



# Sustainability Report

Truvant Europe Sp. z o.o.



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# Letter from the CEO

GRI 2-22, GRI 2-23, GRI 3-3

I am pleased to share with you the 2022 Truvant Environmental, Social, and Governance (ESG) Report which demonstrates our continued commitment and progress in these important areas of our business.

At Truvant, our business strategy is centred on getting products to consumers in the most efficient and effective manner possible. How that impacts the environment is a critical element of our value proposition and an important attribute of the solutions that we put in place and operate for our customers every day. Our organization priorities are rooted in our four **Key Principles – the Health & Safety of our employees, driving Quality into everything that we do, a passionate focus on Customer value creation and building the best Company possible.** Being environmentally, ethically and socially responsible and ensuring a high level of transparency and accountability in the way that we operate our business is foundational to our success and a key element of our organizational culture.

While these attributes have been naturally present in our organization, we have recently formalized the objectives, measurement and reporting of our efforts and our progress towards meeting our short- and long-term goals. To advance these efforts, Truvant created a formal ESG team with executive oversight and dedicated individuals to make certain that our initiatives in these areas were tightly integrated into our business operations and strategy, and this team delivered our first formal ESG report in 2022.

Since that time, we have made great strides to reduce our impact on the environment for us and for our customers. These have included helping major global brands transition to more sustainable materials choices and developing operational solutions that reduce transportation requirements, thereby removing significant CO<sub>2</sub> emissions from their supply chains.

We continue to develop and enhance our programme for our physically challenged employees and are creating a more diverse workforce by creating more opportunities for women and minorities in our organization, including in key leadership positions. Finally, we have continued to enhance our corporate and operational governance with changes that diversify our Board with new, more diverse independent directors and policies that eliminate any potential for ambiguity in our operational processes.

Looking ahead, we will always be guided by our Key Principles – Health & Safety, Quality, Customers and Company and will continue to endeavour to integrate our ESG objectives into every aspect of those principles. Specifically for 2023 we will be focusing on the following key areas:

- Continuing to reduce the environmental impact associated with getting our customers' products to the consumer
- Increasing opportunities for disadvantaged and diverse employees and suppliers
- Tightening our processes and policies to align with our ESG objectives

At Truvant, we are extremely passionate about our ability to positively impact the world, both within and far beyond our physical operations. We are proud of the outcomes that we deliver, the collaborative, ethical, transparent way we create and develop our solutions and run our company, and the impact our solutions have on our ESG objectives and those of our customers.

As I look forward to 2023 and beyond, I am excited about the potential impact that Truvant can continue to have and highly optimistic about our ability to continue to evolve our solutions in a way that will accelerate our contributions towards our ESG goals.

I thank the entire Truvant team, including our ESG team members, our customers and our suppliers who work together each day to deliver on our mutually aligned objectives across these important areas of our business. Only by working together can we create a better tomorrow.

Thank you,

**Scott Lamb**  
Chief Executive Officer





# Truvant Europe

## 1.1. Focus on Truvant Europe

GRI 2-1, GRI 2-6, GRI 2-22, GRI 2-23, GRI 3-3

**Truvant Europe is a portfolio of The Halifax Group, a private investment firm based in Washington DC.**

Comprehensiveness and flexibility – these are the key words that best describe our company. Truvant Europe Sp. o.o. ('Truvant') provides a full range of contract packaging services. This means that we not only have the capacity but also the experience to provide the highest quality services in the field of:

- packaging design;
- sourcing and optimization of packaging materials;
- co-packing;
- warehousing;
- distribution.

The needs of the customer are of paramount importance to us. We always look for unique tailor-made solutions. We listen, understand and suggest the best solutions so that we not only flexibly adjust to our customers' expectations, but also suggest innovative solutions and show them opportunities that fit in with their budgets and strategies.

It is not only our services that are comprehensive and flexible, but also the way in which we deliver them. We can offer them in different forms:

- we support the customer at its production site in managing the final packaging;
- we organize packaging at the customer's distribution centre or warehouse;
- we offer the services of a stand-alone packaging plant dedicated to a single customer;
- we offer packaging services in a Truvant-managed, multi-customer facility.

Experience  
– on the Polish market since  
**2004**

Engagement **5**  
**000**

Capacity **3**



**Stryków**

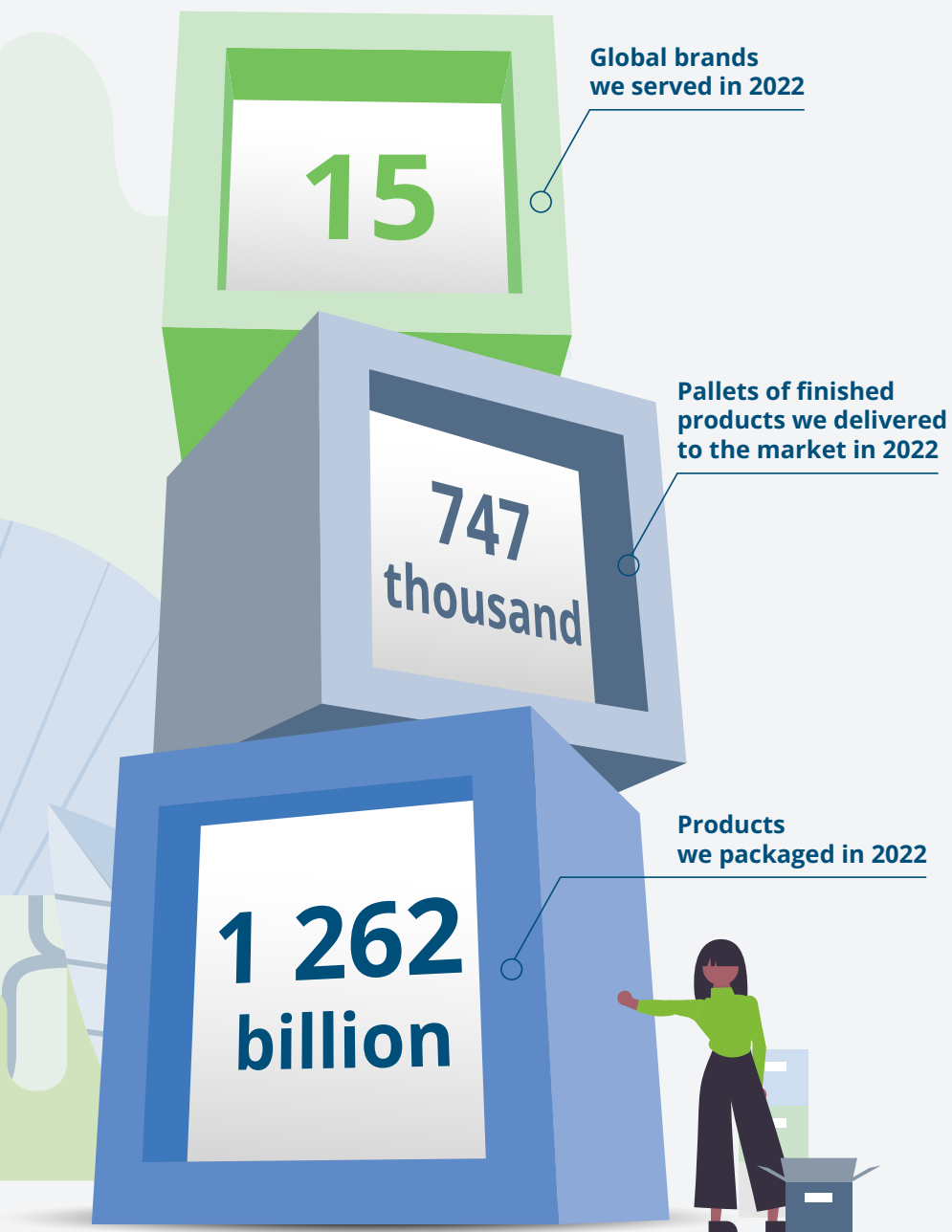
**Łódź**

**Wrocław**

**191**

packaging lines in total





# 5

facts  
to know about



## 1

**We are one of the largest global providers** in the packaging services market – we deliver state-of-the-art solutions, a wide range of options, the highest quality and flexibility of solutions.

## 2

**We listen to our customers' needs** and offer flexible, efficient and sustainable solutions to help them reduce costs and accelerate time to market.

## 3

**We support our customers** in developing their business by taking over the management of the packaging process and we enable them to focus their efforts on product and process improvement.

## 4

**We look for optimum solutions** – thanks to many years of packaging expertise, knowledge of trends, technological possibilities and market requirements, we are able to offer solutions that meet every need.

## 5

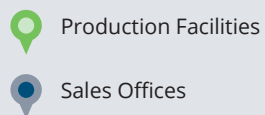
**We care about sustainability** – we support our customers in designing packaging and the most efficient supply chain, which translates into reduced material and finished product flows, optimized palletization, and ultimately reduced CO<sub>2</sub> emissions.

# Truvant globally

16  
Sites

6 000+  
jobs

215 000 m<sup>2</sup>  
of warehouse capacity



**The ability to understand the customers' needs and tailor solutions optimal for them is our competitive advantage.**  
This is evidenced by the trust that major global brands have placed in us over the years. We work with FMCG companies serving segments such as:



Beautycare



Shavecare



Homecare



Babycare



Medical devices



Oralcare



Adhesives



Batteries



Toys



Healthcare

## 5 proofs of our market advantage

### Strength of community

We are an important part of the international Truvant Group and we benefit from the knowledge and potential that this position offers.

### Power of reach

Globally we are the largest provider of packaging services. We concurrently serve customers on several continents, consistently guaranteeing them the highest quality of service.

### Range of possibilities

We provide companies with a full range of comprehensive solutions, including supply chain consulting, packaging design (including eco-designs), logistics support, e-commerce support, as well as manufacturing and/or packaging.

### Power of organization

Few companies in the world are able to act as an important value chain partner with the capacity to handle large volumes and who operate advanced equipment and automation.

### Masterful engagement

High quality regardless of the level of complexity of the design is our hallmark



## Managing complexity is our mission.

Find out more about Truvant





# Truvant Europe's value creation model

## Key capitals employed by Truvant Europe

### Financial and infrastructure capital

- 6 excellently located facilities and 191 packaging lines we operate
- Modern technological solutions

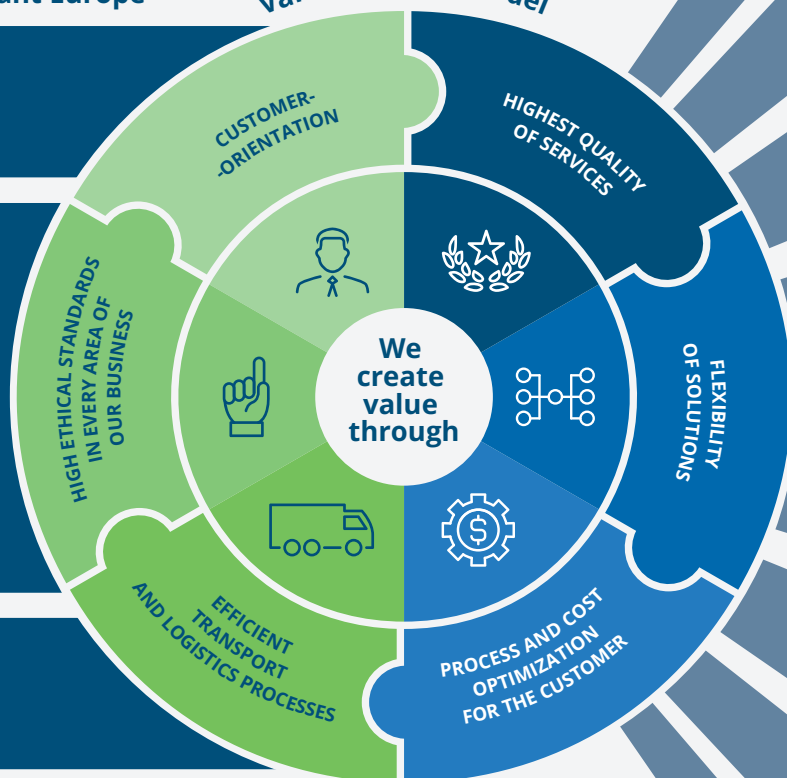
### Human, relational and intellectual capital

- Employees of Truvant Europe
- Employees of temporary labor agencies
- Our know-how, experience of employees and new technologies
- Trust of many business customers
- Sustainable cooperation with business partners and suppliers
- Cooperation with social partners
- Recognition of our brand in the business environment

### Environmental capital

- Energy and fuels
- Raw materials and materials used in packaging

## Value creation model



We provide 5 000 jobs

We ensure safe and friendly employment conditions

21% of our employees have been with us for at least 10 years

We support local economy – over 90% of our suppliers are from Poland

Our services are used by several corporate customers – internationally recognized brands

