



# 2021

## Sustainability Review

TruVant Europe Sp. z o.o.

[truvant.com](https://truvant.com)



# Table of Contents

|                                                                                   |           |
|-----------------------------------------------------------------------------------|-----------|
| <b>Letter from Vice President of ESG &amp; Human Resources, Europe</b>            | <b>3</b>  |
| <b>About Truvant Europe</b>                                                       | <b>4</b>  |
| 1.1. Discover Truvant Europe                                                      | 4         |
| 1.2. Strengths of Truvant                                                         | 7         |
| 1.3. Organisational structure                                                     | 9         |
| 1.4. Company stakeholders                                                         | 10        |
| 1.5. Sustainable development priorities                                           | 11        |
| 1.6. Ethics at Truvant                                                            | 13        |
| <b>How does Truvant ensure quality and operational excellence?</b>                | <b>14</b> |
| 2.1. Quality management                                                           | 14        |
| 2.2. Quality audits                                                               | 15        |
| 2.3. Continuous improvement system                                                | 16        |
| 2.4. Automation and innovation                                                    | 17        |
| <b>What guides Truvant in working with its suppliers and customers?</b>           | <b>18</b> |
| 3.1. Customer care                                                                | 18        |
| 3.2. Cooperation with suppliers                                                   | 18        |
| <b>What distinguishes Truvant's workplace?</b>                                    | <b>20</b> |
| 4.1. Conditions of employment                                                     | 20        |
| 4.2. Employee health and safety                                                   | 21        |
| 4.3. Development of competencies and skills                                       | 23        |
| 4.4. Diversity of Truvant                                                         | 25        |
| 4.5. Workplace in numbers                                                         | 26        |
| <b>How does Truvant impact its environment?</b>                                   | <b>28</b> |
| 5.1. Truvant and the natural environment                                          | 28        |
| 5.2. Direct impact on the environment                                             | 28        |
| 5.3. Collaboration with customers to implement environmentally friendly solutions | 30        |
| 5.4. Cooperation with UNEP-GRID                                                   | 30        |
| 5.5. Helping the people of Ukraine                                                | 30        |
| 5.6. Local social campaigns                                                       | 30        |



# Letter from Vice President of ESG & Human Resources, Europe

We all understand now that sustainability as a subject is as important as human capital or revenue. We cannot build our strategies or take decisions without strong consideration of their impact on the environment and our lives. We strongly believe in this at Truvant. We are publishing our first Sustainability Report for year 2021. This will show our commitments to global citizenship and will emphasize the importance of sustainable leadership for future success of our organization.

As one of the world's leaders in contract manufacturing and packaging, we are an important part of the supply chain of global companies with a broad social and environmental impact. With our expertise, flexibility and operational efficiency, we deliver thousands of well-packaged products to our customers every day. Given the large scale of our operations and the nature of our industry, we are fully aware of the impact we have on the environment. Although we do not physically produce packaging, we are an important intermediary between packaging manufacturers and customers. We are responsible for the packaging process and we want to make it increasingly environmentally friendly. Therefore, we are aware of our role in proposing and implementing solutions to support the circular economy. We recognize our impact on climate change and we feel responsible for our carbon footprint. We want to minimize our impact so that future generations do not live in

worse conditions than we do now. We want the current generation of our employees to work in great conditions where health & safety, diversity and inclusion, respect and engagement are very important.

Truvant as a company is at the beginning of our ESG journey. We have already achieved so much and reading the report hopefully will enable you to see this. Both, the leadership team of Truvant and I are committed to reducing all negative impacts on the planet while maximizing the positive impact we have on people and our environment.

To continue to be successful in the change we are going through we need to work collaboratively with all our stakeholders. Let me thank all of them here for all the work and collaboration so far and in all the activities to come. We intend to keep the focus and optimism for a sustainable future so let me end by saying that I hope you enjoy reading the 1st Truvant Sustainability Report and will continue to monitor our progress in future editions.



**Magdalena Dłuska**

**Vice President of ESG  
& Human Resources, Europe  
Board Member**



# About Truvant Europe

## 1.1. Discover Truvant Europe

Truvant Europe Sp. z o.o. (hereinafter referred to as Truvant) provides a comprehensive range of contract packaging services. The company has the capabilities and experience to provide its customers with the service of:

- package development,
- sourcing and optimization of packaging materials combined with optimization of the entire supply chain,
- co-packing,
- warehousing,
- distribution.

Truvant offers unique tailor-made solutions. It is distinguished by flexibility and openness to address diverse customer needs.

Depending on the needs, the services can be offered as part of:

- customer-owned manufacturing facility where Truvant manages final packaging,
- distribution centre or customer warehouse,
- a stand-alone packaging plant for a single customer,
- Truvant-managed facility serving multiple customers.

As one of the largest global packaging service providers, Truvant delivers high quality, flexible, efficient and sustainable solutions to help its customers reduce costs and accelerate speed to market. By taking over the management of the packaging process, the company enables its customers to focus their efforts on product development and improvement.

Thanks to many years of experience in the field of packaging and knowledge of current trends in the field of materials, Truvant is able to offer solutions that address every need. The company supports the customers in designing the most efficient supply chain. It reduces the flow of materials and finished products, optimizes palletization, and ultimately reduces CO<sub>2</sub> emissions.

**Truvant Europe**  
has production facilities  
in three locations:

### Wrocław

Contract packaging facility  
dedicated to a single customer.

### Stryków

Campus with four facilities designed  
to provide contract packaging services.

### Łódź

Contract packaging facility  
dedicated to a single customer.



Truvant Europe creates jobs  
for approximately

**5 000**

workers.

We cooperate with  
approximately

**900**

suppliers annually.

We run

**183**

packing lines.

## Truvariant globally

The company is part of a global Group that also operates in the US<sup>1</sup>. It is a portfolio company of the Halifax Group, a private equity firm based in Washington D.C.



<sup>1</sup> This publication presents data relating to Truvariant Europe Sp. z o.o. The figures do not include the Group's US operations.

## Truvariant cooperates with the biggest companies from the FMCG sector serving segments such as:



Beautycare



Babycare



Homecare



Adhesives



Shavecare



Medical Device



Batteries



Toys



Oralcare

## Service offered by Truvariant



# Managing complexity is our mission.

Find out more about Truvariant



## 1.2. Strengths of Truvariant

With the commitment to delivering high quality, flexible, efficient and sustainable solutions, Truvariant helps brands reduce costs, increase speed to market, manage complexity and solve the most complex business challenges.

### What differentiates Truvariant?

#### In-house packaging development department.

**Experience:** the company has been operating on the European market since 2004, it has the best design, development, engineering and operations team in the industry. Additionally, Truvariant is a part of a global organization – the world leader in our industry.

**Speed:** as an organization, Truvariant is able to respond quickly to customers' needs.

**Flexibility:** the company is able to creatively approach all the challenges that the customers face it with.

**Potential:** thanks to investments in new equipment and automation, Truvariant can offer state-of-the-art solutions that are cost competitive and sustainable.

**Adaptability:** Truvariant offers the possibility to carry out a project at its facility, at a customer's facility, at a regional distribution centre (DC), or from scratch at a new location close to or within a customer's manufacturing site.

**E-commerce experience:** Truvariant supports its customers by offering them tailor-made e-commerce solutions including B2B and B2C order fulfilment.

## Key Priorities

### Health & Safety



- Safest Workplace Possible
- Zero Accidents
- Employee Physical Safety
- Employee Mental Safety
- Employee Health

### Quality



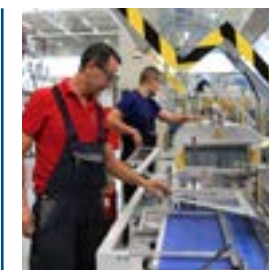
- Zero Recalls
- Zero Rejects
- Best in Class Quality
- Quality People
- Quality Operations
- Quality Processes

### Customers



- #1 Supplier for Customers
- Flexibility
- Responsiveness
- Innovation
- Solutions
- Services
- Value

### Company



- Best Place to Work
- Teamwork & Collaboration
- Focus on the Big Picture
- Deliver on Key Objectives Together
- Challenge Ourselves

## Imbedded in Everything We Do

### Tailor-made e-commerce solution for one of the Truvariant's customers

The project assumptions are as follows:



Consumers may purchase products on the customer's website



The customer transfers order information to Truvariant



Truvariant ships the order directly to the consumer



Truvariant serves **29** countries worldwide and ships up to **4000** orders per week

## History

Truvariant Europe's origins can be traced back to Sonoco Display & Packaging which started its operations in Poland in 2004. In 2021, as a result of a merger with US-based Prairie Industries Holdings, the company began operations under a new brand – Truvariant.

**2004**

First factory under the name Sonoco Poland Packaging Services Sp. z o.o. (Polish branch of Sonoco Products Company) is established in Łódź

**2005**

First packed products leave the Łódź factory

**2007**

Second packaging centre is launched in Stryków

**2008**

Opening of the third location in Wrocław

**2021**

Sonoco Display and Packaging Europe merges with US based Prairie Industries and Nu-Pak and rebrands as Truvariant

**2022**

Truvariant global headquarters established in Charlotte, North Carolina, USA



The company takes advantage of the expertise and potential of the international Truvariant Group, of which it is an important part.

