



**WORLDPACK**

IN-STORE PRODUCTS



**SUSTAINABILITY REPORT  
WORLDPACK 2022**

Service

with

guts!

# Preface



With our annual report for 2022, we look back on Worldpack's latest sustainability achievements for the 3rd time in a row. I now regard the creation of this report as a special and important moment; our pride, professionalism and pleasure in our work come together here in a beautiful way. At the same time, we do not hesitate to take a critical look at our operations.

In May 2022, the last Corona lockdown in Europe ended. This allowed the European retail sector to fully resume its operations after two, to say the least, extraordinary years. But we soon had to deal with a series of new challenges; the war in Ukraine, 10% European inflation driven by steeply rising energy prices, solid pressure on and even scarcity of raw materials, lack of drivers and containers in the freight sector and an overheated labour market. This made for another rather exciting year.

In 2022, our relocation was successfully completed. After integrating our external warehouses into our new central warehouse in late 2021, the offices were also moved to our new location in April 2022. And with that, our operations were once again complete and the focus was again entirely on delivering Service with Guts! on a daily basis. The move did result in a vast but inevitable spike in our internal waste flow. However, the waste volume is expected to decrease again in 2023 as our new location offers significantly more opportunities to improve waste separation. At the same time, our new warehouse contributes to the reduction of our scope 1 and 2 emissions.

The modern and sustainable building, the centralisation of our warehouse, more efficient operations and the expansion of our electric fleet contribute significantly to our targets. Our daily focus on operational excellence together with our ambitious growth plans enable us to take the next step and take our sustainability strategy to the next level; Sustainability with Guts!

This will give more structure to our zero-impact ambitions for the future. The topics we will focus on are our own corporate emissions, emissions within our chain, the use of circular packaging and stuffing materials and ensuring a safe and healthy working environment for our employees. This strategy was created based on our previously conducted stakeholder survey, observations within our industry, as well as current, but also newly announced, environmental and social legislation within the Netherlands and the EU.

Looking back at 2022, I am proud of all employees within our dynamic company. Despite exciting challenges in everyone's business, social and personal lives, everyone has once again made a great contribution, enabling Worldpack to continuously achieve its ambitious goals.

I hope you enjoy the read!

**Jos Bergen**

*Managing Director*



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# WORLDPACK

## IN-STORE PRODUCTS

# WORLDPACK

## Value creation

### 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 personalised 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 to say no when experience has shown that to be the best way forward. We truly believe that a partnership can only blossom when we are open and honest with one another. We are doers and love to make seemingly impossible requests

come true. And, if we are being honest, we don't do this only for the client.

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

**We provide... *Service with guts!***

Service

with

guts!

# Five core values

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



## TAKE CONTROL

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

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



## BE BETTER

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

'Be better' applies to our people, and to our processes. We invest in technology to improve customer service, operational performance and data insights. A great example is our online ordering portal, Brand Store, which reduces ordering complexity in store, and 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. 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 from these. 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.

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.



# Sustainable Strategy



For 2023, Worldpack is launching its first and own sustainability strategy;

## *Sustainability with Guts!*

With this strategy, we want to better shape our zero-impact goals in the future. The topics we focus on are our own corporate emissions, emissions in our chain, the use of circular packaging and stuffing materials and ensuring a safe and healthy working environment for employees.

This strategy was created based on our previously conducted stakeholder survey, observations within our industry, as well as current, but also newly announced, environmental and social legislation within the Netherlands and the EU.

For 2023, we will make this sustainability strategy concrete with the objectives below, so that we can better and more efficiently aim for zero-impact operations.

## Sustainability with Guts!

Worldpack is committed to creating a zero-impact business and supply chain together with stakeholders. We do this by focusing on continuously reducing the impact of emissions using circular packaging materials as much as possible, purchasing responsibly and ensuring a healthy and safe working environment.



### DIRECT EMISSIONS

From 2030, annual emissions from own assets and electricity consumption will be 0.

**Pagina 25**



### CHAIN EMISSIONS

Together with chain partners, we are working to identify and reduce emissions in the chain.

**Pagina 25**



### CIRCULAR PACKAGING MATERIALS

Only use fully circular packaging and stuffing materials in the most economical way possible.

**Pagina 28**



### RESPONSIBLE PROCUREMENT

All major suppliers sign the Buzl code of conduct and high-risk suppliers from Asia are audited periodically.

**Pagina 42**



### HEALTHY AND SAFE EMPLOYEES

Worldpack employees enjoy working in a safe and healthy working environment.

**Pagina 32**

# Activities and services

## Our people

In 2022, Worldpack’s workforce consisted of 64 employees with a total of 52.5 FTEs. The number of employees increased by 12% and the number of FTEs by 19% in 2022.

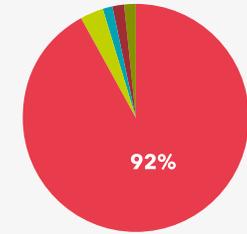
At the end of 2022, there were 42 men and 22 women working at Worldpack, spread across different age categories. The largest growth, 19%, was visible in the 30-50 age group. Among employees, 92% have Dutch national-

ity, with the other 8% having Polish, Ukrainian, Spanish, Romanian and British nationality. The two employees with British nationality work at Worldpack through British parent company Bunzl in an office position.

Worldpack made above-average use of flexible workers, such as temporary and on-call workers, in 2022. The reason for this was the company’s relocation, tightness in the labour

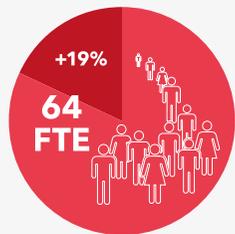
market and peak pressures during holiday periods. These flex workers mainly worked in logistics positions.

Flex workers who want to commit to Worldpack after a successful trial period of 1 to 2 months can join Worldpack. At its peak, 10 flex workers were working at Worldpack. Besides permanent employees and flex workers, Worldpack had one trainee in 2022.

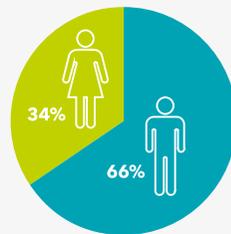


Nationality	2022	Share 2022
	<b>64</b>	<b>100%</b>
<span style="color: red;">■</span> Netherlands	59	92%
<span style="color: green;">■</span> Poland	2	3%
<span style="color: blue;">■</span> Romania	1	2%
<span style="color: brown;">■</span> Spain	1	2%
<span style="color: olive;">■</span> Ukraine	1	2%

## Staff composition



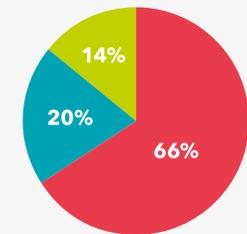
Category	2022	Delta '21-'22
<span style="color: red;">■</span> Employee	64	+19%
<span style="color: red;">■</span> FTE	52,5	+6%



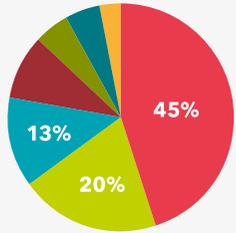
Gender	2022	Delta '21-'22	Share 2022
<b>64</b>	<b>+19%</b>	<b>100%</b>	
<span style="color: blue;">■</span> Male	42	+27%	66%
<span style="color: green;">■</span> Female	22	+5%	34%



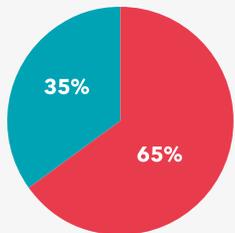
Age	2022	Delta '21-'22	Share 2022
<b>64</b>	<b>+19%</b>	<b>100%</b>	
<span style="color: red;">■</span> Age <30	19	+36%	50%
<span style="color: blue;">■</span> Age 30-50	32	+7%	30%
<span style="color: green;">■</span> Age >50	13	+30%	20%



Permanent	2022	Delta '21-'22	Share 2022
<b>64</b>	<b>+19%</b>	<b>100%</b>	
<span style="color: red;">■</span> Full-time	42	+14%	66%
<span style="color: blue;">■</span> Type of employee contract	13	-24%	20%
<span style="color: green;">■</span> Temporary	9	+100%	14%



Department	2022	Share 2022
	<b>64</b>	<b>100%</b>
Logistics	29	45%
Account management	13	20%
Procurement	8	13%
Finance	6	9%
Marketing & Studio	3	5%
Projects	3	5%
Management	2	3%



Supporting departments	2022	Delta '21-'22	Share 2022
	<b>64</b>	<b>+19%</b>	<b>100%</b>
Temporary workers	39	-3%	65%
Contract type	25	+79%	35%





## Assortment

Thirty years ago, it started with shopping bags. Today, Worldpack provides retailers with all the products and packaging they could wish for. Today, Worldpack offers more than just shopping bags, but also postage bags, shipping boxes and garment bags. As well as retail supplies such as window display products, warehouse supplies, office supplies, hangers and mannequins. Clients can order these packaging and retail supplies from our brand store, and we deliver them unbranded or with our clients' own branding. Besides the existing range, we design and supply in-store products and unique bags with the client's branding upon request.

In the past year, Worldpack's services have also substantially expanded and developed. Among other things, we support and relieve our customers in their stock management, logistics services, design of the client's own shipping packaging & retail supplies, and additionally, managing the product range.

Of our customers, 80% belong to the apparel, footwear and sports sector. The remaining 20% are part of a diverse number of industries such as food, cosmetics, optics and consumer electronics. In the coming years, we aim to continue expanding the diversity of the sectors in which we operate.

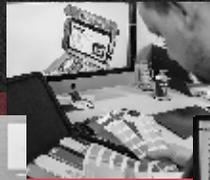
# Outsourcing solutions



Purchasing



Account management



Design studio



Business intelligence



Stock management



Assortment management



Store openings



Logistic services

# Packaging



Carrier bags



Shipping bags



Gift bags



Shipping boxes



Sustainable packaging



Garment bags



Accessories



Special requests

# Retail supplies



Point of sale



Hangers



Special requests



Mannequins



Janitorial supplies



Office supplies



Paper hygiene



Labels



Catering supplies



## Relocation Worldpack

Due to expansion of both staff and operations in the warehouse, the need for more office space and a larger warehouse grew in recent years. Therefore, Worldpack moved to new premises at Ekkersrijt 3102A in April 2022. With over 12,000 m<sup>2</sup> of warehouse space and 3 office floors, the new location is able to accommodate Worldpack's substantial growth.

All logistics activities are under one roof, which ensures improved efficiency, functionality and sustainability of storage, packaging and shipping activities. For example, all warehouse staff have been trained with our new reach trucks, the warehouse has been redesigned, new picking systems have been introduced and all stock is in one location. The expansion of storage capacity in the new premises enables us to hold more stock and deliver even more reliably.

With our new head office, our core value of 'Work as a team' has gained additional shape and substance. Our employees enjoy coming to the office to work together, share experiences and inspire each other.

Features of our new location (compared to our old premises) include:

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

The new premises will enable Worldpack to focus on growth and expansion of its Service with Guts! in the coming years.



For more information on the impact of our new premises, see the Operational Excellence chapter on page 40 >>>

# Organisational context

## Climate

This sustainability report examines mostly Worldpack's impact on the environment and society, such as carbon emissions and employee health. This organisational context section highlights the external environment, which affects Worldpack's (future) operations and the surrounding area. Challenges from the environment include climate change, cyber-attacks, pandemics, commodity prices, labour market tightness and changing laws and regulations.

### Paris Climate Agreement

In December 2015, in Paris, almost all countries in the world agreed that the earth should not warm by more than 1.5 to 2 degrees compared to before the industrial revolution. A greater rise in temperature would be catastrophic for humankind. To prevent this, it has been agreed worldwide that within 15 years, now within 9 years, there must be a radical change in energy supply. This must ultimately be 100% sustainable. This objective was reiterated in October 2022 at the climate summit in Egypt. This latest summit also resulted in collective emergency funds for loss and damage to communities due to climate change.

### Impact on companies

Climate risks are currently limited for companies located in the Netherlands thanks to the mild maritime climate, with reasonably weather-resistant infrastructure and commercial buildings, and insurance coverage for storm damage. However, in the short term, companies experience significant climate risks in their supply chains, as many foreign suppliers are located in countries with many weather extremes. This could affect business continuity and employee health.

As the earth warms up, long-term chances of impactful weather extremes, such as floods, water shortages, heat waves, hurricanes and extreme rainfall increase in the Netherlands. The Limburg floods in 2021 are a case in point. Proactive action and commitment to CO<sub>2</sub> reduction and circularity are therefore essential for companies like Worldpack and others in the Netherlands.

These climate challenges lead not only to material damage and business continuity problems, but also to higher prevention and insurance costs. To reduce the negative climate impact, Worldpack is taking measures as described in the emissions chapter on page 25. Proactive approaches and sustainable strategies are crucial for companies located in the Netherlands to prepare for and adapt to future climate risks.





