



Labour Practices Masterpack Group

Document Name	Labour practices policy		
Effective Date	August 2020	Issue	03

Change History

Revision Date	Description of change
22/08/2021	Assigned responsibility of contact officer. Broadened scope of each topic as well as added a few objectives and measures for each.
12/01/2024	The lay-out was changed to the latest version, and the policy was renewed in terms of objectives and measures.



Introduction

Masterpack Group aims to be a catalyst for change and preserve and enhance our planet's resources. Recognizing the crucial role of the human factor in maintaining our position as a leading developer in high-end packaging solutions, we prioritize both customer attention and staff well-being. Through this policy, we reinforce our sustainable strategy by outlining objectives and measures aimed at continuously improving our working environment.

To increase the social and environmental value of our packaging and to ensure a sustainable supply chain, Masterpack Group has set the following goals for 2030:

- Reducing her emissions
- Adopting the circular economy concept
- Focus on social responsibility and employee well-being

Scope

This policy applies to all individuals, including employees, contractors and subcontractors working for Masterpack Group, and third-party services acting on behalf of Masterpack Group for its customers.

Responsibilities

Everyone affiliated with Masterpack Group must read and adhere to this policy, and they should take necessary actions accordingly. The designated contact officer is the lead sustainability. They are responsible for conducting an annual review and optimizing this policy. Additionally, they are tasked with monitoring progress toward established objectives, using tools such as our Key Performance Indicator (KPI) dashboard.

Sanctions

Masterpack Group urges all internal stakeholders to contribute to the implementation of this policy for the purpose of fostering a sustainable work environment. In alignment with our mission and vision, it is imperative that all employees strictly adhere to our group policies to attain our objectives. Masterpack Group retains the authority to initiate disciplinary actions in the event of policy violations.



Content

In our commitment to fostering ethical and sustainable labour practices, we have outlined a set of objectives for 2030. These goals encapsulate our dedication to creating a workplace environment that upholds high standards, fairness, and respect for all individuals involved.

Occupational health and safety

Objectives

1. Adhere to all applicable local, national, and international laws and regulations governing employee health and safety.
2. Ensure production facilities meet, at a minimum, the SA8000 guidelines.
3. Foster a workplace devoid of recognized hazards that pose, or have the potential to pose, serious harm or fatality.
4. Conduct annual risk assessments on occupational health and safety hazards at all production facilities by 2025.
5. Establish and maintain a secure work environment with an ongoing commitment to enhancing health and safety conditions.
6. Provide employees with guidance on occupational health and safety, ensuring employees receive a minimum of 5 hours of training annually.
7. Equip employees with appropriate protective equipment to ensure their well-being.
8. Ensure that each entity designates health and safety officers who have completed requisite training, such as BHV.
9. Target a 20% reduction in work-related injuries and accidents.

Measures

1. Production facilities must prove compliance with health and safety standards via ISO 45001 certification, SMETA audit report or BSCI audit reports. Site management is accountable for non-compliance incidents and improving health and safety risks. Bi-annual audits are conducted to assess compliance.
2. The annual update of our Risk Inventory and Evaluation (RI&E) and the corresponding Plan of Action is the responsibility of Quality Manager, contributing to Masterpack Group's identification of business risks and the implementation of effective solutions.
3. The Quality Manager is responsible for executing regular checks to make sure the health and safety management systems are in place and strictly in compliance. This includes but is not limited to fire safety standards. The Quality Manager offers support to Masterpack Group affiliates to prevent workplace accidents and injuries.
4. In our commitment to prevent Repetitive Strain Injury (RSI), Masterpack Group ensures the provision of protective equipment, such as dust-proof masks and noise-proof earplugs. Immediate replacement and reissuing of non-compliant equipment are mandatory. Daily management is responsible for the provision of compliant protective equipment.
5. Compliance with occupational health and safety regulation, such as those addressing RSI, is mandatory for all Masterpack Group employees.
6. Top management is entrusted with providing all new employees with the employee handbook. They are also tasked with maintaining the accuracy of the employee handbook. Any modifications must be communicated company-wide within one month.
7. New employees are required to complete training on Occupational health and safety and Business ethics within the first month of employment or after any updates.



8. Masterpack Group's local HR departments are responsible for educating employees on health and safety objectives, providing necessary procedures in English or local languages, and ensuring compliance.
9. The establishment of a Health Management System, responsible for communicating health and safety standards and actions, raises the bar on employee well-being. Local HR departments are responsible for this system.
10. Comprehensive accident response procedures must be in place at all Masterpack Group locations. The Quality Manager at Masterpack Group oversees headquarters, while individual plant managers are accountable for their respective locations.
11. The logistics department and site management oversee machinery maintenance, provide training, and ensure forklift operation by trained personnel.
12. Material data documentation, through safety data sheets, is the responsibility of Masterpack Group's Quality Manager or local Quality managers.
13. The Lead sustainability and Quality manager oversee annual data collection and reporting on health and safety indicators.