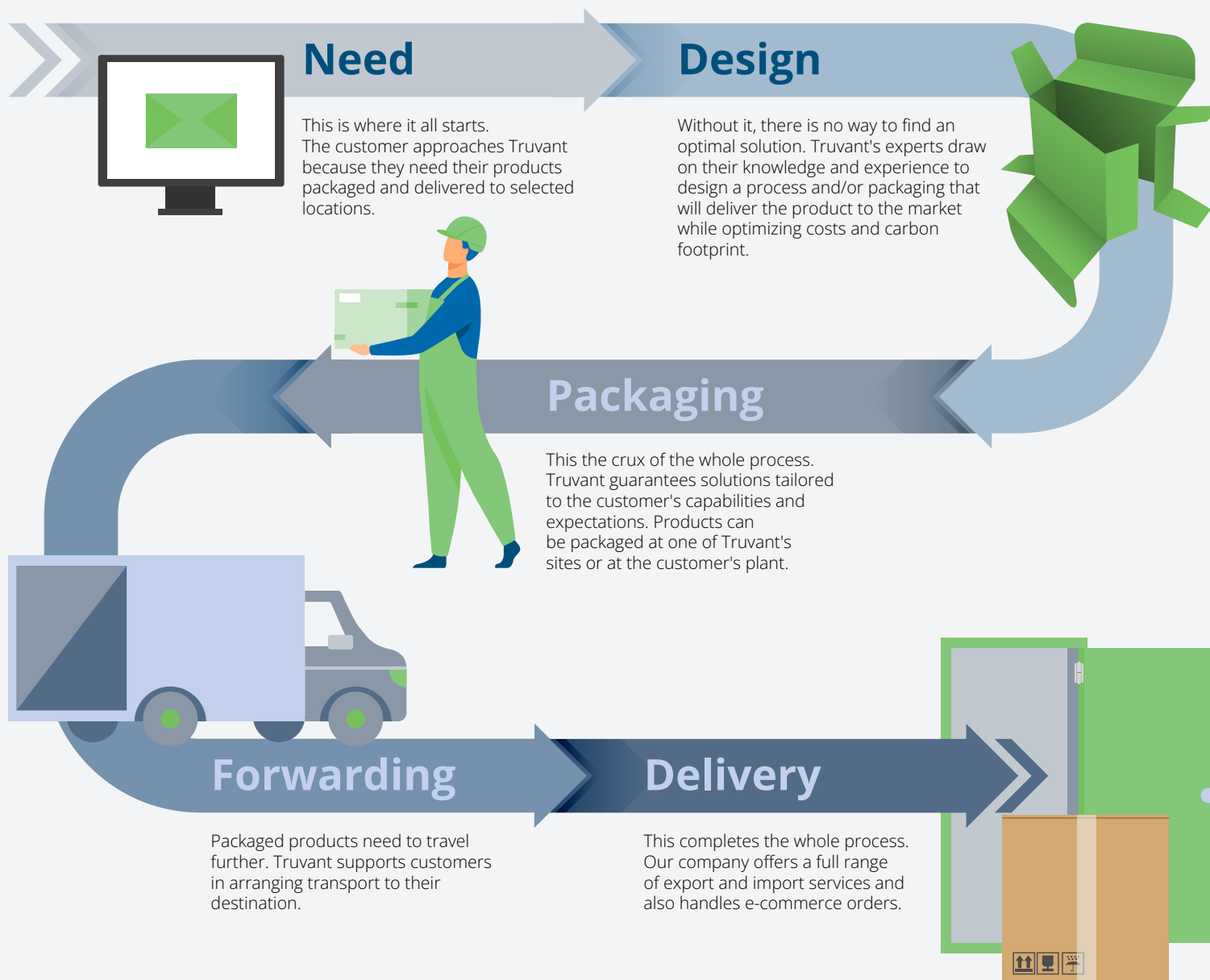
We monitor and reduce the level of greenhouse gas emissions associated with our operations

We develop solutions that reduce the consumption of natural resources and raw materials in product packaging processes

We implement the ESG Policy which sets out, among others, our ambition to be a partner that supports customers in achieving environmental and social goals

Performance and impact of Truvant Europe's actions

# Our Business Model



## 1.2. Truvant's attributes

Complex processes and toughest business challenges require flexibility, open-mindedness and experience. With a commitment to delivering high quality, efficient and sustainable solutions, we help brands reduce not only financial but also environmental costs and accelerate product launches.

### 5 facts that guarantee the quality of our services:

**Experience** – we have been operating on the Polish market since 2004; we have the best design, engineering and operations team. Additionally, we are part of a global organization – a world leader in the packaging industry.

**Innovation** – we have our own Packaging Development Department and we offer services in line with the latest global packaging trends.

**Capabilities** – as the market leader in packaging, we have the capacity and resources to respond quickly and efficiently to the most complex customer needs.

**Technology** – by investing in new equipment and automation, we can offer state-of-the-art solutions at competitive prices. We also support our customers by offering them tailor-made e-commerce solutions.

**Open-mindedness and flexibility** – we are able to creatively approach all the challenges that our customers will face us with. We offer the possibility to carry out a project at our facility, at a customer's facility, at a regional distribution centre, or from scratch at a new location.

## Priorities

They are embedded in everything we do

### Quality

- Zero recalls
- Zero rejections
- Best-in-class quality
- Quality people
- Quality operations
- Quality processes

### Health and Safety

- Safest workplace possible
- Zero accidents
- Employee physical safety
- Employee mental safety
- Employee health

### Customers

- #1 supplier for customers
- Flexibility
- Responsiveness
- Innovation
- Solutions
- Services
- Value

### Company

- Best place to work
- Teamwork and collaboration
- Focus on the big picture
- Deliver on key objectives together
- Challenge ourselves

Our ambition is to comprehensively support our customers in running their business effectively. That is why we also have an e-commerce in the portfolio of our services. It is a solution that we tailor to the customer's needs and expectations, so that they can successfully achieve their business goals.

### Tailor-made e-commerce:

Consumer may purchase products on the customer's website

The customer transfers order information to Truvant

Truvant ships products directly to the final consumer

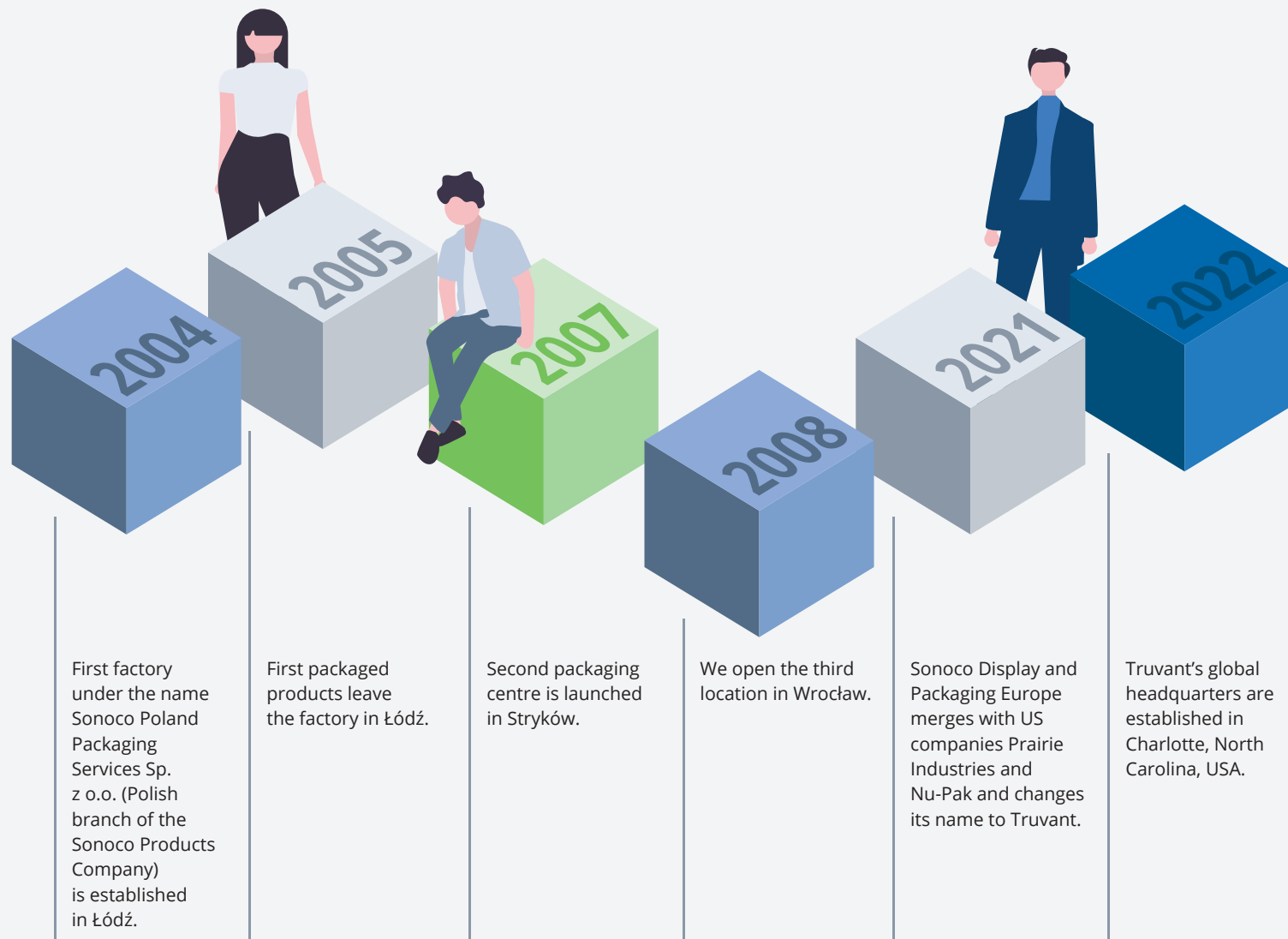




Flexibility, openness and an innovative approach to the challenges presented by our customers is not a problem for us as our strength is the market experience and potential guaranteed by being part of the international Truvant Group.



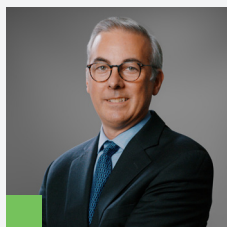
# Milestones



## 1.3. Organizational structure

GRI 2-9, GRI 2-11, GRI 2-12

Composition of the Management Board  
of Truvant Europe Sp. z o.o. as at 31.12.2022:



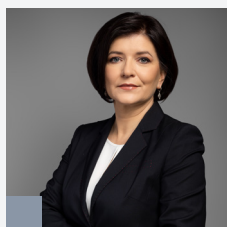
**Scott Lamb**  
CEO



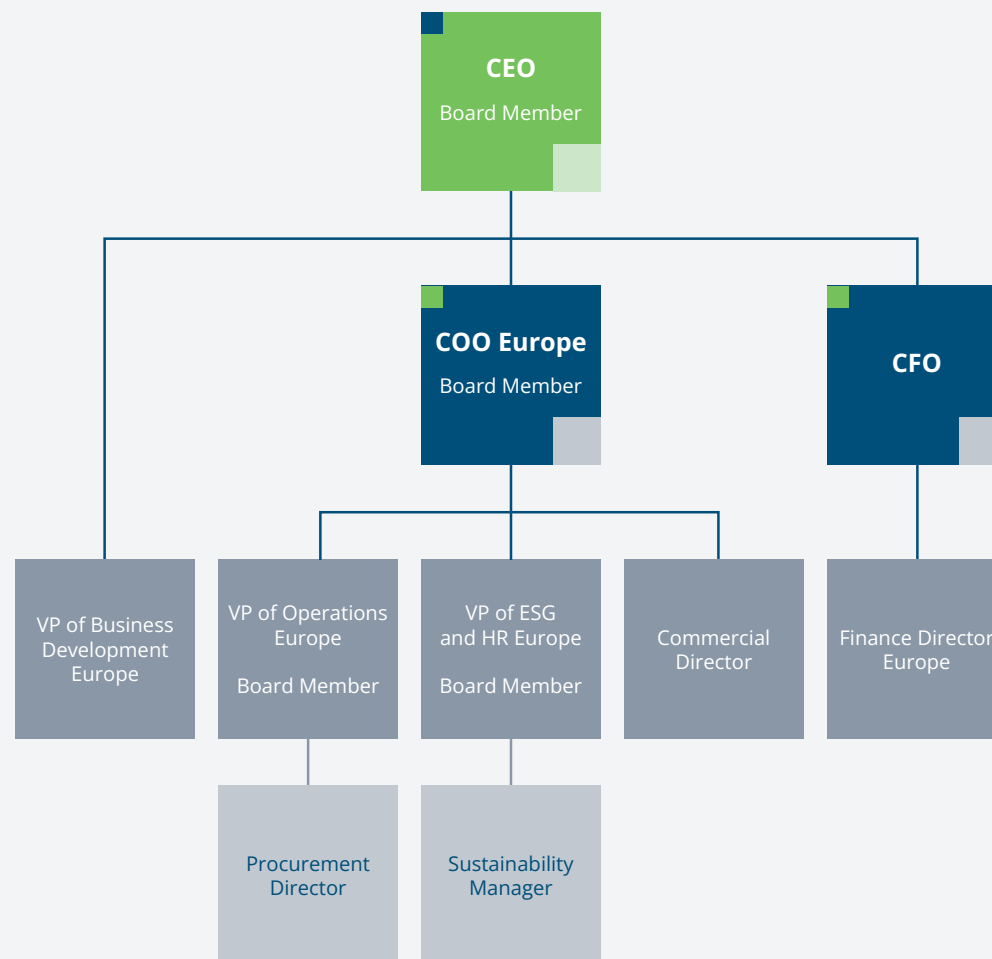
**John Richards**  
COO Europe



**Magdalena Dłuska**  
VP of ESG  
and HR Europe



**Grażyna Rakoczy**  
VP of Operations  
Europe



There were no changes to the composition of the Truvant Europe's Management Board in 2022.

