

Corporate Social Responsibility in line with ISO 26000

Reference matrix

nēn

zelfverklaring
ISO 26000



oerlemans packaging group
the **sustainable** innovator

Together towards a more sustainable world!



The Oerlemans Packaging Group produces and supplies a full range of specialised, flexible film and packaging. The production of this flexible packaging has an impact on the environment. We are well aware of this. At the same time, our packaging often makes a sustainable contribution to the products it is used for, throughout the entire chain. That is where the challenge lies. But it also offers opportunities. For over 30 years, we have had our own recycling department. Here, residual film from our companies is recycled to polythene pellets. We use these to make

new film. In addition, we support Operation Clean Sweep®. This ensures that no pallet goes to waste and it thereby reduces our environmental impact, with low logistics and production costs as a positive side effect. Sustainable innovation is the common thread through the history of our family business. Oerlemans Packaging continually invests in product innovations in our production and processes. For instance, we were the first to introduce biodegradable horticulture film in 1992. We have our own Oerlemans Technology Centre (OTC) and Oerlemans Repro Centre (ORC), where clients and suppliers can test products and where we develop our innovations in materials, applications, and documentation. With this, we help them to gain a sustainable competitive edge with the packaging of their product. I am proud that we, as a company, continue to innovate and invest. This report, technically justified as the ISO 26000 reference matrix, provides a good overview of our social identity. Ranging from group-wide investments in ISO14001 to committing to various branch activities – our credo remains: "VerduurSamen", which literally translates as sustaining together.

Engr. Joan Hanegraaf MBA

Managing Director, DGA Oerlemans Packaging Group

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Introduction

1. Scope

Oerlemans Packaging Group

The core business of the organisation:

The Oerlemans Packaging Group is the holding company of multiple operating companies. These operating companies produce and sell flexible films and packaging.

Oerlemans Packaging produces flexible packaging and films. New film and packaging concepts are developed continuously, in order to support horticulture, industry, packaging wholesale and retail. Our products are used all over the world. With every innovation, customer, quality and sustainability are central. With the use of our own and external logistics we are able to offer optimal service.

Countries in which the organisation operates:

Oerlemans Packaging operates globally.

Location of the headquarters of the organisation:

The headquarter of Oerlemans Packaging is located in Genderen (North Brabant, the Netherlands).

This self-declaration applies to all the companies of Oerlemans Packaging, including:



- Fardem, Edam, the Netherlands
- Flexpak, Geldermalsen, the Netherlands
- the Oerlemans Packaging Group, Genderen, the Netherlands
- Oerlemans Plastics, Genderen and Giessen, the Netherlands
- OPI, Oosterwolde, the Netherlands
- Perfon, Goor, the Netherlands
- Plasthill, Hillegom, the Netherlands
- Stempher, Rijssen, the Netherlands



Two operators assessing the quality of the materials during the extrusion process



The winning product Bag2Bag as a result of the chain collaboration



Rethink Awards (f.l.t.r. Joan Hanegraaf, Jort Kelder and Rob Verhagen)

Rethink Award Sustainable Products 2019

The Rethink Award Sustainable Products 2019 in the category Chain collaboration has been awarded to the project Bag2Bag of Oerlemans Packaging Group.

Elco Smith (Director Sustainability Philips International) awarded the prize on behalf of the jury: "The Bag2Bag Award represents the way Oerlemans Packaging, as parent company together with the eight production companies, strategically contributes to the sustainability agenda. For Oerlemans, it is clear and obvious that chain collaboration is a prerequisite for the circular economy. The company is not deterred by the fact that this is incredibly difficult and that it takes a long time to get parties in the chain together and join forces in a collaboration. It invests a great deal of time and money in sustainable chain collaboration, resulting in incredible projects and products".



The jury report further states:

"Bag2Bag is one of the products that clearly illustrates the approach taken by Oerlemans. SABIC, Morssinkhof-Rymoplast and Oerlemans Packaging, together with production company Fardem Packaging, close the chain for this product. Annually, SABIC produces over one million plastic FFS (Form-Fill-Seal) bags from 50% recycled material. SABIC uses it to package their own polymer pellets. Morssinkhof-Rymoplast produces the recyclable and Fardem Packaging produces the bags from 50% recycled plastic and 50% new polymer. The waste streams are directly converted in high-quality products and thereby get a second life in the same application.

Other submitted projects, namely CE Krimphoes and ProLiFex (Post-consumer Recycling of L(L)DPE in Flexible Extrusion), are also examples of how Oerlemans believes in chain collaboration. The company does not only talk the talk, but actually tries to walk the walk. The jury respects this commitment, and an Award is therefore appropriate."

The Bag2Bag project was also finalist in the category Plastics during the Circular Awards (of Nederland Circulair).

Rethink Awards 2020

The Rethink Awards are awarded annually to plastic and rubber products that best comply with the sustainability standards. Among the submissions, the jury recognises a number of important trends, focused on improving the societal value of products and solving bottlenecks. The focus of businesses is clearly aimed at using recyclables or bio-based resources, redesigning the products so they are better recyclable, and chain collaboration. The submissions are assessed on five criteria: **Re-new** (raw materials), **Re-duce** (production and product), **Re-design** (design and use), **Re-use** (reusing product) and **Re-cycle** (collection and recycling). For more information, go to www.rethinkplastics.nl

Aside from the project mentioned above, the new webshop packaging for Wehkamp received much attention. Together with the online mail-order company, Oerlemans Plastics won the Sustainable Shopping Award! In addition, with its newly developed plastic webshop bag film, consisting of 100% recycled material, Oerlemans is nominated for the Plastics Recycling Awards Europe 2020. This material was developed especially for online shopping at Wehkamp and yields a CO2 reduction of 64% compared to the traditional shipping solution.



The sustainable webshop bag of Wehkamp

2. Summary

In the following pages, the 40 questions from the NPR 9026 (Dutch Practice Guideline) will be answered. This self-declaration describes where we are now. It is a starting point and it provides a foundation for improvements.

Systematically answering these 40 questions has positively encouraged us and challenges us to improve our vision and to be more aware of the core issues of Corporate Social Responsibility (CSR – *MVO Nederland* in Dutch). Topics that were already part of the operations, but have now received more attention and immersion. We will focus on various topics, which are explicitly stated in the following chapters.



Thanks to the support of the collective project with the trade association NRK (the federation of Dutch rubber and plastic material industries), we are sharpening our own vision on CSR.



As a result, this has a positive influence on our identity. During this process, we will be able to improve our identity on relevant stakeholders, adding value to our operations and create opportunities to positively and actively shape the CSR core issues within our chain.

In case of questions or substantive accountability, please contact:



Oerlemans Packaging Group

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QHSE Coordinator

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3. CSR principles

Accountability

Our organisation is accountable for the effects on society, the economy and the environment:

- As a participant of the **MJA3 programme** (multi-year agreement on energy efficiency), we report our energy consumption annually and are committed to a reduction of 2% per year. Once the MJA3 agreement ends (end of 2020), we will report in a different way in order to meet our EED obligation. We have chosen **CO2 reduction management** as an addition to ISO14001 certification



environmental management.

- Periodically, we conduct measurements to prevent negative effects on the environment. This is recorded in our **environmental licence/Activities Decree** and is preserved by the government.
- Through a **financial annual report**, we present our impact on the economy to relevant stakeholders.
- Through a recognised system of **Risk Inventory & Evaluation** (RI&E), we take responsibility for the risks that our employees are exposed to and limit these risks.
- We **report** our accountability on the impact of our operations on society, the environment and the

economy, especially the negative effects.

- We **are accountable** for the measures we took to prevent repetition of the identified negative effects of our operations on society, the environment and the economy.
- We calculate and validate the CO2 tax levied on our products and packaging by means of an LCA using the **Ecochain method**.



- Our efforts with regard to



sustainability are validated by Ecovadis.

For instance, our Oerlemans Plastics

location has the **Silver CSR rating**. A

golden CSR rating is only

achievable if we start producing our own energy.

We purchase renewable energy; we do not generate it ourselves.