## European legislation

### Green Deal

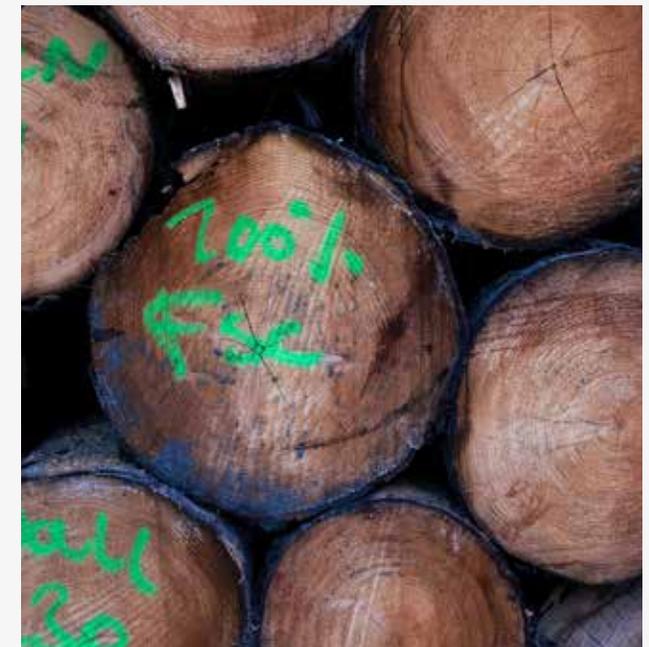
Within the European Union, the global Paris Agreement translates into the Green Deal, which aims to reduce carbon emissions by 55% by 2030 compared to 1990. The objective thereby envisaged is for Europe to become the first climate-neutral continent by 2050. This Green Deal consists of a package of measures that will impact all sectors, but especially energy, transport, agriculture and infrastructure. By the end of 2021, measures such as deforestation, waste management and biodiversity were added. In 2022, the Fit for 55 programme was announced, which refers to the EU's target of reducing net greenhouse gas emissions by at least 55% by 2030.

### Circularity

In March 2020, the European Commission adopted the Circular Economy Action Plan (CEAP) as an essential part of the European Green Deal. CEAP encourages the transition to a circular economy, reduces pressure on natural resources, promotes sustainable growth and jobs, and contributes to climate neutrality and halting biodiversity loss. The plan introduces product life cycle initiatives focusing on product design, circular economy processes, sustainable consumption and waste prevention, and resource conservation in the EU economy. Legislative and non-legislative measures are applied where EU action adds value.

## Pandemics

The COVID-19 pandemic posed a business continuity risk to Worldpack and stakeholders in 2020 and 2021 due to higher absenteeism, supply chain disruptions and closed retail shops, among others. As of early 2022, COVID-19 no longer poses a threat in the Netherlands. With the right mindset and decisiveness, Worldpack came through the COVID-19 pandemic healthy, and we even grew. Still, Worldpack keeps in mind that the risk of a new pandemic is present.



# Retail industry

## Omnichannel

The retail industry is witnessing a significant shift towards omnichannel, with experts forecasting its continued relevance in 2023. Brands employing over three channels in their omnichannel marketing strategies experienced a remarkable sales growth in 2022. Omnichannel retail facilitates a smooth integration of online and physical stores, delivering a uniform brand experience to consumers across multiple touchpoints such as web, social, mobile apps, and brick-and-mortar stores..

Omnichannel shopping exemplifies the provision of comprehensive stock information across channels, connecting physical orders to online platforms, and predominantly online businesses establishing physical locations to augment their digital sales. Omnichannel approaches differ depending on the retail market, format, and target demographic. Click-and-collect and in-store pick-up form the foundation of omnichannel solutions, while retailers are also experimenting with one-hour click-and-collect, VIP Club initiatives, and the integration of physical stores with mobile and online marketing campaigns. A superior customer experience is crucial for the success of omnichannel strategies.

The COVID-19 pandemic prompted a rapid shift in consumer spending towards e-commerce, driving retailers to invest in omnichannel solutions. Brick-and-mortar stores remain vital in educating consumers, reinforcing brand identity, and bolstering e-commerce sales. The lockdowns and restrictions in 2020 and 2021 underscored the significance of online shopping while reaffirming the indispensability of in-person shopping experiences. The omnichannel model merges online and offline transactions, guaranteeing flexibility, convenience, and accessibility, such as delivering clothing to customers' homes or offering in-store pick-up options.

## Shopping experience and brand loyalty

The shopping experience goes beyond trying on clothes, visually comparing products, or enjoying exceptional customer service. Today's consumers are increasingly drawn to brands they can identify with, and place greater emphasis on factors like sustainability, social impact and ethical business practices. Shoppers are shifting their focus from price to quality and awareness of trade practices, opting for more durable garments that last longer than a month.

This connection to value involves not only customers but also suppliers. Some brands have taken it a step further by actively seeking to influence social change, such as mandating a portion of their supplies come from Black-owned factories in support of the Black Lives Matter movement.

To address these changing consumer demands, retailers must concentrate on honing their digital and physical marketing messages, establishing a compelling market value proposition, fostering brand loyalty, and crafting a unique brand voice. Retailers must also ensure customers familiarise themselves with their brand through various channels, including social media, news feeds, and brick-and-mortar stores. This integrated and consistent brand experience is essential for adapting to the evolving landscape of shopping experiences and maintaining customer loyalty.

## Sustainable developments

Sustainability is a brand value that consumers want to connect with, making the realisation of this more important every day for the retail sector. More and more retailers nowadays focus on embracing the 5 R's (Refuse, Reduce, Reuse, Repurpose, Recycle), embedding sustainability within the core of their businesses and reducing "Green Washing". The majority of retailers are setting targets and publishing their performance, thus increasing accountability. There are commercial advantages to doing this, since the consumer is becoming more aware of their impact on the world.

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

## Digitalisation and data

Digitalisation and data are becoming more important for companies every day. Over the next decade, 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. For example, Worldpack can already manage its customers' stock remotely based on data. In today's digital world, data-driven decision-making seems to be becoming increasingly important.



# Supply Chain

In 2022, the Supply Chain at Worldpack was characterised by logistics challenges and raw material shortages, fuelled by the COVID-19 pandemic and geopolitical turmoil. Worldpack responded to these challenges by shifting sourcing from Asia to Europe. The outlook for 2023 remains uncertain, but with the diversification of its supply chain, Worldpack is well positioned to face potential challenges.

## Reflection on trends and challenges from 2019 to 2021

From 2019 to 2021, we saw major shifts in Worldpack's supply chain. The COVID-19 pandemic and subsequent economic recovery caused disruptions in global trade, leading to large shortages of essential raw materials and materials. These shortages had a direct impact on Worldpack.

At the same time, the pandemic led to major fluctuations in demand, availability and logistics costs. A specific challenge was the shortage of shipping containers, which led to extremely high costs and significantly longer delivery times. Another consequence of the pandemic was a shortage of truck drivers, which had an impact on logistics.

## Challenges and developments in 2022

### Logistics challenges

Although the pandemic may have 'fizzled out' at the beginning of 2022, it continued to pose logistical challenges for the rest of the year. Restrictions on international travel and trade, supply chain disruptions, and the general unpredictability of the market increased the cost of freight transportation and warehousing. All this has contributed to an overall increase in Worldpack's operating costs.

In addition, labour shortages in the logistics sector, partly caused by COVID health measures and the changing labour market, have further increased pressure on Worldpack's supply capacity.

### Commodity shortage and inflation

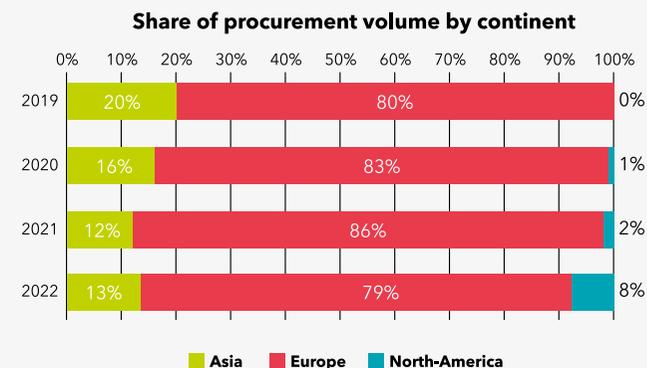
Shortages of raw materials, particularly paper pulp and recycled plastic, were a major obstacle in 2022. These shortages were exacerbated by rising energy prices, rising procurement costs and strong consumer demand, which revived after the COVID lockdowns were lifted in May. The first signs of recovery were seen only at the end of the fourth quarter.

The geopolitical tensions in Ukraine also had a significant impact on the availability of raw materials, energy and transport. This exacerbated the scarcity of raw materials and caused raw material costs to rise again. These rising costs of raw materials, energy and transport resulted in an average inflation rate of 11.6% in the Netherlands in 2022.

## Worldpack Procurement Shift

### Shift away from Asia

In recent years, Worldpack has experienced a procurement shift. As of 2019, a consistent trend can be seen with the company increasingly sourcing from Europe instead of Asia. This shift is partly driven by economic benefits, but is also a response to the problems we faced in global supply chains due to the COVID-19 pandemic, among others.



In a short time frame, Worldpack had to procure a significant amount of personal protective equipment (PPE), and it proved more reliable and efficient to do so within Europe. That year, the ratio of Asian to non-Asian suppliers shifted from 20% Asian in 2019 to 16% Asian in 2020. Further advantages of sourcing within Europe were added in 2021. Customer demands and ongoing logistical challenges, such as container and staff shortages, made shorter supply chains increasingly attractive. As a result, the percentage of Asian suppliers fell further to 12%.

In 2022, this trend stagnated due to the disappearance of direct COVID-19 risks. The percentage of Asian suppliers increased from 12% to 13%.

One benefit of this shift is the reduction in climate impact, as shorter transport distances result in lower emissions. Despite this transition, Worldpack remains flexible in its sourcing policy, depending on specific customer requirements and the relevant product range. For products requiring a lot of manual work, Asia often remains the best choice, while for (semi)automatically manufactured products where fast lead times are a must, production in Europe is preferred.

**Increase in North America**

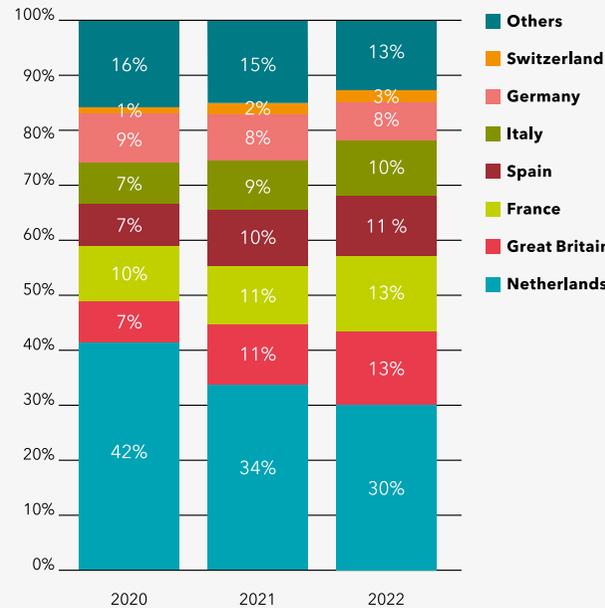
A number of new, large North American customers of Worldpack have brought in their own manufacturers and suppliers to produce their custom-made packaging materials in 2022. As a result, invoicing takes place through North America and the sourcing volume from North America for Worldpack increases on paper. But in practice, these products come from Asia and are audited by Bunzl Shanghai and visits by Worldpack itself.

**Export countries**

The Netherlands was Worldpack’s largest sales market in 2022, although its percentage of total sales fell to 29.9% from 34.0% in 2021. Despite this decline, we continue to have a strong presence in our home market.

Meanwhile, our exports to other European countries have grown significantly. 13% of our total exports now go to France and Britain; up 2% from 2021. The share of exports to Italy has also grown from 1% to 10% of total exports.

**Export volumes by country**



**Supply Chain outlook for 2023**

Looking ahead to 2023, the market remains uncertain and volatile, which is likely to affect the sourcing environment in the Netherlands, Europe and globally. For instance, the inaccuracy or lack of forecasts from customers and the market may cause uncertainty and thus problems in supply. However, despite the turmoil, prices are expected to fall as supply exceeds demand. Availability of raw materials is generally expected to remain good and constant, which may ease pressure on production capacity.

As the Asian region has been fully open again since 2023, the situation there has improved somewhat. However, there has been a noticeable aversion in the market towards production in China. This has resulted in Worldpack sourcing more and more extensively from other countries in the region. The company is likely to continue this trend in the coming year, which could lead to a diversification of the supply chain and potential reduction in dependence on a single region.