### ESG governance structure

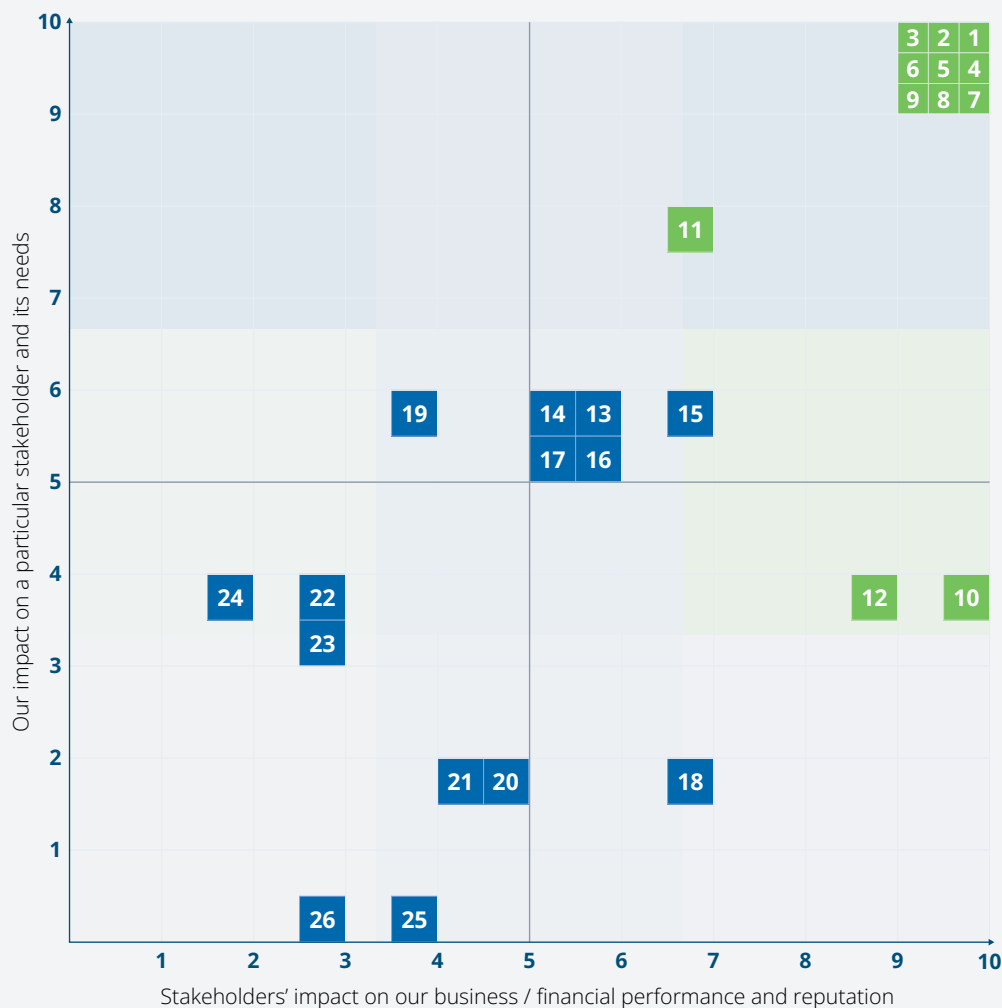
GRI 2-13, GRI 2-14

A good governance structure is essential to achieving the desired results. In order to comprehensively manage ESG issues, a Sustainability Committee has been set up at Truvant Europe, which consists of members of the Management Board, among others. The Committee decides on the importance of ESG topics and strategic directions in this area, approves operational plans for the implementation of the ESG Policy, and oversees progress in its implementation. The VP of ESG & HR is responsible for coordinating the implementation of the ESG Policy, including sustainability reporting, in which she is supported by the Sustainability Manager to help introduce ESG topics at all levels of our organization.



## 1.4. Stakeholders of Truvant Europe

GRI 2-29



Key stakeholder groups  
Other important stakeholder groups

### Key stakeholder groups:

- Existing office employees
- Existing production workers
- Temporary labor agencies
- Customers with a dedicated factory (Pack-Center)
- Customers with regular cooperation
- Customers with shorter cooperation
- Other customers
- Shareholders / owners
- Truvant Group (e.g., US production plants)
- Service providers (e.g. banks)
- Trade unions
- Auditors / certifying organizations

### Other important stakeholder groups:

- Prospective employees, including interns
- Suppliers – owners of rented facilities
- Suppliers – machine manufacturers
- Suppliers of products (including packaging) identified by customers
- Product and service providers selected by Truvant
- Public administration
- Contractors and subcontractors
- Partner universities
- Industry and expert organizations: a) industry organizations important to Truvant, b) organizations to which key customers belong
- Local community (neighbours)
- Social NGOs
- Environmental NGOs
- Institutions and regulators dedicated to environmental issues
- Regulators (e.g., government, local governments)

We always listen to our stakeholders. We look after their interests and act in partnership. We assigned a key role to good day-to-day communication which, in order for it to be effective, must be tailored to the needs, preferences and capabilities of each group. We make every effort to ensure that the dialogue is just that.

We want to learn the views of our stakeholders on an ongoing basis so that we can look from their perspective at the opportunities and challenges we all face. To this end, among other things, in 2021/2022 we conducted for the first time a comprehensive survey of stakeholder groups regarding our role in achieving the Sustainable Development Goals. We asked them about social and environmental issues and about ethical business conduct. This gave us a better understanding of our stakeholders' expectations and needs regarding our practices and priorities, as well as of their views on our future activities in this area. We took these views into account in the ESG Policy that we developed and adopted in 2022.



## 1.5. Ethics

GRI 2-15, GRI 2-26, GRI 3-3

An ethical approach to business has many dimensions – we have obligations to customers, employees, investors, and the planet. Having thousands of employees, working with hundreds of suppliers and delivering services to major global brands, we cannot afford to lack clear ethical standards. Our Code of Ethics is a tool that clearly defines our values as a company and ensures that all our employees and suppliers have the same understanding of the principles that are important to us when conducting business.

The Code of Ethics is available in three languages so that it is as inclusive as possible and all employees, regardless of their background, have an equal opportunity to learn about this key matter for Truvant.

Truvant's Code of Ethics is a comprehensive document that contains regulations on, among other things:

- health and safety;
- freedom of association;
- conflict of interest;
- non-discrimination;
- respect for human rights;
- protection of company property;
- environmental protection;
- copyrights;
- gift policy;
- internet access;
- data confidentiality.

Documents supplementing the Code of Ethics are:

- **Procedure for counteracting unethical behaviours;**
- **Anti-mobbing and anti-discrimination policy;**
- **Anti-corruption policy.**

The Code of Ethics defines the qualities of each Truvant employee and is a roadmap that illustrates the company values and culture of the organization. According to its provisions, each of our employees can say the following about themselves:



I show respect



I treat everyone equally



I do not judge



I am open to diversity



I seek compromises



I am tolerant



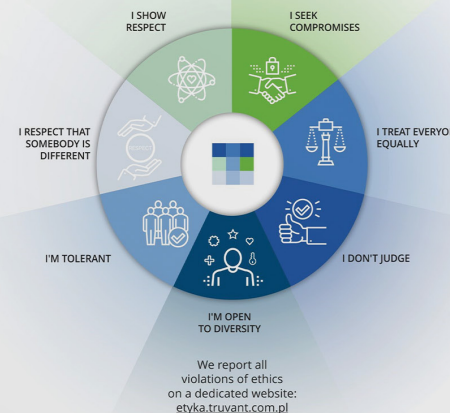
I respect that somebody is different

TRUVANT

## CODE OF ETHICS

In our company, we want everyone to follow a code of conduct that makes every employee feel accepted and respected.

We create a working atmosphere together



TRUVANT

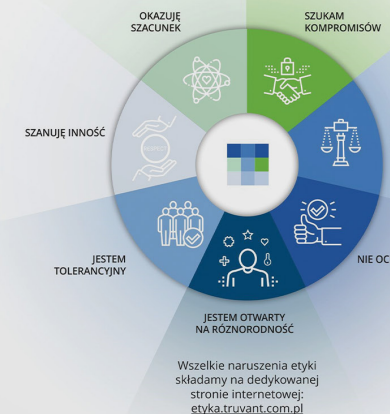
## KODEKS ETYKI

W naszej firmie chcemy, aby wszyscy przestrzegali kodeksu postępowania, dzięki któremu każdy pracownik będzie czuł się akceptowany i szanowany.

Wspólnie tworzymy atmosferę w pracy



wspólnie tworzymy atmosferę w pracy



TRUVANT

## КОДЕКС ЕТИК

У нашій компанії ми хочемо, щоб кожен дотримався кодексу поведінки, завдяки якому кожен працівник відчуватиме себе прийнятим і поважаним.

Створюємо атмосферу на роботі разом



## 5 actions that show that ethical behaviour is our priority

1. **Shared commitment** – becoming familiar with the Code of Ethics is a very important part of onboarding training. Every person who starts work for our organization gets acquainted with our Code of Ethics and signs a declaration that is familiar with its content and the content of the non-discrimination and gender equality regulations.
2. **Day-to-day operations** – ethical behaviour is important to us, which is why we devote a great deal of space to this subject in our communication channels with employees: there are boards in every production hall promoting the provisions of the Code of Ethics and reminding us of the procedures related to reporting unethical behaviour. Information can also be found in internal email communications, TruNews newsletters distributed to employees, and on video screens placed at the entrance to buildings and in canteens.
3. **Growing awareness** – at the end of 2022, we implemented trainings on our e-learning platform, which takes a closer look at the issues raised in our Code of Ethics. They address topics related to human rights, anti-corruption, bullying and discrimination. We want as many people as possible to participate in them and we are working on further solutions to achieve this goal.

4. **User-friendly procedure** – any person who suspects a violation of the rules of ethics has the possibility to report the situation using one of the following channels:
  - directly to the supervisor;
  - to a member of the HR Department;
  - to the inbox at the Human Resources Department;
  - via a dedicated HR platform – [etyka.truvant.com.pl](https://etyka.truvant.com.pl).

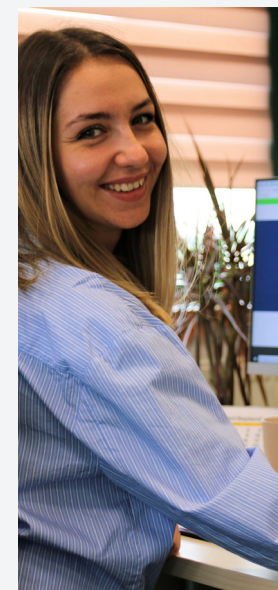
Reporting persons are guaranteed anonymity.

5. **Responsible approach** – in line with the policy on counteracting unethical behaviours, all reports are reviewed by the Compliance Specialist and dedicated HR staff. In addition, once a quarter these employees meet together with the Vice President of ESG & HR to discuss reports and actions taken as their result. This allows situations to be monitored in real time and implement effective preventive measures.

In 2022, there were 8 reports of suspected breaches of ethical standards. In only one case did a report relate to a supervisor's behaviour that did not comply with the Code of Ethics. Four cases involved conflicts between employees. Every situation was meticulously analyzed. We implemented corrective measures to avoid similar situations in the future. The remaining 3 reports were unsubstantiated and unrelated to ethics.

### GRI 412-2

Building awareness related to human rights is a challenge that our company takes very seriously. At the end of 2022, we developed a **special e-learning course** aimed at employees with access to a computer, and we are planning similar ones for production employees in the following years.



## Human Rights



# Our ambitions

## Sustainability

### GRI 3-3

We feel responsible for our business, our employees, our stakeholders, and for the planet. Therefore, when planning all our activities, we focus on the sustainable development of our business, which takes into account the needs and expectations of our environment. As an entity that provides employment to several thousand people and which is a vital part of the supply chain of major global brands, we want to develop our business in a way that maximizes our positive impact while minimising the negative one. Our first step in this direction was the TruGreen project. Employees from all locations and different departments participated in its development. Thanks to their involvement, ideas and analyses, we were able to define the mission and the main pillars of our commitment in the area of sustainability and thus we defined 3 key pillars for Truvant: **Planet, People and Packaging.**

The TruGreen project was the foundation for the development of the company's ESG Policy. We wanted our environmental, social and governance ambitions and actions to take a formalized shape. A comprehensive document was therefore produced, which is our road sign and which sets out our ambitions and goals.

By pursuing the goals and ambitions set out in our ESG policy, we aim to contribute to the achievement of the UN Sustainable Development Goals, in particular:



## Planet

GHG emissions

Circular economy

Green culture



## People

Employees

Communities

Ethics

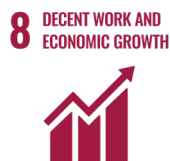


## Packaging

Supply chain

Operational processes

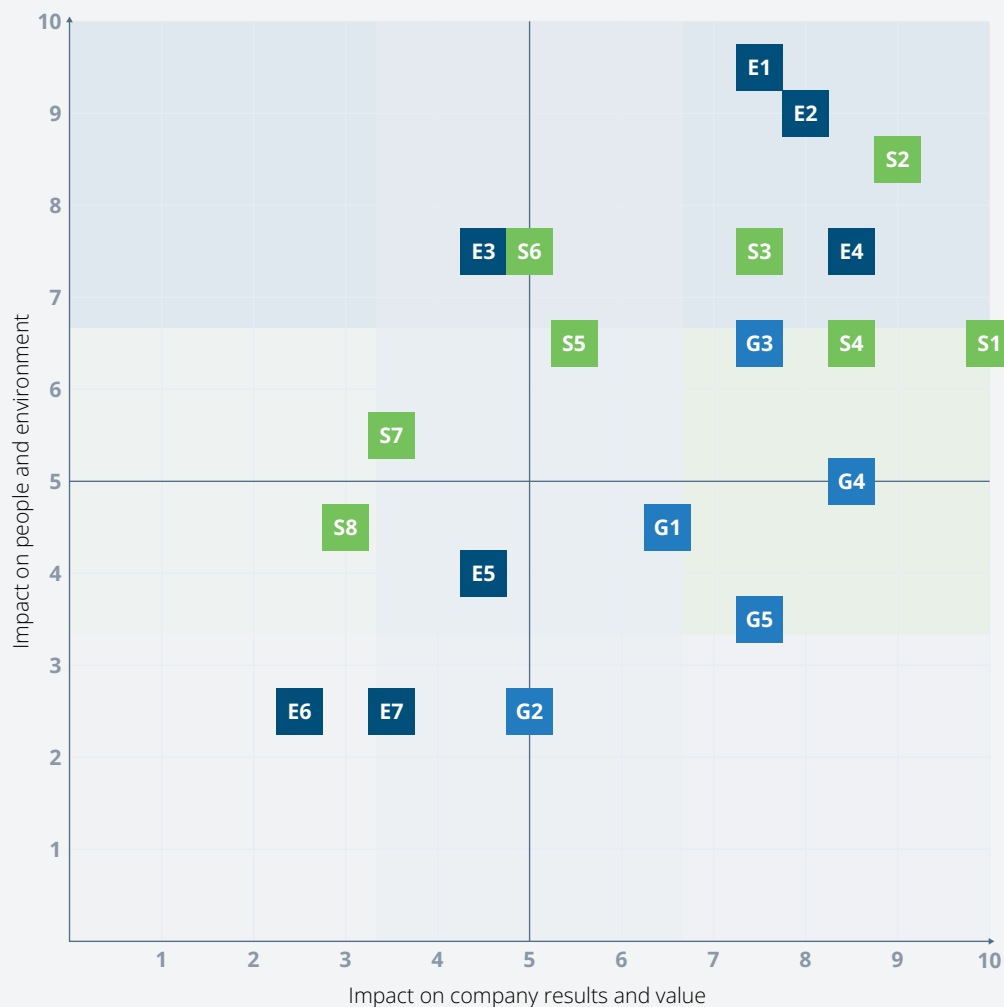
Business development





## Matrix of material ESG topics

GRI 3-2



### ESG Aspects

- E1** Cooperation with customers on eco-innovations
- E2** Production materials – using them efficiently and increasing the share of sustainable materials
- E3** Waste – reducing the amount of waste, improving sorting and increasing recycling
- E4** Impact on climate change
- E5** Energy efficiency
- E6** Water management
- E7** Environmental impact from office operations
- S1** Customer service
- S2** Health and safety
- S3** Diversity and inclusion
- S4** Counteracting violation of human rights in value chain
- S5** Working conditions
- S6** Employee development
- S7** Social and environmental criteria in procurement
- S8** Social engagement
- G1** Innovation and management
- G2** Data security
- G3** ESG strategy and management
- G4** Ethics and counteracting corruption
- G5** Quality management