- We are accountable, because we are **BRC Packaging** certified.



Packaging Materials

CERTIFICATED

- All companies comply with ISO 26000. We are held accountable annually in the management review.
- Oerlemans Packaging has a multi-site ISO 14001 certificate.
- Plastihill and Fardem are ISO 9001 certified.



- **Sedex** is one of the world's leading suppliers of ethical trading services and commits to improving working conditions in global supply chains.



They offer practical tools, services and a community network to help companies improve their social and sustainable operating practices. We have a contract with Sedex for multiple of our clients.

- **Blauer Engel** has been the environmental label of the German government for over 40 years and is the guiding principle for sustainable procurement. The label guarantees that the products and services it attaches to comply with the strict requirements on environment, health and performance. We were able to obtain this environmental label in 2020 for the film programme Circuflex.
- **Operation Clean Sweep®** (OCS) is a global programme focused on battling commercial litter. Each company organises its own waste management to minimise litter in



the office or on the workshop floor. With this commitment, Oerlemans Packaging actively contributes to a better environment and prevents this waste from ending up in the ocean.

- In the Dutch **Plastic Pact**, the government and businesses work together to achieve goals such as 20% reduction in materials, using 35% recyclable material, 70% recycling and 100% recyclable products in 2025. Every year we report on our progress as part of the monitoring procedure.

Sources:

- MJA-3 report
- ISO 14001 and ISO 9001 audit report
- BRC Packaging audit report
- Management review
- Financial annual report
- RI&E report and plan of attack



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Obtaining the German Blauer Engel certificate with strict regulations on recycling for packaging in 2020. Proud recipients on the photo are Patrice Punt (l) and Rob van der Bruggen (r)



www.blauer-engel.de/uz30a

- Protection of resources by using recyclates
- Restrictions on the levels and the release of contaminants

Transparency

Our organisation is transparent when it comes to decisions and activities that affect the environment:

- The target, the nature and the location of our activities.
- The way decisions come about.
- Which officials bear responsibility and authority from their function in the context of decision-making.
- Who has what function within our organisation in the context of decision-making?
- How our CSR performance is evaluated.
- Our CSR performance on significant topics.
- Our financial performance.
- The consequences of our policy, organisational decisions and activities on the surroundings (stakeholders, society, environment etc.)
- Who we regard as stakeholders.
- The way in which we select stakeholders.
- How identified stakeholders are engaged with the organisation.

Sources:

- Our web page: www.oerlemanspackaging.nl
- Management review
- Audit reports BRC Packaging, audit reports clients, ISO 9001 and ISO 14001
- Terms of delivery:
<http://beheer.oerlemansplastics.nl/userfiles/10/files/Verkoopvoorwaarden%20OERLEMANS%20PLASTICS%20BV%281%29.pdf>
- Legal register (system in order to comply with the legal requirements): for relevant stakeholders (municipality and environmental services)
- Self-declaration on the NEN publication platform

Ethical behaviour

Our organisation behaves in an ethical manner.

This ethical behaviour is formalised:

- Establishment of NRK collective Code of Conduct to formalise ethical behaviour.
- Implementation of our own internal Code of Conduct.
- Use of Supplier Code of Conduct.
- Enabling people from within and outside of our organisation to report unethical behaviour, without fear of negative consequences.
- Identifying and preventing or solving conflicts of interest throughout the organisation that could lead to unethical behaviour.
- Announcing the Code of Conduct that is expected of various people in and around the organisation (for instance executives, employees, suppliers, contractors, owners and managers) within the scope of ethical behaviour.
- Labelling and applying standards for ethical behaviour that match with our objectives and activities and with NEN-ISO 26000.
- Announcing core values and principles in the context of ethical behaviour.
- Ethical rules are recorded in the guidelines for employees.
- In September 2019, the Oerlemans Technology Centre and the Oerlemans Repro Centre were opened. We openly announced this. We also do so at conventions and symposia.

Sources:

- Code of Conduct, internal document
- Code of Conduct of the NRK
- Supplier Code of Conduct
- Integrity policy



Oerlemans Packaging consultants in dialogue with clients at the Empack packaging convention.



Opening OTC & ORC by Joan Hanegraaf (l) and councillor Mattijs van Oosten (r), September 2019

Respecting the interests of stakeholders

Our organisation respects the interests of stakeholders and responds to these interests.

We carry out the activities described below to realise this principle:

- Ensuring that interests of our stakeholders take broader social expectations into consideration.
- Examining whether and how stakeholders are able to contact us to exercise influence.
- Examining how stakeholders can influence the activities of our organisation.
- Ensuring that the organisation can respond to the concerns of our stakeholders.
- Examining who our stakeholders are.

Sources:

- Stakeholder analysis, chapter 2

Respecting the legal system

Our organisation respects applicable laws and regulations.

We undertake the following activities to respect the laws and regulations:

- Securing periodic assessment of whether our organisation still complies with the applicable laws and regulations.
- Ensuring that our employees are informed about the latest and relevant laws and regulations and how they can meet these standards.
- Examining whether measures must be taken in order to ensure that our relations and activities comply with the laws and regulations.
- Securing that our organisation complies with the legal requirements in all countries where it operates, even when governmental enforcement is defective.
- Ensuring that our organisation is constantly informed about applicable laws and regulations.

Clarification/examples:

We use supplier surveys. If these surveys are not completed to our or their satisfaction, the possibility exists that the supplier will be visited by an Oerlemans Packaging employee. We maintain close ties with our suppliers, clients, employees and competent authorities. Our suppliers also sign our Supplier Code of Conduct.

By using the legal register, we safeguard that we comply with the applicable laws and regulations. Periodically, the AIM (activity decree internet module) is executed again, to guarantee that we comply with the applicable laws and regulations and if needed, to effectuate change.

We are subscribed to the newsletters of the NRK, multiple newsletters from government agencies, hold membership of several professional journals, and more. These sources of information are scanned for potential amendments to laws and regulations.

Since 2019, we employed a Quality Assurance & Regulatory Affairs engineer. This enables us to answer client questions quicker and by focusing our efforts, we are able to react better and quicker.

Respecting the international codes of conduct

Our organisation respects the international codes of conduct.

We carry out the activities described below to realise this principle.

We examine whether our organisation complies with: 'respecting the international codes of conduct in countries where laws and regulations protect the environment or society insufficiently or is in conflict with the international codes of conduct'.

Respecting human rights

Our organisation respects and acknowledges the universal human rights.

We are aware of the importance of these rights and:

- Examine and safeguard that our organisation respects the codes of conduct.
- Examine and safeguard that our organisation takes measures in situations where human rights are violated in the context of our business operations, the value chain and/or our sphere of influence.
- Examine and safeguard that our organisation respects the universal human rights in every country, culture and situation.
- Examine whether our organisation complies with: 'prevent complicity in violating international codes of conduct by other organisations'.

Oerlemans packaging will not cooperate with businesses and organisations who are directly or indirectly involved in violating universal human rights. In our Code of Conduct we endorse these human rights.

