

# Sustainability Report

# 2022

People, Planet, Prosperity



008fd5

**1** NO POVERTY



**2** ZERO HUNGER



**3** GOOD HEALTH AND WELL-BEING



**4** QUALITY EDUCATION



**5** GENDER EQUALITY



**6** CLEAN WATER AND SANITATION



**7** AFFORDABLE AND CLEAN ENERGY



**8** DECENT WORK AND ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



**10** REDUCED INEQUALITIES



**11** SUSTAINABLE CITIES AND COMMUNITIES



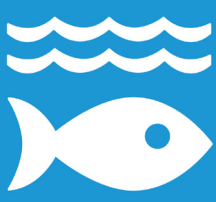
**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



**13** CLIMATE ACTION



**14** LIFE BELOW WATER



**15** LIFE ON LAND



**16** PEACE, JUSTICE AND STRONG INSTITUTIONS



**17** PARTNERSHIPS FOR THE GOALS



Packages Limited

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# Our Group

Packages Limited was established in 1956 as a joint venture between Ali Group of Pakistan and Akerlund & Rausing of Sweden and is renowned for providing premium packaging solutions. Over the years, it has continued to enhance its capacities and capabilities to meet the growing demand of packaging products in Pakistan.

Established  
**1956**

Started as JV between  
**Ali Group &  
Akerlund & Rausing**

Partnering with global brands  
**Nestle, Tetrapak,  
Coca Cola, Sanofi Aventis,  
SC Johnson & Son,  
DIC, Omya**

Invested in  
**15 Companies**

Presence  
**4 Countries**

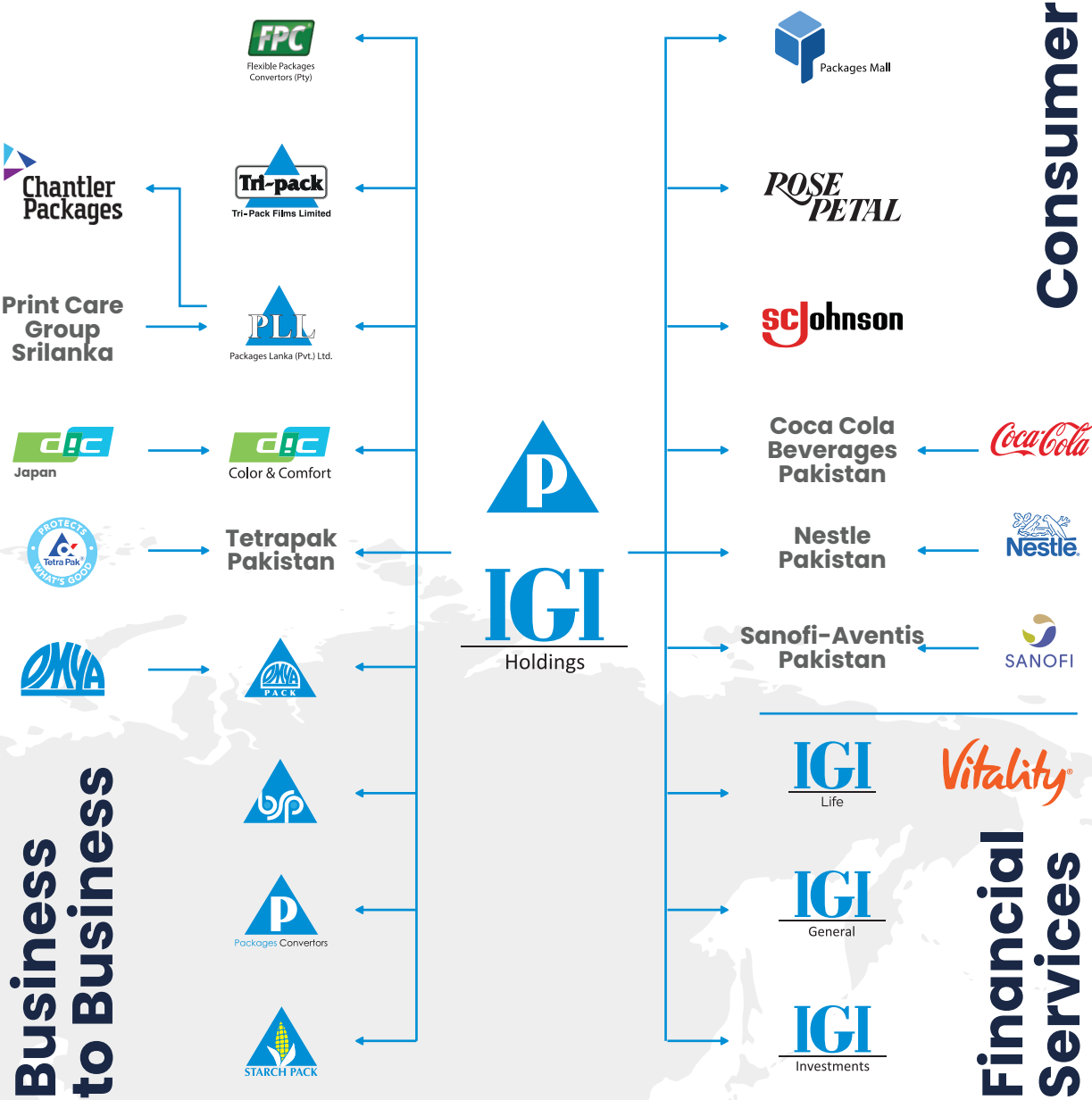
Group's Turnover  
**\$2.2Bn**

Group's Turnover for companies  
under direct management control  
**\$763Mn**

## Creating a Better Tomorrow!

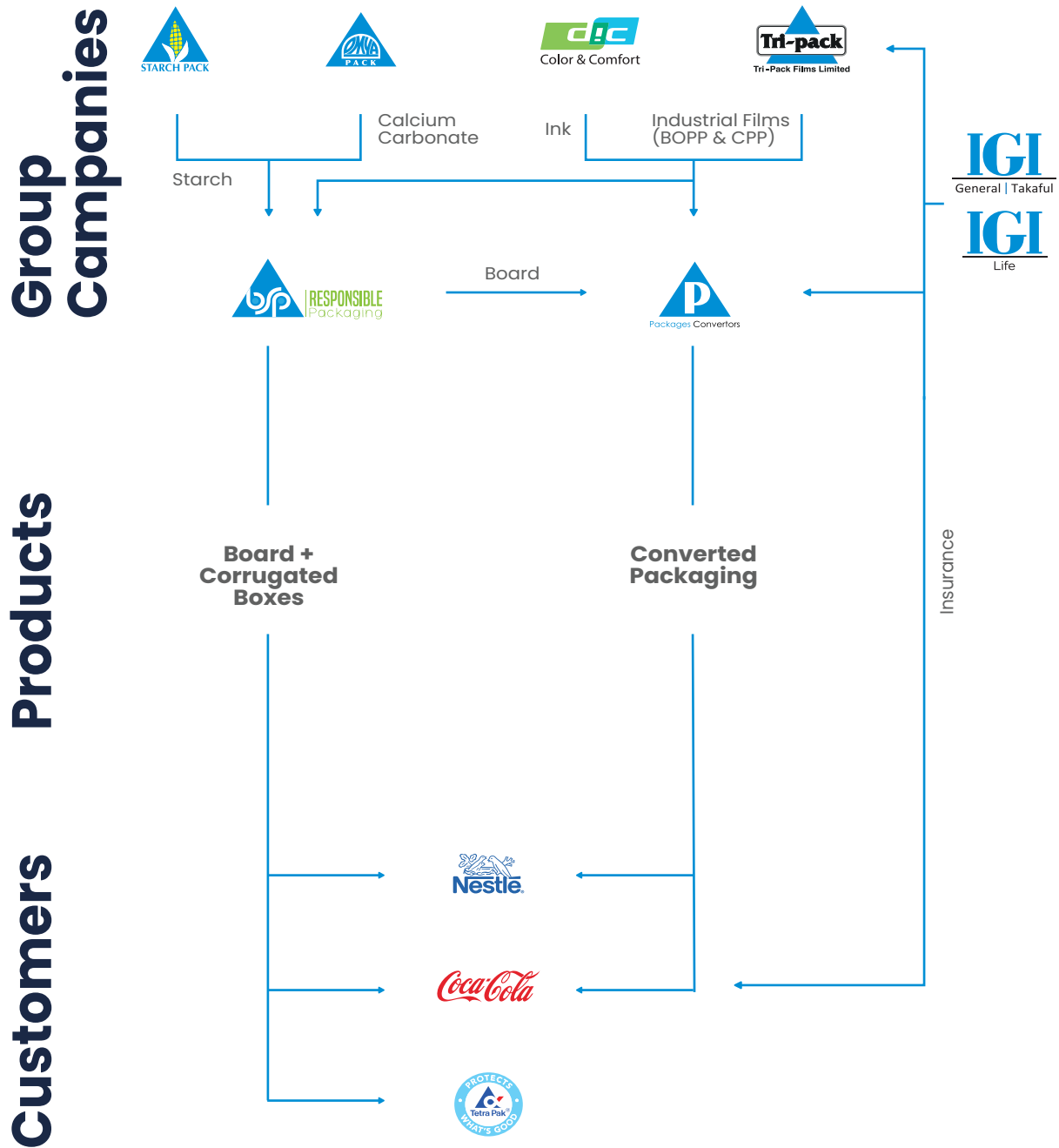


# Our Ventures



We are amongst Pakistan’s top packaging solutions providers with a priority to deliver high quality products 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 many other versatile products catering to the needs of multiple industries including Construction, Writing and Printing, Packaging, Food, Personal & Home Care, Pharmaceuticals, Agriculture and Forestry, Water and Energy and many others.

# Integeration



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 customers and clients.



# Keeping Ourselves Accountable

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## Results

Through reporting, we are accountable to our stakeholders for results

## Targets

Identifying metrics and indicators to track performance and setting clear targets to challenge us, drive improvement and allow us to assess our performance in the areas that matters the most

## Systems

Robust management systems are the foundation for developing and implementing effective management solutions

## Code of Conduct

Our Code of Conduct supports our Group Core Values and reflects many of the standards and procedures applied throughout the Packages Group

## Our Values

Our Group's Core Values articulate our purpose and form the basis of decision making

# Group CEO Message

Dear Stakeholders,

Sustainability has been embedded into how Packages Group does business and is central to the trust placed in us by our customers, employees, suppliers and partners alike. I am proud of the actions we are undertaking to drive long-term value to our stakeholders.

At Packages Group, we know that being an industry leader requires a solution-oriented mindset – a commitment to explore and find solutions. We are well aware of our role and responsibility in the value chain. Responsibility – not only to consumers, employees, and shareowners, but also to our customers, communities, and our broader world alike. We know that our products must also play a vital role in a circular economy.

We believe that the key to achieving our Sustainability goals rests with our employees. Motivation and pride will be the main drivers that contribute to the company's success and the need to adapt to global challenges will place a high demand on workforce transformation.

We must empower our most important asset – our people. To do so, we aim to create a safe and secure workplace where every person at Packages Group is encouraged and supported to reach their full potential. It takes time to evolve our corporate culture, but it is critical for our future to build an organization that is deeply valued by its people. I am committed to encouraging a diverse and inclusive workplace, which is both the right thing to do and a strategic priority.

We are committed to continuing progress through investments in Research and Development (R&D) and Innovation that facilitates the sharing of best practices and knowledge. As we celebrate the advancements we've made in our journey to develop more sustainable packaging solutions, we are proud of the role our products play in responding to some of the greatest challenges of our time.

Climate change is one of the most significant challenges faced by businesses globally. This is why we have started measuring and reporting our Green House Gas Emissions. We continue to look at new strategies to collaborate with innovative companies along with governments, partners and suppliers to push forward our agenda in this area.

Together, the people of Packages Group accept this responsibility – a responsibility none of us can deliver alone, but an objective that, together, working with each other and with valued partners, we can achieve and sustain so we can continue to be a force for growth and a force for good for our People, Planet and sustainable Prosperity.

Our progress and achievements from 2022 are summarized in this report, which emphasizes how sustainability lies at the heart of our purpose-led growth strategy. I am proud of the progress made in the past year and recognize there is more to do. We have an ambitious roadmap ahead of us with a clear focus to succeed in accelerating our sustainability agenda.



**Syed  
Hyder Ali**

**CEO & MD Packages Limited**

A handwritten signature in black ink that reads "Syed Hyder Ali". The signature is written in a cursive, fluid style.

# Scope

We are proud to present our fifth consecutive Sustainability Report covering the sustainability performance of five of our Group companies including Packages Convertors Limited, Bulleh Shah Packaging (Pvt.) Limited, Tri-Pack Films Limited, DIC Pakistan Limited and OmyaPack. The data is contributed by the teams representing each of our sites across the Packages Group.

**Reporting Period** Fiscal Year 2022 (1st January 2022 – 31st December 2022)

**Reporting Cycle** Annually since 2018

**Date of Previous Report** 18th March 2022

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

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

**Point of Contact and Feedback** For queries and feedback please contact us at [aysha.aziz@packages.com.pk](mailto:aysha.aziz@packages.com.pk)



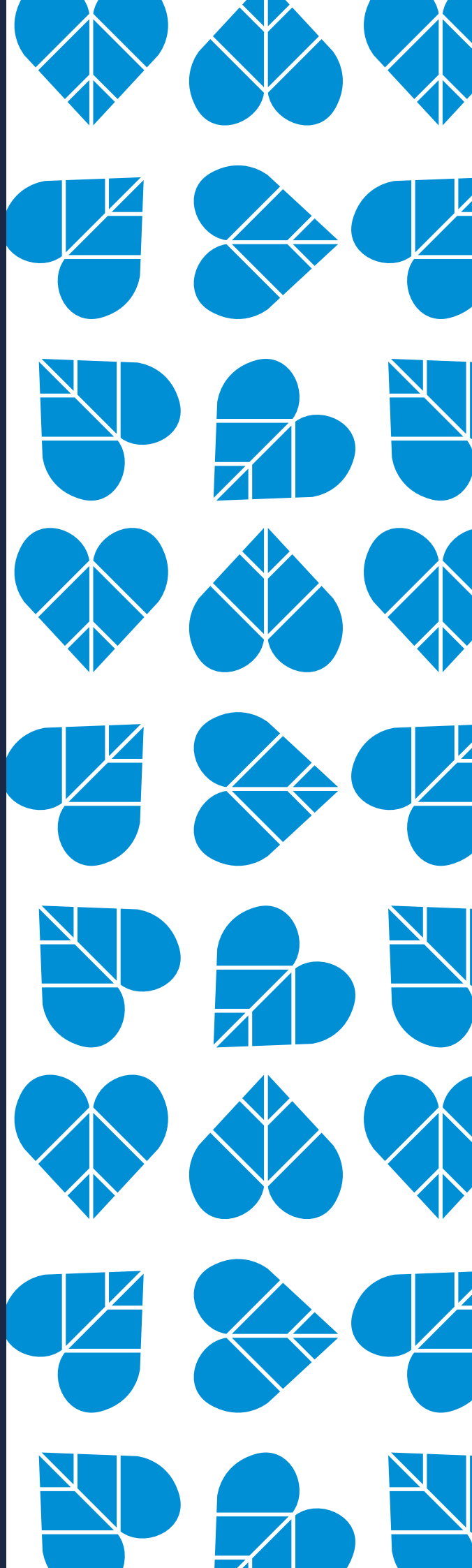


# Packages Convertors Limited



Packages Convertors Limited is amongst Pakistan's top converted packaging solutions providers. 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 convenient, quick and easy to use tissue paper products.

# Package Convertors Limited



# Packaging Division



Packages Convertors 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:



## Folding Cartons

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



## Flexible Packaging

To accommodate the increasing demand for flexible packaging, Packages Limited established a Flexible Packaging business unit in 1986 at its Lahore Plant. Flexible Packaging business is a one stop packaging solution 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, standalone spout inserted bags, polybags, zipper-bags, sleeves and ice cream-cones.

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 in keeping ourselves updated to aggressive market needs.

# Consumer Products Division



Packages started commercial production of tissue and other consumer products in 1982. We currently provide a complete range of tissue products ranging from facial tissues to tissue rolls, table napkins, pocket packs, kitchen towels, hand towels, party packs, paper plates and cups.



## Retail Business

One of our tissue brand, ROSE PETAL, has become a household name and is synonymous with high quality, soft tissue paper. It is the biggest tissue brand of Pakistan with highest market share and retail availability. Packages Consumer Division has another tissue brand under the name of TULIP which provides good quality tissue paper at an affordable price for the consumers. Over the years, TULIP has also gained a lot of popularity within the masses and has become the second biggest tissue brand of Pakistan..

Consumer division at Packages Limited has been at the forefront of bringing new products to the Pakistani consumers. We have launched a mentholated pack that gives relief to people suffering from flu. We have also launched affordable products in TULIP range including Kitchen Towel, Party Pack and Soft Pack. We have completely revamped our ROSE PETAL MAXOB toilet roll to make it Ultra Soft, thereby, improving the overall consumer experience.



### **Launch of a New Brand – Embrace**

With a robust infrastructure and a penchant for innovation at heart, Packages has entered into the Feminine Care category this year, with the launch of Embrace, Pakistan’s most comfortable pads, that give you the softest, widest and most absorbent experience.

Embrace is also Pakistan’s first sanitary napkins brand that has successfully introduced “Sensitives” range to specifically cater to the needs of women who have allergy and rash prone skins, as well as an “Essentials” range, that offers unparalleled absorption and instant dryness for regular use. Both the ranges are available in Maxi and Ultrathin pads.

