

# oerlemans packaging™

Corporate Social Responsibility according to ISO 26000





# THE SUSTAINABLE INNOVATOR IN FILM AND PACKAGING

www.oerlemanspackaging.nl

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#### Introduction

### 1. Scope

#### **Oerlemans Packaging**

### The most important activities of the organization:

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

Oerlemans Packaging is the producer of flexible synthetic 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 world-wide. With every innovation, customer, quality and rendering end result is central. Through the use of our own and external distribution are we able to offer optimal service.

#### Countries where the organization operates:

Oerlemans Packaging operates globally.

#### Location of the main office:

The main office of Oerlemans Packaging is located in Genderen (Noord-Brabant).

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

- Oerlemans Packaging in Genderen
- Oerlemans Plastics in Genderen and Giessen
- Plasthill in Hillegom
- Perfon in Goor
- Fardem in Edam
- OPI in Oosterwolde
- Flexpack in Geldermalsen

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#### **Excellent Enterprise Award**

In 2015 Oerlemans Packaging won the NRK fine entrepreneurship award. Oerlemans Packaging received the Gold Award for the overall CSR policy on the dimensions of People, Planet and Profit. PRIMA Business Awards are an initiative of the Dutch Federation of Rubber and Plastics Industry (NRK). The prizes will be awarded every two years to companies in the rubber and plastics industry forefront in the field of sustainable innovation and sustainable business.

The jury was unanimous in its decision Oerlemans Packaging the winner of the Gold Award to the performance in all three areas of "People, Planet and Profit". According to the jury report CSR and customer dialogue within the group of six independent production companies shared vision clearly in daily practice is visible. Oerlemans Packaging is aware of her position and involves a long time and the full spectrum of stakeholders in carrying out CSR policies. These contacts lead to a continuous stream of innovation and innovation. The company pays much attention to training for the employees, they also have their own CSR trainer.



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# 2. Summary

In the following pages 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. The systematic answering of the 40 question has positively stimulated us. Further, it challenges us to get a better vision and be more aware of the CSR key-issues. These subjects already were part of the operations, but have received more attention and more immersion now. We will focus on different subjects, which are concretely stated in the next chapters.

Thanks to the collective project with the trade association NRK (the federation of Dutch rubber and synthetic material industries) we are developing a more emphatic vision on CSR. This has a positive influence on our identity. During this process we have been able to improve our identity on the relevant stakeholders, which adds value to the operations and creates opportunities to positively and actively shape the CSR key-issues within our chain.

In case of questions or substantive accountability feel free to contact:

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# 3. CSR-principles

#### **Declaration of account**

Our organization declares account for the effects on society, the economy and the environment.

- As participant of the MJA3 program (An agreement for multiple years concerning energy efficiency) we report our energy consumption annually and empower a reduction of 2% per year.
- Periodical we conduct measurements to prevent negative effects on the environment. This is recorded in our environmental licence and is preserved by the government.
- Through a social annual report we present information about our effects on the society to relevant stakeholder. We started this in 2015.
- Through a financial annual report we present information about our effects on the economy to relevant stakeholders.
- We are accounted for the measures we took to prevent repetition of identified negative effects from our operations on the society, environment, and economy.
- Through a system, which is recognized by Risico Invertarisatie & Evaluatie (Risk inventarisation & evaluation, RI&E), we take responsibility regarding the risks our employees face and limit these risks.
- We are accounted because of our BRC Packaging and Packaging Materials certification. All companies conform to ISO 26000 and we will take annually account about this in our management review. Oerlemans Plastics is ISO 14001 certified and Plasthill and Fardem are ISO 9001 certified.

#### Resources:

- MJA-3 report
- ISO 14001 and ISO 9001 audit report
- BRC Packaging and Packaging Materials audit report
- Management review
- Financial annual report
- RI&E report and plan of action
- ISO 26000



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### **Transparency**

# Our organization is transparent when it comes to decision and activities which affect the environment.

- The target, the nature, and the location of our activities.
- The way decision comes about.
- Which officials have responsibilities and competence from their function in the context of decision making.
- Whom has which function within our organization in the context of decision making.
- How our CSR-achievements are evaluated.
- Our CSR-achievements on significant topics.
- Our financial achievements.
- The consequences of our policy, organizational decisions, and activities on surroundings (stakeholders, society, environment etc.)
- Who we regard as our stakeholders.
- The way in which we select stakeholders
- How identified stakeholders are engaged with the organization.

