



**PACCOR**

**THE FUTURE OF  
CIRCULAR PACKAGING**

OUR BRAND COMMITMENT



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OUR PARTNERSHIP STATEMENT

We build solid relationships and partnerships with our customers, because commitment and stability are the keys to sustainable development.



THE MARKETS WE SERVE

We offer our customers a broad range of standardized and customized cups, pots and containers to meet their diverse needs in protecting valuable products.



SERVICE & CONSULTING

Our dedicated packaging expert team provides comprehensive, needs-based advice to our customers to help them find the best solutions.



THE PACCOR CARE STRATEGY

Learn more about how we are leading the transition towards a circular economy in the sector by protecting future resources.

FOREWORD

LEADING THE TRANSITION TOWARDS A CIRCULAR ECONOMY

*For PACCOR, a new phase is beginning towards circular leadership in the plastic packaging industry. Our actions show that we are committed to a sustainable future, developing and producing valuable solutions we can be proud of. This booklet gives you an insight into the world of PACCOR: our brand, our goals and our vision for the future.*



With more than 3,700 employees in 18 countries, PACCOR is a global player in the packaging industry. We know that we have a great responsibility towards the environment. Our vision is for our company and sector to achieve the transition to a circular economy with a committed, diverse and capable workforce, and to make a positive contribution to society.

We take great pride in the fact that innovation in our company results in effective and sustainable product solutions that create value for our customers and society. To reach our goals, we are partnering with other organizations along the value chain to create sustainable value for all our stakeholders and deliver the necessary change. We are aware of our economic, ecological and social responsibility and, together with our stakeholders, we use this power to make a positive change.

Protecting valuable products, protecting our partners and protecting our planet are our overriding goals at PACCOR. We face the current challenges of the packaging industry by constantly thinking outside the box – with the aim of providing state-of-the-art “fit for purpose” solutions. Everything we do contributes to the protection of valuable products in the food and non-food markets, our clients and the planet. Ensuring human well-being is our priority. We believe this is the best way to achieve real change in the industry and to create shared value for our society.

Andreas Schütte, Chief Executive Officer of the PACCOR Group

## WHERE TO FIND US

PACCOR is proud to employ more than 3,700 people in 18 countries and 24 locations. Thanks to the support of our employees, we are one of the market leaders in the global plastic packaging industry and are available to our customers wherever they need us.



