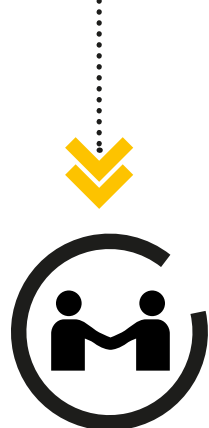


LC Packaging
Social
Report 2022





Introduction

Before you lies the **LC Packaging Social Report 2022**, which includes data from 2022 (1 January 2022 – 31 December 2022) related to the social impact of LC Packaging International B.V.* (LC Packaging). This report is part of LC Packaging's [Sustainability Update 2023](#) and reports on social and social well-being indicators. The information provided in this report serves as a supplement to the chapter 'Social' and is a combination of our previously published 'People Report', 'Business Ethics Report', and 'Supply Chain Report'.

With this report, LC Packaging aims to measure and understand the company's social impact in its value chain, identify areas of improvement and increase the social value of our operations and with that, our packaging and services.

The Social Report 2022 presents data aligned with multiple reporting requirements and is produced in accordance with the GRI Standards: Core Option. In accordance with the GRI Standards, this report shows data from 2019, 2020, 2021 and 2022.

This document is publicly available and provides LC Packaging's management, shareholders and stakeholders with detailed information related to **'Own workforce'**, **'Workers in the value chain'** and **'Consumers and end-users'**.

Noteworthy developments compared to last year's report:

- In September 2022, LC Packaging acquired all shares in [Karl Weiterer Sack- und Planenfabrik GmbH](#) (Weiterer). This report already includes 'Own Workforce' data related to Weiterer.
- In Q1 2022, LC Packaging launched its new [2030 Ambition](#) sustainability strategy, and set itself the goal to have **100% of its key production partners earn at least a living wage by 2030**. Hence the topic 'Living Wage' has been added to this report.

In the years leading up to reporting year 2025, this report will be supplemented according to EU CSRD Reporting Standards.



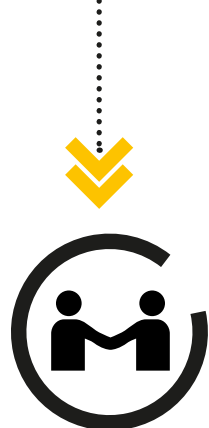
Lotte Mastwijk
Head of Sustainability
LC Packaging International B.V.
lmastwijk@lcpackaging.com

* LC Packaging International B.V. includes all subsidiaries of which we have more than 50% ownership: LC Packaging affiliates, Hagens Verpakkingen B.V., Weiterer GmbH, WorldBag B.V. and production facilities Dutch-Bangla Pack Ltd. (DBPL) and LC Shankar (PTY) LTD. When referred to 'LC Group', the production facilities are excluded from the calculation.



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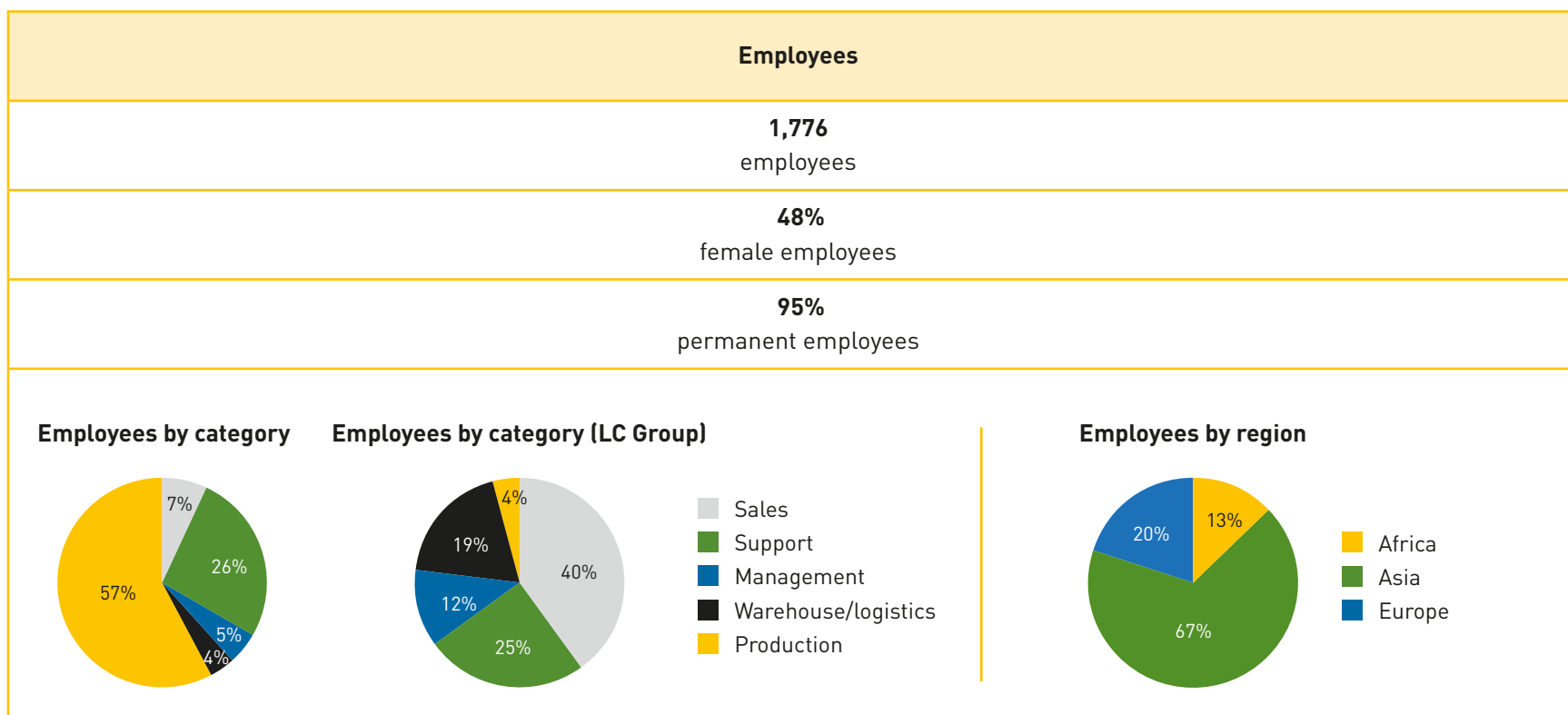