## Our ambitions in the ESG area

GRI 3-3, GRI 2-23, GRI 2-24, GRI 2-25, GRI 205-2, Own indicator: Examples of projects using sustainable solutions

AMBITIONS	GOALS	EXAMPLES OF ACTIVITIES IN 2022
We want to become an expert in the design of sustainable packaging solutions to attract new customers and help existing ones transform their packaging towards sustainability	Developing our knowledge and competence in sustainable packaging solutions	
	Demonstrating an always proactive attitude in proposing environmentally friendly solutions	We reduced stretch film consumption by 20% for one customer, all thanks to a change in settings on the wrapping machine
	Treating the environmental criterion as a priority	For a customer offering male grooming products, we eliminated double plastic (PET laminate) in the packaging and we replaced it with cardboard
	Optimization of logistics and operational processes	Packaging that had detailed product data on the printed space were covered with labels that changed the SAP code or barcode and thus gained a second life we were able to reuse them
	Successively increasing the share of environmentally friendly raw materials in the packaging process	In the Xmas product series, we reduced paper consumption by simplifying inserts, reducing the amount of tissue paper used to fill cosmetic packaging and optimizing case count outers
We want to reduce our direct impact on the environment, including our impact on the climate	Continuous improvement of waste management	
	Optimizing the use of raw materials	
	Placing environmental requirements on suppliers	100% of our production waste is sorted – we increased recycling rate by 2% in 2022
	Reducing our impact on water resources	We are developing the monitoring GHG emissions in Scopes 1-3. We are currently collecting the information required to calculate Scope 3. This will enable us to develop the actions needed to reduce the carbon footprint
	Environmental education of our employees	
	Minimizing the environmental impact of office operations	In 2022, we received the Customisation Europe Sustainability Award from one of our key customers for delivering remarkable sustainability results – reducing the plastic used in the packaging by 300 tonnes and increasing the proportion of recycled plastic in the remaining packaging
	Monitoring energy consumption levels	
	Taking action to improve energy efficiency	

## Our ambitions in the ESG area

GRI 3-3, GRI 2-23, GRI 2-25, GRI 2-24, GRI 205-2

	AMBITIONS	GOALS	EXAMPLES OF ACTIVITIES IN 2022
Social pillar	We want to create a diverse and inclusive work environment where human rights are respected throughout the value chain	<p>Promoting a culture of diversity within the organization</p> <p>Creating working conditions conducive to employment of people with disabilities</p> <p>Monitoring diversity indicators and taking action to improve them</p> <p>Promoting uncompromising respect for human rights both within Truvant and in the value chain</p> <p>Human rights leadership training</p>	<p>The company has an inter-company NO BARRIERS team dedicated to diversity and inclusion</p> <p>As part of the Awareness Month, we organized, among other things, consultations about entitlements for people with disabilities and how to obtain them</p> <p>We organized training sessions to sensitize staff to human rights issues</p>
	We want to provide safe and good working conditions while supporting the development of our employees	<p>Development of training offer for employees</p> <p>Surveys of employee satisfaction and engagement, implementing actions in response to results</p> <p>Actively shaping the safety culture, which goes beyond legal requirements</p> <p>Promoting a healthy lifestyle</p>	<p>We have delivered a range of training courses, including: Machinery Directive, Fundamentals of Modern Marketing, Staffing Agency of Foreigners, Fundamentals of Pneumatics, Fundamentals of Electrical Engineering, Effective Production Planning and Management, Motivating and Building Responsibility in the Team</p> <p>In 2022, we conducted an employee engagement survey</p>
	We want to partner with respected NGOs on pressing social and environmental challenges that affect us and our stakeholders	<p>Long-term partnerships with selected, respected NGOs</p> <p>Encouraging and supporting employees in social engagement</p>	<p>We are working with UNEP-GRID and continue to support the Re:Generation ecosystem restoration programme</p> <p>We work with community organizations, among others, to support people with disabilities</p>
Governance pillar	We want to maintain the highest ethical standards	<p>Educating employees on the ethical principles adopted by the organization</p> <p>Improving the whistleblowing procedures</p>	<p>We implemented 4 e-learning courses on ethics</p> <p>We improved the reporting system for ethics-related reports within the organization and a quarterly system for discussing them</p>
	We want to be the leader in sustainability in our industry	Determining ambitious actions we will take as part of the ESG Action Plan	<p>At the end of 2022, we registered with EcoVadis and underwent an assessment. Our sustainability performance and actions earned us a bronze award</p> <p>We do not intend to stop looking for new solutions, improving processes and procedures related to ESG</p>

## We aim to define ambitious but realistic targets

Our business model offers great flexibility to our customers and our results are dependent to the great extent on the number of orders and mix of products that we are packing for them.

We strive to optimize fully each process and project that we manage providing our customers cost reductions and decrease in materials consumption each year.

Therefore, the key element of our daily activities and operations is continuous reduction of materials that we consume and as efficient as possible usage of all other resources including energy.



## In 2023 we aim to:

Decrease electricity consumption by

**2%**

**4%**

**5%**





# Environmental impact

## 3.1. Our approach and actions

### GRI 3-3

We strive to minimize our negative impact on the environment by engaging in green practices at every stage of our operations. Therefore, among other things:

- we are developing a carbon footprint monitoring process. We are refining the methodology for reporting Scope 1 and 2 emissions, and we are working on Scope 3 emissions reporting;
- we actively work with customers to support them in achieving their environmental goals;
- we invest in modern technological solutions to increase the energy and material efficiency of our packaging processes;
- we apply solutions geared towards the circular economy;
- an environmental expert has joined our team, who is constantly looking for solutions to minimize our business from an environmental footprint perspective, and monitors all processes and procedures at our sites from this point of view. It is also her responsibility to support our cooperation with counterparties in order to eliminate the risk of any irregularities that could have a negative impact on our and, indirectly, our customers' environmental impact.

Our principles and ambitions regarding environmental issues are summarized in the ESG Policy. It is a comprehensive document, an important complement to which is the ESG Action Plan for the coming period, which was developed in 2022.

### We have identified the following ambitions in the environmental area:



We want to reduce our direct negative impact on the environment, including our impact on the climate;



We want to be an expert in designing sustainable packaging solutions to help our customers continue their packaging transformation towards sustainability.

We engage in all kinds of activities to protect the planet. Each month, members of the TruGreen team produced materials to encourage other employees to be environmentally friendly. Regular communication covered a variety of topics and focused on conserving water, energy or office paper. In addition, they organized a webinar on the role of bees in the ecosystem, a collection for a wildlife rehabilitation centre and were involved in the collection of footwear which, after being refreshed, went to homeless people. During the holidays, they encouraged people to swap their daily mode of transport to a bicycle, and all the kilometres cycled and recorded by Truvant employees additionally supported charitable causes. The commitment and passion for environmental projects, shows that for Truvant, sustainability is also about the everyday actions of our employees, which is a natural part of our corporate culture.

## environmentally beneficial actions

**Monitoring** – we introduced a regular review of the waste we produce. This allows us to quickly identify new types of waste and develop ways to manage them better.

01

**Responsible consumption** – an inter-company team is working on solutions to further reduce water, energy and gas consumption. At the Stryków site, we were able to obtain certificates for the electricity we purchase and use, thereby significantly reducing our CO<sub>2</sub> emissions in scope 2 in 2022.

02

**Circular economy** – thanks to cooperation with our counterparts, we were able to introduce environmentally friendly changes in the handling of label waste. The label liners are sorted, recycled and reused for the production of the same material. Proper recycling of label waste allows us to reuse raw material and significantly reduce CO<sub>2</sub> emissions. In collaborate with our customers we use reusable packaging to transport their products and a system that allows us to reduce and eliminate single-use pallets in our supply chain.

03

**Innovative solutions** – we continuously search intensively for sustainable solutions. We want our packaging to contain as little plastic as possible, be as light as possible and have as little impact on the environment as possible. This is why we optimize packaging dimensions, replace PET plastics with cardboard, eliminate unnecessary packaging and reduce the use of stretch film.

04

**Educational programmes** – the measure of success in environmental activities is engagement. We want all our employees not only to understand the ideas behind environmental action, but also to put them into practice. We are working on training and developing environmental education for our employees, because when it comes to environmental protection, even the smallest action makes a difference.

05

## Among others, we help...



...**children** to understand the world and sensitize them to environmental actions. We distributed 1,100 books on caring for the environment to the children of our employees and gave them to local kindergartens.



...**animals** in survival. We organized a collection for the Wildlife Rehabilitation Centre in Łódź. Food and other items will not only help them to survive, but will also contribute to their faster return to the wild.



...**the planet**. We support the Re:Generation programme, which works to restore ecosystems.

The basis for a responsible environmental policy is the analysis and evaluation of our activities and their impacts. In 2022, we decided to revise our procurement policy – we analysed the environmental risks for the main procurement categories. In addition to meeting environmental objectives in our own operations, complying with environmental laws and regulations, we want to make sure that we are working with stakeholders with a view to the sustainable development of the industry. We have therefore identified a pathway to increase the importance of environmental issues in managing our supplier relationships.

## 3.2. Results

### Climate impact

GRI 305-1, GRI 305-2

We are working intensively to expand the reporting of greenhouse gas emissions. Together with experts from a company specialising in calculating emissions, we were trained on the issues involved in calculating a carbon footprint from Scope 1-3, before focusing on the practical analysis. We have successfully met the challenges of Scope 1, i.e. direct emissions under the full control of the organization, and Scope 2 – i.e. indirect emissions resulting from the consumption of electricity purchased on the market. We are currently working on scope 3, i.e. indirect emissions generated in the value chain. This will enable us to develop a plan for the actions needed to reduce our organization's carbon footprint.

### We analyzed data on:



### Energy and energy efficiency

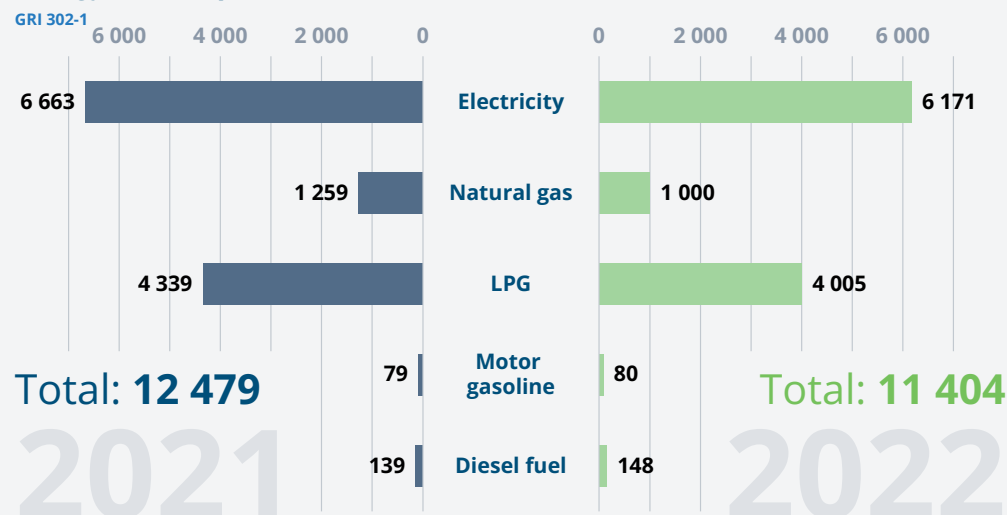
Due to the nature of our business, we consume electricity on a daily basis to power the machinery and equipment used in our packaging operations. We are aware that reducing energy consumption and replacing it with renewable sources is a priority on the road to sustainable operations.

The buildings in which we operate are new large-format structures. They were erected using new technology and meet energy efficiency standards. Our business model limits our ability to have an impact in some aspects, but where responsibility lies on our side, we make every effort to increase our energy efficiency.

