

Naturally sustainable!

Progress Report 2020

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Progress Report 2020 of

PAPSTAR GmbH

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STORY*TELLER

The online magazine by PAPSTAR

www.papstar-storyteller.de

On trend, entertaining, informative and always "freshly prepared":

STORYTELLER – the online magazine by **PAPSTAR**Nicely done, wonderfully different and as sustainable as the standards we set ourselves. **STORYTELLER** on www.papstar-storyteller.de – always worth a **CLICK!**



"Especially in difficult times it shows how strong employee loyalty is!"

Times are changing! And sometimes more seriously than we would all like. When I was asked exactly one year ago to write a greeting for our first Sustainability Report published in magazine form, "Naturally Sustainable!", it was far from clear that only 12 months later the world would be a different one.

Corona has turned everything upside down. In the moment, containment of the health implications remains high on the agenda, and that is right. Many people fear for the wellfare or economic livelihood of their families and and their close relatives. This is accompanied by drastic effects on the German economy – from a lack of customer contact and slumps in sales to existential hardships.

No events and festivities and the temporary closure of all gastronomical business have also posed **PAPSTAR** for unforseeable challenges. However, the crisis is also an excellent opportunity to change direction, rethinking and transforming. This is why I am far from seeing everything as doom and gloom. Even in times of crisis it just becomes apparent how strong employee loyality is. In many respects, I have gained the confidence that in fact we will survive these tough and extremely challenging times, and emerge from them in good shape and at best stronger!

Times are changing – values remain! Corona throws many things that were previously normal entirely off kilter. To avoid sustainability taking a back seat, we have not only maintained our consistent orientation, but have pushed it forwards to document further "sustainability spotlights" in this "Progress Report 2020" – transparently and particularly authentical.

Crisis management at PAPSTAR

"Especially in difficult times it shows how strong employee loyalty is!" The big interview on







From the extremely successful re-validation to the "GREEN BRAND Germany & Austria 2002/2021" and the "Climate Neutral Site Kall 2020" label (in cooperation with ClimatePartner GmbH) to trend-setting research project results ("Come on, let's make compost!") and new communication standards, to the further expansion of our "pure" range (products produced from agricultural waste) or innovative ideas in packaging padding or for our HGV fleet (BETTERFLOW rear wing system) – it is a pleasure to see our further sustainable development within just one year condensed in this form over 16 pages.

Last but not least, we are therefore once again delivering on our commitment to the United Nations Global Compact (UNGC) and the associated fundamental rules on Corporate Social Responsibility (CSR).

Times are changing ... Let us expect everything, even the good!

Sincerely,

Bert Kantelberg / CEO PAPSTAR GmbH

In July 2020



From sustainability report to progress report

Naturally sustainable! – like the Sustainability Report published in 2019 for the first time in high-quality hardback, the accompanying Progress Report 2020 now also bears the same title, not at least in order to allow clear identification due to the cover.

Communication and involvement with and by stakeholders are of major importance to **PAPSTAR** in order to secure the long-term success of the company (from social and ecological perspectives), and should be promoted.

As a further medium for establishing transparency, the Sustainability Report 2019 focuses on past measures, projects and results of sustainable action over the past ten years. This Progress Report 2020 does not just communicate isolated progress. It documents the further development of **PAPSTAR** with regards to sustainability and presents the holistic approach being pursued.

The organisation into the five central fields of action comprising employees, products, environment, networks and processes

remains unchanged, and is accompanied by further relevant topics and, last but not least, the detailed presentation of **PAPSTAR Solutions GmbH,** which was established as a spin-off.

WE SUPPORT



With the publication of the Progress Report 2020 on the website of the United Nations Global Compact (UNGC) and in the company's own online media (papstar.com website,

STORYTELLER online magazine,

BE A PAPSTAR intranet), **PAPSTAR** is once again actively committed to supporting, adhering to and continuously improving the ten basic principles set out by the UNGC against the core themes of human rights, labour standards, environmental protection and anti-corruption.

Sustainable advent calendar on the intranet



Spontaneous ideas are the best ideas! Let's just say. This "flash of inspiration" from Sustainability Management reached the Media & Communication department. The result is "Naturally sustainable! The alternative advent calendar from BE A PAPSTAR".

What could be more appropriate than "transporting" the official title of the Sustainability Report into the advent season – in a pleasant and playful way. Sustainability Management, the **BE-A-PAPSTAR** editorial staff and the company management collaborated to design spontaneously 16 advent

calendar doors, which had one thing in common: They were intended to stimulate "sustainable thinking" and simul-

taneously promote the already solid cohesion across departments.