**18**  
COUNTRY  
PRESENCES



**3,760\***  
EMPLOYEES (\*STATUS 31.12.2020)



**1**  
HEADQUARTERS



**9**  
SALES  
OFFICES



**2**  
CENTERS FOR  
DEVELOPMENT &  
INNOVATION



**18**  
MANUFACTURING  
LOCATIONS

### OVERSEAS LOCATIONS:



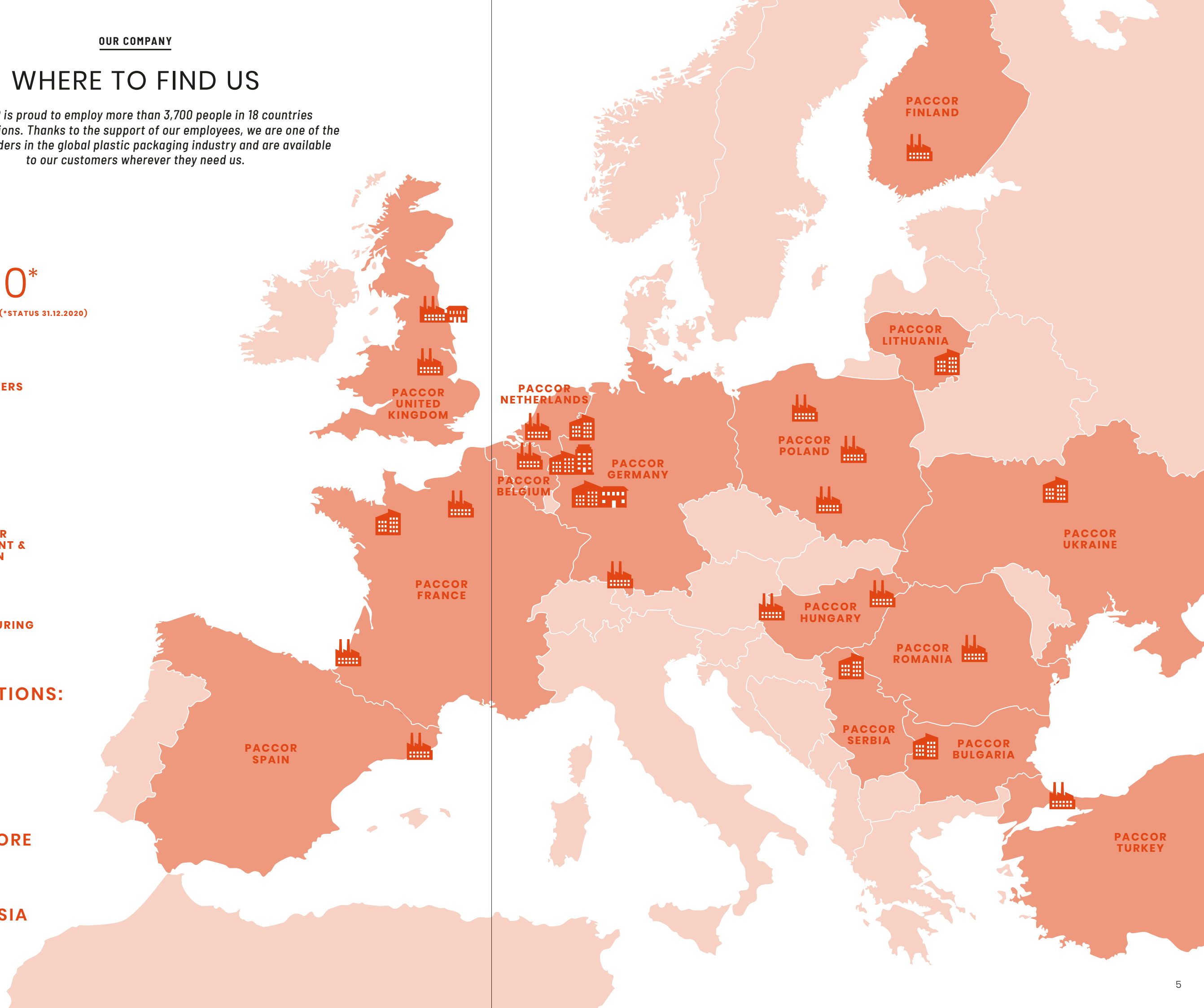
USA



SINGAPORE



INDONESIA







## OUR PARTNERSHIP STATEMENT

# YOUR PARTNER FOR PROTECTION

*We at PACCOR create long-lasting and innovative packaging solutions with the overall goal of protecting all that is worthy of protection: our partners, their products and the planet. Because for us, protection is not only about minimizing food waste, it is also about taking care of future resources and ensuring our customers' economic efficiency.*



### CREATING VALUABLE PARTNERSHIPS

We build solid relationships and partnerships with our customers, because commitment and stability are key to sustainable development in the value chain. We build alliances with business partners and third-party organizations to create shared value for all our stakeholders: Conserving resources, protecting nature, improving the quality of life in local communities, protecting food and goods for a wider population, engaging with our employees and generating returns that encourage investors to support our plans for the future. We combine our geographical footprint, know-how and expertise with the creativity of our strategic partners and use this to create products which make a positive impact in terms of driving the transition towards a circular economy.



### ACTING WITH ENVIRONMENTAL, ECONOMIC AND SOCIAL RESPONSIBILITY

The PACCOR sustainability strategy aims to create value for all of our stakeholders in both the short and long term. We are part of the solution and set the sustainability agenda for our sector. PACCOR is actively partnering with suppliers, customers, consumers, NGOs and universities as the sustainable basis of our daily business. We build relationships that lead to circular products, services and production while constantly striving for better quality and product safety within responsible supply chains. It is in our DNA to make sure we are the best partner to work with – whether by ensuring high quality products, providing the best customer service or by facing environmental challenges.



### CONSULTING BASED ON DIALOGUE, TRUST AND UNDERSTANDING

Although we have a huge packaging portfolio, certain needs and demands require individual solutions in order to provide the best possible protection for our customers' products. Therefore, we provide our customers with comprehensive advice from initial idea to finished product. It is very important for us to establish an open and honest dialogue that forms the basis for trusting partnerships with our customers.



### DEVELOPING CUSTOMIZED SOLUTIONS BASED ON EXPERTISE AND PASSION

We at PACCOR have a large product portfolio with many packaging solutions for different markets: dairy, spreads, convenience food, produce, food service and non-food. Our priority is to anticipate our customers' requirements and to provide value-added solutions. Therefore, we continuously improve and develop our products, working together with respected global brands.



CUSTOMIZED SOLUTIONS

# PROTECTING VALUABLE PRODUCTS

*Our leadership in the manufacturing and distribution of packaging solutions is based on our large product portfolio and our preference for local partnerships. Our priority is to anticipate our customers' requirements and to provide value-added solutions.*

**PACCOR**





## CUSTOMIZED SOLUTIONS

# PROVIDING INTEGRATED PACKAGING SOLUTIONS

*From packaging for dairy & ice cream to solutions for non-food products:  
As a leading international manufacturing company, we are dedicated  
to protecting valuable products by providing sustainable solutions that enhance  
the safety, quality and convenience of our customers' goods.*



## WHO WE ARE

We at PACCOR foster long-lasting and honest partnerships with the overall goal of protecting valuable products, future resources and ensuring the economic efficiency of our customers. Thanks to the innovative materials we use, we not only reduce food waste, but also support our customers in their transition to a lower carbon economy.



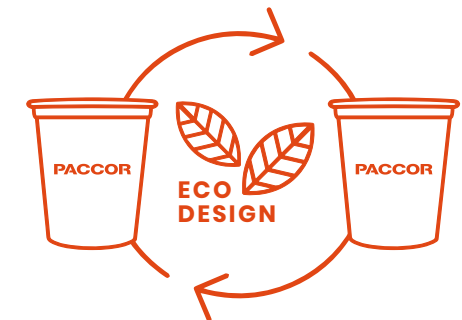
## OUR TOP PRIORITY

Protecting products, partners and our planet is our priority. Therefore, we always try to anticipate our customers' requirements and provide value-added solutions, working together with respected global brands.



## OUR MOTIVATION

A passion for the highest quality and efficiency drives us and provides peace of mind for our customers, from initial concept through to market. We ensure unrivalled consistency and brand integrity across all of our processes as well as our product formats and substrates, and use state-of-the-art finishing techniques and processes to deliver unrivalled on-shelf advantages.



## OUR APPROACH

Whether spreadable cheese or dairy and oil spreads: our solutions reflect current market trends, where consumers seek convenient, sustainable and affordable products in a wide variety of formats.



## OUR PORTFOLIO

No matter what our customer's safe packaging needs are – including solutions for spoonable or drinking yogurts, cream and crème fraîche or sour milk drinks – we have a wide variety of solutions that fulfill all the criteria for protecting these delicate goods.