The Truvariant Group was formed by the merger of several companies – Prairie Industries, Nu-Pak and Sonoco Display and Packaging Poland.

Globally, Truvariant is the largest packaging service provider and it provides its customers with a full range of comprehensive solutions, including supply chain consulting, package

design (including eco-designs), logistics support, e-commerce support, and product manufacturing and/or packaging.

Few companies in the world are able to act as an important value chain partner with the capacity to handle large orders and unique equipment. Especially, if the customer wants to serve markets on several continents in parallel while maintaining a high level of quality and consistency.



## 1.3. Organisational structure

Composition of the Management Board  
of Truvariant Europe Sp. z o.o. as at 31.12.2021:



**Scott  
Lamb**  
CEO



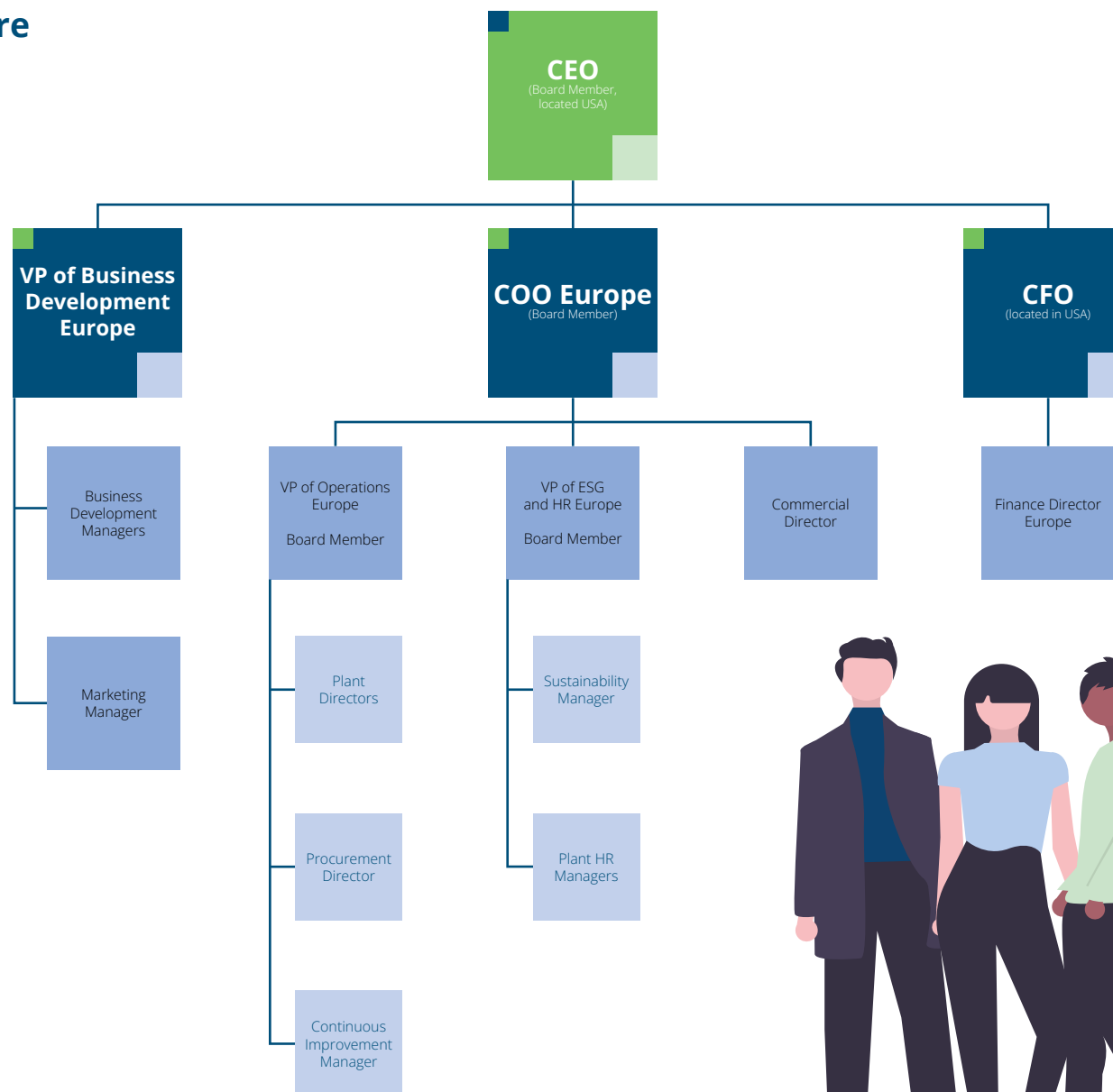
**John  
Richards**  
COO Europe



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

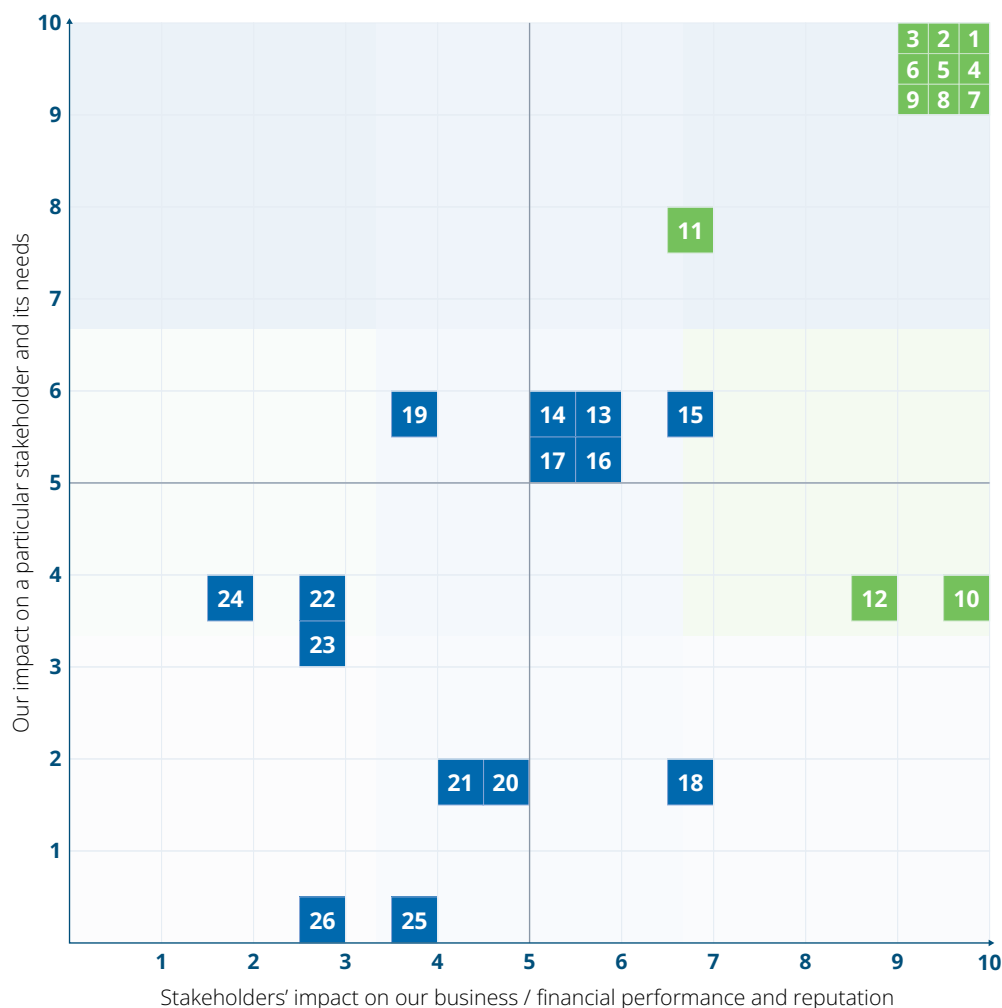


**Grażyna  
Rakoczy**  
VP of Operations  
Europe



## 1.4. Company stakeholders

Stakeholder map for Truvant (as at 11.02.2022)<sup>2</sup>



Key stakeholder groups  
Other important stakeholder groups

<sup>2</sup> The most important stakeholder groups are marked in green

The list of company stakeholders is as follows:

### Key stakeholder groups:

1. Current office workers
2. Current production workers
3. Temporary employment agencies
4. Customers with a dedicated factory (Pack-Center)
5. Customers with regular cooperation
6. Customers with shorter cooperation
7. Other customers
8. Shareholders / owners
9. Truvant Group (e.g., US production plants)
10. Service providers (e.g. banks)
11. Trade unions
12. Auditors / certifying organizations

### Other important stakeholder groups:

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

Truvant acts for and in partnership with its stakeholders. The company attaches great importance to good ongoing communication, so it tailors the forms of dialogue to the needs, preferences and capabilities of each relevant group.

In 2021, we conducted a comprehensive survey of selected stakeholder groups for the first time. We wanted to know their opinions on the main topics of sustainable development that should be on our company's agenda. Thanks to this, we gained a better understanding of our stakeholders' expectations and needs regarding responsible business practices and their opinion on Truvant's future activities in this area. We have taken this feedback into account in our ESG policy.

## 1.5. Sustainable development priorities

Sustainable development of Truvant's business, taking into account the needs and expectations of its environment, is very important to the company. As an enterprise that provides jobs for several thousands of people and is a vital part of the supply chain for major global brands, Truvant wants to grow its business in a way that maximizes the positive and minimizes the negative impact.