# Stakeholders

## Stakeholder assessment

### Assessment of material topics

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

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

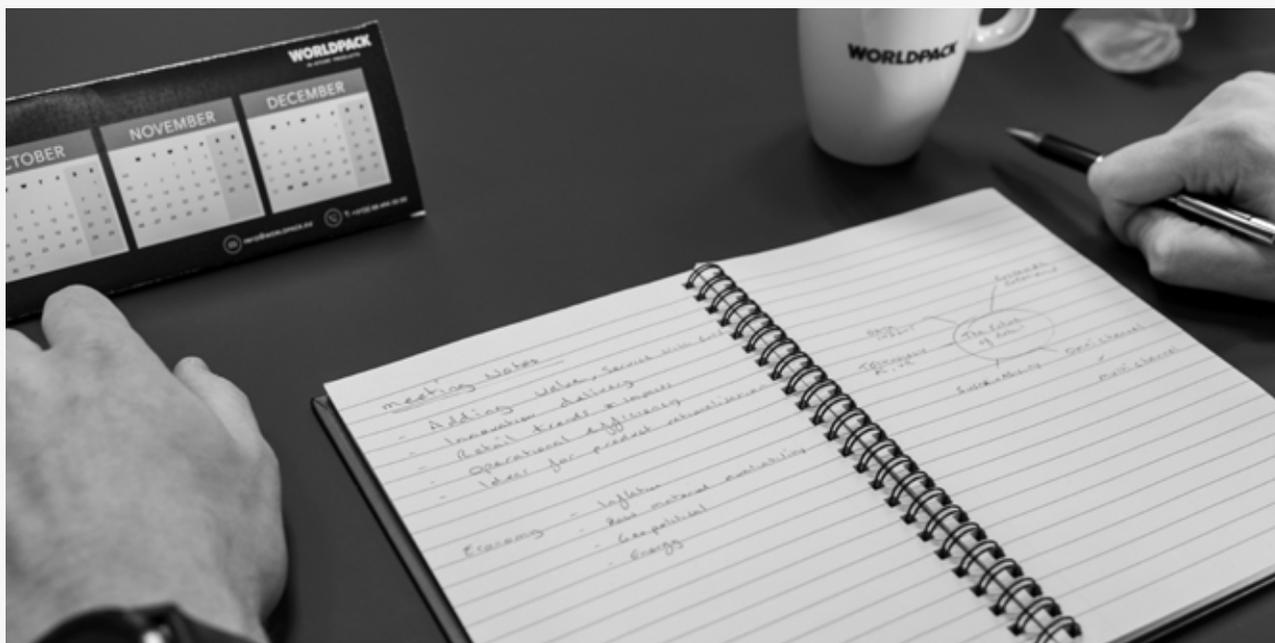
The results of the stakeholder engagement process help us to decide which topics should be reported on in this sustainability report and allow us to select the Sustainable Development Goals that we will focus on going forward.

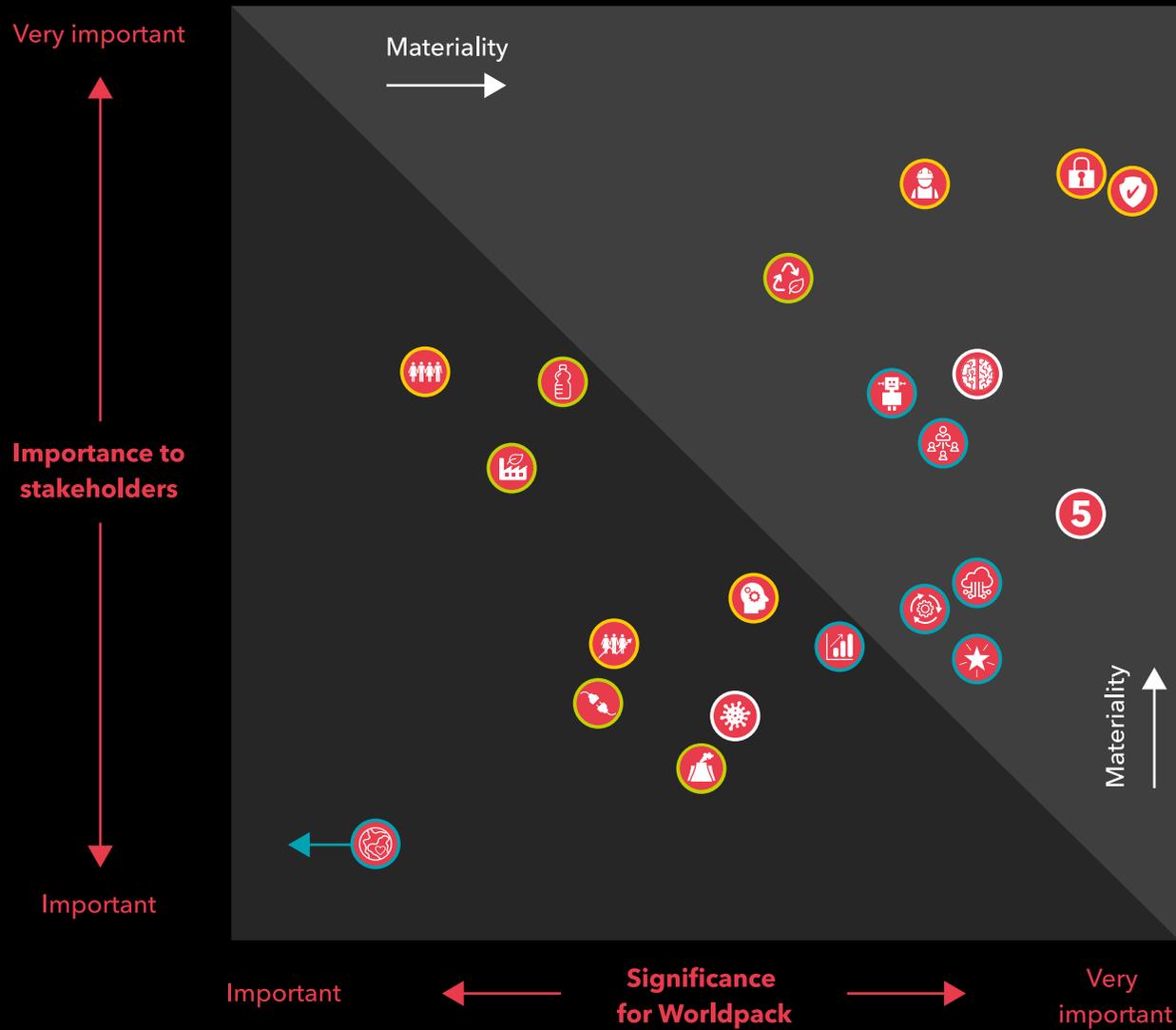
### 21 topics from four business areas

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

### Five stakeholder groups

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





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# MATERIALITY

## Environmental impact

### Energy consumption

#### New premises

With its energy label A+++ and BREAAAM BL 'Very Good' certification, our new building at Ekkersrijt 3102A is not only larger, but also significantly more energy-efficient than our old premises. The new building needs less electricity and gas in absolute and relative terms, resulting in significant savings. As a result, we have achieved our 2022 target for an energy-efficient premises.

The office part of the premises at Ekkersrijt 3102A needs on average 33% less electricity than the office at Esp 125. For gas consumption, this difference is 100%. Thanks to the heat pump, which replaces the central gas-fired heating system, the office can be heated gas-free. With this heat pump, the average total electricity consumption per m<sup>2</sup> is 33% lower than that of Esp 125.

#### Average use per m<sup>2</sup> office

Energy consumption	Esp 125	Ekkersrijt 3102	Δ
Electricity	43,80 kWh/m <sup>2</sup>	29,30 kWh/m <sup>2</sup>	-33%
Gas	8,40 m <sup>3</sup> /m <sup>2</sup>	0,00 m <sup>3</sup> /m <sup>2</sup>	-100%

It is not known whether the new warehouse, which is at least 8,500 m<sup>2</sup> larger, is more energy efficient. Unlike the office, the warehouse is heated with gas via separate gas heaters, but the temperature here is less important than in the office. However, partly due to high energy prices, an anti-heating policy has been implemented in the warehouse, and the warehouse has LED lighting and active light adaptation.

#### Office and warehouse

The decrease in energy consumption in 2022 is because we have moved into our new office. Increased energy prices, which have put additional pressure on an economical energy policy, and the sale of an electric pallet truck have also contributed to lower energy consumption. Chargeable cars and the purchase of cardboard and plastic presses factored into the lower energy consumption.

The peak from 2021 is due to the fact that it was a relatively cold year and more gas was consumed to heat the office and

warehouse. February in particular was unusually cold with temperatures not exceeding zero for several days.

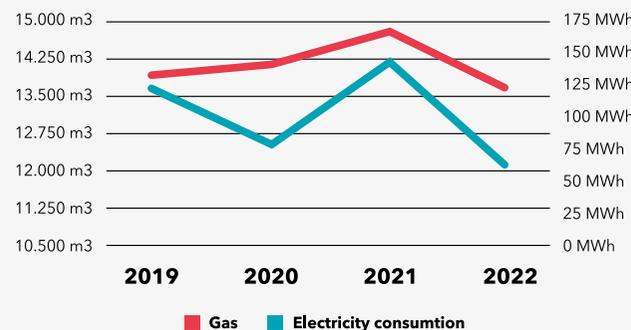
#### Vehicle fleet

Since 2021, all diesel cars have been exchanged for petrol cars. In 2022, the number of electric cars doubled compared to the previous year. The result of these changes is a significant decrease in total fuel consumption. By 2022, the total fuel consumption is down 50% compared to 2019.

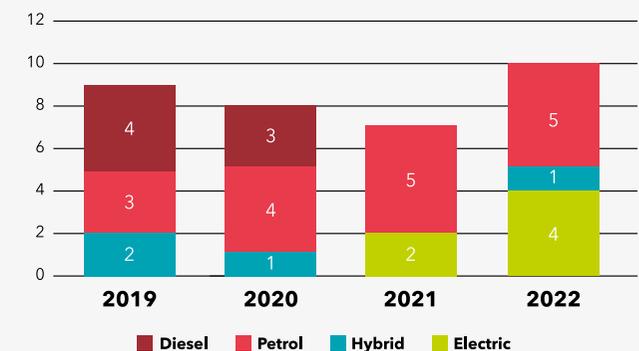
By 2022, the share of low-emission cars (hybrid or electric) in the fleet has increased from 28% to 50%. One of the petrol cars concerns a rental car with a short-term contract. For short-term car rentals, petrol cars are often the only available option.

For information about the emissions of our energy consumption, see the Emissions chapter on page 25 >>>

Energy consumption building



Lease fleet



# Emissions

Worldpack’s emissions are divided into three different scopes (groups). This classification is laid down in the Green House Gas Protocol (GHG Protocol) and is the international standard for making greenhouse gas emissions of a company clear.

Scope 1 includes emissions that come directly from our own assets, the individual gas heaters in the warehouse and the employees’ vehicle fleet. Scope 2 includes emissions from purchased electricity consumed by our own site, or purchased externally when charging electric vehicles. Scope 3 includes all other emissions not emitted by the company’s own assets, but which Worldpack uses to perform its services. This includes, for example, commuting by employees travelling by their own transport, emissions from transport partners or emissions from manufacturing products.

All CO<sub>2</sub> emissions mentioned in this report are WTW CO<sub>2</sub> equivalents. CO<sub>2</sub> equivalent means that this includes other greenhouse gases such as nitrous oxide (N<sub>2</sub>O), methane (CH<sub>4</sub>) and fluorinated gases (F-gases) emitted by a particular type of fuel or activity. WTW (Well-to-Wheel) means that the CO<sub>2</sub> values refer to the full chain of these fuels and not just the emissions from the combustion agents that Worldpack deals with. The full chain refers to the moment from mining the fuels to emitting the burnt fuel.

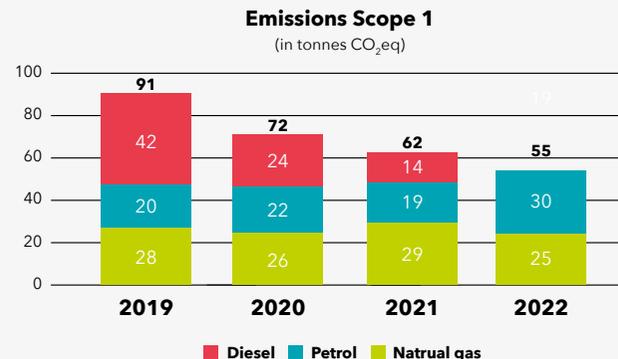
## Scope 1 (direct emissions)

Scope 1 emissions can be divided into vehicle fuels and natural gas consumption from heating the facility.

Emissions from vehicle fuels, petrol and diesel, have been decreasing every year since 2019. During 2020 and 2021, this is mainly due to COVID-19’s home working policy. But at the same time, the vehicle fleet has also seen a switch from fossil fuel cars to electric cars, and otherwise hybrid cars. This has reduced our fleet carbon footprint, while actually increasing the number of cars in the fleet. In 2022, CO<sub>2</sub> emissions from the fleet decreased by 9%.