4. Stakeholders

Identification of stakeholders

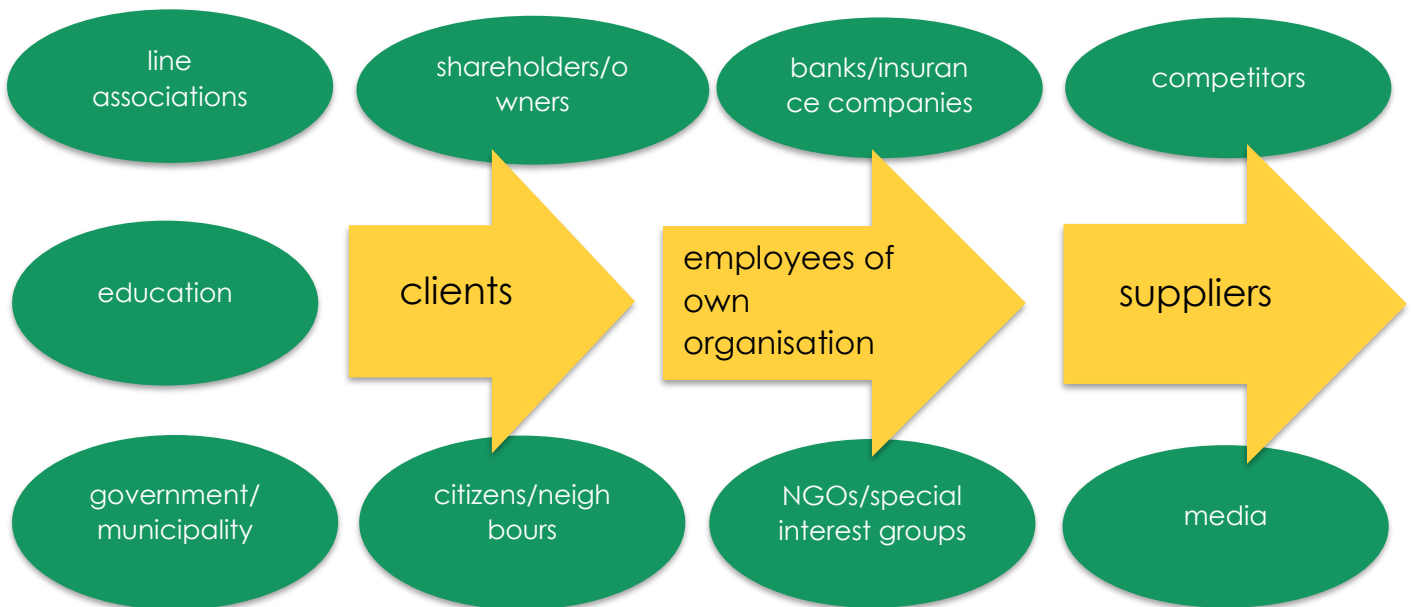
The organisation identified the stakeholders as follows.

As a participant of the collective project organised by the branch (NRK) in the context of ISO 26000, we first examined the relevant stakeholder groups (and examples of individual stakeholders) internally. Then, we validated and supplemented stakeholders together in a series of workshops. As a result, we verified with Oerlemans Packaging whether it was satisfactory, and where it needed to be supplemented.

Who are the stakeholders of your organisation?

We categorised the stakeholders of our organisation in the following 12 groups:

- Suppliers
- Line associations
- Competitors
- NGOs
- Our own organisation
- Shareholders/owners
- Government
- Media
- Clients
- Banks/insurance companies
- Citizens/neighbours
- Education



All stakeholders that are currently involved in determining the CSR policy

Including the stakeholders

Our organisation includes the stakeholders in its policy to:

- Gain insight in the impact that our decisions and activities have on specific stakeholders.
- Find out whether our positive impact on the environment can be improved and our negative impact can be reduced.
- Assess our CSR policy.
- Be transparent in what we do (our activities and decisions).

Oerlemans Packaging started the conversation with its stakeholders about the following topics:

- There are meetings with local residents about future construction plans.
- There are also meetings with NGOs (such as Recycling network, Plastic Soup Foundation, CSR Netherlands, "Samen tegen Voedselverspilling" (Together against food waste), Natuur & Milieu (Nature & Environment), Dutch Government through Plastic Pact etc.).



As a participant from its creation in 2019, Oerlemans Packaging supports the goals of the Plastic Pact

5. Core issues

Research questions CSR core issues: determination of relevance

In determining the relevant topics, we considered the following:

- Own activities and decisions.
- Activities and decisions of organisations in the value chain and the sphere of influence of our organisation.
- Daily activities and extraordinary situations.

Determining the relevance of CSR issues

The following topics are relevant:

The NRK collective impact sessions and stakeholder dialogues proved that all CSR issues are relevant for Oerlemans Packaging. Yet, there are differences in the degree of relevance. The most relevant topics are:

Topic	Core issue
Sustainable use of resources.	Environment
Preventing environmental pollution.	Environment
Integrating CSR in the decision-making processes and structures.	Management
Pursue and promote fair competition.	Fair business
Maintain and improve health and safety at work.	Labour practices
Offer good working conditions and social protection.	Labour practices
Offer personal development and training in the workplace.	Labour practices

The consulted stakeholders confirmed our view and added:

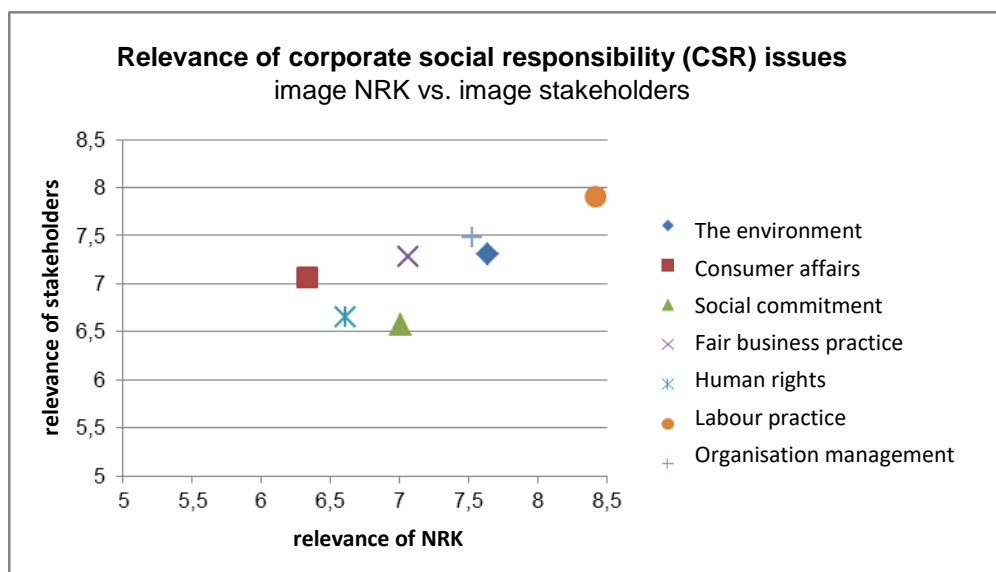
Topic	Core issue
Promoting CSR throughout the chain.	Fair business
Preventing and adequately solving complaints.	Consumer matters



Dutch logo initiative:
Together against Foodwaste

Plastic can reduce CO2 emissions. Plastics require much fewer resources compared to other materials. Moreover, this cling film reduces food waste. Food waste is a big contributor to CO2 emissions.

At the level of CSR issues, the relevance of the various issues is as follows:



Research questions CSR core issues: determination of significance

The criteria listed below were used to determine the significant topics:

We spoke about the effectiveness of actions on significant topics with the participants of the NRK collective ISO 26000 project. Systematically, all the relevant CSR topics were rated and discussed. The result was presented to the representatives from three stakeholder groups: employees, suppliers and clients.

Determining the significance of CSR issues

The following topics are significant:

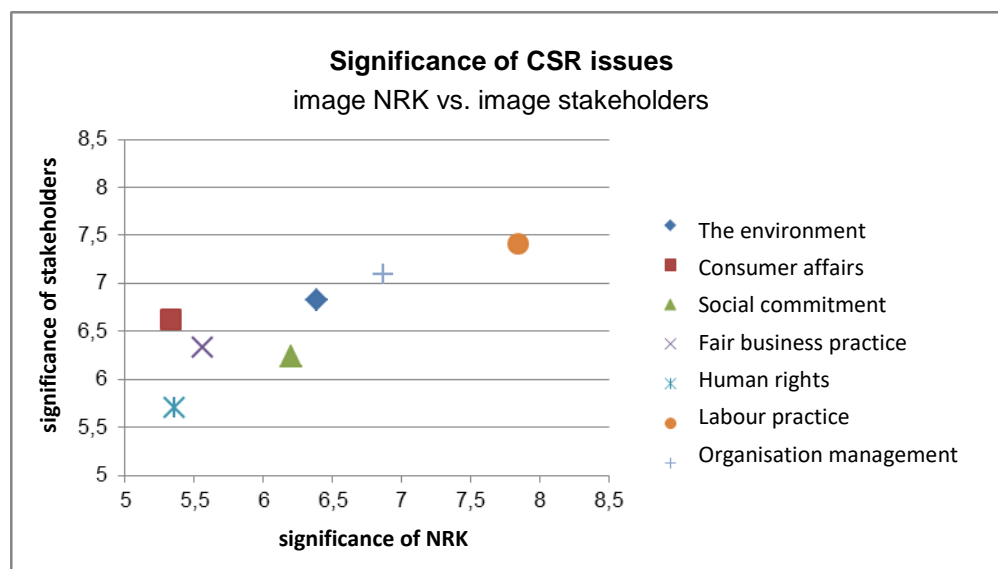
The NRK collective impact sessions and stakeholder dialogues proved that many CSR issues are significant for Oerlemans Packaging. Yet, there are differences in the degree of significance. The most significant topics are:

Topic	Core issue
Maintain and improve health and safety at work.	Labour practices
Offer good working conditions and social protection.	Labour practices
Offer personal development and training in the workplace.	Labour practices
Preventing environmental pollution.	Environment
Sustainable use of resources.	Environment
Integrating CSR in the decision-making processes and structures.	Management

The consulted stakeholders confirmed our view and added:

Topic	Core issue
Safeguarding consumer health and safety.	Consumer matters
Pursue and promote fair competition.	Fair business
Preventing and adequately solving complaints.	Consumer matters
Promote employment.	Engagement in the development of the community

At the level of CSR issues, the significance of the various issues is as follows:



Research questions CSR core issues: prioritising CSR issues

In prioritising the topics, the following considerations were made:

- Our performance compared to the laws and regulations, international standards and codes of conduct.
- Our performance compared to the state of the art and best practices.
- The extent to which the topic contributes to or detracts from our objectives.
- The costs versus the benefits of taking action related to the topic.
- The ease and speed in which actions can be taken, the quick wins.



The World Clean-up Day volunteers at the Oerlemans headquarters

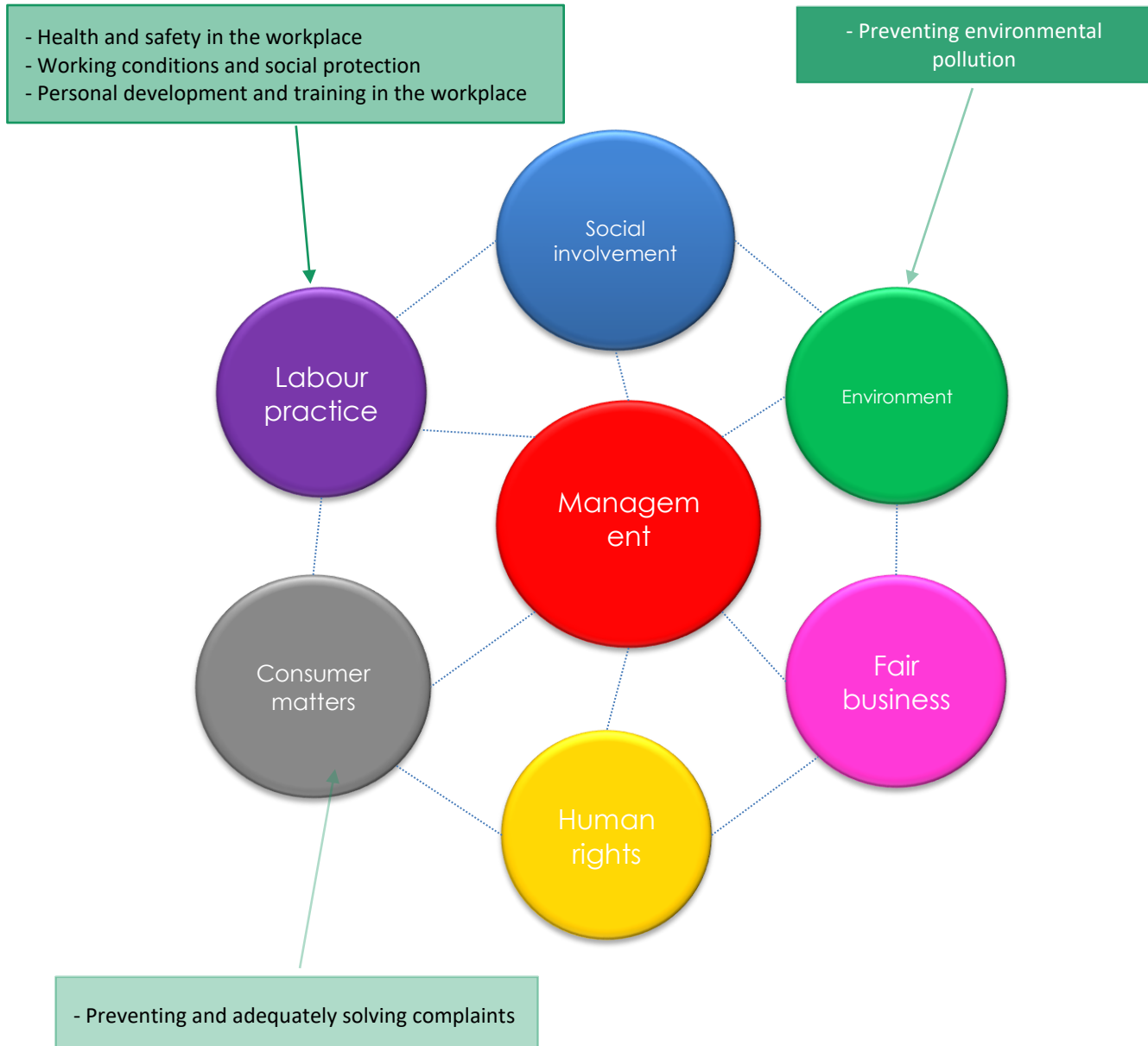


Annual Oerlemans Plastics Charity fundraiser

Determining priority CSR topics

The following topics have priority:

The topics formulated below have priority for Oerlemans Packaging. This graphical representation shows all the CSR issues.



Research questions CSR core issues: prioritising CSR issues

Oerlemans Packaging took the following actions, categorised by CSR issue:



- Proactively maintaining a constructive relationship with governments.
- Signing the Plastic Pact NL.
- Collaborating with schools for work experience internships. Purchased training material via NRK to facilitate educational presentations at schools.
- Learning/working places for youth with learning difficulties.
- Actively exchange solutions with colleagues, via NRK.
- Targeted investment in branch work by freeing up employees for managerial work at NRK, NRK Packaging, EFTA, Council of Partners CSR Netherlands, Steering Group Plastic Pact, various working groups NRK and NRK Packaging and more.
- Creating awareness among clients about the potential of bio-based plastics and circular solutions.



- Sponsoring football teams Sparta 30 Andel (photo) and HHC'09 Heusden.
- Sponsoring charities. Each company is engaged in its local community by regional focus and actions.
- We sponsor the World Clean-up Day and organise various clean-ups from different production locations on this international litter clean-up day.
- We sponsor the stimulation of regional economy (business network events)
- Reducing failure and waste.
- Ensuring that renewable energy sources (procurement of green energy) are deployed.
- Introducing separating waste and accompanying training and education of how to do so correctly.

Environment

- Using renewable or recycled raw materials.
- Keeping the hazardous substances file up to date.
- Constantly check laws and regulations
- Sustainability shift in fleet with electric lease cars and bicycle plan.
- Purchasing charging stations at all locations (targeted investment in electric mobility for lease drivers and clients).
- Reusing (residual) materials.
- Purchasing environmental containers (to store chemical substances).
- Environmental and energy aspects are taken into account in every investment by default.



Oerlemans Plastics biodegradable mulch film

- Reconsider choice of materials (biodegradable - recyclable).
- Reduction of material thickness.
- Introduced a closed cooling system.
- Energy-efficiency measures according to MJA3.
- Draft EEP (Energy Efficiency Plan) every four years, in accordance with MJA3.
- Satisfy EED obligation.
- Innovating materials (biopolymer, since 1992).
- PE film not in general waste, but also separate before delivering to supplier.
- Measuring emissions.
- Investing in emission reduction by, for example, post-combustion.
- Determining and safeguarding environmental impact following ISO14001.