We initiated a process of defining priorities in the area of sustainability in 2021. Its first stage was the TruGreen project, which involved employees from all the locations and different departments. Its purpose was to define the mission and the main pillars of our engagement in the area of sustainability. The graphic shows the result of the undertaking – the 3 pillars of TruGreen: **Planet, People and Packaging**.

In order to operationalize the approach taken, Truvant decided to develop an ESG policy. This is a comprehensive document that summarizes our ambitions and actions in the environmental, social and corporate governance areas, as well as our approach to ESG management. Its important complement is the ESG Action Plan, which we are continuing to develop in 2022.

By pursuing the goals and ambitions defined in our ESG policy, we want to contribute to the UN Sustainable Development Goals, in particular:



7 AFFORDABLE AND  
CLEAN ENERGY



8 DECENT WORK AND  
ECONOMIC GROWTH



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



13 CLIMATE  
ACTION





## Truvant's ambitions and goals in the ESG area

### ENVIRONMENTAL AREA

#### AMBITIONS

We want to become an **expert in designing sustainable packaging solutions** to attract new and help existing customers in eco-transformation

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

#### GOALS

- Developing our knowledge and competence in sustainable packaging solutions
- Demonstrating an always proactive attitude in proposing environmentally friendly solutions
- Treating the environmental criterion as a priority
- Optimisation of logistics and operational processes
- Successfully increasing the share of environmentally friendly raw materials in the packaging process

### SOCIAL AREA

We want to **create a diverse and inclusive work environment** where human rights are respected throughout the value chain.

We want to **provide safe and good working conditions** while supporting the development of our employees.

We want to **partner with respected NGOs** on pressing social and environmental challenges that affect us and our stakeholders

- Promoting a culture of diversity within the organization
- Creating working conditions conducive to the employment of people with disabilities
- Monitoring diversity indicators and taking action to improve them
- Promoting uncompromising respect for human rights both within Truvant and in the value chain
- Human rights leadership training

- Development of a training offer for employees
- Employee satisfaction and engagement surveys, implementing actions in response to the results.
- Actively shaping the safety culture that goes beyond legal requirements
- Promoting a healthy lifestyle

- Long-term partnerships with selected, respected NGOs
- Encouraging and supporting employee participation in community activities

### GOVERNANCE AREA

We want to **maintain the highest ethical standards**

We want to **be the sustainability leader** in our industry

- Educating employees on the ethical principles adopted by the organization
- Improving the whistleblowing procedures

- Determining ambitious actions we will take as part of the ESG Action Plan

### ESG governance

A good governance structure is essential to achieving the desired results. Therefore, at Truvant we decided to appoint the Sustainability Committee, Vice President for ESG & HR and Sustainability Manager to help implement ESG topics at all levels of the organization.



## 1.6. Ethics at Truvariant

With thousands of employees, hundreds of suppliers and services provided for major global brands, Truvariant cannot afford to operate without clearly defined ethical principles and compliance tools. The company has developed the Code of Ethics for the common understanding of the standards and values we want all of our employees and suppliers to abide by.

It is a comprehensive document describing principles concerning, among others:

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

Documents supplementing the Code of Ethics are:

- procedure for counteracting unethical behaviours,
- anti-mobbing and anti-discrimination procedure.

Truvariant is committed to ensuring that all employees are familiar with and apply the principles set out in the Code. Each person who joins the organization signs a declaration that they have read the Code of Ethics, as well as non-discrimination and gender equality regulations. In addition, information about the Code of Ethics is an important part of the onboarding training.

Any person who suspects a violation of applicable rules of ethics has the possibility to report the situation using one of the following channels:

- directly to the supervisor,
- to a member of the HR Department,
- to the inbox at the Human Resources Department or
- Via a dedicated platform <https://etyka.truvariant.com.pl/>

In line with the procedure for counteracting unethical behaviours, all reports are reviewed by compliance specialist and dedicated HR staff. The reporting individuals are guaranteed anonymity.

There were 6 reports of ethical standards violations in 2021, one of which involved a confirmed case of discrimination. Each situation was meticulously analysed and we implemented corrective actions to avoid similar situations in the future.



Number of court cases  
in which Truvariant  
was found guilty of violating  
laws or regulations

0



Value of penalties  
paid for non-compliance  
with the law

0



# How does Truvant ensure quality and operational excellence?

## 2.1. Quality management

Quality is one of the overriding values in Truvant. Our ultimate goal is to provide our customers with the highest level of service and to continuously improve our processes.

Due to the diversity of customers and the bespoke services offered to them, Truvant does not have one unified quality management system. Each location has a team dedicated to quality assurance that operates according to clearly defined standards, procedures and systems. This approach allows the organization to fully adapt the processes to the specific requirements of each customer.

**A total of 121 employees oversee the quality of our operations.** These include coordinators, quality assurance leaders and specialists, as well as shop floor auditors.

The primary responsibilities of the Quality Departments include:

1. Identification of customer quality needs based on their requirements.
2. Defining quality requirements for processes and products.
3. Participation in the design of packaging processes in conjunction with process engineers to ensure quality.

4. Day-to-day inspection of finished goods and materials.
5. Day-to-day inspections of Line Leaders
6. Inspections at the start of production (FO), during production and at the end of production (LO).
7. Conducting quality audits by certified auditors.
8. Managing internal and external audits (customer audits, certification body audits).
9. Defining and implementing corrective and preventive solutions.
10. Conducting initial and refresher quality training.
11. Creation and management of documentation.
12. Management of complaints addressed to packaging material suppliers, to the customer, from the customer, internal complaints.
13. Supervision over nonconforming product.



### Number of employees in the Quality Department by location

Łódź

50

Stryków

64

Wrocław

7

### Applied norms and standards

Łódź

CEPA Corporate Quality System  
GMP ISO 22716  
TES – Corporate standard

Stryków

ISO 9001:2015  
ISO 13485  
BRC issue 4:2016 Personal Care and Household  
BRC CP4 Consumer Products  
RBP  
TES - Corporate standard

Wrocław

ISO 9001:2015  
ISO 13485:2016  
TES – Corporate standard

## 2.2. Quality audits

The audit process at Truvant consists of two streams:

- External audits – all types of audits conducted by customers and/or external certification bodies (standards audits, ethical/social audits with elements of quality, OHS and environment).
- Internal audits conducted by specially trained employees of Truvant.

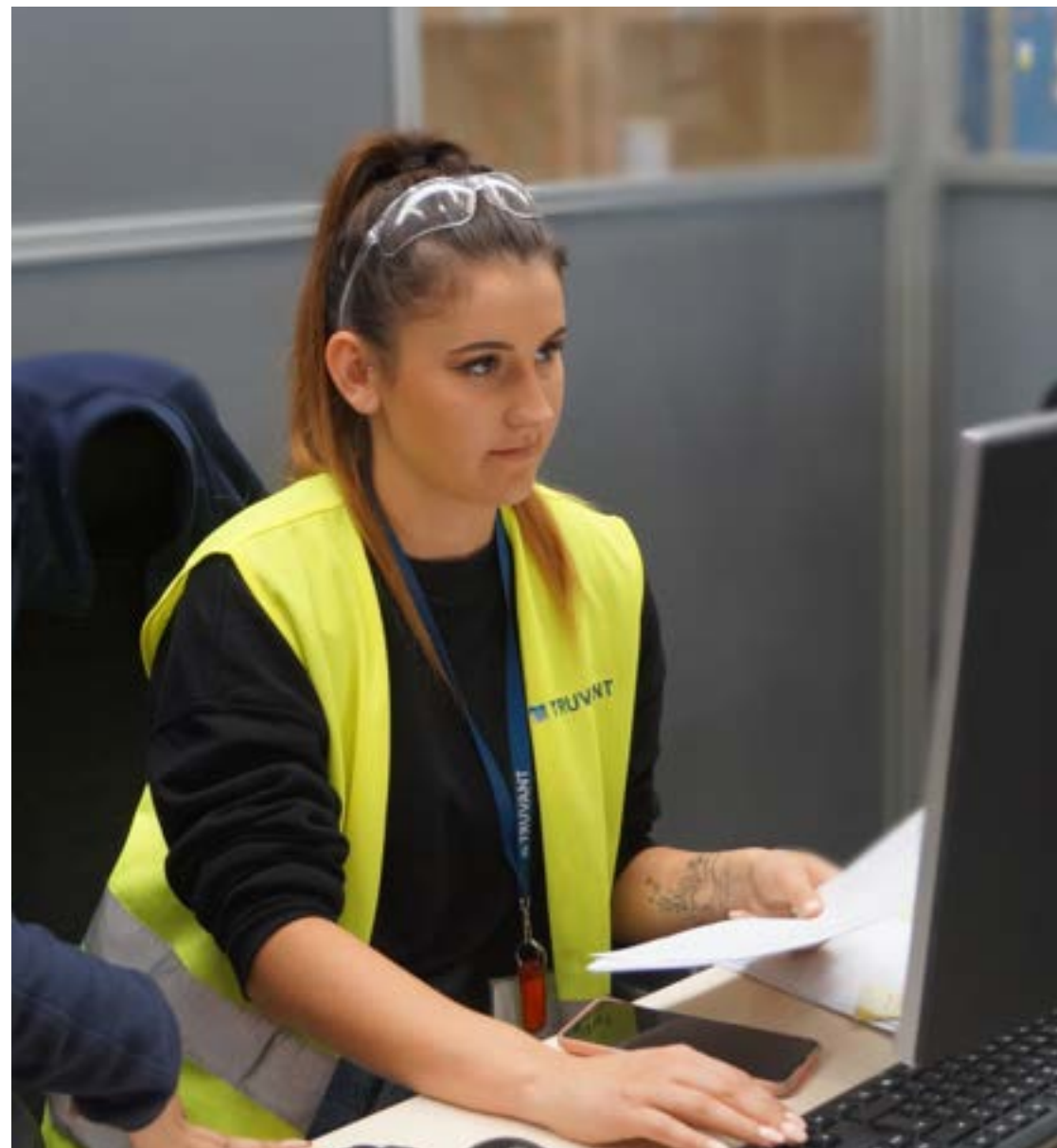
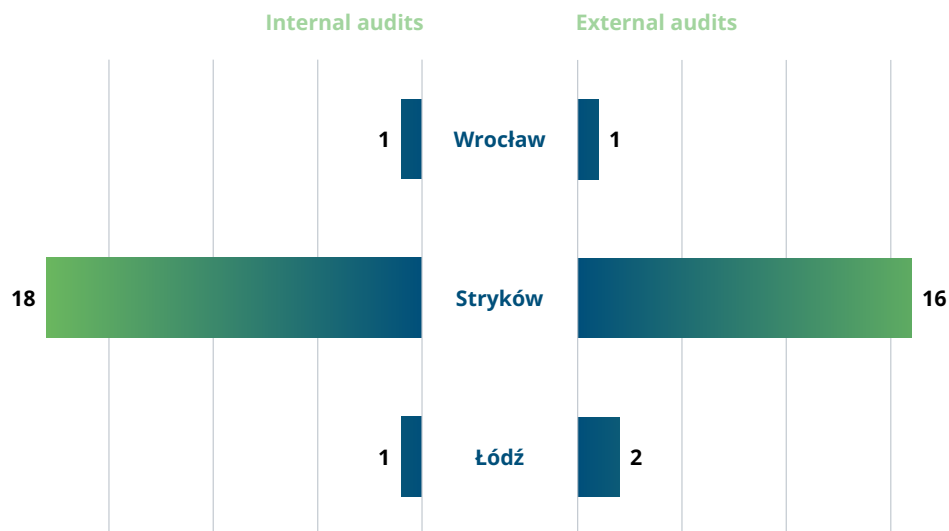
The approach to planning and executing internal audits is tailored to the customer and the services performed for them. Thus, all of the facilities vary in the frequency and type of conducted audits.