#### Resources:

- Our internet page: www.oerlemanspackaging.nl
- Management review
- Reports audits BRC Packaging and Packaging Materials, ISO 9001 and ISO 14001
- Terms of delivery:
   <a href="http://beheer.oerlemansplastics.nl/userfiles/10/files/Verkoopvoorwaarden%200ERLEMANS%20PLAS">http://beheer.oerlemansplastics.nl/userfiles/10/files/Verkoopvoorwaarden%200ERLEMANS%20PLAS</a>
   TICS%20BV%281%29.pdf
- OKComply (system to comply to regulation), relevant stakeholders (environmental municipality).
- Self-declaration on the NEN publication platform and website: www.oerlemanspackaging.nl



PHA – Poly Hydroxy Alkanoaten, first kilo in 2016 handed to Oerlemans Plastics, raw material made of sewage sludge.

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#### **Ethnical behaviour**

# Our organization behaves in an ethnical manner.

This ethnical behaviour is formalized:

- Establishment of NRK collective Code of Conduct to formalize ethnical behaviour.
- Use of own internal Code of Conduct
- Use of Supplier Code of Conduct.
- Allow people within and outside our organization to report unethical behaviour, without fear for reprisals.
- Identify and prevent or solve conflicts of interests inside the whole organization that could lead to unethical behaviour.
- Announcement of codes of conduct that are expected of different people within and outside the organization (for example executives, employees, suppliers, contractors, owners, managers) within the scope of ethical behaviour.
- Label and apply standards for ethnical behaviour. They should match with our objectives, activities, and NEN-ISO 26000.
- Announcing core values and principles in the context of ethical behaviour.
- Ethnical rules are recorded in the guidelines for employees.

#### Resources:

- Code of Conduct, intern document
- Code of Conduct from the NRK
- Supplier Code of Conduct

# Respect the interests of stakeholders

# Our organization respects the interests of stakeholders and responds to these interests.

The activities described below are carried out for the realization of this principle:

- Manage that interests of our stakeholders take broader social expectations in consideration.
- Examine if and how stakeholders are able to contact us to exercise influence.
- Examine how stakeholders can influence the activities of our organization.
- Manage that the organization can react to concerns of our stakeholders.
- Examine who our stakeholders are.

#### Resources:

• Stakeholder analysis, chapter 2

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# Respect the legal system

## Our organization respects the current laws and regulations.

We undertake several activities to respect the laws and regulations, namely:

- Secure that periodically judged if the organization satisfies the laws and regulations.
- Manage that our employees are informed about the latest and relevelant laws and regulations, so they can meet these standards.
- Examine if measures must be made in order to accomplish that our activities are in accordance with the laws and regulations.
- Secure that our organization respects the laws in every country where we are active, even when governmental enforcement is defective.
- Manage that our organization constantly is informed about applicable laws and regulations.

#### Statement/examples:

We make use of supplier questionnaires. If these questionnaires are not satisfactorily completed, there is a possibility that the supplier will be visited by one of Oerlemans Packaging's employees. We maintain close contact with our suppliers, customers, employees and authorized supervision. Our suppliers sign our Supplier Code of Conduct. By using the business files we ensure that we comply with the applicable laws and regulations. Periodically, the AIM (activity decision internet module) is re-executed, to guarantee that we comply with the applicable laws and regulations and if needed, to accomplish changes. In 2017 the "Ondernemingsdossier" will quit, we will be working with OKComply.

We are subscribed to the newsletters of the NRK, multiple newsletters from government agencies, membership of several professional journals etc. These information sources are actively checked on amendments to law and regulations.

# Respect the international codes of conduct

#### Our organization respects the international codes of conduct.

The activities described below are carried out to satisfy this principle. We examine if our organization involves in: 'respect the international codes of conduct in countries where laws and regulations do not protect the environment or society good enough or is in conflict with the international codes of conduct'.

The following activities have been undertaken:

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- There is examined if this statement applies to our organization: 'try to convince relevant organizations and authorities that contradictory laws and regulations with international codes of conduct need to be adjusted'.
- There is examined if this statement applies to our organization: 'reconsider ate our relations and activities in areas where the international codes of conduct are not accomplished'.

# Respect the human rights

Our organizations respects and acknowledges the universal human rights.

