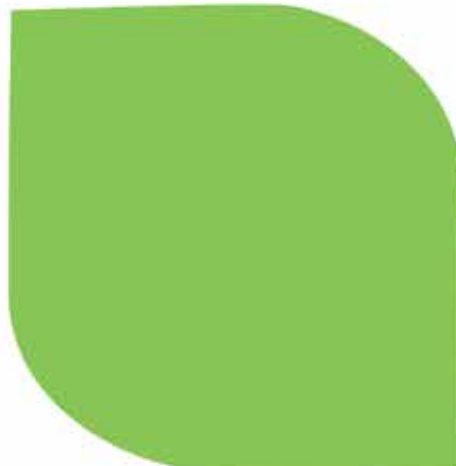


A LOOK INTO THE JOURNEY OF SUSTAINABILITY

# SUSTAINABILITY REPORT 2019



## ANNUAL REPORT 2019

The following report is published as part of annual series and encompasses all the efforts for Sustainable Development of the Packages Group

# Contents

## Foreword

Message from the CEO and MD	i
Scope of Sustainability Report	01
Packages Group Structure	02
Sustainable Development Goals and Us	04
Our Core Values	05

## Packages Limited

Packages Limited	06
Packaging Division	06
Folding Cartons Business Unit	
Flexible Packaging Business Unit	
Consumer Product Division	10
Commitment to External Initiatives	12
Certifications and Audits	13
Environment, Health and Safety	13
EHS Trainings	
Initiatives and Campaigns	15
Utilities	18
Human Resource	20

## Bulleh Shah Packaging

Bulleh Shah Packaging	22
Company Timeline	24
Message from the CEO	26

<b>Operations</b>	<b>27</b>
Paper and Board Unit	
Corrugated Packaging Business Unit	
<b>Sustainability</b>	<b>28</b>
<b>Certifications</b>	<b>29</b>
<b>IMS Policy</b>	<b>30</b>
<b>Energy and Environment</b>	<b>30</b>
<b>Utilities Consumption</b>	<b>32</b>
Resource Consumption	
<b>Events, Updates and Trainings</b>	<b>37</b>
<b>OHS and Fire Safety</b>	<b>38</b>
<b>Food Safety</b>	<b>43</b>
<b>UN Days Awareness Campaigns</b>	<b>44</b>
<b>Gender Equality</b>	<b>47</b>
<b>Corporate Social Responsibility Projects</b>	<b>50</b>
Sehat Mobile Medical Camps	
LSK Schools	
<b>Ethics and Compliance</b>	<b>55</b>
<b>Kaizen and TPM</b>	<b>58</b>
<b>Future Sustainability Ambassadors</b>	<b>58</b>
<b>The Human Capital</b>	<b>59</b>
<b>Our Partners in Sustainable Development</b>	<b>61</b>
<b>External Commitments and Memberships</b>	<b>61</b>

## **Tri-Pack Limited**

<b>Tripack</b>	<b>62</b>
<b>Growth</b>	<b>63</b>
<b>People at Tri-pack</b>	<b>65</b>
<b>Our Products</b>	<b>66</b>
<b>Health Safety, Environment and Food Safety</b>	<b>67</b>
<b>Commitments to Sustainability</b>	<b>70</b>

## **DIC Pakistan**

<b>DIC Pakistan</b>	<b>73</b>
<b>Environment, Health and Safety</b>	<b>75</b>
<b>Environment and Energy Performance</b>	<b>75</b>
<b>Events, Updates and Campaigns</b>	<b>76</b>
<b>CSR and Sustainability Activities</b>	<b>78</b>
<b>Human Resource</b>	<b>79</b>
<b>Product Innovation</b>	<b>81</b>
<b>Recreational Activities</b>	<b>81</b>

## **Covid-19 Preventive Measures**

**83**





**Packages finds itself in a powerful position due to its continuous efforts of bringing the newest and the best to our customers and the people of Pakistan.**

## Message from the CEO and MD

For us at Packages, responsible business practices are incorporated in our heritage and culture. Sustainability is one of the top goals of every global corporation. For a company in Pakistan, sustainability is responsibility; responsibility to understand the cultural, social and economic realities Pakistan finds itself in.

People will only accept concepts like sustainability if it is in the interest of their country and company both. We strive to find the perfect balance, which is challenging yet exciting. This is largely due to our zero tolerance for violation of state laws, human rights and international business ethics, such as bribery and corruption.

We find ourselves in a powerful position due to our continuous efforts of bringing the newest and the best to our customers and the people of Pakistan. This requires us and our stakeholders to be open-minded. We need to understand the cultural sensitivities and local realities before taking any step for the betterment and we invite everyone to collaborate with us for that.

The gradual process of understanding and making small meaningful improvements has been and will be our strategy for growth in all areas of our business, including responsibility.

---

### **Syed Hyder Ali**

Chief Executive Officer & Managing Director,  
Packages Limited.

## Scope of Sustainability Report

We are proud to present our second Sustainability Report covering the performance of four of our Group companies including Packages Limited, Bulleh Shah Packaging (Pvt.) Limited, Tri-Pack Films and DIC Pakistan. The data is contributed by the Sustainability Action team representing each of the companies included in the scope of this report.

### REPORTING PERIOD

Fiscal Year 2019 (1<sup>st</sup> January 2019-31<sup>st</sup> December 2019)

### REPORTING CYCLE

Annually since 2019

### DATE OF PREVIOUS REPORT

13<sup>th</sup> November 2019

### ORGANIZATIONS

Packages Limited, Bulleh Shah Packaging (Pvt.) Limited, Tri-Pack Films, DIC Pakistan



Compiling the journey of Packages Group's sustainability is a unique pleasure and learning experience. As we forever look forward to improve and grow, feel free to share your valuable feedback on [ayesha.aziz@bullehshah.com.pk](mailto:ayesha.aziz@bullehshah.com.pk)

Report is available online at:  
<https://www.packages.com.pk/>  
<http://www.bullehshah.com.pk/sustainability/>  
<https://www.tripack.com.pk/>  
<http://www.dic.com.pk/>

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## Packages Group Structure

Packages Group has been in the Paper and Board business since 1956. Over the years, it has continued to enhance its capacities and capabilities to meet the growing demand of packaging in Pakistan.

It was established as a joint venture between Ali Group of Pakistan and Akerlund & Rausing of Sweden and is renowned for providing premium packaging solutions throughout the nation.

Over the years, Packages has not only managed to expand itself into different subsidiaries and businesses, but also has managed to serve Pakistan as one of the most important economic powerhouse as well.



# Sustainable Development Goals and Us

We believe in fostering a culture of Sustainability across the organization through aligning our people with our values and guiding principles and by engaging employees in corporate responsibility through action oriented formal and informal initiatives. We encourage innovation and believe in strengthening internal communication which nourishes a culture of collaboration.

We strive for governance and transparency by monitoring and informing stakeholders of our corporate responsibility performance. Our sustainability and corporate objectives are essentially the same and the way we manage our business helps to ensure that performance on sustainability objectives is monitored through various systems already in place. We are committed to the United Nations Sustainable Development Goals and our activities and operations are aligned with the UNSDG's to make them a reality.



Category	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Clean Energy Infrastructure								●	●	●	●	●						
Economic Impact Generated and Distributed				●	●			●	●			●						●
Product Quality and Lifespan										●			●					
Development of Our People					●			●					●					
Safety and Health of Our people			●		●			●		●								●
Education				●	●			●		●								●
Water and Sanitation			●			●		●	●			●		●				
Regulatory Compliance and Business																		●
Emissions			●					●				●	●					
Community Impact and Social Work	●	●	●	●	●	●		●		●	●		●		●			●
Environment Stewardship and Advocacy												●	●	●				●
Cultural Commitments and Contributions											●							●
Positive Impacts on Society	●	●		●	●			●		●	●							●

## Our Core Values



- Care**  
Fairness and consideration are integral to our culture.
- Respect**  
We treat people with respect and dignity.
- Honesty**  
Truthfulness, integrity and trust form the backbone of all our activities..
- Courage**  
We stand up for what we believe in..
- Lead**  
We aspire to lead in everything that we do.



# PACKAGES LIMITED



## Packages Limited is amongst Pakistan's top packaging solution providers.



“

We take responsibility and aspire to build sustainability in our products, way of work and our pride. We are committed to promote and use raw materials from responsible sources, making our products recyclable, increasing recycled content and taking other relevant measures to protect the environment.

This is an exciting time in our sustainability journey and we are aligning and positioning ourselves to make ambitious commitments and actions to better protect the environment while delighting our customers and growing our business.

– **Asghar Abbas**  
Head of Packaging Division at  
Packages Limited

”

Our priority is to deliver high quality packaging in the most efficient, profitable and sustainable way. Our customer base includes some of the world's best-known brands of consumer products and industries.

We are also a leading manufacturer of tissue paper products. Our leadership position in tissue products is a result of our ability to offer products manufactured under the highest standards of hygiene and quality to meet the household and cleanliness needs of our consumers. We provide a complete range of tissue paper products that are convenient, quick and easy to use.



### Packaging Division

Packages Limited provides multi-dimensional and multi-product packaging solutions to its clients that are involved in manufacturing consumer products across industries. Our Packaging Division comprises of two business units based on packaging material categories:

1. Folding Cartons
2. Flexible Packaging

## Folding Cartons Business Unit

With decades of experience in providing reliable service and quality, Folding Cartons Business Unit provides a wide range of carton board packaging products to various industry segments.



Keeping the purpose for our existence i.e. Creating a Better Tomorrow and our core values at the center of our activities, Business Unit Folding Cartons is playing a leadership role in reshaping the future of the packaging industry by ensuring a responsible supply chain and focusing more towards board recyclability hence embedding sustainability in everything we do.

– **Numan Noor (BUM-FC)**



Folding Cartons business is equipped with state of the art machinery and a dedicated and qualified workforce that is supported by strong value chain. These factors contribute towards providing high volumes and consistent quality at a competitive price for our esteemed customers.

Folding Cartons Business Unit is also working on 4 Rs of Packaging which are



### Market Segment

As the consumer industry in Pakistan matures, competition in the market has increased and the market has a greater focus on product differentiation through branding. In the first instance, this is carried out through attractive and unique packaging which is driving demand for our products.

Our team understands the needs of the market and thus development work and packing modifications are undertaken correspondingly. Folding Cartons business unit works to deliver the best carton board products that result in high value-added packaging for industries like Tobacco, Personal Care and more.

### FOLDING CARTONS BUSINESS UNIT:



Tobacco



Personal Care



Confectionary



Infant Nutrition



Home care Products



Food (including frozen)

## Flexible Packaging Business Unit

To accommodate increasing demand for sophisticated packaging, Packages Limited established a Flexible Packaging Business Unit in 1986 at its Lahore Plant.



Business Unit Flexible Packaging envisions a safe and healthy world for our customers, employees and the community at large. Packaging plays an important role in the daily lives of millions of people across the world.

Being the market leaders in flexible packaging conversion we are continuously striving to deliver environment friendly sustainable packaging ensuring recyclability to reduce plastic waste and reduced emissions of toxins in the natural eco-system. Our team is dedicatedly working on every aspect of business from raw material sourcing to production processes in order to conserve and sustain a clean environment for all.

- Asim Shamim (BUM FP)



Flexible Packaging Business is a one stop packaging solution by providing high quality detailed graphics in Flexographic and Rotogravure printing. Flexible Packaging Business also provides lamination for plastic films, aluminum foil, paper, multi-layer blown film extrusion for high speed technology in multi-lane slitting, stand-alone spout inserted bags, polybags, zipper-bags, sleeves and ice cream-cones.

Flexible Packaging Business Unit is also working on 4 Rs of Packaging which are



### Market Segment

Flexible packaging business unit not only provides cost effective and perfect packaging solutions to our valuable customers but also offers them strong technical support on products. We have great in-house R&D facilities which help us keep us updated with aggressive market needs. The Flexible Packaging business caters to a wide range of customers across industries including food, soaps & detergents, pharmaceuticals, pesticides and personal & home care.

### FLEXIBLE PACKAGING BUSINESS UNIT:



## Consumer Product Division



Sustainability is a way of doing business and creating long-term value by taking into consideration how a given organization operates in the ecological, social and economic environment.

In Tissue production, pulp fiber is the fundamental basis of all tissue products, and represents the most substantial part of tissue making sustainability. We ensure that our fiber comes from recognized and accredited sources of Forest Stewardship Council.

– Shaheen Sadiq (HOCP)  
 Head of Consumer Division at  
 Packages Limited



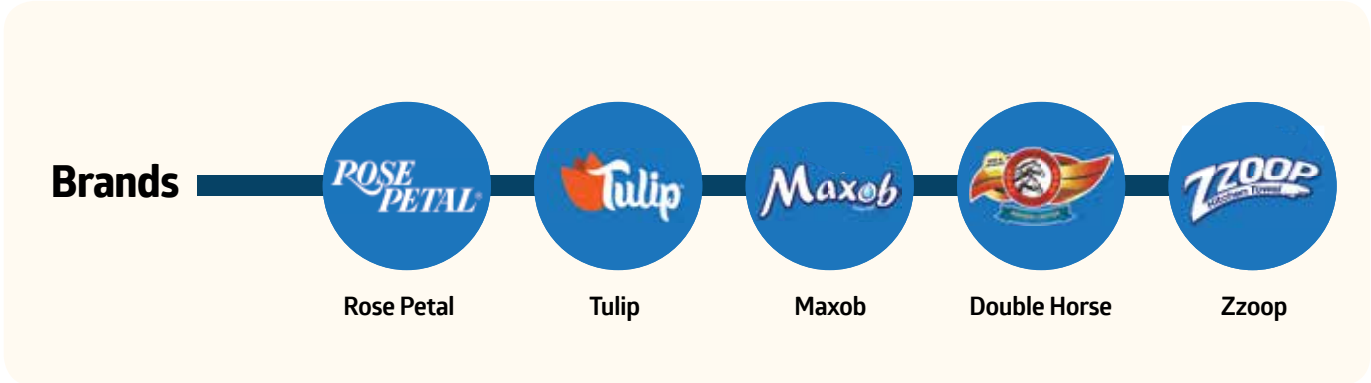
### Packages started commercial production of tissue and other consumer products in 1982 at the Lahore Plant.

We currently provide a complete range of tissue and personal hygiene products that are convenient, quick and easy to use; ranging from facial tissues to tissue rolls, table napkins, pocket packs, kitchen towels, party packs, paper plates and cups.

Packages Limited has always attempted to develop the market for this business segment through education of the population on the health and hygiene benefits associated with the use of these products.

Offering products made from the finest raw materials with strong quality controls ensure each product the consumer buys offers a delightful experience.

Product development has also been our focus based on the demands and needs of our consumers. Great effort is put into producing improved and innovative products to make life healthy, hygienic and comfortable for our consumers.





## Service Departments

Packages Limited believes that its entire operations have to be in line with the needs of the customers. Our operations are supported by excellent service departments who consistently strive to deliver what the customers need in a timely manner.

### Customer Services Department (CSD)

Our Customer Services Department (CSD) constantly monitors production and supply chain to ensure on-time delivery of right quality products to the customer.

It also serves as the core liaison function to arrange development activities as well as technical support and after sales support to our customers. Complaints are followed by proper feedback and management reporting to ensure customer satisfaction.

### Pre-Press Department

Pre-Press is the pivot of Packages Limited where concepts and ideas are developed and woven with marketing strategies of our customers to attract the end users of these products.

The department has been revolutionized over the last two decades and now follows the design process completely in soft form; images and texts are simultaneously directed from computers to:

- *Image setters;*



- *Plate making devices (CDI, Digital System or Flexo)*
- *Digital engraving machines*

Our Art and Camera Department is equipped with high-tech computer systems where digital files are produced instead of photographic negatives. For achieving high quality in all of printing methods (Roto, Flexo and Offset). The latest technology in cylinder, photo polymer and plate making equipment is used which provides support to various production departments.

Pre-press converts the packaging design according to the technical requirements on any printing technique like Gravure, Flexography and Offset without compromising the creative integrity of designs.

### Research and Development (R&D)

Research & Development continues to be one of our unique selling points. As the consumer

industry focuses on cost control, limiting carbon footprint and an overall mindset of “more with less”, innovation is the need of the hour.

The Research and Development department at Packages is tirelessly working to understand consumer needs and providing innovations on both design and structure based on global trends.

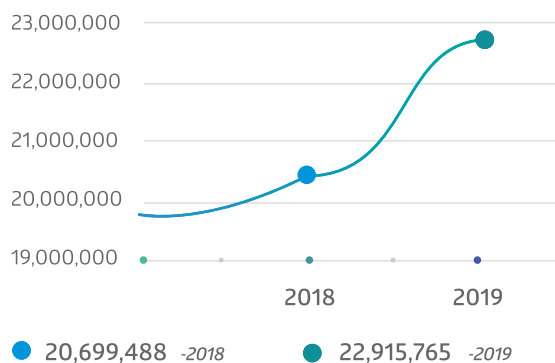
The department also plays a key role in supporting the customers in their cost control initiatives as we see the growth of our customers business as our own success.

Export Markets	Tissue Related Products	Flexible Related Products	Carton Related Products
Afghanistan	●	●	
UAE		●	
Sri Lanka		●	
South Africa		●	
Canada		●	
Qatar	●		●
USA	●		
Myanmar	●		

**LOCAL MARKETS SERVED ALL OVER PAKISTAN**

### Net Sales

(Amount in Thousands)



## ■ Commitment to External Initiatives

Memberships in Association (such as Industry Associations) and/ or national/ international Advocacy

Memberships	Departments	Obligatory	Non-Obligatory
Registration of Company	SECP	●	
Registration of Income Tax	FBR	●	
Registraion of Sales Tax	FBR	●	
Registration of Punjab Tax	PRA	●	
Registration of Sindh Tax	SBR	●	
Registration of WEBOC	CUSTOMS	●	
Registration of Professional Tax	EXCISE AND TAX DEPT.	●	
Registration of Punjab Employee Social Security Institution	PESSI	●	
Registration of Employees Old Age Benefits Institution	EOBI	●	
Registration in Labour Department	PUNJAB LABOUR DEPT.	●	
Lahore Chamber of Commerce and Industries	LCCI	●	
The Federation of Pakistan Chamber of Commerce and Industries	FPCCI		●
Pakistan Broadcaster Association	PBC		●
Pakistan Business Council	BUSINESS COUNCIL		●

## ■ Certifications and Audits

Packages Limited has below mentioned certifications which are audited every year by third party:



Occupational Health Safety Assessment Series (ISO 45001:2018)

PK19/0185 Validity: May 2021



Environment Management System (ISO 14001:2015)

PK10/02844 Validity: June 2021



Energy Management System (EnMs ISO 50001: 2011)

PK18/00225 Validity: Feb 2021



Food Safety System Certification (FSSC 22000)

IND.19.3455 U/2 Validity: Dec 2022



Quality Management System (QMS ISO 9001:2015)

PK04/04321 Validity: March 2022



Forest Stewardship Council Chain of Custody (FSC CoC, FSC – STD- 40-004)

SGSHK-COC-430017 Validity: Dec 2025



Corporate Social Responsibility (CSR) related certifications (URSA, SMETA)



HALAL Packaging Management System

ad-loc/YARK/005/Ext/00520 Validity: Dec 2020



British Retail Consortium Certification (BRC)

PK002454 Validity: April 2021



### Green Office Diploma (WWF)

Packages Limited is a Corporate Member of WWF Pakistan since 2009. Being a corporate member, Packages ensures that it is committed to WWF's case of a better environment and contributes annually towards their conservation projects.

Validity till: April 2021

## ■ Environment, Health & Safety

Wellbeing of the employees and the nearby community is of prime importance to us. We ensure the satisfaction of our employees and customers in terms of Occupational Safety, Food Safety, Health and Environment, and also ensure that the nearby community is not adversely affected due to our operations by any means. A centralized EHS Department along with EHS Coordinators in each department caters to the aforementioned needs.

### EHS Trainings

Extensive Trainings were conducted in 2019 aimed at creating a safe and responsible mindset amongst all employees which would ultimately reflect through their actions, hence collectively building a responsible culture.



**15,814**  
manhours  
of training

related to Environment, Health, Safety, Food Safety and Quality were conducted in 2019 which mainly covered the following topics.

### EHS Training topics

- > Health sessions
- > Food safety & Hygiene
- > Emergency Preparedness
- > Forklift Safety
- > Hand Safety
- > Halal, Food Safety Programs
- > QMS Programs
- > First Aid
- > Electrical & Safety
- > Fire Safety
- > Energy and Environment
- > Slips, Trips & Falls
- > Foot and Leg Safety
- > Wellbeing Programs
- > Behaviour Based Trainings
- > Site Safety Rules & Smoking
- > Smog Awareness
- > PTW Awareness
- > PPEs Compliance
- > Energy & Water Conservation

To gauge the effectiveness of these trainings and the knowledge grasped by the participants a quiz was also conducted.

