails and the use of public networks.



Growth possibilities**Succession planning**

At Worldpack, succession planning handles internal candidates filling high-level positions. A yearly fixed-form evaluation helps us identify employees who should follow a personal development program within succession planning. These employees get support in the form of courses, coaching, management training, or are offered a place in the Ambassadors Club as part of the succession program.

Ambassadors Club

The Ambassadors Club is a small group of employees within the subsidiaries that show potential to grow within Bunzl. Bunzl believes in strategic talent management and strategic training: to connect, inspire, blossom, grow and shine. The Ambassadors Club supports these potential candidates by having them work on a business case over a one-year period. Employees can grow their skills in several areas, including self-development, design thinking, critical thinking, winning the trust of others, giving advice and building relationships.



Employees discuss their performance and their development within the role in an annual performance review process. Thanks to these conversations, the succession planning, and the Ambassadors Club, three employees got promoted at Worldpack in 2019. In 2020, two employees climbed the corporate ladder at Bunzl.

**Interns and temporary workers**

Worldpack consistently offers students internships at its Creative Design Studio. Traineeships are also offered for secondary education, post-secondary vocational education (mbo) and higher vocational education (hbo). Young holiday 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

At Worldpack we select our employees based on talents like social skills, adaptability, assertiveness and knowledge. In 2020, the employee male-to-female ratio was 58% to 42%.

Yet, within the management team only one in seven members is a woman. However, we are confident that more women will stream into management positions thanks to the current composition of our employee body, in combination with our equal treatment approach.

Our equal treatment policy continues to apply. The employee body is already diverse and our stakeholder engagement process did not show the topic of diversity to be material to the organisation.

Worldpack proactively offers equal opportunities for the youth in the labour market. Students and young people without relevant work experience can join the organisation for holiday work or to complete internships or traineeships.

Economic impact

Customer relationship management

Because we strive to offer “Service with Guts!” to us, customer relationship management (CRM) means more than just fulfilling the needs of our clients. Our specialised services give insights into indirect costs and expenses, which can be of great added value to our retail customers. And we can deliver because we understand our clients and their needs, based on the consolidated data from our different channels, including the online order system, operational inventory and warehouse management systems, our website, marketing activities, phone, email, live chat and social media.

We have a holistic approach to fulfilling client needs, which means that we offer an optimal combination of digital service provision and the personal attention of our employees. We have a team of highly trained and knowledgeable colleagues in sales, procurement, logistics and finance. They all have the same approach to work, so client queries can be solved quickly and with great results. We are continuously improving our digital services, through investing in our digital offerings and Electronic Data Interchange (EDI) integration.

We make the quality of our customer service measurable and visible through customer research. Features of our service like availability of stock and timely delivery are captured in Key Performance Indicators (KPIs), which are tested internally every day and at the client at the intervals they indicate. Our online tool allows clients to monitor these KPIs themselves any time. This gives them access to all important data related to delivery and service provision that Worldpack offers, and is a valuable management tool that gives our clients insight into the indirect costs and expenses of their de-centralised operations.

Consumers are demanding more from retailers. They want to be able to buy any time and everywhere. So, for Worldpack it will become even more important to give our clients more insights, flexibility and innovative solutions.

In short, **“Service with Guts!”**



Innovation

Product innovation

Product and assortment innovation

Innovation is paramount to Worldpack and is a part of our core values, specifically **Be Better** and **Be 1 Step Ahead**. We believe that innovation in a constantly changing world is the key to continue serving our clients “with Guts”. We innovate through developing, introducing, and redeveloping materials and products.

Redevelopment

In the redeveloping stage we apply new and recycled materials to existing products. For example, we have managed to make the PP tote bags of our clients thinner. We have also applied compressed packaging, which means where we used to package 50 pieces for delivery, we can now repackage 100.

Our clients benefit from cost savings as well as sustainable solutions. By making the products thinner, less material is used, and most of it is recycled. With compressed packaging we can transport more pieces in one shipment, which reduces the number of shipments and the energy use.