As an example of the internal audits, the following can be mentioned:

- internal audits of the quality system,
- shift audits conducted several times a day,
- Hot Spot audits – production audits at locations that require additional monitoring,
- audit verifying the process for coding errors, shortages, labelling,
- shipping and delivery audits verifying key points at the inbound and outbound of the process.

Regardless of the type of conducted audit, any identified process gap or non-compliance requires an analysis and taking an appropriate corrective action.

### Number of quality audits conducted at Truvant in 2021:



## 2.3. Continuous improvement system

As part of our continuous improvement efforts, we have developed and implemented the **Truvant Excellence System (TES)** throughout the company. It is based on 9 pillars:

### 1. AUTONOMOUS MAINTENANCE

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

### 2. MAINTENANCE EXCELLENCE

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

### 3. 5S

It keeps the work area organized and orderly to improve productivity and safety.

### 4. FOCUSED IMPROVEMENT

It eliminates waste by providing quality data and knowledge of project methodologies.

### 5. CONTINUOUS SKILLS DEVELOPMENT

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

### 6. QUALITY MANAGEMENT

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

### 7. SAFETY

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

### 8. TECHNICAL INITIATIVE MANAGEMENT

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

### 9. SUPPLY CHAIN

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

An important part of the continuous improvement system is the **employee suggestion program**. Anyone employed at Truvant can submit an idea for improvement or optimization that fits into one of the 9 pillars of TES. **In 2021, 296 employee suggestions were submitted across all facilities, of which 204 were qualified for implementation.**

Employees are rewarded for submitting suggestions with Rewards & Recognition (R&R) points, which they can redeem for in-kind rewards.



## EXAMPLES OF PROJECTS IMPLEMENTED AT TRUVANT IN 2021 THANKS TO IDEAS OF EMPLOYEES

The printing location on the bulk packaging was changed making it possible to perform the operation in an automated manner. The elimination of manual operation has dramatically reduced the risk of potential errors and losses associated with potential claims and having to redo the same operation.

The surface of the hot melt adhesive discharge element in the machine was changed from metal to Teflon-coated. The dried adhesive on the metal surface was difficult to clean. After applying the Teflon coating, the cleaning operation of the machine has become more convenient and faster, and the problem of keeping the machine clean has become easier.

Analyses of the lubricants used in production processes were conducted in all facilities. The number of used substances was reduced and lubrication standards were introduced. The lubricant storage areas were covered with 5S supervision and audits.

A new risk analysis directed at improving employee safety was conducted. Locations / operations with the highest RPN (risk priority number) defined in the risk analysis were designated as "Hot Spots" and they are subject to greater oversight and audits. Additionally, steps were taken to reduce the highest RPNs in line with the continuous improvement approach.



## 2.4. Automation and innovation

Truvent wants to be an attractive business partner for its customers, so it must constantly look ahead. The company strives to be up-to-date with technological innovations introduced in the industry. Some solutions are implemented in direct collaboration with the customers, thereby reducing our collective environmental footprint. This topic is described more broadly on page 30. Other solutions are implemented internally to optimize and improve the production processes and eliminate the risk of errors.

Among the innovations that have been recently implemented or are being developed are:

1. A 3D printer has been used at Truvent since October 2021. It allows for making simple machine parts in-house and is used to create prototypes of components that are later ordered as final products.
2. The warehouses in Strykow were equipped with 8 Toyota AGV automated forklifts in 2021.
3. The company will go a step further in one of the Stryków facilities. The pallet storage process will be combined with an automatic wrapping machine that selects the appropriate stretch wrapping program for a given customer. An AGV automated forklift will then take the pallet from the wrapping machine and drive it to the appropriate rack.



### Sustainable paper-based packaging – cooperation of Truvent and Syntegon

Truvent has established a long-term collaboration agreement with Syntegon, a global process and packaging technology provider. Addressing the continued demand for sustainable packaging from renewable resources, the company would like to offer its customers an innovative, ready-to-market solution enabling quick transition from plastic to sustainable paper-based packaging.

**Truvent will install a new, state-of-the-art Syntegon TPU 1000 form, fill, and seal packaging line that utilizes 100% paper-based materials at its world-class production facility in Strykow Poland.**

Whether for batteries, toothbrushes, cosmetics, or a multitude of other consumer products, the TPU 1000 creates unique 3D blisters, pods, or trays using fully recyclable paper which significantly reduces waste as well as the ecological footprint associated with plastic packaging. The machine has been honoured with the German Packaging Award for sustainability from the German Packaging Institute (Deutsches Verpackungsinstitut e.V.).



By combining our manufacturing and package development knowledge with Syntegon's machinery and automation expertise, we were able to create an end-to-end solution for our customers — from designing the initial packaging and choosing the right materials to delivering the finished product. In addition to the advantages of collaborating with our experts throughout the packaging development process, customers can expect shorter time-to-market and increased efficiency, all while meeting their sustainability objectives

**Cedric Welterin**

Vice President of Business Development at Truvent



# What guides Truvant in working with its suppliers and customers?

## 3.1. Customer care

Customer needs and satisfaction are at the heart of everything the company does. When designing cooperation with our customers, we adjust the forms of communication and obtaining feedback to their expectations.

Truvant has clearly defined quality KPIs which each customer uses to evaluate the quality of the offered services. It usually reports them to its partners on a monthly basis. In addition, the company holds business review meetings, usually once a quarter, which agenda depends on customer's needs.

### Scope of quarterly meetings with Truvant's customers

Good communication and mutual understanding are the foundation of good cooperation. Therefore, quarterly meetings with the customers cover KPIs as well as successes and problems encountered during service delivery (e.g. in the quality department or in planning). Each topic is discussed together and, if necessary, corrective actions are defined to avoid similar mistakes in the future.

### Approach to customer's complaints

Truvant recognizes that customer satisfaction is strongly influenced by its response to situations where the provided service does not fully meet the needs of the customer. The company has a well-defined quality management system at each of the locations. This approach is tailored to meet the expectations and systems of Truvant's business partners.



Several characteristics of Truvant's approach to receiving and processing complaints are common to each location:

- Each complaint is registered in the database and must be processed within a defined time.
- Specific qualitative tools are used to analyse it.
- Once the cause of the nonconformity has been identified, corrective and/or remedial actions are planned.
- Implementation of each corrective action is monitored and its effectiveness is evaluated.
- The customer is informed about the actions which have been taken.

## 3.2. Cooperation with suppliers

### Characteristics of the supply chain

As a packaging service company, Truvant has a highly developed supply chain. It works with a base of approximately 900 suppliers annually. The company is aware of the impact the quality of the supplier relationships has on the operations and ultimately on customer satisfaction. Therefore, the procurement process at Truvant is based on clearly defined procedures governing supplier selection, evaluation of cooperation, audits, as well as the ethical expectations set for Truvant's business partners.