- Together with Ecochain, set up a calculation method to gain insight in per product CO₂ emissions. Clients can be recommended to choose products with the least, or even negative, CO₂ emissions.
- Deploy LED lighting.
- Declaration of accession Clean Sweep signed (to prevent general waste and litter).
- The entire Oerlemans Packaging group has been ISO 14001 certified since 2020, supplemented with CO₂ reduction management.



- Equal rights/duties internally.
- Independent confidant.
- Ethical guidelines.
- No discrimination.
- Code of Conduct.
- Model protocol obligation to report data breaches.
- Integrity policy.
- Concluding labour agreements for employees.



- Discuss changes in production and/or sales with personnel in order to prevent complaints - good communication around complaints ←--→.
- Handling of complaints according to the procedure quality manual.
- Remediation of raw materials with SMLs (as much as possible) in food packaging. Additional information on intended use of product. SML = Specific Migration Limit.
- BRC Packaging rounds (hygiene rounds).
- Food safety declaration, request actively at supplier.
- Declarations of supplier that raw materials for food packaging complies with relevant laws and regulations. Draft own declaration "Declaration of Compliance (DoC)" for client.
- Carry out (or have carry out) Migration tests of worst-case scenarios on packaging.
- Active in the NRK working group food contact.
- BRC Packaging certified.
- Increase awareness of personnel regarding production of food packaging.
- Safety rounds.

Labour
practice

- Efficient, pleasant and healthy workplaces.
- Conduct RI&E ARBO actions.
- Forklift licences for ALL forklift drivers.



- Updating pictograms emergency routes.
- Periodic medical examination (PMO).
- Health and safety training.
- Sufficient protection against hazardous substances during production.
- RI&E and machine RI&E.
- Use MY RI&E.
- Let the relevant department think along to make workplace safer/healthier.
- Keeping the hazardous substances file up to date.
- Keep BHV (Emergency Response Officer) plan up to date. Practising the company emergency plan.

- Training quality, hygiene, safety and training on the job. Introduction book refresher for new employees.
- Sustainability workshops organised for all employees.
- Development of quartet game on sustainability issues and distributed among the employees and stakeholders.



- Neat and ordered workplaces.
- Measuring emissions.
- Online subscription for educational videos and labour safety.



- Toolbox on relevant issues.
- Course effective management and leadership for team leaders.
- Annual update of competence matrix. This indicates the level per employee per machine, machine and activity are indicated.
- Developing objectives per employee.
- Confidant has been appointed.
- Training each other and monitoring for working safely.
- Feedback to complainant.
- Discussing complaints at MT level.
- Periodic complaints meeting and handling.
- Attention for developing and training personnel; individual meetings focused on how an employee can grow within the company.
- Code of Conduct implemented.
- Since 2018 Sustainability Director at Oerlemans Packaging Group.



- Instructions Fair Business for procurement and sales employees and management team as part of the employment contract.
- Code of Conduct.
- Supplier Code of Conduct.



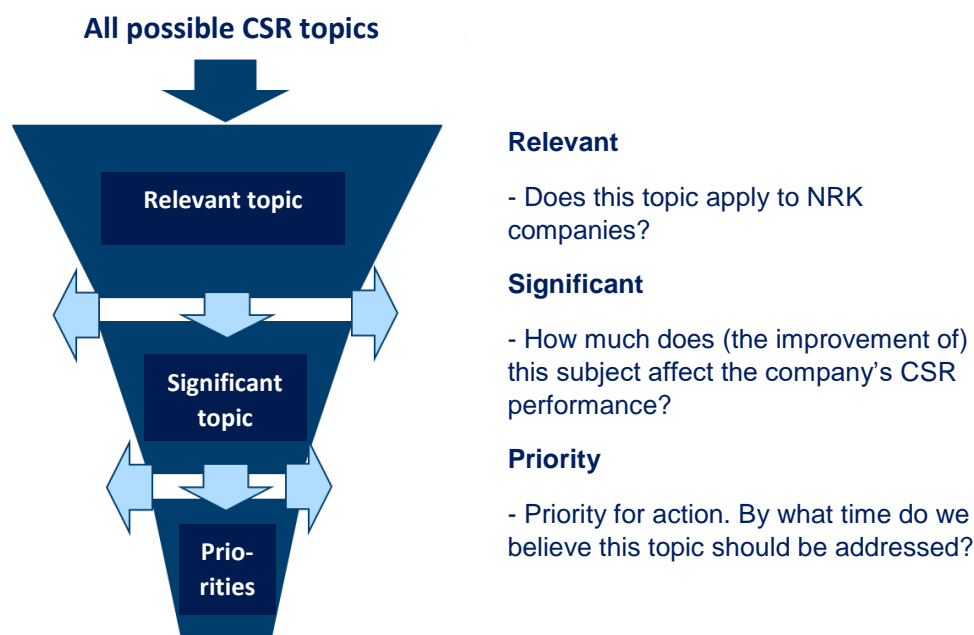
Intercept film protects vehicles against corrosion

Explanation of the prioritisation:

The priorities are tuned for the core processes of Oerlemans Packaging and for the impact these processes have on humans, the environment and the surroundings.

The stakeholders below have been involved in the identification of relevant, significant and priority topics:

As a participant of the collective project ISO 26000, organised by NRK, we participated in a series of workshop with our own employees and with clients, suppliers and governments. During these workshops, the relevance and significance of the CSR topics was systematically discussed and ultimately rated. The subsequent funnel process per stakeholder group is visualised below. We used the results of these multi-stakeholder consultations to set the priorities. During this process, we included the following stakeholders: a raw materials supplier, a client and an employee (works council member). In the future, we want to involve more stakeholders (other clients and supplier, our supervisor and the employees). We would like to increase the involvement of our clients in our activities around sustainability. We talk with the unions about sustainable employability of our employees.



Sources:

- Reports of the stakeholder meetings, presentations and such.

6. Integrating corporate social responsibility in the organisation

Chain responsibility and sphere of influence

The organisations below are included in the sphere of influence:

An overview of our stakeholders:

Economic and formal relations:

1. Clients
2. Credit providers
3. Consultants
4. Suppliers

Property relations:

1. Management board / shareholder
2. All companies that fall under Oerlemans Packaging

Legal/political relations:

1. Employees
2. Emergency Response Officers
3. Works council
4. Governments
5. Legislator
6. Labour unions
7. NRK, NRK Packaging, NRK Film, NWBC, NWBP, EFTA, NVC, CSR Netherlands
8. Branch
9. Entrepreneur association
10. Surroundings

Informal influence relations:

1. Consumers (customer of the client)
2. Special interest group(s)

An explanation of how we encourage corporate social responsibility at other organisations follows below:

- By working on sustainability projects together with suppliers, clients and colleagues in the branch.
- Collective influence on raw materials suppliers.
- By considering the environmental impact in investment decisions in the context of ISO 14001 (Oerlemans Packaging Group). Applying social criteria.
- Promoting sustainability at external conventions, exhibitions, schools etc.
- Offering proactive communication on sustainability in copy and online
- Promoting sustainable product development such as:
 - Reduced thickness film
 - Bio-based film
 - Compostable film
 - OPNiew film (recycled film)
 - Circular concepts
 - Using recyclables
 - Recyclable film
 - Carbon-neutral film

These developments are further encouraged by our expertise in the new Oerlemans Technology Centre and Oerlemans Repro Centre. Here, we develop our documents and R&D together with our clients.



Ready to Recycle

In the context of the Rethink programme and sustainable positioning as "The Sustainable Innovator", recycling and sustainability is an important issue for the company. Oerlemans Packaging already has certified logos for the use of bio-based or biodegradable (TÜV Austria) and recyclable (Blauer Engel) raw materials. These certifications do not cover the great sustainability ambitions of the producer with the recyclability of a part of our products. By developing our own label, with the clear name of Ready to Recycle and a clear logo, Oerlemans Packaging offers its customers a sustainable choice when purchasing products that are wrapped in plastic. The RTR logo is used when parties have a more sustainable alternative due to this innovation, compared to regular film quality. Think of newly developed films such as coextruded barrier film without PA, or laminate from monomaterials. These new film qualities are 100% recyclable and can replace non-recyclable films.