New products and materials

A good example of our new products and materials is our ‘grass hangers’. These are clothes hangers made of biomaterial (grass) combined with recycled or naturally biodegradable plastic. These hangers are produced and transported in a CO₂-neutral way, as they are easy to produce close to where they are distributed. The material is certified in accordance with norm EN 71-3. And the hangers look good which makes them useful for marketing purposes, giving an added benefit to our clients.

New product range

In 2020, because of COVID-19 we incorporated Personal Protection Equipment (PPE) to our product range. Retailers needed to have products that made shopping safer for their clients and their staff rather suddenly. So Worldpack assembled a new product range for this purpose in record time, including items such as sanitizing gel, face masks, screens, gloves, posters, and stickers.

We will continue to strengthen our process of product and assortment innovation, by adding a Category Specialist to the team in mid-2021.

Service innovations

Retailer sales channels

COVID-19 changed the way consumers shop, most likely for good, and retailers must adapt to these changes in a smart way.

Retailers are not only looking only for product innovation or better cost prices. They also want items that can support the development of new sales channels, improve customer experience, or best reflect their brand values. Omnichannel

The growth of omnichannel retail is an example of new sales channels. Omnichannel retail means that physical and digital displays work together to create a uniform brand experience for consumers. When omnichannel retail is applied correctly, consumers are able to move seamlessly between channels and build a relation with the brand that improves the entire shopping experience and encourages brand loyalty.

Ship-from-store

Ship-from-store is an effective application of omnichannel retail. This means that physical shops are turned into a mini-distribution centre, which allows them to process more orders and send at larger scale, with the help of local and more sustainable delivery methods. With our innovation power, Worldpack supports retailers with the development and implementation of ship-from-store formulas.

Insights and RFID

To optimise omnichannel sales and maximise sales opportunities, retailers need better insights, particularly when it comes to inventory management. This makes Radio frequency Identification (RFID) solutions essential to business. Articles fitted with RFID can be traced through the entire supply chain, which makes it easier to see the available inventory for online and for physical shops. For consumers this improves the customer experience as they can directly see whether a specific article is available. Worldpack is innovating on supply chain integration, inventory management systems, and EDI technologies. This makes us an ideal partner for retailers that want to expand their omnichannel strategy.

Customer loyalty and customer experience

Retailers are working to improve the customer experience for consumers all the time. They offer digital and physical experiences around the brand, try to improve perception of the product, and the product and service experience, alongside their regular communication means. This includes the experience in different channels, communities, platforms and points of contact. This is how a retailer can create an emotional and rational connection to its brand. Worldpack supports its retailers by continuously trying to strengthen and improve the relation between our clients and their customers.

Contactless

Another innovation happening at retailers is the appearance of contactless payment, or payment without a physical cash register. This saves retailers time, and it generates more data on the shopping behaviour of consumers, which they can use to increase their revenue.

Mobile order solutions, order-ahead solutions, scan & go, and roadside pickup and delivery are the most popular shopping options for contactless payment, without a cash register. The need for innovation on products and services is in Worldpack's DNA, and we are looking forward to the challenges and opportunities that the future will bring.

Sustainable innovation.

Sustainable packaging has become a priority for both brands and consumers. The term 'environmentally friendly packaging' has gone beyond a trend. Worldpack supports its clients to develop and implement a plastic reduction policy through its 5R model.

Learn more about Worldpack's sustainable product range, the 5R model, and the sustainable service provision of Worldpack on page 28.

Digitalisation

In 2020, consumers became used to doing most of their shopping online. And in 2021, even after the lockdowns end, online and digital environments will continue to play a large role in shopping behaviour, although physical shops will remain relevant. Consumers have experienced the ease of online shopping, but have missed the opportunities to interact with brands and friends in physical spaces.

The pandemic has shown the importance of both physical and digital sales channels and has made it clear that retailers must find innovative ways of working. They must move towards an omnichannel strategy, where they combine the physical and the digital to create a uniform brand experience for consumers.