Summary

LC Packaging International B.V. includes all subsidiaries of which we have more than 50% ownership: LC Packaging affiliates, Hagens Verpakkingen B.V., Weiterer GmbH, WorldBag B.V. and production facilities Dutch-Bangla Pack Ltd. (DBPL) and LC Shankar (PTY) LTD. When referred to as 'LC Group', the production facilities are excluded from the calculation.

Own workforce

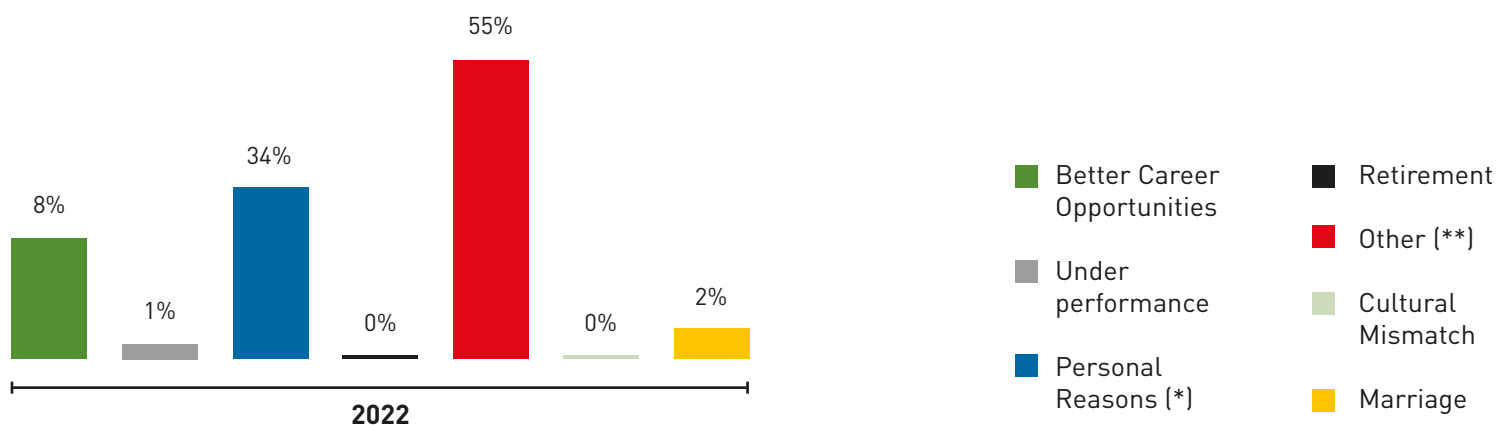
General Information





Average age	Women in management																
42 average age LC Group	18% women in management																
28 average age DBPL	32% women in management LC Group																
36 average age LCSH																	
<div> <p>Employees per age group</p> <table border="1"> <caption>Employees per age group</caption> <thead> <tr> <th>Age Group</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td><30</td> <td>41%</td> </tr> <tr> <td>30-50</td> <td>52%</td> </tr> <tr> <td>>50</td> <td>7%</td> </tr> </tbody> </table> </div> <div> <p>% Female per age group</p> <table border="1"> <caption>% Female per age group</caption> <thead> <tr> <th>Age Group</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td><30</td> <td>50%</td> </tr> <tr> <td>30-50</td> <td>51%</td> </tr> <tr> <td>>50</td> <td>36%</td> </tr> </tbody> </table> </div>		Age Group	Percentage	<30	41%	30-50	52%	>50	7%	Age Group	Percentage	<30	50%	30-50	51%	>50	36%
Age Group	Percentage																
<30	41%																
30-50	52%																
>50	7%																
Age Group	Percentage																
<30	50%																
30-50	51%																
>50	36%																

Employee hires and turnover	Employees promoted	Maternity and paternity leave
1,181 employee hires	17% employees promoted	100% affiliates that offer maternity leave
46% female hires	48% female employees promoted	86% affiliates that offer paternity leave
1,350 employee turnover		88% retention rate maternity leave
45% female turnover		100% retention rate paternity leave

Reason for employee turnover (LC Packaging) %



Working Conditions and Human Rights

 <p>100% employees with contract</p>	 <p>100% employees with paid annual leave</p>	 <p>100% employees earn at least a living wage</p>	 <p>1,413 high-quality fulltime jobs in developing countries</p>	 <p>100% operations covered by human rights risk assessment</p>
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Health and Safety

Health and safety training	Hours of sick leave	Health and safety incidents	Health & safety metrics
3.0 average hours of health and safety training per employee	53,449 hours of sick leave	12 health and safety incidents	1.53 lost time rate(*)
	40% hours of sick leave female employees	25% women involved in health and safety incidents	0.01 lost time injury rate(**)
	350 hours of sick leave due to injury		0.00 lost time severity rate(**)
	15% hours of sick leave due to injury female employees		

