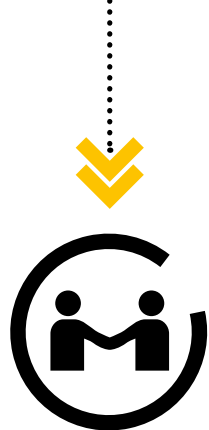




Royal LC Packaging
Social
Report 2023



Introduction

Before you lies the **Royal LC Packaging Social Report 2023**, which includes data from 2023 (1 January 2023 – 31 December 2023) related to the social impact of Royal LC Packaging International B.V.* (LC Packaging). This report is part of LC Packaging's [Sustainability Update 2024](#) and reports on social and social wellbeing indicators.

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 2023 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 to 2023.

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'**.

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



Lotte Mastwijk

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* 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.

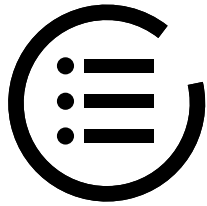


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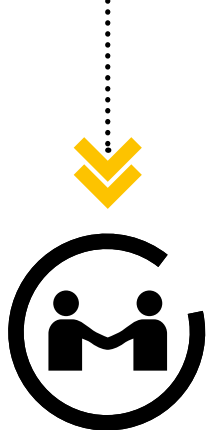
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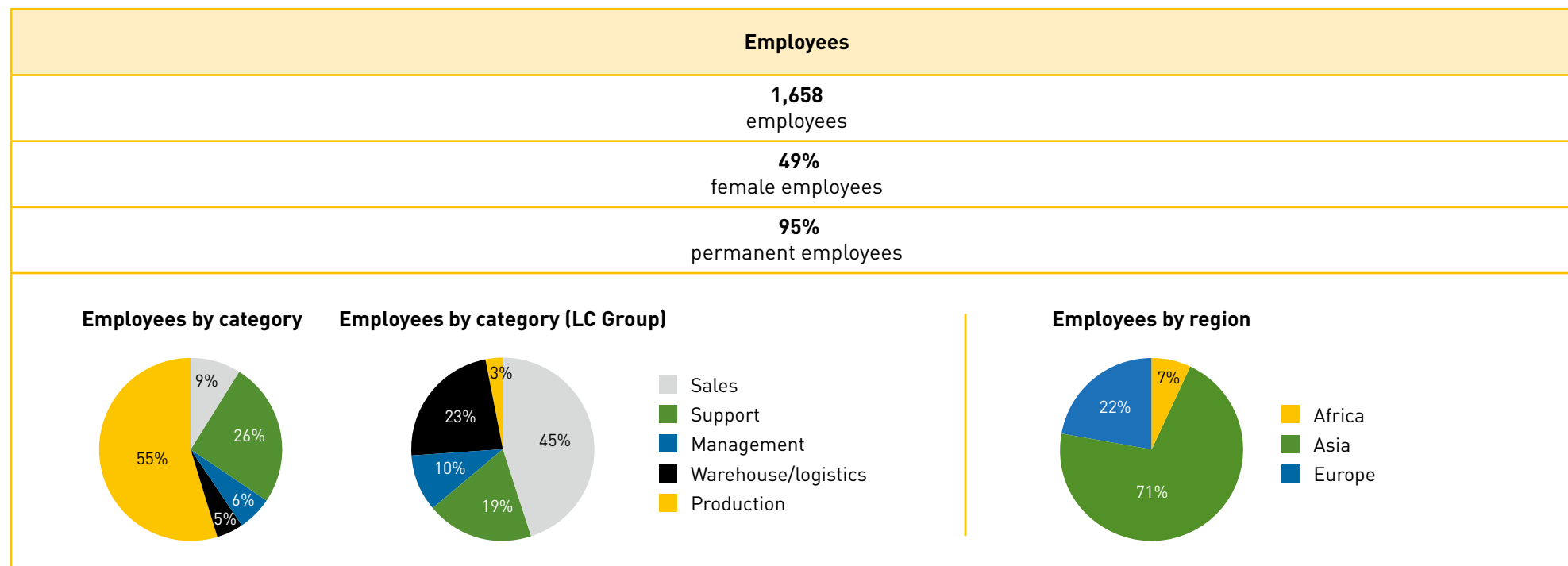


Summary

Royal LC Packaging International B.V. (LC Packaging) 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