### Scope 1 and Scope 2 greenhouse gas emissions [tonnes]

Emissions	2022	SSC	WPC	2021	SSC	WPC
Scope 1	1 454	1 253	201	1 696	1 440	256
Scope 2						
market-based	2	2	0	2 596	2 596	0
location-based	4 369	3 874	495	4 651	4 014	637

### Energy consumption (MWh)\*



\* Not including data for Łódź

In 2022, we set up an inter-company team to implement solutions to reduce electricity, gas and water consumption. The team is made up of representatives from each site. The team looked at options for implementing the measures that were proposed as part of the ESG audit carried out in the buildings and the ideas put forward by Truvant staff. Their implementation will follow verification and a more thorough cost-benefit analysis.

In order to change the source of energy generation to renewable energy, we also entered into a dialogue with the company that owns the buildings rented at one of our locations. The talks are aimed at verifying the possibilities in changing the energy mix (e.g. possibility of installing photovoltaic panels, choice of energy supplier, vPPA). Any changes in this area are dependent on the owner of the buildings and take time. At the moment, we are able to obtain 100% of our electricity from RES through certificates of origin. Our aim is to procure energy at all of our sites that comes 100% from renewable sources.

To reduce our energy consumption and increase energy efficiency, we use the following at our various locations:

- heat recovery from compressors used;
- reduction of pressure in compressed air systems by 1 and 2 bar;
- introduction of leakage audits;
- replacing fans at workstations with more efficient and energy-efficient ones;
- modernization of the machine park;
- replacement of lighting with LED technology;
- installation of motion detectors in the production hall, warehouse and social rooms;
- a programme to audit unjustified operations of machinery on the production floor.

### Raw materials, waste and the circular economy

As a company that provides services in the packaging area, we buy tonnes of materials annually that are used in our operations. We feel responsible for optimizing all operational processes in order to use as few raw materials as possible and thus generate as little waste as possible.

We base our waste management policy on the requirements of EU law, national law and our internal ESG Policy.

#### GRI 301-1, GRI 301-2

### Raw materials consumed in 2022 (tonnes)

	2022	Łódź	Stryków	Wrocław
Plastic packaging materials used in production processes	4 897	3 343	1 554	n/a*
Paper packaging materials used in production processes	22 849	10 964	11 885	n/a*
Share of recycled plastic in total plastic used (%):	n/a*	64%	n/a*	n/a*
Share of recycled paper in total paper used (%):	n/a*	89%	n/a*	n/a*

\* not available – we are in the process of collecting data from our suppliers

#### GRI 306-3

### Waste generated by Truvant (tonnes)

	2021	2022
Hazardous waste	34	14
Non-hazardous waste	9 735	9 330
including paper	4 450	5 783
including plastic	1 866	1 790
<b>Total of all waste</b>	<b>9 769</b>	<b>9 344</b>

#### GRI 303-3

### Water withdrawal in Stryków and Wrocław\*\*

	2021	2022
Water withdrawal (m³)	15 030	14 765

\*\* Not including data for Łódź, utilities are within customer responsibility. Water source: waterworks. Water withdrawal is equal to water consumption.



We are committed to recycling  
**as much paper and plastic as possible.**

We want to gradually increase the share of  
recycled waste. Waste that cannot be recycled  
goes to energy recovery.

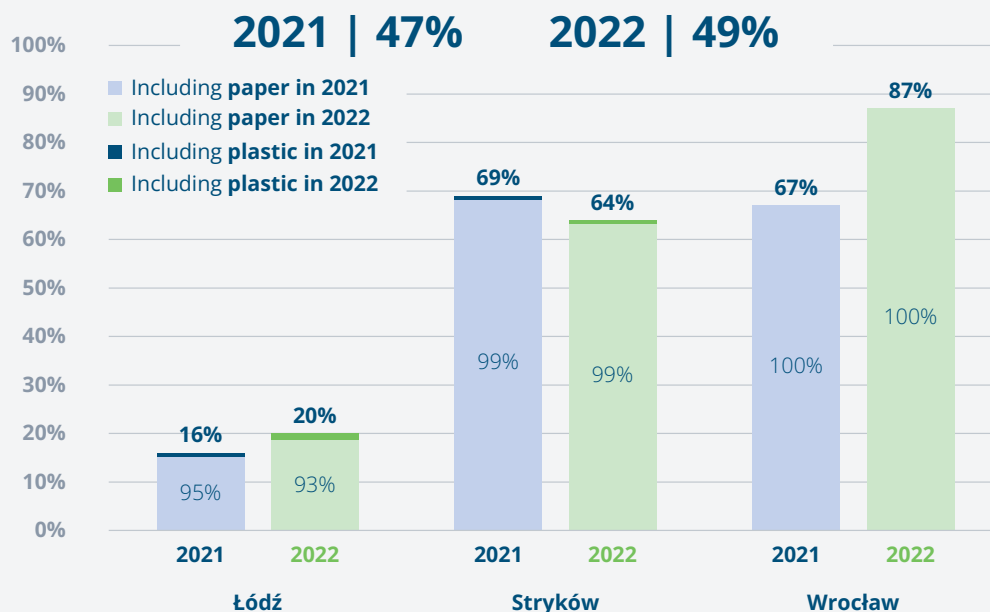
At all Truvant's locations,

**100%**

of production waste is sorted.

GRI 306-4

### Percentage of post-production waste recycled by location

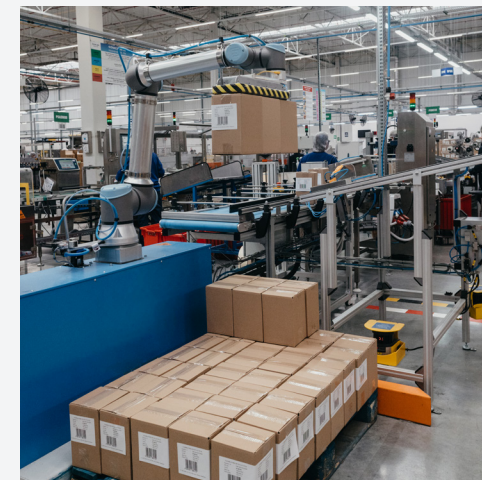


## Examples of innovations and solutions in cooperation with customers



### Reduced plastic consumption by:

- changing the structure of blister packs;
- reducing the thickness of blister film and preformed blisters to 200 microns;
- changes in the design of bulk packaging to eliminate more than 300 tonnes of cardboard per year;
- reducing stretch film consumption by 20% for one of our major customers through changes to the wrapping machine settings;
- changing packaging with a window and plastic blister to cartons with an integrated insert;
- eliminating plastic from the entire customer portfolio by replacing blister packs with a completely new structure using only paper.



### Reduced paper consumption by:

- optimization of carton and pack sizes;
- simplifying inserts;
- reducing the amount of tissue paper used as a filler or eliminating it altogether;
- reducing the weight and size of the outers.

**Increasing the proportion of recycled materials** in cooperation with leading customers.

### Transport optimization

Our sustainability efforts bring satisfaction and rewards. We were awarded the prestigious **Customisation Europe Sustainability Award** by one of our key customers. We were recognized as **Best Exponential Team 2022**.

This is further proof that our greatest strength is our people. Their work, commitment and ideas make us unique.



## 4. Truvant for people

### 4.1. Culture of diversity

GRI 2-28, GRI 3-3

Truvant is all about people. Their engagement is our greatest value. Thanks to their work and initiative, we are able to provide a service of the highest quality. As people are our greatest asset, we have defined our ambitions as follows:

- we want to create a diverse and inclusive work environment where human rights are respected throughout the value chain;
- we want to provide safe and good working conditions while supporting the development of our employees.

**Nurturing a diverse and inclusive workplace is a challenge that all Truvant employees take on every day.**

**Truvant's key objectives in this regard are:**

#### WE CREATE THE RIGHT WORKING CONDITIONS

Employment of people with disabilities

#### WE FOSTER CULTURAL INTEGRATION

Minority-friendly working environment

#### GENDER EQUALITY

We are guided by qualifications and not gender

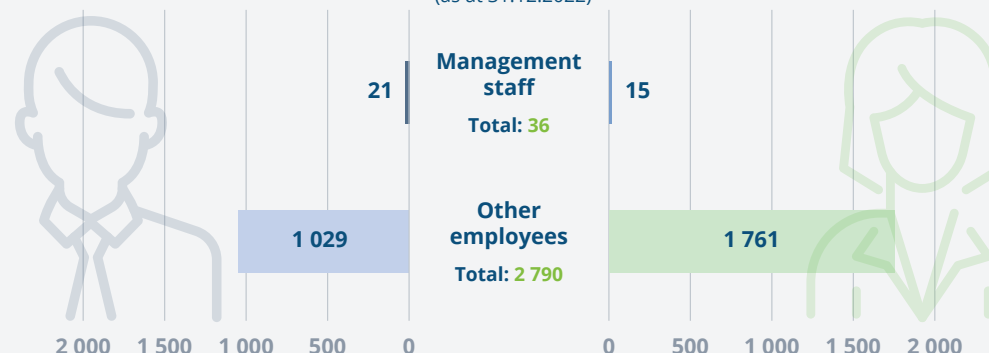
#### AGE DIVERSITY

We learn from each other by sharing experience and knowledge

GRI 405-1

### Number of people with contracts of employment by main categories of employment

(as at 31.12.2022)



Diversity means the potential and possibility to look at one issue from different points of view. That is why we appreciate that we are so different from each other and yet have so much in common. In our facilities, almost 13% of all employees are of Ukrainian, Belarusian, Angolan, Armenian, British, French, Indian, Latvian, Italian, and Russian nationality. We want all these people to feel part of the team and the company.

We are open to people with disabilities and make every effort to create the best possible workplace for them.

We do not discriminate against anyone on the basis of gender or age, what matters are qualifications and willingness to cooperate. We are signatories to the Diversity Charter.

**We work with social organizations which care about the inclusion of people with disabilities and promote their professional activity. In 2022, we shared our experience, among others, as part of the TAKpełnosprawni Foundation webinar series 'How to be a barrier-free employer?'**

No Barriers – this is not just a slogan, but also practical actions. Our employees create initiatives to support people with disabilities at work. Not only do they build awareness, but they also show others how to form inclusive teams using tools such as:

- assistance of a Polish Sign Language interpreter;
- possibility to connect to an online interpreter through access to the Migam.org application.

**People with disabilities currently working at Truvant**

**7%**

# 5 actions for diversity

## Good preparation

we are open to employing people with disabilities. When we made the decision to employ deaf and hard-of-hearing people, the health and safety department first checked that we had the necessary facilities to employ such people and prepared the relevant documentation. We then decided to prepare the entire staff to work with such people. It was crucial for us to learn about etiquette in our contacts and effective ways to communicate well. We have also prepared training materials for our new group of employees – an introductory training video with sign language transcription was produced.

## Good example

ensuring a pleasant atmosphere, a safe workplace and respecting legislation on employment of people with disabilities were the inspiration for the 'Shoulder to Shoulder with Disability' training course. **In addition to a whole package of useful knowledge, employees were able to stand shoulder to shoulder with a person with a disability, as the training was led by in-house trainers who are themselves people with disabilities.**

## Good practices

we are a diverse team and our workforce includes many people from Ukraine. In the wake of the outbreak of war, we not only provided them with psychological, legal and financial support, but also granted long-term leave to employees who went to Ukraine to pick up their families or to engage in volunteer actions – we want our employees to know that they have somewhere to return to and their jobs are waiting for them.

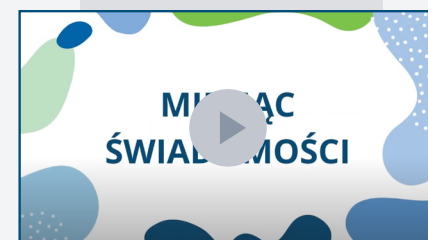
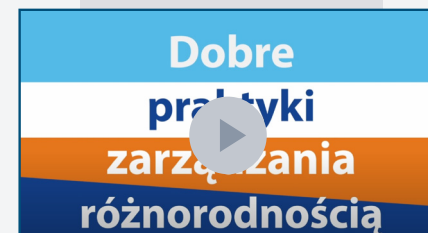
## Good conversations

as part of our knowledge-sharing activities, we took part in a Hyde Park Diversity&Inclusion session, a series of conversations about diversity. This is a collection of video presentations in which female and male representatives of companies that are **signatories to the Diversity Charter** show specific case studies on diversity management in their organization. Our episode is entitled 'How to be a barrier-free employer?'.

## Good habits

we periodically review diversity indicators. We ask employees how they evaluate our actions in practice, ask for suggestions on what should be improved in the areas of gender equality, age management, or integration with people with disabilities.

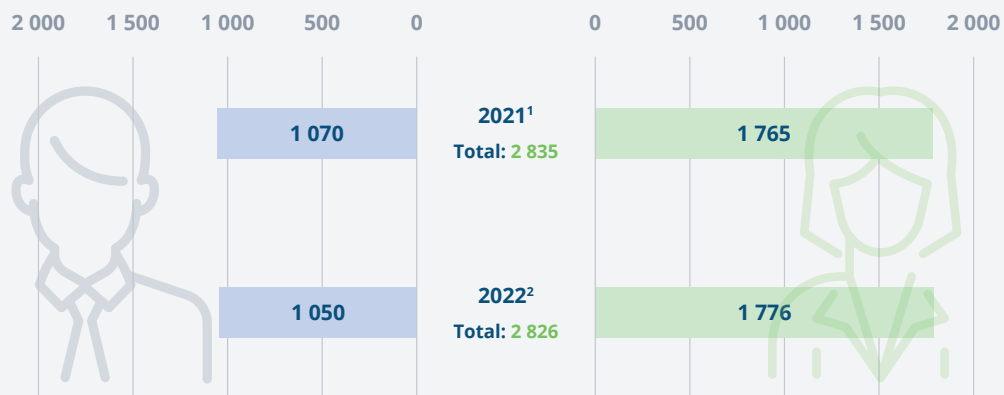
## Worth watching



The majority of our employees are people hired under contracts of employment. We also employ on the basis of civil law contracts and cooperate with Temporary Staffing Agencies. Whatever the form of employment, we make sure that everyone feels like one team in a friendly and safe workplace.