Emissions from natural gas consumption decreased by 14% in 2022. The move was official as of April 2022, and from then on natural gas was no longer used in the new building to heat the office area. This is now done via a heat pump. Moreover, the office section is better insulated for heat than the old building. In the employee part of the warehouse, separate gas stoves are still used for heating, but this is being minimised, partly due to the high energy prices of 2022.

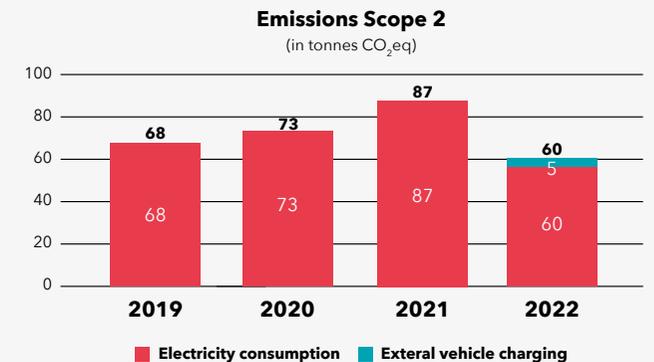
Our goal is to have our vehicle fleet and the heating of our office and warehouse free of CO<sub>2</sub> emissions by 2030.



## Scope 2 (indirect emissions)

Emissions from electricity consumption for the premises and external charging of electric vehicles decreased by 27 tonnes of CO<sub>2</sub> to 60 tonnes of CO<sub>2</sub>. Despite the new premises being larger and heated with an electric heat pump, this decrease is still due to the LED lighting and automatic light switches of our more energy-efficient (energy label A+++ new premises. The purchase of this electricity is mainly non-renewable or non-green energy. Since 2022, electricity consumption for external vehicle charging is also included in the calculation.

As with Scope 1, our target for Scope 2 is to be 100% carbon-free by 2030. We intend to achieve this by purchasing 100% Dutch wind energy after the expiration of our current energy contract. We will also explore the use of solar panels at our own site in the medium term.



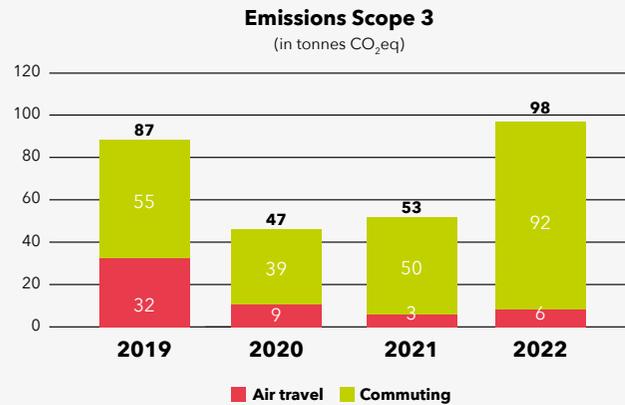
For more information on the actual energy consumption of the fleet and premises, see the Energy consumption section on page 24 >>>

## Scope 3 (other indirect emissions)

Scope 3 emissions for Worldpack mainly come from commuting (excluding employees with a company car), air travel, incoming transport of goods, outgoing transport of goods, manufacturing of products and waste processing. No figures are available for emissions from production and waste streams.

### Air travel

Air travel increased slightly in 2022, bearing in mind that in 2021, flying was not possible at all due to COVID measures. In the interest of relationship promotion and indirect control of quality and social conditions, producers and suppliers are again being visited on site since 2022. In 2023, this will increase air travel again, but it will not return to 2019 levels. If possible, meetings with foreign partners are held online.



### Commuting

Due to the removal of COVID measures in 2022, CO<sub>2</sub> emissions from commuting have almost doubled compared to 2021. Despite this increase, as of 2022, much work is still done from home and small meetings are held digitally. Any further expansion of the workforce could increase emissions in 2023. CO<sub>2</sub> emissions from commuting are an estimate based on home/office days, travel distances and an average distribution of means of transport.

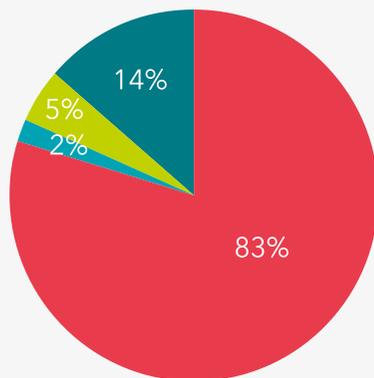
Emissions from the company's own leased fleet and employees with company cars are included in scope 1 and 2.

### Transport emissions - Inbound

Calculating CO<sub>2</sub> emissions from outsourced transport is a challenge as we depend on different inbound and outbound transport partners in this. As a result, reliable and comparable reference years are not available.

#### Scope 3 Logistic emissions

Total: 14,877 tonnes CO<sub>2</sub>



- Scope 3 Inbound transport Land freight
- Scope 3 Inbound transport Air freight
- Scope 3 Inbound transport Sea freight
- Scope 3 outbound transport Transport (land/sea/air)

For the year 2022 as a whole, our transport activities are responsible for emissions of 14,877 tonnes of CO<sub>2</sub>. These figures were calculated based on the CO<sub>2</sub> values reported by some large transporters. They were then estimated by ratio of turnover and CO<sub>2</sub> per tonne-kilometre for the smaller carriers and land/sea/air transport methods.

It is estimated that 83% of these 14,877 tonnes of CO<sub>2</sub> came from land transport from our manufacturers and suppliers to our facility. Sea transport accounted for 301 tonnes of CO<sub>2</sub> and air transport for 90 tonnes of CO<sub>2</sub>. Sea transport is limited due to the shift of sourcing from Asia to Europe and the distribution of multiple goods on one ship. Air transport for goods is not a standard choice and is only used in extreme emergencies. Despite having high carbon emissions per shipment, air transport accounts for only 0.61% of total emissions.

We encourage our manufacturers and suppliers to send as many shipments as possible in full trucks and containers.

### Transport emissions - Outbound

Our outbound transport emissions amounted to 14.36% of our total carbon emissions and involve a combination of land, air and sea transport. Because more than half of outbound transport goes to locations close by, such as the Netherlands, the UK, France and Germany, this is significantly less than inbound transport. Inbound transport comes mainly from southern Europe, south-western Europe and Asia. In addition, we choose our outbound transporters ourselves and can make sustainable transport choices.

DHL's CO<sub>2</sub> emissions in 2022 for the purpose of transporting our goods were 100% offset under the GoGreen programme. DHL accounted for 67.97% of our outbound shipments in 2022. As this is a CO<sub>2</sub> offset, and not zero-emission transport, it is not counted as 0 tonnes of CO<sub>2</sub>.

Unlike inbound transport, we do have more influence on outbound transport. For instance, we apply 'compressed packaging', trying to fit as many products and shipments on as few pallets and trucks/containers as possible. With compressed packaging, we can pack 100 instead of 50 of our SHOPPERS (sturdy PP woven shopping bags) in one outer box. We also try to send full containers for sea freight as much as possible, instead of empty or split containers. For outbound trucking, we ship 'double stacked' as much as possible, so that as little air as possible is carried.



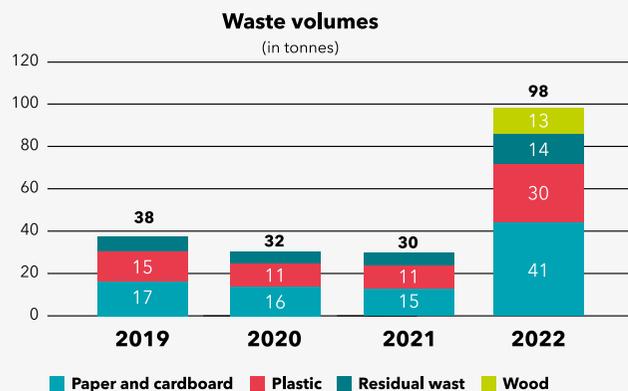
# Waste streams and packaging materials

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

- 1. Upstream waste**, waste generated in the production of the products ordered by Worldpack. This waste stream is not currently in the picture.
- 2. Midstream waste**, incoming packaging and stuffing material that Worldpack discards upon receiving the products.
- 3. Shipping materials**, also known as downstream transporter waste, are packaging used by Worldpack in bulk shipments which the transporter discards.
- 4. Packaging materials**, also known as downstream retailer waste, are the packaging, stuffing material and products used by Worldpack which the retailers discard upon receiving the products.

## Midstream waste

Midstream waste consists of waste that Worldpack disposes of itself and has disposed of from its own premises. Worldpack distinguishes the waste types paper & cardboard, plastic, residual waste, wood & pallets and coffee cups.



Worldpack’s total waste volume increased by 262% in 2022. This peak is mainly caused by the relocation, where moving materials and written-off products were discarded. The extra-large new warehouse with more incoming and outgoing products and the addition of the wood waste stream are also responsible for this increase. Waste volume is expected to decrease in 2023.

The decrease in the separation rate (the proportion of total waste streams recycled) is small, from 64.42% to 62.29%.

## Paper and cardboard waste

The volume of paper and cardboard waste increased by 165% in 2022. This is due to the increase in warehouse operations due to the relocation and increased sales in 2022.

Because of the relocation, we have all our stock in one place. As a result, we have the entire waste stream of our paper and cardboard waste in view. In most cases, the stock that does pass through our warehouse goes to our customers as complete pallets, without having to be repacked or repackaged.

In our new premises, a cardboard compactor has been installed that collects compacted cardboard and paper. These cardboard bales are then sold back to the waste processor. This reduces the overall CO<sub>2</sub> emissions from waste disposal and increases recycling efficiency.

## Plastic waste

The increase in plastic waste, like the increase in paper and cardboard waste, is due to the increase in warehouse operations and growth in sales.

The plastic compactor, which makes compressed plastic bales, will be installed in 2023. These plastic bales can then be returned to the upstream chain (recycled) so that our manufacturers can in turn use them to make products.



## Wood

Wood was previously collected by the pallet trader but from 2022 it will also be collected separately for the waste processor. This mainly involves wood from pallets. The pallets that come to us are primarily used for our own storage, or reused for our own shipments. Pallets that are worn out or broken are recycled. Some pallets we repair ourselves.

## Residual waste

Due to the relocation, the larger warehouse and increased sales in 2022, as with the other waste streams, the residual waste volume of wood has also increased. The relocation in particular has had an impact, with items being discarded such as samples, wood remnants, written-off products, old or broken products.

Nevertheless, despite the move, the proportion of non-separated waste, i.e. residual waste, decreased from 35.58% in 2021 to 30.24% in 2022. To reduce this percentage further, efforts have been made to improve separation even more. There are at least one or more containers with separation instructions on the corner of each rack, and we aim to raise staff awareness of waste separation.

**Relocation**

During the move in April 2022, we took 25% of the furniture from the old location and reused it. This included furniture such as cabinets, tables and chairs, lighting and lamps. The rest was given to employees or donated to the thrift shop. Despite this, waste flows increased considerably due to moving waste and discarded products.

**Shipping materials**

Shipping materials, also called downstream transporter waste, are packaging that Worldpack uses in bulk shipments which the transporter discards, such as the sealing film around pallets and between cardboard. We take care when stacking pallets to load them as full as possible to minimise the use of sealing film. Ultimately, this gets us about 5 pallets on 4 pallets, resulting in the use of less sealing film and transport activity.

Over the whole of 2022, however, sealing film consumption increased from 112,500 to 332,100 metres. This is a 200% increase, while the number of shipments increased by only 10%. This is due to the fact that in setting up the new warehouse, many pallets had to be re-stacked for storage.

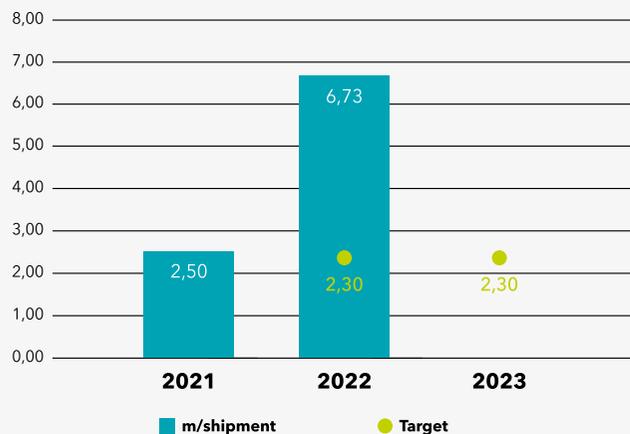
This incidental high use of sealing film has an undue influence on the measurement of the number of metres of sealing film used per shipment. No more sealing film was applied per pallet, only the average number of metres of sealing film per 'shipment' increased from 2.5 in 2021 to 6.73 in 2022. The number of order lines per shipment did become more efficient in 2022, from 5 order lines in 2021 to 5.72 in 2022. This is an increase of 14.4%.