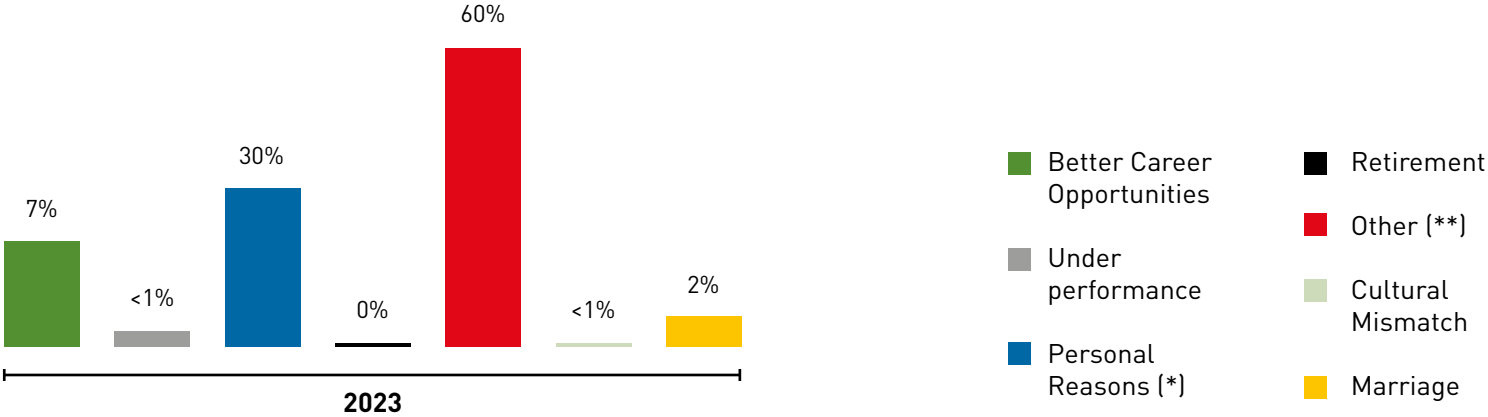
General Information





Average age	Women in management																
<p>43 average age LC Group</p>	<p>20% women in management</p>																
<p>28 average age DBPL</p>	<p>35% women in management LC Group</p>																
<p>38 average age LCSH</p>																	
<div style="text-align: center;"> <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>40%</td> </tr> <tr> <td>30-50</td> <td>52%</td> </tr> <tr> <td>>50</td> <td>8%</td> </tr> </tbody> </table> </div> <div style="text-align: center; margin-top: 20px;"> <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>48%</td> </tr> <tr> <td>30-50</td> <td>52%</td> </tr> <tr> <td>>50</td> <td>31%</td> </tr> </tbody> </table> </div>		Age Group	Percentage	<30	40%	30-50	52%	>50	8%	Age Group	Percentage	<30	48%	30-50	52%	>50	31%
Age Group	Percentage																
<30	40%																
30-50	52%																
>50	8%																
Age Group	Percentage																
<30	48%																
30-50	52%																
>50	31%																

Employee hires and turnover	Employees promoted	Maternity and paternity leave
1,096 employee hires	20% employees promoted	100% of affiliates and sites offer maternity leave
51% female hires	43% female employees promoted	81% of affiliates and sites offer paternity leave
1,252 employee turnover		71% retention rate maternity leave
47% 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>1,274 high-quality fulltime jobs in developing countries</p>	 <p>100% operations covered by human rights risk assessment</p>
--	---	--	--	---

Health and Safety

Health and safety training	Hours of sick leave	Health and safety incidents	Health & safety metrics
2.0 average hours of health and safety training per employee	54,827 hours of sick leave	14 health and safety incidents	1.41 lost time rate(*)
	38% hours of sick leave female employees	43% women involved in health and safety incidents	0.02 lost time injury rate(**)
	881 hours of sick leave due to injury		0.00 lost time severity rate(***)
	17% 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