The result was not always a "goody"; but the decisive factor was that the "first sustainable advent calendar ever" was fun for everyone, put a smile on many faces and called for the careful use of natural resources "all in one".

The contents of the 16 doors (weekends were excluded and 23/24 December were combined) could not have been more different – from pleasant join-in activities to (sustainable) innovations and interesting facts in the style of "Did you know...?". Each action was naturally presented separately on the day of its

BE-A-PAPSTAR publication, or placed in the context of the three-pillar model of sustainability (economy, ecology, social issues).

A few examples of the sustainable advent calendar doors:

- Take-someone-withyou-week (Promotion of carpooling to work)
- Contact-to-three-person-ina-day (rather than emails and phone calls in-house)
- Veggie-Schnitzel (meat-free alternative in the canteen)
- Per-capita-water-consumption (guessing game based on a full bucket of water)
- What-I-like-about-you-day (what you always wanted to say to a dear colleague)
- Afterwork with alcohol-free punch, cocoa and cookies

Affectionate commitment to Caritas

... furthermore, the "PAPSTAR family" also gave gifts to numerous children who are going through tough times and in need of support. This support is primarily provided by the Caritasverband für die Region Eifel e.V., based in Schleiden. The family care provided by the organisation is available to families and single parents in emergency situations. With a wish tree campaign (take the child's star of choice from the tree, fulfil a wish worth up to EUR 20 and place a gift under the tree), PAPSTAR



employees were able to put smiles on the faces of almost 40 children at Christmas. And what made all those involved especially proud: The (wish) stars were not yet hanging on the tree before they had already been fulfilled. "The campaign was very well received by the staff from the outset, the response was incredible. We would like to sincerely thank you for your affectionate commitment – not least on behalf of the children and their parents."

Anne Kurtensiefen, Caritasverband für die Region Eifel e.V.

Christmas donation towards re-greening



At the turn of the year
2019/2020, the PAPSTAR
Christmas donation of EUR 3000
was gifted to "Justdiggit:
Re-greening drought areas –
with the help of local people".

After last year's "help-us-help" campaign to the benefit of Doctors Without Borders, the German child protection association and Rainforest Rescue, this year **PAPSTAR** once again decided early to dispense with the

production, printing and shipping costs of Christmas cards and instead support projects of Justdiggit with a donation.

Justdiggit invites the world to pick up the symbolic green shovel – with the slogan: "Help for self-help – take action in the fight against climate change!" As Ambassador of the bright idea also janitor Thomas D functions (otherwise known as Thomas Dürr), member of the German hip hop group "Die Fantastischen Vier" (Fanta 4).



Further information about Justdiggit can be found here:

or



www.papstar
-storyteller.de/justdiggit



www.papstar-storyteller.de/ thanks-from-justdiggit



BE A PAPSTAR: Over 350 articles in the first year

Over 350 articles (from all departments) in the first year:

BE A PAPSTAR, the intranet for all employees with the latest news and important information from the company, has proven itself as a sustainable internal communication channel.

The possibilities for employee interaction are manifold – from the toolbox, the timeline and appointments, to the functions that repeatedly extend invitations to people, such as room bookings, frequently asked questions, information about new products, the knowledge platform or generally the "corporate identity filling station".

BE A PAPSTAR – when the name becomes the programme!

Plates and bowls from agricultural waste

Turn five into six: PAPSTAR started 2020 with a sustainable "new addition"; followed by wood/ fresh fibre cardboard, palm leaf, bamboo, sugar cane and corn, the product line "pure" has been decisively strengthened with plates and bowls produced from agricultural waste. The previously adopted approach for products made of sugar cane or palm leaf,

to make expedient use of plant remnants, is being consistently accomplished.

> **PAPSTAR** was able to further expand the "pure" range with the introduction of disposable tableware made from agricultural waste (e.g. rice straw, banana or

sugar cane leaves), a pioneering innovation on the European market. The plant obtained from agricultural production are dried in the sun, ground and then processed as self-binding fibres

into a pulp, which is poured into moulds and dried in a similar way to bagasse (press residue from the extraction of sugar from cane sugar). This produces 100 % organic-based

packaging and stable disposable tableware, which itself is biodegradable and compostable.

However, disposable tableware produced from agricultural waste brings not just ecological advantages. Social and economic advantages also arise in the raw material producing countries (currently India), which bring additional sources of income for local farmers and therefore create jobs. Until now, the plant residues were not reused and were burned instead, which was climatedamaging.