We did not achieve our 2022 target with this. But partly because the standard stock is sealed, the use of economical sealing machines and the direct forwarding of incoming pallets to customers, we expect to meet the target of 2.3 metres per pallet shipment in 2023.

In 2022, we used 92,160 metres of stuffing materials, which is 44% more than in 2021. Per shipment, the number of metres of stuffing materials increased from 1.42 in 2021 to 1.87 in 2022. This is due to the growth and expansion of our range with new products. In this regard, the most efficient way of packaging is not yet immediately clear. As a result, the 2022 target of 1.25 was not achieved. The number of order lines per shipment did become more efficient, from 5 in 2021 to 5.72 in 2022.

The 'packers' hired in 2022, whose sole responsibility is to check picked orders and pack them as sustainably as possible, were not able to focus on more efficient packing until after the move was completed. It is therefore expected that, with the help of these 'packers', the use of shipping materials will be significantly reduced by 2023. In addition, as of 2023, we will start reusing large incoming boxes directly for shipments to our customers. Together with the 'packers', we venture to set a target of using 1.25 metres or less of stuffing materials per shipment.

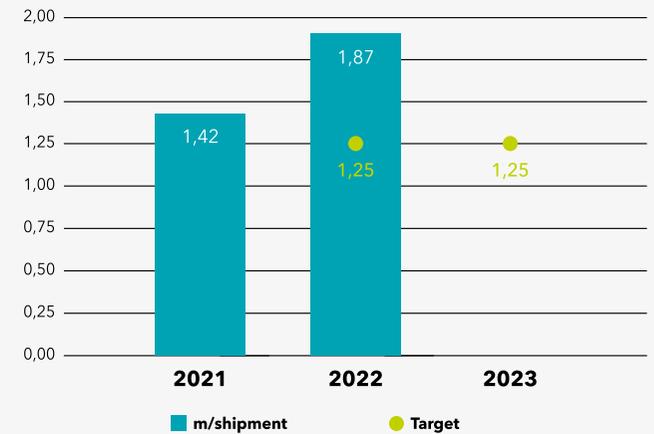
**Material consumption for shipping**  
in metres per shipment



**Packaging materials**

Packaging materials, also known as downstream retailer waste, are the shipping packaging, stuffing and products used by Worldpack that retailers throw away when they receive the products, such as cardboard boxes and the stuffing material that comes with ordered products.

**Material consumption as padding**  
in metres per shipment



## Sustainable product range

The expectations of consumers, companies and the government are increasing regarding the circular life cycle of products. This was also reflected in our 2021 stakeholder survey, which identified a sustainable product range as the most important environmental topic. Retailers therefore often opt for circular bags, made of recycled or biodegradable materials, specially designed to be reused or recycled. Other retailers focus more on low-carbon products.

When sourcing products, we consider both the origin of materials and the material they are made of. How big the impact will ultimately be on circularity, however, we decide together with our customers. They determine to what extent we are committed to making the product range as sustainable as possible.

The definitions of a sustainable product vary from customer to customer, which makes it a challenge for Worldpack to formulate one definition for a sustainable product range and subsequently measure the degree of sustainability of our products.

### Making standard products more sustainable

For some specific products, we changed the material composition to a more sustainable composition in 2022. For example, we converted our standard PE Cash Bags from original material to at least 80% recycled post-consumer material (PCR). For other products, we have gone from a multi-material composition to a single-material composition. This increases the possibility of recycling the material. For our customers who choose standard products, cost and quality are important

buying considerations. This is where a challenge lies in making our standard products more sustainable.

#### Sustainable products for retailers

The big steps towards sustainable products will be made in collaboration with our customers. They ultimately decide what kind of bag they want. Customers' preference appears to be for the most sustainable product possible, within their set price range. These include paper bags with an FSC label, a product consisting of an increasing percentage of recycled material, bags made entirely or partly from PCW material or the widely used method of weight and material reduction. Besides the composition of the product, retailers are also increasingly opting for production within Europe and setting high environmental requirements for producers.

#### Bag for Life

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



#### Bio hangers

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

### Supporting retailers to become more sustainable

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

The Believe Roadmap commences with the formulation of a sustainability objective, with which the company wants to reduce its environmental impact. This could, for example, concern CO<sub>2</sub> emissions from packaging and used plastic, eliminating plastic consumption, generating less waste or circularity. In the second stage, the product groups are examined. A target is formulated for each product group based on the 5R model, where the 5R's stand for:

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

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

Worldpack likes to share knowledge about sustainable innovation and thought leadership with its customers, suppliers, employees and partners. On our website and LinkedIn page, we regularly post the latest developments within the retail industry.



Scan the QR code to go to our LinkedIn page.



# Social impact

## Occupational safety

Employee health and safety aligns with our core value TAKE CONTROL. Worldpack is committed to a safety-centred culture and therefore sees it as its moral duty to create a healthy and safe working environment. Worldpack follows the Bunzl Health and Safety Policy, conducts monthly Site Safety Checks and encourages open communication. Unfortunately, the zero-tolerance target for incidents was not met in 2022. Therefore, Worldpack will make additional efforts to improve safety and prevent accidents.

### Safety policy

Worldpack complies with the Dutch Working Conditions Act and follows Bunzl's Health and Safety Policy. This policy provides management systems that identify risks, suggest improvements and evaluate the policy. Employees receive instructions and information on safe work execution and handling of machinery and equipment. The Bunzl Benelux EHS Manager draws up the current safety policy and is responsible for audits, which lead to an action plan for improving safety points.

#### Prevention Officer

The Prevention Officer, a position required by law, is responsible for assisting in the preparation of the Risk Assessment & Evaluation (RAE) and advising on working conditions policy at Worldpack. Together with the EHS manager, at the Bunzl Netherlands level, the Prevention Officer ensures safety and health procedures and risk identification, with the RAE being renewed periodically.

To ensure the safety and health of employees, the management team together with the Prevention Officer conduct an annual update and evaluation of the RAE. In addition to this, the Prevention Officer checks safety and regulatory compliance at the site on a monthly basis using a comprehensive Site Safety Checklist.

#### Site Safety checklist

The checklist includes a comprehensive review of various aspects of the site to ensure safety and regulatory compliance.

The Site Safety checklist includes;

- Storage - inspection of pallet racks and storage conditions
- Chemicals and aerosols - storage and safety of hazardous substances
- Fire protection and prevention - emergency exits, fire extinguishers and evacuation plans
- Equipment and trucks - safety and maintenance of equipment such as forklifts
- Personal protection and first aid - presence of first aid kits and personal protective equipment
- Environment - waste management and recycling, cleanliness and order on-site
- Electrical cabinets, technical and service areas - accessibility and safety of electrical equipment
- Mezzanine floor - safety and use of the mezzanine floor
- For each item, there are questions to assess compliance. Some items are indicated as non-compliant (marked with "No" and "Red"), meaning there are areas for improvement that require attention.

In addition, the vehicles in the warehouse, such as the Electric Pallet Truck (EPT) and the Forklift Truck, undergo weekly safety checks. These are checked against the preoperative Material-Handling Equipment (MHE) checklist. This checklist covers the general condition of the MHE, forks, carriage plate, mast, backrest/seat, lift chains, steering mechanism, and tyres. In addition, the trucks are inspected and maintained annually by Still, the supplier of the trucks.





### Bunzl Safety Policy

Bunzl's Corporate Responsibility Committee conducts periodic audits, after which the board of directors reviews safety protocols and implementation. Every two years, Bunzl conducts an audit. The full Bunzl Health and Safety Policy can be found in English on their website: <https://bunzlhealthcare.co.uk/health-and-safety-policy/>.

## Incident

In 2022, Worldpack experienced one incident involving absenteeism, which meant that the zero-tolerance target was not met. It involved an entrapment incident that prevented the employee from working for some time. Of course, Worldpack continues to proactively work on safety, with zero accidents resulting in absence as a standard. As a result of this entrapment incident, the following measures will be taken in 2023;

- Certification of all personnel (internal and external) for use of internal transport equipment and restriction to certified users.
- Maintaining order and cleanliness in loading and unloading areas, respecting maximum stacking height (1.5 metres) for pallets.
- Implementation of RAE adjustments following accidents and periodic evaluations.
- Investigation into the replacement of rental fleet of EPTs with intrinsically safe variants (EXH-S) and use of machines with double-length forks.
- Implementation of a traffic plan and organisation of additional safety meetings, especially after busy periods, to emphasise safety.

## Measures and training

The Prevention Officer identifies risks and hazards and manages the RAE. Monthly Site Safety Checks contribute to safe operating assets. In addition, staff receive regular safety training, such as toolbox meetings, BHV (Company First Aid), VCA (Safety, Health and Environment Checklist Contractors) and forklift certificates. These trainings and courses contribute to the overall safety culture within Worldpack.

By 2022, the following safety measures have been taken:

- Emergency response: flammable materials are placed at

least 3 metres away and access to eyewash and equipment is made easily available.

- Fire safety: the obstruction procedure is publicised within Worldpack.
- Personal Protective Equipment: all employees wear high-visibility clothing according to EN ISO 20471 class 1 or safety vests.

In 2023, safety measures were taken to prevent a repeat of the 2022 incident. Please refer to the section titled Incidents.

### Communication and engagement

Worldpack promotes an open culture in which employees feel free to share their concerns or suggestions regarding safety. Management shows commitment by being regularly visible on the shop floor and by paying attention to safety during meetings and discussions with employees. In 2021, 92% of employees reported unsafe situations, actions or concerns to their manager.

## Social safety

Worldpack attaches great importance to social safety and strives to create a positive and respectful working environment that contributes to employee well-being and a positive corporate culture. To ensure this, Worldpack has appointed an external confidential advisor who offers employees independent and objective support when reporting socially unsafe situations.

In addition, employees can contact the HR department for advice and support. In 2022, as far as is known, no reports were received by the confidential advisor, which hopefully indicates good social safety within Worldpack. Nevertheless, Worldpack remains alert to signals of unsafe situations and we are proactively committed to creating a safe working environment in which employees feel valued and respected.

## Employee health

In 2022, Worldpack remained true to its commitment to health and safety for its employees. Despite COVID-19 measures becoming less stringent as the year progressed, the focus remained on continuously improving employee welfare.



### Health statement

Our mission is to provide a healthy working environment for all employees. In doing so, we see the promotion of health and safety measures as a shared objective for management and employees at all levels. We are committed to meeting all relevant health and welfare requirements. We also try to create awareness regarding the importance of high health and safety standards in the workplace. In addition, we provide appropriate education and training to ensure the health of all employees.

At the beginning of 2022, COVID-19 measures were still required at Worldpack, such as working from home, regular disinfection and structured lunch breaks. As the year progressed, these measures became less necessary. However, our focus remains on the health and safety of our employees, and we continue to adapt our policies according to new developments.

### Continuous Improvements in Employee Health

Worldpack is not only committed to meeting its legal obligations regarding the health and safety of its employees, but also to the continuous improvement of their general wellbeing. Together with Bunzl, Worldpack has offered training and courses on topics such as CPR & AED, healthy lifting, healthy working posture, labour law, remote collaboration, personal development, resilience training and driving training for environmentally friendly and safe driving. In addition, Worldpack applies an anti-smoking policy both at its sites and when visiting clients. Employees who smoke are encouraged to follow the ‘Smoke-free! You too?’ course at our expense.

Employee health goals for 2023 are:

- Reduce absenteeism to below 5%.
- Minimise voluntary outflow to below 4%.
- Gain insight into outflow, transfer and inflow needs so that we can anticipate them in time.

### Employee satisfaction survey

In 2022, an internal communication survey was conducted at all Bunzl subsidiaries, including Worldpack. The lowest scores were in the areas of corporate communication, employee participation and relationship with managers. This is therefore where Worldpack sees opportunities for improvement. Nevertheless, Worldpack performed well on some items; 91% of employees feel able to communicate their ideas openly and honestly with team leaders and managers. Moreover, 78% of them felt adequately informed about company results.

### Health and safety sentiment

In 2022, Worldpack scored 88 on health and safety, a decrease of 6 points compared to 2020. This score is 4 points below the 2022 Dutch benchmark.

### Sustainable employability and engagement

In 2022, Worldpack’s sustainable engagement showed a decrease of 14 points to 74, compared to 88 in 2021. This 74% score is 6 points lower than the Dutch benchmark and 13 points lower than the High Performance standard.

To increase sustainable engagement among employees at Worldpack, a personal budget is made available annually to all employees employed for 3 months or more. This budget can be spent on things like a (partial) purchase of a bicycle, a sports subscription or extra time off.