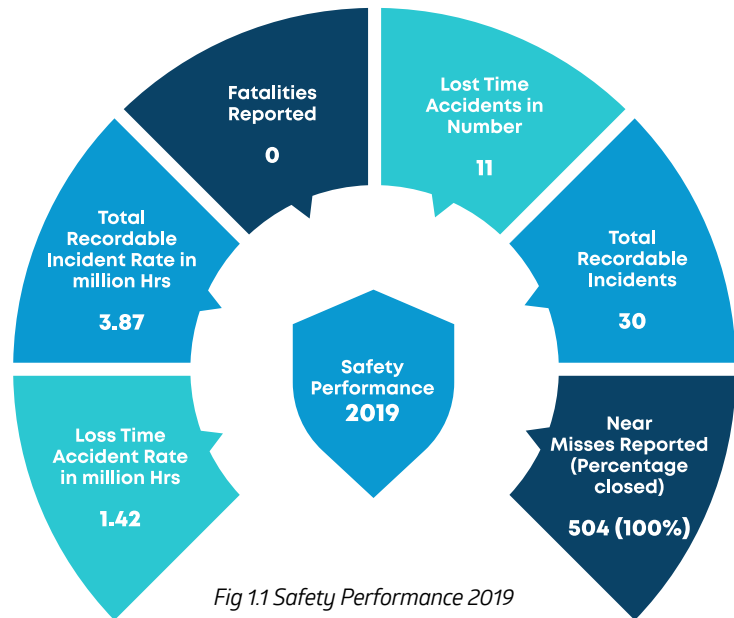
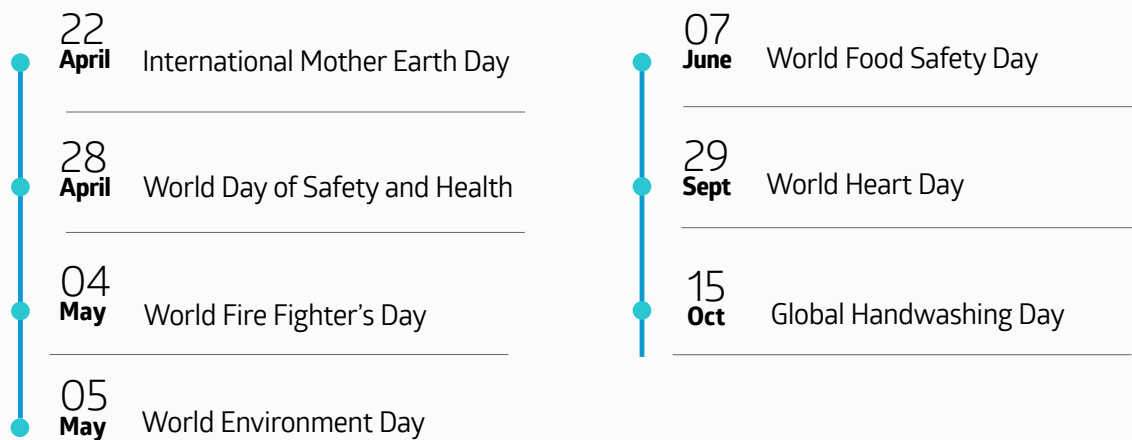


Fig 1.1 Safety Performance 2019

## Celebrations of Annual International Days

Annual International Days were celebrated with full enthusiasm in 2019 which fulfilled the prime purpose of education, awareness and stakeholder engagement for the development and capacity building of our employees





## Initiatives and Campaigns



### 01

#### Air Pollution & Smog Awareness

Air Pollution remained one of the most challenging problems in 2019 as Lahore city was engulfed in a long spell of dense smog. This required rigorous and active measures including frequent awareness sessions to make our employees aware of the precautions they must take to avoid the side effects of Smog. Along with that face masks were distributed amongst all employees at all levels to facilitate protection from the side effects of smog.

### 02

#### Hand Safety Campaign

Owing to the increasing cases of Hand Injuries, a factory wide hand safety campaign was held in 2019 in which all floor staff was trained on safe handling techniques for the material with special focus on hand safety.

### 03

#### Safety Shoes Campaign

To emphasize on the importance of wearing Safety Shoes on Floor, a factory wide campaign was organized for all employees working in all shifts. Regular audits were conducted to verify the safety shoes compliance on floor.

### 04

#### Road Safety Campaign

Factory wide road safety campaign focused on the use of walkways for the pedestrians, defensive driving trainings for employees, vehicle fitness audits, driver's license audit and company's safety SOP training for the vehicle drivers was also conducted.



### 05

#### Dengue Awareness

Dengue Awareness Sessions were held throughout the factory with C-Shine and Government Labour Welfare Department highlighting the precautions, symptoms and medical cure for Dengue. An awareness walk was also conducted within the factory.

### 06



#### Sustainability Sessions with Customers

Sustainability sessions on recyclability options, plastic down gauging, board sustainability, FSC CoC and other green initiatives were held with different customers in collaboration with Bulleh Shah Packaging (Pvt.) Limited



## 07 Health & Well Being Campaigns

Health and Well Being of our employees has always remained one of our chief concerns. Packages Limited believes that education and awareness play a vital role in changing the mindset and attitude of the employees and directing it towards a healthy lifestyle. Following upon it, Packages Limited organized both in-house and external awareness campaigns on health and wellbeing in 2019 which included Heart Disease Awareness, CPR, Hepatitis Awareness, Cancer Awareness, Dengue Awareness and Healthy Lifestyle and Physical Fitness.

## 08

### Packages & Industries Plastics Alliance

Packages Limited is a part of Industries Plastics Alliance named CoRe (Collect and Recycle) which is working towards sustainable plastics solutions and ultimately reducing plastic pollution.

## 09

### Awareness Sessions in collaboration with Government Bodies

Packages Limited joined hands with several Government Bodies in creating a better understanding and awareness of key EHS systems. Chemical Safety Training by Government Labor welfare department, Fire Safety and Fire Mock Drills through Rescue 1122 and a session on Civil Defense by Government Civil Defense Department were the major highlights of 2019 awareness sessions.

## 10 Paper Saving Initiatives

Paper consumption is directly linked with cutting of trees which is a big cause of CO2 percentage increase in the atmosphere hence leading to Global Warming.

Packages Limited has been identifying and implementing projects that will result in reduction of paper use. In 2019, following paper saving initiatives were taken:

RFQ (Request for Quotation) prints attached with Procurement Authorization Sheets eliminated

Printed hard copies of local Purchase Requisitions eliminated

Fire Inspection Record keeping done on Online Portal

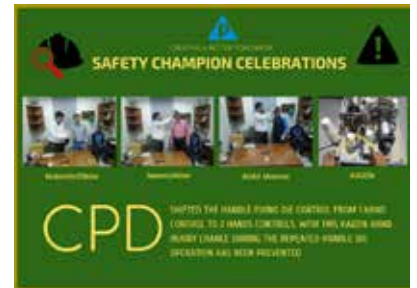
These Initiatives resulted in saving of paper.

## 11



### Celebrating World Food Safety Day with Nestle

On 7th June, World Food Safety Day was celebrated by Nestle where Packages Limited was invited to share the importance of food safety with respect to product packaging. Packages Limited also shared its journey towards Food Safety Compliance through the best practices followed to make its packaging safe and hygienic.



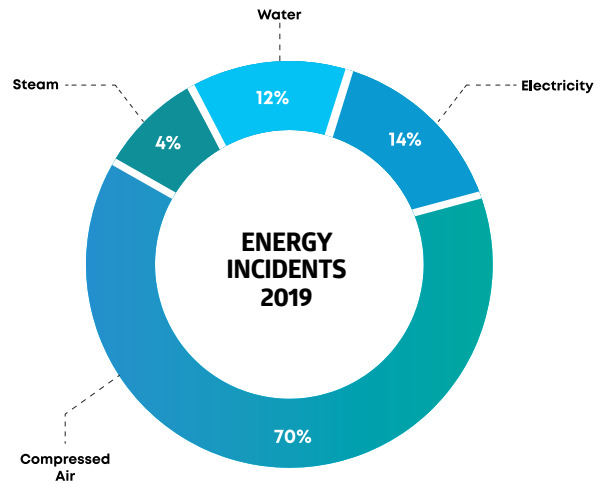
## 12 Safety Championship Celebration

To encourage the efforts of its employees to establish a safe working environment, Packages Limited rewards them in form of a Safety Championship Celebration in which the concerned team members are given a token of appreciation on their new and innovative safety ideas.

# 13

## Energy Incident Reporting

Active and Efficient Reporting mechanism is pivotal for continual improvement. This reporting mechanism was initially limited to safety only. But now, energy incident reporting is also being done regularly. In 2019, 57 Energy Incidents were reported, and all were closed. These incidents included Electricity wastage, steam leakages, compressed air leakages and water leakages.



## 14 Energy Championship & Water Stewardship

Rewarding value addition in projects is important for the motivation of employees to take more initiatives. Energy Championship and Water Stewardship are two of the initiatives that we have taken under the recognition and reward umbrella. Almost every month, all departments send in their energy or water related projects and the best ones are selected and celebrated with awards given to the project team members.



## 15 Extinguishers Inventory Management Portal & Fire-Ex Mobile Application

As an efficiency improvement project in safety, a portal for Fire Extinguishers Inventory was developed with the help of digitalization team for better traceability and periodic inspection through QR code system. The portal also generates auto expiry notification making our emergency preparedness more reliable and efficient. Along with this, a mobile application with the name of "Fire-Ex" has also been developed for the same purpose and is available with the entire Fire Team in their mobiles

# 16

## Quality Championship Celebration

Ensuring top quality products for our esteemed customers and consumers is our identity and our topmost priority, and rewarding employees' efforts towards the improvement in product quality is essential in this regard. Quality Championship Celebration is constantly helping us get better results in the terms of product quality which in turn enhances customer satisfaction.

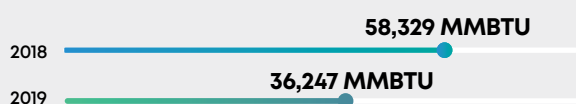
### ■ PSM Implementation at LPG Area

Process Safety Model has been implemented at LPG Area of Packages Limited with operational and process training conducted, color coding of lines, tagging as per ANSI and Night Shift de-canting audit being the major highlights.

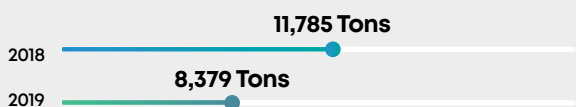
### ■ Utilities

Utility Type	Units	2018	2019
Natural Gas	MMBTU	58,329	36,247
Oil- (HFO)	Tons	11,785	8,379
Borehole Water	Tons	652,881	716,193
LPG	Litres	1,527,216	1,015,908

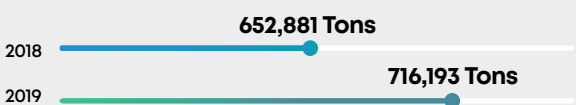
#### Natural Gas Consumption (MMBTU)



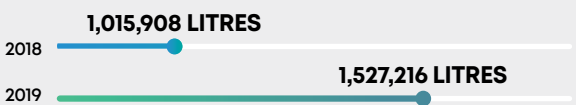
#### HFO Consumption (Tons)



#### Water Consumption (Tons)



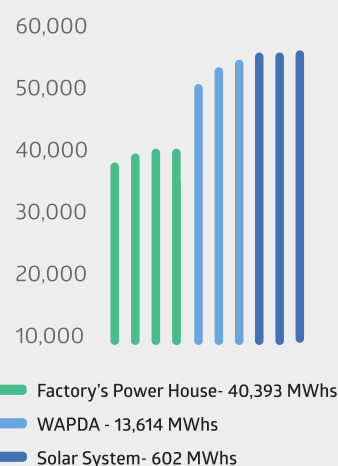
#### LPG Consumption (Litres)



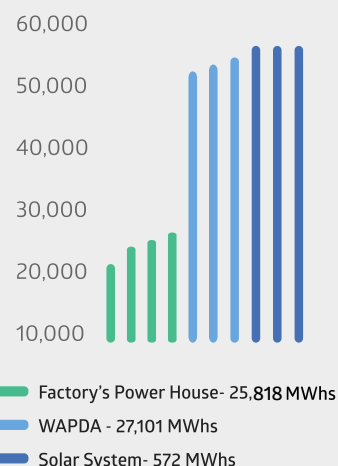
### ■ Power Consumption Sources (MWhs)

Source	2018	2019
Factory's Power House	40,393	25,818
WAPDA	13,614	27,101
Solar System	602	572
Total	54,609	53,492

Power Consumption Sources- 2018

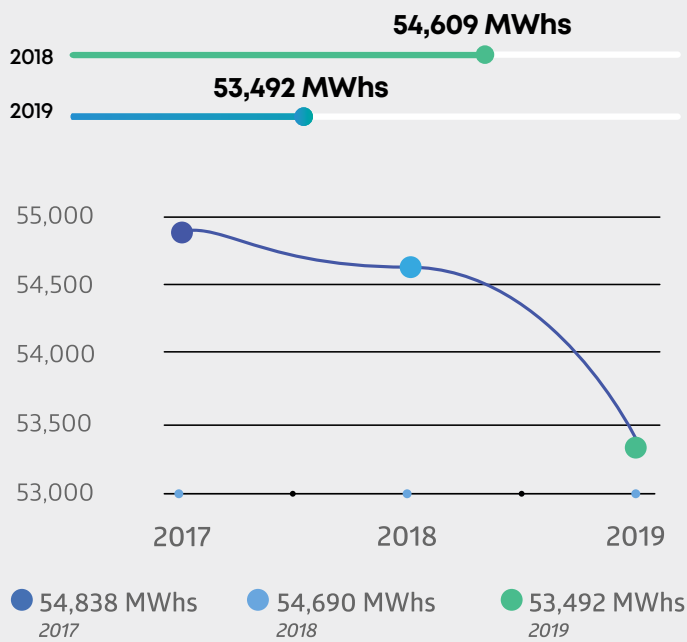


Power Consumption Sources- 2019





## Overall Factory's Energy Consumption



## Major Departments' Energy Consumption (kWh)

Department	2018	2019
BUFP (Flexible Packaging)	16,818,154	17,400,757
BUCP (Conversion)	1,788,801	1,957,829
BUCP (Tissue Manufacturing)	18,369,761	17,768,733
BUFC (Folding Cartons)	6,711,950	6,664,624
HVAC	2,259,625	2,039,594
Power House	2,003,437	1,592,867
MF&RC	382,621	385,714

## Major Departments' Energy Consumption (kWh)- Breakdown

Department	Unit	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019
BUCP- Tissue Manufacturing	kWh/Ton	1,253	1,246	1,287	1,232	1,179	1,329
BUCP- Conversion	kWh/Ton	124	115.9	123.8	155.9	161.7	175.1
BUFC (Folding Cartons)	kWh/Ton	213.27	192.49	202.51	253.7	284.83	333.38
BUFP (Flexible Packaging)	kWh/Ton	741	772	728	843	791	803
HVAC Compressors	kWh/NCMH	0.118	0.13	0.131	0.135	0.142	0.146
HVAC Plant (Chillers)	kWh/RT	N/A	N/A	N/A	0.644	0.643	0.613

Department	Unit	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019
BUCP- Tissue Manufacturing	kWh/Ton	1,164	1,223	1,275	1,133	1,113	1,536
BUCP- Conversion	kWh/Ton	164	183	158	142	141	158
BUFC (Folding Cartons)	kWh/Ton	294.54	319.05	317.24	235.12	278.06	250.33
BUFP (Flexible Packaging)	kWh/Ton	838	905	865	833	836	852
HVAC Compressors	kWh/NCMH	0.171	0.157	0.15	0.144	0.185	0.153
HVAC Plant (Chillers)	kWh/RT	0.723	0.897	0.897	0.43	N/A	N/A

## Human Resources

### Performance Management

We have a strong focus on employee performance excellence and for this we strive to continuously develop the process used to manage performance.

In addition to job specific goals, in 2019 PPP was further developed to include people skills as well. Based on the Packages Group Working Way, our "People Expectations" framework was made part of the evaluation system. The expectations on service, delivering excellence, and strategic visioning on each level in the organization are incorporated in the system and employees are encouraged to practice those while also achieving their job specific goals.

### Employee Engagement and Satisfaction

Taking employee opinion and ensuring their satisfaction with the work environment and culture is an important part of our philosophy. We conduct Employee Engagement Surveys (EES) at regular intervals, which includes not only the management staff but also the technical staff.

We have seen significant progress in EES score since the previous survey with more than 20% improvement since 2017. We continue to implement actions against the findings of this survey through careful planning and

execution at each level throughout the organization.

### Training and Development

At Packages Limited there has always been a strong emphasis on training and development of employees. Despite that the opportunity for learning and development came as a strong negative indicator in the Employee Engagement Survey (EES), 'Have your say with HR' sessions and 'Voice of Customer' sessions (VOC). Therefore, we acquired licensed access to over a 100 training programs and modules, which are available to the entire Packages Group via our Lead internal trainer Jawad Gilani.

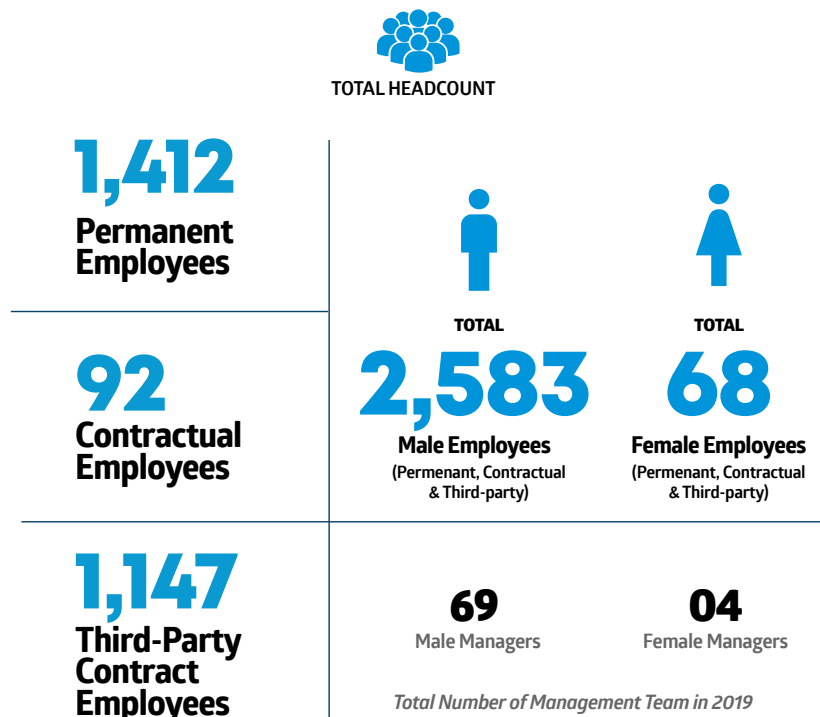
In-house sessions on topics including Generation Gap, Working Smarter, Diversity, Hiring for success, Stress management, Getting along at Workplace, Team building and many others were conducted in 2019.

We have acquired access to over a

**100 training programs**

### Internal Job opportunities

We believe in providing career growth and exposure opportunities to our employees, therefore all vacancies are internally advertised and suitable internal candidates are given preference over external applicants.



### Away Days

In 2019, Business Unit Folding Carton and Business Unit Flexible Packaging planned their Away Days, which included training activities on team building and communication conducted by the Organizational Excellence Department. These fun filled days gave the employees of BUFC and BUFP an opportunity of relaxation as well as getting to know each other on a personal level after a hectic year.

### Online Internships

For the first time in the history of Packages Limited, online internship process encompassing online application, online testing to document submission was introduced. Through this platform we received over 2000 applications, ensuring equal opportunity to every candidate, regardless of their gender.

### Online Recruitment

In order to recruit the most talented candidates from top notch national and international universities, Packages Limited made its recruitment process online. The process includes online application and more than 7 types of tests based on the area of specialization to assess the skills and capabilities of the applicants. This gives a fair chance to everyone for being a part of our organization. This system



has proven to improve the gender balance in our organization through hiring of more women.

### Packages & You

An employee portal 'Packages & You' with the support of Packages IT team was developed by the People's Excellence Department. This portal is a one stop shop for our employees, from which they can manage their leave and attendance, OPD and IPD Limits, KPI's, performance evaluation of last year easily.

This portal is accessible through our intranet making it easier for employees to login and use. Several training sessions were delivered by the People Excellence team to familiarize the employees with the new portal.

### Career Fairs & Recruitment Drives

In 2019, recruitment drives and career fairs were organized in more than 20 Univer-

sities across Pakistan including GIKI, FAST, NUST, IBA, UET etc. These events not only gave us a chance to meet hundreds of students and alumni but also to introduce our organization and its values, recruitment process and over all environment of our industry. It has significantly increased the footfall of applicants for our openings and also helped us in reaching out to the best talent in the country.