Paper cutlery

Catchword "cutlery" - the range of environmentally friendly alternatives to conventional plastic has also expanded in this segment. In addition to the knives, forks and spoons produced from CPLA (Crystallized Poly Lactic Acid, based on corn starch), which are in great demand, the sales volume of wooden variants has almost doubled within a very short time. Completely new in the PAPSTAR "pure" range (BIOBASED): Paper cutlery.

Therefore, **PAPSTAR** can once again live up to its pioneering role when it comes to sustainable solutions in response to the "cutlery issue". Seven products in all – knives, forks, spoons, coffee spoons, stirrers in two different

lengths and ice cream spoons - have been added to the range, all produced from food-safe, uncoated paper, FSC®-certified (Forest Stewardship Council) and biodegradable. Due to its eight-layer structure, the cutlery is

extremely stable, flavourless and perfect for sustainably oriented food-on-the-go concepts, "a salad to go" for example. The items can also be easily and conveniently disposed of in a waste paper bin after use.



Research project result: Biodegradable, just not (yet) in the "economic time window"

"Come on, let's make compost!" In a joint research project (see pages 12/13, "Naturally sustainable!", report 2019) by **PAPSTAR and Schönmackers** (environmental services) with the **Rhine-Waal University of Applied** Sciences, the aim was to bring social and scientific issues together. At the Klever Street Food Festival, the used disposable tableware should be collected separatley and processed in a conventional composting system. The results clearly show that this approach is not easy to handle, but the insights are valuable and extremely informative for PAPSTAR.

They show that all of the introduced & PLASTIK recyclable material fractions are completely biodegradable but not in the time span of two to a maximum of three weeks, which is indispensable for the economic efficiency of an industrial composting system.



Should mean: The individual materials (wood/cardboard, palm leaf, sugar cane, corn starch) showed different

& GESCHIRR

levels of bio-degradation during the decaying processes and stages.

Insights that **PAPSTAR** is well able to classify

- not at least because of the experience with the company's

own composting machine. Unlike the "open-air composting", this machine works with a bacterial strain and under constantly optimum temperature and circulation conditions, so that the disposable products made from renewable raw materials used in the company canteen, together with coffee grounds and food waste, can be processed into a soil substitute with a high cellulose content at regular intervals.



The full results of the pilot or or rather research project "Come on, let's make compost!" with the **Rhine-Waal University of Applied Sciences** (Biological Resources) can be found here:

www.papstar-storyteller.de/forschungsprojekt-ergebnisse



The results of the research project of

student Denise Brandt, "Biological

Resources" course, Rhine-Waal University of Applied Sciences, Kleve.





Avoid - Reduce - Compensate

Avoid, reduce, compensate – the PAPSTAR slogan in environmental management is based on three basic principles.

Consistent action is absolutely essential in improving environmental performance and achieving the defined environmental objectives. Once again, it was possible to significantly reduce the consumption of central sources of energy – not least through the use of and investment in innovative technologies.

Whilst electricity consumption in general fell by 1.2 percent in comparison to the same period of the previous year, the year-on-year increase in green electricity purchases in 2019 already accounted for a welcome 60 % of overall consumption.

A reduction of around 3.4 percent was recorded in weather-adjusted gas consumption. The average diesel fuel consumption per 100 kilometres fell from an already impressive 21.95 litres to 21.54 litres. And an additional positive effect can be seen for the vehicle pool: The proportion of fresh water used for internal washing and the washing treatment plant in 2019 stood at just 30 % (2018: 42 %).

"Central sources of energy" – further significant progress due to measures implemented in 2019:

- Conversion to LED lighting in further building areas
- Further increase in the purchase of green electricity to 900,000 kWh
- Additional investments in the latest vehicle technology (EURO 6 standard)
- Continuous advancement of Eco(nomic) training for drivers
- Intensive reduction of HGV washing, in particular during dry periods



PAPSTAR GmbH: Climate Neutral Site Kall



greenhouse gas balance sheet, which is being prepared for the first time, will be a valuable additional tool in the future for moving wheels and identify reduction potentials, and for driving forward the development of ecological measures.

"PAPSTAR GmbH – Climate Neutral Site Kall 2020" (ClimatePartner, issued on 25 June 2020) – to offset the emissions produced in 2019, the company has decided to lend its support to the valuable climate protection project "Reforestation of Guanaré/Uruguay". This project additionally supports key Sustainable Development Goals of the United Nations, in particular the creation of decent employment and the promotion of qualified education.