* (total sick hours/total hours worked)*100

** (total hours of sick leave due to injury events/total hours worked)*100

*** (total number of days lost due to injuries /total hours worked)*100

Training and Development



100%
employees that received
training on Code of Ethics
(LC Group)



100%
employees receiving regular
performance and career
development reviews



100%
employees that
have access
to training



100%
employees that
receive skills development
related training



83%+
completion rate
of sustainability
awareness courses

Ethical Incidents



0
reported incidents
of discriminatory
and intimidating
behaviour



0
confirmed incidents
of child labour
or forced labour



0
confirmed
incidents
of corruption



0
legal actions for
anti-competitive behaviour,
anti-trust and monopoly
practices



0
incidents of non-compliance with
regulations and/or voluntary codes
concerning product and service information
and labelling



0
incidents of non-compliance
with regulations and/or
voluntary codes



0
filed
claims for
greenwashing

Workers in the value chain





Production partners







As part of its 2030 Ambition, LC Packaging has set itself the goal to have **100% of its production partners' employees to earn a least a living wage by 2030.**

[Read more in chapter 2: Workers in the value chain.](#)



Supplier selection and assessment			
 <p>100% of new suppliers screened using environmental criteria</p>	 <p>100% of new suppliers screened using social criteria</p>	 <p>100% of supplier operations covered by human rights risk assessment performed by LC Packaging</p>	 <p>100% of key suppliers who signed the global supplier code of conduct</p>

Social and environmental impact			
 <p>0 suppliers identified as having a significant actual negative environmental impact</p>	 <p>0 suppliers identified as having a significant actual negative social impact</p>	 <p>0% of total supplier database identified as having a significant negative social impact</p>	 <p>0% suppliers with whom relationships were terminated based on negative social impact</p>

Risk assessment

Risk assessment for locations with LC representation





Identified risk	% Social political	% Geo location risk	% Child labour Risk	% Global rights risk
Low risk	77	31	84	23
Medium risk	15	46	8	54
High Risk	8	23	8	23

Risk assessment for location of supplier operations





Identified risk	% Social political	% Geo location risk	% Child labour Risk	% Global rights risk
Low risk	77	31	35	13
Medium risk	15	46	0	39
High Risk	8	23	65	48

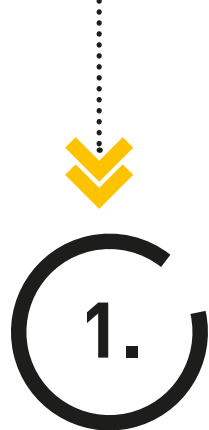
Consumers and end-users

Product quality

 <p>100% product and service categories for which health and safety impacts are assessed for improvement</p>	 <p>100% distributed products that contain health & safety information</p>	 <p>338 total number of customer complaints</p>	 <p>0 incidents of non-compliance concerning health and safety impacts of products and services</p>
--	--	---	---

Information security

 <p>0 substantiated complaints received concerning breaches of customer privacy</p>	 <p>44 spam emails received</p>	 <p>64.5% employees that had internal spam and phishing training</p>	 <p>43.3% employees that has received internal 'meet the hacker' training</p>
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Own Workforce



To understand LC Packaging's impact on our workforce, and identify risks and opportunities, this chapter will cover topics such as: gender equality, working conditions and human rights, health and safety, talent and development, and the ethical procedures we have in place and ethical incidents reported.

General information

GRI 102-8 Information on employees and other workers

GRI 401-1 New employee hires and employee turnover

GRI 405-1 Diversity of Governance bodies and employees

➤ Total # of employees

# of employees				% female			
2019	2020	2021	2022	2019	2020	2021	2022
1,680	1,723	1,769	1,776	47	47	49	48

➤ Permanent employees

% of employees			
2019	2020	2021	2022
98	96	99	95

➤ Employees by region

	# of employees				% of total			
Region	2019	2020	2021	2022	2019	2020	2021	2022
Africa	180	182	199	231	11	11	11	13
Asia	1,156	1,262	1,285	1,182	69	73	73	67
Europe	344	279	285	363	20	16	16	20

➤ Average age of employees

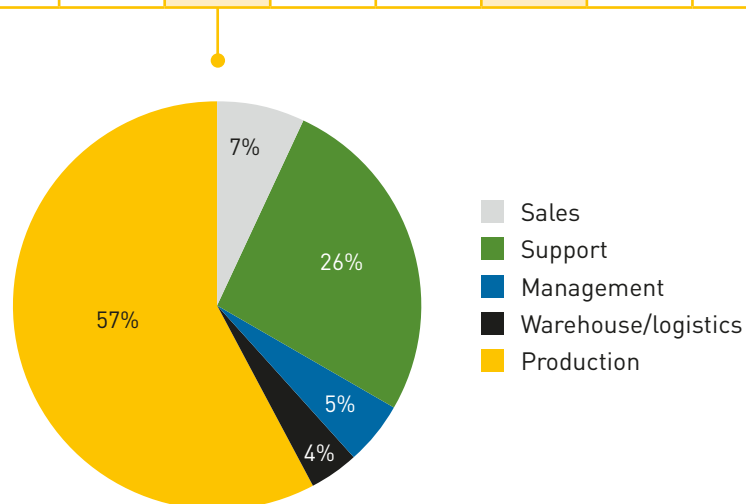
	Average age				Female				Male			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
LC Group	40	41	42	42	37	39	39	40	43	42	44	44
DBPL				28				28				28
LCSH				36				40				34