During the pandemic, we noticed that our clients were looking for more ways to offer innovative products and services, through further digitalisation of their business operations. Investing in digitalisation increases transaction ease as well as the collection of data insights, a driving force for customer-related improvements. Systems that can adapt to future needs are important as retail will change as a result of COVID-19.

Retailers and e-tailers need these data insights and operational synergies to apply omnichannel and digitalisation strategies effectively. That's why Worldpack is also digitising its business operations and service provision.

Worldpack online ordering system

In 2020, Worldpack heavily invested to develop an online ordering system, where retailers can order a range of branded

or non-branded consumables. The platform can be customized according to the responsibilities or department of the user, or any other parameters given by the client. Worldpack's e-commerce operations are expected to develop further and grow in 2021, with a view to offer more functionality to a larger audience.

Worldpack's online data insight tool

Rough data had historically been enough to make business choices. But as data grow in complexity, demand for analytics grows as well. Because of this, Worldpack has invested in a state-of-the-art tool to give clients insight into their data. Clients can run analyses on their consumables with 24/7 data at their fingertips, which will help them best understand trends and expectations and make better informed decisions. Our account managers are there to provide support.

Solutions for EDI integration

Retailers have increased their efficiency when it comes to decision-making and data-sharing. This has fast-tracked the trend towards operational integration with suppliers. Worldpack offers its clients a myriad of solutions for electronic data interchange (EDI), through systems like SAP, Ariba and Coupa. We expect this trend to grow, specifically in the direction of automated restocking.

Not bound by location

Mobile technology developments allow consumers to make purchases at any time, and have the products delivered at a location of their choice. This will most likely become the norm, and retailers that have optimised their supply chain to this effect will profit from these developments. Worldpack is investing in digital and physical systems to provide sustainable solutions that support its clients and their future needs.



Brand reputation

The importance of brand reputation

Brand reputation is becoming more and more important for businesses. Many consumers are now making purchasing decisions based on company values and cultural matches. They expect socially and environmentally responsible behaviour from companies, and a position on sustainability, ethical behaviour and business culture. This is a starting point and framework to strengthen business-client relations and stimulate strategic business partnerships with common goals. Retailers must create a strong identity that can be clearly communicated and showcased internally and through the entire supply chain.

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 07.

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 14.

Charity and donations

We encourage our colleagues to be actively engaged with local charity organisations for topics relevant to us. Together with Bunzl and the subsidiaries we support international charities that share our values.

Read more about charity and donations by Worldpack on page 10.

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 36.



Operational excellence

In 2020 we once again showed how we are testing the limits to provide Service with Guts! with our team of enthusiastic and professional employees. COVID-19 threw several challenges our way. For example, in March we had to cancel all scheduled imports of our regular product range, retrofit our warehouse to make it COVID-19 safe, and we had to start offering our clients products to meet their needs related to COVID-19 safety in a relatively quick fashion. And, thanks to our enthusiastic and professional team, we rose to the challenge!

Along with our efforts to optimise our product range, we are working to improve collaboration with the transport companies that deliver our products, to the benefit of our internal capacity and logistical efficiency.

Logistics cooperation with transport companies

When setting up collaboration with transport companies, we are looking for a good match that meets the requirements of all departments. This allows us to continue serving our clients in a flexible, reliable sustainable and creative way. We mainly work with two large international transport companies, which allows us to optimise delivery times and transport costs.

Efficient warehouse logistics

Before we entrust the transport services with our deliveries, we ensure they are set up in a cost- saving and sustainable way. For example, when a client places a few orders in a short span, we combine the deliveries rather than sending them piecemeal.

And we are automating our internal warehouse efficiency. The main rule is that our warehouse workers must perform as few different actions as possible. Most automatization in 2021 will happen in the areas of order picking and label printing.

From 2021 onwards, the United Kingdom is no longer part of the European customs union. The country accounts for 7% of our exports, and this development means more tasks when packaging shipments to that destination. We are trying to automate these manual tasks, together with our transport partners.