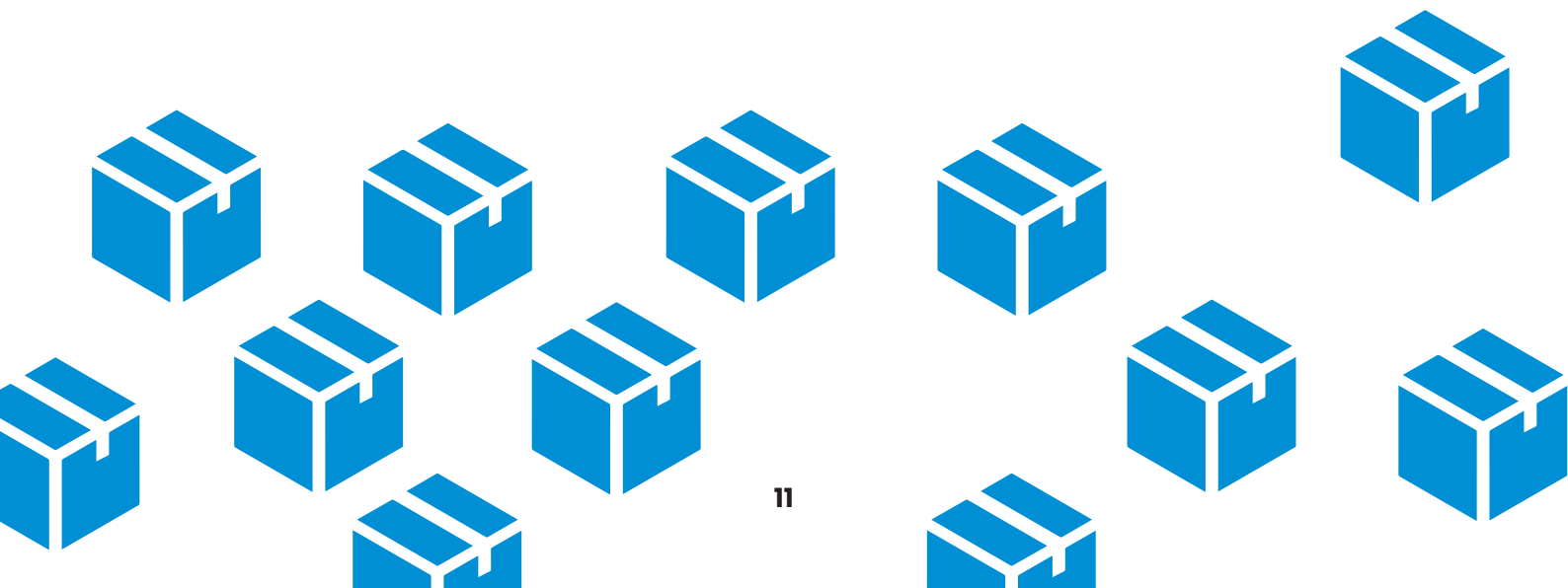
As a brand, Embrace has taken on the task of normalizing conversations around periods and creating a world wherein women feel comfortable in accepting all parts of womanhood – the good, the bad and the ugly.



### **Away from Home Business – Rose Petal Professional**

Consumer division also serves businesses of Pakistan through a vast range of hygiene offerings under the umbrella of ROSE PETAL PROFESSIONAL which includes tissue papers, paper cups & plates, sanitizers, face masks, doctor examination rolls, liquid soap, and clamp shells etc. Great effort is put into producing improved and innovative products to make life healthy, hygienic and comfortable for our customers.

While we maintained number one position in consumer segment, ROSE PETAL Professional has conducted intensive R&D for introducing need of the hour disposable solutions. B2B Brand has established itself as a one stop solution provider. From offering complete tissue solutions, food service solutions, paper cups, and hygiene essentials, we have recently launched bendable paper straws.





# Export Market Served

<b>Afghanistan</b>	Tissue related Products
<b>UAE</b>	Flexible related Products
<b>Sri Lanka</b>	Flexible related Products
<b>South Africa</b>	Flexible related Products
<b>Canada</b>	Flexible related Products
<b>Afghanistan</b>	Flexible related Products
<b>QATAR</b>	Carton related Products
<b>USA</b>	Tissue related Products
<b>MYANMAR</b>	Tissue related Products
<b>Qatar</b>	Tissue related Products

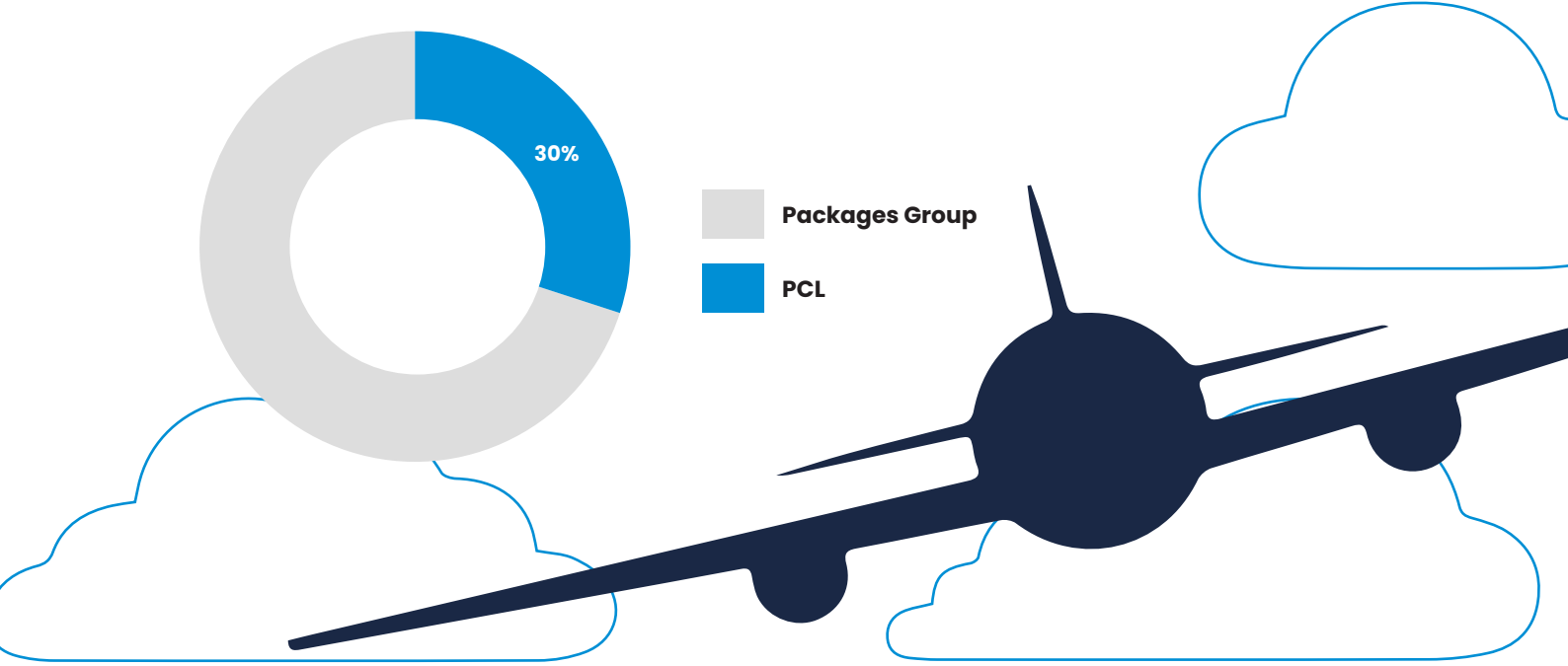
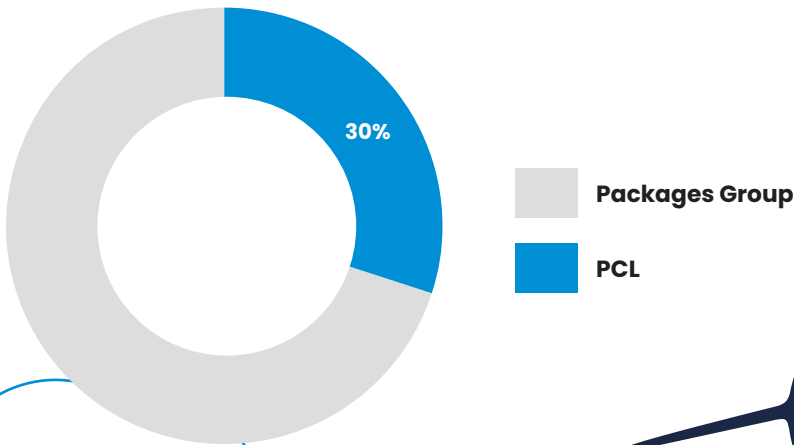
# Key Brands



# Local Market Served

Local market served: All over Pakistan

# Share of Group Sales 2022





# Bulleh Shah Packaging (Pvt.) Limited

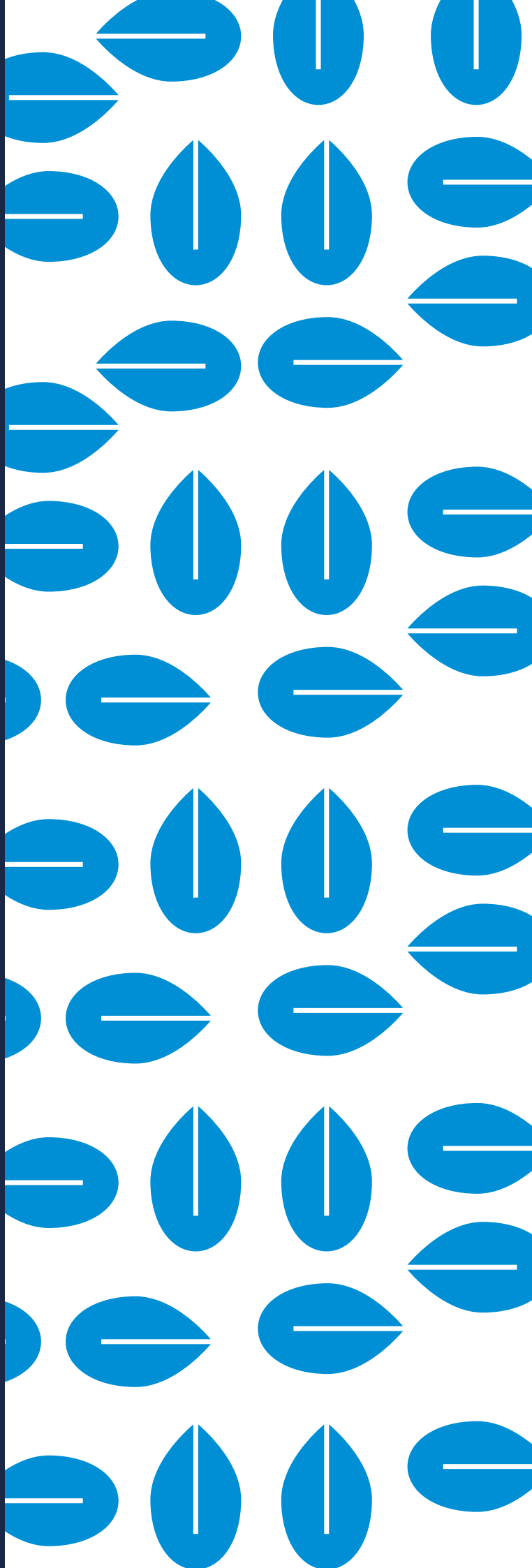


In 2005, Packages Limited invested in a Green Field Project in Kasur by the name of Bulleh Shah Paper Mills. The plant, spread over 225 acres of land expanded its product lines to Liquid Packaging Board, Folding Box Board, White Line Chip Board, Writing and Photocopy Paper, Test Liner and Fluting/Corrugated medium paper. The current plant has the capacity to produce 300,000 tons of paper and board and 230 million corrugated boxes annually.

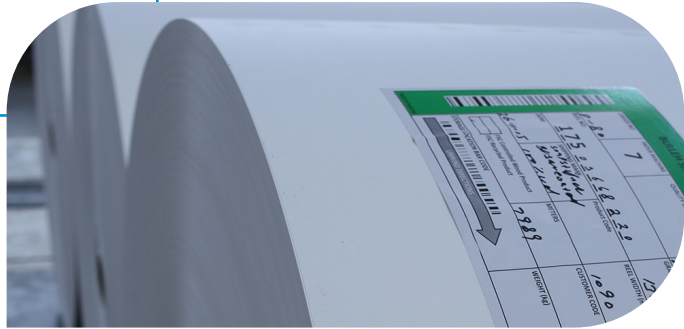
Bulleh Shah Packaging (Pvt.) Limited, provides Responsible Packaging Solutions to prestigious brands in Pakistan. BSP is leading the market of corrugated packaging together with being the largest Renewable Packaging facility and the only Liquid Packaging Board manufacturer throughout the nation. Bulleh Shah Packaging works with a range of industries including Textiles, Dairy, Snacks, Electronics and many more. The Company's team of over 1000 employees is spread between offices in Karachi, Lahore, Islamabad and Kasur. The company ensures conformance by strictly adhering to product specifications and delivering high quality results. The distinction of product experience is warranted by BSP's continuous investment in modern technology for its Paper & Board and Corrugator plants.

# Bulleh Shahn Packaging

(Pvt.) Limited



# 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, Pharmaceutical Packaging and Liquid Packaging to name a few. The products we offer are:

- **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



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 end-uses.

# Paper



We use 100% fine quality imported wood pulp procured from responsible and sustainable sources 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 give an outstanding output.

# Corrugated Division

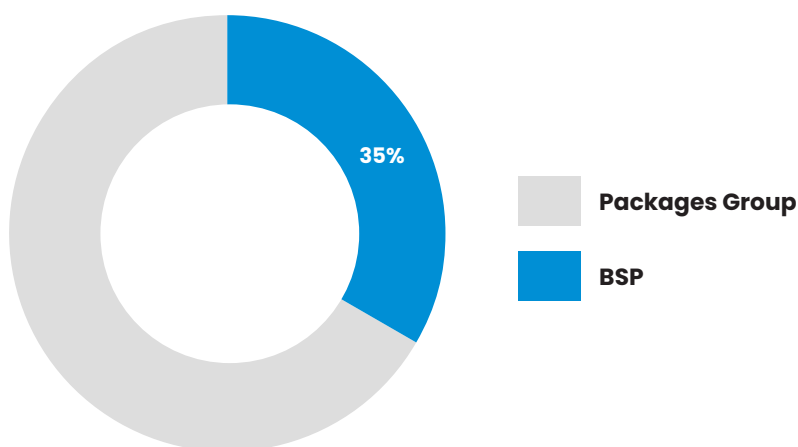


BSP provides flexibility in choosing from Corrugated material, which is made up of three layers of paper – inside liner, outside liner and fluting which runs in between. The material gets its name from the corrugated medium which signifies its strength. Extensive investment in research and development 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 products for the customers.

BSP's Corrugated Division offers:

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

## Share of Group Sales 2022





# Tri-Pack Films Limited



Tri-Pack Films Limited, a joint venture between Mitsubishi Corporation of Japan and Packages Limited of Pakistan was 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.

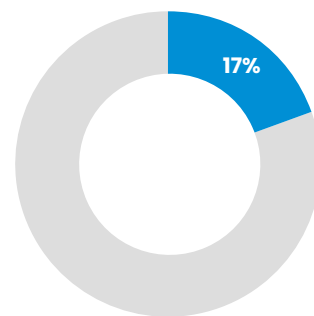
# Products



Keeping in view the needs of our customers, Transparent, Pearlized and Metallized films are produced in different varieties and thickness ranging from 12 to 60 micron. We also make specialized films having unique characteristics to suit specialized applications while creating a niche market. The most valuable property of our film is its versatility as a packaging material. We carefully craft our films to ensure good barrier properties against moisture, gas and odors. Excellent optical properties distinguish our films from the rest. Trouble free printing and sealability makes our products, the first choice of converters. 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.

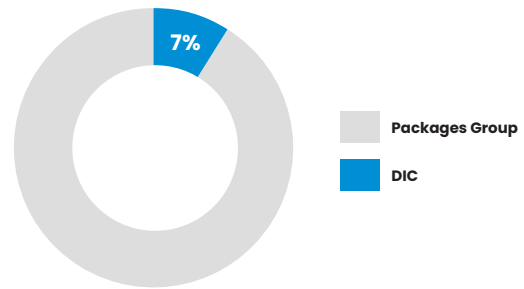
- **Low Sealing Temperature Films**
- **Broad Seal High Barrier**
- **Matt Film**
- **Paper Bond Film**
- **Anti-Fog Films**
- **Non-Coated Transparent Wrap**
- **In Mould Labels**
- **Labelite**
- **High Gloss Label**

# Share of Group Sales 2022





# DIC Pakistan Limited

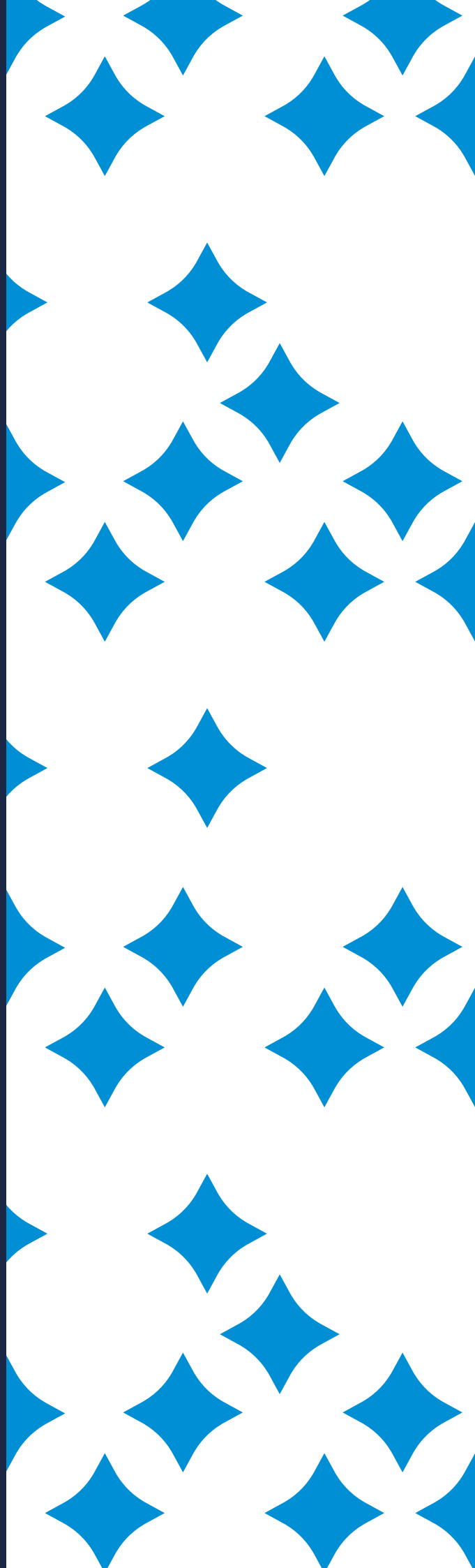


DIC Pakistan Limited is the leading manufacturer of quality printing inks in Pakistan located in Lahore and Karachi. A joint venture company between Packages Limited and DIC Asia Pacific (Formerly Dainippon Ink & Chemicals) of Japan started its operations in July 1994. Today DIC Pakistan Limited is not only the largest ink manufacturer in Pakistan but also the first printing ink manufacturing company in 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 convertor 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.

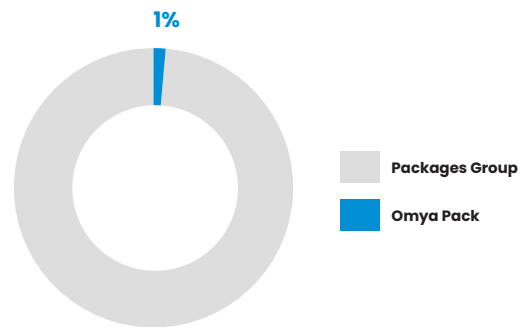


# DIC Pakistan Limited





# Omya Pack



OmyaPack is a joint venture between Packages Limited and Omya International. It was established in 2017 and started operation in April 2018. OmyaPack has two types of production facilities with an integrated crushing line:

## Wet Plant

The Wet Plant produces ultrafine slurry products which are mainly used by Bulleh Shah Packaging as filler in paper and as coating pigment for carton board grades.