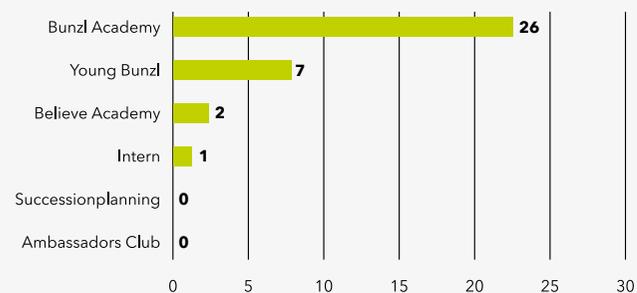
# Training and education

Worldpack values training and education for its employees, as this contributes to their well-being and development. Together with Bunzl, Worldpack offers a comprehensive and personalised package of courses, workshops and training sessions, which promote employees' continuous development and respond to the changing labour market.

The Bunzl Academy provides a wide range of offline and online courses and trainings, the programmes offered by the Bunzl Academy are the Young Bunzl meetings and Believe Academy trainings. It also focuses on Succession Planning, the Ambassadors Club and mentoring interns and temporary workers.

In 2022, forklift, reach truck, EPT and FAFS training courses were also organised. Since 2022, personal evaluation interviews have been integrated into a new Performance Management system. Due to the introduction of the new tool and a shortage of HR staff, the training hours from 2022 were not recorded and the employee files therein were not updated.

**Number of programmes followed by Worldpack employees in 2022**



## Bunzl Academy

The Bunzl Academy provides access to more than 300 training courses, master classes and courses in various areas, such as environment, health and safety, diversity and inclusiveness, sustainability, financial tools, labour law and personal development. In 2022, 26 Worldpack employees participated in the Bunzl Academy, attending various training courses such as the Believe Event, Bunzl Finance and Reporting Update, EHS at Bunzl, Welcome to Bunzl and Young Bunzl.

In addition to these offline courses, employees have free access to more than 300 online trainings, master classes and courses. The employees can attend all of these at any time and place. For some training courses, an employee is awarded a certificate.

Examples of courses offered online or offline:

- General EHS training
- Diversity and inclusiveness
- The Believe sustainability policy
- Sustainable legislation (SUP)
- Financial tools and techniques
- Employer branding
- Labour law / Employment law
- Remote collaboration
- Personal development and resilience training
- Reanimation (CPR) and AED training
- Healthy lifting and work posture
- Prevention officers
- GDPR training



## Young Bunzl

For employees up to the age of 35, Bunzl Academy organises the Young Bunzl meetings, aimed to inspire, stimulate and create awareness. In 2022, meetings were organised around themes such as life-saving action and resilience after a top performance. Seven Worldpack employees participated in these.





## Believe Academy

The Believe Academy, part of the Bunzl Academy, focuses on sustainability and social responsibility. In 2022, two Worldpack employees attended this specialised programme. The aim of the Believe Academy is to increase awareness and knowledge about sustainability and social responsibility in the industry.

The Believe Academy consists of two pathways: Start Believing for beginners and Believe Advanced for advanced students. Participants receive training and courses on the Believe mission, Life Cycle Assessments (LCAs), the new Single Use of Plastics (SUP) legislation, the Green Deal, the recycling check and sector-specific sustainability topics.

Besides expanding general knowledge on sustainability topics, employees are also trained in providing sustainable strategic and operational advice to our customers. This allows Worldpack employees to make an important contribution to making their customers' operations more sustainable, while contributing to a more sustainable and socially responsible world.



## Succession planning and Ambassadors Club

Within Worldpack, succession planning is responsible for the succession of higher-level positions by in-house staff. Every year, a fixed format is used to evaluate which employees within this succession planning may follow a personal development path. As part of the succession planning, these potential trainees are supported by, for example, study, coaching, management training, and are offered participation in the Ambassadors Club.

The Ambassadors Club is a small group of employees within Bunzl operating companies who show potential for growth within Bunzl. Bunzl believes in strategic talent management and strategic training: to connect, engage, enabling people to thrive, grow and shine. The Ambassadors Club supports these potential candidates in this way by having them work on a one-year practical business case. During this year, the employee is supported by several training courses such as self-development, design thinking, critical thinking, building trust and advice on relationship development. Performance and career development are discussed during annual performance and evaluation interviews with employees.

In 2022, none of the Worldpack employees have been promoted within Worldpack or Bunzl through the Ambassadors Club.

## Temporary workers

For students, Worldpack structurally has internships available at its Creative Design Studio. Training programs are also offered for secondary education and higher vocational education (HBO), and we are a work placement company within the MBO logistics courses at levels 3 and 4. Students or temporary workers can come to us for seasonal jobs such as working in the warehouse during the school holidays. In this way, we support students who want to acquire practical experience while also allowing us to contribute to the development of local youth by providing them with work experience.



## Other trainings

In addition to the training and courses mentioned above, other trainings also took place at Worldpack in 2022. For example, various forklift, reach truck and EPT training courses were organised, as well as ERO (Emergency Response Officer) training for employees. These additional trainings contributed to staff safety and skills.

## Diversity and inclusion

At Worldpack, we strive to create a working environment where everyone feels welcome and valued. Diversity and inclusion play a crucial role in creating such an environment, and we are committed to promoting these values within our team. Worldpack chooses employees based on traits, substance, skills and qualities.

### Gender ratio and Management team

In 2022, the male-female ratio was slightly decreased to 66%-34%, from 61%-39% in 2021.

Gender	Number	Distribution	Change compared to 2021
Male	42	66%	+8%
Female	22	34%	-14%

During the survey at the end of December 2022, the female former HR manager was no longer employed at Worldpack. As a result, our management team consisted entirely of men. In 2023, a new woman will start working as HR manager within the management team. The management team consists of six Dutch and one British member(s).

Gender	Number	Distribution
Male	7	100%
Female	0	0%

We remain particularly committed to providing equal opportunities, especially in the youth labour market by offering internships and holiday work to students and young people without relevant work experience.



### Unconscious bias

All managers within Worldpack participated in a training session in 2022, spread over 3 occasions of 2 hours each on 'unconscious bias'. This is an important initiative to increase awareness and understanding within our organisation regarding unconscious bias. By addressing these unconscious

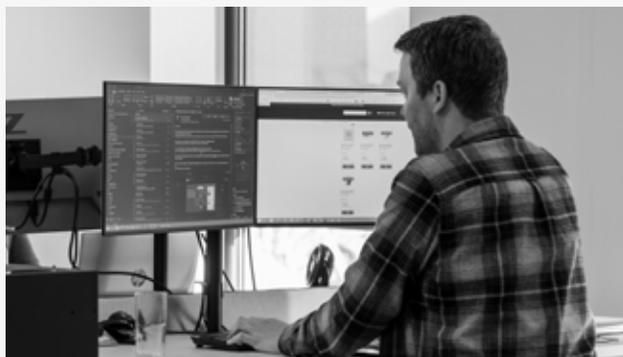
biases, we can create a more inclusive and respectful work environment that positively impacts all employees. The Diversity, Equity & Inclusion Board (DE&I), which had been set up within Bunzl Continental Europe, will be disbanded in 2022.

## Economic impact

### Customer Relationship Management

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

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



## Innovation

### Product innovation

Innovation remains one of our top priorities at Worldpack and is part of our core values “Be Better” and “Be 1 Step Ahead”. In a rapidly and constantly changing world, innovation is key to continuing to serve our customers “with Guts”.

At Worldpack, innovation involves the introduction and continuous development of new and existing materials and products. Thus, we continue to reduce the use of material in our products, and where possible, that material is also largely recycled.

#### Category specialist

We hired our first category specialist in 2021. In 2022, this position has developed further. The category specialist mainly focuses on expanding and, where possible, making our standard assortment more sustainable. In addition, the category

specialist looks for any opportunities to expand the existing product range.

In 2023, under the leadership of the category specialist, a private label line called “Worldpack Originals” has been set up; an important development for Worldpack in which 6 products will be rolled out in the first phase, all with a focus on sustainability. This includes sustainability in products and repackaging but also reduction of SKUs (Stock Keeping Units). We will also focus on offering more complete product lines.

Furthermore, we innovate at the request of customers. For example, Worldpack supplies FSC certified paper bags, products with a high percentage of recycled material, and bags made of PCW (Post Consumer Waste) material. In addition, we set higher standards for sustainable production and advise on reduction of weight and material choices.

Find out all about Worldpack’s sustainable product range, the 5R model and its sustainable services at page 30>>>

**WORLDPACK**  
**ORIGINALS**



## Innovation of services

Retailers today are no longer content with just innovative products or low prices; they are also looking for items that can improve customer experiences, align with their brand values, and support the development of new sales channels. Worldpack understands these new needs and provides support to retailers in implementing the ship-from-store concept, which turns physical stores into mini-distribution centres. Additionally, Worldpack helps retailers gain better insight into their stock management with RFID solutions, which enable them to track inventory throughout the supply chain and have an immediate view of available stock for online sales and in-store. Worldpack's expertise in supply chain integration, inventory management, and EDI technologies make us the ideal partner for retailers seeking to expand their omnichannel capabilities. Sustainable packaging is also becoming increasingly important for consumers and brands, and Worldpack supports customers in reducing plastic usage based on the 5R model. Learn more about Worldpack's sustainable services and products on 30.

### Worldpack ordering platform

In the previous few years, Worldpack invested heavily in the development of an online ordering platform, the Brand Store. This allows retailers to order products, both own brand as well as unbranded, on any device, at any time. This online ordering platform can be tailored to the needs of the user, whether business departments or any other customers. In 2022 the Brand Store was expanded again due high usage and the preference of its efficiency by the end users. Worldpack's e-commerce is also being further developed and expanded in 2023 to offer more functionality and features to a wider audience.

### Data solutions for our customers

Worldpack has made a significant investment in a cutting-edge data-insight tool that empowers retailers to make data-driven decisions. By enabling customers to analyse their

products' data 24/7, including trends and expectations, our tool has become a crucial asset for retailers. Our account managers are available to assist our customers in analysing this data.

The trend towards operational integration with partner suppliers is on the rise as retailers seek to streamline their decision-making and data-sharing processes. To meet this demand, Worldpack provides numerous EDI integration solutions, with an increasing number of requests and adoption for order placement and invoicing. We expect this trend to continue with our automated in-store stock replenishment services in the future. As a result, we have expanded our services in this area and enhanced our online ordering portal - Brand Store.

Furthermore, we have noticed an increase in demand for greater data insights to support decision-making, and we have developed our Power BI tool to cater to this need. We can now offer detailed and more accurate reports of our operational performance to our customers.

Worldpack also likes to disseminate innovation knowledge and thought leadership to its customers, suppliers, employees and partners. On our website and LinkedIn page, we regularly post the latest digital and sustainable developments from the retail industry.



Scan the QR code to go to our LinkedIn page.



# Operational excellence

## Relocation

In response to fluctuating demand and increasing sales in 2021, we decided to move to larger premises. Since April 2022, our new premises have offered better logistics and storage capacity. The optimised picking routes, centralisation of stocks, and automated systems are some examples of improvements. This allows us to work more efficiently and continue to expand our reliable "Service with Guts!". Another step forward in terms of operational excellence!

### Challenges

The move to the new, more spacious premises brought significant challenges. The primary goal was to efficiently handle the growing flow of orders. Crucial to this was creating a logical picking route and smartly positioning items that are often ordered together. These were just some of the changes that now contribute daily to the efficiency of Worldpack's warehouse operations.

### Efficiency gains

The relocation has brought significant benefits. For example, the centralisation of stock avoids unnecessary waiting times for goods from external warehouses, allowing us to meet agreed delivery times with our customers while avoiding extra transport. In addition, the efficient layout of the warehouse eliminates unnecessary distances when picking shipments, which is particularly advantageous in our three times larger hall.

Our new picking systems and the ability of our warehouse staff to work with all new vehicles, have contributed significantly to operational efficiency. We deliberately assigned specific tasks, such as waste collection to certain departments employees, to promote awareness and efficiency on the shop floor. Because all our warehouse staff are authorised to work with moving equipment, physical strain remains low, making picking shipments more ergonomic.

A new logistics floor plan has been implemented, with major customers distributed across workstations. This makes the processing of shipments per customer more manageable and measurable, giving us more insight into how a customer's order numbers affect our system. This project is still being refined.

Read more about the features of the new premises on [page 15 >>>](#)



## Logistical cooperation with carriers

Worldpack aims for a cooperation with carriers that meets the needs of all departments, enabling flexible, reliable, sustainable and creative service to our customers. We mainly work with two major international carriers to optimise delivery times and transport costs. Following an increase in pallet shipments and a decrease in loose board shipments, we changed our shipping profile in 2022. This resulted in more efficient truck loading and prevents half-empty trucks from leaving for distribution centres.

## COVID-19 challenges

2021 was a challenging year for the entire industry, marked by unpredictable changes in demand for in-store products. This forced Worldpack to build larger inventories, leading to increasing logistical issues and increased pressure on staff into 2022.

The growth of our operations had already led to the relocation to larger premises. In early 2022, we faced a new challenge: the increased workload combined with an already existing labour shortage in the market led to significant staff shortages. Despite the recovery from the pandemic, the labour market was still tight and attracting sufficiently qualified staff proved to be a complex task. This challenge was compounded by the need to quickly scale up our team to cope with the growing workload. However, with a strategic approach and the use of external forces, we managed to get our team back to full strength.