## TECHNOLOGICAL EXPERTISE

Our decades of comprehensive technological expertise enable us to offer our customers a broad range of standardized and customized cups, pots and containers to meet their diverse needs.



## THE MARKETS WE SERVE

*The transition towards a circular economy starts with the way we design our packaging solutions. We are continuously seeking out new markets and developing new technologies in cooperation with our partners to protect our customers' goods.*

### DAIRY

- Spoonable yogurts
- Drinking yogurts
- Cream and crème fraîche
- Sour milk drinks
- Ice cream

### SPREADS

- Oil spreads
- Spreadable cheese
- Unprocessed soft cheese

### FOOD SERVICE

- Catering
- Quick service restaurants (QSR)
- Vending

### PRODUCE

- Green salads
- Mushrooms
- Fruits

### NON-FOOD

- Baby care
- Household
- Industrial
- Laundry
- Personal care Hygiene

### CONVENIENCE FOOD

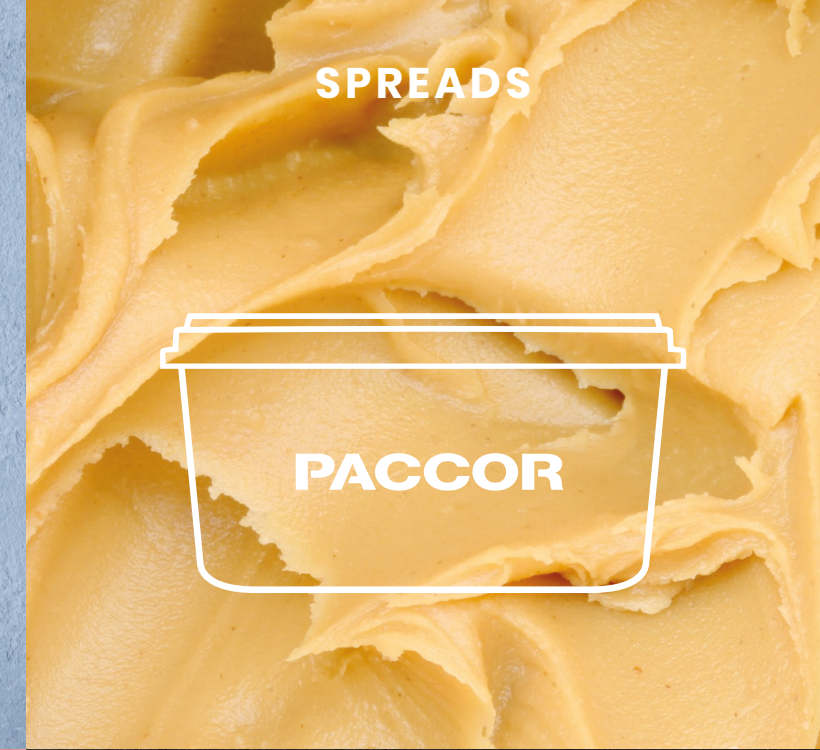
- Sweet snacks
- Confectionery
- Sandwiches
- Fresh cakes & pastries
- Wet salads & fresh cut
  - Sushi
- Ready meals



### DAIRY



### SPREADS



### FOOD SERVICE



### CONVENIENCE FOOD



### NON-FOOD



### PRODUCE





# INTEGRATED CONSULTING AND INNOVATIVE DEVELOPING

*Our team of dedicated packaging experts provides our customers with integrated advice which takes their wishes and needs into account, aimed at finding the best solutions based on expertise and passion.*

**PACCOR**



## SUSTAINABLE SOLUTIONS

*In order to make sure that the quality of our products rises above existing standards and contributes to a closed loop, we team up with different partners along the entire value chain. By cooperating with other experts, we make sure we choose the best technologies and offer safe and innovative solutions. And always keeping in mind the need to reduce our impact on nature by choosing less carbon intense materials and protecting the environment.*



## CONSULTING BASED ON DIALOGUE, TRUST & UNDERSTANDING

*Although we offer a wide range of standardized packaging, sometimes a product requires an individual solution. No matter what our customers need, we can develop a customized solution that fits all the requirements.*



With our broad geographic reach and fields of expertise, we do more than answer your needs – we anticipate them and provide you with value-added solutions. This might include high-quality embossing, easy openings or advanced re-closure systems. Our wide range of designs meet all the globalization demands of the industry. We deliver a comprehensive range of both standardized and customized packaging. Our products are designed and manufactured with a focus on protection, speed and efficiency, brand differentiation and visual appearance, sustainability and customer experience. Thanks to our international network and trusted partners around the globe, we are able to offer solutions that meet our customers' needs.

No matter what the material, design or technology, we are always there to help. It is our aspiration to advise and accompany our customers along their entire value chains. We discuss with them, listen to them and recognize their needs. Mutual trust and understanding are the overall goal. If a standardized product range does not have what our client needs, we are happy to develop a customized solution that fits all the requirements. Furthermore, we give advice on how to be more sustainable, on design issues and material options or on trimming unnecessary costs. Last but not least, customers can also rely on us when it comes to questions concerning the recycling process, labeling regulations and logistics.