81.4%
completion rate
of sustainability
awareness courses

Ethical Incidents

 <p>0 reported incidents of discriminatory and intimidating behaviour</p>	 <p>0 confirmed incidents of child labour or forced labour</p>	 <p>0 confirmed incidents of corruption</p>	 <p>0 legal actions for anti-competitive behaviour, anti-trust and monopoly practices</p>
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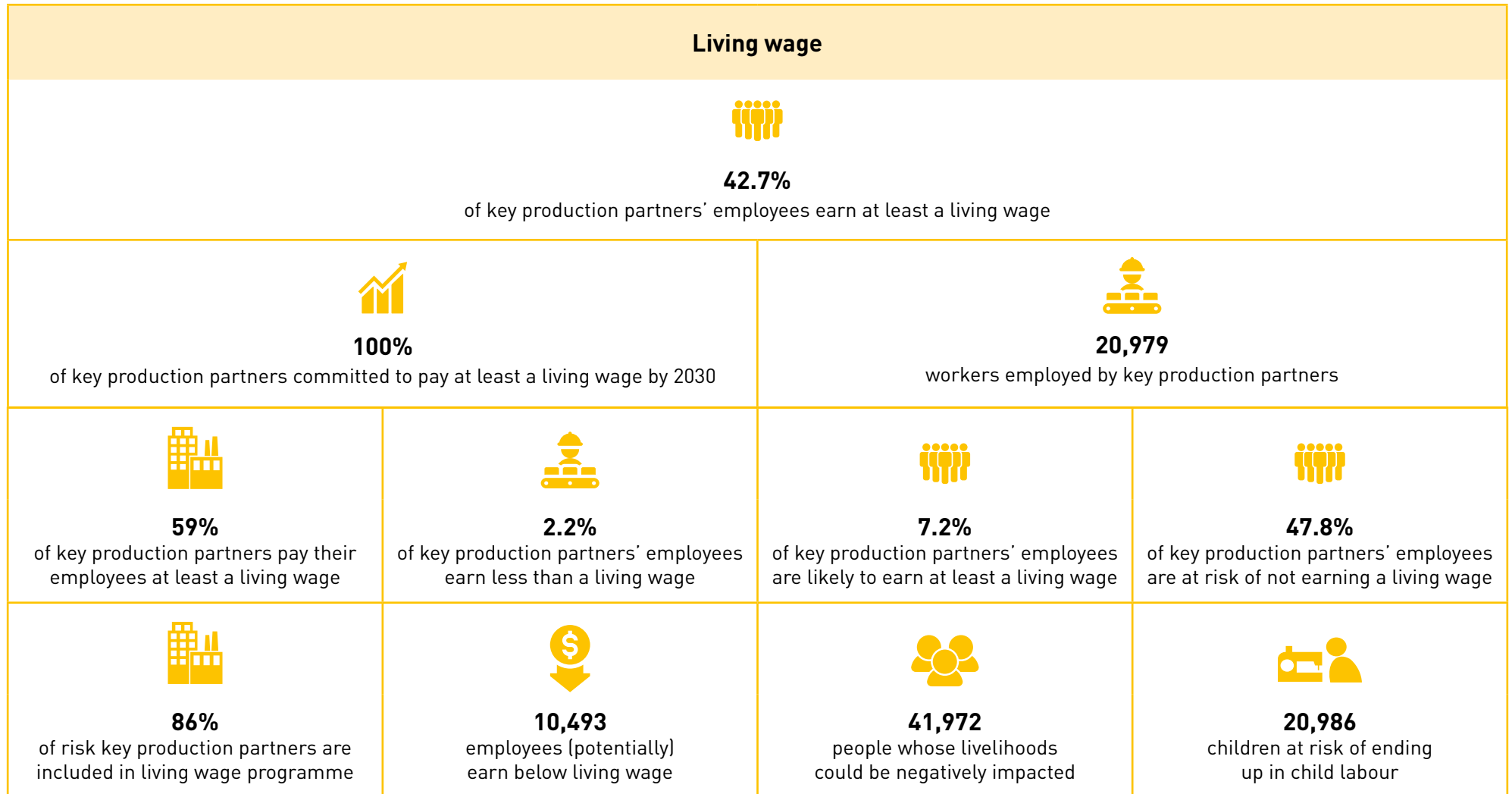
 <p>0 incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labelling</p>	 <p>0 incidents of non-compliance with regulations and/or voluntary codes</p>	 <p>0 filed claims for greenwashing</p>
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Workers 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



100%
of new suppliers
screened using environmental
criteria



100%
of new suppliers
screened using social
criteria



100%
of supplier operations covered
by human rights risk assessment per-
formed by LC Packaging



100%
of key suppliers who signed
the Code of Conduct for Key
Production Partners

Social and environmental impact



0
suppliers identified as having
a significant actual negative
environmental impact



0
suppliers identified as
having a significant actual
negative social impact



0%
of total supplier database
identified as having a significant nega-
tive social impact



0%
suppliers with whom
relationships were terminated
based on negative social impact

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

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

Information security

 0 substantiated complaints received concerning breaches of customer privacy	 77 spam emails received	 54.8% employees who conducted internal spam and phishing training	 39.9% employees who conducted internal 'meet the hacker' training
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1.