Improving capacity

In 2021 we will move to a new location that includes a warehouse. This will double our storage capacity. In 2020, we made use of external storage as we were over capacity. A larger warehouse means that we now have all our products under one roof, which gives us more control on our order fulfilment, and we are better able to guarantee quality. The new warehouse will be set up in a way that allows us to improve our internal efficiency and employee productivity.

Financial performance

In 2020, a year when our flexibility and ability to adjust were put to the test, Worldpack had a strong performance. In the first half of the year, we faced the impact of COVID 19, which meant the number of shoppers plummeted. After a shortlived rise in numbers in the summer, the fashion, shoe and sports retail closed completely in October 2020.

Thanks to our successful service formula, our procurement policies and our constant dialogue with clients, we were able to offer an ad-hoc assortment of COVID-19 related products. With the right products at the right price, 2020 became a very successful year, in line with our performance in 2019.

We are very optimistic about the near future and expect 2021 to be a successful year as well. We are always in dialogue with potential clients. And we are always on the lookout for new sales channels and market sectors. And when it comes to digitalization, we are in continuous development, so we can continue to offer our clients more Service with Guts!

Information on the 2020 financial performance of Worldpack can be found in the Bunzl plc Annual Report 2020.

General economic topics

Local procurement

Local procurement was at the bottom of the stakeholder engagement list, rated the least important topic. Therefore, local (European) procurement is not a selection criterion for Worldpack. When choosing a supplier, the main elements that we look at are price, selection, client needs and preferences for delivery and the total cost price. All of these elements are taken into consideration when deciding whether or not to buy from European suppliers.

Read more about where Worldpack imports from on page 16.



ANNEXES AND BACKGROUND

About this sustainability report

In short

Period covered

The reporting period covers calendar year 2020, from 01-01-2020 and until 31-12-2020. For some topics, quantitative data for 2019 was taken as baseline to showcase the impact of COVID-19 in 2020.

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/financial-reports.aspx>

Reporting cycle

Worldpack publishes its sustainability report yearly.

GRI claim

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

Address and contact information

Worldpack Trading B.V.

Esp 125
5633 AA Eindhoven
The Netherlands
T: +31(0) 88 494 20 80
F: +31(0) 88 494 20 99
E: info@worldpack.eu

Bunzl plc

York House
45 Seymour Street
London
W1H 7JT



Managing Director
Worldpack

Jos Bergen
Managing Director

Esp 125
5633 AA Eindhoven
The Netherlands
T: +31 6 11 34 30 00
E: jos.bergen@worldpack.eu



Sustainability Manager
Bunzl Nederland

Joost Lip
Sustainability Manager

Sleepbood 13
3991 CN Houten
The Netherlands
T: +31 6 20 09 17 75
E: joost.lip@bunzl.nl



Reportcontent
Kroll Sustainability Reporting

Bob Kroll
Sustainability Reporter

Sarphatipark 2 1
1072 PA Amsterdam
The Netherlands
T: +31 6 83 52 34 04
E: b.kroll@krollsr.nl



Internal Project Manager
Worldpack

Celine Ouderland
Marketing Specialist

Esp 125
5633 AA Eindhoven
The Netherlands
T: +31 6 21 64 36 52
E: celine.ouderland@worldpack.eu



Design
Worldpack

Ron van Kemenade
Creative Designer

Esp 125
5633 AA Eindhoven
The Netherlands
T: +31 8 494 20 61
E: ron.vankemenade@worldpack.eu



a member of the Bunzl group of companies Bunzl

Dutch text
Annelies Roon - De Schrijverij

English translation
Alba León

Bunzl Netherlands and organisations

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
- 8 MAJESTIC SAFETY PRODUCTS & SERVICES
- 9 Quality Services
- 10 WORLDPACK IN-STORE PRODUCTS



Allshoes Benelux

Allshoes, Where Protection meets Style.

The Amsterdam-based 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 and is considered to have even more growth potential.