We are aware of the importance of these rights and:

- Examine and guarantee that our organization respects the international codes of conduct.
- Examine and guarantee that our organization takes measures in situations where human rights are violated in context of operations, value chain and/or our sphere of influence.
- Examine and guarantee that our organization respects the universal human rights in every country, culture and situation.
- Examine if this statement applies to our organization: 'prevent complicity in violating international codes of conducts by other organizations'

Oerlemans Packaging will not cooperate with businesses and organizations who direct or indirect are involved in violating universal human rights. In our Code of Conduct we endorse these universal human rights. We give our employees the space to develop their selves and evolve their talents.

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#### 4. Stakeholders

#### Identification of the stakeholders

#### The organization has identified the stakeholders as follows.

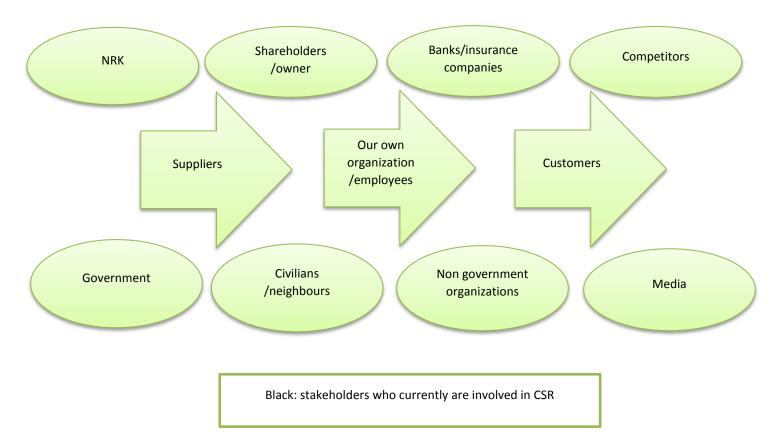
We participate in collective projects organized by the branch (NRK) in context of ISO 26000. Therefore, we examined the relevant stakeholder groups and in a series of workshops we evaluated and complemented these groups. As a result we were able to test if Oerlemans Packaging lived up to the outcomes. If necessary, we made some changes.

# Who are the stakeholders of your organization?

We have separated our stakeholders in the following eleven groups:

- Suppliers
- Line associations
- Competitors
- Non-government organizations
- Our own organization
- Shareholders
- Government
- Media

- Customers
- Banks/insurance companies
- Civilians/neighbours



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# **Including the stakeholders**

# Our organization involves stakeholders in her policy to:

- Gain understanding in the impact that our decisions and activities have on specific stakeholders.
- Get to know if our positive impact on the environment can be enlarged and our negative impact can be reduced.
- Judge our CSR achievements.
- Be transparent about what we do (our activities and decisions).

Oerlemans Packaging started conversations with her stakeholders concerning the following:

- There are meetings with local residents about future building plans.
- There are also meetings with non-governmental organizations (like Recycling network, Plastic Soup Foundation etc.).



Oerlemans Plastics aspargus film biodegradable; prevent the use of herbicides

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# 5. Key issues

# Research questions CSR key issues: determination of relevance

In the determination of relevant subjects we considered:

- Our activities and decisions.
- Activities and decisions of organizations in the value chain and the sphere of influence of our organization.
- Daily activities and extraordinary situations.

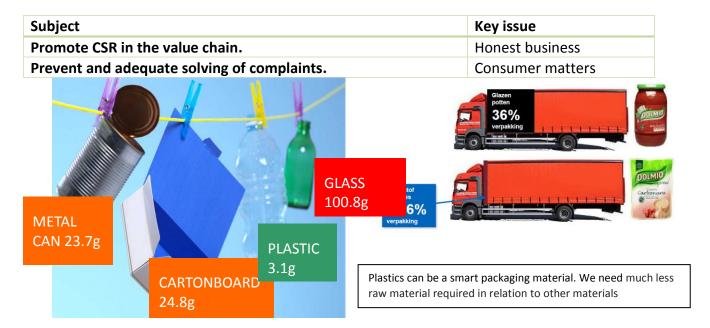
### **Determine the relevance of CSR issues**