### Truvant's suppliers can be divided into two categories:



#### Material purchases

This group includes, among others: packaging material suppliers, pallet suppliers, and consumable suppliers.



#### Non-material purchases

This group includes, among others: suppliers of machinery, tools, non-production materials and services enabling production.

## Supplier qualification procedure

For non-material suppliers, the full qualification procedure applies to suppliers with whom Truvant has a high annual turnover. Apart from the purely business criteria, such as price, quality and timeliness, the suppliers are asked about the following issues, among others:

- OHS (procedures obliging employees to take care of their own and others' safety in the workplace, OHS supervision exercised by a dedicated department, OHS audits),
- quality management system,
- supplier audits.

Potential suppliers of production materials must in turn complete a questionnaire during the procurement process, which covers a wide range of issues. Among all the criteria, there are critical ones that are mandatory to meet. They include:

- A code of conduct that includes a commitment to comply with legal requirements and ethical behaviour, preventing bribery, child labour, improper payments or conflicts of interest;
- FSC certification (for paper suppliers);
- Applicable quality control procedures for the final product;
- Quality Management System or plans for its implementation;
- Corrective actions/preventive actions or other similar system;
- Complaints handling system used;
- Technical specifications and certificates of analysis for each delivery.

## Code of Conduct for Suppliers

Truvant believes that in today's competitive world, the long-term business success can be achieved with multidimensional reliability. This means not only the reliable timeliness and quality of the services, but also the reliability of the company's business partners. Their standards of conduct can have a direct impact on Truvant's operations and reputation. Truvant is committed to working with entities that follow similar values. Therefore, a document entitled "Declaration of supplier standards" was developed, in which the most important rules for companies cooperating with us are included.

**All packaging material and equipment suppliers as well as service providers who have a high annual turnover with Truvant are required to read and sign the statement of compliance with our Declaration of supplier standards.**

It includes a commitment to:

- Act in compliance with the law,
- Pay employees fairly, including no fines or payroll deductions,
- Fair working hours and properly compensated overtime, the right to days off and sick leave,
- Unconditional prohibition of the employment of minors and the use of any form of coercion to provide labour,

- Prohibition of discrimination on the basis of race, colour, national origin, sex, sexual orientation, religion, disability and other similar factors,
- Hire only workers with legal work permits,
- Ensure safe and healthy work environment,
- Take environmental responsibility,
- Allow employees to file complaints about the work environment.

## Supplier assessment and audits

An important element of Truvant's cooperation with suppliers is the annual assessment of cooperation and audits. We place particular importance on auditing temporary staffing agencies and suppliers of production materials that are particularly relevant to our operations due to the criterion of annual turnover, comprehensiveness of supplied products, supply chain impact and location.

Equally important for Truvant are ethical audits (SMETA) that are conducted in temporary staffing agencies. They are carried out at the request of customers, so their frequency depends on their requirements. The purpose of these audits is to verify if Truvant's work environment complies with the requirements of the Ethical Trade Initiative Code. As an additional element, a policy of annual audits by external companies was introduced that check the correctness of temporary workers' documentation. In 2021, procedural audits for all sites were performed. SMETA auditors had no remarks regarding the scope and results of the audits commissioned for 2021 and for prior years. Therefore, any minor identified deficiencies were considered as not requiring corrective actions.

**In line with the Temporary Staffing Agency Management procedure, Truvant inspects the accommodation conditions annually. To do this, the company contacts the agencies, sets up days to visit the premises, and reviews the accommodation according to clearly defined criteria.**

### Material suppliers are audited for, among other things:



Safety



Operational, supply chain and material flow efficiencies



Quality assurance

# What distinguishes Truvariant's workplace?

Truvariant team is the most important company's asset. It is because of the people that Truvariant achieves business success. The company strives to create a good workplace, so two of the seven ambitions in Truvariant's ESG policy relate directly to HR.

## Our ambitions:

We want to create a **diverse and inclusive work environment** where human rights are respected throughout the value chain.

We want to provide **safe and good working conditions** while supporting the development of our employees.

## 4.1. Conditions of employment

Truvariant makes every effort to ensure that its employees feel good at work and that recruitment process is smooth and transparent.

### Recruitment

We have a thriving referral program. The principle is simple, an employee refers a job candidate and if the candidate is hired, the referrer receives a financial reward. Its value is shown each time in the job advertisement at [praca.truvariant.com.pl](https://praca.truvariant.com.pl).

29%

of employees originating from the company referral system

With such a broad-based referral program:

- We lower the cost of recruitment,
- We build a close-knit team of employees,
- In addition to the financial gratification of a successful referral, our employees also have emotional benefits - they work with people they know and like.

An important part of the recruitment process for new people is their effective training to perform the duties assigned to them. Newly hired office staff have their own "buddies" who are available to them for questions and concerns. A few months after they start work, we organize an interview to assess the quality of the onboarding process.

The growth of our business and the large scale of new hires at Truvariant (481 new hires in 2021) mean that we aim to be highly active at various employer events. Among other things, in 2021 we presented our company at the Online Academic Job Fair, which was organized for students of all universities in Łódź.

## Benefits

Truvariant offers employees an extensive benefit package that includes:



private  
medical care



group life  
insurance



Company Social  
Benefits Fund



free shuttle  
transport



sports packages  
– fit sport and fit  
profit



free language  
courses via e-Tutor  
platform

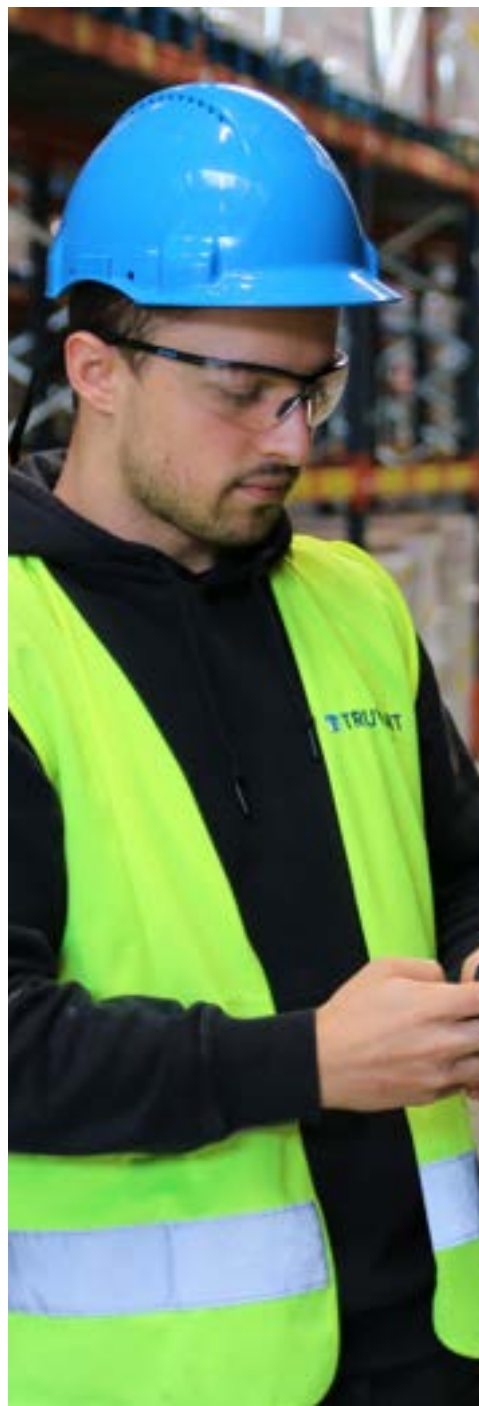


subsidized meals  
in the employee  
canteen



Rewards  
& Recognition  
program promoting  
engagement and  
a proactive attitude

Points can be redeemed  
for vouchers/rewards,



## 4.2. Employee health and safety

Truvariant's OHS policy says:

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

### Occupational risk assessment and incident investigation

Truvariant has a team dedicated to safety at each of the locations. It conducts occupational risk assessments for each of the manufacturing positions. Representatives of the respective positions are involved in the process each time. Together they try to identify potential hazards, i.e.: falls from heights, bruises, trips, loads falling to a lower level, electrical hazards, or internal transportation.

We have written procedures that govern how incidents are handled. As part of our initial training, our employees are alerted what situations, events or incidents should be reported to their supervisors. Incidents are carefully analysed, the risk is assessed and a corrective action plan is developed to reduce the possibility of similar situations in the future. Incidents are communicated to all employees on OHS boards.

### Shaping the safety culture

We are aware that shaping the safety culture is a process and it requires day-to-day educational and informational activities. Here are examples of the initiatives we take:

#### ■ Safety Days

As part of the Safety Days, we organize health and safety competitions, conduct various OHS knowledge tests, organize first aid trainings, ergonomic consultations with physiotherapists, etc. Due to the ongoing pandemic, it was not possible to organize Safety Days in 2021 but we are planning to return to this tradition in 2022.

#### ■ Safety Start

The action takes place once a week and aims at presenting a topic related to health and safety, e.g. sorting production waste, reminding about the rules of moving around the facility, or presenting dangerous incidents.

#### ■ Safety stop

The action of stopping machinery to draw attention to safety.

#### ■ Safety reset

The action to remind employees of all basic health and safety rules after the long weekend of at least 3 days.