## CONTINUOUS DEVELOPMENT FOR THE BEST SOLUTION

*A dedicated team of packaging experts, consisting of designers, engineers, testing specialists and marketers, makes us fast, individual and distinctive.  
From standardized to customized – our goal is to find the best solution for each of our customers.*



*"The company's own Center for Development & Innovation (CDI) plays a fundamental role in the development of technologies, materials and products, as they are crucial in speeding up the whole process."*

*H. R. I*

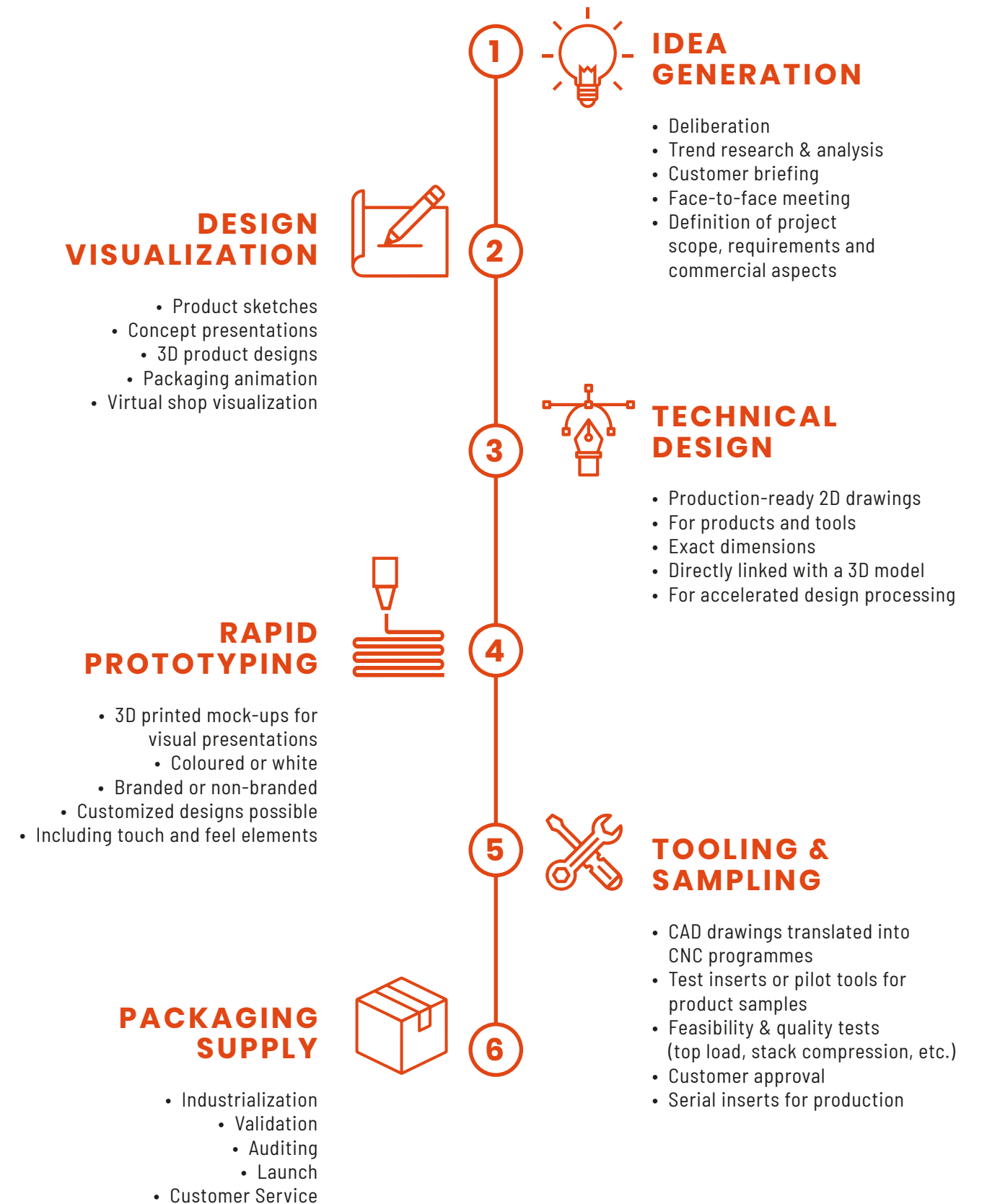
Helmut Ruland, Chief Operating Officer

In our Center for Development & Innovation (CDI) we continuously search for new materials, improve upon current materials, develop new technologies and bring innovative product packaging solutions to life. With the support of a global network of packaging experts, we are able to provide custom-made solutions that meet our customers' individual needs. When it comes to innovative sustainable packaging development, we are a strong partner. We accompany our customers from concept to market with a wide choice of material and technology combinations. Furthermore, we guarantee speed to market and confidentiality, resulting in value-added in-house services for our clients. In our

CDI we provide unique one-stop services for food and non-food manufacturers around the globe – from idea generation to packaging supply. Customized product design, rapid prototyping, flexible tool manufacturing and confidential in-house development are what our clients appreciate us for. Our scientists and engineers work closely with equipment, application and marketing experts across Europe and America, actively supporting our clients from concept to market – quickly, flexibly and confidentially. The result is high performance packaging solutions that give added value to our clients and their customers-brand and private-label owners around the globe.

## CO-DEVELOPMENT PROCESS

*From the first sketch to the detailed concept, we accompany our clients during the entire development phase: from idea generation, conceptualization, design, rapid prototyping, tool and sample manufacturing to the supply of packaging.*





# OUR COMMITMENT TO A SUSTAINABLE FUTURE

*Our CARE strategy is about recognizing societal concerns, like the expansion of human consumption and the limitations to traditional economic models, including packaging systems. It is about addressing these existential challenges through product innovations and groundbreaking offerings for our customers.*

**PACCOR**





CIRCULARITY



ALLIANCES



RESOURCES



EMPLOYEES

CARE STRATEGY

WHAT “CARE” IS ABOUT

Sustainability is our driver for growth, innovation and productivity. To achieve sustainable growth, we are committed to protecting people and our planet. That is why we developed our CARE strategy in alignment with the UN Sustainable Development Goals. CARE stands for Circularity, Alliances, Resources and Employees.

