



Business ethics

Ethical procedures

GRI 102-17

- > Whistleblowing procedure
- > Grievance procedure
- > Sensitive Transaction procedure
- > Due Diligence procedure

Ethical incidents

GRI 205-3, 206-1, 406-1, 417-2, 417-3

>	Reported incidents of discriminatory and intimidating behaviour	0
>	Confirmed incidents on child labour or forced labour	0
>	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	0
>	Confirmed incidents of corruption	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	1*

* a minor incident of non-compliance with FSC regulations has been identified during the FSC surveillance audit on May 6th 2020. The incident related to 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 website of LC Packaging had not been submitted for approval, and it was unclear which LC organisation uses the FSC trademark. This incident has been resolved by adding our FSC license code to the trademark icon and to textual references with regard to the trademark on the website and in other publications where reference to the trademark was made (Annual Report 2019 and Sustainability Update 2019). These actions have been approved by our certification body, resolving the incident of non-compliance.

Product Quality

GRI 416-1, 416-2

- Percentage product and service categories for which health and safety impacts are assessed for improvement 100%
- Total number of customer complaints 392
- Incidents of non-compliance concerning the health and safety impacts of products and services

Product Group	FIBC	Cardboard	Woven PP	Net bags	Jute
Number of customer complaints	291	32	22	14	1
Corrective Action Rate (CAR)*	2.96	0.03	0.09	0.02	0.01
Order Reliability Rate (ORR)**	98.26	99.48	97.88	98.21	100

* CAR measures customer complaints per 100,000 units produced.

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

Information Security

GRI 418-1

- Number of substantiated complaints received concerning breaches of customer privacy 0
- Number of spam mails received* 48
- % of employees that conducted an internal spam and phishing training** 72%

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

** Training was launched in November 2019.