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. The current success and potential for growth of Allshoes can mostly be attributed to its data-driven marketing and sales strategy. This allows the company to offer revolutionary safety shoes to both companies and consumers. Other strengths of Allshoes are its professional, ambitious, and tight-knit team, and its drive towards sustainability: Allshoes is co-founder of the Circular Footwear Alliance (CFA).

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. With its tailored services, Bunzl Foodservice works for organisations ranging from large and complex companies, to small B&Bs.

As a subsidiary of Bunzl plc, Bunzl Foodservice has access to a large international network and extensive supply possibilities,

so it can offer production and procurement that are tailored, sustainable, innovative, and large-scale.

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 solutions. It offers out-of-the-box creative. And it considers the clients' aesthetics, a long shelf-life and better protection for the product. 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 CO₂.

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, eutectic Gastronorm cooling plates, 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. Coolpack guarantees very short delivery times and looks specifically at its clients wishes. The cooling elements produced by Coolpack are used by a large and growing number of clients.

King

King makes the difference

Located in Tiel, the Netherlands, 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 takes it a step further for its clients, through innovative and integrated tailored solutions that increase efficiency and cut unnecessary costs along the chain. King's main strength lies in its 180 dedicated professionals. King has an extensive CSR program, and with its fully certified 14,000 m² 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. With its team of 11 young and enthusiastic employees, Janssen is quick and effective, showing reliability, flexibility, and quick delivery times. Most importantly: they have fun doing it. Janssen Packaging has a broad range of shipping packaging, that can be used by the fashion sector, as well as e-commerce and fulfilment organisations. And Janssen packaging delivers boxes, shipping envelopes and other packaging material directly from stock. For fulfilment organisations, Janssen Packaging provides endless cardboard, cold-seal packaging and packaging fillers.

Majestic Safety Products & Services

Majestic Safety Products & Services, with main offices in Spijkenisse, the Netherlands, increases and ensures the quality of personal protection equipment. In this way, the company contributes to optimal working conditions in Europe. It listens to the needs of the clients and meets them. 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. As a specialist, Majestic works very closely with its clients, employees, and suppliers, with team spirit at the forefront. Team Majestic takes initiative and is proud and transparent.

De Ridder

Something Cool

De Ridder Packaging from Assendelft, the Netherlands, is the specialist when it comes to packaging for cold transport. The Ridder has a standard range, but also listens to the needs of their clients and the challenges they face, and provides advice on bespoke solutions, adapting the materials to best fit their use. 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

A grip on hygiene

Quality Services, with main offices in Wijchen, the Netherlands, offers sustainable tailored solutions for sanitary facilities, kitchens, and floors. The company focuses on more than just delivering products. It wants to develop a long-term partnership with clients, with regular contact, maintenance, and continuous service. 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. Above all, Quality Services means flexibility, close contact, transparency, personal attention and service, and quality.

Worldpack Trading B.V.

Service with Guts from Eindhoven!



CRI-contentindex

Disclosure 102: General Disclosures

Disclosure	Description	Reference in this document	Page
102-1	Name of the organization	About this sustainability report	44
102-2	Activities, brands, products, and services	Activities and services	14
102-3	Location of headquarters	Address and contact information	44
102-4	Location of operations	Supply chain	16
102-5	Ownership and legal form	Address and contact information	44
102-6	Markets served	Activities and services	14
102-7	Scale of the organization	Employee health and safety	31
102-8	Information on employees and other workers	Employee health and safety	31
102-9	Supply chain	Supply chain	16
102-10	Significant changes to the organization and its supply chain	Supply chain	16
102-11	Precautionary Principle or approach	Social and environmental accountability of suppliers	33
102-12	External initiatives	Believe	08
102-13	Membership of associations	Omissions	55
102-14	Statement from senior decision-maker	Foreword	03
102-15	Key impacts, risks, and opportunities	The world around Worldpack	18
102-16	Values, principles, standards, and norms of behavior	Worldpack	06
102-18	Governance structure	Bunzl Nederland and organisations	46