Working in cooperation with "Climate-Partner GmbH" (climate protection for organisations), PAPSTAR has calculated the quantity of greenhouse gases emitted in 2019. Even after implementing numerous measures to actively avoid and reduce the CO₂ load, the "Corporate Carbon Footprint" (CCF) survey for the Kall site shows that PAPSTAR still produced remaining CO₂emissions of roughly 3,985 tonnes.





In light of this knowledge, **PAPSTAR** is currently working on the compensation of CO_2 emissions that are unavoidable due to ongoing business operations. The company's Sustainability Management is also convinced that the comprehensive

For further information on the climate neutrality of the **PAPSTAR** site Kall and the chosen project in Uruguay, use the tracking ID and the QR code ("ClimatePartner" website).





Plastic bubble wrap abolished; instead a second life for used cardboard boxes



Sustainability has many facets. And even more starting points! Catchphrase "packaging padding" – in the CEP (courier express parcel service) area of the PAPSTAR warehouse, the company consistently avoids all plastic films. Instead, used cardboard boxes are being given a "second life" before they are finally sent to the parcel recipient for waste paper recycling.

"Packaging, cushioning and protecting the environment" – under this slogan PAPSTAR has purchased two demonstrably energy-efficient packaging padding machines from the company "cushion pack". The company, which is based in Salem on Lake Constance, specialises in the development and production of equipment and systems that use corrugated board to manufacture varied packaging padding. For example, the machines used at PAPSTAR cut the used empty cardboard boxes in a way that they can be used as flexible padding material.

1000 packages leave the **PAPSTAR** warehouse every day. Therefore, we are always attempt to pack the parcles in a way that there are only few or no gaps between them. In addition to the thoughts

of sustainability, the customer satisfaction in receiving the parcel plays the leading

role. Both packing padding machines are equipped with a dust-absorbing extraction device; and all metal staples in the old cardboard boxes are naturally removed during a previous step.

The new "sustainability element" finally arrives at the package recipient, who can dispose of the cardboard-based filling

material in the waste paper (blue bin) in a simple and space-saving way.

The full story about the sustainable packaging padding variant can be found here:

www.papstar-storyteller.de/verpackungen-pakete



PAPSTAR sets sustainable benchmarks: Supplier audit successfully introduced

In addition to mandatory supplier meetings and on-site appointments, in 2019 PAPSTAR introduced a written supplier audit. In addition to minimising potential risks with respect to social and ecological criteria, the audit serves as an important part for driving forward sustainable developments together with suppliers.

The audit is based on the fundamental principles of the United Nations Global Compact (UNGC) and the International Labour Organization (ILO) conventions on international labour standards. A questionnaire in German and English covers four core topics: Human rights, labour standards, environment & climate, and the prevention of corruption.

Business partners have various options for responding to a total of 46 questions – from approval and rejection to "in

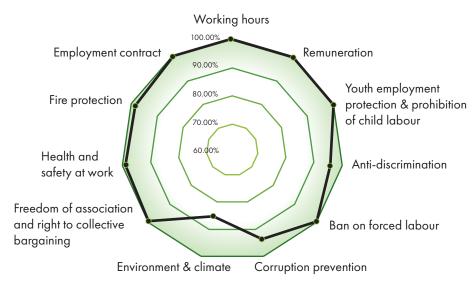


planning" and supplementary comments. An internal team – consisting of Sustainability Management and Purchasing – reviews the feedback including supplementary documents. If deviations or potentials for improvement arise, an internal agreement is first reached on how to proceed. If deviations from required performance characteristics are identified among suppliers that do not comply with the principles or specifications of **PAPSTAR**, a correction is immediately requested and its implementation is once again reviewed.

Through the firmly established process of measuring and monitoring the social and

environmental performance of business partners, **PAPSTAR** also gains significant insights into the effectiveness of its own corporate responsibility within the supply chain. As such, taking responsibility does not end at a company's own front door.

With consideration to the individual results and the general involvement of the respective suppliers, the interim result is already satisfactory for **PAPSTAR**. A continuously updated benchmark illustrates performance and results achieved within the individual topic areas. The figure shows the current overall average of the performance evaluation.



Compliance: Compliance becomes a success factor

Compliance is the commercial and legal term for a company's adherence to rules and regulations, i.e. the observance of laws, guidelines and voluntary codes. The entirety of a company's principles and measures for adhering to certain rules and therefore avoiding violations of rules is referred to by the government commission on the German Corporate Governance Code as the "Compliance Management System".