# The following subjects are relevant:

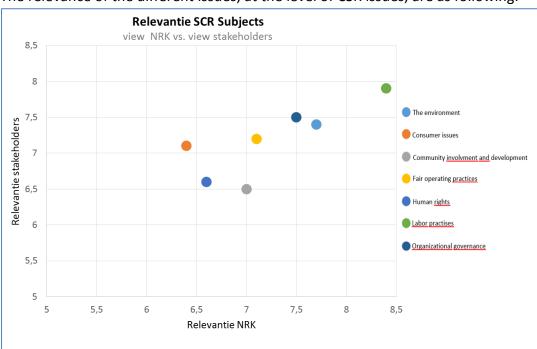
The NRK collective impact sessions and stakeholder dialogues proved that all CSR issues are relevant for Oerlemans Packaging. However, there are differences in the degree of relevance. The most relevant subjects are:

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

The consulted stakeholders confirmed our image and added:



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#### The relevance of the different issues, at the level of CSR issues, are as following:

Research questions CSR key issues: determination of significance

# The criteria below were used to determine the significant subjects:

We have talked about the effectivity of actions on significant subjects with the other participant of the NRK collective ISO 26000 project. Systematically, all the relevant CSR subjects were discussed. The result has been showed to the representatives from three stakeholder groups: employees, suppliers, and customers.

# **Determine the significance of CSR issues**

# The following subjects are significant:

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



OPI food packaging prevents foodwaste

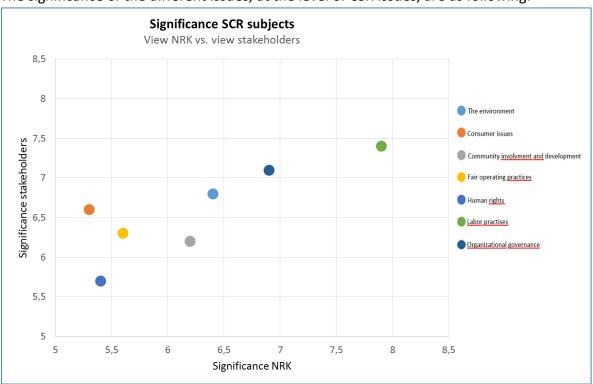
Subject	Key issue
Maintain and improve health and safety at work.	Labour practice
Offer good working conditions and social protection.	Labour practice
Offer personal development and training in the workplace.	Labour practice
Prevention of environmental pollution.	Environment
Sustainable use of resources.	Environment
Integrate CSR in decision-making processes and structures.	Management

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The consulted stakeholders confirmed our image and added:

Subject	Key issue
Protestation of consumers' health and safety.	Consumer matters
Pursue and promote fair competition.	Honest business
Pursue and promote fair competition.	Consumer matters
Stimulation of employment.	Involvement in the development
	of the community

The significance of the different issues, at the level of CSR issues, are as following:



# Research questions CSR key issues: prioritize the CSR issues

#### In the determination of the priority of the subjects is considered:

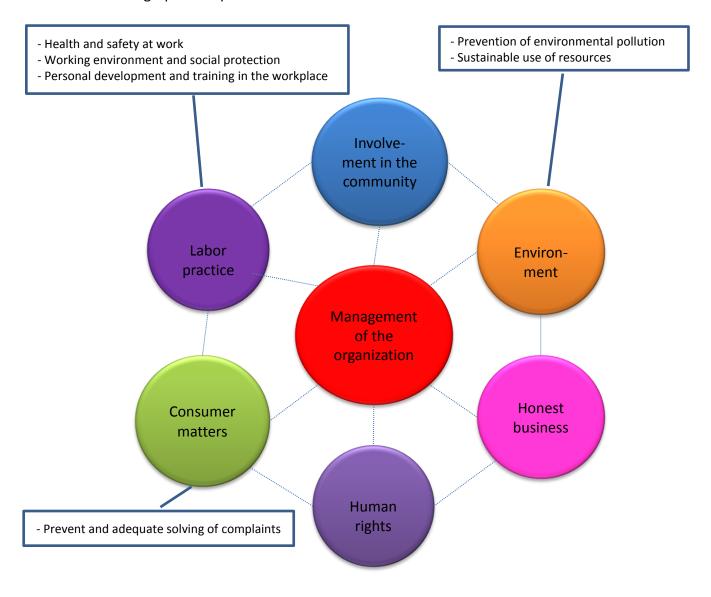
- Our achievements according to laws, regulations, and international codes of conduct.
- Our achievements according to the "state of art" and "best practices".
- The extent in which the subject contributes to or devaluates our goals.
- The costs versus the benefits of taking action related to the topic.
- The convenience and the speed in which actions can be taken, the "quick wins".