Own Workforce



To understand Royal LC Packaging’s impact on our workforce, and identify risks and opportunities, this chapter covers 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

102-8 Information on employees and other workers

401-1 New employee hires and employee turnover

405-1 Diversity of Governance bodies and employees

➤ Total # of employees

# of employees					% female				
2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
1,680	1,723	1,769	1,776	1,658	47	47	49	48	49

➤ Permanent employees

% of employees				
2019	2020	2021	2022	2023
98	96	99	95	95

➤ Employees by region

Region	# of employees					% of total				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Africa	180	182	199	231	111	11	11	11	13	7
Asia	1,156	1,262	1,285	1,182	1,183	69	73	73	67	71
Europe	344	279	285	363	364	20	16	16	20	22

➤ Average age of employees

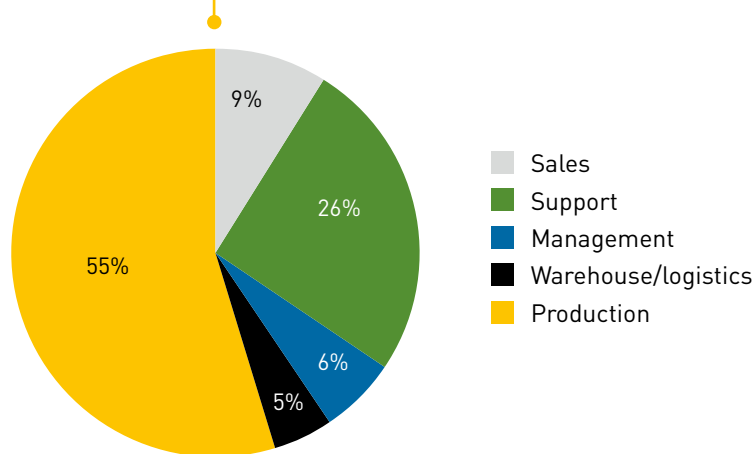
	Average age					Female					Male				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
LC Group	40	41	42	42	43	37	39	39	40	41	43	42	44	44	44
DBPL				28	28				28	28				28	27
LCSH				36	38				40	40				34	35

➤ Employees per age group

Age group	% of total employees					% female				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
<30	60	62	59	52	52	49	62	51	50	48
30-50	35	33	36	41	40	47	34	54	51	52
>50	5	5	5	7	8	30	4	37	36	31

Employees by category

Category	% of total employees				% female				% <30				% 30-50				% >50			
	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023
Sales[*]	8	7	7	9	50	49	48	51	2	14	17	13	15	62	58	61	36	24	25	26
Support[**]	19	7	26	26	42	60	44	52	21	41	61	63	15	45	33	32	20	13	6	5
Management[***]	3	4	5	6	18	19	18	16	0	12	6	8	5	63	66	64	12	25	29	29
Warehouse/logistics	4	3	4	5	15	11	5	4	2	13	17	16	6	61	55	47	27	26	28	37
Production	66	79	57	55	51	51	58	54	75	70	59	61	59	30	39	38	6	1	2	1



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.

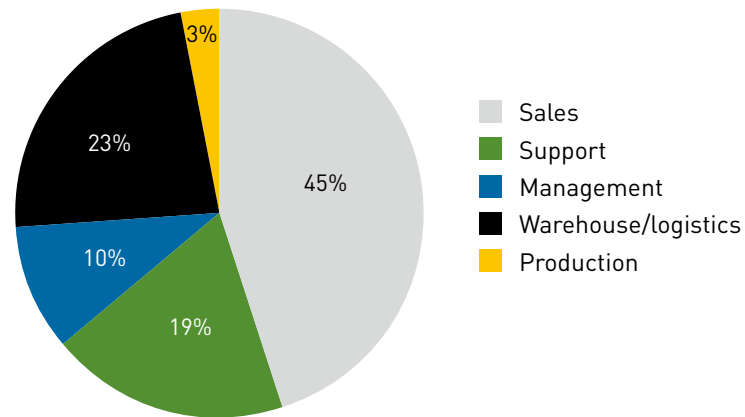
* Sales: All sales-related positions, such as Sales Managers, Account Managers, Business Development, and Sales Support.