#### ■ First aid training, provision of AED and Lifevac – a choking rescue device.

#### ■ Selection of new solutions for personal protective equipment

In 2021, tinted safety glasses for warehouse workers who move in high-bay areas and safety gloves for maintenance workers were tested. They adjust to the hands allowing users to work more comfortably under machine guards.



Additionally, Truvant supports its employees in taking care of their own health and well-being. We organize events for them e.g.: flu vaccinations, webinars on the World Mental Health Day. Additionally, in 2021 a month of health promotion activities was held that included:

- sports activities coordinated by external companies;
- photo contest for employees for the most interesting way of spending free time in autumn;
- online training in stress management;
- distribution of a self-care calendar with various tips on taking care of your own health.

### Assessment of workstation ergonomics

In 2019, the company initiated an ergonomics assessment process for all workplaces, which included employees from OHS, Production, and Maintenance Departments. The analysis resulted in a number of improvements:

- new platforms for machines were ordered,
- their colour scheme was standardized,
- the comfort of using the platforms was improved by introducing mobility.

Whenever a new workstation is created, it is evaluated for ergonomics as early as the machine design phase.

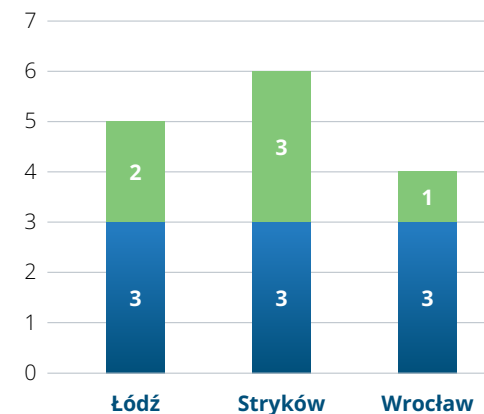
### Truvant's response to the Covid-19 pandemic

The Covid-19 pandemic took everyone by surprise. As a manufacturing company, Truvant could not allow everyone to work remotely, but we made the utmost effort to protect the health of our staff. To that end, among other things:

- the number of employees in the canteen, smoking room, locker rooms and meeting rooms was limited,
- pedestrian routes for employees entering and leaving the plant were rearranged,
- remote working was introduced where possible,
- instructions were developed on what to do when Covid infection is suspected,
- business trips and subcontractor visits were limited.
- the working hours for employees were changed so that they don't all start work at one time,
- employees were equipped with face masks and disinfectants,
- guards along the conveyors were installed to separate workers from one other,
- thermal imaging cameras were installed at the entrance to the facilities,



### Total number of occupational accidents in 2021



■ No. of occupational accidents of men  
■ No. of occupational accidents of women

|                                                         | Łódź | Stryków | Wrocław |
|---------------------------------------------------------|------|---------|---------|
| No. of serious accidents                                | 0    | 0       | 0       |
| No. of fatalities                                       | 0    | 0       | 0       |
| Accident rate <sup>3</sup>                              | 1.2  | 1.7     | 3.5     |
| Number of missed workdays due to occupational accidents | 62   | 103     | 128     |
| Lost days ratio                                         | 3.03 | 5.83    | 46.75   |

<sup>3</sup> According to the formula: number of accidents recorded during the reporting period divided by total hours worked by all employees multiplied by 1,000,000

## 4.3. Development of competencies and skills

Employee development is one of Truvant's priorities in the employee area. The company wants the employees to feel that they are gaining new competencies and skills.

Regular meetings regarding training and development needs are held with department leaders and area managers. During the meetings priorities and training topics that arise from current business needs or changes in the environment are identified. Also the competency matrix is analysed to identify areas for special improvement. The company strives to support leaders and managers in the development of each team member.

In 2021, Truvant decided to implement a training and development platform to increase the quality and efficiency of its activities.

HR Portal is a platform designed to enable more efficient and intuitive participation in processes related to the employee area. Thanks to it, each employee will have an overview of e.g. their training history and will have more influence on their further development. The HR Portal is being constantly developed. Ultimately, it will consist of 3 modules related to employee development:

- **Training module** where employees have access to their training history, e-learning trainings, on-site trainings scheduled for them, and an internal training catalogue.
- **Periodic appraisal module** where each employee has the opportunity to set business goals, plan their development on an ongoing basis, and receive guidance and feedback from their supervisors.
- **Talent management module** dedicated to managers and people managing teams, which enables planning promotions and development activities for employees.

### Trainers Academy

One of the most important development projects implemented at Truvant is the Trainers Academy. Every person in the organization can become a trainer and share their knowledge and competencies with the team, receiving additional remuneration for their work. The "Train the Trainer" module supports the trainers by developing their presentation and teaching skills needed for conducting trainings effectively. We also help them refine their program. As part of the internal Trainers Academy, Truvant's employees have the opportunity to participate in the following training courses:

- Excel - basic or advanced level
- How to effectively execute changes
- Communication and conflict resolution
  - How to speak to be heard

- Creative problem solving
- Making decisions and teamwork
- Basics of electrical engineering
- Labour Law: Disciplining employees. Mobbing and discrimination
- Hand in hand with disability
- How to recruit and not go crazy, few words about recruitment process
- Facilitation, how to conduct effective meetings
- Labour law, absences and holidays leave
- Development and motivation of employees
- Finance for non-financiers - unit costs
- 5 Why technique



In 2021, at Truvant we developed 4 new in-house trainings for the Trainers Academy and provided the Train the Trainer training to 12 new trainers.

The current number of active Trainers in AT (i.e., post-certification, conducting training) is: 15 Trainers



Due to the ongoing pandemic in 2021, of the 21 active trainings, 13 could be adapted to an online format.

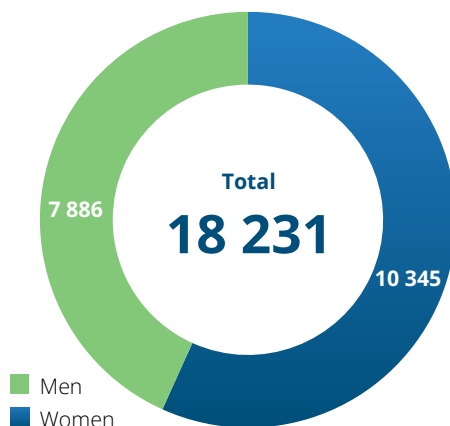
## Months with competencies

Another major initiative in 2021 were months with competencies organized so that all employees have the opportunity to expand their knowledge in key skills. Months with competencies were preceded by training for all employees. It took the form of a game in which the participants had the opportunity to learn about the principles of competency matrices. We dedicated several months of the year to the most critical skills for 2021, which were identified on the basis of a competency gap analysis. And so:

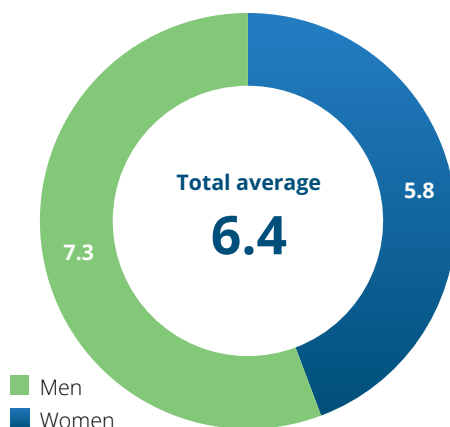
- **March was dedicated to the English language.** Employees were encouraged to use the e-Tutor platform to help improve their language skills.
- **April was dedicated to change management** to guide employees easily through the transformation our organization was going through at the time. During that month, a change management workshop was organized as well as a webinar for all employees, and each employee received a knowledge pill on the topic.
- The following months were devoted to such issues as: **learning styles, communication, and stress management.**

## Trainings at Truvant

Total number of training hours in 2021<sup>3</sup>



Average number of training hours per employee in 2021



Total number of training hours by employment category in 2021



**265**  
training hours  
for managers



**17 966**  
training hours  
for other employees



The relatively low value of the average number of training hours per employee is a result of the Covid-19 pandemic. Truvant plans to expand training offerings and increase the value of this indicator in the near term.

<sup>3</sup> Data refer to employees employed directly by Truvant Europe under all types of contracts. A training hour is counted as 60 minutes. Only accurately recorded hours were totalled.

## 4.4. Diversity of Truvant

Diversity of Truvant has many faces. For years we have been creating valuable jobs for people, no matter what their abilities, nationality, gender, passions or worldviews are. We believe that strength lies in diversity, and that everyone learns something new by interacting with people who are different from them. The company makes every effort to ensure that everyone employed at Truvant feels respected and welcome at work.

### In 2021 Truvant:

- Joined the Diversity Charter
- Maintained the employment rate for people with disabilities at an average of 6.89%
- Had a rate of foreigners employment of about 8%.

### Actions for people with disabilities

Truvant strives to create the best possible work environment for people with disabilities. That's why, especially for them, the company offers:

- an extensive rehabilitation package at a private medical facility, including 30 hours of additional visits per condition;
- additional refund for medicines (included in the salary);
- assistance of a Polish Sign Language interpreter;
- possibility to connect to an online interpreter through access to the Migam.org application.