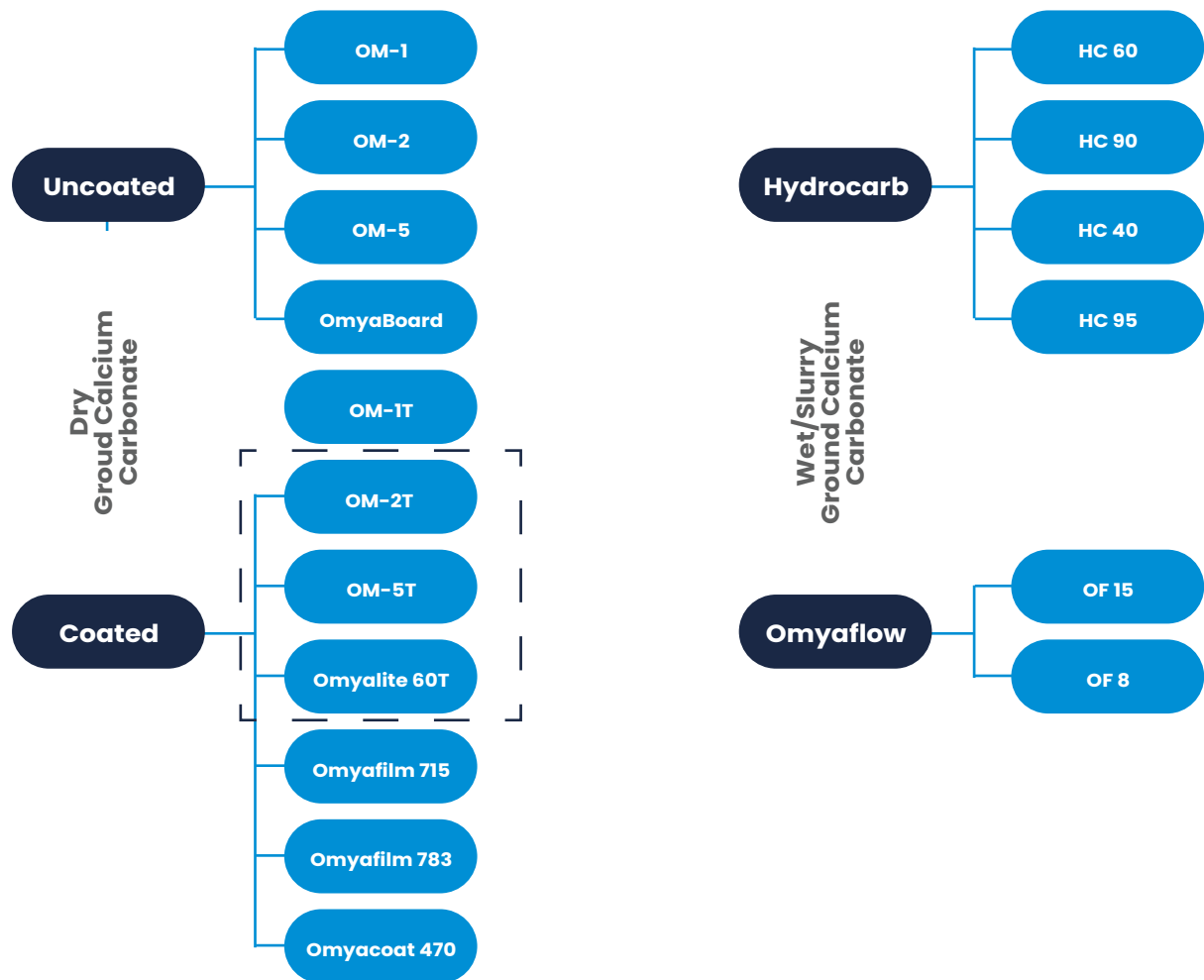
## Dry Plant

The Dry Plant produces two types of products and cater to a different market:

Untreated Products – used in paints and coatings, foam board, inks etc.  
Treated Products – used in PVC cables, PVC pipes and fittings, Polyolefin Master batches etc.

In addition to this, we also provide distribution services to some of the world's famous specialty chemical producers.

# OmyaPack High Quality Products



# Our Core Values

Underlying everything we do and everything we believe in is a set of Core Values, which **we regard higher than our self-interest.**

## Our Approach to Sustainability

Our approach to sustainability centers around our company's purpose, "Creating a Better Tomorrow" that helps the world act together. We aim to maximize our positive impact, while we work to minimize any negative impact.

At Packages Group, we have always built sustainability principles and actions into the strategy, culture, and day-to-day operations of our company. Our long and rich history of giving back to our communities—under the guidance of our Founder, Syed Babar Ali — was built on the values of innovation, entrepreneurship, humanity and a people-centric culture. We ensure that our success is reflected in the socio-economic development of the communities we engage with, and that our customers, employees, and communities get every advantage to succeed.

For Packages Group, sustainability is more than just a means to minimize negative externalities and mitigate risks. While maximizing operational efficiency and resource optimization, we see sustainability as a fundamental opportunity for innovation, growth, and purpose-led, impact-driven, long-term value creation.



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

Our commitment to social value reflects our purpose of supplying products and services essential for the transition of society towards a more sustainable future, a role that we seek to perform in a responsible way. We also know our stakeholders and partners are increasingly focused on our sustainability performance and use it as a key determinant in assessing our industry. We strive to continuously improve and exceed these expectations.

On this transformational path towards a resilient future, Packages Group is developing an approach encompassing several aspects of sustainability, 'Creating harmony between people, planet, and prosperity' in our mission to create a better tomorrow. Going beyond just environmental compliance, we see long term value in being socially and environmentally responsible to ensure sustainable business growth.

Shaping and strengthening the economic, social, and financial future of communities is at the heart of our culture. Packages Group's Sustainability progress is visible in its adherence to the United Nations Global Compact and aligning itself with several national and international standards.

With a promise to continue this journey, we bring to you our 2022 Annual Sustainability Report, showcasing our progress this year. We look forward to your feedback and suggestions.

# Our 3 Strategic Sustainability Focus Areas

## Climate

how do we further develop sustainable packaging solutions that enable, mitigate, and drive adaptation in the battle against climate change?

## Integrity

how do we ensure that we meet the increased requirements and expectations for ethical behavior and respect for human rights?

## Culture

how do we attract and retain the best talent and maintain high-performing, inclusive and diverse teams in a safe and secure workplace?



### Fundamental Responsible Business Necessities

- Environmental Management
- Circularity
- Energy & Resource Efficiency
- Human and Labor Rights
- Health & Safety
- Inclusion & Diversity
- Labour Practices
- Ethics & Compliance
- Responsible Sourcing
- Data Privacy & Security

Our responses and actions to these three focus areas (climate, integrity and culture) underpin our purpose of "Creating a Better Tomorrow". We intend to create value and, where possible, exceed stakeholder requirements and expectations while complying with increased regulatory demands and transparency expectations



# Contributing to the SDG's

Packages Group supports the UN's Sustainable Development Goals and we view the SDG's as guiding principles on our path of "Creating a Better Tomorrow". Our sustainability agenda is well aligned with a number of the SDG's and we are deeply committed to identifying products and processes that ensure that as a society, we do not exceed environmental boundaries, while recognizing that this is a very formidable challenge in the Packaging industry.

In our past reports, we have highlighted programs and activities that were launched to address the SDG's, and we have expanded internal discussion surrounding the SDG's to include initiatives well beyond those dealing with sustainability on a regular basis and explored how SDG's can influence Packages Group's strategic perspective. Our sales and marketing team, which is in direct contact with customers strives to learn their perspectives on sustainability and their feedback is included in our sustainability strategy.

The SDG's that emerged as the most significant are directly connected to Packages Group's core business – Responsible Consumption and Production and Climate Action. Other SDG's with a strong connection to our activities are Clean Water and Sanitation, Affordable and Clean Energy, Decent Work, Good Health and Gender Equality. Environmental matters received more attention over the past year and we will continue strengthening our alignment with the SDG's.

# Structured Sustainability Processes

Our Sustainability Policy describes our overall approach to sustainability. At the same time, our code of conduct and other policies and guidelines on specific sustainability topics further elaborate our approach, while also guiding our employees in their everyday work.

# Managing Sustainability

Sustainability issues are reviewed regularly at all levels of the company. We will continue to strengthen our governance structures and the processes we have established to manage ethical business practices and corporate responsibility, reflecting the significant change in our mode of operation implemented in the company during 2022. The goal is to make our short-term and long-term ambitions clearer in our sustainability work and communications, emphasizing the economic, social, and environmental impacts of our operations throughout the value chain.



# Packages Group Sustainability Policy



## 1.0 Scope and Philosophy

This Policy applies to all employees and third parties who undertake activity for and on behalf of Packages Limited. It applies to all goods and services we procure, our direct operations and services we provide to our customers. At Packages Group we are committed to creating a sustainable society, managing our operations in a way that covers the social, environmental, and economic objectives throughout the value chain, with human rights integrated into all that we do. We are guided by our Core Values – Lead, Care, Respect, Honesty and Courage.

Our Sustainability Agenda is based on the Triple Bottom Line approach of People, Planet and Prosperity, supporting the UN Global Compact on human rights, labor, environment and anti-corruption aiming to follow and promote good sustainability practices where we have influence.

All business activities are carried out under this philosophy and aspire for sustainable results for stakeholders' benefits and acceptance. To do this, sustainability considerations are woven throughout a suite of interdependent policies and procedures, which are implemented collectively to deliver the objectives of our Sustainability Policy.

We are committed to accountability and transparency in our sustainability performance.

## 2.0 Objectives

- To promote an ethical company culture that goes beyond complying with regulations
- To integrate sustainability into all our business models and decisions
- To ensure employees are fully aware of our Sustainability Policy and are committed and empowered to implementing and improving it
- To minimize the impact of our activities and products on the environment
- To ensure our products and services respond to a growing awareness of sustainability
- To make partners aware of our Sustainability Policy and encourage them to adopt sound sustainable management practices.
- To review, annually report, and to continually strive to improve our sustainability performance.

## 3.0 Policy

Packages Group is committed to contributing to a more sustainable society and to continually improve the positive impacts by:

- Complying with and exceeding where practicable, applicable legislations, regulations, codes of practices and ethical standards.
- Ensuring the human rights of everyone under the influence of the organization are provided as per the United Nations Guiding Principles.
- Ensuring a safe and rewarding workplace for all employees, free of discrimination and harassment while aiming to contribute to the vitality of the communities around our operations.
- Utilizing natural resources with care by creating and seeking approaches and methods of optimized consumption, waste reduction and resource efficiency measures. Ensuring our systems and procedures prevent pollution, and resource consumption.
- We ensure responsible sourcing of goods and services.
- We articulate our shared values, and wherever possible, establish clear metrics and use them to track our sustainability performance.

## 4.0 Compliance

Packages Group as part of its sustainability objectives is committed to communicating these objectives to its suppliers, employees and other stakeholders and to support, promote and conform with this Policy.

This Policy and the actions arising from it will be annually reviewed as part of the business strategy.

**Syed Hyder Ali**  
Chief Executive & Managing Director

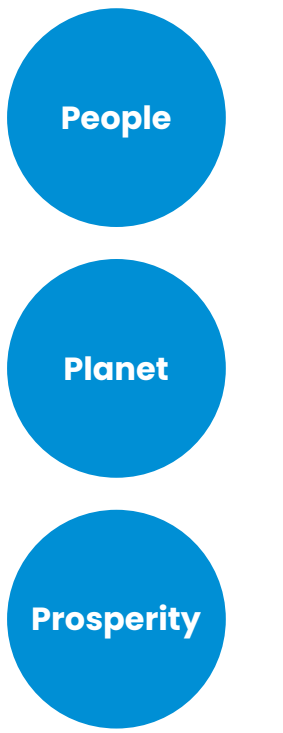


# Our Stakeholders

We move faster when we move together. We must embrace greater collaboration if we are to resolve many of the global problems facing humanity and build a more sustainable, inclusive and equitable society and world. We believe that together we can have a much greater impact on the social, environmental, ethical and economic challenges of our time. We consider anyone interested in our work as a stakeholder.

Significant stakeholder groups for Packages include:

- **Consumers**
- **Customers**
- **Employees**
- **Governments**
- **Investors**
- **Local communities**
- **Media**
- **NGOs**
- **Partners & Suppliers**



## Human Rights



**Employees and wider workforce**



**Community**



**Business ethics**



**Materials, water, and energy**



**Carbon dioxide**



**Land Use and Forests**



**Customers**



**Suppliers**



**Investors**

# Conducting our Business with Integrity

We safeguard our reputation with ethical, compliant actions and robust policies, procedures, and controls. We are committed to acting in a trustworthy, transparent, and mutually respectful manner with our employees, suppliers, partners, customers, other external parties and the communities where we operate, as we strive to meet the growing needs of our customers.

## **Ethical business and corporate governance**

Every employee, at every level, is held accountable for performing with integrity and maintaining the trust of our customers, employees, and other stakeholders. Our reputation for acting with unyielding integrity defines us as a company

## **Code of conduct**

Our Code of Conduct provides clear and simple direction to our employees and business partners and defines the principles of ethical and compliant business practices, including how we work with suppliers. It is applicable to all our employees, directors, and management. We require employees to acknowledge the Code as part of our mandatory compliance training. We also require our third-party business partners to follow strict requirements based on our Code of Conduct.

We conduct our business in a manner that is consistent with our long-standing reputation for high standards and business ethics, relying on our strong culture of integrity that is driven by our leaders and embraced by all our employees.

# Our Code of Conduct has 17 different policy areas



All Group Companies carefully check for compliance with the Code of Conduct by providing suitable information, prevention and control tools and ensuring transparency in all transactions and behaviors by taking corrective measures, if and as required.

**"Packages Group Code of Conduct applies to all Packages Group** companies, employees, business partners, suppliers, vendors, financial advisers, agents, affiliates, and others who act for us within all sectors, regions, areas and functions."

### **Comprehensive approach to ethics and compliance**

The Packages Group Code of Conduct, is a single set of values for all our employees that explains our approach to ethical business practices, human and labour rights, as well as environmental values. These values are applied wherever we operate. Other policies relevant to ethics and compliance include our:

- Anti-Fraud Policy
- Risk Management Policy
- Supplier Code of Conduct
- Anti-Harassment Policy
- Social Media Policy

### **Training our employees**

As a responsible organization, we strive to ensure that our employees and business partners all understand what ethical behavior is, and how they should respond to any ethical dilemmas that may arise. We believe in ethical practices at all stages of the business which is being ensured by frequent communication and trainings throughout the year for all employees.

Our employees receive the Code of Conduct training, either through an e-learning tool developed internally or through face-to-face training for those who do not have direct computer access. We aim to ensure that our new employees receive such training within their first month of employment. In addition, in-depth training on conflict of interest, anti-corruption, and other compliance-related topics is mandatory for all employees.

## Whistleblowing

Packages Group is committed to highest standards of ethical, moral and legal business conduct. In line with this commitment and the company's commitment to open communication, our whistleblowing policy and grievance mechanisms aim to provide an avenue for employees to raise concerns with reassurance that they will be protected from reprisals or victimization for reporting.

The types of issues which can be reported under this policy include but are not limited to:

- Breach of the Code of Conduct;
- Corruption and bribery;
- Harassment;
- Misappropriation of financial data/reports;
- Misuse of company's assets;
- Violation of applicable laws and regulations;
- Actions raising safety, security, and environmental concerns;
- Damage to company's reputation or business; and
- Disrespect and/or discrimination of employees on the basis of race, color, gender, ethnicity, age, nationality, ancestry, religion, physical/ mental disability or marital status.



Our employees are encouraged to report suspected cases of misconduct or unethical behavior. Other stakeholders may also want to seek ways to raise concerns over our activities. To ensure that rights to privacy and effective remedy are respected, we must ensure that our grievance channels operate effectively and are accessible to all relevant stakeholders. All potential non-compliance cases involving a Packages Group employee or a third party working for the company are duly investigated and reported accordingly. Proven cases of non-compliance can lead to disciplinary or legal action.

# Status of Complaints Reported on Whistle Blowing Platform in 2021 vs 2022

Nature	2021		2022	
	Reported	Resolved	Reported	Resolved
Conflict of interest	4	4	2	1
Corruption/ fraud	15	13	10	8
Discrimination / Harassment / Bullying	5	5	6	6
Other	5	4	15	15
<b>Total</b>	<b>29</b>	<b>26</b>	<b>33</b>	<b>30</b>

# System Certifications & Compliance

Packages Group believes in continuously improving its systems and values. From quality of products to operations and business ethics, our commitment to being responsible has only strengthened with time. We are therefore, ensuring a more sustainable world through various system certifications and compliances for our customers.

# INTEGRATED MANAGEMENT SYSTEMS POLICY

December 2021



Packages Limited is committed to producing quality products through responsible sourcing conforming to customers' requirements by creating value for the customers through our products and services.

The Organization is committed to achieving these goals by proactively:

- Exhibiting leadership and commitment towards implementing this policy across all our operations.
- Allocating appropriate sustainable resources for compliance with applicable management standards and establishing individual accountability to comply with these requirements.
- Developing an effective Management System to prevent customer complaints, incidents/accidents, ill-health and pollution, while reducing waste, eliminating hazards and mitigating environmental and social impacts.
- Creating a safe and work-friendly environment for all stakeholders with due participation and commitment from everyone. Safety shall always take the highest priority in all situations.
- Improving our Product Quality continually through innovations, process optimizations, and risk identification.
- Ensuring that all food-related packaging material is produced, stored, and delivered in safe and hygienic conditions as per relevant requirements. Where applicable, we will ensure supply of Halal Packaging material and consumer products with effective communication on Halal/food issues with suppliers, customers, and relevant interested parties in the food chain.
- Improving our energy performance by avoiding energy and utilities' wastage, optimum consumption, supporting the purchase of energy-efficient products, services, and designing for improvement in energy performance where applicable.
- Leading by example and committing to reducing our carbon and water footprint to an optimum level where possible.
- Setting objectives and targets that are monitored regularly to review our Management Systems and ensure that these objectives are aligned with organizational context.
- Ensuring the needs and expectations of our customers and other interested parties are met.
- Ensuring compliance with all applicable legal, statutory and regulatory requirements.
- Ensuring continual improvement as a result of formal internal/external audits and management reviews, which are conducted at least once a year for applicable standards.
- Improving the competency and skills of our people at all levels through adequate information training and supervision provided to ensure that all organizational needs are met.
- Ensuring all stakeholders have access and understanding of the IMS policy (made publicly available), relevant procedures and supporting documentation, through training and provision of information.

This is our long-term commitment and we shall continually strive to improve our policies, procedures, processes, systems and standards.