** 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			
	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023
Sales[*]	46	43	40	45	50	49	48	51	35	14	17	13	54	62	58	61	39	24	25	26
Support[**]	23	24	25	19	65	65	70	66	37	35	23	26	18	42	51	47	22	23	26	27
Management[***]	7	11	12	10	26	27	32	32	0	0	0	0	8	59	54	47	11	41	46	53
Warehouse/ logistics	24	18	19	23	15	10	5	4	28	13	15	16	21	60	52	46	28	15	34	38
Production	0	4	4	3	0	33	50	27	0	0	8	0	0	8	50	73	0	58	42	27



* 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	2023	2019	2020	2021	2022	2023
18	18	19	18	20	26	26	27	32	35

➤ Employee hires

Continent	# of employee hires					% female hires				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Africa	10	40	186	31	12	60	25	44	48	50
Asia(*)	1,180	727	728	1,106	1,045	40	56	48	46	52
Europe	50	32	55	44	39	46	44	36	50	46
Total	1,240	799	969	1,181	1,096	40	54	47	46	49

➤ Employee turnover

Continent	# of employee turnover					% female turnover				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Africa	33	21	18	33	97		38	22	33	50
Asia	1,016	669	669	1,289	1,104		45	49	46	52
Europe	41	25	46	28	51		32	33	39	39
Total	1,090	715	733	1,350	1,252		44	47	45	47

Employee turnover at our production facility in Bangladesh is naturally high. We employ many women who traditionally stop working after getting married or after the birth of their first child. At our production facility in South Africa, due to economic set-back and in close consultation with local trade unions, we unfortunately had to let go of half of our workforce.

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

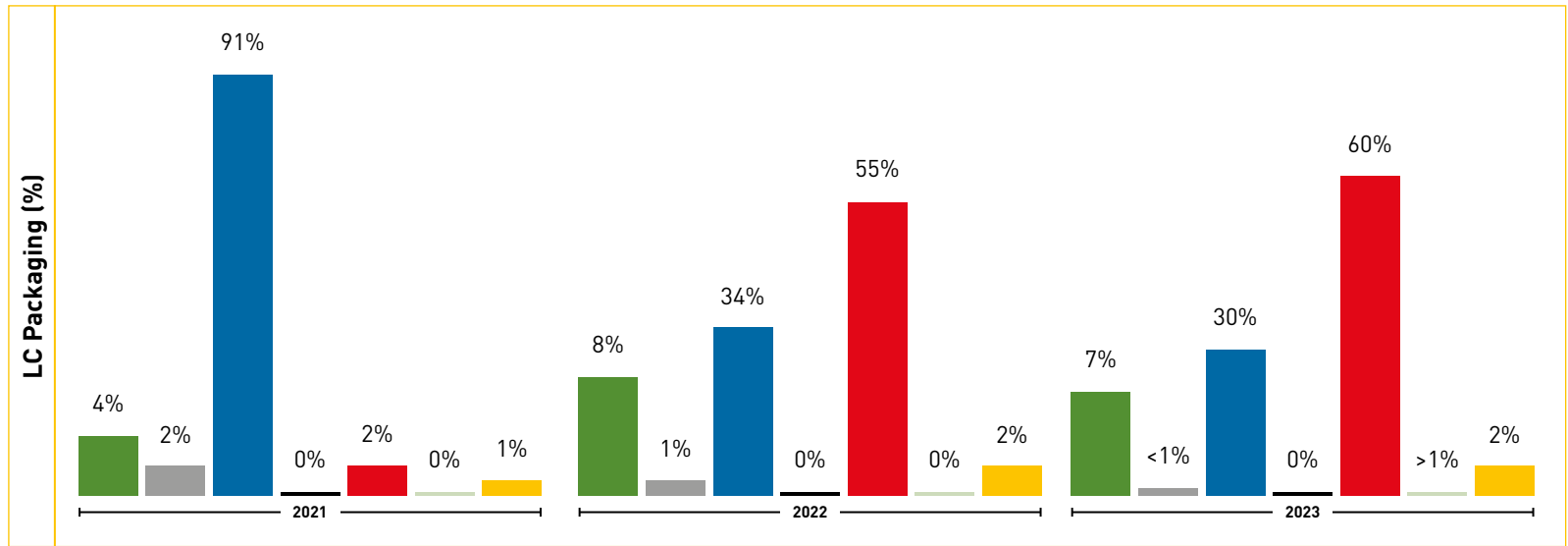
** Support: All staff positions, such as Finance, HR, Supply Chain, MarCom, Sustainability, IT, and Quality.