C

**CIRCULARITY**  
We are innovating to provide leading circular portfolio offers.



RECYCLABLE PRODUCTS BY 2023



PCR AVERAGE CONTENT

A

**ALLIANCES**  
We partner along the value chain and with organizations to create sustainable value for all our stakeholders.



LONG-LASTING AND HONEST PARTNERSHIPS



AWARD-WINNING JOINT PROJECTS

R

**RESOURCES**  
We are transforming our business and decoupling it from resource constraints.



RELATIVE ENERGY REDUCTION



RELATIVE CARBON CRADLE-TO-GRAVE REDUCTION



RELATIVE WASTE REDUCTION

E

**EMPLOYEES**  
We will become the most desirable firm to work for in the packaging industry.



EMPLOYEES' COMMUNITY ACTIVITY PARTICIPATION



TOP QUARTILE IN EMPLOYEE ENGAGEMENT





PACCOR

PROTECTING  
OUR PLANET

with up to 100% recyclable products

## MAKING OUR FUTURE SUSTAINABLE

*Interview with Caterina Camerani – VP Group Sustainability at PACCOR*



***When did PACCOR decide to develop a sustainable strategy and what is it about?***

Our business has always been driven by human needs. Based on these needs we started to focus more and more on environmental considerations in recent years. Sustainability is at the heart of PACCOR's culture and business. In order to demonstrate our commitment, we developed the PACCOR CARE Strategy. A strategy which includes challenging sustainability targets to guide us towards fully circular solutions, zero waste, a 15% reduction in cradle-to-grave emissions by 2025 and top quartile human capital management. PACCOR CARE stands for Circularity, Alliances, Resources and Employees and is about creating shared value for all our stakeholders.

***Why is it necessary for a company like PACCOR to have sustainable goals?***

Plastic waste in the environment, climate change and the demand for transparency are significant trends affecting the food and packaging industry. Which is why our CARE strategy has them at its heart – together with the approach of collaborating along the value chain to solve them. Furthermore, PACCOR seeks to get ahead of the regulations: our vision is to lead the transition in our sector towards a circular economy. Being ahead is a way of ensuring differentiation from the competitors and long-term survival in the market.

***Where is the current plastic packaging system failing and how is PACCOR going to change this?***

Plastics have an essential role to play in the future economy, particularly in protecting our food. However, current plastics solutions are failing because not all packaging is designed in a way that can be easily

recycled e.g. it contains multilayers or complex multi-materials. Consumers are often confused about what they can and cannot recycle. In addition, the current packaging legislation does not support a system in which plastics never become waste. PACCOR CARE is about innovating and providing solutions to move us away from a linear plastics economy and towards a circular system where we capture the value of the material – keeping it in the economy and out of the oceans.

***What are the biggest challenges regarding the implementation of the CARE Strategy?***

Within the plastic packaging and food industry, we need to move from aspiration to collaborative action. We need to focus more on the value for each stakeholder and on coordinated implementation, including for consumers. Setting goals is a critical first step, but we all need to take those additional steps – ensuring that the industry commitments to circular packaging are science based, actionable and value creating.

***Can you give a few examples of what PACCOR is already doing to be more sustainable?***

We are already making strong progress with our long-standing commitment to sustainability. One recent example is the fact that more than 65% of our packaging solutions are already recyclable in practice and at scale, and not only in the design phase. By 2023 we want to achieve 100% recyclable products. Optimized use of resources in our supply chain is also a fundamental part of becoming fully circular. At PACCOR we're all really excited about this new phase of our journey towards a circular plastic packaging industry.

***Read the whole interview with Caterina Camerani in our Sustainability Booklet.***



## CREATING A VIRTUOUS CYCLE

*The transition from a linear system towards a circular economy starts with us and the way we design our packaging solutions. By turning this vision into reality, we are changing not only our design process, but also how we produce, dispose of and reprocess plastics.*



### CIRCULAR EVENTS

PACCOR has launched a new concept called "Circular Events". This initiative creates a positive impact and awareness of what circularity means in practice by giving the organisers of events the opportunity to turn single-use plastic products into valuable resources for future products.



Thanks to our expertise in ecodesign, we developed a stealth closure which is 41% lighter than its original design, without compromising the product performance.

### OUR CIRCULAR TARGETS



**ELIMINATING  
REDUNDANT  
MATERIALS**



**PROVIDING 100%  
RECYCLABLE  
SOLUTIONS  
BY 2023**



**INCREASING  
RECYCLED  
CONTENT USING  
BEST QUALITY  
MATERIAL  
AVAILABLE**

We are actively involved in several industry groups that are focused on these objectives, including the Ellen MacArthur Foundation where we are one of the signatories of the Global Plastics Economy Global Commitment.



### PRODUCTION OF RECYCLABLE SOLUTIONS

65% of our packaging range is recycled in practice and at scale.



Our embossed rPET "I'm Recyclable" cups are the leading example of circularity in practice: we have not only reduced the weight by up to 25% compared to cups with similar functionality, but they are also produced with 100% rPET. Thanks to the use of embossing instead of labels, they are easily recycled at the end of their life and so can be reused as a raw material at a later stage.