The following guidelines were communicated via the intranet **BE A PAPSTAR** by the Head of Compliance at **PAPSTAR**:

Code of Conduct, compliance organisation, authority to sign, anti-corruption, data protection, General Equal Treatment Act, vehicle pool and minimum wage.

Rear wing system for further fuel savings

In cooperation with the Aachenbased start-up company
BETTERFLOW, PAPSTAR HGV
drivers are testing a scientifically
redesigned rear wing system to
make the already aerodynamic
"white giants" even more streamlined. The aim is clear: A further
reduction in fuel consumption
together with a continuous decline
in CO₂ emissions.

"The large box-like body and the high, wide front of the semi-trailer trucks offer the air an enormous contact surface" explains Dirk Sieprath, who is responsible for marketing, communication and sales at the Aachen start-up: "The resulting air vortices at the rear act almost like a brake parachute. When the HGV accelerates, the air resistance increases exponentially." Optimised aerodynamics at the rear of the semi-trailer truck counteract this effect, reduce fuel consumption and therefore also result in lower CO₂emissions. BETTERFLOW's patented rear wing system automatically opens during driving, as soon as the HGV reaches 60 kilometres per hour (km/h) and decisively optimises the air resistance; the c_value (drag coefficient) drops by about nine percent.

According to calculations produced by BETTERFLOW, every semi-trailer truck uses up to 13 litres per 100 kilometres on long distances, just to overcome the air resistance. This is precisely where the new rear wing system comes into play: 1.2 to 1.8 litres per 100 kilometres should be saved. "One third of the total expenditure of freight forwarders in the long-distance business is attributable to fuel," calculates Dirk Sieprath: "A semi-trailer truck with a mileage of 150,000 kilometres per year saves around 2000 litres of diesel, according to our calculations."

"Our fleet has an excellent reputation. The semi-trailer trucks are optimally



Agreed on an extensive test phase for the rear wing system on a PAPSTAR semi-trailer truck (from left): Dirk Sieprath (BETTERFLOW GmbH), PAPSTAR CEO Bert Kantelberg and Eco(nomic) driving instructor Fritz Großart.

equipped, not least from an aerodynamic point of view, and all drivers additionally receive constant training", says driving instructor Fritz Großart: "Our wish is to push the most recent average value of 21.5 litres per 100 kilometres down to less than 20 litres by means of the rear wing extension". For the test phase, one **PAPSTAR** semi-trailer truck has been equipped with the rear wings. "All driving and

consumption data are recorded and evaluated by our telematics system (telematics is a technology that links the fields of telecommunications and information technology, editor's note); furthermore, we ensure reliable comparative values within the framework of route planning," says Fritz Großart: "For this purpose, HGVs without a rear-wing system will drive exactly the same routes as our BETTERFLOW semi-trailer truck."

The full story of the BETTERFLOW practical test can be found here:

www.papstar-storyteller.de/betterflow-im-praxistest



Vehicle pool capacity: Target level exceeded

Available freight capacities, order situation, punctual provision of goods – a further central control parameter in vehicle pool management is pool capacity utilisation, whereby the aim is to avoid empty runs in the tried and tested round trip system (outward and return

journey of loads). Therefore, the key figure is less than an annual increase and more about achieving the target level of 70 percent. The results for 2019 are highly satisfactory: It was possible to achieve a pool utilisation level of 73.2 %.

"Outstanding improvements": **GREEN-BRANDS** seal with star





Quality seal (for the first time) with a star: After extremely successful re-validation with "outstanding improvements" (GREEN-BRANDS Managing Director Norbert R. Lux), **PAPSTAR GmbH and PAPSTAR** Österreich Vertriebs AG have been awarded the new 2020/2021 logo.

The rate of increase was also communicated. "Congratulations on an outstanding improvement from 57 to now 74 percent," says Norbert R. Lux in the original email: "No company has ever achieved such an increase within two years!" The following topic areas were conclusively evaluated by a high-calibre jury: Corporate purpose, environmental management systems, corporate social responsibility, energy consumption, resource consumption, emissions, transport, water consumption, waste strategy, creating awareness / communication internally and externally.

Green electricity certificate

"PAPSTAR is a green electricity customer in 2019 and will receive 900,000 kWh of electricity consumed from renewable energy sources. According to a certificate from Agder Energi (a Norwegian energy company, editor's note), the supplied renewable energy was generated according to the strict criteria of the 'CMS Standard Generation EE' of TÜV SÜD. Therefore, the customer is making an important contribution to climate protection."