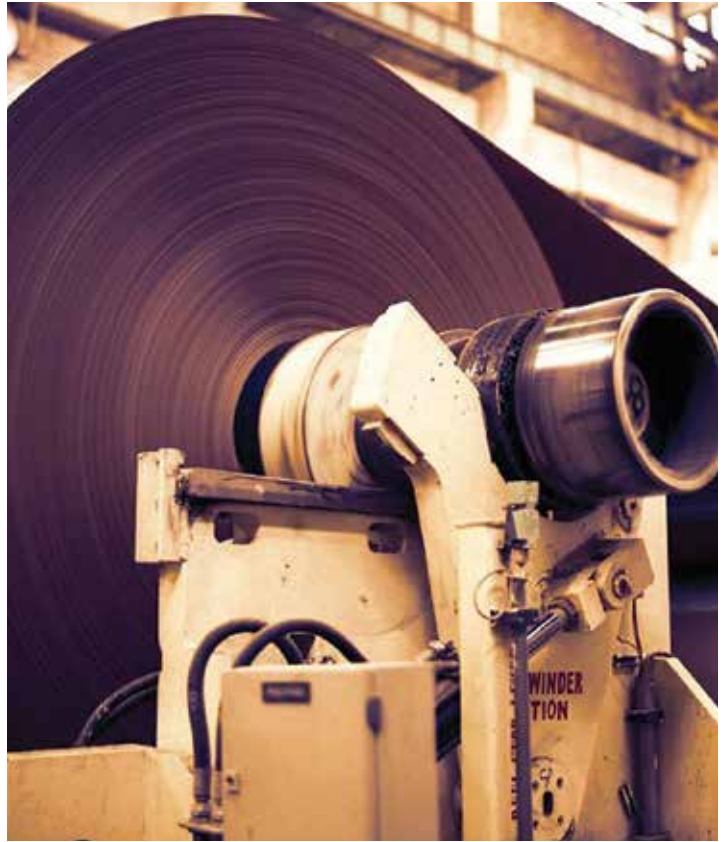


# BULLEH SHAH PACKAGING



## In 2005, Packages Limited invested in a Green Field Project in Kasur by the name of Bulleh Shah Paper Mills.

The plant, spread over 225 acres of land expanded its product lines to Liquid Packaging Board, Folding Box Board, White Line Chip Board, Writing Paper and Photocopy Paper, Test Liner and Fluting/Corrugated medium paper. The current plant has the capacity to produce 240,000 tons of paper and board and 210 million corrugated boxes annually.



### BULLEH SHAH PACKAGING Pvt. Ltd.

- ▲ Corrugated packaging  
Karachi, Kasur
- ▲ Paper Board  
Kasur



Bulleh Shah Packaging (Pvt.) Limited, provides **Responsible Packaging Solutions** for prestigious brands in Pakistan. BSP is leading the market of corrugated packaging together with being the largest Renewable Packaging facility and the only Liquid Packaging Board manufacturer throughout the nation. Bulleh Shah Packaging works with a range of industries; including Textiles, Dairy, Snacks, Electronics and many more.

The Company's team of over 2000 employees is spread between offices in Karachi, Lahore, Islamabad and Kasur

## Company Timeline

# 1956

Packages Limited (Lahore) established as a joint venture between the Ali Group of Pakistan and Akerlund & Rausing of Sweden.

# 2003

Packages hired the services of M/s Jaako Poyry NLK of Canada for the green field project at Kasur. Mr. Rafi Iqbal was appointed as the local contact.

# 1992

300 acres of land purchased by Packages Limited for the relocation of its Pulp, Paper and Board mill, on Kot Radha Kishan road, 10 km from Kasur

# 2006

Two paper and paperboard manufacturing machines for the project were procured from Italy and Belgium.

# 2008

BSPM construction completed embracing 4 main sections - Pulp Preparation, Paper and Board Manufacturing, Power Generation and the largest ETP in the country.

1956-2008

# 1974

Corrugator Plant established in Packages Limited (Lahore) to make shipment boxes.

# 2002

Packages Limited setup its corrugator plant in Karachi.

# 2007

1st sheet of paper board produced on PM V1. Installation of Writing and Printing Paper Machine. De-inking Pulp Plant, 41MW Power House, Steam Turbine and Secondary ETP completed. Corrugated production started.

# 2005

New green field project incorporated as a separate entity under the name of Bulleh Shah Paper Mills (BSPM). Construction and installation work on the new mill started.

## 2011

Syed Babar Ali formally commemorated the operations of BSPM on November 18th. Corrugator machine was upgraded- **capacity increased by 14%**.

## 2013

Syed Hyder Ali became the Chairman of BSP. Mr. Martin Schotten appointed as the first CEO of BSP.

## 2015

CEO Stora Enso visited BSP, Kasur during Febuary. Preparation went underway for earliest startup of one of the largest biomass boiler plants in Pakistan.

## 2017

On Stora Enso's exit, BoD of Packages Ltd. resolved to purchase 35% shares held by SE in BSP, making the company a fully owned subsidiary of Packages Ltd.

### 2009-PRESENT

## 2009

BSPM was made a business unit of packages Limited in July.

## 2014

Mr. Ali Aslam became the CEO of the company. Sales volume for Paper and Board enhanced by 56% in various product categories with Paper and WLC taking primary leads.

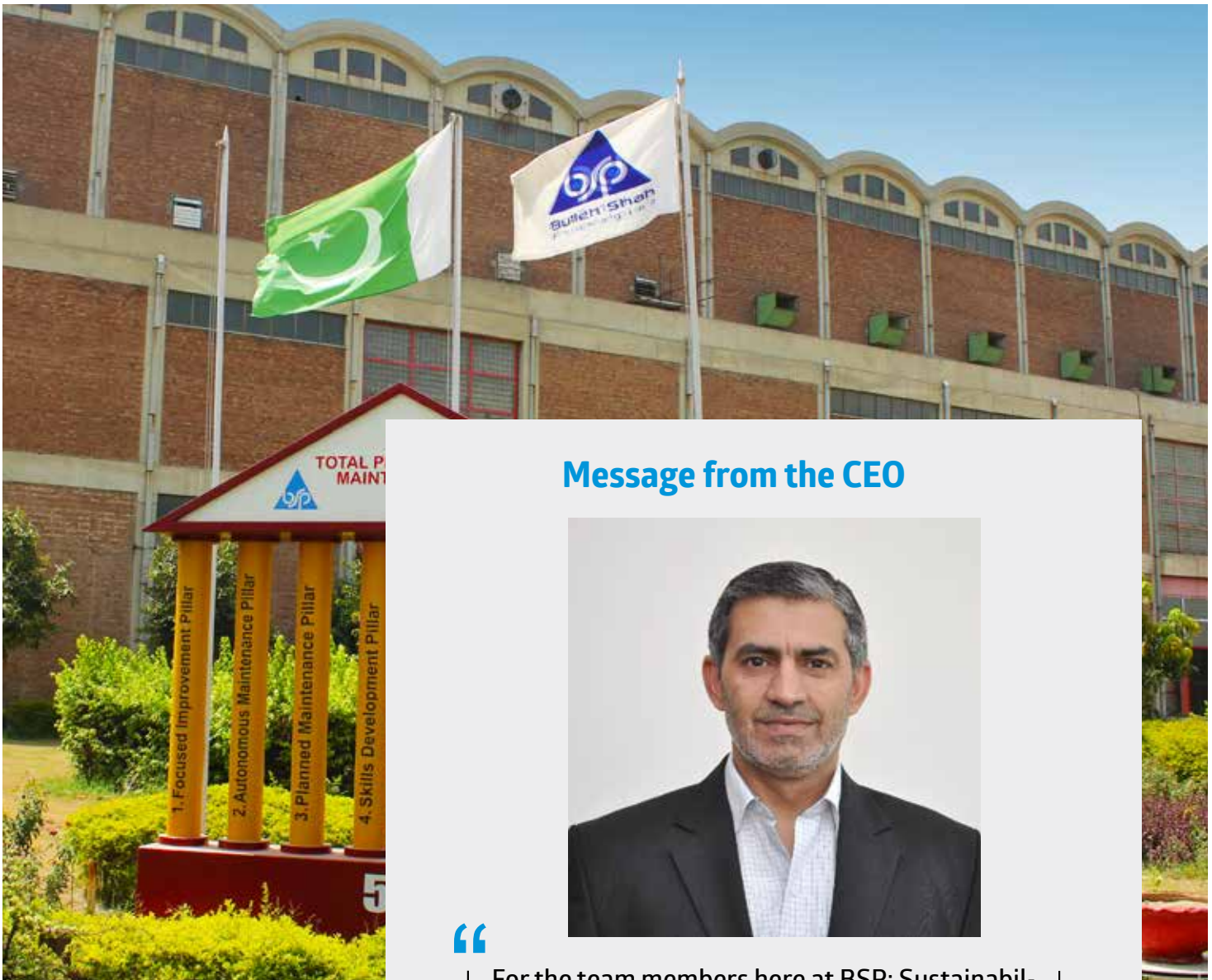
## 2016

Biomass Boiler inaugurated by Syed Babar Ali at BSP Kasur Mill. Syed Aslam Mehdi appointed as CEO on March 21st.

## 2012

On September 12th joint venture between Stora Enso (35% shares) and Packages Limited (65% shares) established.

**Company's name changed to Bulleh Shah Packaging (Pvt.) Ltd.**



## Message from the CEO



“

For the team members here at BSP; Sustainability means the future of our business as well as the community that we operate in. We believe in investing in the education and healthcare and conducting business in an ethical and responsible manner.

We strive for a better tomorrow for the future generations by leaving an enduring impact on our ecosystem.

– Abdus Samad Goraya

CEO Bulleh Shah Packaging (PVT.) Limited

”



# Operations

## Paper and Board Business Unit



Paper and Board is one of the few truly sustainable products as it is based on natural and renewable materials. Amongst the packaging materials, Paper and Board is most in line with the demands of today's modern world and our customer requirements in terms of environmental sustainability and responsible sourcing. Being the only FSC-COC certified Paper and Board Mill in Pakistan, we at Bulleh Shah Packaging ensure that our raw material comes from sustainable and responsible sources, including wood pulp, wheat straw and recycled waste paper.

**-Khalid Abdul Quddus**  
**Business Unit Head Paper and Board Division**



### ■ Consumer Board

BSP's board is used for packaging purposes such as Confectionery Cartons, Food Cartons, Ice-cream Cartons, Book Titles, Matchboxes, Tea Cartons, Paper Cups, Paper Plates, Cigarette Packaging, Pharmaceutical Packaging, and Liquid Packaging.



**Folding Box Board (FBB)**  
 also known as Bleach Board



**Liquid Packaging Board (LPB)**



**Soap Stiffener**



**White Line Chip Board (WLC)**  
 also known as Duplex Board  
 Container Board

### ■ Container Board

Bulleh Shah Packaging is the major producer of high quality liner and fluting in Pakistan, which is primarily used by producers of Corrugated Boxes. Bulleh Shah Packaging has developed special, high performance fluting with moisture barrier for packaging of fruit and other similar end-uses.

### ■ Paper

We use 100% fine quality imported wood pulp in order to provide premium quality paper products to our customers. In addition to this, BSP utilizes updated technology and the most modern equipment to produce outstanding output.



For corrugated packaging, sustainability agenda provides a competitive edge. Each and every step involved in the whole brown chain - from raw material procurement to board manufacturing to box making and treatment of effluent - is a practical example of a text book definition of sustainability

I can proudly say that we are making and creating a difference by unequivocally persuading our customers as to how and why can BSP help progress their brand promise. Latest example is an encouraging response from textile industry and associated names like Decathlon, Mango, Walmart, TESCO, Levis, Puma etc.

**-Muhammad Amir Janjua**  
Business Unit Head Corrugated Division



## **Corrugated Packaging Business Unit**

Corrugated material is made up of three layers of paper – inside liner, outside liner and fluting which runs in between. The material gets its name from the corrugated medium which signifies its strength. Extensive investment in research and development along with the successful utilization of customer feedback has enabled BSP to develop special liner and fluting that provides the strength and durability needed to pack and transport valuable customer products.

BSP provides flexibility in choosing from:

- › **Regular Slotted Glued Containers (RSC)**
- › **RSC-stitched trays and shelves**
- › **Die-cut containers**
- › **Backward Integration**



In order to be confident that our business is being managed responsibly and sustainably, we must comply with all the obligations imposed on us and the ones we choose to impose on ourselves.

**-Mustafa Ahmad**  
Manager Sustainability



## **Sustainability**

The Sustainability team works closely with the management, staff and supply chain partners to integrate responsible behaviour.

The approach to Sustainability at Bulleh Shah Packaging (BSP) is an over-arching set of values that drive all our actions and long-term decisions. The organization defines four major implementation areas for BSP's Sustainability agenda:

- 1. Environment and Energy Efficiency**
- 2. Responsible Sourcing**
- 3. Human Rights and Responsible Business**
- 4. Responsible Stakeholder Engagement**

## 4 Major Implementation areas for BSP's Sustainability agenda:



### Responsible Sourcing

- › Responsible Branding
- › Supplier Risk Level Assessment
- › Pre-screening Suppliers
- › Responsible Procurement Procedure
- › Internal Audits



### Environment and Energy Efficiency

- › Resource Efficiency
- › Responsible Efficiency
- › Resource Management
- › Waste Management Recycling
- › Carbon Footprint Emission
- › Climate and Energy
- › Material Efficiency



### Human Rights and Responsible Business

- › Rights and Responsibility
- › Code of Conduct
- › Anti-Corruption Policy
- › Gift & Hospitality Policy
- › Gender Policy
- › Grievance Procedure
- › Women & Land Rights
- › Working Environment Process



### Responsible Stakeholder Engagement

- › Responding to Diverse SH
- › Disclosure to investor and Customer
- › Sustainability Report
- › Research for Realities at root
- › Strategic Collaborations with ILO
- › LSK schools for Supply Chain Communities
- › Sehat Mobile for agriSC communities



United Nations  
Global Compact

## Since 2013, BSP is a signatory on the United Nations Global Compact (UNGC)

which is a voluntary initiative based on CEO commitments to implement universal sustainability principles by having a multi-year strategy to drive business awareness and action in support of achieving the Sustainable Development Goals by 2030.

All operations of BSP are aligned with the SDG's and Communication on Progress (COP) is updated annually on the UNGC platform for our stakeholders.

## ■ Certifications



**Quality Management System**  
ISO 9001-2015

PK12/03918 Site: Karachi, Kasur Validity: May 2021



**Environment Management System**  
ISO 14001-2015

PK10/05316 Validity: June 2021



**Food Safety System FSSC (version 5)**

PK17/00198 Validity: May 2023



**Occupational Health and Safety**  
ISO 45001-2018

PK20/0767-00 Validity: May 2021



**SEDEX**  
S200642962127  
P00000012987  
P00000112991

Site: Karachi/ Kasur Validity: June 2022



**FSC CoC**

SGS-COC-010469  
SGS-CW-010469 Validity: April 2020

## Environment and Energy

### ■ IMS POLICY

We strongly believe that a well motivated, safe and healthy workforce is a prerequisite to achieve world class standards. We aim to achieve IMS goals through :

- › Creating a safe and work-friendly environment for all stakeholders. Safety shall always take the highest priority in all situations.
- › Complying with all applicable legal and regulatory requirements.
- › Training and developing the competence of all our employees in relevant subjects.
- › Setting objectives and targets for reviewing and improving our management systems.
- › Developing an effective management system to prevent incidents/ accidents, ill-health, pollution, waste reduction, hazards elimination and environmental impacts mitigation.
- › Ensuring that all food related packaging material is produced, stored and delivered in safe and hygienic conditions as per relevant requirements.
- › Continually improving our management systems for greater effectiveness.
- › Implementing individual accountability to comply with IMS requirements.



We invested in a biomass boiler generating peak 28 MW on a steam turbine, making BSP independent in energy concerns. Introduction of biomass plant facility brought a lot more benefits in addition to a sustainable and clean combined heat and power source. Billions of Rupees are being injected into the rural economy by creating thousands of direct and indirect jobs and livelihoods annually. Approximately,

**200,000 tons of CO<sub>2</sub> reduction**

is experienced on a **yearly basis.**

By using indigenous energy production resources, we have been able to significantly reduce the oil/LNG import bill. It is now proving to be the right step towards improving energy security of the company as well as the country. In today's competitive business environment, Sustainable Renewable Energy is essential for Sustainable Development.

**-Faisal Haneef**  
Head of Energy Operations



### ■ Green Energy and the Biomass Plant

Sustainable production is integral to our long-term strategy and ambition to grow as a responsible business.

We have installed a state of the art biomass boiler of 150 tons per hour catering to BSP's operations in Kasur. This investment of approximately 65 million US Dollars - **one of the largest biomass plants in the country**, not only ensures our products are

more sustainable, but also delivers additional welfare benefits to community, environment, agricultural sector and economy.

This plant is able to utilize several different agricultural wastes as fuels which were previously being burned by the farmers into producing energy such as wheat straw, corn stalks, rice stalks, cotton sticks and others. BSP takes part in reducing the



amount of smog in the country through utilizing this agricultural waste. This boiler has replaced BSP's conventional fossil fuel boiler with a highly competitive biomass unit.

The ash produced from this boiler is being offered free of cost, which can be used as a fertilizer for crops at the time of cultivation, in the brick making process and can be used as an alternative to sand while fixing tiles for flooring.

As a responsible corporate citizen, the plant's fuel supply come from responsible supply chains that will benefit our sustainability agenda, the environment, agricultural sector and local communities. Not only does it bring a huge reduction to BSP's CO2 emissions but also creates shared value for farmers in terms of additional income and jobs in collection and transportation.

### ■ Biomass Boiler



### ■ Effluent Treatment Plant

BSP has the largest Secondary Effluent Treatment Plant (ETP) in Pakistan-

**spread on 18 acres with 1 MW electricity consumption. 60% recycled, discharged water** is used by farmers in the nearby villages.

**Boiler's Operational Optimization**

Reduction of energy cost.  
Independence from unreliable grid electricity.  
Full control of fuel sourcing.

**Creating Shared Values**

Reduction in **CO2 emissions** of approximately **200,000 tons** annually.

**Fuel**

**300,000 tons** of **bio-fuel** is used annually with **1,000 tons** of agricultural residue/ day including wheat straw, corn stalks, Cotton Sticks, Rice Straw and Sugar Cane waste.