➤ Employees per age group

	% of total employees				% female			
Age group	2019	2020	2021	2022	2019	2020	2021	2022
<30	60	62	59	52	49	62	51	50
30-50	35	33	36	41	47	34	54	51
>50	5	5	5	7	30	4	37	36

Employees by category

Category	% of total employees			% female			% <30			% 30-50			% >50		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Sales(*)	8	7	7	50	49	48	2	14	17	15	62	58	36	24	25
Support(**)	19	7	26	42	60	44	21	41	61	15	45	33	20	13	6
Management(***)	3	4	5	18	19	18	0	12	6	5	63	66	12	25	29
Warehouse/logistics	4	3	4	15	11	5	2	13	17	6	61	55	27	26	28
Production	66	79	57	51	51	58	75	70	59	59	30	39	6	1	2



In 2022, we decided to also categorise the office staff at our production facilities as 'Support', which explains the increase in the support category and decrease in the 'Production' category.

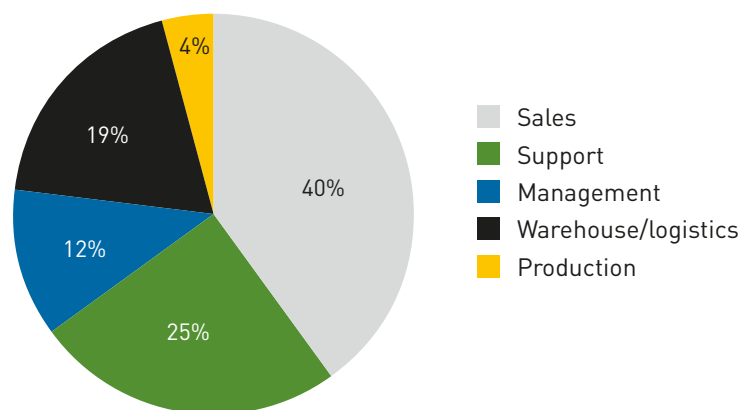
* Sales: All sales-related positions, such as Sales Managers, Account Managers, Business Development, and Sales Support.

** Support: All staff positions, such as Finance, HR, Supply Chain, MarCom, Sustainability, IT, and Quality.

*** Management: Top and middle management positions, such as Board of Directors, Regional Managers, and Country Managers.

Employees by category (LC Group)

Category	% of total employees				% female				% <30				% 30-50				% >50			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Sales(*)	62	46	43	40	52	50	49	48	20	35	14	17	63	54	62	58	18	39	24	25
Support(**)	16	23	24	25	58	65	65	70	30	37	35	23	47	18	42	51	23	22	23	26
Management(***)	5	7	11	12	26	26	27	32	15	0	0	0	70	8	59	54	15	11	41	46
Warehouse/ logistics	15	24	18	19	3.5	15	10	5	19	28	13	15	53	21	60	52	28	28	15	34
Production	2	0	4	4	14	0	33	50	0	0	0	8	71	0	8	50	29	0	58	42



* Sales: All sales-related positions, such as Sales Managers, Account Managers, Business Development, and Sales Support.

** Support: All staff positions, such as Finance, HR, Supply Chain, MarCom, Sustainability, IT, and Quality.

*** Management: Top and middle management positions, such as Board of Directors, Regional Managers, and Country Managers.

➤ Women in management***

LC Packaging (%)				LC Group (%)			
2019	2020	2021	2022	2019	2020	2021	2022
18	18	19	18	26	26	27	32

➤ Employee hires

	# of employee hires				% female hires			
Continent	2019	2020	2021	2022	2019	2020	2021	2022
Africa	10	40	186	31	60	25	44	48
Asia(*)	1,180	727	728	1,106	40	56	48	46
Europe	50	32	55	44	46	44	36	50
Total	1,240	799	969	1,181	40	54	47	46

➤ Employee turnover

	# of employee turnover				% female turnover			
Continent	2019	2020	2021	2022	2019	2020	2021	2022
Africa	33	21	18	33		38	22	33
Asia	1,016	669	669	1,289		45	49	46
Europe	41	25	46	28		32	33	39
Total	1.090	715	733	1,350		44	47	45

* Sales: All sales-related positions, such as Sales Managers, Account Managers, Business Development, and Sales Support.