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# **Determine the priority of CSR issues**

# Following subject have the priority:

The following subjects have the priority for Oerlemans Packaging. This is a graphical representation that states all CSR themes:



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# Research questions CSR key issues: prioritize the CSR issues

## Oerlemans Packaging has undertaken the following actions, grouped by CSR key issue:

Involvement in the community

- Remain conversations with governments.
- Working together with schools for work experience placements. Training set up via NRK to provide information at schools.
- Learning/working places for youth with leaning difficulties.



- Actively communicate solutions with colleagues, through NRK.
- Creating awareness among customer about the potentials of bio based plastics.
- Sponsor a soccer team for mentally disabled people, called G-team.
- Sponsor charities.
- During jubilee party Rita and Joan Hanegraaf gift for lilian fund asked. Ultimately the beautiful amount of €16.724 can be donated. The finally amout was €17.384.



Environment

- Reduce failure and waste.
- Ensure deployment of sustainable energy sources (purchasing green energy).
- Enter separate waste collection and information on this
- Introducement of separated waste collection.
- Use renewable or recycle draw materials.
- Keep the dangerous substances file up to date.
- Check laws and regulations, through the company file.
- Re-use of materials.
- Purchasement of environmental containers (to stock chemical substances).
- Environment and energy aspects are taking into account for every investment.
- Reconsider material choices ((bio degradable recyclable).
- Material thickness reduction.
- Introducement of closed cooling systems.

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Energy saving measuers according to MJA3.



Renew: Oerlemans Plastics biodegradable mulch film

- Participate in NRK MJA3.
- Innovation of material (bio-eren van materialen (bio polymers, since 1992).
- Separate PE films from regular waste, and hand it in by our suppliers.
- Measurement of emissions.
- Creating awareness for waste separation.
- Application of LED lighting.
- Declaration of accession Clean Sweep signed for the prevention of litter and litter waste.
- Objective to certify all companies ISO14001.
- Toghether with Ecochain counting method introduced to get Understand CO2 emissions per produced product. Customers may be advised to opt for products with least or even negative CO2 emissions..

Human rights

- Internally equal rights/duties.
- Ethnical guidelines.
- No discrimination.

Consumer matters

- Discuss changes in operations and/or sales with staff to prevent complaints good communication about complaints <-->.
- Handling complaints by the procedure quality manual.
- Sanitation of raw materials with SML's (as much as possible) in food packaging.
   Further information about intended product to be used. SML = specific migration limit.
- BRC Packaging and Packaging Materials-rounds (hygiene rounds).
- Food safety statements, actively request them by suppliers.
- Statements of suppliers stating that raw materials used for food packaging live up to relevant regulations. Formatting our own statement "Declaration of Compliance (DoC)" for customers.
- Migration testing of worst case calculations and perform them on packaging.
- Active in the NRK workgroup food contact.
- BRC Packaging and Packaging Materials certified.
- Increase awareness for the production of food packaging under employees.
- Safety rounds.

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# Labor practice

- Efficient, pleasant and healthy workspaces.
- Perform RI&E ARBO actions.
- Forklift truck certificates for EVERY Forklift truck.
- Updating icons of the escaping routes.
- Periodical medical examinations (PMO).
- Briefing health and safety.
- Protection against dangerous substances during production.
- RI&E and machine RI&E.
- Using 'MIJN RI&E' (operated by the Company file, Oerlemans Plastics).
- Involve departments in the brain storming on how to make their workspace safer/healthier.
- Keep the dangerous substances file up to date.
- Update the BHV plan.
- Education, quality, hygiene, safety and training on the job. Small books about quality, safety and hygiene for refreshment. These books are handed out to new employees.
- Regular cleaning of the workplaces.
- Measurement of emissions.

# Management of the organization

- Toolboxes on relevant themes.
- A course effectively leading for team leaders.
- Update the competention matrix each year. This indicates the level per employee per machine, machine and activity.
- Annual matrix concerning levels per employees, machine and activity.
- Development of targets per employee.
- Nominee a confidant. .
- Keep each other focused on and control work safety.
- More feedback to the complainant.
- Discuss complaints at the level of the Management Team.
- Periodical consultation and handling of complaints.
- Attention for development and training employees: individual conversations focussed on how an employee can develop himself within the company.
- Code of Conduct is implemented.