## Financial performance

In 2022, Worldpack recovered strongly from the challenges faced in 2021; despite the sharp economic fluctuations we faced during the pandemic, we achieved a remarkable 41% growth in sales in 2022 compared to the previous year. This impressive growth was due to the increase in new customers, the easing of COVID restrictions and the impact of high inflation.

After the start of 2022, which was still marked by the aftermath of 2021, Worldpack's adaptability played an important role in reopening stores across almost all of Europe and scaling up again. This adaptability allowed us to handle the higher volumes in a short time, and that notwithstanding the move in April.

In April 2022, Worldpack's capacity was further expanded with a larger warehouse. This enabled Worldpack to increase its procurement volume. At the same time, the new warehouse provided more efficiency at the logistics level.

As the fashion retail industry began to recover during 2022, Worldpack seized the opportunity to use digital channels as a growth engine. By responding to changing consumer priorities, Worldpack was able to adapt to new market trends and realise opportunities for growth. We invested in the online and physical customer experience with the aim of introducing new sales channels and exploring new market sectors.

Despite a degree of caution in the market, especially among potential new customers, Worldpack is expected to grow further in 2023.

Information on Worldpack's 2022 financial performance can be found in Bunzl plc Annual Report 2022.



# Governance

## Responsible procurement

In 2022, Worldpack again met responsible procurement targets for purchases from Asia and suppliers where the procurement spend exceeds €100k. With support from our Bunzl Shanghai Office and QA/QC team, we ensure that Asian suppliers from high-risk countries are audited and meet our high standards. Suppliers from other high-risk areas with annual spends above €100,000 commit to the Bunzl Code of Conduct. From 2023, we will strengthen our social responsibility as audits must meet SMETA 2 standards.

### Risk countries

#### Classifications

Bunzl has compiled a list based on the Modern Slavery Index and the Corruption Perceptions Index that divides all countries into risk categories: low, high and very high. Up to and including 2021, the “medium” classification was also among these, since 2022 it has been removed.

Low risk profile countries are mainly located in the Western world and/or are countries with a high standard of living. The countries with a high-risk profile are mainly those with emerging economies. The countries with a very-high risk profile have a lot of political unrest and poverty. Worldpack does not buy products from countries with a very high-risk profile.

#### Low vs. High risk profile

As mentioned in the supply chain chapter, see page 20, Worldpack’s sourcing has increasingly shifted to European countries in recent years. This is not only beneficial in terms of logistical reliability, but also for transparency, reliability and ethics regarding working conditions. These countries are more developed and often covered by European legislation in terms of protecting workers’ rights.

However, not all products come from Europe or countries with a low risk profile. Sourcing from Asia or countries with a high-risk profile also has advantages, such as lower prices, products with a specific production method, quantities or customer demands. It is therefore important that if sourcing from countries with a high-risk profile, it is done in a social and qualitative way.

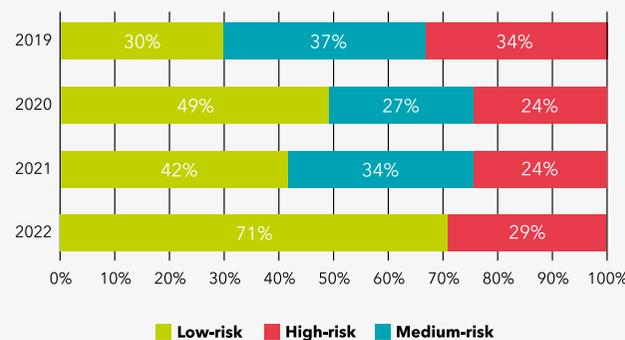
In 2022, 29% of our total procurement spending went to high-risk countries. Compared to 2021, this is an increase of 21%. The Bunzl Shanghai QA/QC team carries out checks at production sites on suppliers from Asian countries with a (very) high-risk profile. Suppliers we buy from for more than €100,000, outside the Asian (very) high-risk profile countries, must commit to and sign the Bunzl Supplier Code of Conduct. In 2023, the updated Bunzl Code of Conduct will be sent to every low-profile supplier. Above €100,000, it must be signed.

### Bunzl Shanghai QA/QC-audit

The Quality & Capability audits relate to, among other things:

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

Countries by procurement volumes and risk profile



The Social Accountability audits relate to, among other things:

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

A supplier can be assessed as “not approved”, “acceptable”, “good” or “excellent”. The rating “acceptable” is a minimum requirement for starting or continuing to work together. The classifications “acceptable” and “good” differ from the classification “excellent” in that there are some more serious points of concern for the supplier in question. In such a case, the supplier is more frequently periodically audited/controlled.

The classification “not approved” indicates that three or more major faults or violations have been found. In such a case, the supplier is summoned to improve these heavily weighted areas of concern within the stipulated timeframe. Worldpack applies commercial pressure here. In the case of zero-tolerance, cooperation is halted or not yet entered into until these defects or violations are remedied. Regardless of classification, suppliers receive the audit report after each audit. This lists the points of attention that the supplier needs to address and the timeframe for follow-up.

For 2022, Worldpack had set a target to physically visit and audit all its Asian suppliers from countries with a (very) high risk profile. Six suppliers received an initial or follow-up physical audit in 2022. With this, the 2022 target has been met and all suppliers within the target group have been audited.

No “not approved” assessments were handed out or collaborations suspended. For 2023, we focus on maintaining the 100% score.

#### **SMETA 2 Standard**

From 2023, the audit will be fully set up to the standards of SMETA 2 (Sedex Members Ethical Trade Audit). The SMETA 2 Pillar Audit Standard is an improvement on current audit reports and is easier to communicate to customers.

The SMETA 2 contains a total of 104 social accountability points, which is an increase of 58% over the current number, while the quality management checks remain around 40, thus increasing the focus on social responsibility.

Some important changes include the expansion of health and safety points from 19 to 35, an increase in the number of points relating to forced labour from 3 to 8 and the addition of three new points relating to land safety and animal abuse. These changes help to update the audit standard to the ever-changing needs and challenges of ethical sourcing.

In addition, the new standard also includes additional business, ethical, and environment-related items, allowing for partial use of the SMETA 4 Pillar standard. Bunzl Shanghai QA/QC has the ambition to eventually move fully to the SMETA 4 Pillar Standard, which performs more comprehensive environmental audits.

#### **Personal visit by Worldpack**

In addition to the audits of the Bunzl Shanghai QA/QC team and the Bunzl Supplier Code of Conduct, Worldpack makes its own annual physical visit to its 25 largest suppliers. This visit has no official audit features, but the relevant Worldpack staff are so experienced and qualified that in case of notable observations, the supplier is requested to make adjustments.

## Bunzl Supplier Code of Conduct

Suppliers with an annual purchasing volumes over €100,000, and who do not qualify for a Supplier Audit by the Bunzl Shanghai QA/QC team, are required to sign the Bunzl Supplier Code of Conduct in order to remain a supplier to Worldpack.

By signing this code of conduct, suppliers agree to comply with the established rules regarding conflicts of interest, corruption, data protection, sanctions, working conditions, environmental and legal quality of products and services and transparency. Moreover, suppliers agree to an obligation to report and verify compliance with the Bunzl Supplier Code of Conduct.

If a supplier is found not to be in compliance, Bunzl has the right to conduct audits and evaluations. If these reveal violations of the Code of Conduct, Bunzl shall give the supplier the opportunity to comply with the Code of Conduct. If this does not happen within the predetermined period, Bunzl may terminate the cooperation.

In 2022, all 21 suppliers with spends exceeding €100,000 have signed the Code of Conduct. With this, we achieved our 2022 target and for 2023 we aim to maintain the 100% score. In 2023, the Bunzl Supplier Code of Conduct will be renewed. The full Bunzl Supplier Code of Conduct can be found in English on Bunzl’s website.

## Business ethics

We are committed to ensuring that all areas of our operations meet strict ethical, professional and legal standards. Based on applicable local laws, rules and regulations and the application of common sense, logic and the normal manners that apply within Worldpack or Bunzl broadly, all employees can determine what the right actions are to meet these standards in their daily work.

### Speak Up

Worldpack has a whistle-blower procedure called Speak Up. If an employee within Worldpack finds that a situation is occurring that is at odds with the law or unethical, they can report it to their supervisor. In most cases, this does not occur anonymously and can therefore be a barrier preventing all cases from being reported. To lower this threshold, Worldpack employs the services of an external independent organisation where reports can be made anonymously. Appropriate measures can then be taken.

### Corruption

Worldpack and its employees are not permitted to accept gifts, funds or services from persons or companies that may use them to induce someone to do something or make a choice in their interest. All gifts and donations received and given are recorded in a gift registry. Making or receiving illegal payments or incentives, such as bribes, are against group policy and the funds and resources of Worldpack and affiliates of Bunzl may not be used for any such purpose, either directly or indirectly.

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

### Data security

#### The importance of good data security

The risk of critical data breaches and data and information theft at Worldpack increases as the organisation expands its internal and external digitisation processes and uses third-party services with digital data exchanges. Failure to keep security and backups in order can lead to serious consequences for business continuity, bring about reputational damage and incur financial penalties.

Because data breaches and thefts of our employees' personal data can lead to serious personal harm to those affected, we consider the data security of our employees as important as their health and safety. We therefore continue to invest in the security and awareness of proper use and storage of this data.

#### Personal data and company data

Data protection is required by law. Worldpack therefore complies with the law applicable in the Netherlands the General Data Protection Regulation (GDPR). This law stipulates how personal data should be collected and stored to protect the privacy of individuals. Since Worldpack is not a direct-to-consumer company, the personal data that Worldpack retains only relates to employee records.

For the protection of business data of Worldpack's suppliers, customers and other business partners, we have a policy whereby employees are not allowed to view, change, use or disclose company data without permission or outside of their job responsibilities. This is also applicable outside of their working hours. In addition, we offer GDPR training for employees.

#### Applications

As a subsidiary of Bunzl, Worldpack enjoys several benefits, including a high level of data security. Thanks to Bunzl's internally secure server system, which manages the information, processes and communications of all branches and operating companies, Worldpack has access to a system that is managed on a stock market and international level.

Since the COVID-19 pandemic, Worldpack has made multi-factor authentication (MFA) mandatory for access to internal systems, making working from home more secure. By 2022, this had been extended to all servers and devices, with a tightened MFA procedure with login code for added security.

Security surrounding email traffic is also continuously being improved. Employees are trained to identify suspicious emails and forward them to Bunzl's compliance department. Automated systems identify, tag and destroy emails identified as a security risk. In addition, the privacy and cookie policy for webpage visitors and brand store visitors on the Worldpack website is constantly being improved and secured.



# BACKGROUND

## About this report

### Period covered

Kroll SR has prepared this Worldpack report in accordance with the GRI Standards, for the period from 1 January 2022 to 31 December 2022. Reference years may go back to 2019, varying per topic and depending on available data.

### Report limits

This report covers only Worldpack Trading B.V. and not the parent company Bunzl plc or the other subsidiaries in which Bunzl plc has an interest.

No financial information is included in this report. For financial information please refer to the 2022 Bunzl Annual Report. The 2022 Bunzl Annual Report can be found at <https://www.bunzl.com/investors/results-and-reporting-hub/>.

### Reporting cycle and publication date

Worldpack publishes its sustainability report on an annual basis. The 2020 report was the first edition and this 2022 report is the third edition. This third edition was published in August 2023.

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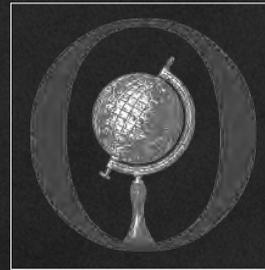
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a member of the Bunzl group of companies Bunzl

# Bunzl Family

## Bunzl plc

 Worldpack is part of Bunzl plc, a FTSE 100-listed company. With a revenue of £10 billion, Bunzl plc is a world leader in the provision of outsourcing solutions and service-oriented distribution of goods not for resale. Bunzl is active in 32 countries, with 240 distribution centres and 14,000 employees. This offers many advantages for our employees, suppliers, and clients.

Bunzl enables us to enter international agreements and make arrangements with both international brand suppliers and alternative products from emerging economies. With international collaborations, Worldpack, together with Bunzl and its subsidiaries, can engage in procurement on a worldwide scale and offer competitive prices to its clients. These purchases are made in a responsible manner. The quality and social conditions at Worldpack suppliers are regularly audited by Bunzl. As Bunzl plc is both financially and managerially stable, we can meet all our obligations and the requirements, rules, and policies of our clients. Our clients experience this safety and certainty as very pleasant. Furthermore, this financial stability is favourable because continuous investments can be made in new technologies, employees, and infrastructure. Corporate social responsibility is paramount at Bunzl plc.

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.