GRI 2-7

### Number of people employed under a contract of employment at Truvant Europe



GRI 2-8, GRI 403-7

Due to our business model and the need for a high degree of flexibility in providing services to our customers at times crucial for them, we also cooperate with Temporary Labor Agencies. We ensure high standards in this regard, reviewing the agencies' approach to hiring in compliance with legal requirements and good responsible business practices.

**The agencies' employees take an active**

**part, among other things, in the campaigns and events we organize to promote health and safety principles.** We value long-term partnerships with agencies that are able to meet the responsible hiring practices we expect from our suppliers and business partners. High expectations in this regard are also held by our key customers, who audit our operations for labor, health and safety and human rights issues.

# 2 145

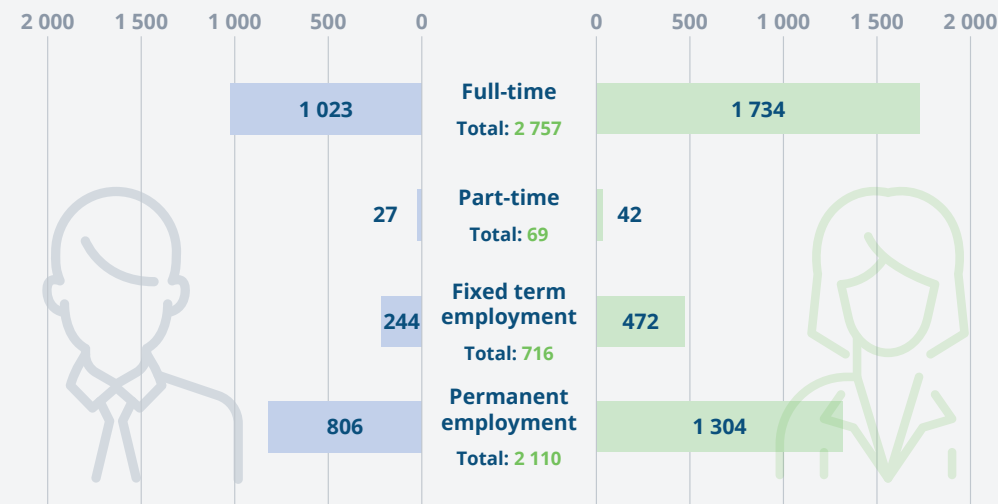
This is the average annual number of employees employed through Temporary Labor Agencies

<sup>1</sup> As at 31.12.2021  
<sup>2</sup> As at 31.12.2022

GRI 405-1

### Number of people with contracts of employment by FTE and contract type

(as at 31.12.2022)



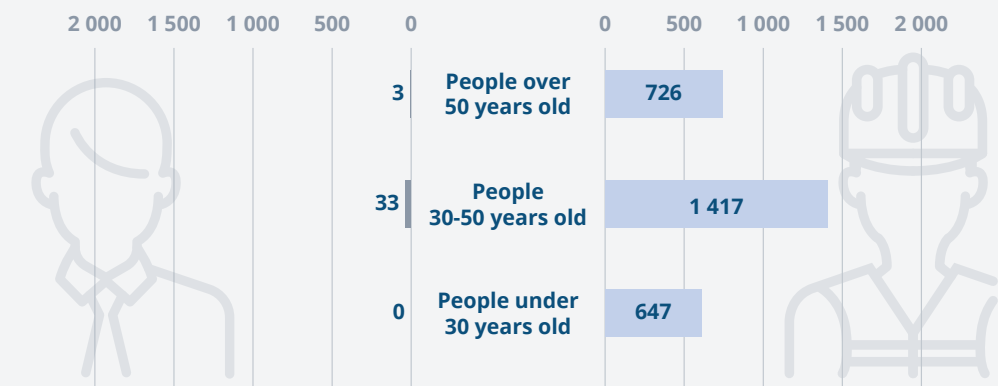
### Number of people with contracts of employment by main categories of employment and age

Management staff

## Total: 36

Other employees

## Total: 2 790





In 2022, we conducted an employee engagement survey which showed that employees above all value the sense of job stability, security at work, as well as clearly defined responsibilities.

### Staff also highly rated the following statements:

*"I can count on the support of my colleagues when needed."*

*"At Truvant, people of all nationalities, cultures and backgrounds are valued and respected."*

*"My professional responsibilities allow for a work-life balance."*



# 62%

of Truvant employees took part in the survey

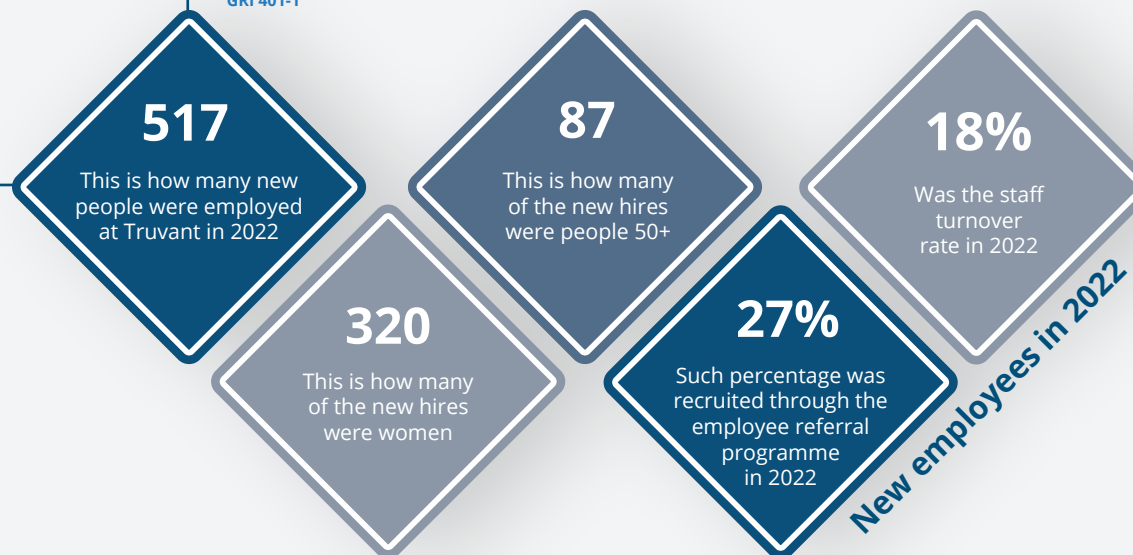
The Engagement Barometer identified areas for improvement that we will work on to increase the satisfaction and engagement of our employees. This survey is part of a process aimed at creating a welcoming and inspiring workplace

## 4.2. Recruitment and benefits

We are committed to providing our employees with a stable, safe and rewarding workplace. We also want them to be ambassadors for our company. This is why we place a strong emphasis on the employee referral programme

in our recruitment processes. The employee recommends a job candidate, and if the candidate is hired, the recommender receives a financial reward.

GRI 401-1



First days at work are always a challenge. That's why Truvant has a **'Buddy' programme** – every new office employee has a mentor to help them settle into their new responsibilities if they have any questions or concerns. We attach great importance to this element of the onboarding process, so a few months after starting work we organize an interview to assess the quality of the induction process.

**Employee satisfaction is important to us, which is why we strive to ensure that our benefits package addresses their various needs. Among others, we offer:**

GRI 401-2



Private health care.



Company Social Benefits Fund.



Sports packages – fit sport and fit profit.



Subsidized meals in the employee canteen.



Medicine allowance and extended medical package for persons with disabilities.



Group life insurance.



Free transport to factories for production workers.



Free language courses via the e-Tutor platform.



Remote work.

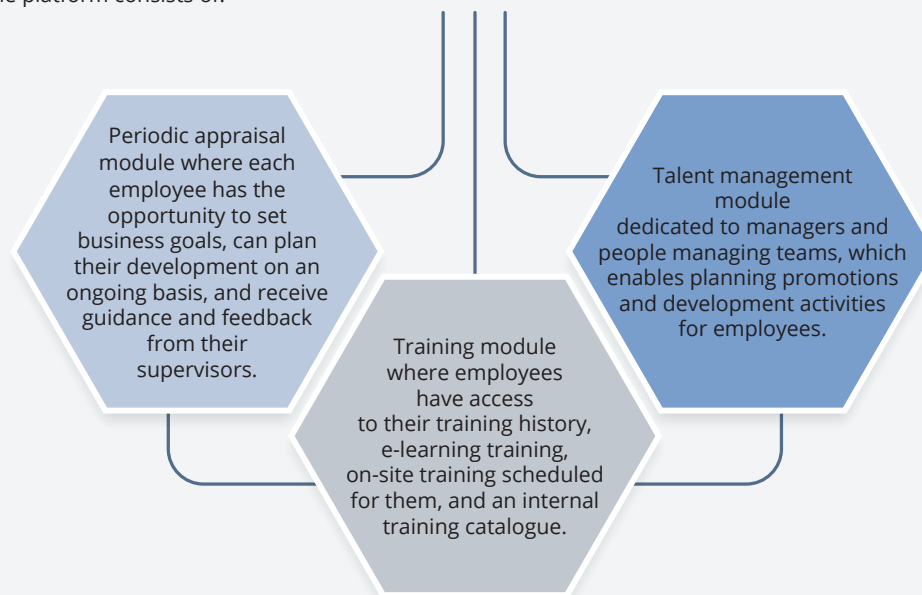


The Rewards & Recognition programme promoting engagement and a proactive attitude – points can be redeemed for vouchers/rewards.

## 4.3. We focus on development

GRI 3-3, GRI 404-1, GRI 404-2

Our greatest resource is our employees. That is why we focus on developing their skills and competences. For this purpose we use the training and development platform – HR Portal. It is a tool that enables more efficient and intuitive participation in processes related to the employee area. With its help, each employee will be able to view their training history, be able to sign up for training and thus have a greater influence on their further development. The platform consists of:



The person responsible for development and education activities is the Organization Development Manager, who manages the OD (Organization Development) team and reports to the Vice President of ESG & HR, Europe.



At Truvant, training needs are explored, among other things, through annual meetings with members of the Management Board, Plant Directors and regional functions, as well as managers. The OD team uses tools such as the Engagement Barometer, Talent Review, the Trainers Academy, the Periodic Staff Appraisal process and the HR Portal platform. These tools support the selection of appropriate training and development methods and administrative management in this area.

## Training in 2022 in figures<sup>3</sup>



<sup>3</sup> The indicator relates to hours that are recorded by the HR portal, among others, stationary external trainings – group and individual, internal trainings organized within the Trainer Academy, online trainings, individual consultations e.g. coaching. This indicator does not include training hours within the framework of postgraduate studies financed by the employer, webinars, onboarding or instructional staff training.



## 4.4. Safety priority

GRI 3-3, GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7

“Our goal is to organize and maintain a safe and healthy workplace, thereby reducing risks to employees, counterparties and others who may be affected by the company's operations. Safety is our top priority, and the success of our operations requires the commitment

of everyone who works with and for us.”  
– these are the provisions of our internal health and safety policy. In practice, this means:

- dedicated safety teams located in each facility;
- conducting occupational risk assessment for each position;
- written procedures which govern handling of incidents;
- a knowledge pack for initial training, highlighting which situations, events or incidents employees should report to their line managers;
- procedures for analysing each incident, assessing the risks and drawing up a corrective action plan to reduce the possibility of similar situations occurring in the future;
- information procedures – all employees are informed of incidents on health and safety notice boards.

An important support for training activities is the Trainers Academy. Every person in the organization can become an internal trainer and share their knowledge and competences, while receiving additional remuneration for their work. ‘Train the Trainer’ solution supports the training process by teaching future trainers their skills. We also help them to prepare an appropriate educational programme for the other employees.

In 2022, our trainers developed their competences by attending Gallup's talent and self-presentation workshops.

In addition, as part of the spring and autumn editions of 'Packed with Knowledge', they shared their experience and knowledge with around 50 students from local colleges.

In the next year, we are planning to develop the HR platform and the TruTalent programme, as well as develop and implement a programme for Leaders – TruLider, thereby increasing the amount of development activities for the production area.



## GRI 403-1, GRI 403-4

Safety is also one of the pillars of the TES (Truvant Excellence System). The TES OHS team is made up of volunteers, our employees, who lead safety culture-building activities in individual teams. **TES OHS consists of the following sub-teams:**

1. TES First Aiders;
2. TES Evacuation;
3. TES Ergonomics;
4. TES Warehouse Improvements;
5. TES LCE [Live Change Events] Improvements.

These teams lead improvement projects. These are usually technical, but also risk awareness and training activities.

## Safety Days

As part of the Safety Days, we were able to, among other things:

- collect 10 litres of blood;
- encourage 264 employees to take part in health and safety competitions;
- 40 employees tested their reactions in a variety of risk situations using VR goggles (including jumping from a building while evacuating on an airbag, putting out a fire, or performing CPR. A total of 417 employees took part in the Safety Days at our largest site. Other sites held similar safety days combined with quality days involving Truvant and agency workers.