New carbon-neutral webshop bag created from bio-based materials & recyclables: Ready to Recycle!



Sources:

- For more information, view our website: www.oerlemanspackaging.nl

International chain collaboration for circular packaging in practice



Birth announcement of the circular shrink cover

Circular shrink cover

What better way to launch a new product, than by sending a birth announcement? With the text 'Come near, come near, the circular shrink cover is here!', the Belgian company Valipac announced the arrival of the 'eternal shrink cover' in 2019. As proud parents, the Oerlemans Packaging Group stood by the cradle together with Wienerberger, Morssinkhof-Rymoplast, Total, Fema and Valipac. The first circular and ultra-strong transport packaging for bricks was born.

The birth of this shrink cover was made possible by a strong piece of chain collaboration. The full report of this product can be found on: www.oerlemanspackaging.nl/nieuwsitems/welkom-eeuwige-krimphoes/

Prolifex – Circular Awards

Attero, TUSTI, TU Eindhoven, Dow Benelux, Oerlemans Packaging and Pokon Naturado have joined forces as a consortium for technological research to close the plastic film chain, ultimately reducing the demand for virgin plastics. The research was shaped in the project ProLiFeX: "Post-consumer Recycling of L(L)DPE in Flexible Extrusion". Each company contributes the necessary expertise from their place in the value chain. The Joint Industry Project (JIP) won the first prize at the Circular Awards in the category Plastics last year.



7. Due diligence)

Our organisation has assessed the (potential) (negative) effects of its activities and decisions on society, the environment and the economy.

Various examples are:

- Conducting periodic health examinations (PMO).
- Conducting and complying with risk inventory and evaluation (RI&E). Participating in project Culture and Behaviour.
- Participating in project Sustainable Deployment.
- Drafting and evaluating personal development plans and evaluation.
- Dialogues with stakeholders.
- Complying with the Code of Conduct.
- EEP (Energy Efficiency Plan) and participation in MJA3 (E-MJV). EED obligation.
- Conducting LCA studies (Ecochain).
- Product development with clients.
- Procedure for handling complaints.
- Annually drafting a management review.
- OKComply (previously Ondernemingsdossier, or company file) for Environment, Working Conditions Agency and CSR, will be consolidated in legal register.
- Creating and implementing guidelines on how persons connected to the organisation can take due diligence into consideration.
- Organising a periodic assessment of (potential) (negative) effects of the activities and decisions of organisations in the sphere of influence on society, environment and economy.
- Safeguard that (potential) (negative) effects of own decisions on society are assessed.
- Safeguard that (potential) (negative) effects of own decisions on the economy are assessed.
- Safeguard the (potential) (negative) effects of own decisions on the environment are assessed.



Sources:

- RI&E
- Action list Working Conditions Agency/BRC/Environment
- Management review
- E-MJV/environmental annual report
- Legal register

Due diligence in practice: participation in World Clean-up Day by own employees

Our organisation made a rating based on the own (potential) (negative) effects of our activities and decisions on society, the environment and the economy.

We do so by being as transparent as possible and by engaging in active dialogue with parties in our sphere of influence. Participating in the collective stakeholder dialogues is an example of this. We also engage in conversations with the municipality and with residents. In addition, our engagement at national branch organisations is crucial to be a leader in scientific knowledge, legislation and the latest developments.

Due diligence is practised or implemented in our organisation:

- We use our Code of Conduct, which is explained to all employees.
- With the personnel guide, employees are updated on the rules and regulations that apply at our organisation.
- The role of corporate social responsibility is included in the vision and mission.
- Ensuring periodic identification of (potentially) negative effects of the organisation on society, the environment and the economy.

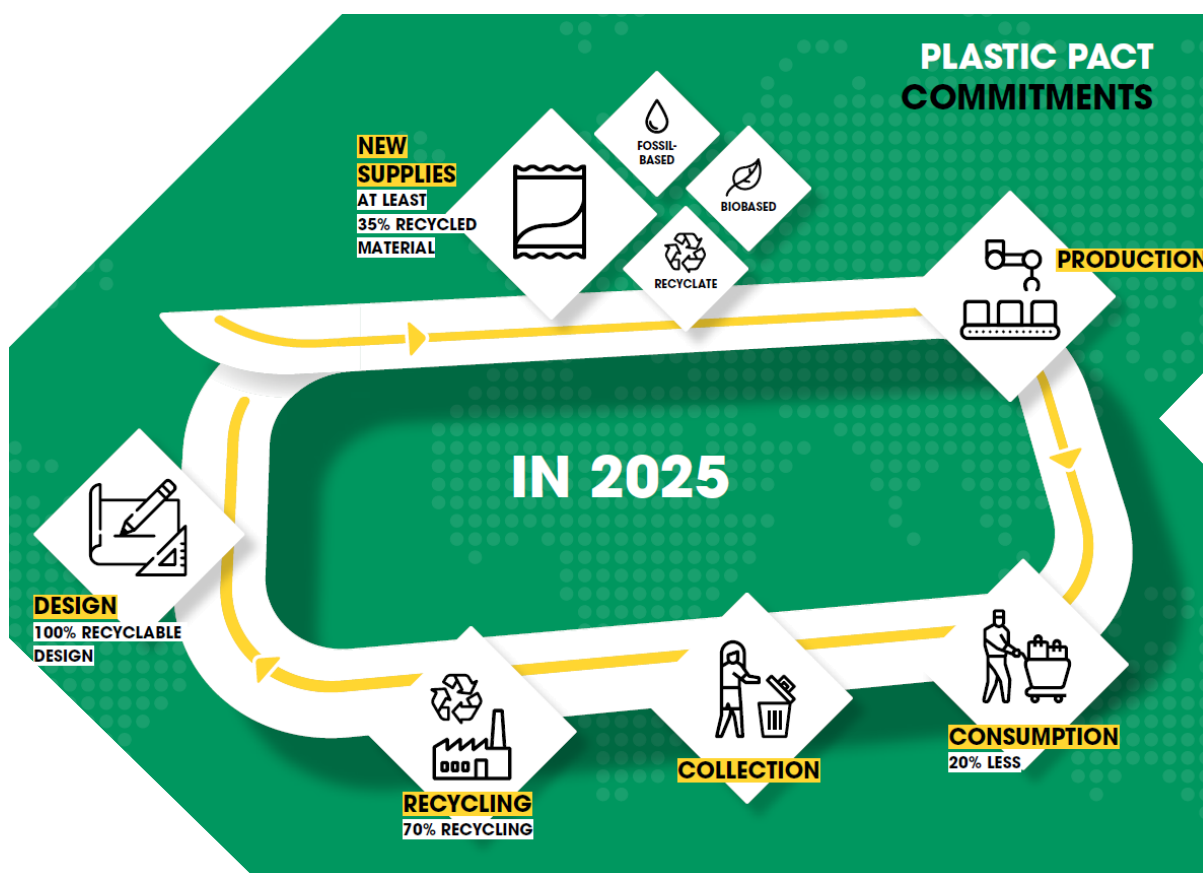
Sources:

- Code of Conduct
- Self-declaration:www.oerlemanspackaging.nl/over-ons/mvo/

Our organisation identified the following (potentially) negative effects on society, the environment and the economy:

Typically, plastic products have a long lifespan and are in many aspects better than products made of other materials. A condition to serve all benefits is recycling of our products. Although we certainly do not perform badly, we can definitely improve if we work together with other parties in the chain.

In order to reduce our CO2 emissions, prevent environmental pollution and reduce the use of raw materials, it is crucial to achieve the transition to the circular economy as soon as possible. This is why we were proud to sign the Dutch Plastic Pact.