**Syed Hyder Ali**  
Chief Executive & Managing Director





## Certification

Quality Management System ISO 9001:2015



Environment Management System ISO 14001:2015



Occupational Health and Safety ISO 45001:2018



Food Safety System Certification FSSC 22000



British Retail Consortium BRC



HALAAL Packaging Management System



Green Office Diploma



Quantification and Reporting of GHG's and Removals ISO 14064 – 1



Energy Management Systems ISO 50001-2018



### ...and what does being certified mean?

- Enhanced product and service quality and reliability at a reasonable price
- Greater compatibility and interoperability of goods and services
- Simplification for improved usability
- Improved health, safety and environment protection
- Reduction of waste
- Increased distribution efficiency and maintenance

# Corporate Social Responsibility Assessments

## Sedex

Sedex is a membership organisation that provides one of the world's leading online platforms for companies to manage and improve working conditions in global supply chains. More than 60,000 businesses in over 150 countries use Sedex to improve business practices and the working conditions in global supply chains. Packages Group companies on the Sedex Platform are:

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

## ecovadis

EcoVadis is the world's largest and most trusted provider of business sustainability ratings, creating a global network of more than 75,000 rated companies. The EcoVadis sustainability assessment methodology is at the heart of our Ratings and Scorecards and is an evaluation of how well a company has integrated the principles of Sustainability/CSR into their business and management system. Packages Group companies on Eco Vadis are:

- Packages Convertors Limited
- Bulleh Shah Packaging (Pvt.) Limited
- Tri-Pack Films Limited

# People

Our people represent the essence of who we are as a company. At Packages Group, we celebrate our purpose driven culture and the people who live it every day. Our people thrive on delivering value to our customers, suppliers, partners and the communities where we live and work, as well as to one another.

Our people are our greatest asset. Their determination and innovation combined with the strong relationships they build with our customers and partners, push our business forward. That's why we work hard to create a culture that enables our people to realize their ambitions. It's integral to who we are and what we stand for. We encourage innovation and we offer skills development and challenging work opportunities that advance people's careers.



# Employee Distribution

	PCL	BSP	TPFL	DIC	Omya Pack
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## by Age

<b>Upto 30</b>	12.97%	19.61%	35%	18.54%	37.5%
<b>31- 50</b>	69.46%	71.82%	60%	74.15%	56.25%
<b>Above 50</b>	17.56%	8.56%	5%	7.32%	6.25%



## by Turnover

<b>Turnover Male</b>	4.95%	2.77%	83%	4.88%	6.25%
<b>Turnover Female</b>	0.79%	0.19%	17%	0.98%	0
<b>New Hires Female</b>	1.51%	24%	16%	1.46%	0



## by Gender

<b>Male Employees</b>	1331	1060	363	194	15
<b>Female Employees</b>	64 (4.6%)	26 (2.39%)	28 (7.16 %)	11 (5.37%)	1 (6.25%)
<b>Male Managers</b>	42	50	32	15	2
<b>Female Managers</b>	4 (8.7%)	0 (0%)	2 (5.88 %)	1 (6.25%)	0 (0 %)





# Purpose-Driven Culture

Our purpose is to create “A Better Tomorrow for People, Planet and Sustainable Prosperity”. To achieve Packages Group’s strategic vision, our people are rallying around the following sustainability-focused imperatives:

- Place our Group Core Values at the center of everything we do.
- Unite as one Packages Group team with a shared purpose.
- Build a diverse and inclusive team.
- Lead with a dedication to safety and quality.
- Adopt innovative solutions to improve the way we work.
- Deliver results through disciplined execution.



# Our People Priorities

Packages Group benefits from the perspectives, experiences and ideas that come from our highly diverse teams across various locations and businesses. From experience, we know diversity of thought promotes creativity and innovation, and that fostering an inclusive environment leverages that creativity to drive greater business success. Our people priorities focus on enhancing employee engagement and fostering a diverse and inclusive workplace that attracts and retains exceptional talent. Everywhere we operate, we strive to reflect the communities where our people work and live.



## Ensuring Fair Working Conditions and Terms of Employment

We uphold high standards of ethics and human rights in our own activities and aim to treat all our employees and other stakeholders in accordance with internationally recognized ethical and responsible business practices and the relevant legislation. We adhere to the United Nations Universal Declaration of Human Rights and the United Nations Global Compact. Wherever we operate we meet and often strive to exceed the

requirements of labour laws and regulations. We publish information related to policies and guidelines on our intranet. Our policies, Standard Operating Procedures (SOPs), and Code of Conduct are implemented to cover our employees and are also applied to our suppliers.

## Zero Tolerance for Child and Forced Labour

We have a strict policy against using child labour and zero tolerance to all forms of forced and bonded labor in our own operations and our supply chain. The

identity and age of candidates are checked at hiring to ensure that the terms and conditions of employment are in accordance with local legislation as well as with the internationally accepted labor standards. Proof of identity and age are part of minimal vetting standards.

## Freedom of Association and Collective Bargaining

We respect the right to collective bargaining and freedom of association. Employees can choose freely to join unions and associations and

select their representatives based on local labour practices. We encourage active, open communication and dialogue with employees and/or their representatives.

### **Working Time**

We do not permit our people to work more than legally allowed. We define regular working hours in accordance with local laws and guarantee the minimum one day off in every seven days in our production operations.

### **Compensation**

We pay at least the minimum wage or the appropriate prevailing wage, whichever is higher, comply with all legal requirements on wages, and provide any legally or contractually required benefits. Pay practices are regularly reviewed to align pay with performance, experience, and skills required for every position. Our reward programs contribute to our business success by balancing market competitiveness and affordability based on

a total rewards approach. These are performance driven, flexible, and fair.

### **People Development**

It remains critical to identify, develop, and retain skilled employees in our business. We therefore continually develop and refresh our talent management activities, performance support, and career development.

### **Annual Development Review and Performance Feedback Culture**

We encourage managers to recognize performance, celebrate achievement and talk about an employee's potential and career aspirations as well as plan for their development in the coming years. The Annual Development Review process is well understood and positively perceived. Through communication and training we have started to draw line managers' attention to the importance of regular, ongoing and transparent

performance feedback. Inclusive, developmental and multidimensional feedback will continue to be one of our key focus areas in 2023.

### **Actively Engaging Our Employees**

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 include not only the management staff but also the technical staff. In 2022, we ran an employee engagement survey, covering 1500 employees. We achieved an unprecedented response rate of 97%. We conducted the survey after a 3 year interval and managed to sustain the strongly engaged employees at 40% whereas overall engagement came at 58%. Also, 77% of the audience believes Packages to be a great place to work and 73% would recommend us to their friends and family as an employer. 75% of



this audience also is willing to put in 15%–20% of additional effort without any increase in immediate rewards due to satisfaction with the workplace and 71% of the talent would like to remain employed at Packages within the next 12 months. The results received will serve as a foundation for our Company's People Strategy to ensure employee wellbeing and development to keep them satisfied with Packages as a great place to work.

### Diversity and Inclusion

Packages Group fosters a culture of inclusion where employees feel valued and empowered to contribute to our organization's success regardless of their gender, race, age, or ethnicity. At Packages Group, we acknowledge our responsibility to be a leader and encourage our employees to provide their input on how we at Packages Group can make a difference.

Our core values of Care, Respect, Lead, Honesty and Courage are foundational to who we are as an organization. Packages Group takes its role as an advocate

of diversity, equity and inclusion seriously, as we believe it is our commitment and actions that will matter in helping to secure a better future for everyone.

We are an equal opportunity employer and we believe in providing a safe and respectful workplace for all employees, while giving them opportunities to grow professionally. We go beyond recruitment of more females in the workforce. A number of initiatives have been taken to support our female staff including state of the art day care facilities, transportation and many other benefits. Robust policies and procedures are in place to ensure zero discrimination, equality in the workplace, prevention of sexual harassment and providing work life balance.



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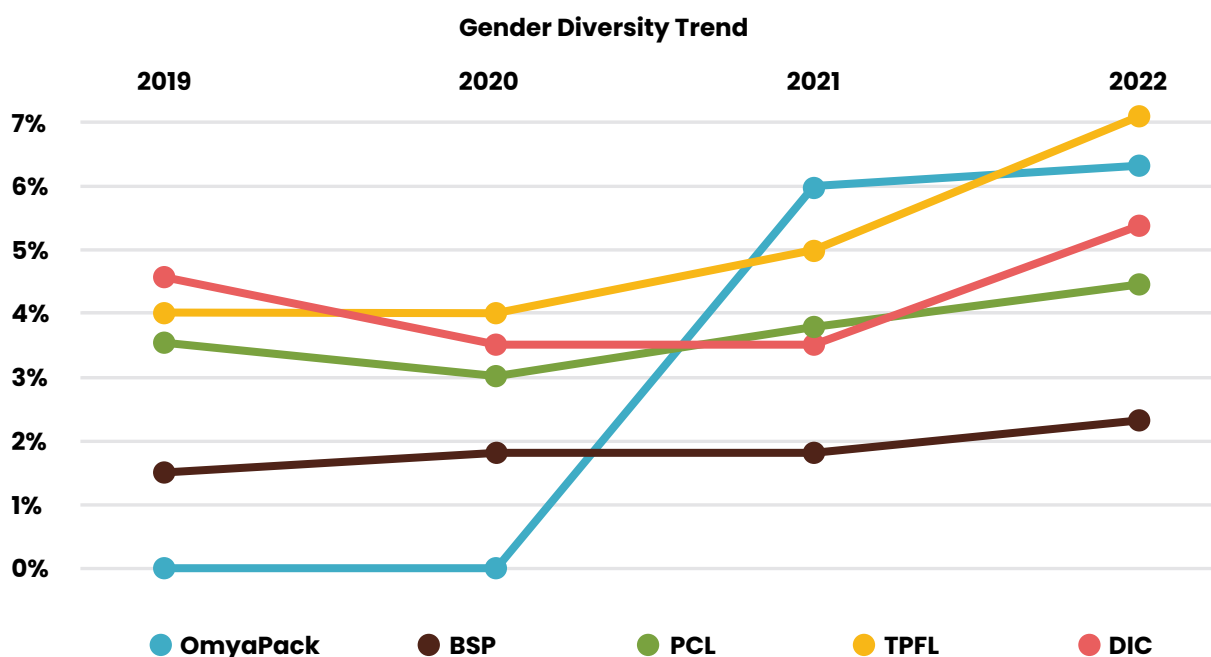
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# Increasing Women in Leadership Roles

Women Empowerment continues to be a key focus at Packages Group. Through robust internal processes and initiatives, we have increased the number of female successors for leadership roles, provided development opportunities targeted specifically at developing high-potential female talent in our manufacturing, engineering and supply chain departments. While we are continually striving to improve every day, our recent efforts are paying off as at Packages Group now there are more women in our workforce since 2019.

We are committed to building upon the success of each year to **continually advance female representation across all areas of the business at Packages Group.**





## The ACTS Platform

Actively Caring Through Sharing (ACTS), is the women's forum for Packages Group. Born in BSP in 2017, ACTS started as an initiative for providing a safe space for the female employees of the company.

Soon it was expanded to include another Group company DIC and in less than three months of its inception, it was adopted by the Packages Group. The platform aims to bridge gaps, initiate dialogue on gender specific topics and eventually aid in developing policies which promote diversity in the workplace.

In addition, this platform also serves to build capacity, provide awareness on women's health and wellbeing, and act as a platform for mentorship and guidance. Grievances and complaints of female employees are also addressed through this forum.

Various events and trainings are conducted on this platform throughout the year to educate and empower the female employees as well as to address issues which hinder personal and professional growth of our employees. Male employees are also included in some sessions as and when required.

## ACTS at a glance

Since 2017, we have been able to conduct:

- 15 Panel Discussions and Talks
- 130 + free mammograms
- 17 external trainings
- 21 + internal trainings
- 40 + #HeforShe trainings
- 4 Young Women of Substance events

60 guest speakers and trainers from different walks of life have been kind enough to be a part of the ACTS family. These include professional trainers, entrepreneurs, celebrities, social activists, politicians, government officials, members of UN bodies, foreign dignitaries, medical professionals, law makers, customers and former employees.



### **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.

### **Training and Development**

Continuous development of our employees is at the forefront of our agenda. We recognize that in a rapidly changing market, we can only be ahead if we constantly invest in updating the skills of our people. Consequently, our people are exposed to a range of development opportunities; which range from in-house initiatives to exposure at prestigious institutions such as Harvard University.

Our flagship learning programme is the “Certificate Programme in Business Management” – a LUMS Packages partnership programme which is the first of its kind in Pakistan.

### **Certificate Program in Business Management (CPBM)**

CPBM, was re-ignited in 2022 after a gap of almost 5 years. CPBM is designed as a mini-MBA in collaboration with LUMS to develop the organization’s top talent to take up leadership roles in the future. This 12-month program covers various areas like Operations, Sales & Marketing, Finance, Talent Management, etc. to give the participants a holistic overview of the business. Most importantly, this program helps build a leader’s mindset and induces an appreciation for the fact that no function can operate as a silo. Effective cross-functional coordination is a must for successfully operating a business.

OD team carried out extensive pre-work before launching the CPBM program. Furthermore, the CPBM faculty conducted in-depth LNA Sessions on 10th October 2022 for the first 2 modules. In these sessions, they met all the BUMs, Group Heads for different functions, and line managers of the participants to get a clear perspective on what issues need to be focused on and developed cases based on current challenges being faced by Packages Group. Two focus groups were also conducted

with the participants to gain an understanding of their expectations from the program.

The program was officially initiated in a ceremonious event at REDC – LUMS on 8th November 2022 where we celebrated 25 years of partnership between Packages and LUMS. Our revered guests (various BUMs and Group Heads) shared their personal CPBM experiences and learnings with the participants and some words of wisdom as to how to best utilize this opportunity.

As a result of our rigorous selection process, 43 outperformers were chosen for CPBM 2022 batch from across the Group.

### Learn to Lead

After conducting a rigorous training need analysis across the Group of over 1000 employees, the OD team has designed a Learn to Lead learning platform to address the learning gaps of our employees.

Learn to Lead is an effort to bring together employees across the Group on a shared learning platform where leading experts from the industry can equip our future leaders, all the while keeping our unique culture and learning needs in mind.

From September to December 2022, we successfully organized 8 training programs for the entire Group. The details of these trainings are as follows:

Title	Organization	Trainer	Participants	Manhours Clocked
Lumina Spark	SeidoHR	Zainab Khan	62	984
Multipliers	Franklin Covey	Huma Maqsood	25	200
Speak Like a Leader	Learning Minds	Sohail Zindani	22	176
Advance Excel	PSTD	Khurram Khan	17	272
6 Critical Practices	Franklin Covey	Huma Maqsood	12	96
Make a Mark	Carnelian	Muhammad Ali	19	152
English Lang Workshop	Ali Institute of Education	Mohsin Hashmi	37	298
Mental Wellbeing	Dr. Saad Bashir	Dr. Saad Bashir	32	96
Supply Chain Management	PSTD	Ahsan S. Razzaq	8	64

# Highlights of 2022



## Employee Engagement Connect with Kaifee Siddiqui

Kaifee Siddiqui GHHR, Samar Khosa Group OD Manager, and HRBPs held engagement sessions across the Group with employees. More than 600 employees across Lahore, Kasur, and Karachi attended the sessions, where candid discussions regarding career, development, and their concerns were addressed.

As an outcome of these discussions, the HR team developed action plans to address any burning concerns shared by employees and the employees got an opportunity to understand the company policies better.





### Performance Recognition Awards for TE Grades

Star Performer awards were presented to high achievers amongst the Technical Executives across the Group. These awards were presented as a token of appreciation to all those employees who have made contributions beyond the scope of their JDs to push the organization further towards achieving its targets. The award categories identified are as follows:

- Cultural transformation
- Value addition
- Outstanding Contribution
- Innovation
- Kaizen

We are thankful to all our employees for their unwavering dedication and tireless efforts that have helped us excel as a Group.

### Management Trainee Program

Our Management Trainee Program is designed to filter the most outstanding candidates who are not only highly competent and rigorous but also appreciate our values and culture. Inducting young blood into our organization is always a ceremonious event marking new

beginnings for both the trainees and the Group.

Management Trainee Batch 2022 comprising 18 MTs was on-boarded on 4th August 2022 followed by a week-long orientation session. The highlights of the orientation week are as follows:

- Session with MD Packages Group, Syed Hyder Ali
- Insightful sessions with Group Heads and BUMs.
- Health and Safety Training.
- Factory Visits

Our 18 MTs, coming from both Business Management and Engineering backgrounds, have been placed in different business units across the Group. During these rotations, they are assigned individual projects and their performance is evaluated every quarter, which is presented to the MD and his direct reports from across the Group. This quarterly feedback cycle ensures that our Management Trainees get the best learning experience and share their innovative ideas with the management.





### Summer Internship Program

Our Summer Internship Program was rolled out on 6th July 2022 with the induction of 34 Interns. A full-day orientation session was organized to welcome our batch of Summer 2022 Interns.

The applicants were put through a thorough screening process after which the selected interns were offered internships for a duration of 6-8 weeks. The interns with both business and engineering backgrounds were placed in various business units and were assigned several projects. After completing their internship duration, all interns presented their projects to their line managers for evaluation, and internship certificates were awarded to them by their respective business units. The program not only helped strengthen our employer brand but also helped us build a robust talent pipeline while also providing an excellent opportunity for students to explore the corporate world.

### International Women's Day 2022

Unconscious bias is the root of many systemic inequities in the workplace. It's important that we recognize these biases, act to mitigate them, and actively serve as an ally to others in a work setting. To honour this International Women's Day theme #breakthebias, we collaborated with Center for Advanced HR and Executive Presence to facilitate an engaging and thought-provoking session by Ms. Medeeha Khan. This fun filled session addressed the three types of biases, including mental, physical and spiritual biases through a number of interesting activities. Our guest speakers for the event were Ms. Durre Shawar Siraaj from APWA and Ms. Ramma Cheema from Beti, along with the senior members of our management team representing all Packages Group companies supporting and celebrating the achievements of the women of Packages Group. More than 150 men and women from across the Packages Group attended the memorable event at the Syed Wajid Ali Sports Complex at Packages Limited Lahore.



## International Women's Day Karachi Event

For the first time, we celebrated the International Women's Day with our Karachi team at the Avari Towers in 2022. Female colleagues from the Karachi offices of our Group companies including PCL, BSP, DIC, Tripack and IGI participated enthusiastically in the event. Male colleagues representing the top management of Tripack Films, IGI, BSP and PCL also joined and supported their female colleagues. A "Break the Bias" workshop was conducted to endorse the theme of this year. Mrs. Saira Nasir, a Lifetime Achievement Award winner from ICAP Women's chapter was the chief guest. Ms. Durre Shahwar Mehmood, consultant to the World Bank and a seasoned sustainability professional was the guest speaker for the event, sharing her thoughts and experiences in sustainability and gender equality.