Human rights

Objectives

1. Adhere to applicable local, national and international laws and regulations concerning working conditions and social dialogue.
2. Comply with the SA8000 standards.
3. Comply with all International Labour Organization (ILO) conventions related to child and forced labour (182, 105, 29), freedom of association (87), the right to organize and collective bargaining (98).
4. Adhere to the Universal Declaration of Human Rights, UN convention on the Rights of the child, and UN Guiding Principles on Business and Human Rights.
5. Attain an 8 out of 10 score on Ecovadis for Labour and Human Rights and Sustainable Procurement.
6. Have zero incidents reported of child and/or forced labour.
7. Evaluate 100% of production partners annually, focusing on human rights, child and forced labour, freedom of association, and the right to collective bargaining from 2025 on.
8. Implement a standard 10% surplus paid on top of the minimum wage company-wide, surpassing the minimum wage standards or aligning with ILO benchmarks in regions where the minimum wage falls short and strive for 100% of employees to receive a living wage, meeting their fundamental needs.
9. Guarantee paid annual vacation for all employees.
10. Masterpack Group's should monitor the work/life balance of Masterpack Group's employees and promote exercise, and ensure flexibility in work schedules, allowing for variations in both time and location, if feasible.
11. Enhance the accessibility to childcare services with 25% by 2025.
12. Strive for an average employee satisfaction rating of at least 8 out of 10.
13. Ensure 100% of Masterpack Group's have access to healthcare.
14. Ensure that 85% of employees of Masterpack Group's production facilities receive essential health services on an annual basis.
15. Establish an employee representative body for each production facility by 2025, encompassing a minimum of 50% of employees throughout the organization.
16. Ensure all employees have the right to engage in collective bargaining and enjoy the freedom of association.
17. Masterpack Group and its affiliates must conduct regular health awareness workshops for all employees, addressing topics such as preventive healthcare, nutrition, and mental health. The goal is to have 80% of employees complete such a training.
18. Raise awareness among employees about their rights in labour practices and human rights through regular training courses. Ensure that at least 80% of employees follow these trainings.
19. Ensure 100% participation in sustainable procurement training by all employees involved.



Measures

1. Masterpack Group's site management and affiliates are strictly prohibited from engaging in any child labour practices. Recruitment of employees under the ages of 18 is not allowed, except for situations as described in the International Labour Standards. Children below 18 may never be exposed to hazardous or unsafe situations, and their work hours are restricted to daytime, outside of school hours.
2. Prior to offering a contract, Masterpack Group and its affiliates must verify the legitimate identification of any prospective employee to confirm their age.
3. The responsibility to conduct thorough audits at all Masterpack Group facilities lies with Masterpack Group's Operations Managers. These audits have the goal to ensure 0 incidents of child or forced labour.
4. Masterpack Group's production partner must adhere to labour and human right standards, encompassing child and forced labour, non-discrimination, anti-harassment, fair wages and benefits, freedom of association, the right to collective bargaining, and working hours, as outlined in the Masterpack Group Partner Code of Conduct.
5. Masterpack Group's management is tasked with upholding human rights, providing favourable working conditions, such as offering additional leave beyond the minimum legal requirements, facilitating flexible work arrangements when feasible, and providing the opportunity for personal training during working hours.
6. Masterpack Group's site management is responsible for providing employees with additional leave for special occasions, ensuring that employees receive at least one day off within a seven-day consecutive period, and permitting voluntary overtime work. Overtime work must not exceed 12 hours per week, and reimbursement should be according to national laws or local agreements.
7. Ensure wages meet or exceed the living wage standards outlined in the SA8000 standard of local living wage standards.
8. Starting from 2023, an annual employee satisfaction survey will be conducted, and annual objectives will be set based on the survey results. This responsibility lies with the management of Masterpack Group.
9. The management of Masterpack Group, along with local HR departments, is tasked with providing employees a transparent avenue to report unethical practices or instances of discrimination, utilizing procedures such as the whistleblower and grievance procedures.
10. Masterpack Group affiliates and production facilities in developing countries must furnish healthcare benefits or a medical plan for all employees.
11. Employees at Masterpack Group's production facilities enjoy complimentary health services, including basic health check-ups and a vaccination program.
12. Upholding the freedom of association and recognizing the right to collective bargaining, Masterpack Group's site management must respect employees' rights to form, join, and organize trade unions. The right to freedom of association should be facilitated even if restricted by law, using alternative means.
13. All employees and affiliates are required to undergo training on labour practices and human rights within one month of employment or in the case of any new updates.



Anti-discrimination and harassment

Objectives

1. Adhere to all relevant local, national, and international laws and regulations regarding diversity, discrimination, and harassment.
2. Ensure equal treatment for all employees and candidates by steadfastly upholding Masterpack Group's principles, forbidding discrimination at every phase of their careers. This encompasses, but is not confined to, hiring, promotions, terminations, and retirement.
3. Prohibit any form of threatening, abusive, exploitative, or sexually coercive behaviour, including language, gestures, and physical contact.
4. Maintain a record of zero reported incidents of discriminatory, intimidating, and harassing behaviour.
5. Mandate that every employee conducts their work responsibilities in a legal and ethical manner and safeguard against discrimination, harassment, or intimidation within the organization.
6. Eliminate pay gaps based on gender or minority status, striving for 100% pay equity for equivalent roles by 2030.
7. Promote an equal distribution of gender representation, aiming for a balanced ratio at every level of leadership throughout the organisation.
8. Ensure 100% employee participation in anti-discrimination and harassment training to prevent harassment situations.

Measures

1. The management of Masterpack Group and local management hold the responsibility for establishing a secure work environment, free from discrimination, harassment, and intimidation, with the goal of achieving zero incidents annually. In the event of an incident, prompt and appropriate actions must be taken to prevent its recurrence.
2. Top management is tasked with furnishing all new employees with the employee handbook. Top management of Masterpack Group is assigned to maintain the handbook's accuracy, with any modifications communicated company-wide within one month. This document encompasses guidelines on discrimination and related protocols.
3. All employees at Masterpack Group are required to undergo the mandatory Discrimination and harassment awareness training within the initial month of their employment or upon the introduction of any new updates.



Approved by

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Position/ function	Managing Director		
Date	12-01-2024	Signature	<i>T de Winter</i>