The **Plastic Pact** has a number of ambitious targets for 2025:

- In 2025, single-use plastic products and packaging brought on the Dutch market by "Plastic Toepassende Bedrijven" (Plastic-Using Businesses), are reused where possible, but in any case, 100% recyclable.
- In 2025, every Plastic-Using Business never uses more than necessary by reducing the use, or increasing reuse and/or using alternative sustainable materials, resulting in a 20% reduction in plastic volume (in kg), relative to the total volume of plastics introduced on the market.
- In 2025, Plastic-Producing Businesses are sufficiently prepared for sorting and recycling, such that at least 70% of the single-use plastic products and packaging that end up in the Dutch waste stream can be recycled at high quality.
- In 2025, all single-use plastics brought onto the market by Plastic-Using Businesses, shall contain a maximum possible percentage of recycled plastics (in kg₂₅), with a company average of at least 35%. Moreover, the use of sustainably produced bio-based plastics will be maximised in order to reduce the use of virgin plastics.

In a production environment, people can be exposed to heavy labour. In extreme cases, this can lead to injury. We are aware of this risk and continuously take steps to minimise this risk.

In addition, emissions of various substances into the air, soil or water can occur as a result of our operations. We mapped these emissions and secured them in our ISO



14001 system. Examples of securing these emissions are: Investing in Operation Clean Sweep, placing post-combustion appliances and our participation in World Clean-up Day.

The most important principles and topics of corporate social responsibility are included in policy and strategy.



This is a special multi-layer PE film for disinfection. It is composed of a combination of PE/PA/PE for improved strength, elasticity and optimal gas-tight functioning to comply with the TIF standard. This way, the soil can be disinfected in a natural and environmentally friendly way.

8. Vision, mission, policy and strategy

Our organisation has given direction to its corporate social responsibility:

- By including the role of social responsibility in our vision and mission.
- By including important principles and topics of corporate social responsibility in our policy and strategy.
- By using the Code of Conduct.
- By composing an action programme for CSR (with responsibilities, timeline, budget, etc.).
- By adopting an (ethical) code of conduct in which the principles and values of social responsibility are translated to the guidelines for appropriate behaviour.
- By sharing our vision with all our employees during workshops at all companies.
- By sharing our vision in the special sustainability brochure:



Oerlemans proactively communicates the properties of its products and the factual context for responsible use by consumer and company.



Primary school children of "Het Fundament" in Genderen learn about materials and their properties through play, and the impact on the environment when not used correctly.



Reduction of herbicides and water consumption by using biodegradable agricultural film

9. Developing support and competences

Our organisation creates support for corporate social responsibility, internally and externally:

Oerlemans Packaging acknowledges the importance to improve CSR awareness within the organisation. Awareness is created through information sessions for employees, the company magazine, and all kinds of activities. Specific actions are carried out on specific CSR topics per department.

Various materials are specially developed for internal and external use, including the sustainability quartet game and the brochure "Verduurzamen doen we samen!" (Together towards a more sustainable world!).

Throughout the entire group, we regularly welcome school classes to show them what we produce and what we stand for. We use a special school suitcase, developed in collaboration with the NRK. Also here, we try to achieve a change in behaviour.

Annually, a suppliers assessment is conducted by the relevant buyer.

Our organisation develops necessary competences for taking corporate social responsibility, internally and potentially externally:

Innovating together with other parties in the chain is of great importance to our organisation. Taking corporate social responsibility into account is inseparably linked to the ongoing innovation process. As described in previous and following chapters, we engage our stakeholders in this process.

Concrete examples of competence development for taking corporate social responsibility are:

- Client contact, expectation of financial and environmental developments.
- Participation in the NRK collective project ISO 26000
- Education and training, for instance mandatory safety and environmental training.
- ISO 14001 certification project for the Oerlemans Packaging Group.

Oerlemans Packaging Group takes responsibility for developments in the branch aimed at sustainability and circular initiatives by investing in the following management positions:

- Chairmanship NRK
- Chairmanship NRK Packaging
- Board of NRK
- Board of Stichting Afvalfonds Verpakkingen (foundation for waste packaging)



- Board of EFTA
- Board member STiMo (foundation for materials organisations, former chairmanship)
- Participation in top-team Chemistry.
- Steering group Plastic Pact NL
- Consultation with Ministers/Ministries.



- Board of Partners of CSR Netherlands member.
- Participation procurement team sustainable energy.

- Participation policy group EH&S (Environment, Health & Safety).
- Participation REACH working group.
- Participation working group food safety.
- Participation in creation of Health and Safety Catalogue Thermoplastics.
- Participation in creation of branch RI&E.
- Participation creation Ondernemingsdossier (Company File, converted to OKComply in 2017).
- Board positions NRK employees by multiple colleagues up until and currently, including chairmanship.
- Participation board of NRK Employees pension provisions branch and for special interest branch Collective Labour Agreement.
- NRK Steering group and chairman working group Circular Economy.
- Participation in working group Rethink: a new approach to plastics and rubber.



10. Integrating corporate social responsibility in operating processes

Integration in operating processes, systems and procedures

Our organisation integrated corporate social responsibility in its operating processes, systems and procedures as follows:

- By monitoring and managing the effects of our own activities on society, the environment and the economy.
- By monitoring the effects of organisations in our sphere of influence.
- By considering the effects of decisions, for instance at the start of new activities.
- By ensuring that the principles of corporate social responsibility are applied in our control processes and reflected in our structure and culture.
- Through periodic assessment on whether we take our corporate social responsibility in our procedures and processes.
- Through periodic assessment which clubs and foundations we sponsor.
-

Oerlemans Packaging has included in its operations the following:

- BRCGS Packaging
- ISO 26000 self-declaration
- ISO 9001 (Plasthill and Fardem)
- ISO 14001
- RI&E
- Code of Conduct
- Management review



Truck fleet with three EURO 6 DAF trucks

The *Re-think* strategy in visual communication



Re-new: made from sugar cane



Re-cycle: a bag made out of 100% recycled LDPE materials



Re-use: reuse of tubes in own extrusion and printing facility



Re-design: the stretch film around this jerry can replaces the glued label, which causes problems when recycling



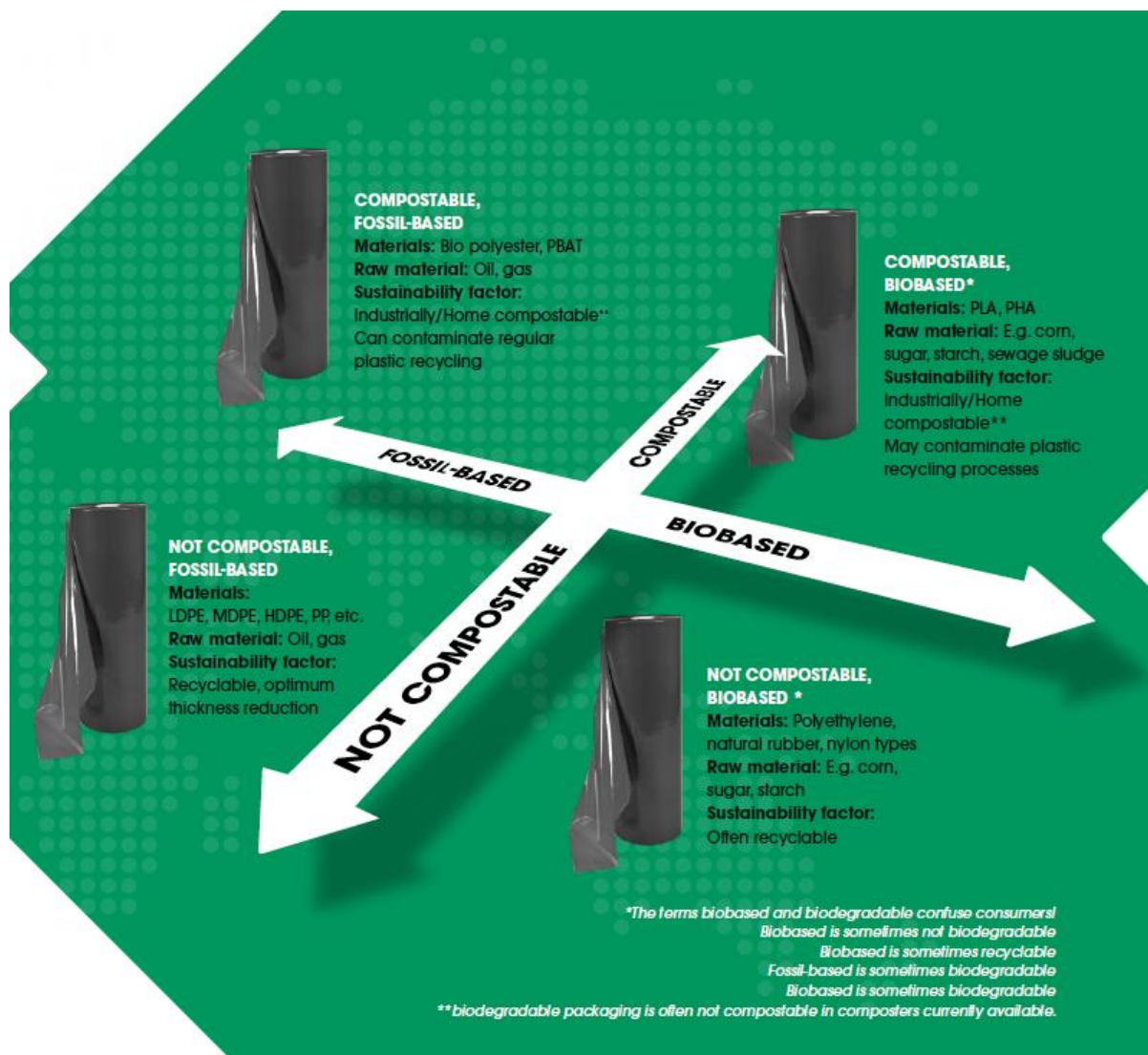
Re-duce: 30% μ thickness reduction - this cling film extends the expiry date of the cucumber