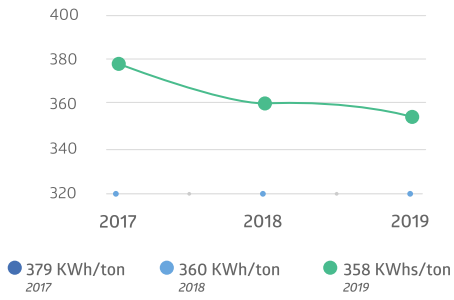
**Capacity**

**150t/h**, one of the **largest biomass boilers** in Pakistan.

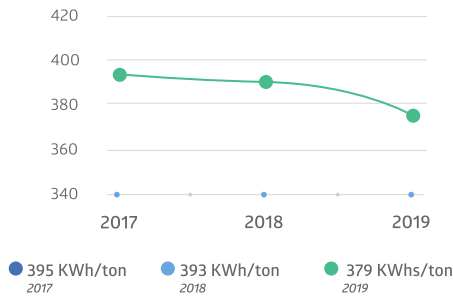
# Utilities Consumption

## ELECTRICITY

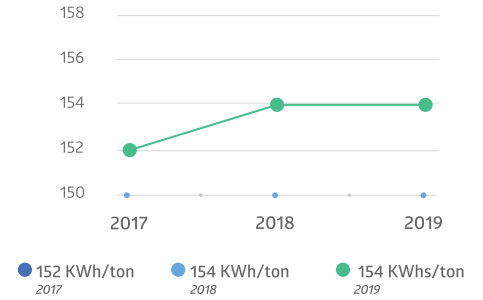
**PM-6 | Electricity KWh/ton**



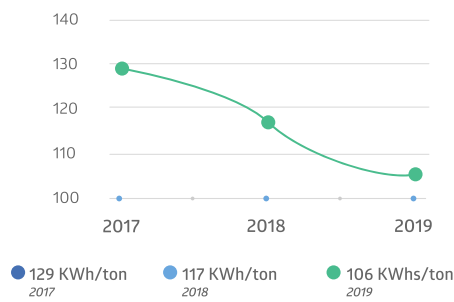
**PM-7 | Electricity KWh/ton**



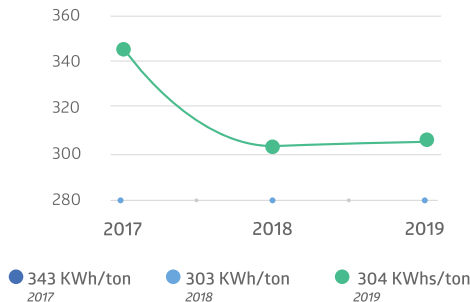
**OCC | Electricity KWh/ton**



**OLC | Electricity KWh/ton**

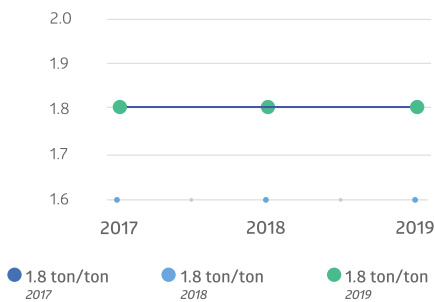


**CTMP | Electricity KWh/ton**

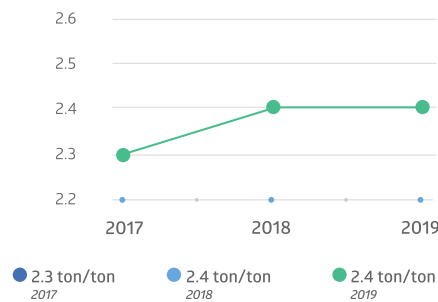


## STEAM

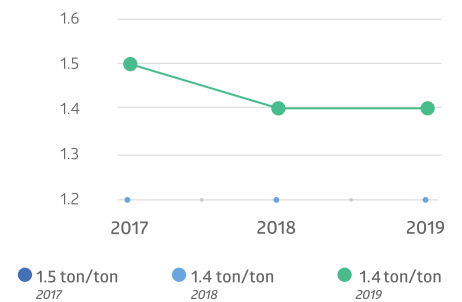
**PM-6 | Steam ton/ton**



**PM-7 | Steam ton/ton**

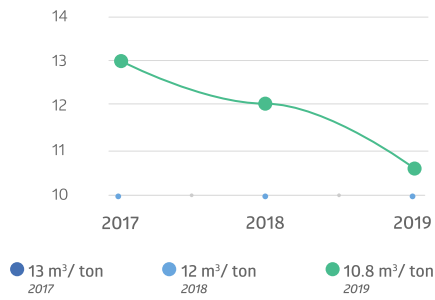


**CTMP | Steam ton/ton**

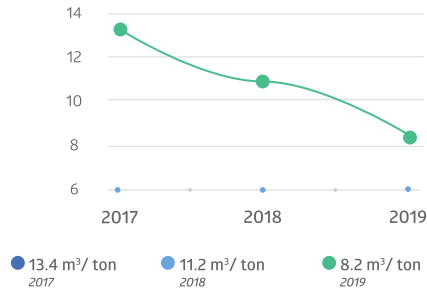


## WATER

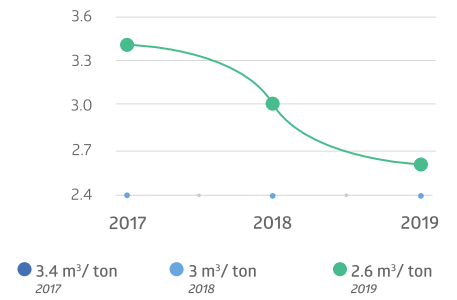
PM-6 | Water m<sup>3</sup>/ton



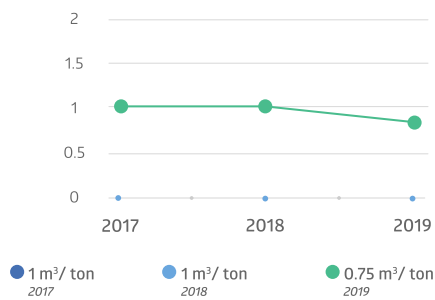
PM-7 | Water m<sup>3</sup>/ton



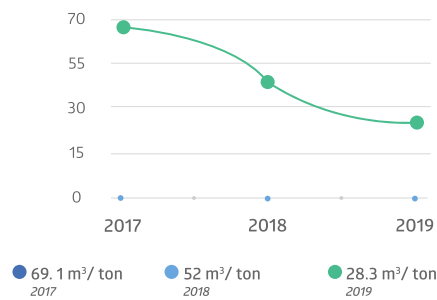
OCC | Water m<sup>3</sup>/ton



OLC | Water m<sup>3</sup>/ton

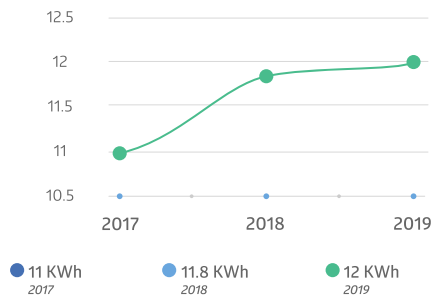


CTMP | Water m<sup>3</sup>/ton

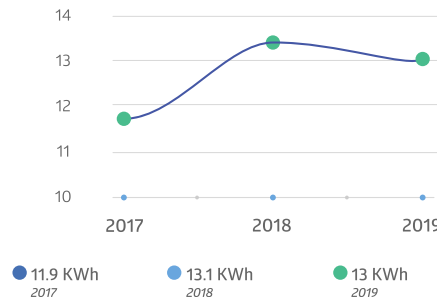


## COMPRESSED AIR

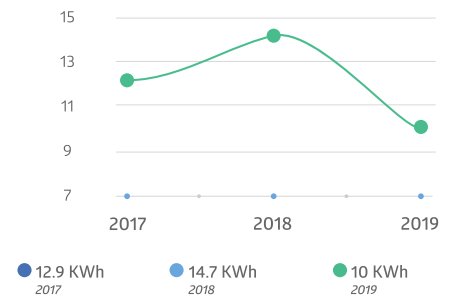
PM-6 | Compressed Air KWh/ton



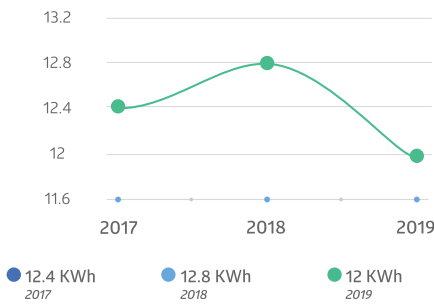
PM-7 | Compressed Air KWh/ton



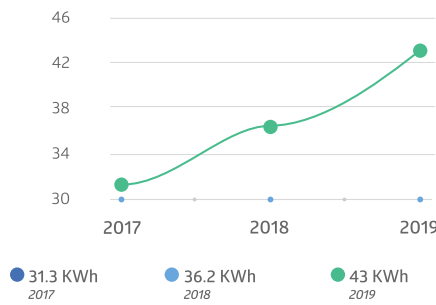
OCC | Compressed Air KWh/ton



**OLC | Compressed Air KWh/ton**



**CTMP | Compressed Air KWh/ton**



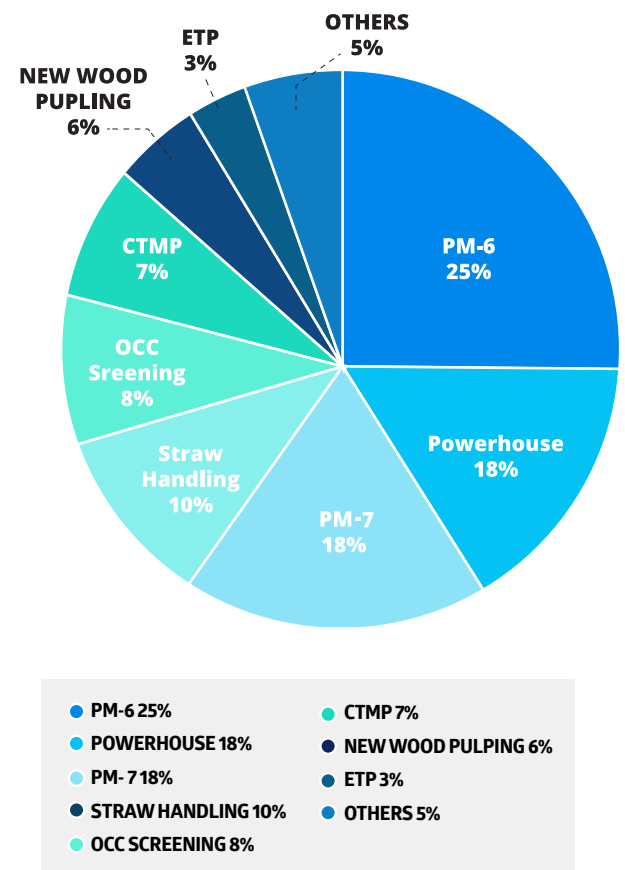
**Water Conservation and Resource Efficiency**

To further reduce our ecological footprints, we are actively working on reducing our water consumption by process optimization and process modification. Departmental teams are leading the campaign by not only working on their process flows but also creating awareness. BSP's Water Conservation Team is responsible for identifying and implementing water conservation and saving projects in their respective areas. The project was initiated in July 2018 and has been able to reduce water consumption by 25% through implementation of water saving projects till December 2019.

**Phase 01**

Areas	Monthly Avg. Consumption Jan- Aug (m <sup>3</sup> / month)
PM-6	128,318
Power House	94,701
PM-7	90,248
Straw Handling	51,245
OCC Screening	39,704
CTMP	37,382
New Wood Pulping	29,089
ETP	16,921
Chemical Preparation	8,892
OCC Slushing	6,594
OLC	5,777
CD	3,134
<b>Total</b>	<b>512,005</b>

**Area wise Water Consumption**



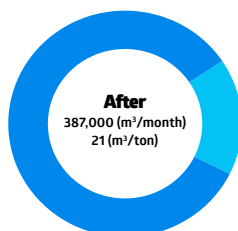
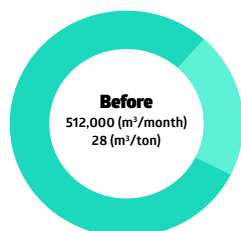
► **25% reduction** (512,000 m<sup>3</sup>/month to 384,000 m<sup>3</sup>/month and 28 m<sup>3</sup>/ton to 21 m<sup>3</sup>/ton) in freshwater consumption.



## Water Reduction Analysis- Department Wise

### Implementation of Phase 01 Projects

Areas	Monthly Avg. Consumption Jan 18- Sept 18 (m <sup>3</sup> / month)	Monthly Avg. Consumption Oct 18- Dec 19 (m <sup>3</sup> / month)	Percentage % Reduction
PM-6	128,318	114,527	<b>12%</b>
Power House	94,701	86,153	<b>7%</b>
PM-7 *	90,248	63,325	<b>32%</b>
Straw Handling *	51,245	3,166	<b>94%</b>
OCC Screening	39,704	33,453	<b>17%</b>
CTMP	37,382	33,974	<b>11%</b>
New Wood Pulping	29,089	30,069	<b>-04%</b>
ETP *	16,921	2,626	<b>85%</b>
Chemical Preparation	8,892	8,445	<b>06%</b>
OCC Slushing *	6,594	3,753	<b>38%</b>
OLC	5,777	5,134	<b>13%</b>
CD	3,134	3,134	<b>-01%</b>
<b>Total</b>	<b>512,000</b>	<b>387,000</b>	<b>25%</b>



#### ► Major Saving Contribution \*

1. PM-7
2. Straw Handling
3. ETP
4. OCC Slushing

## Projects Implemented (Phase 01)

Areas	Main Projects/ Initiatives
PM-6	Optimization of HP and NP Showers AV2K installation during rebuild Optimization of edge showers
PM-7	Optimization of HP and NP Showers Optimization of Edge showers/ cooling water
Straw Handling	Use of ETP Final Discharge water at Straw Plant Backwater reuse in wet cleaning after removal of sand/ silica by using a tank of 90m <sup>3</sup> from DIP plant
ETP	Use of Sludge Press Filtrate water for clarifier surface cleaning and recovery of floating sludge
OCC	Collection of refiner sealing/ cooling water Installation of washing nozzles in towers

**Power House**

**Main Projects/ Initiatives**

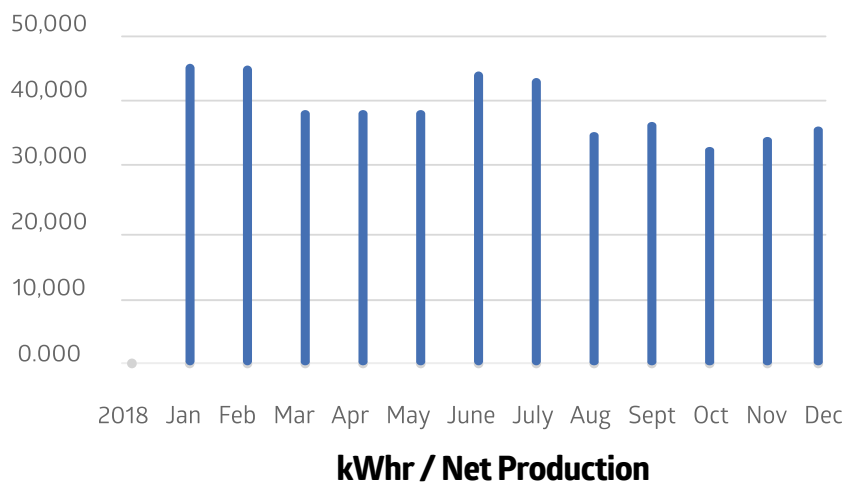
- › Use of cooling tower overflow at slag conveyor as makeup water

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- › Use cooling tower water for shredder oil cooling instead of fire water

**■ Compressed Air Conservation**

- › Compressed air leakages audits conducted in all departments & removal of leakages is in progress
- › Minimize the number of cleaning points and development of alternate methods is in progress
- › Flow meter has been installed for scientific measurement of compressors and compressed air leakage detector is being used for audits.



## Events, Updates and Trainings

### 01 FSC COC

Bulleh Shah Packaging is the leading provider of packaging material in Pakistan. We take great pride in manufacturing environment friendly products made from responsibly sourced materials. BSP plays its part to promote environmentally appropriate, socially beneficial and economically viable management of world's forests. BSP can give FSC Controlled wood and FSC Mix Products in its paper and board items and FSC 100% recycled stamped shipping boxes.

**Sustainability Goals**



### 02 Collaboration on Environmental Improvement Projects

BSP Sustainability team met the College of Earth and Environmental Sciences, University of the Punjab for collaborations on environment improvement projects.

**Sustainability Goals**



### 03 Roundtable of ESG and Sustainable Value Creation by CERB

BSP participated in the Roundtable on ESG and Sustainable Value Creation organized by CERB in Karachi on the 13th of February 2019.

**Sustainability Goals**



### 04 UNIDO's Sustainable Energy Initiative for Industries

BSP qualified for UNIDO's Sustainable Energy Initiative for Industries in Pakistan to implement Energy Management System at BSP with the help of UET. The launch event took place in Islamabad in the presence of prestigious organizations of Pakistan.

Experts from across the country to support BSP in reducing our energy consumption have been engaged through this project. Multiple initiatives have been taken in the past few years to fulfill our commitment towards environment. A third party audit has been conducted to assess the current energy usage that will act as a baseline to develop effective Energy Management System. Furthermore, training of BSP staff also helped to assess the potential areas that will be focused in devising future energy consumption strategy.

**Sustainability Goals**



### 05 International Conference on Water Governance

BSP participated in the International Conference on Safe Drinking Water Governance, organized by the School of Governance and Society, University of Management and Technology at Avari Lahore.

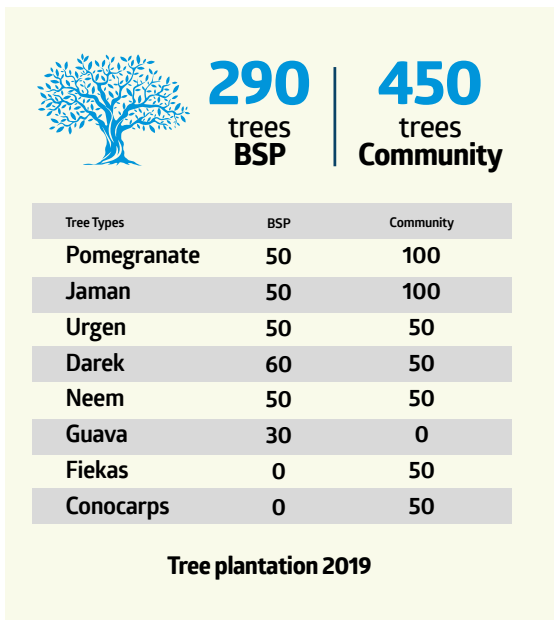
**Sustainability Goals**



## 06 Tree Plantation in 2019

As the SDG leader on Climate Action, BSP ensures tree plantation activities inside the mill as well as in the nearby community villages and schools. These plantation drives are aimed at spreading awareness and the importance of plantation in improving the air quality. Hundreds of trees are gifted and planted every year under this campaign, which benefit the residents of nearby community.

### Sustainability Goals



## OHS and Fire Safety

### 01 IMS Internal Audits

The first quarter of the year began with IMS Internal audits for OHSAS 18001:2007 and ISO 14001:2015 Standards. A lot of attention was given towards Risk Assessments and Top risks in departments. Through these audits departments were evaluated by compliance percentage and grading mechanism. These ratings and issued NCRs will help the Line Managers and IMS Coordinators to work effectively on systems improvement and risk management.

### Sustainability Goals



### 02 PTC Akora Khattak Factory Visit - Learning from Best Practices

Our EHS team visited PTC (Pakistan Tobacco Company) Akora Khattak Factory, which is another step in a series of sharing best practices for improvement in our systems. The scope of this visit revolved around:

- *Logistics Safety*
- *Raw Material handling*
- *Process Safety*
- *Behavior based safety program*
- *Safety Performance key indicators*
- *Floor visit*
- *Firefighting systems*
- *Safety Audits*

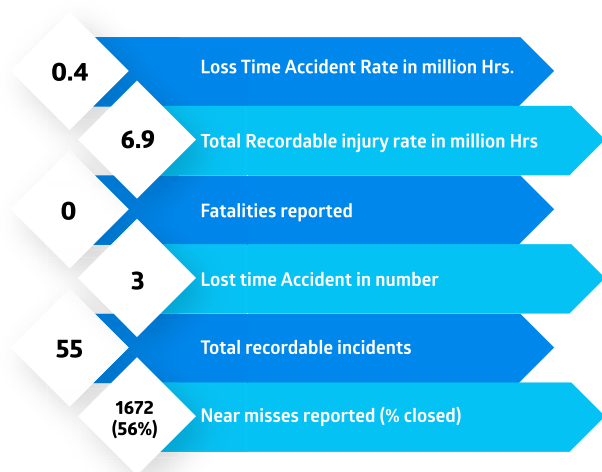
### Sustainability Goals



### 03 Fire Safety Trainings & Emergency Response Management

BSP Kasur site has a wide-ranging fire-fighting system which mainly comprises of hydrant system in all areas and automatic sprinkler system on Paper machines and biomass plant. BSP Fire Safety team is carrying out comprehensive trainings and mock drills regularly concerning Fire, Earthquake, Gas leakage and Chemical spill threats.

### Sustainability Goals



### OHS STATISTICS 2019



## 04 EFP Best Practices Award on OSH 2018

Bulleh Shah Packaging Pvt. Limited won 2nd Prize in Agriculture, processing and allied sector at the 14th EFP Best Practices Award on OSH 2018. The event was organized by Employers Federation of Pakistan, corporate OHS on International Day of Health and Safety at work 2019. National and Multinational companies of Pakistan participated in this conference. The award was presented by Mr. Shafqat Mahmood Federal Minister of Pakistan Education and professional training.

### Sustainability Goals



## 06 Fire Safety at Syeden Wala

We always believe that our fire safety and fire-fighting training services should not be limited to factory premises only and nearby community should also be involved in such awareness activities. In lieu of this, a comprehensive training and emergency drill covering fire-fighting and earthquake aspects was conducted by BSP fire safety team for Syedan Wala Boys and Girls High School. Total 383 students and 25 teachers participated in the training session.

### Sustainability Goals



## 07 Fire Safety Campaign for Biofuel Purchase Centers

Comprehensive campaign on Fire Safety was launched for all Biofuel Purchase Centers in 03rd Quarter of 2019. One day per week was allocated for BSP purchase centers covered very efficiently by the Fire Safety Team as per the agreed frequency. Core purpose of this campaign was to align Fire Safety and OHS practices at purchase centers and providing fire safety awareness and refreshers for the purchase center staff. This campaign covered the following aspects:

- › Comprehensive fire safety training, tool box talks and demonstration
- › Mock drills (fire-fighting and earthquake)
- › Risk Assessments
- › Fire equipment evaluation
- › SOPs re-evaluation
- › Interaction with labor and drivers

## 08 Two Days Basic Fire Fighting for Purchase Centers

Two days Certified Basic Fire-fighting training was provided to in-charges of all Biomass Purchase Centres, which fall under Region 1 and Region 2 respectively

### Sustainability Goals



## 05 EHS Trainings October

An extensive EHS TRAINING OCTOBER program was planned, where each day of the month was dedicated to training and developing competence. The objective of the initiative was to train our employees to mitigate incidents, ill health, pollution, waste and environmental impacts in all aspects of our activities.

The training program consisted of 02 training cycles, each targeting Process / Maintenance and Supply Chain of BSP. These in-house trainings are designed on hotspots highlighted in near misses and EHS audits to help us shift our safety culture towards leading indicators, and making people more aware of safety and environment with respect to their specific jobs.

### Sustainability Goals







## 09 Rescue 1122 Training

Two days comprehensive training on following topics was arranged by BSP Fire Safety team with the collaboration of Rescue 1122. 28 employees from all departments of BSP participated in this training covering 228 man-hours.

- › Basic Life Support
- › Fire-fighting
- › Medical First Aid

### Sustainability Goals



## 10 Electrical and Fire Safety Trainings for LSK Schools students and staff

BSP conducted safety awareness for the students and staff of LSK schools with a special focus on electrical safety keeping in mind the weather conditions during monsoon season. Fire and emergency response training for the staff was also conducted with the help of Fire Safety Department of BSP.

### Sustainability Goals



## 11 Celebration of LTA Free 2018

BUCP Karachi plant has achieved LTA free year for two consecutive years in 2018 and 2019. CEO of BSP Syed Aslam Mehdi awarded LTA free year trophy to Plant Manager BUCP Karachi, for highest rate of near miss reporting and best suggestions for safety improvement through encouragement and motivation of employees.

### Sustainability Goals



## 12 Basic Fire fighting Course #23

A comprehensive one-week Basic Fire-Fighting course (BFF # 23) was conducted by Fire Safety team for BSP employees. 13 employees from different departments participated in this 6 day course and 320 training man-hours were covered during this detailed and thorough course including theoretical lectures as well as practical demonstrations.

### Sustainability Goals



## 13 Training by Haseeb Habeeb

One day training was conducted by Haseen Habib Corporation on basic operation, inspection and maintenance of fire-fighting equipment installed at BSP Kasur. 24 employees participated in this training and 108 training man-hours were covered.