** Support: All staff positions, such as Finance, HR, Supply Chain, MarCom, Sustainability, IT, and Quality.

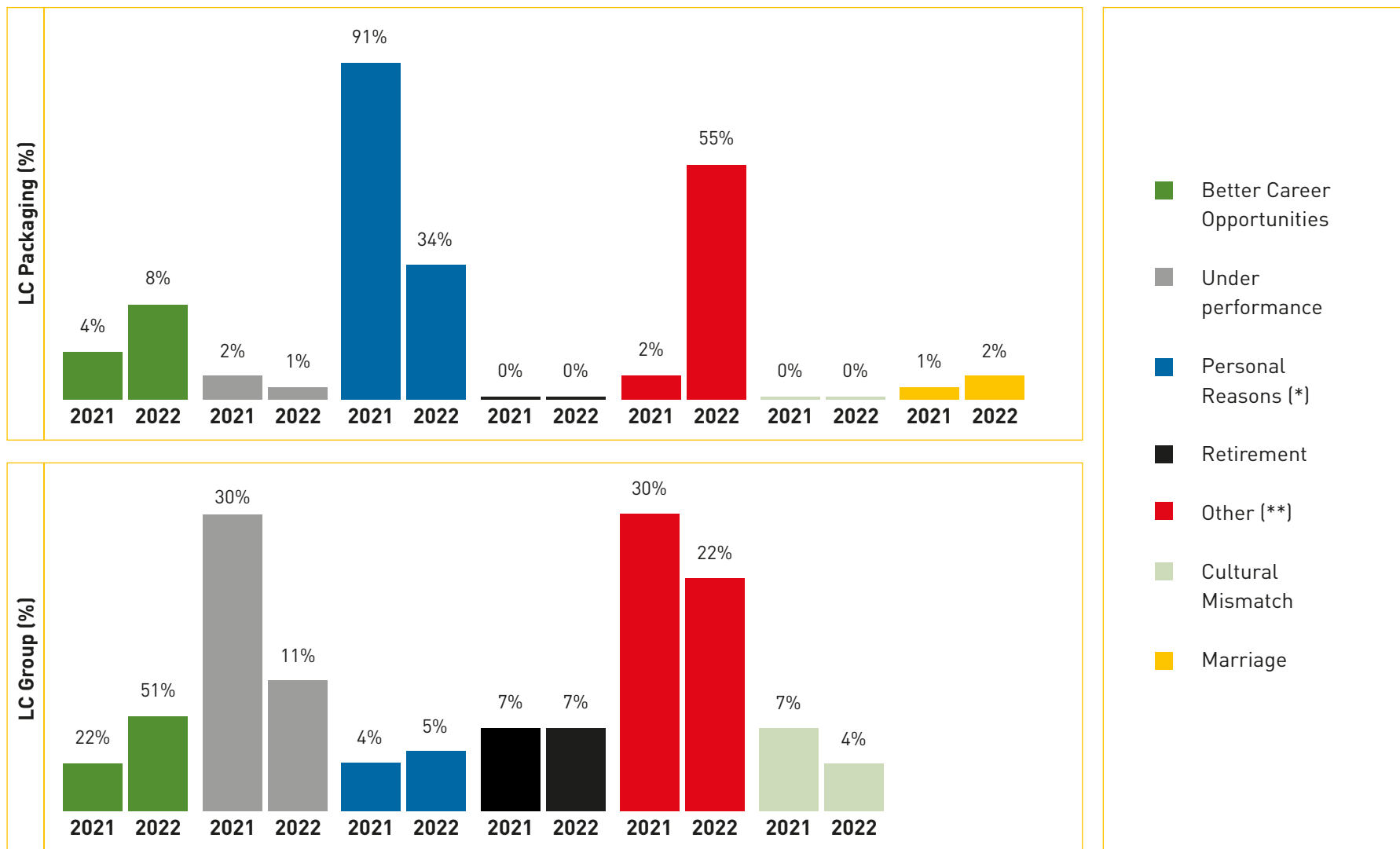
*** Management: Top and middle management positions, such as Board of Directors, Regional Managers and Country Managers.

We had a large number of employee hires and a high employee turnover at our production facility in Bangladesh, as we opened our third FIBC production facility in 2021 and became fully operational in 2022. We hired many new colleagues to staff the factory, who have all received intensive training. Approximately 50% of these employee hires passed and were offered a permanent contract. In addition, employee turnover in Bangladesh is naturally high. We employ many women who traditionally stop working after getting married or after the birth of their first child.

➤ Reason for employee turnover

Reason for turnover	LC Packaging (%)			LC Group (%)		
	2020	2021	2022	2020	2021	2022
Better Career Opportunities	53	4	8	39	22	51
Under Performance	2	2	1	32	30	11
Personal Reasons (*)	14	91	34	11	4	5
Retirement	0	0	0	7	7	7
Marriage	18	1	2	-	-	-
Other (**)	7	2	55	11	30	22
Cultural Mismatch	0	0	0	-	7	4
Unknown (***)	5	-	-	-	-	-
Total	100	100	100	100	100	100

➤ Reason for employee turnover LC Packaging (%)



* Personal reasons: Often family issues: Participation in agricultural harvest/other family business, parental restriction to work after a certain age, taking care of older parents/parents-in-laws, long-term sickness of a family member, not returning after maternity leave, returning to family in rural areas during the COVID-19 pandemic.

** Other: Employees at DBPL who said there was another reason, without providing an explanation.

*** Unknown: Employees at DBPL who did not formally resign.

➤ Employees promoted

	LC Packaging			LC Group		
	2020	2021	2022	2020	2021	2022
% employees promoted	16	11	17	3	6	2
% female employees promoted	44	47	48	62	67	67

➤ Maternity leave and paternity leave

	2020	2021	2022
% of affiliates offering paid maternity leave	100	100	100
% of affiliates offering paid paternity leave	81	85	86
Retention rate maternity leave (*)	85	76(**)	88
Retention rate paternity leave (**)	100	86	100

* (total number of employees who returned to work in the reporting period after maternity leave ended/total number of employees that took maternity leave)*100

** (total number of employees who returned to work in the reporting period after paternity leave ended/total number of employees that took paternity leave)*100

*** In Hungary, two employees took maternity leave in 2022. These employees are expected to return to work in 2023.

Working Conditions and Human Rights

GRI 412-1 Operations that have been subject to human rights reviews or impact assessments

	2019	2020	2021	2022
% Employees who received an employment contract	100	100	100	100
% Employees who are granted paid annual vacation	100	100	100	100
% Employees who earn at least a living wage				100
# High-quality full-time jobs in developing countries	1,336	1,444	1,484	1,381
% Operations covered by a human rights risk assessment(*)	100	100	100	100
% Employees working for operations covered by externally audited human rights assessment (SA 8000 certification)(**)	69	73	73	70
% LC Packaging operations included in UN Global Compact advanced reporting	100	100	100	100
% LC Packaging operations included in EcoVadis Rating(***)	100	100	100	100
% LC Packaging operations included in Sedex Membership	95	100	100	100

* See chapter 2 'Workers in the value chain' – Risk assessments

** Employees working at SA8000-certified site.

*** In 2019, LC Packaging was awarded a Gold EcoVadis CSR Rating and in 2020, 2021 and 2023, a Platinum EcoVadis CSR Rating (top 1% score).