11. Communication and reporting

Communication around CSR

Our organisation takes the following criteria into account when it comes to the communication around corporate social responsibility:

- Complete: the information provides all important activities and effects on society.
- Understandable: the information is easy to understand for the target audience. This applies to using the appropriate language for the target audience and the way the information is presented.
- Responsive: the information addresses the interests of the stakeholders.
- Accurate: the information is factually accurate and is sufficiently deep.



Infographic from the sustainability brochure with overview of the composition of raw materials and plastics: fossil-based and bio-based versus compostable/not compostable

- **Balanced:** the provided information is fair and balanced. The organisation does not only provide good news. Instead, it also provides information about the potential negative effects on society.
- **Timely:** it is always clear what information applies to what time period.
- **Accessible:** the information is accessible to all stakeholder.

Sources:

- <https://www.oerlemanspackaging.nl/over-ons/mvo/>

Our organisation communicates about its corporate social responsibility by:

- The Management review.
- Including CSR in direct mail.
- Deliberating with clients about the requirements and specifications.
- Discussing CSR in work meetings.
- Publishing articles about CSR in magazines or newsletters.
- Publishing articles about CSR on the website.
- Allowing communication on the CSR performance.
- Providing our vision on CSR at seminars and conventions where sustainability in the plastics industry is on the agenda, where we take our responsibility for competency development.
- Facilitating internal communication between management and employees or members of the organisation about corporate social responsibility.
- Making sure that specific topics or projects are communicated with stakeholders.
- Allowing the space to talk about corporate social responsibility in meetings and conversations with stakeholders.



Joan Hanegraaf live in conversation at Dutch news broadcast Nieuwsuur

Sources:

- Management review

Reporting around CSR

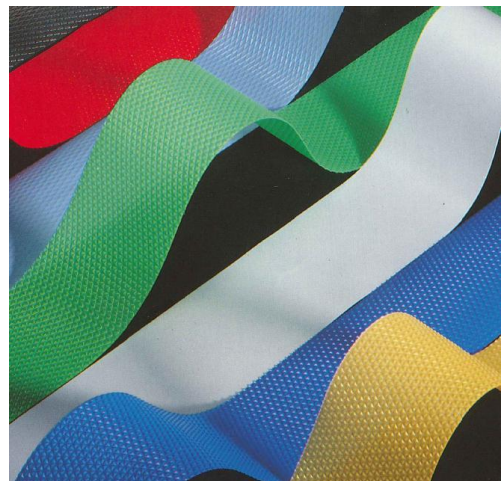
Our organisation reports on CSR

We report our CSR performance and targets by means of self-declaration. We use the NPR 9026 (self-declaration ISO 26000) as a method. This report is available on the website and the publication platform of NEN.

We also share the progress of our efforts in the Plastic Pact by means of the annual report. We proactively share our efforts and achievements on our websites and social media.



Reduce: 30->20 mu reduction in material thickness at Plasthill/OPI inliners



Reduce: 70->50 mu reduction in material thickness at Plasthill Top Emboss® preefilm



Oerlemans Plastics Stretch Sleeve replaces glued labels which are difficult to recycle



Plasthill Stretch hood: prevents transport damage and accidents

12. Conflicts and disagreements with stakeholders

Conflicts or disagreements with stakeholders:

There have been no conflicts with stakeholders.

The methods to solve potential conflicts:

- Direct communication with the stakeholders who came into conflict or had a disagreement.
- Formal procedures for handling complaints.
- A confidant has been appointed for employees.

Sources:

- Complaints procedure

13. Monitoring of activities and performance assessment

Our organisation monitors the activities that affect the relevant issues and topics:

- Stakeholder feedback

Our organisation rates its performance on relevant issues and topics:

In the collective ISO 26000 project, organised by NRK, our performance on relevant issues and topics was collectively rated by our employees, clients and suppliers. They were asked the following questions:

- Have the intended objectives been achieved?
- In hindsight, were they the right objectives?
- Did you deploy the right strategies and processes to achieve these objectives?
- What went well, and why? What did not go well, and why?
- What could we have done better?
- Were all relevant persons involved?

Our stakeholders are engaged:

As participant of the collective project ISO 26000, organised by NRK, we collectively engaged our employees, clients, suppliers and local government in the performance assessment of our efforts on relevant topics.

Our organisation realised the following improvements or successes:

The self-declaration is a first assessment of our current position in relation to CSR values. By answering these questions systematically and verifying them with the management team and with stakeholders, we can take actions based on the outcomes.

Objectives that have not yet been achieved:

See internal action list (not public).

14. Selecting CSR initiatives and instruments

Our organisation participates in the following CSR initiatives and potentially corresponding instruments:

Oerlemans Packaging is a member of CSR Netherlands. In addition, together with 22 other companies, the producer forms the Board of Partners in this important special interest group for the new Dutch economy. We participate in working groups in the branch associations of the NRK.

The following points were considered in selecting this initiative:

- Supports the principles of NEN-ISO 26000.
- Provides practical guidelines to get started with CSR.

Contains concrete actions in an action plan CSR.

Sources:

- Action list CSR



Logo Corporate Social Responsibility Partnership in the Netherlands



Top reduce KLM bags, thinner film with the same properties



Circuflex potting soil bag made out of at least 50% recycled material



'Bag to bag'; closed-loop recycling. Collaboration between Sabic, Rymoplast and Oerlemans Packaging (Fardem).

Disclaimer

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Locations



oerlemans packaging group



Plasthill

Weerlaan 13 – Hillegom



Plasthill Warehouse & Distribution

Pastoorlaan 30 – Hillegom



Flexpak

Poppenbouwing 37 – Geldermalsen



Oerlemans Plastics

Eibergestraat 4 – Genderen



Oerlemans Plastics Flexodruk

Industrieweg 7 – Giessen



Oerlemans Technology & Repro Centre

Bedrijvenstraat 5 - Giessen



Oosterwolde Plastic Industrie

Venekoterweg 11 – Oosterwolde



Perfon Flexible Packaging

Entersestraat 16 – Goor



Fardem Packaging

Nijverheidstraat 55 - Edam

www.oerlemanspackaging.nl