### Sustainability Goals



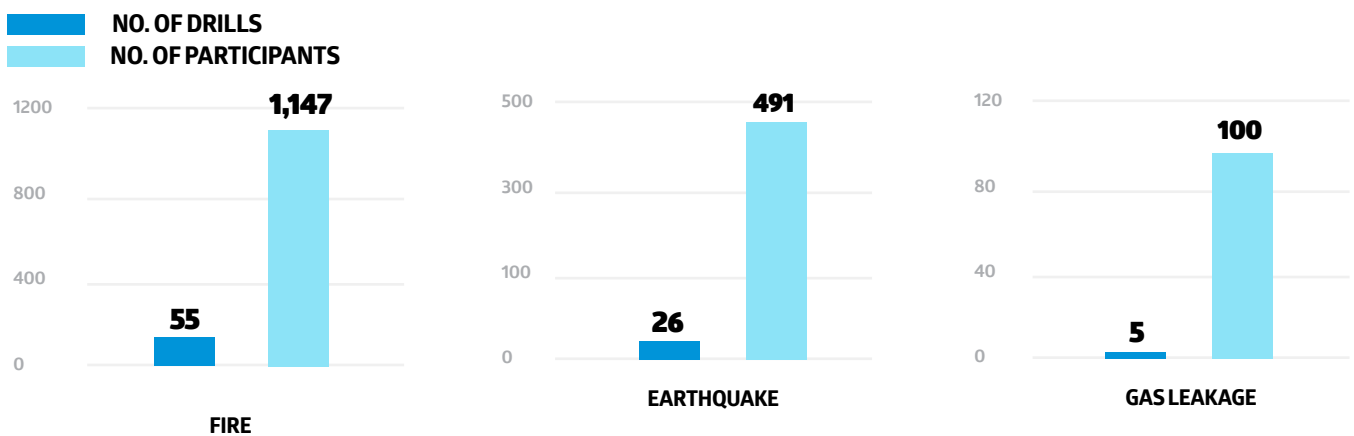
## ■ EHS Trainings 2019

Topics Covered Kasur Site	Sessions	Participants
Spillage/ Oil Leakage (Slip and Trip Hazards and Controls)	5	81
Good Housekeeping and Hazard Free Workplace	10	124
BSP IMS Policy Awareness	2	17
Permit to Work + Work at Height, Crane and Scaffolding	14	86
Fire Hazards Spotting, Reporting and Controls	1	22
Chemical Handling, Loading/ Unloading and MSDS	3	49
Emergency, Response, Evacuation, Number and Fire safety	3	51
Hand Injury Prevention	1	30
Personal Hygiene and use of PPE's	18	242
Near Miss Reporting and Risk Assessment	21	273
PTW Filling, Inspection and Closing	2	27
Electrical Safety Hazard Analysis	3	51
Crane Safety	1	11
Safety Rules and Hazard Reporting	3	40
Manual Material Handling	2	15
Awareness of Sustainability Portal	1	5
Aspect Impact Awareness	2	10
MEHs Safety	7	66
Scaffolding Safety	6	58
Incident Investigation	6	48
Material Handling Safety	9	81
Waste Management	2	17
Forklift Safety	2	24
Environment Impacts	4	31
Energy Management	2	10
Battery Charging	1	14
First Aid training	1	9
Punjab OHS Act	2	17
MOC	1	10
Fork Lifter Operation	1	20
LOTO	1	10
Safe Driving Site	1	8
Baler Shredder SOP Awareness	1	6
<b>Total</b>	<b>139</b>	<b>1563</b>

### EHS Trainings 2019

Topics Covered Karachi Site	Sessions	Participants
Sedex Compliance	2	16
FSC COC Standard and FSC Material Handling and Mass Balance	3	24
Noise Pollution	3	54
Spill Control and Chemical Handling	3	18
Effluent and Pollution Control	2	22
Reduction at Source and Control the Environment Pollution	1	8
Aspect and Impact Study	2	12
Environment Management System	1	8
Behaviour Safety	6	135
Permit to Work	2	14
Use of PPEs	4	95
Road Safety	3	22
Risk Assessment	2	19
Fire Hydrant Training Session and Fire Fighting	8	101
Internal Audit	1	8
Safe Driving	2	28
Hazard Identification	3	31
Near Miss Reporting	4	115
<b>Total</b>	<b>52</b>	<b>730</b>

### Emergency Drills 2019



### Fire Safety Trainings



# Food Safety

As the only manufacturer of Liquid Packaging Board (LPB) in Pakistan, BSP ensures the compliance to Food Safety Management Systems and believes in continuous improvement. For this purpose our Food Safety team conducts trainings and audits throughout the year with the main aim of inducing a Food Safety culture engaging all stakeholders from the management to the production staff.

## 01 Food Safety Management Audits

Management audits for Food Safety and Housekeeping are being conducted on a regular basis to show commitment and involvement. The management team conducted these audits with a lot of enthusiasm and identified areas of concern for improvement in the systems.

## 02 Internal Auditing for FSSC Workshop

A 2-day customized workshop on Food Safety auditing was conducted by SGS Pakistan in order to develop the auditing skills of our Food Safety Team as well as developing more resources in this field. The new changes in the FSSC 22000 standard were also discussed in detail to help the participants understand what is expected of them in the next certification audit.

## 03 FSSC 22000 v 4.1 2<sup>nd</sup> Surveillance

BSP successfully passed the 2nd surveillance audit of FSSC 22000 v 4.1 by SGS with the help of its committed and enthusiastic Food Safety Team. The team later celebrated the success of the audit with a team dinner at Bundu Khan Packages Mall.

## 04 Dengue Awareness Campaign

A comprehensive Dengue Awareness and Prevention Campaign, "Fight Against Dengue" was conducted considering the spread of this deadly virus in the country. This campaign was conducted through social media, intranet, posters and relevant literature distributed amongst the employees in mill wide awareness sessions.

## 05 Food Safety Team visit to Packages Ltd.

BSP's Food Safety Team visited BUFP and BUFC Packages Limited for best practices in Food Safety Implementation. Ms. Hina Jamil and Ms. Ayesha Perveen conducted the informative visit for our team and shared good manufacturing practices and their implementation.



## 06 Food Safety Training Modules

The last quarter of 2019 was packed with trainings on Food Safety Management Systems. A training program based on four modules of HACCP, Product Recall, Withdrawal and Control of Non-conforming materials, Food Defense and Food Fraud and Control of foreign bodies and allergens was conducted by Food Safety Team Leader Mr. Mustafa Ahmad for the food safety team members preparing them for the upcoming external audits

### Food Safety and Pest Management Trainings 2019

Topics	Sessions	Participants
Dengue Prevention	5	74
Food Safety Procedures	4	32
Internal Audit Food Safety	2	12
Pest Management/ Waste Management	5	58
Food Defence, Food Fraud Procedure	1	9
Allergen Control, Control of Foreign Matters	1	8
Housekeeping and Hygiene	3	25
<b>Total</b>	<b>22</b>	<b>218</b>

### SUSTAINABILITY GOALS





## UN Days Awareness Campaigns

To spread awareness, Sustainability Department of BSP conducts campaigns for various UN Days throughout the year. These UN Days have been celebrated across BSP with a variety of internal and external activities including training and awareness sessions for BSP employees as well as community. Banners and posters are displayed all over the premises and additionally an online awareness campaign is also carried out.



### 01 Zero Discrimination Day

BSP celebrated Zero Discrimination Day on 1st March at the Kasur Mill with employees from different departments. Customary cake cutting ceremony along with brainstorming about diversity was done with employees.

#### Sustainability Goals



### 03 International Mother Earth Day

Earth Day was celebrated with tree plantation at the DC Office Kasur. On this occasion hundreds of plants were distributed free of cost to the general public as well. EPA Kasur also participated in this event along with media and senior BSP officials. BUCP Karachi also celebrated this occasion with a tree plantation drive by the employees at the plant.

#### Sustainability Goals



### 02 World Health Day

Each year BSP observes World Health Day by serving the community in one way or the other. In 2019, World Health Day was celebrated by setting up a Sehat Mobile Medical Camp at the Government Health Center Herdosahari (Ramzana village) with the help of Arif Memorial Hospital. Over 500 patients from nearby community were treated and given free medicines.

#### Sustainability Goals



### 04 Breast Cancer Awareness Month

Mill wide Pink Ribbon Campaign for Breast Cancer Awareness was conducted throughout October with awareness sessions across the departments, including Planning, Finance, TPM, EHS, Design Office, Supply Chain and R&D. In addition an awareness session on Breast Cancer and Early Detection was conducted by Dr. Riaz-ur-Rahman from Cancer Care Hospital and Research Center on the ACTS platform for women of Packages Group at VIP mess Packages Limited Lahore.

#### Sustainability Goals







## 05 Global Handwashing Day

Global Hand Washing Day 2019 was celebrated at BSP Kasur with the help of Lifebuoy Pakistan again this year, emphasizing on the importance of hand hygiene in the health and wellbeing as well as production of Food Grade material.

### Sustainability Goals



## 06 World Day against Child Labour

An awareness session for the mothers of LSK students and community women was organized at LDA Campus. This interactive session was aimed at spreading awareness on the evils of Child Labour and the rights of a child to education, safety and security. These women vowed to act as the ambassadors of change in the community. Sewing machines were distributed to the TVET students who are using the skills learned here for earning a living through decent work.

### Sustainability Goals



## 07 Global Recycling Day

Students of LSK schools organized an exhibition of their projects at Colony Campus on the Global Recycling Day 2019. CEO BSP Syed Aslam Mehdi also visited the exhibition of the projects made entirely of recycled materials collected from garbage.

### Sustainability Goals



## 08 World Diabetes Day

A medical camp for free sugar testing and awareness was conducted for World Diabetes Day campaign with the help of Arif Memorial Hospital at BSP Kasur as a part of our commitment to health and wellness of the people of BSP.

### Sustainability Goals



## 09 World Environment Day Plantation Drive at BSP Kasur

Tree plantation drives are a regular feature of BSP's annual World Environment Day and International Mother Earth Day campaigns supporting our commitment to environmental sustainability. In 2019 a plantation activity was carried out at BSP Kasur mill with AC Kasur Ms. Fakhar-un-Nissa, the Environment Protection Agency Kasur and the students and staff of local Government Schools of Kasur along with the employees of the company.

### Sustainability Goals





## 10 World Water Day

World Water Day on 22nd March is an annual event that highlights the importance of freshwater and is used to advocate for the sustainable management of freshwater resources. Being a pulp and paper industry, BSP's main focus is to comply with all international standards and aggressively pursue the best practices around the world related to responsible consumptions and production. 2019 Water Conservation campaign was focused on reduction in consumption by process optimization and implementation of water saving projects along with awareness sessions for the employees.

### Sustainability Goals



## 11 World Teacher's Day

World Teachers Day was celebrated at LSK schools Colony Campus on 5th October 2019. All staff of LSK schools participated in the event; teachers were given prizes and awards for their contributions to the schools. The students presented cards to teachers, appreciating their effort and care.

### Sustainability Goals



## 12 World Hepatitis Day

Worldwide 290 million people are living with viral Hepatitis unaware of it. BSP is playing its part to the cause every year by spreading awareness and facilitate diagnosis through free of cost screening camps for Hepatitis B and C. In this manner, we are contributing to the World Hepatitis Day theme of the year "Find the Missing Millions". In 2019, the screening camp was set up at the BSP dispensary with the help of Arif Memorial Hospital for the employees of the mill.

### Sustainability Goals



## 13 Kitaab Gaari – World Literacy Day

The employees of BSP donated a mobile library to the students and community of LSK schools on the platform BSP Cares. This library was officially inaugurated on 5th September 2019 as a celebration of International Literacy Day. This mobile library moves from campus to campus encouraging reading and literacy amongst young children. The library is named Kitaab Gaari and it is an initiative of the Children's Literature Festival (CLF) for the children of underprivileged communities.

### Sustainability Goals



## 14 International Human Rights Day

International Human Rights Day was celebrated across LSK schools with the children talking about their rights specifically and human rights in general.

### Sustainability Goals





## 15 Universal Children's Day

30 years of Child Rights Convention (CRC) were celebrated on the Universal Children's Day at Children's Library Complex. UNICEF Punjab Chief Field Officer Mr. Wilbroad Ngambi was the chief guest along with esteemed guests from various organizations. Students of LSK schools participated in the event demanding the rights of a child through interesting performances. The students also prepared the hands on flowers and the art ladder highlighting the rights of children.

### Sustainability Goals



## Gender Equality

BSP is an equal opportunity employer and at BSP, we believe in Gender Equality and providing a safe and respectful workplace for all employees. A number of initiatives have been taken to promote gender equality including the ACTS forum. ACTS, which is short for Actively Caring Through Sharing, is our women's forum extended to all the companies in the Packages Group.



## 01 International Women's Day 2019

BSP hosted the International Women's Day 2019 event on behalf of Packages Group on 8th March 2019 at the Packages Hockey Grounds. The Debating team from Beacon House Defence was invited for a parliamentary style debate on the topic, "whether there should be a 50% quota for women in the corporate sector", keeping in mind the theme for this year: Better the Balance – Better the World.

The panel of judges included Ms. Nadia Afgan (Actor and Director), Ms. Maryam Wazirzada (Iris Communications), Ms. Mehr Agha (Ali Institute of Education) and Ms. Sarah Ahmad (Chairperson Child Protection and Welfare Bureau Punjab). Guests of honor were DG EPA Syeda Malika and Executive Director Rashid Memorial Trust Ms. Sabahat Khan.

### Sustainability Goals



## 02 International Day of Women's Sexual and Reproductive Health

An awareness session was organized on 12th February 2019, for the female employees of Packages Group under the umbrella of our women's forum ACTS. The informative session was conducted by Dr. Samar Hussain, consultant gynecologist in collaboration with Arif Memorial Hospital and well attended by female employees of all ages representing different companies of the Packages Group.

### Sustainability Goals







### 03 ACTS Session on Prevalent Gender Stereotypes in Pakistani Society

10th Session of ACTS was organized on Challenging Gender Stereotypes in Irshad Hall Packages on 12th of December 2019. A panel of esteemed guests including Ms. Zenith Irfan, Mr. Agha Imran Khan (Baboo), Mr. Abdul Manan Mirza and Mr. Dabeer Abbas discussed the prevalent gender stereotypes in Pakistani society and how they overcame the challenges thrown their way when they decided to pursue their dreams and passions.

**Sustainability Goals**



### 06 Sustainability through Diversity and Inclusion

Bulleh Shah Packaging Pvt. Limited participated in the Annual Diversity & Inclusion Conference 2019 by HR Metrics in Collaboration with the MAP. Ms. Kashmala Tariq, Head of Federal Ombudsman Secretariat, was the chief guest of the conference held at Marriot Hotel Karachi.

**Sustainability Goals**



### 04 Training on Gender and Organizational Change at ITC ILO Turin

BSP was awarded a fellowship by the International Training Center of the ILO at Turin, Italy for a training on Gender and Organizational Change. Over 20 participants from different organizations all over the world attended this training, with BSP being the only organization from Pakistan.

**Sustainability Goals**



### 05 Gender Sensitization Sessions

Gender Sensitization Sessions for BUCP Kasur Management staff were conducted by Mr. Mustafa Ahmad and Ms. Ayesha Aziz. These sessions addressed the very important topics of Gender Equality and Sexual Harassment along with other concerns regarding gender mainstreaming in a male dominated organization.

**Sustainability Goals**



### 07 ACTS Session on Essential Character for Success

A talk on Essential Character for Success was delivered by Ms. Medeeha J. Khan from CHREP during which various aspects of character building for professional women were discussed in detail. This session was organized on the platform of ACTS in Irshad Hall, and women from all companies in the Packages Group participated in the informative and engaging session.

**Sustainability Goals**





## 08 2nd Anniversary Event of ACTS

2nd Anniversary of our women’s forum ACTS was celebrated at Irshad Hall Packages Limited on 5th of August 2019. A panel discussion on Gender and Organization was conducted with the panelists being Ms. Humaira Shazia (MD and CEO DIC Pakistan), Ms. Asma Javed (Head of HR BSP), Mr. Nayab Baig (Group Head HR Packages), Mr. Shaheen Sadiq (Business Unit Head Tissue Division Packages) and Mr. Numan Noor (Business Unit Head Carton Packaging). Daughters of some of the members were also invited as the “Young Women of Substance”. Female employees from all companies of the Packages Group participated in the event.

### Sustainability Goals



## 09 Focus Group Session on Gender and Organization

A Focus Group session on Gender and Organization was organized at BSP Head Office Lahore. The session, first of this series, was video recorded and is aimed at gender sensitization and awareness within the organization for a decent and respectable workplace for everyone.

### Sustainability Goals



## 10 Respectful Workplaces and Prevention of Harassment

A series of trainings on “Respectful Workplaces and Prevention of Harassment” was organized for the employees of Finishing House. These trainings are aimed at strengthening the company’s Code of Conduct as well as spreading awareness on the Government of Pakistan Act against Harassment of Women at the Workplace 2010.

### Sustainability Goals



## 11 Mind the Gap Workplace Equality, Inclusion and Diversity

As the WEP and UNGC signatory, BSP participated in the UN Women, CSR practitioner workshop held from the 17th to 19th December, 2019 at PC Karachi where selective companies were invited. The focus of this workshop was to provide strategic guidance in developing gender responsive policies and procedure for business growth and sustainability.

### Sustainability Goals





## Corporate Social Responsibility Projects

BSP being a Responsible Packaging Company continues to strengthen its supply chains through its Corporate Social Responsibility Projects for health, education, decent work and gender equality.



### ■ Sehat Mobile Medical Camps

In line with BSP's commitment to community welfare, Sehat Mobile Project with the help of Arif Memorial Hospital and Packages Foundation was launched in 2018. This state of the art vehicle was designed with the help of Asian Institute of Technology, Thailand and is anchored on the principles of universal health care for all. This mobile clinic helps provide uniform primary health care services, targeting people within and around the purchase centers of BSP with difficult or no access to static health care facilities, underprivileged children from the various waste yards around Lahore and local community around the BSP mill.

#### Sustainability Goals



**8,758**  
Patients Covered in 2019

**28** Camps set out from Jan-Dec 2019

**12** LSK School Camps in 2019

**13** Purchase Centers Camps in 2019

**04** Eye Camps for LSK Students

**03** BSP Community Camps for UN Awareness Days  
*World Health Day, World Hepatitis Day, World Diabetes Day*

### ■ LSK Schools

With the help of a local NGO, Idara-e-Taaleem-o-Agahi (ITA), BSP is running six Life Skills for Kids (LSK) schools for the trash picking community of Lahore. Along with free education, students are equipped with life skills aimed at maximizing the options for safe and decent livelihood. More than 500 underprivileged children from various waste yards around Lahore are provided with books, bags, stationary, uniforms, food and health care through this initiative. The campuses are located at a walking distance from the community and in case the location is far from the community, free transport is provided to the students. These schools are structured to cater to the special needs of the community and are operating in two shifts to provide flexibility to the students. In addition to following the Punjab Text Book Board curriculum, interesting extracurricular and sports activities are also arranged frequently to encourage a safe environment to learn and play.