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

➤ Reason for employee turnover

Reason for turnover	LC Packaging (%)				LC Group (%)			
	2020	2021	2022	2023	2020	2021	2022	2023
Better Career Opportunities	53	4	8	7	39	22	51	31
Under Performance	2	2	1	<1	32	30	11	11
Personal Reasons (*)	14	91	34	30	11	4	5	18
Retirement	0	0	-	-	7	7	7	-
Marriage	18	1	2	2	-	-	-	2
Other (**)	7	2	55	60	11	30	22	31
Cultural Mismatch	0	0	-	<1	-	7	4	7
Unknown (***)	5	-	-	-	-	-	-	-
Total	100	100	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-law, long-term sickness of a family member, not returning after maternity leave.
 ** Other: Holiday work, temporary contract, employees retrenched at LCSH due to economic reasons and employees who said there was another reason, without providing an explanation.

➤ Employees promoted

	LC Packaging				LC Group			
	2020	2021	2022	2023	2020	2021	2022	2023
% employees promoted	16	11	17	20	3	6	2	5
% female employees promoted	44	47	48	43	62	67	67	37

➤ Maternity leave and paternity leave

	2020	2021	2022	2023
% of affiliates offering paid maternity leave	100	100	100	100
% of affiliates offering paid paternity leave	81	85	86	81
Retention rate maternity leave (*)	85	76	88	71
Retention rate paternity leave (**)	100	86	100	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

Working Conditions and Human Rights

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

	2019	2020	2021	2022	2023
% Employees who received an employment contract	100	100	100	100	100
% Employees who are granted paid annual vacation	100	100	100	100	100
% Employees who earn at least a living wage				100	100
# High-quality full-time jobs in developing countries	1,336	1,444	1,484	1,394	1,274
% Operations covered by a human rights risk assessment(*)	100	100	100	100	100
% Employees working for operations covered by externally audited human rights assessment (SA 8000 certification)**	69	73	73	70	71
% LC Packaging operations included in UN Global Compact advanced reporting	100	100	100	100	100
% LC Packaging operations included in EcoVadis Rating(***)	100	100	100	100	100
% LC Packaging operations included in Sedex Membership	95	100	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	2023
% Employees in developing countries that have health insurance or a medical plan	100	100	100	100	100
% Employees covered by H&S management procedure that is internally audited(*)	100	100	100	100	100
% Employees covered by H&S system that has been externally audited and certified(**)	69	73	73	70	71
Average hours of annual occupational health & safety training per employee	3.7	2.7	3.5	3.0	2.0
% of sick hours female		54	31	40	38
Total # of health and safety incidents		23	66	12	14
% women involved in health & safety incidents		26	35	25	43
Hours of sick leave due to injury	1,324	2,207	1,940	350	881
Hours of sick leave due to injury (Group):	0	640	0	202	725
% of sick leave hours due to injury female		13.2	46.4	15	17
Lost time rate(***)	1.51	1.10	1.21	1.53	1.41
Lost time injury rate(****)	0.04	0.06	0.05	0.01	0.02
Lost time severity rate(*****)	0	0.01	0.01	0.00	0.00

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

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

*** (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 & 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	2023
Employees receiving regular performance and career development reviews	100	100	100	100	100
Employees that have access to training	100	100	100	100	100
Employees that receive skills development related training	100	100	100	100	100
Employees that received training on LC Packaging values, principles, standards, and norms of behaviour (LC Group)	100	100	100	100	100
Employees satisfied with the current development opportunities(*)	83		79		72
Completion rate Sustainability Awareness courses:					
Sustainable consumption	95.5	94.8	87.5	87.4	81.9
Information Security	94.2	93.6	83.7	83.2	77.7
Child Labour and Forced Labour	94.6	94.4	87.3	86.8	81.8
Discrimination and Harassment	93.4	94.4	86.9	86.7	81.1
Sustainable Procurement	92.6	93.6	86.7	86.2	81.3
Business ethics	90.9	93.6	88.3	88.5	83.8
Occupational Health & Safety	91.7	93.6	86.4	85.6	82.1
Average test score (LC Group)	-	86.5	88.8	89.0	97.5

* As part of LC Packaging' Flow programme, employee satisfaction related to current development opportunities is measured and discussed every other year.