Honest business

- Instructions for the employees at the sales department, purchase department and the management team.
  - Part of the employment agreement.
- The code of conduct.

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Film protects metal against corrosion

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#### Explanation of the priorization:

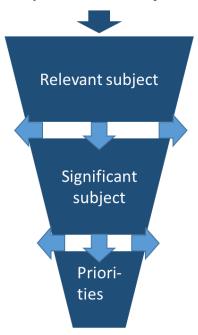
The priorities are tuned for the core processes from Oerlemans Packaging and for the impact which these processes have at the human, environment and surroundings.

# The stakeholders below where involved with the identification of relevant, significant or priority subjects:

As a participant of the, by NRK organized, collective project ISO 26000 we participated in a series of workshops with our own employees, customers, suppliers and governments. During these workshops we spoke about the relevant and significant CSR subjects in a systematic way. We visualized the followed process from the stakeholder groups in the image below.

The results of the consults with stakeholders were used for the prioritization. Therefore we involve the following stakeholders: a raw material supplier, a customer and an employee (member of the work council). In the future we want to involve more stakeholders (other customers and suppliers, our supervisor and the employees). We would like to increase involvement of our customers in our activities in the field of sustainability. With the unions we talk about sustainable employability of our employees.

# All possible CSR subjects



#### Relevant

Is this subject applicable for NRK companies?

#### **Significant**

 What is the impact of (improving) the subject on the CSR accomplishment of NRK companies?

#### **Priority**

 Priority for action. How soon do we think we need to deal with this subject?

#### Resources:

• Reports of stakeholder meetings, presentations etc.

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# 6. Integration of social responsibilities in the organization

# Supply chain responsibility and sphere of influence

#### The organizations below are inside the sphere of influence:

Down below is a list of our stakeholders:

#### **Economical and formal relations:**

- 1. Suppliers
- 2. Credit providers
- 3. Customers
- 4. Advisors

#### **Property relations:**

- 1. Managing board/stakeholder
- 2. All the companies below Oerlemans Packaging

# Legal/political relations:

- 1. Employees
- 2. Emergency response team
- 3. Work council
- 4. Governments
- 5. Legislator
- 6. Unions
- 7. NRK, NRK Verpakkingen (packaging), NRK Folie (film), NWBC, NWBP, EFTA, NVC, MVO-Netherlands
- 8. Branches
- 9. Enterprise organization
- 10. Surroundings

#### Informal influence relations:

- 1. Customers (customers of the customer)
- 2. Interest groups

# Down below is described how we stimulate other organizations to gain social responsibility:

- By working on sustainability projects with our suppliers, customers and peers.
- Collective influence on material suppliers.
- By thinking and measuring the impact of the environment in consideration with our investment decisions in the context of ISO 14001 (Oerlemans Plastics). We also use social criteria.
- Promoting durability

Reduce: 140->100 mu. Fardem openmouthbag

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- Stimulate durable product development such as:
  - Thickness reducing films
  - o Bio based films
  - Compostable films
  - OPNieuw films (Again)
- Multi term agreements on the energy reduction.
- Managements functions in multiple line-associations.
- Chairmanship NRK.
- Chairmanship NRK Verpakkingen (packaging).
- Chairmanship Bestuur Stichting Afvalfonds (waste management foundation fund).
- Management NRK Folie (film).
- Management EFTA (former chairmanship).
- Co-founder BCPN.
- Chairmanship STiMo (former, Institute of Material Organizations).
- Participation topteam Chemistry.
- Consolations with Ministers/Ministries.
- Participation purchasing team sustainable energy.
- Participation policy group EH&S (environment, health, safety).
- Participation REACH-work group.
- Participation creation Arbocatalogus thermoplastic.
- Participation creation RI&E line.
- Participation creation company file (in 2017 this will be OKComply).
- Member of CSR-Netherlands.
- Participation workgroup Rethink: a new look on plastic and rubber.

#### Resources:

• For more information: www.oerlemanspackaging.nl



Portion packs to prevent food waste

(h) Rethink

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# 7. Due diligence

Our organization judged our own (potential) (negative) effects of our activities and decisions of the society, environment and economy.