## Training for Prevention of Sexual Harassment in the Workplace - Respectful Workplaces and Leading for Respect Modules

Sexual Harassment is a tough topic to talk about despite being a necessary topic and prevention of sexual harassment in the workplace is not only the right thing to do for humans, it's the right thing for business as well. A comprehensive training program on Prevention of Sexual Harassment in the workplace for Executive and Management staff was launched in June 2021. "Respectful Workplaces" Module for employees continued in 2022, with over 1000 man-hours clocked for training across the Packages Group companies at Lahore, Karachi and Kasur. Through this module we aim to go beyond sexual harassment and use this opportunity to address issues like discrimination, bias and core values of the Organization.

39 training sessions were conducted overall on this topic to cover all employees of the Packages Group, aiming to educate the employees on various forms of sexual harassment, the legal definition of

sexual harassment, and also on the existing framework of policies and procedures within the organization for prevention of sexual harassment in the workplace.

A full-day session on "Leading for Respect" was conducted by Schuitema Pakistan for senior leadership of Packages Group in Irshad Hall, Packages Limited. This session was aimed at creating and promoting a culture of mutual respect through leadership for the prevention of harassment and bullying in the workplace. For achieving the SDGs, it is important to provide equal and decent livelihood options for everyone irrespective of their gender and ensure a safe workplace for all. At Packages Group, there is zero tolerance for harassment in the workplace, and this training is indicative of the same commitment.

### **Master Class on Executive Presence and Professional Savvy for Women**

We at Packages Group, go a step further by helping our women equip themselves with the skills needed for their professional and personal growth including technical and non-technical skills.

A series of workshops for female employees specifically focused on building confidence and enhancing executive presence for their professional development were conducted for over 90 women from across the Packages Group. This full day Master Class was conducted by Ms. Medeeha Khan from London Image Institute and Center for Advanced HR and Executive

Presence for the mid-senior management female employees in Irshad Hall Packages Limited.

These customized modules were aimed at SDG 5: Gender Equality and specifically at target 5.5: Ensuring women's full and effective participation and equal opportunities for leadership at all levels of decision making.



## Women in Leadership – in Conversation with Syeda Henna Babar Ali and Humaira Shazia

An ACTS session on SDG 5, 8, and 10, emphasizing on the Role of Women in Leadership for Sustainable Development was conducted in Irshad Hall Packages Limited. This session also celebrated the journey of Ms. Humaira Shazia with the Company over the last 37 years and bid her farewell on behalf of the ACTS platform, of which she is a founding and permanent member. Valuable lessons and reflections on personal and professional development were shared by the two powerhouses of talent and commitment for the future female leaders of Packages Group. Ladies from Packages Limited, Packages Convertors Limited, Bulleh Shah Packaging Pvt. Ltd. (BSP), DIC Pakistan Limited, Packages Mall, and StarchPack participated in the interactive and engaging session.



## World Values Day

World Values Day was celebrated across the Packages Group to remind and re-enforce the foundation of our Group's Sustainability Agenda which is the Core Values of Packages Group – Care, Respect, Lead, Honesty, and Courage. For this, a workshop was organized with the help of the Center for Advanced HR and Executive Presence CHREP facilitated by Ms. Medeeha J. Khan in Irshad Hall Packages Limited. Employees from Packages Limited, Packages Convertors Limited, Packages Mall, Bulleh Shah Packaging Pvt. Ltd. (BSP), and DIC Pakistan Limited attended this interactive 90-minute workshop, where each participant told a personal experience of where these values were implemented in their professional or personal life. In the end, each participant shared the one value that represented them on the personal value card.

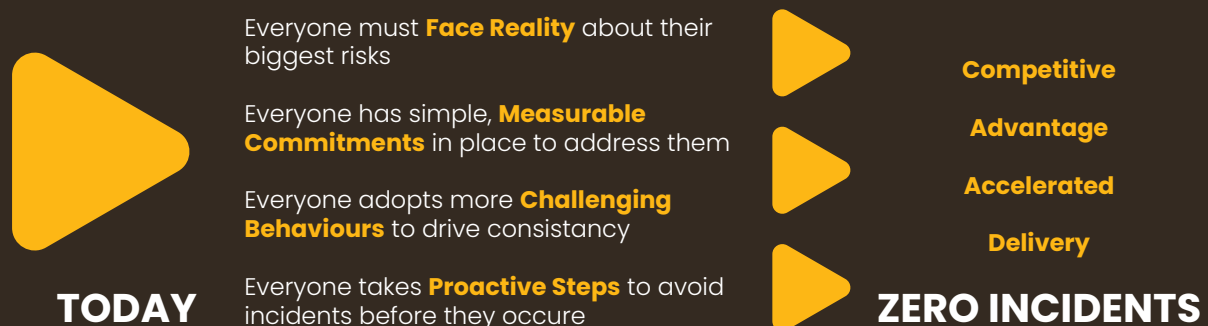
# Safety and Wellbeing of our People

## EHS Strategic Transformation A Journey towards Goal Zero

“At Packages Group, preservation of human lives is its core commitment as manifested in its integrated EHS policy.

EHS vision of Packages is centered around the mission of No Harm to People, Environment & Assets which could only be achieved through 100% involvement of people at all levels. At Group level, our EHS policy is operationalized through three key pillars: **Competence, Culture & Assurance.**

## Vision 2025



# Integrated EHS Policy

July 2022

Packages Group's Commitment and Policy on

## Integrated Environment, Health & Safety (EHS)



### COMMITMENT

At Packages Group of Companies, we are all committed to:

- Pursue the goal of no harm to people.
- Protect the environment.
- Use material and energy efficiently to provide our products to the customers.
- Respect our neighbors and contribute to the societies in which we operate.
- Publicly report on our performance.
- Ensure Process Safety & Asset Integrity in design and prevent incidents of every type, whilst maintaining a high standard of Emergency Response.
- Play a leading role in promoting best practices in our Industries.
- Manage EHS matters as any other critical business activity; and
- Promote a culture in which all Packages Group Employees share this commitment.

In this way, we aim to have an EHS performance we can be proud of, to earn the confidence of customers, shareholders, business partners, and society at large.

### POLICY

Every Packages Group Company:

- Has a systematic approach to EHS management designed to ensure compliance & to achieve continuous performance improvement.
- Sets targets for improvement and measures, appraises, and reports performance.
- All Employees have a responsibility to maintain the highest EHS standards & must take a leadership role in this.
- Requires Contractors to be trained & manage EHS in line with this Policy.
- Engages effectively with neighbors and impacted communities; and
- Includes EHS performance in the appraisal of staff & contractors and rewards accordingly.



Syed Hyder Ali  
Chief Executive & Managing Director

## Health and Safety Management Systems

EHS Management System at Packages Group is based on international standards i.e., IMS – (ISO 45001, 14001), but our processes and practices go beyond these requirements. For effective controls and to manage risks at Group level, we have Incident management reporting (with both leading & lagging indicators) which are regularly reviewed by leadership team for continuous improvement. There is a constant drive within the Group through regular trainings (both internal & external) to increase competence of all relevant stakeholders.

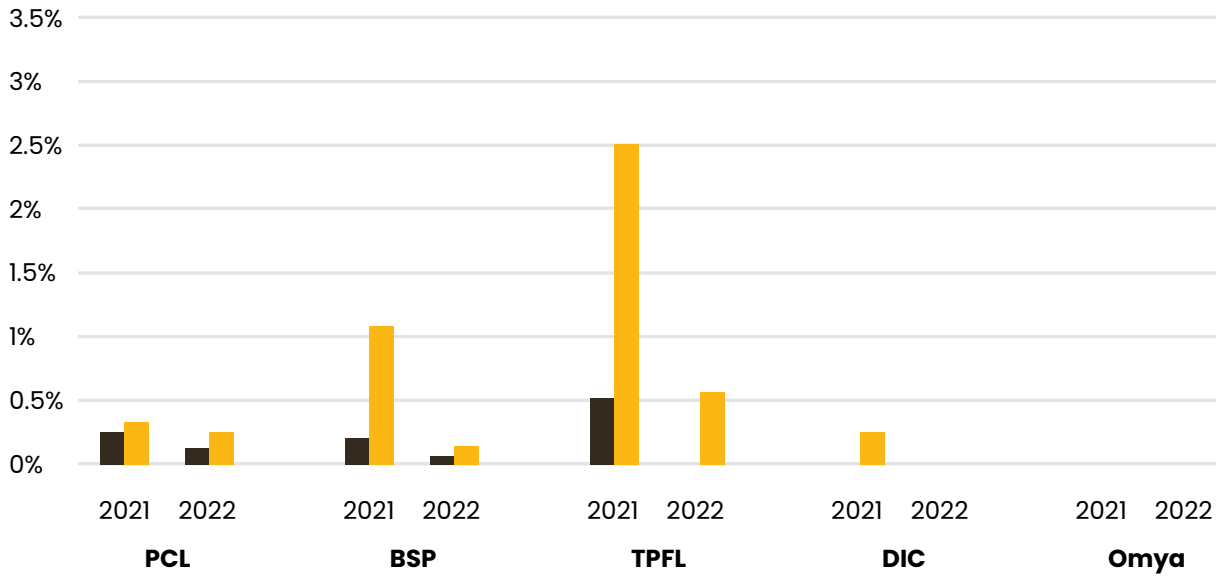
Our assurance and governance programs have inherent control mechanisms to measure effectiveness. Our leadership team conducts Safety Walkabouts to positively impact safety culture and to boost employee morale. We work with a wide variety of contractors and therefore envisage considerable risk there. Therefore, we have stringent pre-qualification assessments for contractors at our sites to ensure they can deliver safely.





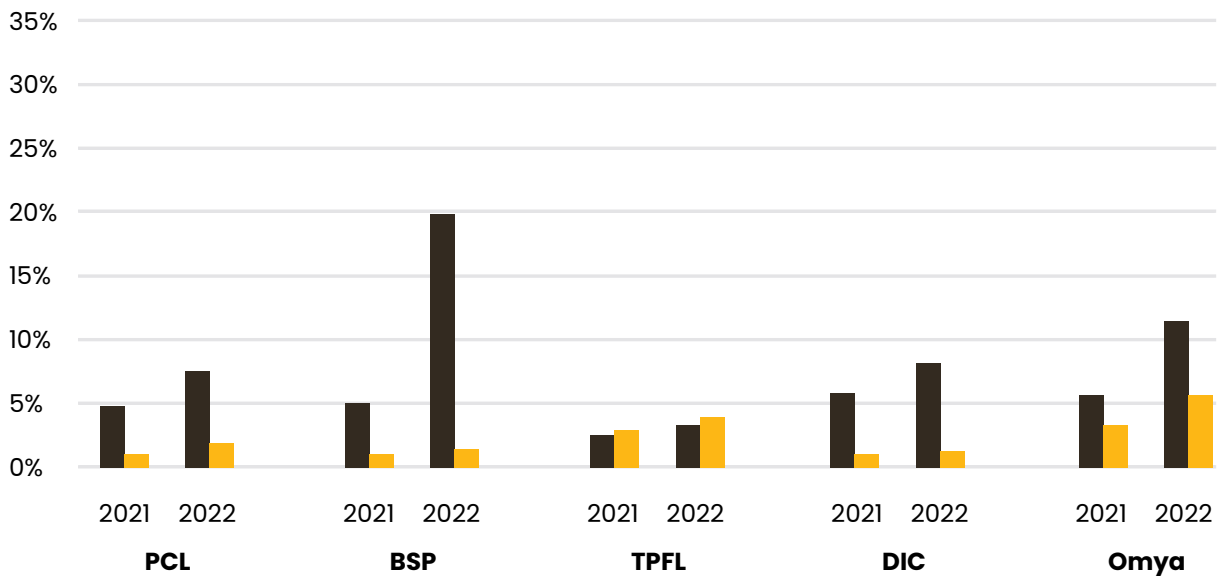
### Lagging Safety Indicators 2021 - 2022

● LTA Rate ● TRIR



### Leading Safety Indicators 2021 - 2022

● Safety Training Hours/Employee ● Hazards Reported/Employee



# Omya Pack

## 5-Years Since Last LTA

# Health & Safety Highlights Across the Group

A safety culture affects the whole organization. Studies suggest that companies with a solid safety culture keep employees engaged and emotionally devoted to the company and its goals. The good thing about implementing a strong safety culture is that it sustains itself. Employees who have a clear understanding of the organization's safety objectives are personally invested in achieving those outcomes. A powerful safety culture does not only lower injury rates, but it also improves productivity and employee wellbeing. Occupational health and safety is a practical matter, and in order to promote a safety culture at the Packages Group, a number of awareness campaigns, collaborative efforts with our partners and robust inspection and auditing mechanism is in place.



## Packages Group Safety Week

Safety week was celebrated for the first time across Packages Group to observe the World Day for Safety and Health at Work and International Fire Fighters Day. Many interesting activities were arranged as an initiative to build a safety culture across the organization, including toolbox talks, training sessions, safety pledge signing, awards and recognition, demonstration of safe practices, safety quiz competition and skit competition to engage employees at all levels including the senior management.

## Highlights of the Safety Week

### **Awareness session with Rescue 1122 at PCL**

An awareness session on basic life support and fire safety was done in collaboration with Rescue 1122 on 12th May 2022, as a part of celebrating International Fire Fighters Day and it also covered a display of Fire Safety Infrastructure at PCL, thus enhancing fire safety knowledge among the staff.

### **Safety Week Caps Distribution and multiple activities at BSP**

On Floor Q/A session was conducted along with Safety week Caps distribution. International Fire Fighters day, Mock Drill- Fire Fighting and Evacuation was performed to evaluate the emergency arrangements and also trained employees to respond during fire emergency. CPR Training was conducted by the BSP Medical Centre to learn life-saving skills in case of medical emergency.

### **Safety Skit Competition at Tri-Pack Films**

A Safety Skit Competition was organized by the Tri-Pack Films SHE team. The winning teams were given prizes by the CEO Mr. Nasir Jamal to encourage ownership and understanding of important issues.

## Chemical Management and Handling training by Decathlon Pakistan

Chemical Management, Handling and Waste Disposal training was conducted by Mr. Ahmad Waqar from our valued customer and partners in sustainability, Decathlon, in Irshad Hall. Participants from BSP, PCL and DIC attended the full day session. This session was later replicated at departmental level to re-enforce the learning.



## Internal IOSH Training for Management & Supervisor Staff at PCL

To nourish a safety mindset within our management staff, an internal IOSH training session was planned for the Managers, Assistant Managers and Supervisors. This training will not only help to improve the safety awareness culture in our organization, but it will also help in increasing productivity and improve our reputation within our supply chain by embedding safety and health across the whole organization.



## Improved Workplace Safety - Revamp & Reinforcement of Electrical Safety Framework at PCL

Electrical safety Framework at Packages Convertors Limited has been revamped and reinforced by formulating a standard manual with proper inspection and maintenance regimes set for all critical electrical infrastructure i.e. Earthing Connections, Electrical Cables, Electrical Wiring, Earthing Pits, Sockets, Transformers, and all other Electrical Infrastructure.

Procedures and Work Instructions along with check sheets have also been standardized using the best practices within all Group companies. This initiative will help in having a standardized approach towards electrical safety thus ensuring overall safety/Fire safety at all our respective sites.



### Emergency Response Preparedness – Fire Mock Drills at PCL

To enhance the PCL Emergency team capabilities, knowledge, and readiness to ensure site safety by timely and properly tackling an emergency, 50 Fire Mock Drills on Emergency Response Preparedness were conducted during 2022. **Night Shift was main focus area** in which scenario based drills were conducted throughout all Business Units.

Main aspect of drill covers practical demonstration of:

- Firefighting with fire extinguisher and fire hydrant.
- Rescue of injured or trapped persons during emergency.
- Inspection and monitoring of firefighting truck of Packages Convertors was also a part of the Drill.
- Competency Evaluation of PCL & PREPL Fire Team.

### FLT's – Training, Awareness & New Fleets Addition At PCL

7 new Battery-Operated Heli Fork Lifts were added to improve work safety. External Trainer Mr. Babu Lal Joseph was engaged for the training of 96 operators in which Theoretical Training & Practical Assessment of all FLT staff was carried out. Successful participants were awarded with a Certificate to authorize them for safe operation.

### Fire Fighting Competition at PCL

This year our fire team and security team took part in an In-house Fire Fighting Competition designed to work on combined firefighting skills and promote physical fitness, an essential part of structural firefighting. Competition includes a Running Competition (220 Meter Within 60 seconds), Wearing Fire Suit and SCBA within 60 seconds, Running with Fire Suit, SCBA and Fire Hose 220 Meter Within 75 seconds and Firefighting with Fire Hydrant.

## Safety Stand-Down Session at BSP Kasur

Safety stand-downs are a leading tool to prevent injuries and fatalities for industries. These sessions raise awareness amongst workers and employees and help create a safe work environment. A comprehensive safety stand-down session was conducted at BSP Kasur to provide an opportunity for Clients & all Contractors to talk about hazards, protective methods, safety policies, goals and expectations.

The agenda included:

- Importance of Safety in routine activities
- Improvement in EHS culture
- Compliance of mandatory PPE's.

## LOTO – Upgraded Controls on Hazards at BSP Kasur

Lock Out Tag Out (LOTO) is a safety practice that is aimed to keep the employees safe from uncontrolled energy released from an equipment, during servicing or isolation. Energy isolation points are marked out after survey, mock drill, awareness session and trainings by adding a visual lock. These points are then tagged according to the nature of the danger. This creates a barrier that prohibits the use of these machines and creates awareness amongst the employees about the threats. The LOTO program also identifies authorized individuals, e.g. electricians and engineers, who can maintain the equipment.

LOTO meetings for implementation with all relevant departments were organized. Tag-out already implemented and reinforced in Power House and BUCP. Implementation across BSP is in process at different stages.



## Confined Space Movement – BSP Kasur

The physical and atmospheric hazards associated with confined spaces can cause serious injury or death to workers. A comprehensive confined space entry program is developed in order to ensure safety of employees who must enter and work in confined spaces.

The following steps have been taken to implement this program:

- Workplace Survey and evaluation of confined spaces
- Written Entry in Confined space Procedure
- Notification and awareness session
- Confined space Equipment
- Confined space Mock drill and Training

## Training: Safe Use of Material Handling Equipment at BSP Kasur

A training on safe use of MHE and third-party certification for material handling equipment drivers or operators was organized at BSP Kasur, with an aim to minimize accidents and injuries significantly in the workplace while also reducing financial losses from damaged goods. A total of 6 sessions were conducted to accommodate all operators and drivers. In addition to the obvious safety benefits, this will be helpful in improving the routine activities through:

- More proficient workers
- Cleaner operations
- Greater productivity
- Less down time
- Increased equipment life
- Less property damages

## LOTO Energy Program Training at BSP Kasur

A training to fully understand the LOTO Energy program was conducted at BSP Kasur, which covered the knowledge and skills required for the safe application, usage and removal of lockout equipment and the implementation of the LOTO process as whole.