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## Allshoes

### Where protection and style come together.

Allshoes specialises in safety shoes and remains a front-runner in the industry by developing modern, sustainable shoes that follow fashion and sports trends. Allshoes is also a proud co-founder of the Circular Footwear Alliance (CFA), which is committed to promoting a circular economy in the footwear industry.

## Bunzl Foodservice

### Where hospitality begins.

Bunzl Foodservice is a one-stop-shop for hotels, holiday parks, amusement parks, restaurants, catering companies, coffee bars, and convenience stores, offering an extensive range of 16.000 sustainable disposables and packaging, including environmentally conscious products and collaborations with foundations.

## Bunzl Retail & Industry

### Enjoy the difference.

Bunzl Retail & Industry offers complete outsourcing programs, packaging, disposables, and hygiene products to businesses, and works with clients to find the most innovative and sustainable packaging solutions. In 2020, Bunzl Retail & Industry received the NL Packaging Awards for their environmentally friendly EcoCoolBox®.

## Coolpack

### Over 50 years of passion for quality!

Coolpack is a world leader in the production and delivery of cooling elements, with an extensive range of gel-ice packs, gel packs, hot packs, foam bricks, sponge packs, eutectic gastronomic cooling plates, ice plates, freezing plates, and cooling packaging. Coolpack strives for the highest quality, reliability, and efficiency standards in both production and service.

## King

### King Cares.

King is a leading provider of facility and medical total solutions for the healthcare, cleaning industry, industrial, and government sectors, and has an extensive CSR program and a fully certified logistics centre of over 14.000 m<sup>2</sup>, making King ready for the future.

## Janssen Packaging

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

Janssen Packaging specialises in shipping packaging for web shops and offers a wide range of shipping packaging suitable for the fashion industry, e-commerce, and fulfilment organisations, with attention to sustainability and environmentally friendly materials.

## Majestic Safety Products & Services

Majestic Safety Products & Services improves and ensures the quality of personal protective equipment (PPE) by offering an extensive range of more than 40 well-known A-brands and own brands in different price categories.

## De Ridder

### Something Cool.

De Ridder Packaging has specialised in packaging for refrigerated transport for over 25 years and produces custom-made gel packs to ensure that each shipment receives the right cooling. De Ridder uses sustainable materials to meet current environmental requirements

## Quality Services

### Grip on hygiene.

Quality Services offers customised, sustainable solutions for hygiene in sanitary facilities, kitchens, and floors, including the supply and installation of dispensers, periodic maintenance of sanitary facilities, supply of refills, and complete unburdening through the Eco Care Full Service Concept. Sustainable innovations from QS include the patented Twinliner system and the Eco Care Concept.

## Logistiekconcurrent.nl

### Efficiency in logistics.

Logistiekconcurrent.nl, part of Bunzl since 2022, is the online wholesaler for logistical tools and packaging materials. As an established player in the market, Logistiekconcurrent.nl offers a wide range of over 11.000 products and serves more than 55.000 clients. Their acquisition by Bunzl strengthens their position in the industrial market and enables them to achieve further professionalisation and growth.

## Worldpack

### Service with guts!

# APPENDIX

## GRI-index

### Disclosure 2: General disclosures

Disclosure 2: The organisation and its reporting practices				
Disclosure		Chapter	Page	Extra information/omission
2-1	Organisational details	About this report	46	
2-2	Entities included in the organisation's sustainability reporting	About this report	46	
2-3	Reporting period, frequency and contact point	About this report	46	
2-4	Restatements of information	Restatements	56	
2-5	External assurance	Omissions	50	This report has not been externally audited by an independent auditor.

Disclosure 2: Activities and workers				
Disclosure		Chapter	Page	Extra information/omission
2-6	Activities, value chain and other business relationships	Supply Chain	20	
2-7	Employees	Our people	10	
2-8	Workers who are not employees	Our people	10	

Disclosure 2: Governance				
Disclosure		Chapter	Page	Extra information/omission
2-9	Governance structure and composition	GRI-index	50	The Managing Director is the sole director in the highest governance body and holds an executive position within the organisation. (Male, <50)
2-10	Nomination and selection of the highest governance body	GRI-index	50	The Managing Director appoints the highest governance body.
2-11	Chair of the highest governance body	GRI-index	50	The Managing Director is both chairman of the highest governance body and the most senior executive.
2-12	Role of the highest governance body in overseeing the management of impacts	GRI-index	50	Within Worldpack, there is no formally assigned overseer of impact management.
2-13	Delegation of responsibility for managing impacts	GRI-index	50	Within Worldpack, responsibility of impact management has not been formally delegated.
2-14	Role of the highest governance body in sustainability reporting	GRI-index	50	The Managing Director validates the sustainability report for external publication.
2-15	Conflicts of interest	Omissions	50	Not applicable.
2-16	Communication of critical concerns	Business ethics	44	
2-17	Collective knowledge of the highest governance body	GRI-index	50	The highest governance body is assisted in sustainability expertise by Bunzl specialists and external specialists.
2-18	Evaluation of the performance of the highest governance body	GRI-index	50	The highest governance body has no formal review processes within Worldpack.
2-19	Remuneration policies	Business ethics	50	Not available.
2-20	Process to determine remuneration	GRI-index	50	There is no formal determination process for the remuneration of the highest governance body.
2-21	Annual total compensation ratio	Omissions	50	Not available.

Disclosure 2: Strategy, policies and practices				
Disclosure		Chapter	Page	Extra information/omission
2-22	Statement on sustainable development strategy	Sustainable strategy	09	
2-23	Policy commitments	GRI-index	50	Worldpack adheres to Bunzl's policies. <a href="https://www.bunzl.com/about-us/policy-hub/">https://www.bunzl.com/about-us/policy-hub/</a>
2-24	Embedding policy commitments	GRI-index	50	Policies are disclosed to employees during onboardings, and employees are periodically given training on them.
2-25	Processes to remediate negative impacts	GRI-index	50	No formal processes have been established within Worldpack for the remediation of negative impacts.
2-26	Mechanisms for seeking advice and raising concerns	Business ethics	44	
2-27	Compliance with laws and regulations	Business ethics	44	
2-28	Membership associations	GRI-index	50	Worldpack is not involved in membership associations.
Disclosure 2: Stakeholder engagement				
Disclosure		Chapter	Page	Extra information/omission
2-29	Approach to stakeholder engagement	Our people	10	
2-30	Collective bargaining agreements	GRI-index	50	Worldpack does not use collective bargaining agreements.

## Disclosure 302: Energy

Disclosure 302: Energy				
Disclosure		Chapter	Page	Extra information/omission
302-1	Energy consumption within the organisation	Energy consumption Extra information	24 57	
302-2	Energy consumption outside of the organisation	Omissions	50	Energy consumption outside the organisation and in the chain is not relevant on the basis of Worldpack's products and services.
302-3	Energy intensity	Energy consumption	24	
302-4	Reduction of energy consumption	Energy consumption	24	
302-5	Reductions in energy requirements of products and services	Energy consumption	24	

## Disclosure 305: Emissions

Disclosure 305: Emissions				
Disclosure		Chapter	Page	Extra information/omission
305-1	Energy consumption within the organisation	Emissions	25	
305-2	Energy consumption outside of the organisation	Emissions	25	
305-3	Energy intensity	Emissions	25	
305-4	Reduction of energy consumption	Emissions	25	
305-5	Reductions in energy requirements of products and services	Emissions	25	
305-6	Energy consumption within the organisation	Omissions	50	Worldpack does not emit significant ozone-depleting substances (ODS).
305-7	Energy consumption outside of the organisation	Omissions	50	Worldpack does not make significant use of nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions.

## Disclosure 306: Waste

Disclosure 306: Waste				
Disclosure		Chapter	Page	Extra information/omission
306-1	Waste generation and significant waste-related impacts	Waste streams and packaging materials	28	
306-2	Management of significant waste-related impacts	Waste streams and packaging materials	28	
306-3	Waste generated	Waste streams and packaging materials	28	
306-4	Waste diverted from disposal	Waste streams and packaging materials	28	
306-5	Waste directed to disposal	Waste streams and packaging materials	28	

## Disclosure 403: Occupational Health and Safety

Disclosure 403: Occupational Health and Safety				
Disclosure		Chapter	Page	Extra information/omission
403-1	Occupational health and safety management system	Occupational safety Employee health	32 34	
403-2	Hazard identification, risk assessment, and incident investigation	Occupational safety Employee health	32 34	
403-3	Occupational health services	Occupational safety	32	
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational safety	32	
403-5	Worker training on occupational health and safety	Occupational safety Employee health	32 34	
403-6	Promotion of worker health	Employee health	34	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational safety Employee health	32 34	
403-8	Workers covered by an occupational health and safety management system	GRI-index	50	All Worldpack employees and flex workers are covered by Worldpack's health and safety policy.
403-9	Work-related injuries	Occupational safety Extra information	32 57	
403-10	Work-related ill health	Employee health	34	

## Disclosure 404: Training en education

Disclosure 404: Training en education				
Disclosure		Chapter	Page	Extra information/omission
404-1	Average hours of training per year per employee	Training and education	35	
404-2	Programs for upgrading employee skills and transition assistance programs	GRI-index	50	Worldpack offers transition assistance programmes, including further employee development and individual coaching programmes to support employees who are retiring, or facing termination. The latter guidance is aimed at ensuring a smooth transition and providing the necessary support during this important life phase or career change.
404-3	Percentage of employees receiving regular performance and career development reviews	Training and education	35	

## Disclosure 414: Supplier Social Assessment

Disclosure 414: Supplier Social Assessment				
Disclosure		Hoofdstuk	Page	Extra informatie/weglating
414-1	New suppliers that were screened using social criteria	Responsible procurement	42	
414-2	Negative social impacts in the supply chain and actions taken	Responsible procurement	42	

## Annexes

### Restatements

### Employee ratios

Due to a different department classification in 2022, the number of employees per department in chapter 'Our team' on page 10 are not comparable to those of previous years.

# Extra information

## Overview employees

Category	2019	2020	2021	2022	Delta '21-'22	2022 (%)
Employees	48	50	54	64	+19%	
FTE	42,7	42,3	49,7	52,4	+6%	
<b>Gender</b>	<b>50</b>	<b>50</b>	<b>54</b>	<b>64</b>	<b>+19%</b>	<b>100%</b>
Male	29	29	33	42	+27%	66%
Female	21	21	21	22	+5%	34%
<b>Age</b>	<b>50</b>	<b>48</b>	<b>54</b>	<b>64</b>	<b>+19%</b>	<b>100%</b>
Age <30	12	13	14	19	+36%	30%
Age 30-50	28	25	30	32	+7%	50%
Age >50	10	10	10	13	+30%	20%
<b>Nationality</b>				<b>64</b>		<b>100%</b>
Netherlands				59		92%
Polad				2		3%
Romania				1		2%
Spain				1		2%
Ukraine				1		2%
<b>Location</b>			<b>54</b>	<b>64</b>		<b>100%</b>
Son			54	64		100%
<b>Department*</b>	<b>49</b>	<b>49</b>	<b>54</b>	<b>64</b>		<b>100%</b>
Logistics	16	14	20	29		45%
Account management	15	13	14	13		20%
Procurement	6	7	8	8		13%
Finance			5	6		9%
Marketing & Studio	2	2	2	3		5%
Projects			2	3		5%
Managing board			1	2		3%
Supporting departments	6	8	2			0%
Temporary workers	4	5				0%
<b>Contract type</b>			<b>54</b>	<b>64</b>	<b>+19%</b>	<b>100%</b>
Permanent			40	39	-3%	65%
Temporary			14	25	+79%	35%
<b>Type of employee contract</b>			<b>54</b>	<b>64</b>	<b>+19%</b>	<b>100%</b>
Full-time			37	42	+14%	66%
Part-time			17	13	-24%	20%
Zero hour contract				9	+100%	14%

\*Due to a different departmental classification in 2022, the number of employees per department cannot be compared to previous years.



## Energy usage premises

Energy usage premises	2019	2020	2021	2022	Δ '19-'22
Natural gas	13.582 m3	12.490 m3	14.113 m3	12.103 m3	-11%
Electricity consumption	131 MWh	140 MWh	166 MWh	120 MWh	-8%

## Vehicle fuels

Procurement vehicle fuels	2019	2020	2021	2022	2023
Petrol	7.030 l	7.890 l	6.704 l	10.582 l	51%
Diesel	12.842 l	7.356 l	4.369 l	0 l	-100%
External charging vehicles				15 kWh	

## Occupational safety

Employees	
Accidents with major consequences	1 (IF=1,7 based on 200.000 hours)
Accidents resulting in permanent injury	0
Accidents resulting in a fatal outcome	0
Number of hours worked	115.920
The main types of occupational injury	Entrapment

Employees who are not workers of Worldpack	
Accidents with major consequences	0 (IF=0 based on 200.000 hours)
Accidents resulting in permanent injury	0
Accidents resulting in a fatal outcome	0
Number of hours worked	0
The main types of occupational injury	Not applicable