Health & Safety

GRI 403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities

GRI 403-5 Training on occupational health & safety

GRI 403-8 Workers covered by an occupational health and safety management system

GRI 403-9 Work related injuries

	2019	2020	2021	2022
% Employees in developing countries that have health insurance or a medical plan	100	100	100	100
% Employees covered by H&S management procedure that is internally audited(*)	100	100	100	100
% Employees covered by H&S system that has been externally audited and certified(**)	69	73	73	70
Average hours of annual occupational health & safety training per employee	3.7	2.7	3.5	3.0
% of sick hours female		54	31	40
Total # of health and safety incidents		23	66	12
% women involved in health & safety incidents		26	35	25
Hours of sick leave due to injury	1,324	2,207	1,940	350
Hours of sick leave due to injury (Group):	0	640	0	202
% of sick leave hours due to injury female		13.2	46.4	15
Lost time rate(***)	1.51	1.10	1.21	1.53
Lost time injury rate(****)	0.04	0.06	0.05	0.01
Lost time severity rate(*****)	0	0.01	0.01	0.00

* Employees working in operations with internally audited H&S management procedures.

** Employees working in an ISO 45001-certified site.

*** $(\text{total sick hours} / \text{total hours worked}) * 100$

**** $(\text{total hours of sick leave due to injury events} / \text{total hours worked}) * 100$

***** $(\text{total number of days lost due to injuries} / \text{total hours worked}) * 100$

Training & Development

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

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

GRI 403-5 Training on occupational health & safety

GRI 404-1 Average hours of training per year per employee

GRI 404-3 Percentage of employees receiving regular performance and career development reviews

GRI 412-2 Employee Training on Human Rights Policies and Procedures

%	2019	2020	2021	2022
Employees receiving regular performance and career development reviews	100	100	100	100
Employees that have access to training	100	100	100	100
Employees that receive skills development related training	100	100	100	100
Employees that received training on LC Packaging values, principles, standards, and norms of behaviour (LC Group)	100	100	100	100
Employees satisfied with the current development opportunities(*)	83		79	
Completion rate Sustainability Awareness courses:				
Sustainable consumption	95.5	94.8	87.5	87.4
Information Security	94.2	93.6	83.7	83.2
Child Labour and Forced Labour	94.6	94.4	87.3	86.8
Discrimination and Harassment	93.4	94.4	86.9	86.7
Sustainable Procurement	92.6	93.6	86.7	86.2
Business ethics	90.9	93.6	88.3	88.5
Occupational Health & Safety	91.7	93.6	86.4	85.6
Average test pass rate online training courses (LC Group)	-	99.6	99.7	100
Average test score (LC Group)	-	86.5	88.8	89.0

* As part of LC Packaging's Flow programme, employee satisfaction related to current development opportunities is measured and discussed every other year. The next measurement will take place in 2023.

Ethical Procedures and Incidents

Ethical Procedures

GRI 102-17 Mechanisms for advice and concerns about ethics

Procedures	2019	2020	2021	2022
Whistleblowing procedure	✓	✓	✓	✓
Grievance procedure	✓	✓	✓	✓
Sensitive Transactions procedure	✓	✓	✓	✓
Due Diligence procedure	✓	✓	✓	✓

Ethical incidents

GRI 205-3 Confirmed incidents of corruption and actions taken

GRI 206-1 Legal actions for anti-competitive behaviour, anti-trust and monopoly practices

GRI 406-1 Incidents of discrimination and corrective actions

GRI 417-2 Incidents of non-compliance concerning product and service information and labelling

GRI 417-3 Incidents of non-compliance concerning marketing & communications

Incidents	2019	2020	2021	2022
Reported incidents of discriminatory and intimidating behaviour	0	0	1	0
Confirmed incidents of child labour or forced labour	0	0	0	0
Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	0	0	0	0
Confirmed incidents of corruption	0	0	0	0
Incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labelling	0	0	0	0
Incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications	0	1{(*)}	0	0
Filed claims for greenwashing	0	0	0	0

To prevent the risk of conveying a false impression or providing misleading information about the sustainability of LC Packaging's products and value chain, LC Packaging introduced the [Sustainability Communications Policy](#). In 2022. This policy seeks to define and recognise greenwashing in its online and offline communications. This policy is a stand-alone policy, but also a supplement to the [Marketing and Labelling Policy](#), aiming to position and promote the LC brand in a reliable and transparent way and to provide information that helps our customers make informed purchasing decisions.

* A minor incident of non-compliance with FSC® regulations was identified during the FSC® surveillance audit on 6 May 2020, concerning the following requirement: "The organisation shall either have an approved trademark use management system in place or submit all intended uses of FSC® trademarks to its certification body for approval." The use of the FSC® trademark on the LC Packaging website had not been submitted for approval, and it was unclear which LC organisation uses the FSC® trademark. This has been resolved by adding our FSC® license code to the trademark icon and textual references to the trademark on the website and in other publications (Annual Report 2019 and Sustainability Update 2019). These actions have been approved by our certification body, resolving the incident of non-compliance.