## TAKING BIG STEPS TOWARDS A CIRCULAR ECONOMY

*To become a circular business, we are working closely with our suppliers, sharing knowledge and ideas and learning from each other about the best ways to process secondary materials for reuse.*



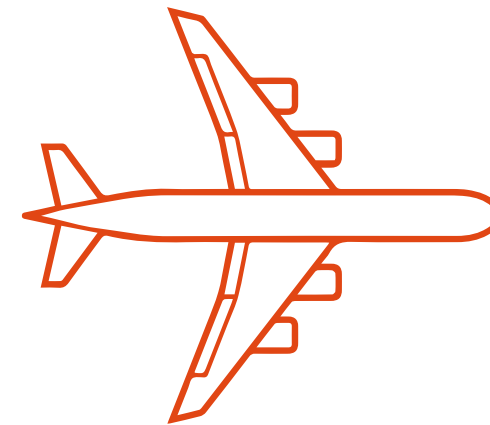


# TURNING BUSINESS PARTNERS INTO ALLIES

Our CARE strategy is about partnering along the value chain and with a range of organizations to create sustainable value for all our stakeholders.

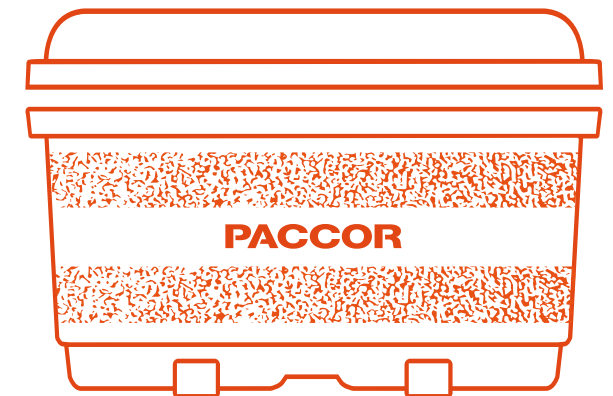
## TAKING THE LEAD AND WORKING TOGETHER

By working with suppliers, we aim to support a secure and circular supply of products to our customers. Furthermore, we make sure we identify and minimize supply chain risks, creating value through continuous improvement of existing supply chains and seeking out collaboration and joint development opportunities.



### CLOSING THE LOOP

Thanks to cooperation between one of our partners from the airline industry and PACCOR, we were able to implement a closed loop system for rPET drinking cups. It allows us to collect all the cups used during a flight, recycle them and reuse the material for creating new rPET cups.



### LEADING THE TRANSITION TO A CIRCULAR ECONOMY

We are the first company to introduce digital watermarks on the surface of PET trays.

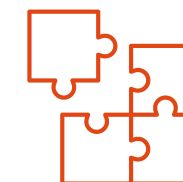
### OUR APPROACH



**COOPERATING  
WITH FORWARD-  
THINKING  
PARTNERS**

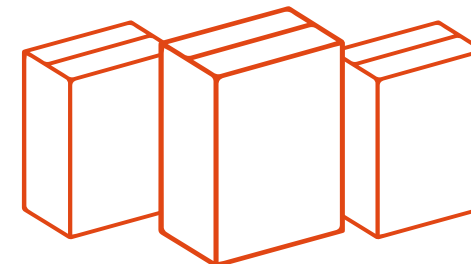


**TAKING OUR  
INNOVATIONS  
TO THE NEXT  
LEVEL**



**CONSIDERING  
NEW BUSINESS  
MODELS IN  
ALL SECTORS**

# 70% rPP



### PAVING THE WAY FOR RPP SOLUTIONS

The cooperation with one of our partners led to the introduction of 70% recycled polypropylene in one of their strongest branded products.



# DIGIMARC BARCODE

The Digimarc Barcode is a collaborative project led by HolyGrail, which we joined in 2019. Together we developed a groundbreaking detecting tool which creates a unique identity in the physical structure of plastics. This increases the opportunities for sorting plastic in recycling facilities.

## DIGIMARC BARCODE ENGRAVED IN MOULD USING "MICRO-TOPOLOGICAL VARIATIONS"

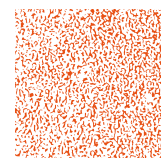
- in addition to embedding in printed shrink sleeves and labels

## COMPATIBLE WITH CIRCULAR ECONOMY

- no environmental impact or additives
- uses "what is already there" in plastic (or print)



## DIGIMARC BARCODE



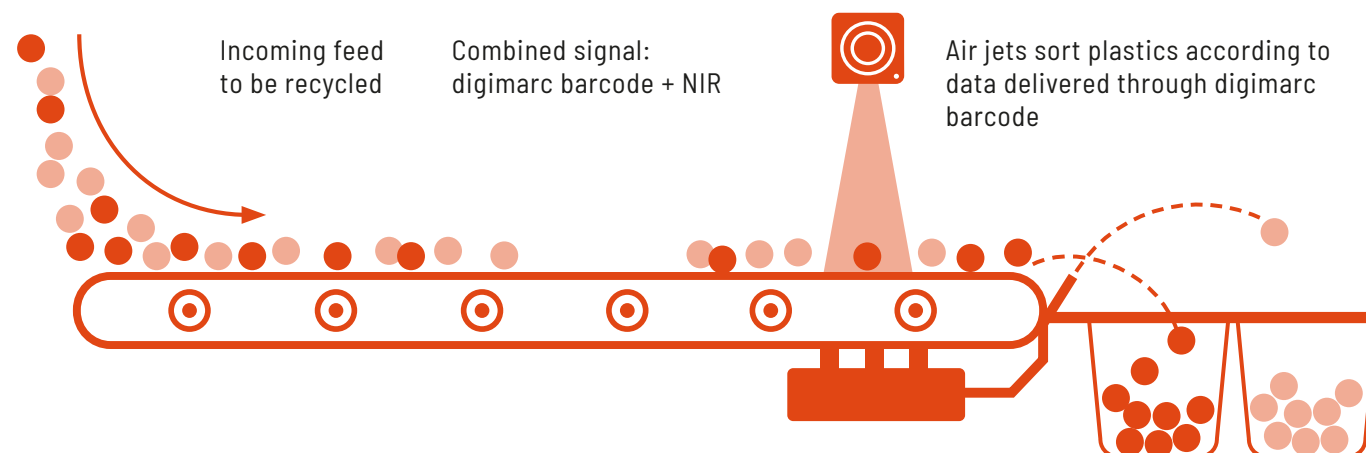
## VIRTUALLY UNLIMITED CODES THAT ADDRESS MAJOR CHALLENGES:

- identify manufacturer and SKU (for modulation of EPR fees)
- distinguish between food vs non-food packaging
- identify multi-layer flexible packaging and components of layers, carbon-black, opaque, difficult-to-recycle objects
- allow for new material introduction

*"As a Digimarc Partner, PACCOR looks forward to our continued contribution to leveraging Digimarc's technology to speed up the transition to a circular economy for plastics."*

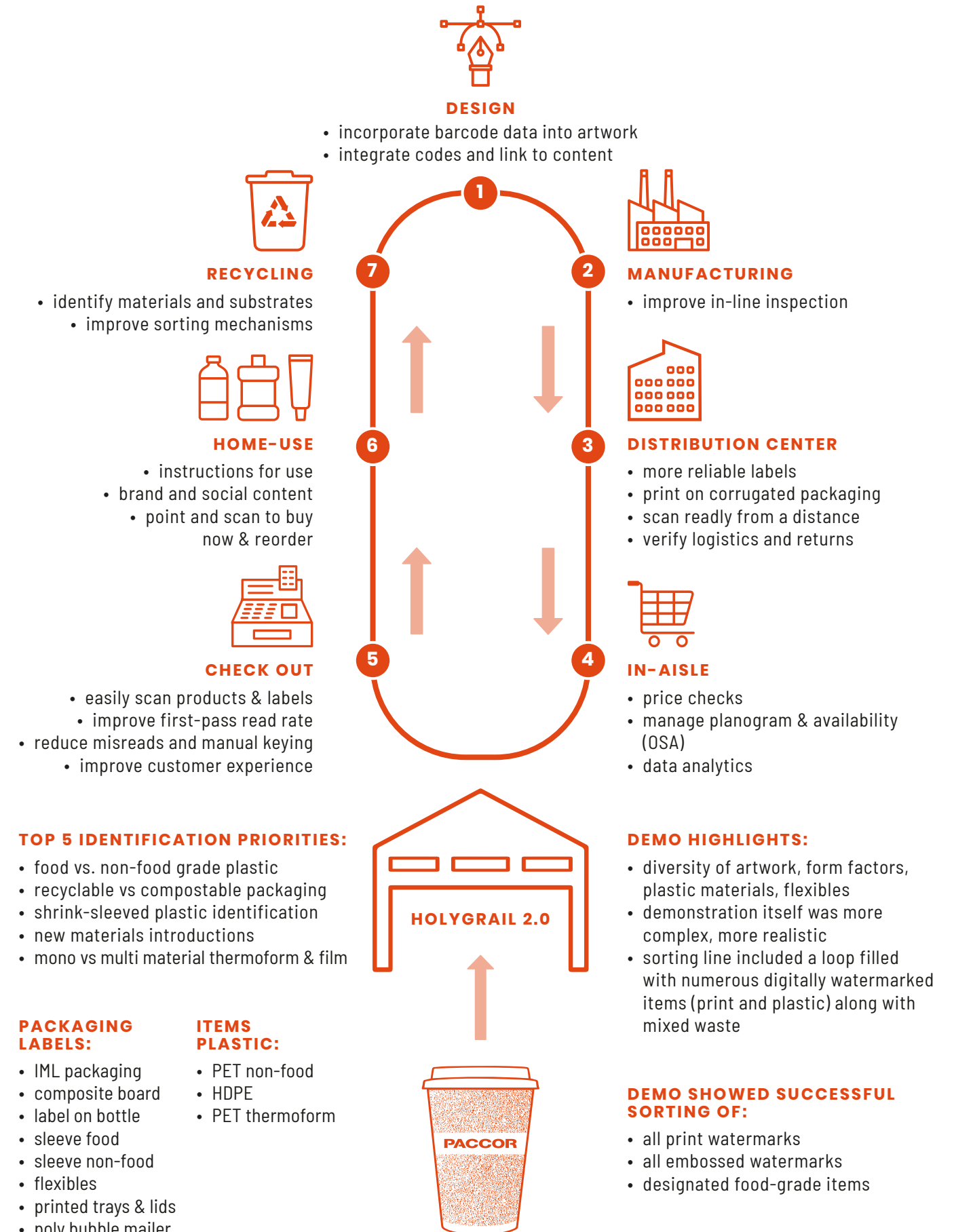
Nicolas Lorenz,  
PACCOR Chief Commercial Officer

## DETECTION IN SORTING RECYCLING CENTERS: ADD-ON MODULE



# THE PACKAGING JOURNEY

A Digimarc "Connected package" provides value at each step of the packaging journey.





# VALUING FUTURE RESOURCES

Our CARE strategy is about creating a culture which raises awareness about all the materials we use, eliminating waste and reducing variable costs. It is about increasing resource efficiency in our operations and making our supply chain more sustainable.