#### Some examples:

- Perform periodic health investigations (PMO).
- Perform and live up to the risk stocktaking and evaluation (RI&E). Participate the culture and behaviour project.
- Participation project sustainable employability.
- Compose personal development plans and evaluate them.
- Speak with the stakeholders.
- Live up to the Code of Conduct.
- EEP and participation of the MJA 3 (E-MJV).
- Creating LCA-studies (Ecochain).
- Product development with our customers.
- Procedure for complaints handling.
- Compose an annually management review.
- Company file for Environment, OHS and CSR.
- Creating and performing guidelines about how the organization the connected people threats with proper care.
- Organizing a term-rating for the (potential) (negative) effects of our own activities and decisions which influence the society, environment and economy.
- Guarantee that (potential) (negative) effects of our own decisions get rated for the society.
- Guarantee that (potential) (negative) effects of our own decisions get rated for the environment.
- Guarantee that (potential) (negative) effects of our own decisions get rated for the economy.

#### Resources:

- RI&F
- Action list OHS/BRC/Environment
- Management review
- E-MJV/ annual environment report
- Company file

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

We archive this by being as transparent as possible and by going in to active discussion with all parties in our sphere of influence. Participating in collective stakeholder dialogues is an

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example. We also have conversations with the community and the residents near the factories.

#### Appropriate care is being executed or implemented in our organization:

- We make use our Code of Conduct, which is explained to every employee.
- With the employee-signpost our employees are informed about the rules in our organization.
- The role of Corporate Social Responsibility is implemented in our vision and mission.
- The organization of periodic identification for (potential) (negative) effects from the organization at the society, environment and economy.

#### Resources:

- Code of conduct
- <a href="http://www.oerlemanspackaging.nl/nl/Over-ons/MVO">http://www.oerlemanspackaging.nl/nl/Over-ons/MVO</a>

# The following (potential) negative effects for the society, environment and economy are detected by our organization:

Products which contain plastic typically have a larger life span and are in many aspects better than products made of other material. One condition to serve all benefits is recycling of our products. Although we certainly do not perform badly, we can definitely improve if we work with other parties in our chain.

In the production environment people can be exposed to heavy burdening. In some extreme examples this can lead to injuries. We are aware of these risks and we are continuously trying to shrink the risk.

The most important principles and subjects of social responsibility are included in the strategy and policy.

natural way of soil degradation







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# 8. Vision, mission, policy and strategy

# Our organization has given a direction to her social responsibility:

- By taking the role of social responsibility in account in our vision and mission.
- By including important principles and subjects of social responsibility in our strategy and policy.
- By using the Code of Conduct.
- Compose an action program for CSR (with responsibilities, timeline, budget etc.).
- Adopt the code of conduct or the ethnical code in which the principles and values of social responsibilities are translated to the guidelines for appropriate behaviour.



Reduce: Fardem air-valve sacks



Perfon flow pack film

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# 9. Development of competence

Our organization creates support for Corporate Social Responsibility – within and outside our organization:

Oerlemans Packaging recognizes the importance to improve CSR consciousness within the organization. Through information sessions for the employees, the company magazine and all kind of activities consciousness is created. Per department are actions will be taken on specific CSR topics. Annually, a suppliers rating is completed by a specific purchaser.

Our organization develops necessary competences for taking Corporate Social Responsibility – within and potential outside the organization:

Innovating together with other parties in the value chain is of great importance for our organization. Corporate Social Responsibility should be taken into account and is inseparably linked to the ongoing innovation process. As described in previous and following chapters we involve our stakeholders in this process.

Concrete examples of competence development for taking Corporate Social Responsibility:

- Customer contact, expectation of developments in money and environment.
- Participate in NRK collective project ISO 26000.
- Education and training, for example mandatory safety and environment training.

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# 10. Integration of social responsibility in operating processes Integration in operating processes, systems and procedures

Our organization has integrated its social responsibility in its management's processes, systems and procedures as stated below:

- By carefully monitoring and managing the impact of our activities on the community, environment and economy.
- By monitoring the impact of organizations in our sphere of influence.
- By taking the impact of decision into account, for example about new activities.
- By ensuring that our principles of social responsibility are applied in our management processes and are reflected in our structure and culture.
- By periodically judging if social responsibility is taken into account sufficiently.
- By periodically judging which associations, foundations etc. will be sponsored.