The ultimate goal of LOTO is to ensure that the equipment is at a “**zero energy state**” during all major maintenance and minor interventions.



BSP Karachi achieved a milestone of LTA Free Workplace since 5 years, which is **2.65 million safe manhours**



## **Implementation of Fire Protection Artificial Intelligence Model in Paper & Board Plant**

BSP invested in the artificial intelligence solutions for the first time in Pakistan in Paper manufacturing industry which can detect smoke and flames in indoor & outdoor conditions, allowing the monitoring and protection of paper and pulp bales in large areas.

The fire detection and alarm system is designed with the following goals:

- Minimize risk of fires, including the use of fire detection technology in areas where regular detection technologies cannot be implemented or are not practical.
- Minimize risk of flame and smoke spread, with state-of-the-art detection algorithms that guarantee fast and effective detection. Also, reliable algorithms minimize the possibility of nuance or unwanted alarms.
- In case of a fire, fast detection gives occupants life-saving time to reach to a place of safety, before the flames and smoke have spread to dangerous levels.

## **Implementation of PPE Compliance Artificial Intelligence model in Paper & Board Plant**

An AI based model for PPE compliance was implemented at BSP Kasur to simplify repetitive processes by using Artificial Intelligence and alarm systems designed to minimize the injuries with respect to PPE's.

This system is designed with the goal of increasing PPE compliance by using image recognition that is integrated with our existing video cameras. This platform has the capability of translating video analytics into actionable multiple uses including crowd counting, PPE detection etc. and generates immediate results in case of any violation.

## **Process Safety Management External Training at Tri-Pack Films**

A 2- day training workshop on PROCESS SAFETY MANAGEMENT was organized for developing competence on this subject in June to cover the following:

- Provide high-level awareness on the basic concepts and essential requirements for implementation of Risk-Based Process Safety Management
- Differentiate between Personal and Process Safety and understand the significance
- Understand the requirements of essential elements of OSHA / DuPont Standards & Operational Excellence
- Guide in developing PSM Policy & Procedures

# Health & Wellbeing Campaigns

Global health and wellbeing days provide a great opportunity to raise awareness and understanding about various health issues and mobilize resources for action. Campaigns are conducted across the Group throughout the year to show solidarity, raise awareness and act on global issues that need attention. Packages Group works with esteemed partners who are specialists in their fields to help us with this agenda.



## World Health Day

World Health Day 2022 was celebrated across the Packages Group with interactive activities to engage employees and spread awareness on the impact of Climate Change on human health. Toolbox talks, and awareness sessions including talks by distinguished health professionals were arranged to mark the global event and show solidarity with the commitment to the SDG's.





### Breast Cancer Awareness Campaign

October is observed as the Breast Cancer Awareness Month across the globe and just like every year, at Packages Group, we conducted an extensive month-long awareness campaign for our employees. Awareness sessions with the help of Cancer Care Hospital and Research Center as well as Shaukat Khanum Hospital were conducted in Lahore, Kasur and Karachi to talk about the deadly disease as well as encourage employees to seek medical care. Free mammography camps were also arranged with the help of Cancer Care Hospital and Research Center in Lahore and Kasur to facilitate the employees and their family members. Packages Group actively takes part in this vital campaign every October since 2017 and has been able to conduct more than a 100 free mammograms and various awareness sessions for our employees.



### Global Hand Washing Day

The annual campaign for Global Hand Washing Day was conducted across the Packages Group companies from 15th – 21st October 2022. Various training sessions and tool box talks were organized in addition to display of posters, standees and other communication materials on the importance of handwashing with soap especially for Food Safety and prevention of infectious diseases including COVID-19. An online and email campaign was also conducted to spread awareness amongst our employees. This is an important annual event in our calendars to remind us that Future is at Hand!

This year, we also celebrated Global Hand Washing Day with the students at the International School of Lahore in collaboration with ROSE PETAL Professional. Our team members demonstrated the importance of washing hands with soap and drying with a clean towel or tissue paper to prevent the spread of germs. 450 students from the preschool participated in the activity.

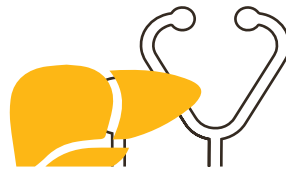




### World Diabetes Day

The rising number of people affected by Diabetes is putting added strain on healthcare systems. Healthcare professionals must know how to detect and diagnose the condition early and provide the best possible care; while people living with Diabetes need access to ongoing education to understand their condition and carry out the daily self-care essential to staying healthy and avoiding complications.

“Education to protect tomorrow” is the theme of the second year of the World Diabetes Day 2021-23 campaign. As an ongoing commitment to the cause and Sustainable Development Goal 3, Packages Group organized awareness sessions across our operations along with free screening camps for over 700 employees at Lahore, Kasur and Karachi. In addition, free consultation with a dietician on healthy lifestyle was also arranged with the help of Phoenix Foundation for Research and Development.

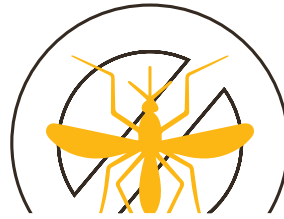


### World Hepatitis Day

World Hepatitis Day is one of the World Health Organization’s officially mandated global public health days. It is a day when the world comes together to raise awareness of Hepatitis, one of the most deadly and neglected diseases and health crises – one that is claiming a life every 30 seconds. As a signatory to the UNGC supporting the SDG’s we realize that combatting Hepatitis is one of the targets of SDG 3, that need to be met before 2030. To play our part in this we organized a Group wide awareness campaign on Viral Hepatitis with the help of awareness sessions, visual and email communication and free screening camps for employees. Being a responsible organization, we play our part by spreading awareness and facilitating our people through these awareness campaigns since 2018.

More than 600 employees were tested for HCV and HBV at Lahore, Kasur and Karachi with the help of free screening camp under the umbrella of Packages Group sustainability Agenda. Those who tested positive were provided consultation and guidance on way forward for treatment and management.





### **Dengue Awareness Session with Primary and Secondary Healthcare Department**

An awareness session on Dengue Prevention and Control was organized by Packages Convertors Limited in collaboration with Government Primary and Secondary Healthcare Department on 28th March 2022. The session focused on Dengue Breeding Season, Dengue Hazards, Dengue Prevention Methods. Commissioner Lahore, Captain (R) Muhammad Usman was the chief guest of the session who also emphasized on active preventive measures against the spread of dengue mosquito. Packages Group Head of HR, Mr. Kaifee Siddiqui was also present on the occasion, showing commitment and dedication of Packages Group towards Dengue Control.



### **World Mental Health Day**

Mental well-being is an important element of a safe and rewarding workplace, which is essential for sustainable development. World Mental Health Day was observed across Packages Group with various activities, talks, and an awareness session by Dr. Noor ul Zaman Rafique from Phoenix Foundation for Research and Development in Lahore. Tips to manage workplace stress and how to handle difficult situations were also given to the participants of the session. Employees from Packages Convertors Limited, Bulleh Shah Packaging (Pvt.) Limited, DIC Pakistan Limited and Packages Mall attended the informative session in Irshad Hall Packages Limited.

In addition, an awareness session by Taskeen Foundation dedicated to raise awareness on the importance of mental health was organized at Tri-Pack Films Port Qasim plant and focused on the issues related to mental wellbeing and how to prevent and manage stress related to workplace.

## IGI Life Vitality

We all know the importance of living healthy, but most of us find it difficult to live up to our aspirations. IGI Life has teamed up with Vitality from South Africa to help you on the journey towards a healthier you! Our Plans not only generate funds for your future but also rewards you for living healthy through the integrated Vitality programme.

Guided by the core purpose of making people healthier, Vitality is the leader in improving health to unlock outcomes that matter. By blending smart tech, data, incentives, and behavioral science, we inspire healthy changes in individuals and organizations. Vitality brings a global perspective through successful partnerships with the smartest insurers and most forward-thinking employers around the world. More than 20 million people in 30 countries engage in the Vitality programme.

Vitality rewards its members for living an active & healthy lifestyle. Earn Vitality points by getting active, eating well and doing all your health checks. By achieving your targets, you'll enjoy a variety of rewards at each status level (i.e. Bronze, Silver, Gold & Platinum) and the healthier you get, the higher your Vitality status.

IGI Life Vitality encourages you to improve your health on daily basis. Based on your current health status, you will receive weekly physical activity targets. When you reach your weekly physical activity targets, you earn reward points to either choose an Easy Tickets voucher to watch a movie for half the price OR a Food Panda voucher worth Rs 500 OR a mobile top-up voucher worth Rs 500. All vouchers are delivered on the IGI Life Vitality App.

IGI Life Vitality pledge to provide its customers with the best insurance solutions in Pakistan. Thus, we continue to achieve success through a total commitment to customer satisfaction by sharing the benefits of better living which is good for you, good for us and good for society.

IGI Life Vitality helps you insure yourself and your family today for a protected future. Not only will you be taken care of in the future, but your today will also be healthy and fit.





# Planet

At Packages Group, we are committed to practicing environmental responsibility and adhering to sustainable practices in our operations as we seek to fulfill our mission of “Creating a Better Tomorrow”. The protection of natural resources and the fight against climate change are essential components of our sustainability strategy. The planet plays a fundamental role for us in the creation of value. Our Group is committed to identify measures and actions that can both mitigate our impact on the planet and ensure the implementation of a sustainable future for the generations to come. We know that in order to continue to grow over the long term we must strive to be a sustainable company that takes care of the planet and tackles the causes and impacts of climate change. We aim to be a leader in environmental responsibility in our sector to help preserve the planet for our communities and future generations, as well as protect our long-term future as a business.

As an organization, we try to reduce our ecological footprint as much as possible. These efforts include reducing waste, investing in renewable energy and managing natural resources more efficiently. We at Packages Group respect the environment and are aware of our corporate environmental responsibility. We aim to take steps to reduce the impact of our operations on the environment and make rational use of natural resources by making responsible choices.







# Environmental Management System

We have a central Environmental Management System (EMS) which provides the tools to analyze our most significant environmental impacts on an annual basis and to systematically track progress on selected focus areas on a quarterly basis. To choose the focus areas, we consider current, upcoming, and potential new regulations and other requirements, stakeholder interests and needs, the severity of the environmental impact, related risks and opportunities, and current and potential changes in our business. Our own operations, are certified under the ISO 14001:2015 Environmental Management System standard to verify compliance to regulation. We are committed to the UN Global Compact's Ten Principles, including Principle 7 on supporting a precautionary approach to environmental challenges. We follow the precautionary principle, especially in areas involving environmental risks

# 13 CLIMATE ACTION



## Combatting Climate Change

Climate change is now front and center as the most urgent issue facing humanity, affecting environmental, social and economic life. How we now respond to the challenge is a shared responsibility. One of the key challenges of our time is the need to work together globally to avoid the worst-case scenarios of climate change. Urgent action on climate change, particularly over the next decade, is required for assessing the science related to climate change. The biggest uncertainty in the severity of these impacts is what actions society will take to reduce greenhouse gas emissions that contribute to climate change.

### **SDG 13 Climate Action - Leadership Commitment**

Climate change is already impacting Pakistan and if unmitigated, climate impacts will continue to increase the cost of doing business. As our commitment to the environment, we are championing Climate Action, SDG 13 as one of the industry leaders in the SDG Leadership Programme at Pakistan Business Council's (PBC) Center of Excellence in Responsible Business (CERB). Through webinars, workshops and awareness events on this platform we help enable companies to share best practices and train them on how to contribute and report on SDG 13.



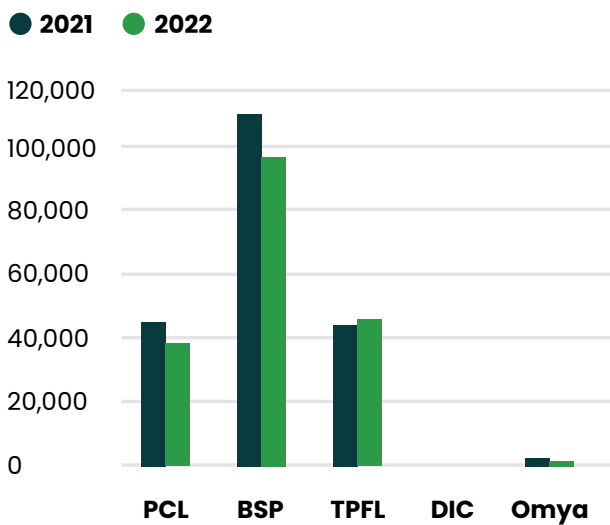
Our Future Sustainability Ambassadors have a message for all of us on this World Environment Day: there's **#OnlyOneEarth**



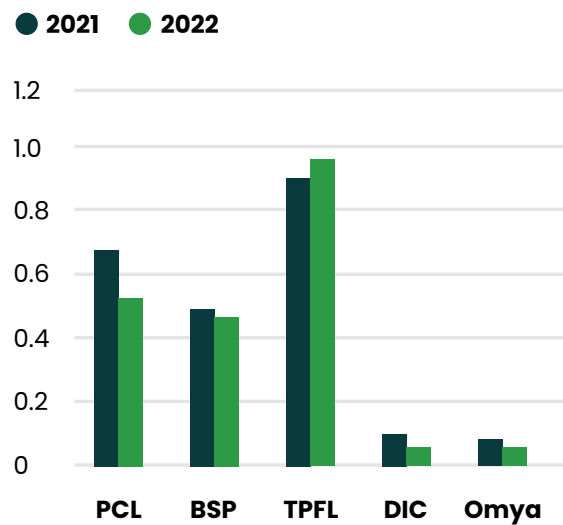
## Quantification and Reporting of Green House Gases

We recognize our role in mitigating climate change by reducing our greenhouse gas emissions and as a first step started quantifying our carbon emissions in 2021 and measuring our Scope 1 and Scope 2 Emissions. To take this a step further, we got our data verified by SGS on the ISO 14064-1 standard for two of our companies, Packages Convertors Limited and Bulleh Shah Packaging (Pvt.) Limited. In 2023, we will add more Group companies to the scope of this certification.

**GHG Emissions Tons of CO<sup>2</sup> Equivalent**



**GHG Emissions Tons of CO<sup>2</sup> Equivalent Per Ton of Production**



## Packages Limited on CDP



Today's sustainability leaders know that their environmental risks and impact don't end at the office door. Investors, consumers and policymakers want to see companies taking responsibility for their value chain and purchasing decisions. At Packages Group, as a responsible organization, we strongly believe in doing well and doing good.

In continuation of our sustainability efforts, **Packages Limited is now on CDP, which is a global environmental impact** non-profit, providing a platform for all companies and cities to report information on their climate, water and deforestation impacts. Over the past 20 years CDP has created a system that has resulted in unparalleled engagement on environmental issues. The global economy looks to CDP as the gold standard of environmental reporting, and they hold the world's richest and most comprehensive dataset on how companies and cities measure, understand and address their environmental impacts. This is a big step towards our sustainability goals as an organization.

# Green Energy & 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 our 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.

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 comes from responsible supply chains that benefit our sustainability agenda, the environment, agricultural sector and local communities. Not only does it bring a huge reduction to our CO<sup>2</sup> emissions but also creates shared value for farmers in terms of additional income and jobs in collection and transportation.

## Renewable & Sustainable Energy

# Biomass Boiler

### 14 Mio. USD

injected in rural economy in procurement

### 3.5 Mio. USD

spent on livelihood of local labor and community

### 25 Mio. USD

saved against fossil fuels consumption and promoted green energy

### Capacity

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

### Fuel

Wheat Straw, Corn Stalks, Cotton Sticks, Rice Straw, Bagasse

### Creating Shared Value

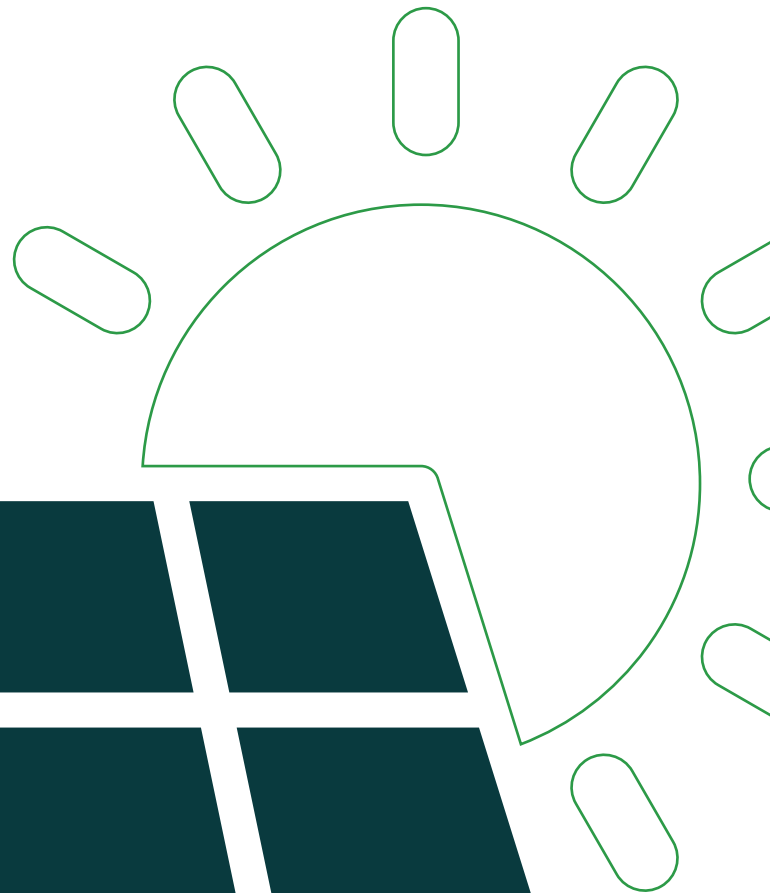
- Significant reduction in CO<sup>2</sup> emissions
- Creating thousands of jobs along the value chain
- Utilization of agricultural waste
- Community initiatives for better health and wellbeing



# Solar Energy

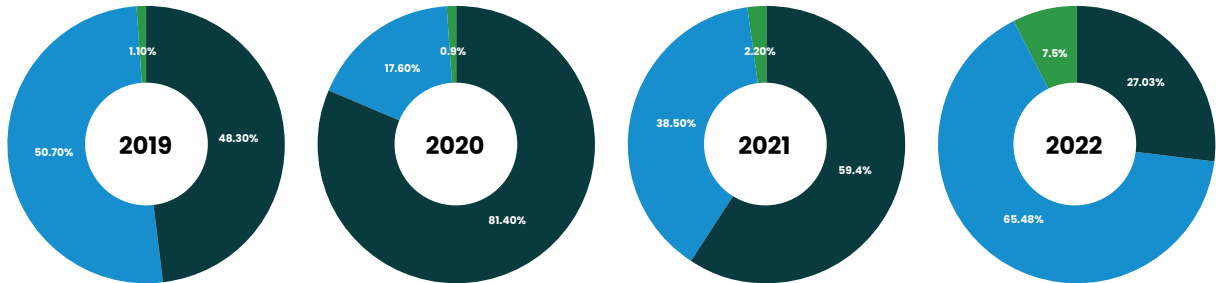
Our solar energy initiatives reflect our efforts to seize optimum renewable energy sources opportunities and boast of a 6.14 MW solar installation in Lahore with further projects coming up in Kasur and Karachi.