Workers in the value chain



LC Packaging's most significant impact on the environment, society, and economy occurs in its supply chain. LC Packaging feels responsible for the social and environmental impact of its products and for the social, ethical, and environmental practices of its production partners.

Production partners

GRI 308-1 New suppliers that were screened using environmental criteria

GRI 308-2 Negative environmental impacts in the supply chain and actions taken

GRI 412-1 Operations that have been subject to human rights reviews or impact assessments

GRI 414-1 New suppliers that were screened using social criteria

GRI 414-2 Negative social impact in the supply chain and actions taken

As part of its 2030 Ambition, LC Packaging has set itself the goal to have **100% of its production partners' employees to earn a least a living wage by 2030**. Based on a first basic risk assessment conducted in 2022, key production partners at risk of not paying a living wage were identified. 'Risk' key production partners are not SA 8000 certified and are based in countries and industries where the minimum wage does not equal a living wage and 'wages' and 'working hours' are salient issues according to the Sedex Inherent Risk Score. **37%** of key suppliers are at risk of not paying a living wage, together employing approx. **1,500** employees. Assuming these employees have a partner and an average of two children, there are **60,000** people whose livelihoods could potentially be negatively impacted by these wages. Workers who do not earn a living wage can't meet the basic needs of their families, creating the risk that their children (**30,000**) have to quit school to contribute to the household income.

	2019	2020	2021	2022
% New suppliers screened using environmental criteria	100	100	100	100
% New suppliers screened using social criteria	100	100	100	100
% Supplier operations covered by human rights risk assessment performed by LC Packaging[*]	100	100	100	100
% Key suppliers who signed the Global Supplier Code of Conduct(**)	100	100	100	100
% of key suppliers who pay their workers at least a living wage (***)				63
% of key production partners' employees that earn at least a living wage				40
Suppliers identified as having a significant actual negative environmental impact	0	0	0	0
Suppliers identified as having a significant actual negative social impact	2	0	0	0
% of total supplier database identified as having a significant negative social impact	2.3	0	0	0
Suppliers with whom relationships were terminated based on negative social impact	2	0	0	0

* See risk assessments

** This includes 16 suppliers who are jointly responsible for 80% of the turnover of LC Packaging International B.V.

***Based on SA 8000 certifications and/or location of operation based in countries where minimum wage equals a living wage.

Risk assessments

GRI 408-1 Operations and suppliers at significant risk for incidents of child labour

GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour

GRI 205-1 Operations assessed for risks related to corruption

For all LC Packaging's locations and the location of our production partners, annual social and environmental risk assessments are conducted:

- **Social political risk assessment** is based on the Amfori-BSCI [Countries' Risk Classification](#). This report determines the level of risks related to governance in sourcing countries and countries of operation. Six dimensions of governance are identified by the World Bank:
 1. Voice and Accountability
 2. Political stability and absence of Violence/Terrorism
 3. Government effectiveness
 4. Regulatory quality
 5. Rule of law
 6. Control of corruption
- **Geo location risk assessment** is based on the [World Risk Report 2022](#). This report assesses the disaster risk for 193 countries, covering all UN-recognised countries and over 99% of the world's population.
- **Child Labour risk assessment** is based on the [Child Labour: Global estimates 2020, trends and the road forward](#) Report. This report was published jointly by the ILO and UNICEF, as co-custodians of Target 8.7 of the Sustainable Development Goals, and takes stock of where we stand in the global effort to end child labour by region.
- **Global Rights Risk assessment** is based on the [ITUC Global Rights Index 2022](#) rating countries depending on their compliance with collective labour rights and document violations by government and employers of internationally recognised rights. Countries are ranked as follows:
 1. Sporadic violations of rights
 2. Repeated violations of rights
 3. Regular violations of rights
 4. Systemic violations of rights
 5. No guarantee of rights
 - 5+. No guarantee of rights due to breakdown of the rule of law

➤ Risk assessment for locations with LC representation

Low risk	Medium risk	High risk
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Location of operations	Social political Risk	Geo Location risk	Child labour Risk	Global Rights Risk Ranking
Netherlands				2
Belgium				3
England (UK)				3
France				2
Germany				1
Hungary				4
Ireland				1
Côte d'Ivoire				4
Romania				4
Scotland (UK)				3
Spain				2
Sweden				1
South Africa				3

Identified risk	% Social political	% Geo location risk	% Child labour Risk	% Global rights risk
Low risk	77	31	84	23
Medium risk	15	46	8	54
High Risk	8	23	8	23