Month: December	Niaz Baig Campus (Basti Niaz Baig)	LDA Campus (Talli Wala Khoo)	Defense Road Campus 1 (Chandraya)	Defense Road Campus 2 (Engineers Town)	Colony Campus (Gujjar Colony/ Toba Pind)	Ring Road Campus (Mahmood Boti)	Total	Comments
<b>Kids Attendance (Monthly Average)</b>								
Class 2	84%	95%	73%	88%	81%	92%	86%	
Class 3	86%	79%	82%	94%	98%	99%	90%	Low Attendance at some extent due to winter season
Class 4	86%	77%	80%	92%	85%	85%	84%	
Class 5	89%	75%	86%	89%	100%		88%	
<b>Class Wise Enrolment</b>								
Class 2	44	57	14	20	30	22	187	
Class 3	40	53	22	11	36	16	178	
Class 4	25	23	15	10	29	7	109	
Class 5	15	18	9	5	14	-	61	
<b>Teacher's Training</b>								
Number of Trainings Planned	1	1	1	1	1	1	1	Training on online teacher application use
Number of Trainings Organized	1	1	1	1	1	1	1	Trainings organized for LSK Principals and Co-ordinators on Assessment Design (Part 2)
Course Related Trainings								
Skills Development Trainings	-	-	-	-	-	-	-	
<b>Food/ Lunch</b>								
Lunch Provided to Students	124	151	60	46	109	45	535	
Food Provided During Events	-	-	-	-	-	-	-	
<b>LSK Staff (Principal, Teachers, Support Staff, School Incharge)</b>								
Principal	1	1	1	1	1	1	6	
Full-time Teachers	2	2	0	0	2	0	6	1 full time teacher left LSK NBC and that post has been replaced with the teacher, shifted from LDA
Part-time Teachers	1	1	3	3	1	3	12	
Support Staff	2	2	2	2	2	2	12	
TVET Instructor	1	1	0	0	1	0	2	
School Coordinator/ Incharge	1	1	1	0	1	1	5	
# on new hiring	0	0	0	0	0	0	-	
<b>Community Involvement</b>								
Community Meetings at School	1	1	3	1	3	0	9	Discussion topics were Human Rights, AIDS, Quaid e Azam and precautions to avoid intense weather condition.
Meetings at Community	4	8	1	3	1	4	21	These meetings are conducted anytime during a week on requirement.
<b>Playing/ Extracurricular Activities</b>								
# of Planned Activities	1	1	1	1	1	1	1	Annual Cricket match of LSK Students (Super 8) and Children Literature Festival (CLF) and Tour to Army Museum Lahore
Recreational Trips	0	0	0	0	0	0	0	Annual Recreational tour of all LSK Students to Safari Park Lahore and badminton match of LSK Girls held in BSP
Events	1	1	1	1	1	1	2	Human Rights Day celebrated in campuses and Quaid e Azam Day celebrated in Children Library Complex Lahore
Sports/ Extra curricular Activities	1	1	1	1	1	1	1	Girls Badminton Match held in BSP & Kitab Gari activities
<b>Security &amp; Safety Measures</b>								
Security Guards (SG) (as per requirement)	1	1	1	1	1	1	6	
<b>Medical Checkup</b>								
Students Who Are Medically Examined	0	0	43	0	85	0	-	
<b>Kids Transportation</b>								
Transportation Provided? (Yes/ No)	yes	no	no	yes	yes	yes	-	
Trips Per Day	4	0	0	2	0	4	10	
<b>ITA Management (Field Coordinator, Project Coordinator, Management Representative)</b>								
Visits by Field Coordinator	13	12	4	21	16	7	73	Field Coordinators are also managing campuses in the absence of school coordinators that is why their visits are in high numbers.
Visits by Project Coordinator	2	3	2	1	3	1	12	
Visits by Management or Other Representative	8	30	7	7	12	2	66	Line Managers, Admin, BSP officials, Training Coordinator and ITA Coordinators
<b>Enrolment (Boys &amp; Girls)</b>								
Boys	69	68	33	25	49	23	267	
Girls	55	63	27	21	60	22	268	
Total	124	151	60	46	109	45	535	
# of Dropout Students								
<b>Enrolment (TVET)</b>								
Stitching	20						20	
Stitching					20	20	20	



## 01 LSK Teachers' Annual Conference

Annual Teachers' Conference for LSK Schools was held at Irshad Hall Packages. CEO BSP Syed Aslam Mehdi and CEO ITA Dr. Baela Raza Jamil attended the conference and acknowledged the staff for their hard work throughout the year, as well as discussed the future action plan for the coming years. Last years' performance, challenges and success stories were shared. The students and teachers performed a thought provoking skit on the right to education. The conference ended with a panel discussion on future plans, which was moderated by Dr. Baela Raza Jamil.



## 02 Education for All – The Leap to Gender Equality

BSP participated as a panelist in a conference on Education for All – The Leap to Gender Equality”, organized by Idara – e – Taaleem – o – Agha – hi (ITA) which is a partner in LSK schools project with BSP. The role industry can play in education and gender equality through CSR was one of the main discussion points in the conference organized on 24th of March 2019.



## 03 LSK Annual Sports Day

Annual Sports Day for LSK schools was held at Colony Campus where students from all 6 campuses enthusiastically participated in the sports activities. Competitions on different sports, races and other activities amongst the campuses make this a fun event for the students and staff alike. Winners from all campuses were given prizes. This sporting event has become one of the biggest highlights of the year for the students because it gives them an opportunity to participate in physical activities and sports in a fun manner.



## 04 LSK Girls Badminton Tournament

Physical activity is just as important as studies. LSK school students are engaged in different sport activities throughout the year. This year final matches of LSK Schools Girls Badminton Teams were played at Packages Limited Sports Complex. The guest of honor CEO BSP Syed Aslam Mehdi along with management team of ITA cheered the young sports women and gave prizes to the winners on 5th of December 2019.



## 05 LSK activities at Children's Library Complex

LSK students participated in various activities at the Children's Library Complex including a session on “Gaming for learning Mathematics” and Origami Workshop.



## 06 Visit to Safari Park

LSK visited the Safari Park for their annual recreational and educational visit. Teachers and coordinators accompanied the students to the park for a fun-filled day.



## 07 Iqbal Day at LSK

Iqbal Day was celebrated across all campuses of LSK schools with a lot of zeal and enthusiasm, remembering the message by our National Poet. The students paid respect to the National Poet by reciting verses from his poetry.

### SUSTAINABILITY GOALS







## 08 Independence Day Celebrations at LSK Schools

Independence Day was celebrated at the LSK schools with full enthusiasm at Mehmood Booti and Colony Campus where students and staff participated in colorful activities and winners were given prizes. Another celebration took place at the Children's Library Complex Lahore where the students of LSK performed and participated in various activities.



## 11 Children's Literature Festival

Children's Literature Festival (CLF) is the most awaited event for the students of LSK schools, in which thousands of students from different schools participate every year. The three day event for 2019 was organized at the Children's Library Complex in Lahore, and it not only gave our students an opportunity to showcase their talent, but also to interact with the students of other schools in the city.



## 13 Teachers' Training

Extensive training for LSK teachers was organized to equip them with the latest teaching techniques with the help of Idara-e-Taaleem-o-Agahi during the month of October 2019. These frequent trainings by professional trainers keep the teachers up to par with the latest in the field and also give them an opportunity to sharpen their skill while giving them a much needed break from routine.



## 09 March for Climate Action

The students of LSK schools are not only aware of local and global issues but also actively participate in events related to these issues. On 27th September 2019, the students of LSK schools marched for Climate Action and demanded Climate Justice in response to the Global Call for Climate Action and saving their future.



## 12 TVET 5th Batch Exhibition

An exhibition of products made by the students of the 5th batch of TVET was organized at Irshad Hall Packages, which included handi-crafts, clothing and household crafts. Women from the companies in Packages Group attended the exhibition and encouraged the students for working hard and learning new skills to earn a decent living.



## 14 Lesson Planning Workshops at LSK

Capacity building and training of staff is the backbone of LSK schools, and no quarter is left in improving the system. For the purpose of improvement and standardization of lesson planning at all campuses, an interactive workshop was organized for the teachers of LSK schools.

## 10 Sewing Machines Distribution

Sewing machines were awarded to the best students of the TVET centers at LSK schools for decent livelihood opportunities also encouraging them to opt for an alternate source of income for themselves and their families and making them financially independent.

## 15 TVET 5th Batch Passing Out Ceremony

5th batch of TVET students passing out ceremony was organized at Colony Campus along with an exhibition of their work. This event was attended by Mrs. Syed Aslam Mehdi and Mrs. Shahid Hafeez, who also shared their valuable feedback and ideas for the next exhibition.

### SUSTAINABILITY GOALS





## 16 Kitaab Gaari on the Go!

Kitaab Gaari - the mobile library by CLF and BSP visits different disadvantaged communities along with LSK schools to take books where they are needed the most. A storytelling session with Kitaab Gaari was hosted by actor Mr. Sami Khan at the Lahore Fort on Iqbal Day for the LSK students.



## 19 BNU Degree Show Visit for TVET

BSP Sustainability team visited BNU Annual Degree Show for collaboration with LSK TVET exhibition. Later the Head of Design Department Mr. Umair Faizullah visited the LSK TVET Lab to discuss the ideas for next exhibition of the students' work and standardization of the products.



## 21 Pakistan Day Celebration at LSK Schools

Pakistan Day 23rd March was celebrated in a colourful manner at all LSK school campuses. The events included performances, poems, skits and speeches delivered by the students and staff with equal enthusiasm.

## 17 LSK girls visit the Science Mela at Syedanwala Higher Secondary School

In order to give exposure to the students and build confidence, educational visits are conducted throughout the year. Girls from grade 4 of LSK schools visited the Science Mela 2019 of Syedanwala Higher Secondary School along with their teachers and BSP Sustainability team. This visit inspired them to do their best and sparked their interest in science which was evident from their own science projects later during the year.

## 20 Huner Tarash – an online store!

In the efforts to make our TVET centers self-sustaining, various opportunities for collaboration are explored from time to time. A team from National Incubation Center LUMS and VCEELA visited the LSK Colony Campus and the Niaz Baig Center, resulting in a partnership with VCEELA which will enable the centers to run independently as a small enterprise. An online shop by the name of Huner Tarash was developed with the help of VCEELA, which is selling the products made by these artisans.

## 22 Sharing the Planet exhibition by LGS Defence Phase 5

LGS Defence Phase 5 students invited the LSK students as a part of their project on Sharing the Planet. This visit provided a wonderful opportunity to the students of both schools to interact with each other, and learn about each other as well as environmental and social aspects of sharing the planet including child labour, bullying, right to education, gender equality and women's rights. LSK students also visited the exhibition of the project and brought back interesting ideas for their own projects.

## 18 Uniform Stitching at TVET Labs

To support the artisans and students of TVET labs, uniforms of the LSK schools are being stitched in-house since last year. After facing some initial quality problems, the TVET labs are not only providing uniforms for all the 500 plus students twice a year but also earning a handsome amount for their hard work. This is one of our initiatives to provide decent work opportunities to the women from the waste picking communities of Lahore.

## 23 TVET instructors get training at NIC

Instructors from LSK TVET Centers attended a two week training on the platform of Urban Youth Project funded by British Asia Trust and Citi Foundation executed at National Incubation Center Lahore. The first cohort of this project targeted 35 micro entrepreneurs from low income areas. This training was aimed at the sustainability of these centers running on their own in the future.

### SUSTAINABILITY GOALS





## 24 LSK Super 8 Cricket Final

BSP Kasur hosted the final match of LSK Super 8 Cricket Series, which was played at BSP Kasur Cricket Ground between LSK Stars and LSK Shiners. The final trophy was won by LSK Stars from Niaz Baig and LDA campus, while the LSK Shiners were runners up. The management of BSP and ITA was present to cheer the little champions.

## 25 LSK Annual Prize Distribution

After the completion of final exams at LSK schools, "Annual Prize Distribution" of LSK schools was organized at all campuses. Parents also attended the ceremony while first three position holders were awarded prizes.

### SUSTAINABILITY GOALS



### SDG Clinic and Business Talk Sustainability

BSP attended the SDG Clinic for SDG Champion Companies and Business Talk Sustainability Meeting on ensuring Social Protection by Embracing SDG's organized by Global Compact Network Pakistan at Avari Hotel Lahore. The interactive session was conducted by Mr. Zubair Bawany, SDG Country Expert and Board Member GCNP and Mr. Fasih-ul-Karim Siddiqui, Executive Director GCNP with the objective of providing a platform to SDG Champion companies to discuss their issues and challenges in aligning their strategies with SDG's with a view to find a solution.

## Ethics and Compliance

Ethics and professionalism matter because they're the foundations of any business; however, a strong ethical mind-set is not immune from the challenges presented by globalization, technology or even ordinary human psychology. For us, ethics aligned with strong technical skills are vital to the future of the business. We have a responsibility to do what is right and to lead by example. BSP has a strong Code of Conduct based on our core values Lead, Care, Respect, Honesty and Courage. As a responsible packaging company, BSP believes in ethical practices at all stages of the business which is being ensured by frequent refreshers and trainings throughout the year.



### Ethical Dilemmas Trainings

Three sessions of trainings on Ethical Dilemmas and Conflicts were organized for the employees in Lahore and Kasur further strengthening the company's Core Values of Lead, Care, Respect, Honesty and Courage. These interactive sessions

were attended by more than 50 executive and young managers of the company and represent the BSP Code of Conduct.

### Sustainability Goals



### Grooming and Etiquette for Workplace Session 4

Mr. Arif PyarAli from Learning Minds conducted the 4th training on Grooming and Etiquette for workplace for the gentlemen of BSP. This series of trainings aimed at image and confidence building

amongst the young men focus on email and meeting etiquette along with professional dressing and dining habits which are often left ignored, but hold a lot of importance in the professional and personal growth of employees.

### Sustainability Goals



## ■ KAIZEN and TPM

Total Productive Maintenance (TPM) is a system of maintaining and improving the integrity of production, safety and quality systems through the machines, equipment, processes, and employees that add business value to an organization. The goal of the TPM program is to markedly increase production while, at the same time, increasing employee morale and job satisfaction. At BSP an effective TPM system is in place empowering the workers to take charge of their productivity, efficiency and safety by playing a proactive role in day-to-day activities.

### Kaizen Conference 2019

Kaizen Conference 2019 was organized in Irshad Hall (Packages Limited) on 16th January 2019. Twenty one Kaizen teams participated in Kaizen Conference and presented their work to senior management. Top ten individual Kaizens/improvements were presented by idea generators on this day.

### Technical Trainings for Process Staff

In order to boost Autonomous Maintenance skills of Process Staff technical trainings are conducted by Mill Mechanical Maintenance. These trainings are helpful in reducing typical mistakes while operating equipment.

### Management Model Machines ISOWA & PASABAN

ISOWA and PASABAN machines were selected as management model machines in BUCP and BUPB respectively. BU Heads and managers joined machine staff for cleaning and tagging activity (fault finding) with the aim to restore machines to near new condition and set a model for others to follow.

### Mid-Year Review TPM

Two- Days Mid-Year Cost saving Projects Review 2019 was conducted at OLD Project Office on Sep 2019 where more than fifty teams presented their progress to the management of BSP.

## ■ Future Sustainability Ambassadors

BSP opened its doors for its Future Sustainability Ambassadors at Kasur and Karachi plant on Bring Your Child to Work Day. Children of employees from different departments participated in the daylong event where they were taught different aspects of Sustainability as well as the craft of paper and board industry. In addition to this, a comprehensive Fire Safety and Emergency Response training was also organized for the children.

### Sustainability Goals



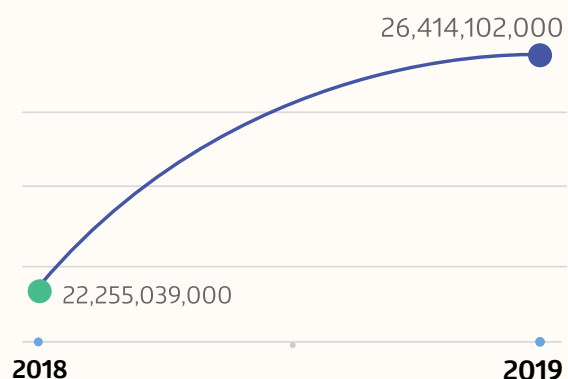
### ■ Net Sales (BSP 2018 VS. 2019)

**YEAR 2018**

PKR **22,255,039,000**

**YEAR 2019**

PKR **26,414,102,000**



# The Human Capital



“

Human sustainability is one category, which involves specific goals, strategies and methods implemented to preserve and improve the quality of human life. Sociological, environmental and resource-based factors contribute to human sustainability. We at BSP value our human capital and believe that it is integral to the sustainability of our business.

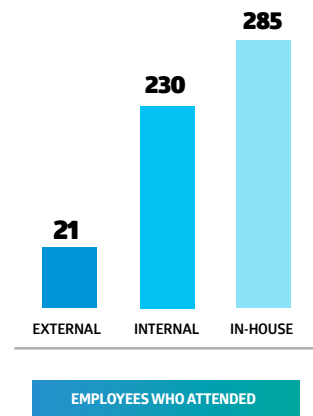
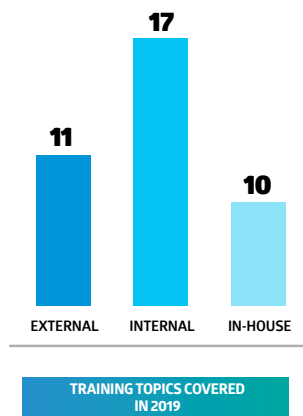
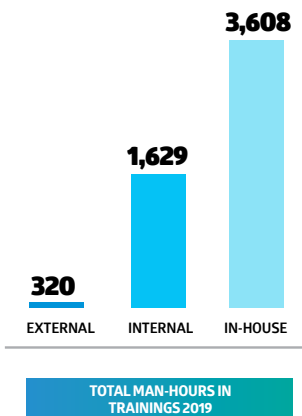
-Asma Javed  
Head of HR

”

## ■ Training and Development

**38** Number of trainings in 2019  
(External + Internal + In-house + International)

<b>536</b> Total Number of Employees trained in 2019	<b>10.37</b> Training hours per Employee (Average)
<b>38</b> Training Topics Covered in 2019	<b>5,557</b> Total man-hours in trainings 2019



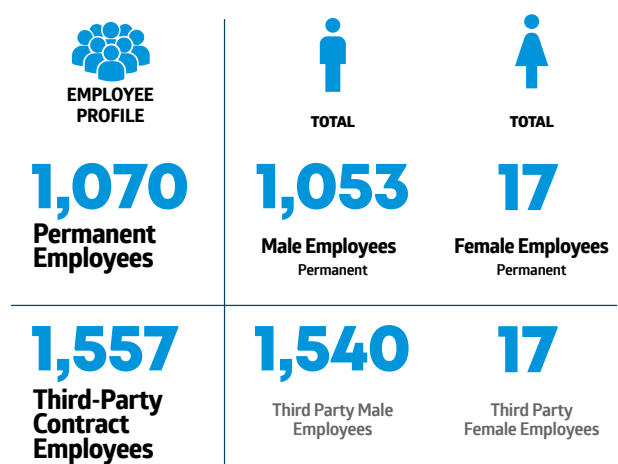
## ■ Employee profile

Employee Data	Strength
Permanent	1,051
Contractual	19
3rd Party	1,557
<b>Total</b>	<b>2,627</b>

Management Profile	Strength
Management team	7
Male Managers	27
Female Managers	0
<b>Total</b>	<b>34</b>

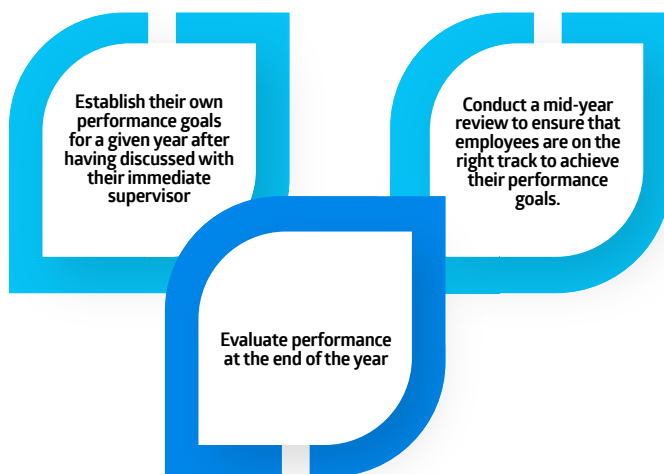
Third Party	Strength
Kasur	1,304
Karachi	153
Purchase center	100
<b>Total</b>	<b>1,557</b>

Permanent Employee (Location Wise)	Strength
Lahore	65
Kasur	880
Karachi	93
Islamabad	3
Faisalabad	1
Purchase Center	28
<b>Total</b>	<b>1070</b>



### ■ Performance Management

At Packages Group our Performance Management System is called 'People Performance Process (PPP)'. The PPP empowers employees to:



At the heart of PPP is the dialogue meeting with the immediate supervisor – during goal setting, mid-year review and year-end review. Indeed, in the absence of these dialogue meetings, the PPP tool loses its essence. Hence an employee and the immediate supervisor are required to have a dialogue during each of the three stages of the PPP. The PPP tool brings greater clarity to the role and the expectations of an employee. Similarly, it helps to determine the actual value addition during the year. While this transparency is beneficial for an employee, it also enables the organization to differentiate between employees based on individual contributions

### ■ Employee Satisfaction Survey

In 2019, BSP conducted an employee engagement survey to gauge the levels of employee satisfaction and employee engagement. The survey provides an excellent opportunity for the management to improve performance in areas that are important. BSP has performed well in the areas of quality & customer focus, teamwork & cooperation, ethics & integrity, infrastructure & support, and leadership & direction. Our goal is to improve BSP's performance by

achieving increased sales, improved efficiencies, reduced wastages and a more engaged workforce.

#### Employee Engagement Initiatives

BSP takes a hard look at the tools and procedures in place which support and enhance employee connectivity with BSP and with each other. Streamlined communications allow empowerment, alignment and elimination of friction. At the

same time, the right technology must be in place to connect and engage employees regardless of where they are and how they collaborate.

To help employees engage with fellow colleagues and build relationships, various employee engagement initiatives were taken throughout the year which include Lamhay (Packages Group Newsletter), BSP Republic, MyRepublic,



company events, engagement activities and trainings.

### Lunch with the Management

Lunch with the Management Series gave employees a chance to express their concerns about developmental opportunities, the interconnectivity of work and life, production challenges, company’s future and many other issues. This one on one interaction with the senior management has helped to address many concerns and provided clarity to many misconceptions.

### Celebrating Us

It is the people of BSP that make substantial contributions and that is something to be celebrated every day, not just at the end of the year. Celebrating us is a platform on the BSP Republic intranet portal to acknowledge individual performance and value addition. It is an employee appreciation window that will help recognize contributions of colleagues in helping BSP create a better tomorrow. This program will make it easy for an employee to praise a peer, congratulate a colleague or even support a supervisor in recognition of their hard work, dedication, great character or leadership. Employees can use it to recognize anyone, whether they are sitting at the next desk or working on a machine.

### My Republic

BSP has a tradition of transformation and continuous improvement to help business operations run smoothly. Keeping the legacy alive – the HR department launched this innovative employee centric initiative, revamping key systems, practices and policies. MyRepublic is a one-stop employee information center where they can find key contacts, their own development plans, attendance, total compensation & benefits, entitlements, HR policies, colleagues’ birthdays, IGI claims, mobile dues, car dues, my claims, my fuel card bills etc. A wealth of information is now available at the click of a mouse. The

new and improved MyRepublic combines content and functionality providing employee related information which is easier to find.