### No barriers in Truvant, learn more:



We employ people with disabilities in a variety of positions, both in manufacturing and administration. We make every effort to get to know candidates and their needs during the recruitment process. People with disabilities also participate in our Career Path program. An example is one of our employees who is hard of hearing. He started as a packing line operator in 2018. He developed and was promoted to a machine operator and then a line leader, whose responsibilities included running packing lines, coordinating a variety of teams that also include hearing people.

**Monika Chajdys**  
HR Manager



May 2021 was the Month of Diversity at Truvant. At that time the following were organized:

- the workshop "No Barriers in Truvant, or how people with disabilities can be able-bodied at work",
- "All Faces of Diversity at Truvant" employee contest,
- a series of management trainings "Hand in hand with disability" aimed at raising awareness of cooperation and problems of people with disabilities. The meetings were led by Internal Trainers who experience disability themselves.

In November, Truvant took part in the Job Fair for the Disabled organized by the Medical University of Łódź together with the Łódź Academic Foundation. The company presented its job offers and candidates had the opportunity to meet the recruiters face to face.

Additionally, we celebrated the International Day of Persons with Disabilities throughout December. As part of the celebrations, we organized a webinar "Understanding Disability" and also held an art contest for employees' children called "Diverse Truvant", showing the different understanding of the topic of equality without barriers by the youngest. A series of videos featuring our employees with disabilities were also created and used in Truvant's social media campaign.

## Awards and recognitions received in 2021



Truvant took **2nd place in the Lodołamacze competition** in the open labour market category. This campaign focuses on employment of people with disabilities and promotes the idea of eliminating barriers by companies, institutions and individuals and supports the activation of people with disabilities to fully function in everyday life.



The company received **an honourable mention in the "SOCIALY AWARE EMPLOYER 2021" competition**. The certificate is awarded to employers who contribute to increasing employment and improving working conditions for people with disabilities.



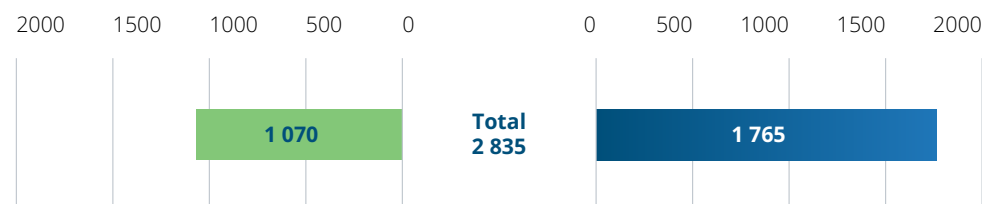
What is more, **Truvant was awarded the title of "Employer with Heart"** for its involvement in increasing opportunities of people with disabilities on the labour market, as well as demolishing stereotypes and social barriers in terms of their employment.

## 4.5. Workplace in numbers

Most of the people working for us are employees working under a contract of employment. We also employ on the basis of civil law contracts and we cooperate with employment agencies.

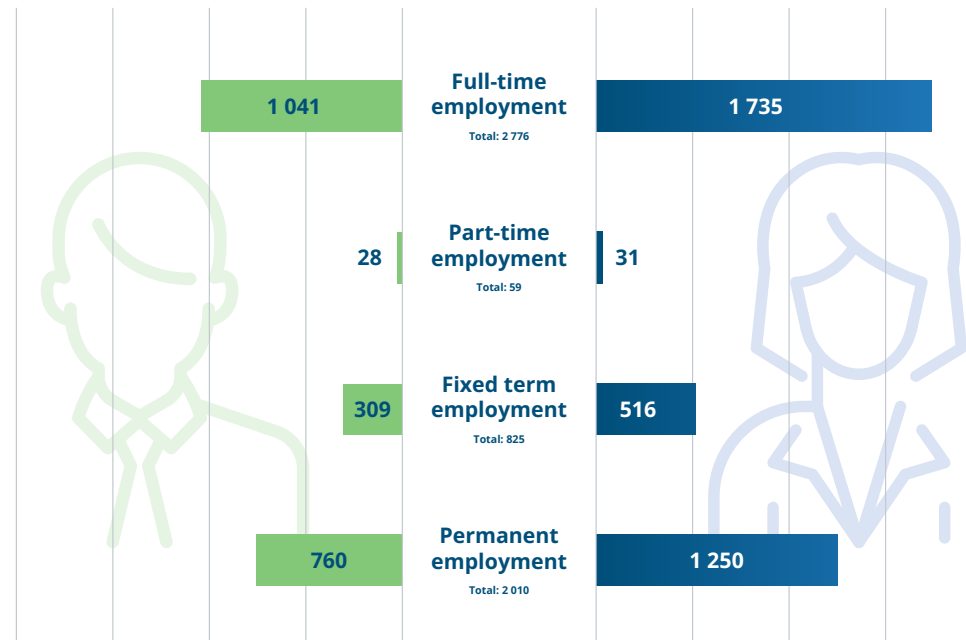
### Number of people with contracts of employment in Truvant Europe

(as at 31.12.2021)



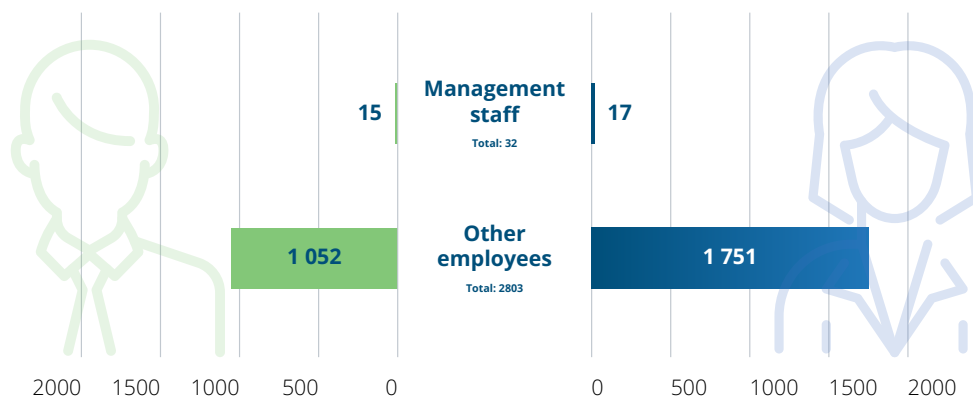
### Number of people with contracts of employment by FTE and contract type

(as at 31.12.2021)



## Number of people with contracts of employment by main categories of employment and contract type

(as at 31.12.2021)



## Number of people with contracts of employment by age

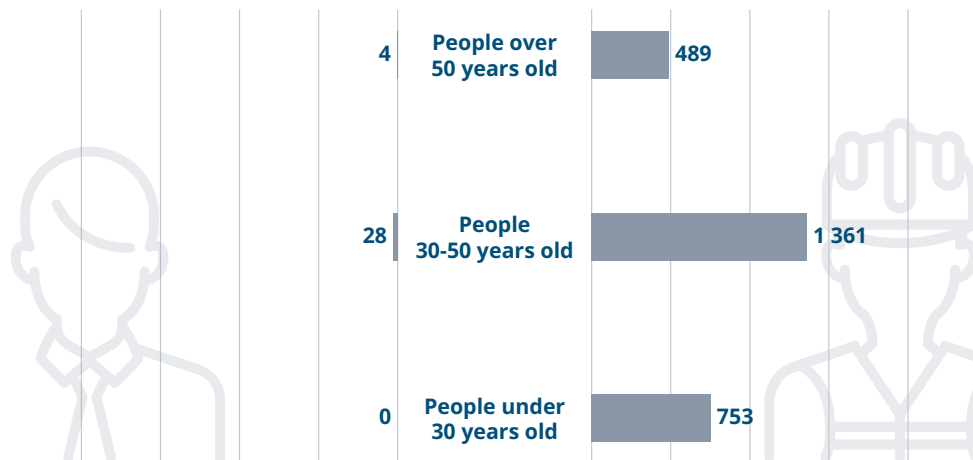
(as at 31.12.2021)

Management staff

**Total: 32**

Other employees

**Total: 2 803**



# How does Truvant impact its environment?

## 5.1. Truvant and the natural environment

Like any large company, Truvant uses and directly impacts environmental resources. We believe that business development and concern for the environment can go hand in hand. By designing our activities wisely, we can reduce negative impacts. We can also look at environmental challenges as an incentive to innovate and implement solutions with our customers for a better future for everyone. In the environmental area, we have identified the following ambitions:



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



We want to be an expert in designing sustainable packaging solutions to help our customers in eco-transformation

## 5.2. Direct impact on the environment

### Raw materials and waste

As a company that provides services in the field of packaging, Truvant buys tonnes of materials annually that are used in its facilities. We feel responsible for optimizing our processes so that product packaging uses as little raw material as possible and generates as little waste as possible.