Disclosure 102: Reporting practices

Disclosure	Description	Reference in this document	Page
102-40	List of stakeholder groups	Not applicable	
102-41	Collective bargaining agreements	Omissions	55
102-42	Identifying and selecting stakeholders	Stakeholder concerns	22
102-43	Approach to stakeholder engagement	Stakeholder concerns	22
102-44	Key topics and concerns raised	Stakeholder concerns	22
102-45	Entities included in the consolidated financial statements	Bunzl Annual Report 2020 (https://www.bunzl.com/~media/Files/B/Bunzl-PLC/reports-and-presentations/ar-2020.pdf)	
102-46	Defining report content and topic Boundaries	Stakeholder concerns	22
102-47	List of material topics	Stakeholder concerns	22
102-48	Restatements of information	Omissions	55
102-49	Changes in reporting	Omissions	55
102-50	Reporting period	About this sustainability report	44
102-51	Date of most recent report	Omissions	55
102-52	Reporting cycle	About this sustainability report	44
102-53	Contact point for questions regarding the report	Address and contact information	44
102-54	Claims of reporting in accordance with the GRI Standards	About this sustainability report	44
102-55	GRI content index	GRI-contentindex	44
102-56	External assurance	Omissions	55

Disclosure 103: Management approach

Disclosure	Description	Reference in this document	Page
103-1	Explanation of the material topic and its Boundary	Worldpacks impact	22
103-2	The management approach and its components	Worldpacks impact	22
103-3	Evaluation of the management approach	Worldpacks impact	22

Disclosure 302: Energy

Disclosure	Description	Reference in this document	Page
302-1	Energy consumption within the organization	Energy use	24
302-2	Energy consumption outside of the organization	Energy use	24
302-3	Energy intensity	Energy use	24
302-4	Reduction of energy consumption	Energy use	24
302-5	Reductions in energy requirements of products and services	Energy use	24

Disclosure 305: Emissions

Disclosure	Description	Reference in this document	Page
305-1	Direct (Scope 1) GHG emissions	CO ₂ uitstoot	25
305-2	Energy indirect (Scope 2) GHG emissions	CO ₂ uitstoot	25
305-3	Other indirect (Scope 3) GHG emissions	CO ₂ uitstoot	25
305-4	GHG emissions intensity	CO ₂ uitstoot	25
305-5	Reduction of GHG emissions	CO ₂ uitstoot	25
305-6	Emissions of ozone-depleting substances (ODS)	Omissions	55
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Omissions	55

Disclosure 306: Waste

Disclosure	Description	Reference in this document	Page
306-1	Waste generation and significant waste-related impacts	Packaging material and waste	27
306-2	Management of significant waste-related impacts	Packaging material and waste	27
306-3	Waste generated	Packaging material and waste	27
306-4	Waste diverted from disposal	Packaging material and waste	27
306-5	Waste directed to disposal	Omissions	55

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	31
403-2	Hazard identification, risk assessment, and incident investigation	Employee health and safety	31
403-3	Occupational health services	Employee health and safety	31
403-4	Worker participation, consultation, and communication on occupational health and safety	Employee health and safety	31
403-5	Worker training on occupational health and safety	Employee health and safety	31
403-6	Promotion of worker health	Employee health and safety	31
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships"	Employee health and safety	31
403-8	Workers covered by an occupational health and safety management system"	Employee health and safety	31
403-9	Work-related injuries	Employee health and safety	31

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	33
414-2	Negative social impacts in the supply chain and actions taken	Social and environmental accountability of suppliers	33

Disclosure 418: Customer privacy

Disclosure	Description	Reference in this document	Page
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data security	33

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
102-48	Restatements of information	Information unavailable	This is the first edition of a sustainability report. Therefore, there are no restatements of information.
102-49	Changes in reporting	Information unavailable	This is the first edition of a sustainability report. Therefore, there are no changes in reporting related to previous reports.
102-51	Date of most recent report	Information unavailable	This is the first edition of a sustainability report. Therefore, there is no previous date for a most recent report.
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.