## LEADING THE TRANSITION TOWARDS CHANGE

*Supported by a highly committed workforce and an explicit value agenda, we are leading the sector transition towards carbon neutrality by 2050. Circular leadership means, first of all, optimized use of resources and ending our dependency on virgin fossil materials and fuels at all our premises.*

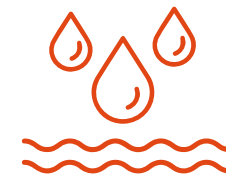
### RESOURCE EFFICIENCY AT PACCOR HAS THREE MAIN TARGETS:

- 1** 15% more efficient use of resources across the value chain by 2025, measured in carbon footprint reduction (tonne carbon equivalent per tonne of products cradle-to-grave) compared to baseline year of 2019.
- 2** 10% energy reduction in own production by 2025, compared to baseline year of 2019.
- 3** 25% reduction of total waste by 2025 compared to baseline year of 2019.



### MATERIAL EFFICIENCY

We have moved the focus from managing waste to eliminating it, by eliminating, first of all, the hazardous waste to landfill and improving the conversion of raw materials into final products at all our sites. PACCOR Iberia, for example, has been investing heavily in the "closed loop system concept" and achieved the net minimum net scrap cost of 1.1% of sales during 2019.



### FRESH WATER AVAILABILITY

We are very proud to have a closed cooling water system at all our sites. We manage water consumption and associated risks by measuring water balance and assessing risks and corrective actions related to water sources, security of supply, efficiency, quality of discharges and regulatory compliance. To manage and improve the use of residual water, we will introduce detailed water reporting across the entire PACCOR system from 2020.



### CARBON FOOTPRINT

To quantify and track the transition towards a fully carbon neutral plastic packaging value chain by 2050, we have completed our first cradle-to-grave carbon footprint report for the entire company for the year 2019, according to the Greenhouse Gas (GHG) protocol. Read more about our achievements and ambitions for 2020 and thereafter in our Sustainability Booklet.



### 100% RENEWABLE ELECTRICITY

Over a period of three years starting in 2020, we have committed to increasing our renewable electricity share to 100% at all our sites, through the purchase of Certificates of Origin. At our site in Ravensburg, Germany, the share of renewable electricity is already 60%.



### ENERGY REDUCTION

Energy use per tonne of production in 2019 was down, on average, to 2% at each site compared with 2018, thanks to the implementation of 20 energy efficiency improvement projects at our sites. A key project was the installation of an energy-efficient adiabatic cooling system instead of standard chillers in Mansfield, UK, in 2019, which provided environmental and operation cost savings of 68%.



## DEVELOPING SAFE PRODUCTS IN A SAFE WORKING ENVIRONMENT

*Working at PACCOR means working in an innovative and open-minded company which increases employees' commitment and motivation. PACCOR employees care for each other. Our goal is to become the best firm to work for in the packaging industry. Our employees contribute significantly to the success of PACCOR.*



### HEALTH AND SAFETY FIRST

Our work to establish a culture of care for our colleagues starts with safety. Creating safe workplaces which enhance the physical and mental health and wellbeing of our employees is a fundamental PACCOR principle. It is understood that our employees need to be as safe at work as they are at home. Our safety work is integrated in all our working methods, decisions and projects. There is a safety committee, made up of safety officers and trade union representatives at all our sites, which meets every quarter. The committee's agenda includes performance analysis, corrective actions and other improvements that can be made. For many years, we have recorded all types of incidents, including injuries that occur on the way to work, as well as near misses, from which we continuously learn how to reduce risks. The most common injuries that have occurred over the past three years have been contact with moving machine parts or sharp objects, and slips, trips and falls. The lost time injury (LTI) rate decreased by 28% in 2019 compared to 2017 due to the implementation of best practices aimed at increasing the technical safety of our equipment. We promote and implement measures to maintain the health of our employees by raising awareness of health-conscious behaviour, disease prevention and further training on health protection.



### BUILDING CAPABILITIES

In 2019 PACCOR, as a newborn company, defined its core values and competencies. We determined what is needed to achieve our long-term goals and support our global strategic initiatives, including the sustainability agenda. These values and competencies form the basis of our performance culture and thus the foundation of our human resources development strategy. The previous performance management system was slightly modified and serves as the basis for the implementation of our targeted personnel development training. In a next step, professional succession planning will ensure transparent career paths and the availability of the necessary resources.



### EMPLOYEE COMMITMENT

Since we announced our new strategy to become the market leaders in rigid plastic packaging in Europe, we have been going through a period of rapid change. Taking the next steps and achieving our ambitious plans require the active participation and commitment of all our employees. To understand where we are today and what it takes to get input from and the support of all PACCORIANS, we regularly conduct employee surveys. They are designed to assess how satisfied our employees are, as well as obtain their feedback on how to improve our way of working. We are convinced that our organization is well grounded on vast knowledge. Our employees are the base of our business – they define our contact to our customers and suppliers and drive our operations – it is fundamental to ensure that our employees work in an environment where they are able to give their best.



### GOOD NEIGHBOURS

It is essential for PACCOR to be part of our local communities and valued as a responsible actor. During the past few years, we have provided financial assistance to several local projects through community programmes. For example, PACCOR Iberia is highly involved in cleaning initiatives to facilitate recycling options together with other companies. In 2020, we also launched our new "PACCOR Community" programme and defined a standard approach for measuring and managing the overall social impact of our interaction with local communities. "PACCOR Community" is providing common global criteria and guidance to ease the establishment and execution of beneficial projects for our communities (protecting the environment), our employees (employee commitment and motivation) and our brand (drive brand equity, distinctiveness and long-term sales).

## SUPPORT ALL THAT IS WORTHY OF SUPPORT

*Our CARE strategy is about achieving our vision of leading the transition of our sector to a circular economy with safe, committed, diverse and capable workforces.*





## **PUBLICATION INFORMATION**

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on behalf of PACCOR

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