Waste management at Truvant is based on clearly defined principles. Our goal is to:

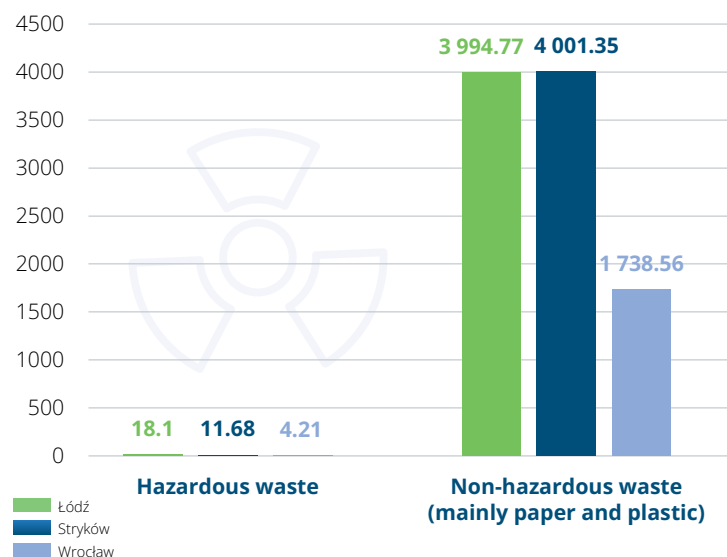
- sort all production waste flawlessly;
- maximize the amount of waste sent for recycling.

At all Truvant's locations,  
**100%**  
of production waste is sorted.

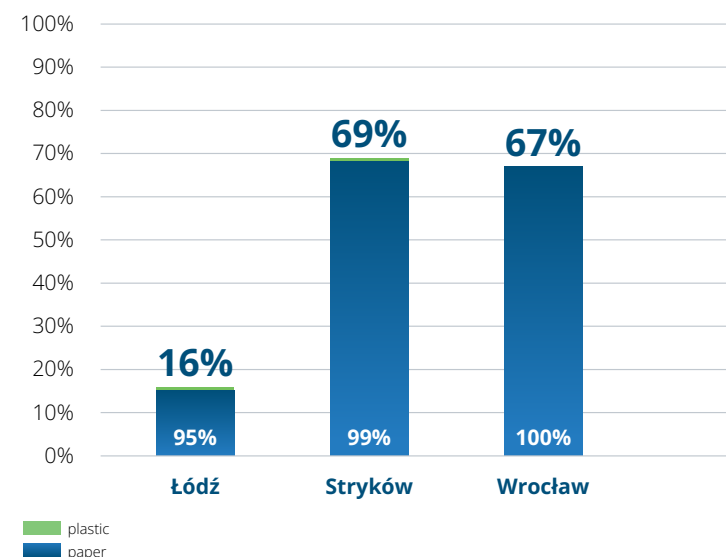
To ensure that the waste sorting and disposal process works well, there are regular audits of the containers into which residues of packaging materials are placed. Employees are also reminded of sorting rules to help them avoid mistakes.

Truvant has partnered with a professional third-party company to manage production waste. Every time a new type of waste appears, its recyclability is reviewed with the partner. The company is committed to recycle as much paper and plastic as possible.

Waste generated by Truvant in 2021 (in tonnes)



Percentage of recycled production waste by location



At the same time, Truvant tries to think about a responsible approach to material use and waste disposal in non-manufacturing processes. To do this it has implemented the following in selected locations:

- switch to recycled printer paper;
- digitization of audit processes, thanks to which reports are created electronically instead of in printed form (this saved 1 512 units of paper);
- eco-friendly paper for Truvant's corporate calendars.

Additionally, the company focuses on employee education in its efforts. In 2021, one of Truvant's employees developed a TruGreen calendar that promotes sustainability goals through various awareness raising campaigns. Further educational activities are planned among employees in the near future to increase their engagement. The company is striving to improve its approach to municipal waste sorting.

## Energy

The main energy sources used by the company are electricity, natural gas and LPG. Truvant aims for continuous improvement in the area of energy efficiency, which reduces CO<sub>2</sub> emissions as well as costs.

The buildings in which the company operates are new, large-format structures that are all 20 years old or less. They were made using new technologies and meet energy efficiency standards. At the same time, the applied business model limits the possibility of impact in some respects. The company does not own the facilities in which business is conducted. It also does not always own the machines used in packaging

processes. However, where responsibility rests with Truvant, the company implements solutions to improve its energy efficiency.

In September 2021, an energy audit in Łódź, Wrocław and two plants in Stryków was conducted. It demonstrated the company's good preparation for optimal use of energy resources. At the same time, the auditor pointed out several possibilities for improvement, which will be implemented gradually.

To reduce our energy consumption and increase energy efficiency, Truvant uses the following at its various locations:

- reduction of pressure in compressed air systems by 1 and 2 bar;
- replacing fans at workstations with energy-efficient ones;
- modernization of the machine park;
- replacement of lighting with LED technology;
- installation of motion sensors in the production facility, warehouse and social rooms.

## CO<sub>2</sub>e emissions in Mg

| Stryków      |              | Wrocław    |
|--------------|--------------|------------|
| 1 440        | Scope 1      | 256        |
| 2 277        | Scope 2      | 0          |
| <b>3 716</b> | <b>Total</b> | <b>256</b> |

## Total volume of water consumed by source<sup>4</sup>

| Stryków                                 |                                         | Wrocław                                |
|-----------------------------------------|-----------------------------------------|----------------------------------------|
| approx.<br>13 000 m <sup>3</sup>        | Water supply from the municipal network | approx.<br>2 000 m <sup>3</sup>        |
| -                                       | Deep well pump                          | 30 m <sup>3</sup>                      |
| <b>approx.<br/>13 000 m<sup>3</sup></b> | <b>Total</b>                            | <b>approx.<br/>2 030 m<sup>3</sup></b> |

## Energy consumption per location (MWh)<sup>5,6</sup>

| Stryków         |              | Wrocław        |
|-----------------|--------------|----------------|
| 5 045.3         | Electricity  | 912            |
| -               | Natural gas  | 1 401.7        |
| 4 939.1         | LPG          | -              |
| 75.6            | Petrol       | 3.8            |
| 139.3           | Diesel       | -              |
| <b>10 199.3</b> | <b>Total</b> | <b>2 317.5</b> |

<sup>4</sup> As with energy, water bills in Lodz are the responsibility of the customer.

<sup>5</sup> We do not have data for Lodz, energy bills are the responsibility of the customer.

<sup>6</sup> In the case of Łódź, we only have data concerning fuels burned in company cars, this was included in Stryków location





## 5.3. Collaboration with customers to implement environmentally friendly solutions

Few organizations are as familiar with the product packaging process as Truvant is. At the same time, the company doesn't operate alone, it runs the operations on behalf of large global brands. Company experience shows that working closely with customers to implement environmentally friendly solutions brings very tangible benefits. Ecological transformation is a process, an ongoing search for economically and environmentally viable solutions. Truvant wants to accompany its customers in this change by supporting them with the knowledge and proposing solutions that reduce the environmental impact of packaging.

Truvant expands the ecological competencies of the Packing Development Department. The company follows trends and technological innovations. Below some of the environmentally friendly solutions are presented which have been implemented in collaboration with Truvant's customers:

### 1. Transport optimization

In 2020, stackable pallets were implemented which allowed for optimizing the transportation process by increasing the number of transported products. Another improvement is planned for 2022 – reduction of the package size. This will allow for reducing the number of transport runs.

### 2. Reduced plastic consumption

As part of the collaboration with our customer, plastic consumption was reduced by gradually switching from plastic inserts to paper/pulp ones. This solution allowed for reducing the use of plastic for some product lines by as much as 99%!

### 3. Switching to recycled material

Another result of the close cooperation with customers is the move away from virgin plastic to recycled material. During 2020-2021, for one of the customers, Truvant changed more than 95% of the virgin plastic to recycled one.

At the same time, in 2021 the company was working on a variety of innovative solutions that will be implemented in 2022. Among other things, Truvant is proud that in 2022 there is a plan to launch new packaging lines in one of operations enabling complete abandonment of plastic blisters for all products. For this purpose the company has reorganized its operational processes, changed the technology, machinery and packaging design. Of course, all this in direct cooperation with the customer.

## 5.4. Cooperation with UNEP/GRID

In 2021, Truvant partnered with UNEP/GRID – Warsaw and joined the Re:Generation – an ecosystem restoration program. As part of the Christmas campaign, the company supported the ecosystem that UNEP/GRID identified for Truvant in the Łódź province – the pond in Łagiewnicki Forest. Currently, the reservoir is silted up and overgrown. After cleaning and removing invasive species, it will serve

as a breeding ground for amphibians, insects, and as habitat for birds. Educational trails are located in close proximity to the pond and outdoor activities are planned.

As part of the continued cooperation with UNEP/GRID, Truvant intends to conduct employee education events and wants to continue and expand the cooperation. In January 2022, a webinar "Sustainable Development Goals in Corporate Practice" was conducted for office staff with over 100 participants.

## 5.5. Helping the people of Ukraine

In the face of the war in Ukraine, employees of Truvant rose to the challenge and launched a number of relief activities with the support of the company:

- A charitable fund was created to provide immediate financial assistance to affected employees, their extended families and Ukrainian people immigrating to Poland.
- Truvant provided legal services at no cost for impacted employees and their families to assist with relocation, immigration and other legal issues.
- Emotional and psychological assistance was offered at no cost to all affected employees and their families.
- The company committed to offering long-term meaningful employment to Ukrainian refugees.

## 5.6. Local social campaigns

Truvant's employees are eager to engage in various grassroots social activities. Every year, company's employees are active as volunteers for the Great Orchestra of Christmas Charity (WOŚP), the company supports the Noble Gift and organizes charity collections for nursing homes and orphanages. It also tries to support employees in need by organizing charity drives for them.



**In 2021, a blood donation campaign was organized, during which nearly 11 litres of blood were collected.**



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Sustainability Manager

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