A huge step endorsing our commitment of moving towards **renewable energy sources.**



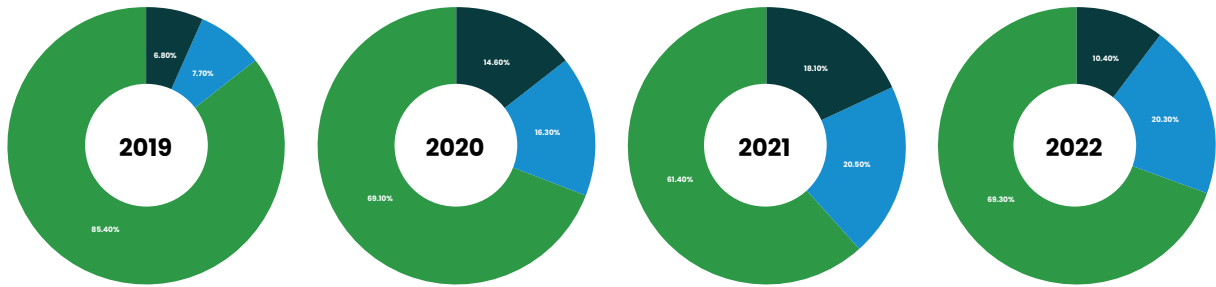
**PCL Power Generation Sources % 2019-2022**

● Factory Power House   ● Wapda   ● Solar System



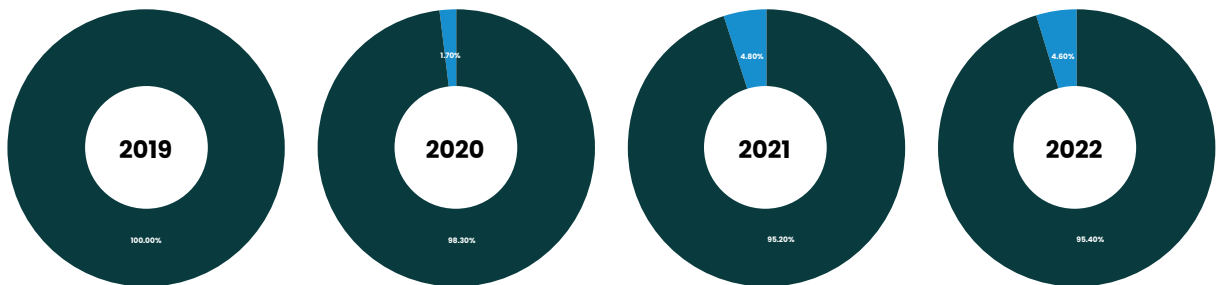
**BSP Power Generation Sources % 2019-2022**

● Factory Power House   ● Wapda   ● Biomass



**TPFL Power Generation Sources % 2019-2022**

● Factory Power House   ● KE



Almost 50% of our energy needs in Pakistan are met through **renewable energy sources including Solar and Biomass!**

# WWF Green Office Program



The efforts of businesses and organizations play a key role so that we can limit global warming and secure biodiversity. As a member of the Green Office network, we are involved in contributing to these objectives for over 10 years.

The Green Office certificate, proves that our organization takes environmental matters into account in its premises, decisions and operations. Audits and annual Green Office reporting encourage setting objectives, measuring results and achieving improvements.

It helps us reduce our carbon footprint by saving energy and improving energy efficiency, making sustainable purchases, paying attention to travel and printing, sorting and recycling.

Currently Packages  
Convertors Limited, Tri-Pack  
Films Limited & DIC  
**are on this program.**

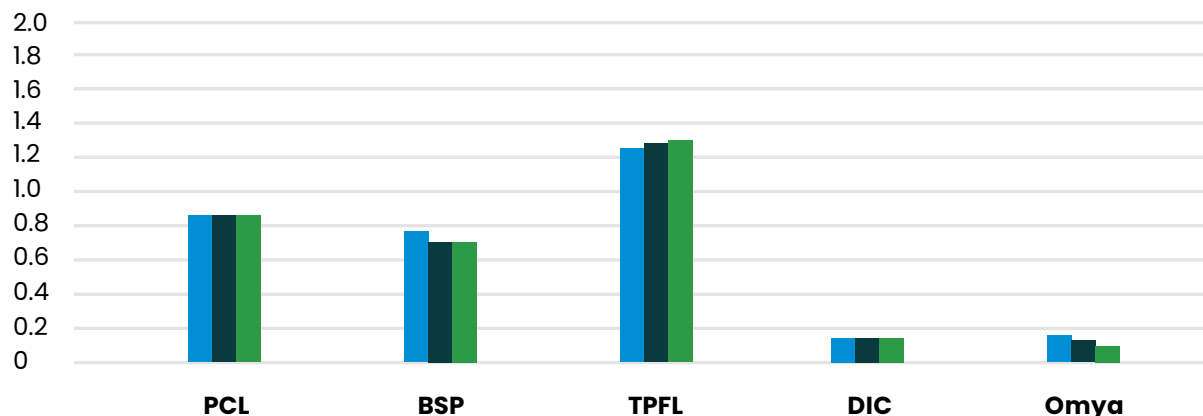




# Electricity Consumption

Total Electricity Consumption 2020 - 2022 MWh/ton

● 2020 ● 2021 ● 2022



There is a slight difference from last year's values due to misprinting

## Energy Management Systems Training by SGS Pakistan

2-day training on Implementation and Auditing of Energy Management Systems ISO50001:2018 was conducted in Irshad Hall Packages Limited with the help of SGS Pakistan. Rana Atif Naseer delivered this informative session for participants from Packages Limited, Packages Convertors Limited, Bulleh Shah Packaging (Pvt.) Limited, DIC, OmyaPak and Packages Real Estate. This voluntary EnMS standard helps organizations boost energy productivity and cut costs, ultimately benefiting the organization. ISO 50001 provides a framework in order to achieve the organization's energy goals-reducing depletion of energy resources which in return helps mitigate climate change, and also improving the efficiency within the organization's operations.

Currently Packages Convertors Limited and Bulleh Shah Packaging (Pvt.) Limited are certified to Energy Management Systems Standard, with the rest to follow in the coming years.

100% of the total energy consumption at Packages Convertors Limited is **certified to ISO50001 Energy Management System.**



### **Save Fuel, Save Energy Campaign**

A Group wide Fuel and Energy Conservation Awareness Campaign was conducted by our Sustainability Ambassadors for the month of July. Energy conservation is the most low-cost method of reducing carbon footprint and taking responsibility for our own behavior and action is as important as investing in technology to reduce our impact on the environment. Through this campaign, we initiated a two-way conversation with the employees, where ideas and individual initiatives were welcomed for reduction in energy and fuel usage and also gave tips on how to reduce our energy bills.

Throughout July we conducted awareness sessions on Fuel and Energy Conservation with the aim of encouraging responsible choices amongst our workforce. These sessions also helped raise ideas on reduction of our energy conservation and ultimately reduce our carbon footprint. Both office and floor staff were engaged in this month-long campaign as a part of our Responsible Stakeholder Engagement program.



### **Tree Plantation**

We recognize that in order to tackle the climate change crisis, more and more trees need to be planted. As a Responsible Organization committed to SDG 13 and SDG 15, we play our role by planting trees as a regular part of our Sustainability Agenda throughout the year. Bulleh Shah Packaging (Pvt.) Limited alone, leading this campaign for the Packages Group has planted more than 30,000 trees inside the mill and in the community and we plan to continue our efforts towards a sustainable greener earth. We encourage plantation by donating thousands of plants every year to nearby communities and schools as well and spread awareness on climate changes and global warming as a stakeholder engagement initiative.



### **MOU with WWF**

This Earth Day, Packages Limited signed an agreement with WWF for tree plantation at various locations to endorse our commitment to “Invest in the Planet”. In the first phase 6000 trees were planted through this MOU, in continuation of our efforts to a greener and more sustainable Earth. Employees from Packages Group companies participated in the plantation activities at the GCU KSK Campus and UET Lahore KSK Campus.



### **International Mother Earth Day**

Earth Day was celebrated across the Group with tree plantation activities at various locations. Senior Management and teams from BUCP, Digitalization and Sustainability took part in the plantation activity at BUCP demonstrating the commitment to "Invest in Our Planet", while discussing the importance of different types of trees for a sustainable future. Similarly, plantation drives were carried out at Tri-Pack Films and BSP Karachi plant engaging employees at all levels including the senior management.



### **Tree Plantation at Power House BSP Kasur**

200 Ashoka trees were planted at the BSP Biomass Plant as part of our regular tree plantation drive. Employees took part in the activity with a lot of enthusiasm demonstrating commitment towards fighting climate change.



# Water

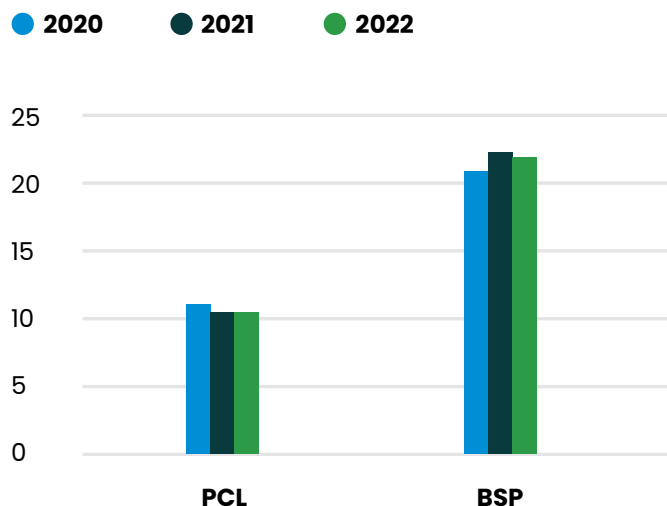
Water is at the core of sustainable development and is critical for socio-economic development, healthy ecosystems and for human survival itself. It is vital for reducing the global burden of disease and improving the health, welfare and productivity of populations. It is central to the production and preservation of a host of benefits and services for people. Water is also at the heart of adaptation to climate change, serving as the crucial link between the climate system, human society and the environment.

Water is a finite and irreplaceable resource that is fundamental to human well-being. It is only renewable if well managed. Today, more than 1.7 billion people live in river basins where depletion through use exceeds natural recharge, a trend that will see two-thirds of the world's population living in water-stressed countries by 2025, and that also includes Pakistan. Water can pose a serious challenge to sustainable development but managed efficiently and equitably, water can play a key enabling role in strengthening the resilience of social, economic and environmental systems in the light of rapid and unpredictable changes.

Water is an important raw material supporting our manufacturing processes. We respect our ecological and ethical responsibilities and have a vested interest in preserving and improving the quality and availability of water in the communities we serve and beyond. In our paper making and tissue manufacturing, water plays a central role in the production, heating, cooling, and cleaning processes. We therefore consider water stewardship to be an area of increasing importance. At the same time, such challenges give us opportunities to reduce costs by using water and energy more efficiently.



**PCL and BSP Water Consumption 2020 – 2022 m3/ton**





### **Effluent Treatment Plant**

Our environment management system boasts of one of the largest secondary stage effluent treatment plants in the country that can treat up to 19000 m<sup>3</sup> of waste water every day. This ETP spread on 18 acres with 1 MW electricity consumption, is installed at Bulleh Shah Packaging (Pvt.) Limited Kasur.



### **World Water Day 2022**

World Water Day awareness campaign was carried out across the Packages Group through toolbox talks and awareness sessions. Water being one of the most important natural resources for survival of humanity, is often taken for granted, therefore, it is even more important as a responsible organization to spread awareness and practice mindful consumption of this valuable resource for sustainable development. In addition, a very informative and interactive session on World Water Day was conducted in Irshad Hall Packages Limited by Ms. Sharmeen Tariq, CEO of Umbrella Consulting and a renowned Water Expert in the country. Employees from PCL and DIC attended the session.

# The CoRe 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. CoRe is the first ever packaging alliance in Pakistan formed with the mission to eliminate packaging waste by enabling formal collection and recycling, while also raising awareness at a mass level. CoRe envisions to create a circular economy by reducing packaging footprint through sustainable and innovative practices.

## Goals

- To improve post-consumer usage, collection and recycling of packaging waste to help become waste neutral
- To carry out public awareness campaigns to involve people at all levels to contribute to collection, sorting and recycling efforts
- To engage with policymakers and regulators to advocate policies that promote sustainable business practices, while working towards a waste-free future
- To engage with civil society and donor community and others for devising effective action plans that accelerate the development of necessary infrastructure
- To provide alliance members with a platform to share knowledge and collaborate for alternative and innovative packaging solutions.







CARE



آئیں پاکستان کو صاف رکھنے کا عزم کریں

Visit us at [www.carealliance.org.pk](http://www.carealliance.org.pk)



## Commitments

Make 100% of our packaging **recyclable or reusable by 2025.**

Promote a circular economy by reducing packaging footprint through **sustainable and innovative practices.**



### CoRe Alliance Buzz Session at Nathiagali

Packages Group Sustainability Team including Mr. Numan Noor, Mr. Ahmad Ramzan and Ms. Ayesha Aziz participated in the 2-day Buzz Session of CoRe Alliance at Nathiagali, discussing possible solutions and opportunities for plastic waste reduction. Industry partners like Nestle, PepsiCo, Unilever, Coke, TetraPack, Ecolean, Spel, Metro and organizations like WWF, UNIDO and many others are part of the first ever Industries and plastic alliance in Pakistan. The agenda of this session included:

- Circular Economy Infrastructure Projects
- Creating Awareness on Packaging Waste
- Enabling Policy Environment

A report on the recommendations from this session was then circulated to concerned stakeholders for further action.

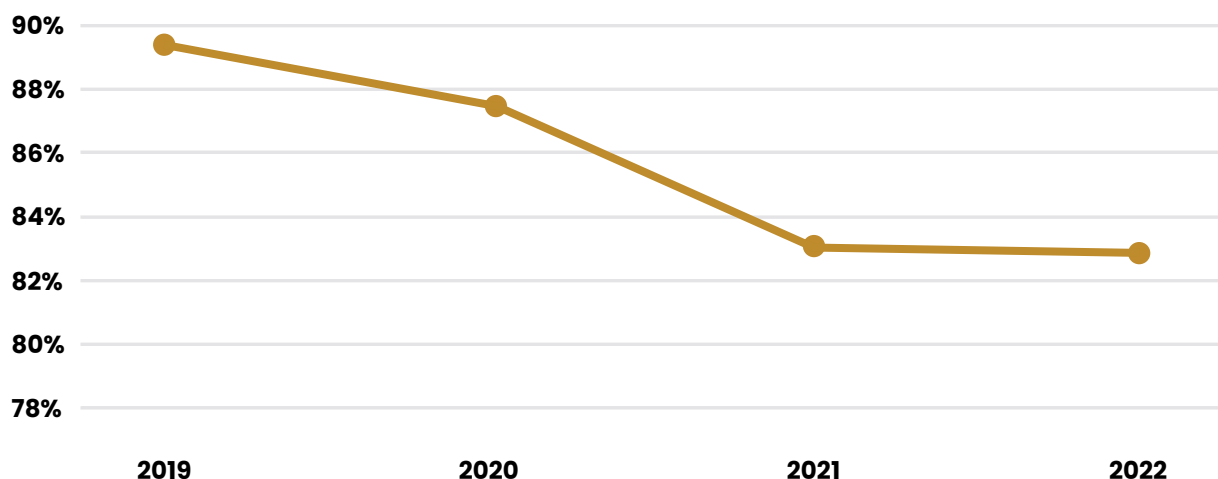
# 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



## Sustainable Consumption & Recycling

- Utilization of wheat straw (agricultural waste) for developing Chemical Thermo Mechanical Pulp (CTMP) for Paper Making
- Recycling of Old Corrugated Cartons (OCC) fiber for re-use in Liner and Fluting Paper
- Approximately 1100 tons of waste paper is recycled per day at Bulleh Shah Packaging (Pvt.) Limited
- BUFP Recycled 711 Tons of Plastics (PE) in 2022 which is 2.9% of the total BUFP Plastics Products dispatched by the Business Unit
- BUCP Tissue Manufacturing recycled 8980 Tons of Paper Board and Tissue Trims in 2022 which is approximately 50% of the total Fibrous Raw material Consumption
- More than 80% of waste generated at TPFL is recycled every year

**Waste Recycled at TPF**





## **Paver Making Plant at Bulleh Shah Packaging (Pvt.) Limited**

An insatiable global appetite for sand, one of the world's most important but least appreciated commodities, is unlikely to let up anytime soon. The problem, however, is that this resource is slipping away. Our entire society is built on sand. It is the world's most consumed raw material after water and an essential ingredient to our everyday lives.

Sand is the primary substance used in the construction of roads, bridges, high-speed trains and even land regeneration projects. Sand, gravel and rock crushed together are melted down to make the glass used in every window, computer screen and smart phone. Even the production of silicon chips uses sand.

Yet, the world is facing a shortage – and climate scientists say it constitutes one of the greatest sustainability challenges of the 21st century. As a pilot project to study the feasibility of replacing sand with fly ash from the biomass boiler was initiated with the help of LUMS. A paver making plant producing 4000 pavers per shift was installed at Bulleh Shah Packaging (Pvt.) Limited Kasur plant, replacing 50 % of sand used in paver making by ash from biomass boiler. Currently all the pavers produced are being installed in-house.

## **Total Paver Production in 2022**

80mm = 109,232  
Bottom Ash Consumption in  
2022 = 37 tons

### **Potash Extraction from Biomass Ash to use in Fertilizer**

The ash from our biomass fuels has 10 – 15 % potash, which is used to enhance soil fertility/ soil stability and crop yield. To further utilize this ash, we have partnered with a leading specialty fertilizer manufacturer in Pakistan for the extraction and conversion of potash-based fertilizer for farmers.



## Global Recycling Day 2022

The key to creating a vibrant and sustainable organization is to find ways to get all employees engaged in corporate sustainability efforts. Global Recycling Day 2022 was celebrated across the Packages Group with a lot of enthusiasm through awareness sessions and toolbox talks for the workforce. As a Responsible Organization, this has been a regular feature in our annual campaigns since it first started in 2018 and is directly linked with our operations and sustainability agenda.



## International Day of Food Loss and Waste

International Day of Food Loss and Waste Campaign was successfully run across the Packages Group with awareness sessions to emphasize on the importance of preventing Food Waste and its impact on Climate Change. This campaign was led by Ms. Hina Jamil from PCL, Mr. Arshad Anjum from BSP and Syeda Sidra Sarfraz from Tri-Pack for the whole month of September and included awareness sessions, display of daily food waste as well as email reminders to consume responsibly along with global facts on food waste.