➤ Risk assessment for location of supplier operations

Low risk Medium risk High risk

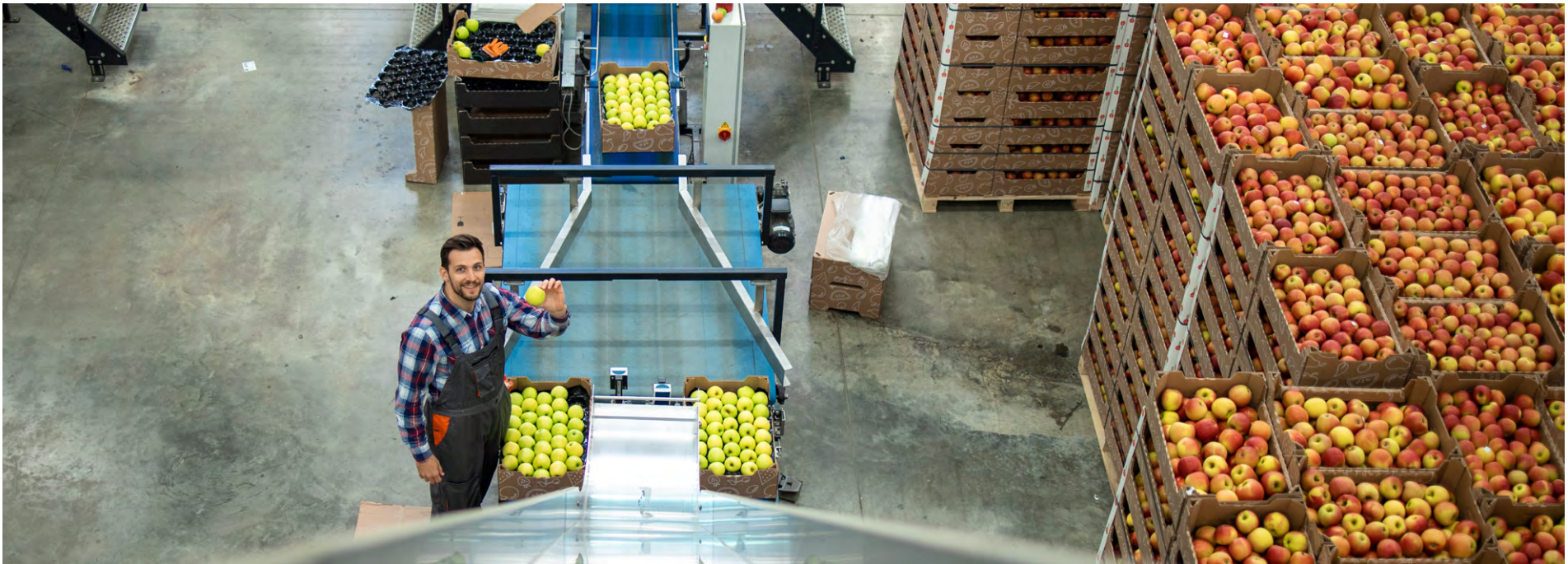
Location of operations	Social political Risk	Geo Location risk	Child labour Risk	Global Rights Risk
Bangladesh				5
Belgium				3
China				5
Croatia				2
Czech Republic				2
Denmark				1
France				2
Germany				1
Greece				4
Hungary				4
Italy				1
India				5
Indonesia				5
Israel				2
Netherlands				2
Pakistan				5
Poland				3
Spain				2
Sri Lanka				4
Switzerland				2
Turkey				5
United Arab Emirates				5
Vietnam				4

Identified risk	% Social political	% Geo location risk	% Child labour Risk	% Global rights risk
Low risk	77	31	35	13
Medium risk	15	46	0	39
High Risk	8	23	65	48



3.

Consumers and end-users



LC Packaging feels responsible for the health and safety of its consumers and end-users, and therefore takes actions to ensure data privacy and access to health and safety product information, and by providing high quality products for which health & safety impacts are assessed for improvement. This chapter reports on indicators related to these topics.

Product quality

GRI 416-1 Assessment of the health and safety impacts of product and service categories

GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services

To protect the health and safety of our customers, LC Packaging ensures all packaging supplied meets minimum legal requirements.

Objectives:

- 100% of distributed products contain health and safety information
- Achieve an annual Corrective Action Rate (CAR)* of maximum 1.0 for each product group
- Achieve an annual Order Reliability Rate (ORR)** of at least 96.0 for each product group

More information on Customer Health and Safety objectives and measures can be found in LC Packaging's [Customer Health & Safety Policy](#).

	2019	2020	2021	2022
% product and service categories for which health and safety impacts are assessed for improvement	100	100	100	100
% of distributed products that contain health and safety information	100	100	100	100
Total number of customer complaints	392	328	308	338
Incidents of non-compliance concerning the health and safety impacts of products and services	0	0	0	0

* CAR measures customer complaints per 100,000 packaging products produced.

** ORR defines the rate of failure between orders produced and estimates non-compliance with voluntary codes. No regulatory failures or resultant fines have been identified.

Product Group	FIBCs				Cardboard packaging				WPP Bags				Net bags				Jute bags			
Reporting year	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Number of customer complaints	291	238	199	207	32	20	37	48	22	31	33	14	14	31	39	69	1	8	0	0
Corrective Action Rate (CAR)(*)	2.96	2.16	1.87	2.01	0.03	0.02	0.04	0.04	0.09	0.04	0.01	0.03	0.02	0.02	0.07	0.06	0.01	0.04	0.00	0.00
Order Reliability Rate (ORR)(**)	98.26	99.04	98.72	98.0	99.48	99.63	99.50	99.4	97.88	97.56	99.26	94.3	98.21	99.05	99.15	100	100	97.50	100	100

* CAR measures customer complaints per 100,000 packaging products produced.

** ORR defines the rate of failure between orders produced and estimates non-compliance with voluntary codes. No regulatory failures or resultant fines have been identified.

Information security

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

LC Packaging's information security values are supported by three main principles: confidentiality, integrity and availability. LC Packaging strives to ensure strong and rigid information measures to protect its information and guarantee business continuity.

More information on the Information Security objectives and measures can be found in LC Packaging's [Information Security Management System Policy](#).

	2019	2020	2021	2022
Number of substantiated complaints received concerning breaches of customer privacy	0	0	0	0
# spam emails received(*)	48	86	38	44
% of employees that had internal spam and phishing training(**)	72	74.6	65.2	64.5
% of employees that has received internal 'meet the hacker' training	-	-	100	43.3

* Based on the amount of Topdesk tickets (notifications) related to this topic.

** Training was launched in November 2019.



worldwide

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Our sustainability efforts have been rewarded with a Platinum CSR rating. We are among the top 1% assessed companies with the highest score.