Oerlemans Packaging has united the following elements with operations:

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



In 2014 three EURO 6 trucks were purchased

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Recycle: made from 100% gerecycled granulate



Reduce: 20->15 mu crimpfilm extends the shelf life of cucumber



Renew: made of sugar cane



Re-use of sleeves

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# 11. Communication and reporting

# **Communication concerning CSR**

Our organization takes the following criteria into account concerning communication about social responsibility:

- Complete: the information provides alle important activies and social effects.
- Understandable: the information needs to be understandable for the targetted audience. This means the way of presenting the information and language use.
- Responsive: the information is about the interests of the stakeholders.
- Precision: the information is based on facts and contains sufficent depth.
- Balance: the information is balanced and fair. The organization provides news, but more important also information about negative social effects.
- Actual: it should be clear to which period the information relates.
- Accessibility: the information needs to be accessible for all stakeholders.

#### Resource:

• <a href="http://www.oerlemanspackaging.nl/nl/Over-ons/MVO">http://www.oerlemanspackaging.nl/nl/Over-ons/MVO</a>

### Our organization communicates about her social responsibility:

- Through the Management review.
- Integration of CSR in direct-mail.
- Deliberate about specifications and mandates with customers.
- Discuss CSR during team meetings.
- Publish articles on CSR in magazines or newsletters.
- Publish articles on CSR on the website.
- Provision of communication on the achivements in the field of CSR.
- Establish internal communication between management and employees or members of the organization about social resonsibility.
- Specific subjects or projects need to be communicated with the stakeholders.
- Making sure that, in meetings and conversations with stakeholders, social responsibility is an accessable subject.

#### Resources:

Management review

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# **Reporting concerning CSR**

# Our organization reports about CSR:

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



Reduce: 70->50 mu Plasthill top emboss preegfilm



Reduce: 30->20 mu Plasthill/OPI inliners



Plasthill stretch hood; prevents transport damage

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# 12. Conflicts and disagreements with stakeholders

# Conflicts and disagreements with stakeholders:

There have been no conflicts with stakeholders in the past.

# The methods to solve potential conflicts:

- Direct discussion with the stakeholders who are in conflict or disagree with our organization.
- Formal procedures for complaints handling.
- There is a confidant present for the employees.

#### **Resources:**

Complaints procedure



'Rode Kruis' and amnesty international sponsored by Oerlemans Packaging



Renew: started in 1992with producing bio degradable films

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# 13. The screening of activities and performance assessment

#### The organization is monitoring her activities which affect the relevant issues and subjects:

Feedback from stakeholders

#### Our organization reviewed its performance on relevant themes and topics:

Our achievements concerning relevant themes and subjects were collectively judges by our employees, customers, and suppliers. Based on NRK's ISO 26000 the following questions were asked to them:

- Are the intended objectives achieved?
- Looking back, were the objectives correct?
- Did we have the right strategies and processes for the goals to be achieved?
- What worked out well and why? What did not work well and why?
- Otherwise, what could we have done better?
- Were all relevant persons involved?

#### Our stakeholders are involved:

As participant in the, by NRK organised collective project, ISO 26000 we involved our employees, customers, suppliers, and local government in judging our efforts and achivements on the relevant topics.

#### Our organization has achieved the following improvements or successes:

The self-declaration is a first assessment of our current position in relation to CSR values. By answering all these question systematicly and verifying them with the management team and the stakeholders. Furthermore, we took actions based on the outcomes.

#### Goals that are not achieved, yet:

See internal action list

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# 14. Selecting CSR initiatives and instruments

# Our organization takes part in several CSR initiatives and associated insturements:

Oerlemans Packaging is member of MVO Nederland (CSR the Netherlands). Also, we take part in working groups within the line associations of the NRK.

# The following points have been considered in choosing this initiative:

- Support the prinicples of NEN-ISO 26000.
- Give practical guidelines to work with CSR.

### Concrete actions have been undertaken in a CSR action plan.

#### Resources:

Action list CSR



Top reduce KLM bags, thinner film with the same properties



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



Coolcat webshop of mail consumer waste

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Overview: fossil-based and bio-based versus non-compostable

Fossil – based	Bio-based
Compostable	Compostable  PLA (maize) PHA (bacteria) Starch
Non-compostable  LDPE  MDPE  HDPE  PP  Enz.	Non-compostable

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