## Scale of safety training – example of the largest plant in Łódź



In 2022, we received a distinction in the National Competition for the Improvement of Working Conditions organized by the Ministry of Family and Social Policy





## Accident rate in 2022

	Łódź	Stryków	Wrocław
<b>Accident rate<sup>4</sup></b>	<b>1.75</b> 1.2 in 2021	<b>0.48</b> 1.7 in 2021	<b>1.18</b> 3.5 in 2021
<b>No. of serious accidents</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>No. of fatalities</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>No. of missed work days due to occupational accidents</b>	<b>389</b> 62 in 2021	<b>316</b> 103 in 2021	<b>12</b> 128 in 2021
<b>Lost days ratio</b>	<b>22.71</b> 3.03 in 2021	<b>10.1</b> 5.83 in 2021	<b>2.83</b> 46.75 in 2021

<sup>4</sup> According to the formula: number of accidents recorded during the reporting period divided by total hours worked by all employees multiplied by 1,000,000.

## 4.5. We are socially committed

Every company is looking for its differentiator in the market. Ours is undoubtedly the people. Committed, imaginative and with open hearts. They can always be relied on. This is a potential that gives us a real advantage. We are proud of the extent to which our employees engage with the community and support common goals. We support many projects throughout the year, as illustrated by the TruGreen calendar. We are involved in social projects and campaigns in line with the Sustainable Development Goals.

**In our approach, activities that give real benefits to the local communities we are a part of are combined with initiatives that activate employees and encourage them to appreciate the potential of diversity or to be environmentally friendly.**

There were a lot of things we were involved in over the past year and here are some examples of our pro-social actions:

- we supported Leoś as part of the siepomaga.pl campaign – we collected money, as well as bottle caps and batteries for a sick boy;
- we covered a distance of 1,077 km – we ran to support people suffering from children's cerebral palsy as part of the 'Colourful World' foundation campaign;
- we rode 1,254 km – we cycled as part of the rowerpomaga.pl campaign;
- our company's cross-country running team broke a sweat to raise funds for sports wheelchairs, prostheses and psychological consultations.



**50**  
parcels were prepared by our employees and handed over to residents of social welfare homes in Łódź and orphanages and hospices in Wrocław as part of the Christmas campaign



# 5

## issues of particular importance to us in the past year

1. **Ukraine** – we are not indifferent to the conflict in Ukraine, many of our employees come from that country. We have allocated PLN 200,000 to support people from Ukraine. We focused on activities related to the purchase of foodstuffs, clothing, medical supplies and torches for the fire fighters and military personnel of Ukraine. For that purpose, we have established cooperation with the charity organization ‘Спілка волонтерів Харкова’ (eng. “Kharkiv Volunteers Union”).
2. **Social organizations** – there are many organizations and associations in our area that are dedicated to support. We engage in such initiatives and support charity organizations.
  - In 2022, we were one of the companies supporting the association of people with inflammatory bowel diseases ‘Łódzcy Zapaleńcy’ in organizing the educational conference ‘Stoma – end or hope’.
  - As every year, Truvant became the main patron of the Stryków finale of the Great Orchestra of Christmas Charity co-organizing the 6th Run for Health held in Stryków. In addition to supporting fundraising for modern equipment for the diagnosis and treatment of children, we want to popularize physical activity and health care among the local community as well as the company employees. As organizer, Truvant supported the event in terms of starter kits and prizes for participants.
3. **Employee wellbeing** – People matter to us, which is why we pay special attention to wellbeing activities. We run campaigns to draw employees’ attention to the role of contact with and care for nature. To encourage them to take care of their own health, we organize various activities and webinars on physical and mental health, stress and energy management, proper diet and nutrition. Above all, however, we strive to create a working environment that allows our employees to maintain a work-life balance.
4. **Natural environment in our neighbourhood** – we cooperate with UNEP/GRID – Warsaw and we joined the Re:Generation programme – a programme aimed at restoring endangered ecosystems. As part of this collaboration, in 2022 we continued to support an ecosystem located within the landscape park – a pond in the Lagiewnicki Forest. The initially silted and overgrown water body, once cleaned and invasive species removed, will serve as a breeding ground for amphibians, insects and as a habitat for birds. It is also important that there are nature trails in close proximity to the pond to increase the nature knowledge of visitors to the area.
5. **Diversity** – we promote inclusive attitudes and want to work in a spirit of tolerance and respect for diversity. Therefore, an important training highlight in 2022 was a workshop on human rights and we dedicated the month of May to the topic of diversity in our company. In line with our values, we have focused all of our attention on the challenges faced by people with disabilities and the actions that help overcome such barriers. This was our theme of December 2022. Our efforts in this area are recognized, as evidenced by the fact that we took third place in the ‘Icebreakers 2022’ competition and we were the only corporation to stand on the podium. This competition is organized by the Foundation for the Professional Activation of People with Disabilities which recognizes socially sensitive employers.



# The quality and the customer

GRI 3-3

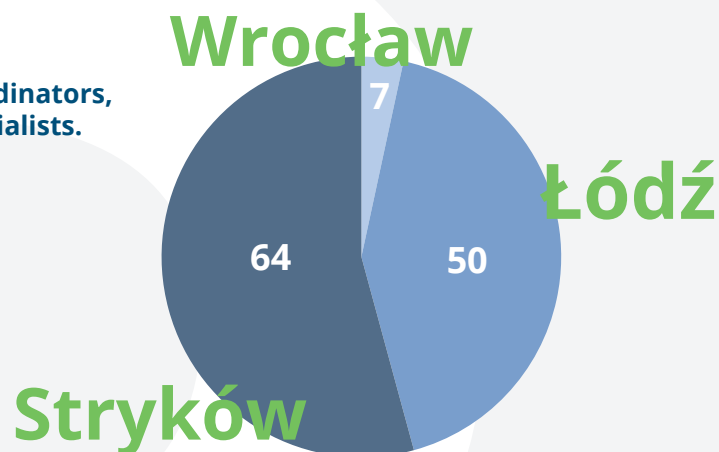
## 5.1. Quality management

Commitment to quality and operational excellence is paramount in all our activities. To ensure the highest level of service, we are constantly improving our processes and procedures.

Tailored services are the basis of our solutions – our customers are diverse and therefore have different expectations and needs. That is why each of our sites has a team dedicated to quality assurance that operates under clearly defined standards, procedures and systems. This allows us to provide a flexible approach and adapt to the needs of the specific customer, guaranteeing the highest quality and care.

### Quality experts

121 employees: coordinators, leaders, quality specialists.



The commitment to quality and the daily pursuit of excellence is reflected in the norms and standards adhered to by Truvant. Although we have dedicated quality officers, everyone in our daily operations strives to ensure that our products and services meet the highest standards of quality and safety.

CEPA corporate quality system  
GMP ISO 22716  
TES corporate standard

ISO 9001:2015  
ISO 13485: 2016  
BRC issue 4:2016 Personal Care and Household  
BRC CP4 Consumer Products  
RBP (Responsible Business Principles)  
TES corporate standard

ISO 9001:2015  
ISO 13485:2016  
TES corporate standard



# 5 principles of quality assurance



## 5.2 Quality audits

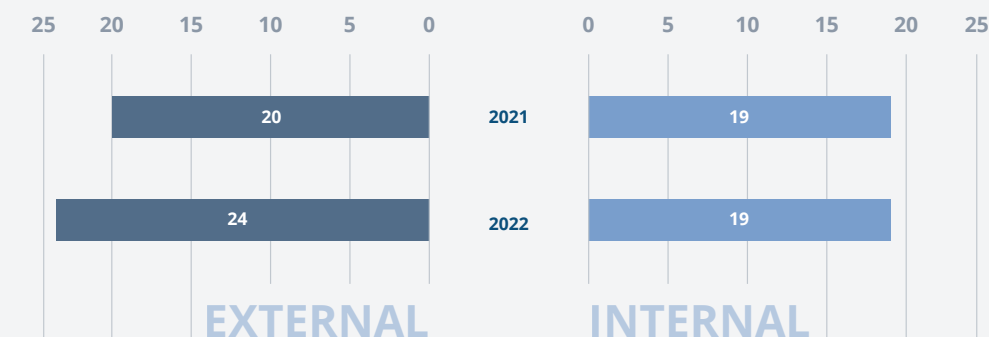
Striving for the highest quality is a process of which auditing is an important part. Truvant distinguishes between two types of audit:

- **external audits** – these are all types of audits carried out by customers and/or external certification bodies (e.g. standards, ethical/social audits with quality, health and safety and environmental elements);

- **internal audits** – which are led by specially trained Truvant staff.

The approach to planning and carrying out internal audits is tailored to the needs and expectations of the customer and the services or products they entrust to us for packaging. This means that the frequency and type of inspections carried out varies at each of our sites.

### Quality audits in Truvant



## 5.3. Continuous improvement system

Continuous improvement is a process that requires a clearly defined framework. We have developed and implemented the Truvant Excellence System (TES) throughout our company. It is a solution based on nine pillars:



### AUTONOMOUS MAINTENANCE

It ensures that machines and equipment are in good condition. It builds a sense of ownership and responsibility.



### MAINTENANCE EXCELLENCE

It eliminates breakdowns and schedules maintenance. It imparts knowledge to production staff to best manage the machine.



### 5S

It maintains an organized and orderly work area to improve productivity and safety.



### FOCUSED IMPROVEMENT

We eliminate waste by providing quality data and knowledge of project methodologies



### CONTINUOUS SKILLS DEVELOPMENT

It creates a consistent system for improving employee skills and job satisfaction.



### QUALITY MANAGEMENT

It strives for zero quality defects by proactively seeking, identifying and eliminating root causes of problems.



### SAFETY

It creates a safe work environment with employee engagement and proactively prevents accidents.



### TECHNICAL INITIATIVE MANAGEMENT

It manages technical projects in such a way that production start-up takes place as soon as possible at the lowest possible cost.



### SUPPLY CHAIN

It eliminates losses across the value stream while optimizing production and distribution costs.



2022 was a very intensive year in terms of TES implementation in all TRUVANT plants in Poland.

- Łódź achieved 90% implementation of the GOLD TES level as planned.
- In Stryków, two plants achieved SILVER certification and one facility was audited and certified to Bronze level.
- The Wrocław plant achieved Bronze certification.

A programme to train and certify staff in running projects with the DMAIC methodology also started in 2022.

We believe that openness and an innovative approach are qualities that make us an attractive business partner and employer. We place great importance on collaborating with our customers – we inspire each other and look for new ways to apply innovative solutions to ambitious projects while reducing our environmental and carbon footprint.



### Innovative solutions for optimizing packaging processes implemented in 2022

- **automatic palletizer** – a robotic alternate palletizing station using a UR collaborative robot;
- **automatic pallet wrapper** – a device fully integrated with operational and quality systems, which controls the quality of the wrapped pallet and then automatically instructs the AGV (automated guided vehicle) to pick up the pallet and insert it in a dedicated pallet location;
- **autonomous Toyota self-propelled forklift trucks** – the trucks handle the transport of the finished product to the racks, the preparation of pallets for shipping and the unpacking of material deliveries to the warehouse;
- **laser marking** of the finished product.



The pursuit of excellence requires the commitment of all employees. Therefore, a key element of the TES system is the employee suggestion programme. Any employee can submit an idea for improvement or optimization. Employees are rewarded for submitting suggestions with Rewards & Recognition (R&R) points, which they can redeem for in-kind rewards.



### Employee suggestion programme

**296 in 2021**

**356 in 2022**

This is how many optimization ideas were submitted by employees

**204 in 2021**

**231 in 2022**

This is how many employee ideas were implemented

## Examples of employee ideas for improvement

- 1** Changing the coding location on the blister card of one of the products – the previous location was very close to the graphic and the coding field was narrow, this caused scrap to be generated on the cards as a result of the code shifting onto the graphic. Results: process improvement, scrap reduction, material savings.
- 2** Improved changeover at the moulding station on the blister machine. As a result, changeover times were significantly reduced.
- 3** Automation of the label application process to the bulk packaging on one of the lines. The result: reduced manufacturing costs and streamlined work.
- 4** Attachment of additional product positioning bands. The result: reduced scrap, material savings.
- 5** Modification of the label printer head. The result: a significant improvement in the process of changing labels and a reduction in changeover times.





## 5.4. High standards of cooperation with customer

Customer needs and satisfaction are at the heart of everything we do, and ensuring the highest quality of Truvant's services is our priority. Understanding customer needs and offering tailored solutions requires proper communication and collaboration at every level. When working with each of our customers, we tailor the processes entrusted to us to meet their expectations and jointly define KPIs, which we monitor and regularly discuss during joint meetings.

### Communication and complaints

GRI 2-26, GRI 2-29

Within our organizational structure, there is a department responsible for day-to-day communication with the customer and support of customers in addressing and resolving any issues other than complaints that may arise within the service offered by Truvant.

The dedicated SPOC (Single Point of Contact), receives reports from the customer regarding any problems, such as:

- delays in the delivery of materials
- problems in obtaining answers from various departments
- problems in providing the service on time.

The SPOC is the facilitator of the reported problem and it is up to the SPOC to resolve it to the customer's satisfaction.

Some escalations require a thorough investigation of the source of the problem, the involvement of the employees involved in the affected process and the creation of a remediation plan, carrying it out and completing it within the timeframe agreed with the customer.



A well-defined complaint management process is the basis for building trust and good cooperation. Each of our sites has a described process for filing claims and handling complaints received from the customer.

## 5 pillars of complaint management

### Registration

Each complaint is recorded in the database and together with it the time in which it must be processed is defined.

### Remediation

Once the cause of non-compliance has been identified, we introduce corrective, remedial and preventive actions.

### Information

After each complaint, the customer is informed of the action we have taken and its outcome. Everything is recorded in a database and quality and complaint-related indicators are discussed at weekly or monthly meetings.

We have defined quality tools that we use when analysing complaints.

### Analysis

Any implementation of corrective actions is subject to monitoring and evaluation of effectiveness.

### Monitoring



## 5.5. Responsible supply chain

In order to provide the highest possible service to our customers, we attach great importance to the criteria associated with the selection of our suppliers. At Truvant, we rely on the procedures governing our cooperation in the supply chain. We pay particular attention

not only to the quality of materials and raw materials, the timeliness of deliveries, but also to ESG considerations and high ethical requirements. We take responsibility for the quality of the products and services we offer our customers, so we want to ensure that our suppliers are trustworthy partners.