Ethical Procedures and Incidents

Ethical Procedures

GRI 102-17 Mechanisms for advice and concerns about ethics

Procedures	2019	2020	2021	2022	2023
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	2023
Reported incidents of discriminatory and intimidating behaviour	0	0	1	0	0
Confirmed incidents of child labour or forced labour	0	0	0	0	0
Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	0	0	0	0	0
Confirmed incidents of corruption	0	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	0
Incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications	0	1	0	0	0
Filed claims for greenwashing	0	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 [Anti-Greenwashing Policy](#) in 2022, which was updated in 2023. 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.

2.

Workers in the value chain












Royal LC Packaging's most significant impact on the environment, society, and economy occurs in its supply chain. We feel responsible for the social and environmental impact of our products and for the social, ethical, and environmental practices of our 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 earn at least a living wage by 2030](#). Key production partners together represent over 80% of LC Packaging's annual procurement spend. In 2023, **42.7%** of key production partners' employees earn a least a living wage, compared to **40%** in 2022. [Read more](#) on the progress of our goal.

Living wage			
 42.7% of key production partners' employees earn at least a living wage			
 100% of key production partners committed to pay at least a living wage by 2030		 20,979 workers employed by key production partners	
 59% of key production partners pay their employees at least a living wage	 2.2% of key production partners' employees earn less than a living wage	 7.2% of key production partners' employees are likely to earn at least a living wage	 47.8% of key production partners' employees are at risk of not earning a living wage
 86% of risk key production partners are included in living wage programme	 10,493 employees (potentially) earn below living wage	 41,972 people whose livelihoods could be negatively impacted	 20,986 children at risk of ending up in child labour

2. Workers in the value chain

	2019	2020	2021	2022	2023
% New suppliers screened using environmental criteria	100	100	100	100	100
% New suppliers screened using social criteria	100	100	100	100	100
% Supplier operations covered by human rights risk assessment performed by LC Packaging(*)	100	100	100	100	100
% Key suppliers who signed the Global Supplier Code of Conduct(**)	100	100	100	100	100
% of key suppliers who pay their workers at least a living wage (***)				63	59
% of key production partners' employees that earn at least a living wage				40	42.9
Suppliers identified as having a significant actual negative environmental impact	0	0	0	0	0
Suppliers identified as having a significant actual negative social impact	2	0	0	0	0
% of total supplier database identified as having a significant negative social impact	2.3	0	0	0	0
Suppliers with whom relationships were terminated based on negative social impact	2	0	0	0	0

* See risk assessments

** This includes our key production partners, who jointly represent 84.9% of our total procurement spend.

*** Employees working either for an SA8000-certified production partner, or for a production partner for which a living wage gap analysis has been performed

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 2023](#). 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 2023](#) 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

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.

3. Consumers and end-users



Royal 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 and 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	2023
% product and service categories for which health and safety impacts are assessed for improvement	100	100	100	100	100
% of distributed products that contain health and safety information	100	100	100	100	100
Total number of customer complaints	392	328	308	338	409
Incidents of non-compliance concerning the health and safety impacts of products and services	0	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.

3. Consumers and end-users

Product Group	FIBCs					Cardboard packaging					WPP Bags					Net bags					Jute bags				
Reporting year	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Number of customer complaints	291	238	199	207	232	32	20	37	48	49	22	31	33	14	17	14	31	39	69	21	1	8	0	0	6
Corrective Action Rate [CAR][*]	2.96	2.16	1.87	2.01	2.31	0.03	0.02	0.04	0.06	0.06	0.09	0.04	0.01	0.04	0.05	0.02	0.02	0.07	0.04	0.02	0.01	0.04	0.00	0.00	0.05
Order Reliability Rate [ORR][**]	98.26	99.04	98.72	98.02	98.69	99.48	99.63	99.50	99.6	99.36	97.88	97.56	99.26	99.7	96.93	98.21	99.05	99.15	99.7	84.16	100	97.50	100	100	97.04

* 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	2023
# of substantiated complaints received concerning breaches of customer privacy	0	0	0	0	0
# of spam emails received*		86	38	44	77
% of employees that had internal spam and phishing training(**)	72	74.6	65.2	64.5	54.8
% of employees that has received internal 'meet the hacker' training	-	-	100	43.3	39.9

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

** Training was launched in November 2019.

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