### Our partners in Sustainable Development

BSP firmly believes in collaborating and working together to achieve its Sustainability Goals. We work with a number of organizations including private organizations, government organizations and departments, local bodies, NGO’s and many others for sustainable development. Some of the organizations we work with are:



### External Commitments and Memberships

Memberships	Departments	Non-Obligatory	Obligatory
Registration of Company	SECP	●	
Registration of Income Tax	FBR	●	
Registration of Sales Tax	FRR	●	
Registration of Punjab Tax	PRA	●	
Registration of Sindh Tax	SBR	●	
Registration of WEBOC	CUSTOMS	●	
Registration of Professional Tax	EXCISE AND TAX DEPT	●	
Registration of Punjab Employee Social Security Institution	PESSI	●	
Registration of Employees Old-Age Benefit Institution	EOBI	●	
Registration in Labour Department	PUNJAB LABOUR DEPT.	●	
Lahore Chamber of Commerce and Industries	LCCI	●	
Korangi Association of Trade and Industry	KATI		●
United Nations Global Compact (UNGC)	UNITED NATION		●
Women Empowerment Principles	UN WOMEN		●



**TRI-PACK  
LIMITED**



Tri-Pack’s sole purpose is to enhance stakeholders’ value through the promise of a future-fit organization that gives innovative, robust and intuitive solutions to its customers while we strive to have minimum impact on the environment.

Environmental stewardship, workplace responsibility, human rights protection and good corporate citizenship are indoctrinated as part of the organization’s social legitimacy and sustainability agenda. Our environmental and social obligations are aligned with the United Nations Sustainable Development Goals, in order for us to operate more responsibly in our business and to impart a positive social impact.

– **Nasir Jamal**  
**Chief Executive Officer, Tri-Pack Films**

## Tri-Pack Films Limited is a joint venture between Mitsubishi Corporation of Japan and Packages Limited of Pakistan formed on April 29, 1993 to produce Bi-axially Orientated Polypropylene (BOPP) Films in Pakistan.

With the Head Office based in Karachi and regional offices in Lahore and Hattar our focus is to provide customers with dependable, economical and quality films backed by strong customer services.



### ■ Growth

Since its inception, Tri-Pack has been on a growth trajectory and has come a long way from one BOPP Line of 5,400 tons to four BOPP Lines of 66,800 tons and two CPP Lines of over 17,000 tons.

Our continuous and sustainable growth has also engaged reputed and dependable suppliers as business partners from around the world to ensure consistent quality of our products. Therefore the relationship with our suppliers is an increasingly important factor in allowing us both to maintain high standards of product supply and to respond to anticipated future customer needs.



If we view sustainability as being a matter of survival for our business, I believe we can create massive change. Global market forces increasingly require businesses to balance their planetary and societal responsibilities with the inevitable tension to meet shareholder commercial expectations.

– **Zuhair Damani**  
**CFO and Head of Commercial, Tri-Pack Films**



## Key Financial Highlights

	2019	2018
Sales Volume- (M. Tons)- Local	44,148	47,824
Sales Volume- (M. Tons)-Export	4,050	721
Net Sales Value- (Rs. in Million)	14,683	13,224
Gross Profit- (Rs. in Million)	1,490	1,376
Net (Loss)/ Profit- (Rs. in Million)	310	157
(LPS)/ EPS- (Rs. per share)	798	4.06



### ■ Market Leadership

Tri-Pack Films Limited has been in business for over 25 years and are the market leaders in both BOPP & CPP films in Pakistan. In recent times focus has been directed towards increasing global presence with focused approach on increasing export sales. R & D works on developing specialty films previously imported to give us a unique edge in both local and export markets.

### ■ Our Vision

The vision behind Tri-Pack Films business is to enhance stakeholders' value by being a supplier of first choice whilst maintaining leadership position in domestic market and profitably expanding footprint in the International market.

### ■ Our Strategy

- ▶ Satisfy our customers with timely supplies of products and services at economical prices, conforming to quality standards.
- ▶ Achieve sustained growth to meet the demands and expectations of our customers and stakeholders.
- ▶ Continuous development of new markets, products, applications and solutions together with our customers and suppliers.
- ▶ Employ cost-effective technology to retain our competitive edge.
- ▶ Nurture and inculcate a culture based on high ethical standards to meet our obligations towards the communities we operate in.
- ▶ Attract, develop and retain talent through motivation, training, performance reward and providing growth opportunities.



› Care for health and safety of our employees and stakeholders and play our due role towards the environmental requirements.

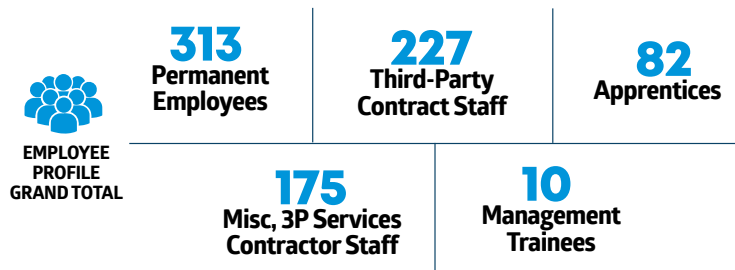
### ■ People at Tri-Pack

Our people are fundamental to the Company's growth and long-term value creation. We seek to offer a workplace where people are nurtured to be the best that they can be. Such is the purpose behind our talent management & development strategy that is deeply rooted in our business priorities. We believe that our ability to develop future-fit teams and leaders internally is an important competitive advantage. We therefore seek to build a strong bench of professionals across all levels to ensure continuity and long-term growth for our business. Our Management Review Process (MRP) is being aggressively utilized to identify potential and define a clear career path with designed interventions for top talent, enabling them to take on bigger roles & responsibilities in the organization.



“ HR function is critical to achieving the Sustainability triple bottom line serving as a strategic partner in determining and formulating HR's strategy to achieve the company's environmental and social goals. While balancing these objectives with financial performance metrics, Tri-Pack's HR fulfills this role through implementation of various programs and policies regarding organizational development, change management, cultural stewardship, diversity and inclusion.

– Taimoor Ahmed  
Head of Human Resource, Tri-Pack Films ”



Category	FEMALE			MALE			Total
	Karachi	Lahore	Total	Hattar	Karachi	Lahore	
Permanent	9	2	11	3	287	12	302
Apprentices	4	-	4	-	78	-	78
Management Trainees	5	-	5	-	5	-	5
3P Contractor Staff <i>(Packing, loading and Manpower)</i>	3	1	4	3	216	4	223
Misc, 3P Services Contractor Staff	1	-	1	19	153	2	174
<b>Grand Total</b>	<b>22</b>	<b>3</b>	<b>25</b>	<b>25</b>	<b>739</b>	<b>18</b>	<b>782</b>

## ■ Our Products

Tri-Pack offers a wide range of Biaxially Oriented and Cast Polypropylene (BOPP & CPP) packaging films, which are carefully and diligently produced to meet the packaging needs of our customers outperforming the expectations of the market. Our product brands are best suited for food and beverage applications (snacks, confectionery, dairy food, fresh cut vegetables, beverages etc.) and non-food applications (overwrapping, lamination, bag making etc.).

We have the capability to supply films in various sizes and thickness, ranging from 10 to 150 micron. We manufacture specialized films having unique barrier characteristics for special needs of the market designed to cater to the ever-growing demand of our customers.

Our films are designed to capture, enhance and protect the products that they envelope. Be it transparent, metallized or opalescent; simple wrapping or ultra-barrier; low sealing temperature films or specialized films. These films not only extend and enhance shelf life, but they also protect against the often harsh supply chain conditions.

We also specialize in developing the following high-grade films:

- > **Low Sealing Temperature Films**
- > **Broad Seal High Barrier**
- > **Matt Film**
- > **Paper Bond Film**
- > **Anti-Fog Films**
- > **Tobacco Non-Coated Transparent Wrap**
- > **In Mould Labels**
- > **Labelite**
- > **High Gloss Label**
- > **Ultra High Barrier Metallized Film**
- > **Perforation Films**



## ■ Customer Support

Besides producing high quality film, Tri-Pack helps its customers in further processing and shares professional knowledge to achieve financial and sustainable solutions. Our products are manufactured in accordance with customer requirements whilst meeting international quality standards. In order to produce high quality films, we use top of the line fully automated machines procured from world's best manufacturers including Mitsubishi Corporation – Japan, Windmüller & Hölscher – Germany, General Vacuum and Galileo Vacuum – England, Bruckner – Germany and Bonfanti – Italy.

## ■ Advance Research & Development Facilities

An in-house R&D department equipped with contemporary and sophisticated accessories and a highly professional team works round the clock to ensure production of high quality films. Product demand and development process is used to ensure that the product meets customer requirements by giving better run-ability and cost effective solutions.

## Health, Safety, Environment & Food Safety



“ We strive for a positive impact of our business by continuously evolving and improving our systems and processes. This is done by stakeholder management, and conscious approach to know what is right in the grand scheme of things. Profitability for any business is paramount yet its impact on environment takes precedent if we want to leave something profound for our future generation.

At TPF, we carry out business in an ethical and environment friendly manner and in compliance with regulatory and statutory requirements.

– Ahmed Mansoor  
**Head of Safety, Health and Environment (SHE)** ”

Tri-pack strongly believes in environmental sponsorship and protecting the Health and Safety of its people along with the security of Employees, Capital, Information and Assets from deliberate harm, damage or loss. Business security and control of flow of information is also one of our fundamental objectives. Tri-pack understands the paramount importance of Quality and Food Safety and leverages actions for its due-diligence. We are committed towards Resource Conservation, Waste Management and Energy Efficiency for a better future. We implement our HSSEQ policy through Integrated Management System, comprising of:

› **Leadership Culture:** We promote a pro-active culture by inculcating leadership for HSSEQ at all levels. We engage and train people and take their consultation through participation in objective setting.

› **Business Integration:** Our business decisions incorporate our HSSEQ Policy and its impact on our systems, surroundings, habitat and the communities we live in.

› **Resource Allocation:** We promptly allocate adequate resources and strategies necessary for efficacious implementation of Integrated Management System.

› **Regulatory Compliance:** We direct all our activities in compliance with the company standards and applicable legal requirements. Regular audits are orchestrated to ensure compliance.

› **Performance Measurement & Continual Improvement:** We measure and monitor performance against goals and objectives which serve as a guidance path towards our continual improvement. We monitor all emerging issues due to regulatory changes, technological advancements and stakeholder interests in order to enhance our performance in every aspect.



► **Stakeholder Collaboration:** We effectively collaborate with our Sponsors, Contractors, Suppliers and Customers in accordance with our HSSEQ policy to assure profound compliance.

► **Annual Review:** We periodically review the company’s performance in implementing this policy and update it as needed.

It is the responsibility of our leadership to communicate and help implementation of this policy across Tri-pack operations. All employees are responsible to understand the impacts of this policy on their day-to-day practices and are expected to apply and support the principles stated above.

■ **Safety, Health and Environment (SHE)**  
Safety, Health and Environment has been top most

priority of the company. This is evident from robust processes implemented across the organization to safeguard the lives and security of all of its employees

■ **Training and Development**

Governed by Human Resource Policy, a robust training & development program is in place to enhance the capability of our staff. Tri-Pack has the following programs in place:

1. General Health Awareness Sessions (Annual basis) for staff.
2. Annual Medical Testing & Examination for all permanent staff.
3. Annual Health Policy Awareness Session for staff by Health Insurance Provider.
4. OHS and/or First Aid internal training to staff.
5. Internal communication / information circulated by the Company Doctor.

Description of training at TPF	Participants	Sessions
Job Hazard Analysis (JHA)	21	2
Behaviour Based Safety (Observer's Training)	34	3
Food Safety and Hygiene Training	23	1
Safe Work Practice/ How to Avoid Injuries at Workplace	33	1
Emergency Response Training	16	1
PTW Compliance	49	3
Firefighting and First Aid	32	1
How to Avoid LTI and Equipment Damage	32	1
Risk Assessment Matrix	29	2
General Safety Rules	33	2
Incident Management	28	1
IOHS Managing Safely	18	1
Use of JHA in PTW SHEQ Databse	25	1
Legal Requirements and Compliance	13	1
BBS Analysis	37	1
JHA Refresher and Introduction to New Updated Format	20	1
Safety Leadership Training; Business Case of SHE	25	1
Introduction to BBS	50	1
Gap Analysis- <i>Integration from OHSAS 18001 to ISO 45001: 2018</i>	48	1
Use of Fire Extinguishers	7	1
Use of Fire Hydrant	27	2
Use of Fire Hose Reels	4	1
Use of Fire Monitors	3	1
First Aid and CPR	25	1
Fire Safety- Emergency Response Handling	30	1
Use of Pumps Operations	27	1
<b>Total</b>	<b>689</b>	<b>34</b>



**Total of 689 SHE trainings have been given on plant in 2019**

■ **Safety Performance**

Parameters	2017	2018	2019
Lost Time in Accidents Rate in Million Hrs.	0.25	0.48	<b>0.13</b>
Total Recordable Incident Rate in Million Hrs.	-	-	-
Fatalities Reported	0	0	<b>0</b>
Lost Time Accidents in Number <i>(Contractor vs Employees)</i>	2	4	<b>1</b>
Total Number of Accidents Including First Aid <i>(Contractor vs Employees)</i>	23	23	<b>13</b>
Near Misses Reported and Percentage Closed	1,076 (76%)	1,040 (63%)	<b>360(81%)</b>
Fire Incidents in Numbers	8	5	<b>11</b>
Total Number of Lost Hours	6720	6984	<b>312</b>
Accident Severity Rate in Million Hrs	-	-	-
Transport Incidents Recorded	0	0	<b>0</b>
Fire Drills Recorded	3	4	<b>4</b>

■ **Energy**

Tri-Pack Films Limited understand the significance of energy conservation and utilize waste heat from Gas Gensets exhausts for generating cooling load through Waste Heat Recovery Chiller (WHRC). Each 2 MW CAT Gas Engine is equipped with 341 URST WHRC. An estimated of 4.9 Million KWH energy is conserved every year.

■ **Water**

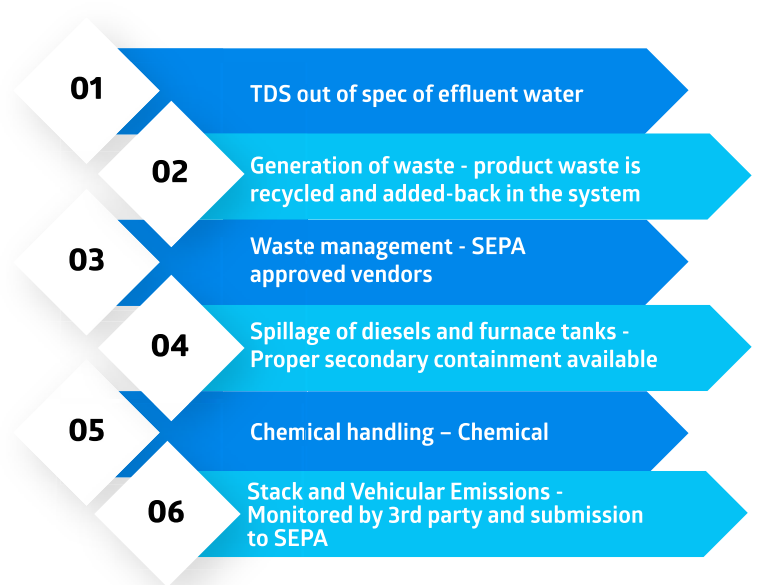
In 2019, water mapping was developed to determine the flow of water and its subsequent consumption and leakages and for this a budget was allocated. In 2020, implementation of this project will start and conservation efforts will be done accordingly.

■ **Emissions, Effluents and Waste**

Monitoring of effluents and waste is being done and reported to SEPA as per EMP smart tools.

■ **Major organizational environmental risk and opportunities related to issues**

Potential environmental hazards of the organizations;



## ■ Certifications

> Recertification of ISO 9001:2015 and ISO 14001 in Sept 2019



**Quality Management System**  
ISO 9001-2015  
PK10/02984 Validity: Aug 2022



**Environment Management System**  
ISO 14001-2015  
PK07/01378 Validity: Aug 2022

> 2nd Surveillance audit of FSSC 22000 v4.1 Mar 2019



**Food Safety System**  
**FSSC 22000 (version 4.1)**  
PK14/90988 Validity: July 2020



**HACCP Codex Alimentarius**  
PK14/00104 Validity: July 2020

> Migration from OHSAS 18001 to ISO 45001 2018



**OHSAS 18001-2007**  
PK19/0844 Validity: Aug 2022



**Occupational Health and Safety**  
ISO 45001-2018  
PK19/0844 Validity: Aug 2022

Tri-Pack has long been involved in exercising their citizenship in society, including sustainability, corporate philanthropy, corporate governance and corporate social responsibility. The organization endorses the following charters:

### ■ Ease of Doing Business (EODB)

We participate as survey contributors and as members of the advisory committee nominated by the Overseas Investors Chambers of Commerce & Industry (OICCI) for World Bank's Ease of Doing Business (EODB)

reform in Pakistan on the subject of Labor Market Regulations. The Labor Market Regulations sub-committee is headed by Chief Executive of Tri-Pack with members from industry and Tri-Pack HR as committee members and contributors.

*Date of adoption: 12-April-2019*

### ■ Good Health and Wellbeing

At Tri-Pack we verily believe that prevention is better than cure; prevention of our employees from NCDs and infectious diseases is very vital to us and although we are in the development phase of devising a mental

health policy, mental and physical well-being is important to the organization. Designated medical team and a company doctor on plant and office premises cater to the wellness and health of our staff.

Annual medical examinations are conducted for all staff, followed by physical examination and consultancy by our company doctor for improving overall health of our people.

Consultancy with a psychiatrist is covered under the company medical policy for the manage-

## Commitment to Sustainability



Sustainability is a way of thinking, a way of being, a principle we must be guided by. At TPF, this inspiration drives our business by continually evolving our way of working which is not only sustainable but profitable as well. Two such aspects are innovation and recyclability – our conscious decision to re-use our product's material without damaging the environment, thereby limiting landfill. Innovation is the sustainable competitive advantage a company can have and we achieve this by continually developing product, talent and process value stream mapping to eliminate redundancies, and creating a culture of change

– Adnan Sultan

Head of Manufacturing, Tri-Pack Packaging



ment staff and all staff is covered for hospitalization under the company health insurance policy.

■ **Decent Work and Economic Growth**

Our recruitment policy covers rules against child labor, eligibility and criteria for hiring on merit with equal opportunity for everyone. At the same time the company promises employee growth by yearly performance based increments.

Tri-Pack offers internships and Management Trainee programs focusing on enabling our trainees to gain exposure of different aspects of the business while growing and expanding their skill

**Trainee Programs offered at Tri-Pack:**

**Finance Trainee Program:** 3 years, ICAEW Training Certified for ACCA finalists and affiliates

**Commercial Trainee Program:** 2 years for Graduates majoring in Marketing, HR and Commercial

**IT Trainee Program:** 2 years program for Computer Sciences / Engineering Graduates

**Management Trainee Program:** 2 years program for Engineering Graduates

sets. A rotation plan is in place for all trainees in the workplace with defined learning objectives for each movement. A copy of the Code of Conduct is available for all staff on various platforms and is shared and signed off by new hires during onboarding and refresher trainings which are conducted annually.

Furthermore, internal and external trainings are arranged based on development needs identified during Training Needs Analysis by all Line Managers and Heads of Departments.

■ **Responsible Consumption and Production**

Tri-Pack’s ultimate goal is to create a circular economy, by using EREMA machines to recycle the polymer waste and responsibly consume the waste for reproduction.

In 2019, we installed another recycling machine which further increased our recycling capacity. Extending product life, reusing, re-manufacturing and recycling products both reduces the need for new resources and reduces the impacts from waste disposal.

We aim towards producing no waste and no pollution, not just by re-using and recycling things, but also designing them to last longer and finding more sustainable business models.

■ **Ethics in Business**

Tri-Pack being a responsible company complies with all applicable local laws and international stan-

dards. We promote this practice by only selling and buying products from companies that share the same values and are certified by governing authorities.

In addition, Code of Conduct, Values and Ethics trainings and refreshers are conducted for all staff annually. All new hires are given an orientation by HR which also covers significant policies, statement of ethics and company values.

A whistle blowing policy is in place in case an employee feels the need to raise a concern against misconduct or malpractice or speak up against harassment or discrimination.

■ **Gender Diversity and Equal Opportunity**

Tri-Pack Films Limited is an equal opportunity organization where competent people can apply and excel in their job responsibilities. Adherence to non-discriminatory behavior is a hallmark of our code of conduct and ethics policy. Currently we are in a preliminary stage to attain work place gender equality.

**Our female retention rate has increased from 20% in 2018 to 50% in 2019**

against a target of 20% increase which shows management commitment to equal opportunities.

Female Diversity Trend Female HC	Exit 2019	2018
Permanent	10	10
MTOs/ Other	5	4
Apprentices	5	0
<b>Total</b>	<b>20</b>	<b>14</b>
3P (Prime HR)	3	2
3P (Misc. Services)	1	0
<b>Total</b>	<b>4</b>	<b>2</b>
<b>Grand Total</b>	<b>24</b>	<b>16</b>
<b>Target: 20% increase</b>	<b>8</b>	<b>3.2</b>
<b>Achieved</b>	<b>50%</b>	<b>20%</b>

**Voluntary Initiatives**

Tri-Pack is affiliated with OICCI, IFC, EFP, WB for non-binding and voluntary initiatives to uplift the nation as a whole.