**approx. 900** suppliers we work with each year

Our suppliers fall into two categories:

**material purchases** – this group includes, among others: suppliers of packaging materials, consumables and pallets.

**non-material purchases** – this group includes, among others: suppliers of machinery, tools, non-manufacturing materials and services that make the business operations possible.

### Code of Conduct for Truvant's Suppliers

is a code we have developed to define our relationship with suppliers. We want to work with the best – not only in terms of competitive pricing, product or service quality, but also meeting the highest ethical standards. We therefore expect the following of our business partners:

- actions in compliance with the law;
- paying employees fairly, including no fines or payroll deductions;
- fair working hours and properly compensated overtime, the right to days off and sick leave;
- unconditional prohibition of the employment of minors and the use of any form of coercion to provide labor;
- non-discrimination on the basis of race, colour, national origin, sex, sexual orientation, religion, disability and other similar factors;
- hiring only workers with legal work permits;
- ensuring safe and healthy work environment;
- taking environmental responsibility;
- providing employees access to grievance mechanism.



We work in this way ourselves and want to make sure that we work with companies in our supply chain that share our values.

In 2022, we conducted **a process of reviewing our procurement policy** and expectations towards our suppliers in terms of ESG criteria. It included a workshop to analyse ESG risks in the main procurement categories our supply chain relies on. A systematic analysis of environmental and social risks allows for more effective preventive action and greater control of the supply chain. As a result of the work carried out, we defined a plan to implement new expectations and solutions

in the area of ESG and sustainability in relation to our suppliers, and developed, among other things, new questions for the supplier assessment questionnaire.

We are committed to a partnership approach to increasing the importance of ESG issues in the supply chain, so any change in our expectations or supplier selection criteria will be preceded by responsible communication of planned actions and solutions well in advance.



**Quality is our priority.** That is why, in the qualification process of our suppliers, we place high demands on them in this area. For material suppliers, the critical ones are:



Those non-material suppliers with whom Truvant has a high annual turnover are subject to the extended procedure. Not only do they have to guarantee excellent value for money and on-time delivery, but they are also asked about issues relating to:

- Compliance with legal requirements and ethical business conduct;
- OHS (the procedures which oblige employees to take care of their own and others' safety in the workplace, OHS supervision performed by a dedicated department, OHS audits);
- quality management system;
- supplier audits.

## 5 pillars of our supply chain

1

### Procedures

the procurement process is based on procedures that clearly define the qualification and evaluation of our suppliers.

### Materiality

we place particular importance on auditing temporary employment agencies and production material suppliers. We select them based on the criteria of annual turnover, the complexity of the products supplied and the impact on the entire supply chain.

2

3

### Cyclical

an important element of our cooperation with suppliers is their annual evaluation and audits.

### Ethics

ethical audits (SMETA), which are carried out at our sites and include employees of the temporary labor agencies, are important to us. They are often carried out on behalf of customers. Their aim is to verify if Truvant's work environment complies with the requirements of the Ethical Trade Initiative Code.

4

5

### Standards

we take care of work safely ourselves and expect the same from our suppliers. In accordance with our Temporary Labor Agency Management procedure, we inspect the accommodation conditions of workers annually. We review accommodation according to clearly defined criteria.





# Approach to reporting

GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5

The data included in this report relate to the activities of Truvant Europe Sp. z o.o. for the period from 1 January to 31 December 2022 unless otherwise stated in the body of the report. This is the second publication of this kind by our company, the first to be developed fully in accordance with the guidelines of GRI Standards – the international reporting standard. We report on an annual basis.

There were no significant changes in the structure, scale of our operations, business model or form of ownership during the reported period. Due to the refinement of the reporting process and the associated change in approach to the methodology of some of the numerical indicators, adjustments were made to the following data reported in the previous year: greenhouse gas emissions in Scope 2 and energy consumption.

GRI 2-12, GRI 2-14, GRI 2-17, GRI 2-29, GRI 3-1,  
Own indicator – Key actions aimed at reinforcing ESG  
management processes

## Defining the body of the report

In line with the principle of materiality, in the report we present ESG and sustainability information necessary to assess the situation, performance and objectives of Truvant Europe Sp. z o.o. In order to identify the key issues that we should report on, we carried out a process of materiality analysis of ESG topics adhering to the principle of taking into account the stakeholder perspective.

A workshop to analyse the materiality of ESG and sustainability topics took place in 2022, which was attended by Truvant Europe's top management (Sustainability Committee). Prior to the final decisions on the materiality of reporting topics, the Committee members were directly involved in the development of Truvant Europe's comprehensive ESG Policy, participating, among other things, in a series of training sessions on key environmental, social and governance challenges, regulations and trends. They also reviewed the conclusions of the stakeholder dialogue process conducted at the end of 2021, updated with the issues identified in 2022 as priorities by key customers and external experts. The preliminary materiality analysis also took into account the conclusions of the area working meetings with Truvant Europe's lower-level employees. As a result of the Committee's multi-stage work, we identified a list of material ESG reporting topics and, in accordance with the GRI Standards, we have sought to include in this publication information about our approach to managing them as well as numerical and/or descriptive information illustrating performance on material topics. Material topics have been highlighted in the GRI Standards content index.







## GRI Standards content index

Disclosure code	GRI Standard Title	Disclosure name	Page number in the report
PROFILE DISCLOSURES			
GRI 2-1	GRI Standards 2021	Organizational details	2
GRI 2-2	GRI Standards 2021	Entities included in the organization's sustainability reporting	40
GRI 2-3	GRI Standards 2021	Reporting period, frequency and contact point	40
GRI 2-4	GRI Standards 2021	Restatements of information	40
GRI 2-5	GRI Standards 2021	External assurance The report has not been subject to external verification	
GRI 2-6	GRI Standards 2021	Activities, value chain, and other business relationships	2
GRI 2-7	GRI Standards 2021	Employees	26
GRI 2-8	GRI Standards 2021	Workers who are not employees	26
GRI 2-9	GRI Standards 2021	Governance structure and composition	10
GRI 2-10	GRI Standards 2021	Nomination and selection of the highest governance body Truvant Europe's Management Board consists of members who have functional roles within the organization, who are responsible for, among other things, the operational area and human resources management. The composition of the Board is approved by the company owners. The selection of members takes into account their experience and competence as well as their long-standing relationship with the company, their knowledge of the company's business model and processes.	
GRI 2-11	GRI Standards 2021	Chair of the highest governance body	10
GRI 2-12	GRI Standards 2021	Role of the highest governance body in overseeing the management of impacts	10, 40
GRI 2-13	GRI Standards 2021	Delegation of responsibility for managing impacts	10
GRI 2-14	GRI Standards 2021	Role of the highest governance body in sustainability reporting	10, 40
GRI 2-15	GRI Standards 2021	Conflicts of interest An anti-corruption policy was released in 2022 and it sets out the rules for counteracting conflicts of interest.	12
GRI 2-16	GRI Standards 2021	Communication of critical concerns All reports of violations of the law, employee rights and ethical issues can be submitted via a dedicated reporting platform. All critical concerns are discussed, among others, in meetings with the Vice President of ESG & HR, Europe, who is also a member of the Sustainability Committee. These concerns are also discussed throughout the Committee.	
GRI 2-17	GRI Standards 2021	Collective knowledge of the highest governance body	40
GRI 2-18	GRI Standards 2021	Evaluation of the performance of the highest governance body ESG issues relevant to the individual's main responsibilities are included in the performance evaluation of the top management staff.	
GRI 2-20	GRI Standards 2021	Process to determine remuneration Sensitive data	
GRI 2-21	GRI Standards 2021	Annual total compensation ratio Sensitive data	
GRI 2-22	GRI Standards 2021	Statement on sustainable development strategy	1, 2
GRI 2-23	GRI Standards 2021	Policy commitments	1, 2, 16, 17
GRI 2-24	GRI Standards 2021	Embedding policy commitments	16-17
GRI 2-25	GRI Standards 2021	Processes to remediate negative impacts We have included a commitment to preventing negative impacts and to taking responsibility for any material negative environmental and/or social impacts of our activities in, among other things, our ESG Policy and our principles of ethics.	16-17
GRI 2-26	GRI Standards 2021	Mechanisms for seeking advice and raising concerns	12, 37
GRI 2-27	GRI Standards 2021	Compliance with laws and regulations During the reporting period, we did not record any non-compliance of our activities with laws, nor were any penalties imposed on us for this reason.	



GRI 2-28	GRI Standards 2021	Membership associations	24
GRI 2-29	GRI Standards 2021	Approach to stakeholder engagement	11, 37, 40
GRI 2-30	GRI Standards 2021	Collective bargaining agreements <i>There are trade unions operating in the company.</i>	
GRI 3-1	GRI Standards 2021	Process to determine material topics	40
GRI 3-2	GRI Standards 2021	List of material topics	15

## THEMATIC DISCLOSURES

### MATERIAL REPORTING TOPIC: ETHICS AND ANTI-CORRUPTION

GRI 3-3	GRI Standards 2021	Management of material topics	12, 14, 17
GRI 205-2	GRI 205. Anti-Corruption 2016	Communication and training about anti-corruption policies and procedures	16-17
GRI 205-3	GRI 205. Anti-Corruption 2016	Confirmed incidents of corruption and actions taken <i>No such situations during the reporting period</i>	

### MATERIAL REPORTING TOPIC: ESG STRATEGY AND MANAGEMENT

GRI 3-3	GRI Standards 2021	Management of material topics	14, 16-17
Own indicator	-	Main actions to reinforce ESG management processes	40

## ENVIRONMENTAL DISCLOSURES

GRI 3-3	GRI Standards 2021	Management of material topics – environmental topics	19
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### MATERIAL REPORTING TOPIC: IMPACT ON CLIMATE CHANGE

#### Energy and energy efficiency

GRI 302-1	GRI 302. Energy 2016	Energy consumption within the organization	21
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#### Emissions

GRI 305-1	GRI 305. Emissions 2016	Direct (Scope 1) GHG emissions	21
GRI 305-2	GRI 305. Emissions 2016	Energy indirect (Scope 2) GHG emissions	21
GRI 303-3	GRI 303. Water and effluents 2018	Water withdrawal	22

### MATERIAL REPORTING TOPIC: PRODUCTION MATERIALS – EFFICIENT USE AND INCREASED SHARE OF SUSTAINABLE MATERIALS

#### Materials

GRI 301-1	GRI 301. Materials 2016	Materials used by weight or volume <i>Within scope: paper/plastic consumption</i>	22
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### MATERIAL REPORTING TOPIC: COOPERATION WITH CUSTOMERS ON ECO-INNOVATIONS

Own indicator	-	Examples of projects using sustainable solutions	16, 23
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### MATERIAL REPORTING TOPIC: WASTE – REDUCING WASTE, IMPROVING SORTING AND INCREASING RECYCLING

GRI 306-3	GRI 306. Waste 2020	Waste generated	22
GRI 306-4	GRI 306. Waste 2020	Waste diverted from disposal	23

### OTHER ENVIRONMENTAL TOPICS

#### Environmental compliance

GRI 307-1	GRI 307 Environmental compliance	Non-compliance with environmental laws and regulations <i>No fines or sanctions were imposed on the company for non-compliance with environmental laws during the reporting period</i>	
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## SOCIAL DISCLOSURES

GRI 3-3	GRI Standards 2021	Management of material topics – social topics	14, 16-17, 24, 28, 33
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### MATERIAL REPORTING TOPIC: DIVERSITY AND INCLUSION

GRI 405-1	GRI 405. Diversity and Equal Opportunity 2016	Diversity of governance bodies and employees	24, 26
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### MATERIAL REPORTING TOPIC: WORKING CONDITIONS

GRI 401-1	GRI 401. Employment 2016	New employee hires and employee turnover	27
GRI 401-2	GRI 401. Employment 2016	Benefits provided to full-time employees that are not provided to temporary or part-time employees	28


**MATERIAL REPORTING TOPIC: EMPLOYEE DEVELOPMENT**

GRI 404-1	GRI 404. Training and education 2016	Average hours of training per year per employee	28
GRI 404-2	GRI 404. Training and education 2016	Programs for upgrading employee skills and transition assistance programs	28

**MATERIAL REPORTING TOPIC: OCCUPATIONAL HEALTH AND SAFETY**

GRI 403-1	GRI 403. Occupational health and safety 2018	Occupational health and safety management system	29, 30
GRI 403-2	GRI 403. Occupational health and safety 2018	Hazard identification, risk assessment, and incident investigation	29
GRI 403-3	GRI 403. Occupational health and safety 2018	Occupational health services	29
GRI 403-4	GRI 403. Occupational health and safety 2018	Worker participation, consultation, and communication on occupational health and safety	29, 30
GRI 403-5	GRI 403. Occupational health and safety 2018	Worker training on occupational health and safety	29
GRI 403-6	GRI 403. Occupational health and safety 2018	Promotion of worker health	29
GRI 403-7	GRI 403. Occupational health and safety 2018	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	26, 29
GRI 403-9	GRI 403. Occupational health and safety 2018	Work-related injuries	30

**MATERIAL REPORTING TOPIC: CUSTOMER SERVICE AND SATISFACTION**

Own indicator	-	Methods for monitoring customer satisfaction and the level of customer satisfaction with the quality of service provided by the company	37
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**MATERIAL REPORTING TOPIC: ADDRESSING HUMAN RIGHTS VIOLATIONS IN THE VALUE CHAIN**

Own indicator	-	Description of the main policies and practices to address the risk of human rights violations in the company and its value chain	12, 38
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### **Sustainability Contact**

If you have any questions or comments about the report and sustainability issues in TruVant Europe's operations, please contact:

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