Original wording on the certificate of "ene - ENERGIE DER EIFEL", Kall 2019, signed by Markus Böhm, Managing Director of the ene group

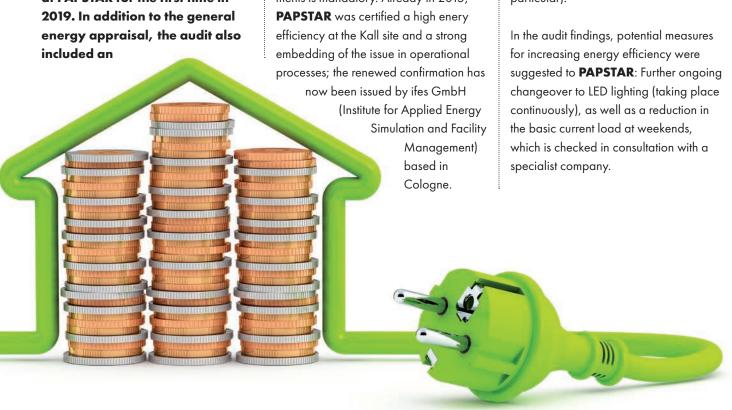
Certified high energy efficiency

The energy audit in accordance with DIN EN 16427-1, which is prescribed by the Energy Services Act (EDL-G) and must take place every four years, was repeated at PAPSTAR for the first time in 2019. In addition to the general energy appraisal, the audit also included an

evaluation of measures implemented to enhance energy efficiency.

Assessing compliance with legal requirements is mandatory. Already in 2015, **PAPSTAR** was certified a high enery efficiency at the Kall site and a strong embedding of the issue in operational

The energy consumption is divided up proportionately according to size between diesel fuel (vehicle pool), gas consumption (heating) and electricity consumption (warehouse logistics in particular).



Convinced of the cradle-to-cradle principle: PAPSTAR establishes the Solutions GmbH



For many years now, PAPSTAR has been following the goal of sustainable and environmentally aware corporate management. This applies to the product range policy (introduction of the "pure" line in 2008) as well as the infrastructure at the Kall site.

In direct conjunction with the plans announced by the legislator in May 2018 for the formulation of a plastics strategy to be implemented in line with the wishes of the EU Commission,

PAPSTAR has once again pushed the product range – which consists of approx. 5,000 items – in the direction of "sustainability"; large parts of the range are already produced completely from renewable raw materials (wood and fresh fibre cardboard, palm leaf, sugar cane, corn or agricultural waste) and are biodegradable. Strong upward trend!

Building on this, it was possible to initiate and implement several pilot projects last year in cooperation with disposal specialists from Schönmackers Umweltdienste GmbH & Co KG, with local authorities and with scientific support (Rhein-Waal University of Applied Sciences, Kleve - "Biological Resources" course) in order to realise closed material cycles for products made from renewable raw materials, both in the direction of composting and material recycling.

Overall, and after evaluating these projects, **PAPSTAR** has concluded that the "cradle to cradle" approach (meaning "from origin to origin", editor's note) is feasible for the products, in particular given that the demand and necessity for such concepts will increase significantly in the future. A need still remains for research and clarification, in order to determine – on a case-by-case basis – which recycling solutions are most suitable and feasible depending on the selected types of material. In order to

finally map a legally compliant business model, the given framework conditions must also be intensively examined and considered by the legislator (Closed Substance Cycle Waste Management Act – KrWG, Biowaste Ordinance –

BioAbfV, Packaging Act – VerpackG, Animal By-products Disposal Ordinance – TierNebV).

Because **PAPSTAR** is convinced of the approach of "system solutions", **PAPSTAR Solutions GmbH** was established as a spin-off in April 2019. The company will not only take over the sales and technical maintenance of composting machines of the "Oklin" brand, but will also offer consulting services from the supply of sustainable products through to optimum disposal solutions, also in collaboration with Schönmackers Umweltdienste GmbH & Co KG.

With PAPSTAR Solutions GmbH,
PAPSTAR is opening up a new business
field, which – in the constellation
described above – is equivalent to a
unique selling proposition on the
German market.

Further information and best practice examples of PAPSTAR Solutions GmbH can be found here:

www.papstar-solutions.de











BELLE VIE - LIGNE CARRÉE

the new tableware collection from
 PAPSTAR made of sugar cane bagasse