**Key Successes**

- ✓ Establishment of labor union for the welfare of labor
- ✓ Increased Management focus on safety and health by initiating various programs such as BBS (Behavioral Based Safety)
- ✓ Recertification of ISO 9001:2015 and 14001:2015 and migration from OHSAS 18001 to ISO 45001
- ✓ COD signed with CBA

**Employee Engagement**

We actively participate in various engagement studies to gauge the satisfaction, morale and climate of the workforce either internally or through external parties (e.g. Employee Engagement Survey, Best Place to Work Survey, Women@Work Survey etc.).

**Corporate Social Responsibility**

Tri-Pack’s commitments towards social responsibility are focused mainly towards protecting human health and the local community. We have, always focused and sought partnerships with organizations that are invested in supporting health, wellbeing, social welfare, diversity and inclusion of differently abled people. (Our long standing partners include: Indus Hospital, Pakistan Foundation Fighting Blindness, and NOWPDP)

**Donations 2019**

Type	Description	Sector	Institution
In-Kind	Donation to Habib University for sponsorig student’s semester abroad	Education	Habib University
Engagement	Breast Cancer Awareness Session and Away Day	Women Health	Packages Group
In-Kind	Donation to Bait ul Sakoon Cancer Hospital	Health	Bait ul Sakoon
In-Kind	Donation to Pakistan Foundation for Fighting Blindness	Community	PFFB
In-Kind	Donation to CHIPPA	Community	CHIPPA





# DIC PAKISTAN

## DIC Pakistan Limited is the leading manufacturer of quality printing inks in Pakistan located in Lahore and Karachi.

A joint venture company between M/s Packages Ltd. of Pakistan and DIC Asia Pacific (Formerly Dainippon Ink & Chemicals) of Japan started its operations in July 1994.



DIC Pakistan Limited aims to pursue excellence, improving the quality of life and driving Sustainability by embracing the United Nations' Sustainable Development Goals. At DIC we believe that companies which fail to help bring SDGs in realization cannot survive.

We hope to become essential to each and every stakeholder, from employees and customers to business partners and investors, by contributing to better tomorrows in the communities around the globe that we are privileged to serve.

– Humaira Shazia  
CEO and MD, DIC Pakistan



Today DIC Pakistan Limited is not only the largest ink manufacturer of Pakistan but also the first printing ink manufacturing company of Pakistan to attain the ISO 9001, ISO 14001, OHSAS 18001 certification. The company focuses on performance based printing inks for the Sheet fed Offset, Flexographic and Gravure printing industries located all over Pakistan.

We also supply inks for food packaging that have been carefully formulated to exclude materials known to be toxic. It excludes all materials on BCF (formally SBPIM) and CEPE exclusion lists. In addition, the selected pigments have high bleed resistance and materials with low migratory potential.

DIC supplies inks on the understanding that they will not be printed in such a way as to come into direct contact with food and that the printer or converter will use suitable packaging design. The substrate should form an effective functional barrier between print and food stuff, printing should not occur in areas which by folding come into contact with food and the inks should be properly dried or cured.

We do not supply inks for application where the printed surface will be intentionally in contact with the food as a company policy.

## ■ IMS Policy

We, at DIC Pakistan LTd, strive to create superior value for all stakeholders by providing customer oriented high quality inks, chemicals and services. We will contribute to the realization of “Colour & Comfort” through supplying products by optimal Environment, Health, Safety and Quality Performance keeping in mind our Corporate Social Responsibility, in all aspects of our business operations. To achieve this goal, we are committed:

- ▶ To achieve satisfaction of all interested parties by meeting our obligations and exceeding them where appropriate.
- ▶ To proactively identify and eliminate or minimize potential risks to the quality of our product, Environment, Health, Safety and other specific commitment(s) relevant to the context of the organization.
- ▶ To continually improve our product, process, infrastructure, human resources and our Environment, Health and Safety performance.
- ▶ To show our responsibility for our performance by measuring, reviewing and reporting.
- ▶ To enhance the value of our shareholders by satisfying all interested parties and developing profitable relationship with them.
- ▶ To comply with all applicable legal, regulatory and other requirements.
- ▶ We will make available this policy to all interested parties to ensure their understanding of our obligation(s).

## ■ Environment, Health and Safety Safety Performance

Parameters	2018	2019
Lost Time in Accidents Rate in Million Hrs.	1.57	0
Total Recordable Incident Rate in Million Hrs.	1.57	1.94
Fatalities Reported	0	0
Lost Time Accidents in Number (Contractor vs Employees)	1 CL	0
Total Number of Accidents Including First Aid (Contractor vs Employees)	17	13
Near Misses Reported	70	101
Fire Incidents in Numbers	3	0
Total Number of Lost Hours	288 hrs	0
Accident Severity Rate in Million Hrs.	23.60	0
Transport Incidents Recorded	-	-
Fire Drills recorded	8	10

**133**

Total Number of Sessions

EHS, Production, Technical Laboratory, SupplyChain, Admin, HR

As per Internal Training Plans

- ▶ EHS Risk Assessment and Risk Mitigation using Hierarchy of controls
- ▶ MSDS, TDS, GHS and Hazardous chemicals handling
- ▶ Fire fighting, first Aid and CPR
- ▶ Safety Techniques, Take-5, 5S
- ▶ Equipment, Transportation and Machine Safety, Hierarchy of controls and use of essential PPEs
- ▶ IMS awareness, emergency preparedness and Response, Fire Drills
- ▶ Identification and Reporting of EHS related Incidents
- ▶ Corporate Social Responsibility (CSR), Environmental and Social protection
- ▶ Static Charge, Earthing practices, operational controls and recommended safe practices
- ▶ Ergonomics, Personal Hygiene and care
- ▶ Electrical and Static Charge safety
- ▶ Contractor safety and PTW System

## ■ Environment and Energy Performance

Energy Consumption (KWH)	% Reduction
2018 <b>1656.314</b>	<b>-1.4%</b>
2019 <b>1680.634</b>	

CO2 Emissions (tons of CO2/ton)	% Reduction
2018 <b>0.091</b>	<b>-1.1%</b>
2019 <b>0.092</b>	

Water Consumption (m <sup>3</sup> /ton)	% Reduction
2018 <b>0.721</b>	<b>3.2%</b>
2019 <b>0.698</b>	

## ■ Certifications



**Quality Management System**  
ISO 9001-2015  
PK10/03226.00 Validity: Dec 2022



**Environmental Management System**  
ISO 14001-2015  
PK12/03971 Validity: May 2021



**OHSAS 18001:2007**  
CH12/0848.00 Validity: March 2021



**SEDEX**  
Site: Lahore Validity: June 2022



**Events, Updates and Campaigns**



**01 Fire Hydrant system of NFPA standard**

DIC has enhanced its fire-fighting capacity, keeping in view the hazardous nature of business, by commissioning a new fire hydrant system in accordance with NFPA standards. This fire hydrant system includes coverage to all hazardous areas of DIC by using 6 new hydrants and hose reels. A net pressure of 7 bars is readily maintained in the pipeline to timely cope-up with any fire-incident. Maximum employees have been provided with training on its operation to ensure in-time utilization of the facility.



**04 Safety Comes First! Firefighting Drill and CPR Trainings**

Our employees are equipped with all necessary trainings to combat emergency situations. Training on CPR and Fire safety was conducted along with an emergency drill for all employees, toll manufacturers, contractual workers and management; emphasizing on the importance of vigilance and training on safety through active participation by everyone.



**02 World No Tobacco Day**

# Notobaccoday campaign was organized across the company to spread awareness on health hazards of smoking and how to quit and get a better life without tobacco.



**03 Global Hand Washing Day**

DIC celebrated Global Hand Washing Day on October 15th with its employees, janitorial and kitchen staff to raise awareness on the importance of hand hygiene.



**05 IMS Auditing and Awareness Session**

To ensure capacity-building of standard-bearers of integrated management system, a two days in-house IMS awareness session was arranged. Participants were able to understand requirements of ISO 9001, ISO 14001 and OHSAS 18001 standards.



**06 Toolbox talks on EHS**

Awareness brings change in behavior, and a safe & healthy mindset of employees ensures up-to-the-mark health & safety performance of the organization. During the year 2019, 60 tool box talks were conducted for employees covering the domains of water conservation, energy conservation, VOC control, housekeeping, incident reporting and emergency preparedness & response.





## 07 EHS Introductory Booklet

We have a structured Environment, Health and Safety orientation system for everyone who visits or joins DIC. Whether it is a new employee, contractor, service provider or an intern, everyone is provided with an EHS orientation and a well-designed EHS introduction booklet

containing all necessary information on EHS at DIC. It also guides regarding DO's and DON'Ts so that the reader is aware of the practices to ensure the safety of everyone including them. The booklet contains information on:

- **Emergency situations and response**
- **Fire Safety**
- **Risks and controls**
- **Safety signs**
- **Health and ergonomics**
- **Energy and water conservation**



## 08 Fire protection and security coverage

The top ranking risk at DIC is fire therefore a comprehensive fire detection and alarm system, consisting of addressable fire alarm panel, smoke detectors, heat detectors, manual call points and sounders, has been installed covering all the DIC facility. Moreover, more than 170 fire fighting equipment have been commissioned including FIRE KNOCK-OFF trolleys, MF120s, DCP fire extinguishers, AFFF fire extinguishers, HALOTRON fire extinguishers. Automatic sprinkling system has also been installed consisting of Automatic DCP sprinklers and CO2 sprinklers. Every employee is trained on use of these fire fighting equipment during fire drills. Moreover, 43 cctv cameras have been installed to get visual coverage of all areas which results in strengthened safety and security particulars of the organization.

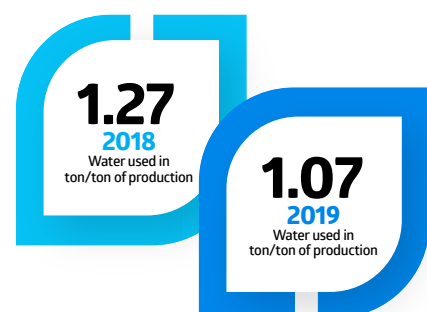


## 09 Sustainable growth- Solvent recycling vendor visit

For system optimization, it is necessary for an organization to identify all possible gaps and control the risks posing threat to any of its business operations. Therefore DIC Pakistan Limited has acquired services of a vendor to recycle its waste solvents. 80% of all the waste solvents are recovered and reused in the DIC facility. Stepping ahead, to analyze the current practices of our vendor and to educate our vendor regarding EHS practices to help him sustain his business, visit to the vendor facility was conducted by a team of EHS and supply chain representatives.

## 10 Combating footprints

DIC Pakistan Limited is striving to control and reduce its use of energy, water and other resources. Efforts are being made by using water efficient fixtures which help in reducing consumption and controlling waste of water. Moreover, energy efficient electricity fixtures and inverter based Air Conditioners have been installed to optimize energy use. Waste reduction plans are also being applied to control the process and industrial waste.





## 11 EHS Training session by DIC AP ESH team

DIC Asia Pacific ESH team, consisting of Mr. Chua Sin Wee (Regional ESH) and Mr. Jun Takeuchi (Regional ESH) visited DIC Pakistan Limited to conduct training sessions covering various important topics including:

- ▶ Contractor Safety Management
- ▶ Electrical Safety and Maintenance
- ▶ Static Charge Generation and Safety
- ▶ Flammable and Combustible Materials Safety
- ▶ OH&S Management System and Hierarchy of Control

## 12 Environment Friendly Waste Vendors

A team of EHS and Supply chain conducted visits to our waste vendors to ensure that the waste is handled, recycled and disposed in an environment friendly manner. This ensures that any waste generated at our premises does not partake in any form of pollution. The activities have also educated the vendors regarding safer handling, recycling and disposing practices.

## 13 Responsible Supply Chain - Toll Manufacturers EHS Audit

Quarterly visits to our Toll Manufacturer sites were arranged in 2019 during which EHS & Quality audits were conducted to build the capacity of our toll manufacturers, resulting in installation of upgraded equipment to enhance efficiency and capability.

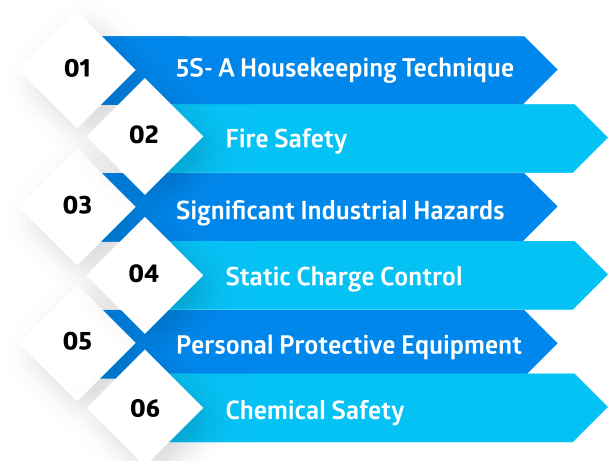
## ■ CSR and Sustainability Activities



## 01 Awareness Session on Environment, Health & Safety with Customers

Communication with stakeholders carries as much weight for us as our own business planning. We make efforts to grab every communication opportunity, such as dialogues, exhibitions and events.

Operations at Printing and Solvent handling businesses involve many hazards concerning flammability and explosions due to volatile organic compounds. For this purpose, DIC Pakistan Ltd. conducted a seminar for its valuable customers of Faisalabad Region in collaboration with Flex-Pack Association. Being a multinational corporation, it was a worthy opportunity for DIC to familiarize customers with international safety standards. The core subjects covered in this seminar were:



Seminar was well taken by all printers and wonderful feedback was shared on the approach of DIC. DIC also offered voluntary and free of cost support services at printers' site which included:

- 1) Safety Audits
- 2) Development of Effective Safety Program
- 3) Risk Management



## 02 Tree Plantation Drive- Urban Forestation

DIC is concerned with how they can provide benefit to the world by providing some affordable shade; therefore more than 1000 trees were planted in a project of Urban Forestation in Lahore City to participate in recompensing the effects of carbon footprints. This activity is conducted every year and helps to raise awareness within employees and reinforce the message that we are serious and committed to protect our environment. The same activity is carried out by our Karachi team as well in a space adjacent to DIC manufacturing plant.



## 03 Seminar for Printing & Graphic Arts Students

A seminar for PGA students was organized by DIC for the students from technical colleges on basic ink technology and introduction to Environment, Health and Safety implementation followed by factory's visit.



## 04 Seminar for students of UET

A seminar was arranged for Environmental Engineers from "University of Engineering and Technology, Lahore" to share an insight on EHS practices and IMS awareness and understand the practicability of their knowledge and widen their view.



## 05 Customer Audits

An EHS audit and gap analysis was conducted by DIC for our valuable customer Excel World Private Ltd. to assist them in building their system accordingly.

### Human Resource



Our people

**188**

**Permanent Employees**

**194**

**Total Number of Employees**  
Direct on company payroll

**06**

**Contractual Staff**

**164**

**Third-Party Employees**

**15**

**Management Team Members**



**13**

**Male Managers**



**02**

**Female Managers**

#### Total Male Employees count

Permanent Male Employees **181**

Contractual Male Employees **6**

Third-Party Male Employees **164**

#### Total Female Employees count

Permanent Female Employees **7**

Contractual Female Employees **0**

Third-Party Female Employees **0**





## 01 Performance Management

SMART KPOs are defined at the beginning of every year and mid-year review and final year reviews are done on the basis of employee performance.



## 04 Employee Engagement Survey

EES are conducted regularly to gauge EEI (Employee engagement index) in order to take important initiatives to engage employees.



## 06 External Training

Assistant Manager Imports, Mr. Samran Javaid attended the course of Strategic Procurement Management with REDC-LUMS that provided exposure to high potential people from various organizations and focused on how to optimize and improve procurement, planning, vendor management, decision-making, cope with challenges, and integration in the whole supply chain process to achieve desired results.



## 02 Global Capability Development Program

In order to promote the globalization of employees in entire DIC Group, the Global Capability Development Program is newly introduced to facilitate the dispatching of overseas subsidiaries staff to DIC Japan. DIC Pakistan also encouraged two of its executives to attend technical training in DIC Japan.



## 05 In-House Training

For employees to perform better, it's always necessary to consider their work-life balance and to train them on personal and professional effectiveness. In this regard, three day training on 7 Habits of Highly Effective People was arranged for DIC employees including the CEO.



## 07 CPBM (Feb-2018-March-2019)

Assistant Technical Manager, Mr. Muzzamil Ahmad Khan successfully completed the one-year Certificate Program in Business Management (CPBM) designed especially for Packages Group executives at LUMS in March 2019 and secured ninth position among forty-two participants.

## 03 Fourier Transform Infrared Spectroscopy (FTIR)

DIC Pakistan has inducted a highly sophisticated analytical instrument FTIR in the system, which enables us to understand the basic chemistry/characterization of raw materials to benchmark our products. By analyzing the chemical structures, we can develop new products meeting market requirements. DIC Pakistan is the 1st company in Pakistan in the field of printing inks to have FTIR facility and for its best utilization Mr. Muhammad Rauf Khan received an international training at SHIMADZU Science Park in Singapore to get hands on experience on efficient use of different analytical techniques.



## 08 Training on Service Excellence

DIC Pakistan participated in an interesting internal training on Service Excellence – the program designed by Mr. Jawad Gillani (Head of Organizational Excellence)

## 09 Compensation and Benefits schemes

Organizational pay points are determinant of compensation structure of current employees and new incumbents too. Organizational pay points are with HR and determined accordingly.

## 10 Training on Finance for Non-Financial Executives

A training on Finance for Non-financial executives was arranged keeping in view the importance of how each employee is contributing towards the business profitability and many other financial aspects.

### ■ Product Innovation



#### 01 Aiming High Achieving High - UV Light Curable Coating

Maintaining the tradition of being a trend setter and market leader, DIC Pakistan rolled out

its locally manufactured UV light curable coating. UV coatings are light curable reactive coatings which give very high gloss with high protective properties like scuff and abrasion resistance, which can be applied by a variety of presses on different types of board and flexible substrates. Through the vision of management and extensive research of the R&D team, DIC Pakistan became the 1st company to locally manufacture UV high gloss coatings.



#### 02 Participation of DIC in Print Pak Exhibition at EXPO center Lahore

Print Pak Exhibition 2019 was held at Expo Center, Lahore

from 22nd to 24th November which created a platform for DIC to gain competitive advantage and meeting with current clients while targeting potential customers. The focus of this year's exhibition was Offset Printing, and DIC Pakistan were able to show their process colors, spot colors, UV varnish & Fusion-G inks - the new products that have been added to their already diversified portfolio.

### ■ Recreational Activities



#### 01 Away Day-Team Building and Training

A year-end away day and team building training was conducted for the employees of DIC Pakistan at the Green Fields Country Club in the outskirts of Lahore. The purpose of this training is stretching and preparing them for challenges of the New Year.



#### 02 Enhancing the spirit of unity – Cricket Match OD

DIC Karachi Factory Team organized a one-day cricket match event to enhance the spirit of unity amongst the staff.



### 03 Workers Away day-Recreational tour

Continuing the annual tradition, a recreational tour to various historical and recreational sites in KPK was arranged for the workers, to ensure that everybody gets to connect with each other apart from workplace too and enjoy with their coworkers.



### 06 Enhancing Sportsmanship

DIC has always been an active participant in the sports competitions held annually at Packages Group level. Table Tennis is one sport where we've always been able to shine brighter than other group companies. Team DIC being the defending champions, were able to successfully defend their title and declared Champions for 2019.



### 04 Annual Audit Dinner

The Annual Audit dinner for the Finance team of DIC, along with their spouses was held at "The Poet" Restaurant. Miss Humaira Shazia, CEO & MD DIC, was the Chief Guest of the evening.



### 05 Annual Sales Conference 2019

DIC held it's 19th Annual Sales Conference on 18th December 2019. Syed Hyder Ali and Syeda Henna Babar Ali were the chief guests of the conference.

## ■ COVID-19 PREVENTION MEASURES

Since March 11th, WHO declared COVID-19 as a global pandemic, and the world woke up to the most unprecedented and uncertain times it has seen in a long while. In these difficult times, Packages Group continues to work tirelessly so that the essential food and medicine supply chain is not short of packaging material. All our companies are taking precautionary measures to do what we can to reduce the impact of COVID-19 in accordance with the guidelines provided by the World Health Organization (WHO) and Government of Pakistan, as we do our best to take care of our people, products, departments, facilities and our stakeholders, including our customers and vendors.

In addition to reducing the number of employees at the offices by providing work from home option where applicable and providing the option of working in staggered shifts to reduce the number of people at the plant at one time, some other measures have been taken for the prevention of spread of this deadly virus:

1. Communication and Posters, including standees at various locations, banners and posters for hand hygiene and social distancing, circulars and intranet posts
2. Disinfection and Sterilization of all offices, washrooms, lockers, buses, coasters, cars and trucks
3. Screening at entrance
4. Sterilization chamber at attendance
5. No contact attendance
6. Social distancing measures at entry and exit as well as canteens and eating areas
7. Awareness sessions
8. Sanitizers and hand washing reminders at different locations

**We sincerely hope that when all of this is over, humanity will rise.**





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