## Circularity

Around 50% of global emissions come from the global production of materials and less than 10% of materials are treated as circular. Increasing circular practices and reducing waste are therefore critical to combating climate change. We look at circularity from two perspectives: first, how we can increase the usage of non-virgin materials in creation of new products; and second, how we can ensure maximum circularity of our operational value chain. This means that we embed circularity into everything we do. Our strategy to increase operational circularity follows the classic waste hierarchy. The first principle of which is always the avoidance of waste, which we do through operational efficiency. As we are not able to dematerialize everything, good waste management practices are important as well.

## Sustainable Product Design

Our Design for Environment approach helps to ensure we create packaging materials that incorporate environmentally sustainable principles. Life cycle thinking is a key component of this approach. It helps us reduce our products' lifetime environmental impact by improving material and energy efficiency and enables compliance with both regulatory and our own requirements. We work closely with our customers to develop products that are in line with their global commitments on packaging waste and circularity. Some of the initiatives in this regard are:

### Down-gauging

Grammage Reduction  
i.e. PE, PET, BOPP, AI, Foil & MPET

### Triple to duplex

Layers Reduction  
i.e. PET/MPET/PE to PET/Metallized PE

### Easy to recycle

Alike Materials structures to be developed – 90% Recyclable (Polyolefins)

### Extrusion lamination tech

Layers Reduction  
i.e. PET/MPET/PE to PET/Metallized PE



## Sustainable Packaging Summit Lisbon 2022

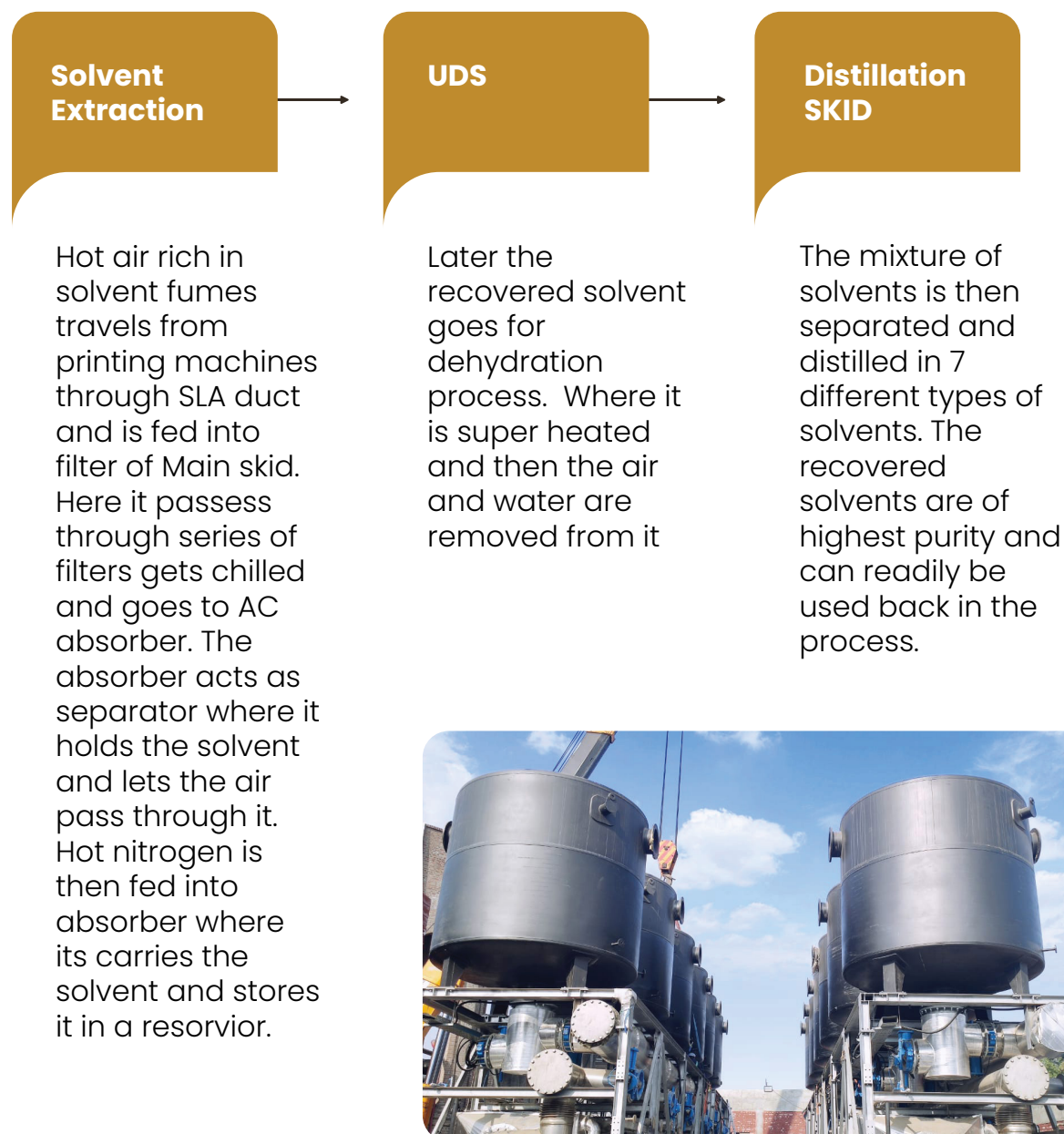
Amid severe, and ever worsening damage to our climate, oceans and ecosystems, each of us has an obligation to act. Within our world of packaging, this means nothing less than fully embracing the goal of sustainable transformation. This in turn requires system level change and demands that organizations and individuals adapt their mindsets. It involves acknowledging uncomfortable realities about our present trajectories and being ready to disrupt our working paradigms.

The Sustainable Packaging Summit was conceived as a platform to support this process by mobilizing stakeholders with the ideas and agency to make things change. The mission is to create a different sort of event – a “Davos” for packaging, not yet another conference. Our Group Manager Sustainability, Ms. Ayesha Aziz represented Packages Group at the Sustainable Packaging Summit in Lisbon, Portugal. It was a highly interactive platform where leaders and thinkers spoke frankly about the next challenges we must collaboratively face. More than 250 delegates from FMCGs, Packaging Companies, NGO’s, Recycling Initiatives, Academia and many others joined the interactive event.



# Solvent Recovery Plant (SRP) at a Glance

The unique solvent recovery process, aims to recover the solvent from ambient air which is evaporated during the printing process which would otherwise have been wasted in environment causing environmental damage. **We take pride in being the first company in Pakistan** who has installed a Solvent Recovery Plant at our Flexible Packaging Unit, which aims to recover nearly 230 kg of solvent / Hour from air, discharging nothing but only pure air.



# Recovered Solvents & Their Purity

## Solvent

## Percentage Purity

Ethyl Acetate

> 98 %

N Propyl Acetate

> 98 %

ISO Propyl Alcohol

> 98 %

N Propyl Alcohol

> 98 %

Ethoxy Propanol

> 98 %



# Environmental Impacts

- The achievement of concentration values of pollutants emitted into the atmosphere significantly reduced than the prescribed regulatory limits.
- The reuse of recovered solvents in the production process, sufficient to eliminate the need to purchase dilution solvents, but also capable of allowing the sale of the recovered solvent in excess.
- The absence of aqueous waste, and the minimum content of water in the recovered solvent with several dehydration phases.
- The optimization of energy consumption with interesting forms of energy recovery, in the various stages of the process.
- The possibility of obtaining high purities of the recovered solvents by employing distillation unit, with multiple distillates/solvents recovered.
- Dedicated to the recovery and reuse of raw materials.



# Highlights 2022

# Highlights 2022

# Highlights 2022



## **Packages Group Environment Week**

In addition to Safety Week, Packages Group also celebrated for the first time, World Environment Day with a week dedicated to campaigning on Climate Action and Carbon Footprint reduction. Cloth bags made by the students of LSK schools TVET labs were distributed amongst the staff to encourage responsible decision making and emphasize on mind-set changes that are needed to reduce our carbon footprint.

Carbon footprint awareness and discussion on related environmental risks and opportunities was conducted as a part of the Group wide Environment Week campaign.



### Women in Climate Action

Climate change is impacting everyone everywhere, and it is an established fact that without active participation of women in climate related decisions, it is impossible to tackle the beast of Climate Change. At Packages Group, women took the command to celebrate our Environment Week and took the opportunity to raise awareness on reducing our carbon footprint through individual action which in turn drives consumer behavior and leads to collective action. Door to door awareness raising campaign was conducted through quiz competitions, awareness talks, and desk plant distribution in the offices.

### Packages at WWF Event

As a part of its mission to abate climate change, WWF-Pakistan is implementing a six-year project titled “International Labor and Environmental Standards (ILES) Application in Pakistan’s SMEs” in collaboration with ILO with funding from European Union (EU). Under this project, a symposium on Carbon Footprint Reduction was organized on March 09, 2022. The aim of this event was to spread awareness on how to reduce carbon emissions and offices ecological footprint via adopting Green Office Program. Packages Convertors Limited was invited on this symposium as a speaker to share its journey with WWF Green Office.





### **Living the Global Compact Sustainability Awards for BSP**

BSP won the recognition shield for special SDG initiatives for a third time at Living the Global Compact Sustainability Awards in Karachi. Sheikh Tanveer Ahmad received the award on our behalf in the presence of esteemed organizations including Nestle, Interloop, Engro, Sapphire and many others.

### **Annual Environmental Excellence Award (AEEA)**

Tri-Pack Films Limited has won 19th Annual Environmental Excellence Award 2022 by NFEH, 3rd time in a row since 2020. Team TPFL attended award ceremony organized by National Forum of Environment and Health on 16th August'22 at Pearl Continental Hotel, Karachi. The award was given by Mr. Nasir Hussain Shah – Provincial Minister of Sindh for Forests and Wildlife.

### **Green, Social and Sustainability Bonds Training by IFC and CMA**

Our Group Manager Sustainability Ms. Ayesha Aziz along with CFO Bulleh Shah Mr. Waqas Munir participated in the two-day training on Green, Social and Sustainability Bonds conducted by IFC in partnership with International Capital Markets Association (ICMA) at Ritz Carlton Dubai. The training was led by Ms. Berit Lindholt – Senior Climate Finance Specialist at IFC and Mr. Martin Mills – Capital Markets Banker and Advisor to the IFC along with Mr. Francisco Avendano and Ms. Kaikham Onedamdy from the IFC. The training was designed to provide a deep technical insight on the GSS Bonds and the underlying drivers in sustainability finance. It also covered the latest climate finance and financial instruments. Esteemed international organizations participated in the dynamic training with some top companies from Pakistan including Packages Limited, Interloop Limited, Sapphire Textiles, Engro Corporation, Gul Ahmed and many others.





# GCNP LIVING THE GLOBAL COMPACT

**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



**13** CLIMATE ACTION



**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



BUSINESS  
BUSINESS

ARTISTIC FABRIC MILLS

Bulleh Shah

Network Pakistan

Network Pakistan

Network Pakistan

Network Pakistan

Network Pa

SDGme  
global goals, local action

Connect

Denim  
DENIMIZE TOMORROW

Sap

SIDDIG  
L I M I T

ARCHROMA  
LIFE ENHANCER

IMITED  
Icons Ltd

Engine  
Pakistan (Private)



# Prosperity

Whilst Sustainability is not possible without prosperity, profitability should be achieved in a way that is harmonious with the principles of Sustainability - to operate responsibly! It is this belief that has helped us create a rich legacy of shared value in the last 66 years and we envision to enable prosperity in the coming years through our deeply focused business strategies aimed at creating long-term value for ourselves as well as all our stakeholders. Recognizing the complexity of achieving more sustainable outcome is crucial to achieving sustainable success for business and the planet. In today's ever-evolving world, debating whether to incorporate sustainability into business strategy is no longer an option. Considering a values-driven approach when developing business strategies can be vital to long-term success.

A sustainable business strategy aims to positively impact the environment or society, thereby helping address some of the world's most pressing problems. Doing well and doing good are intertwined, and successful business strategies include both.





# The Shared Value Opportunity



We believe that it is our responsibility to create value for our customers by connecting our fundamental strengths. We work with our suppliers and business partners so that their operations support these same objectives. We engage them and delve into their processes, their problems, and their promises to their customers.



# Product Quality & Safety



To live up to our “**quality first**” and “**customer first**” commitments,

Packages Group has established policies on product quality and safety, respectively, and an organizational framework to pursue both in an integrated manner. Our customers depend on our products to advance, enhance, and improve their products – and we have a responsibility to live up to those expectations. For this reason, we must strive to produce high-quality products. Every product we sell must meet quality standards and must be safe for its intended use. Our commitment to innovation is governed by policies and standards that allow us to move forward with integrity, confidence, and the common foundation of the Group’s Core Values.



## Quality Culture

Manufacturing top quality products has always been our top priority. To achieve this, sound engineering policies and a strong Quality Culture are promoted with a goal of continual improvement. Today, our idea of processes includes not only manufacturing operations but also business and management operations. Supporting these processes are stringent quality assurance procedures and a comprehensive system of internal audits. Our Quality Management System is validated through certification and surveillance audits by external bodies.



## Quality Management System

The cornerstone of our organization is a robust quality management system. Packages Limited was the 6th company in Pakistan to adopt the ISO series as its quality standard and our Quality Management System was set up as an initiative in pursuit of becoming more organized and make the quality of our products/services clear, measurable and controllable. While the importance of QMS has traditionally been as a quality, audit and risk tool, some of the biggest gains come in other areas, such as leadership, customer service, sales and marketing, procurement, and HR, therefore, we can safely rebrand Quality Management System as the business management system.

## Standardization

In 2022, we worked on standardization of best practices across the Group in relevance to the Quality Management System, so that all Group companies can benefit from the knowledge and skills of each other:

- QMS Dashboard for Leading and Lagging Indicators for our internal reporting and improvement
- Training Modules – 6 mandatory topics
- Development of internal master trainers through skill enhancement and professional training
- Internal Auditing

## Continuous Improvement

Continuous improvement of our Quality Management System was ensured by:

- Certification of new businesses – OmyaPack and IGI Life
- Cross functional support across the Group
- Group Wide training program rolled out – 212 Manhours
- 6 trainers across the Group (4 new)
- Cross functional audits

### QMS Internal Audit Training – Master Trainers for QMS

Training and auditing are two important elements of a robust Quality Management System. A training on Internal Auditing for QMS was conducted by our internal trainers Mr. Hadi Ahmed Shaheen and Ms. Tooba Shahid for employees from various departments, including DIC. Certificates were awarded after the full day training which will help strengthen our internal audit system and encourage cross functional learning at a Group level.



### Group Wide QMS Training Program

As a part of our integrated and standardized approach to Management Systems with a focus on Quality Management, Group wide QMS training program was initiated in 2022. 6 basic modules for all Group companies were developed and standardized for all to use. In addition, new trainers were developed from across the Group companies to lead the training program on QMS.

Topic	Trainer
Risk Management QMS	Asif Javid (DIC)
Seven Principles of QMS	Nemat Ali (OmyaPack)
Cost of Quality	Omer Iqbal (PCL)
QMS Process Approach	Muhammad Shabbir (BSP)
Interested Parties Needs & Expectations	Hina Jamil (PCL)
Material Handling, Segregation & Labeling	Tooba Shahid (PCL)

## **Leveraging Team Collaboration for Continual Improvement**

At Packages Group, we aim to transform diverse ideas and creativity into innovative technologies, business assets, and product platforms. One of the many things that make us unique is our commitment to collaboration, both inside and outside the organization.

The first ISO 9001 certification in 1995 had the ultimate goal of Total Quality Management. In the year 2000, the concept of Quality Improvement Teams (QIT) was introduced in various departments, with more than 50 QITs today, working on the Japanese principle of continuous incremental improvement called KAIZEN. Their performance is monitored quarterly and the top performing teams are given cash prizes and certificates of achievement.

In addition, cross functional QIT's between Group companies are also working independently supporting each other with the aim of business excellence.

## **Packages Group IMS Audit 1st Surveillance**

Packages Group successfully completed the 1st surveillance audit of Integrated Management Systems covering the standards ISO9001:2015, ISO14001:2015 and ISO45001:2018 by SGS Pakistan. This is an achievement on its own since group certification is not very common for such a diverse nature of businesses. OmyaPack and IGI Life were also added to the scope this year. This was only possible due to the efforts of everyone involved in the process and continued support from the leadership.

The first ever audit closing meeting for the whole Group was conducted in Irshad Hall Packages Limited in the presence of top leadership of Packages Group and SGS Pakistan.





## World Quality Week

World Quality Week was celebrated across the Packages Group with awareness sessions on the theme “Quality Conscience – Doing The Right Thing”. Interesting activities were carried out throughout the week to celebrate World Quality Week in all business units.

A half-day conference on "Quality for a Sustainable Future" was organized in Irshad Hall with participants from across the Packages Group along with esteemed organizations including Nestlé, Engro Corp, US Apparel & Textiles, Interloop Limited, and Sapphire. The event was hosted by the Sustainability team of the Packages Group, and interesting discussions on various topics of mutual interest around sustainability and quality management were a part of this program.

<b>Topic</b>	Developing Meaningful Quality Programs _____	<b>Presented by</b>	Ayesha Fayyaz & Ubaid Qureshi BU Flexible _____
	Leveraging technology for Quality Assurance _____		Haroon Naseer IT and Digitalization _____
	Building a Knowledge Resource for Continuous Improvement _____		Tooba Shahid BU Folding Cartons _____
	Developing Metrics for Quality Management _____		Naeem Shahzad PIQC _____
	ESG and Quality Management _____		Umer Khayyam SGS Pakistan _____
	How to re-energize the Quality Management System going forward		Aamir Rauf SGS Pakistan

## World Food Safety Day

World Food Safety Day was celebrated across the Packages Group with an awareness campaign to help promote a food safety culture across the organization. These short sessions laid emphasis on the importance of packaging for healthy and safe food which also resonates with this year's theme "Safer Food, Better Health".

At Bulleh Shah Packaging awareness sessions on Good Housekeeping, Pest Management and Waste Disposal were conducted with the help of our IPM partners Friends Environmental Solutions.



## Train the Trainer – Responsible Stakeholder Engagement

A Train the Trainer workshop for Responsible Stakeholder Engagement was conducted in order to develop Sustainability Ambassadors at individual company level as we expand our sustainability agenda across the Packages Group. Participants from Packages Convertors Limited, Bulleh Shah Packaging, DIC, Tripack and OmyaPack attended the session in Irshad Hall Packages Limited Lahore.

# Our Customers

We work to understand our customers' business models, what they have promised their customers, what our role is in the value chain, and how we can help them deliver on their promises. We bring our products to them, along with a deep domain of expertise, and we deepen it further by working side by side with them. Throughout the process, we not only meet their expressed needs – we are often able to identify and address unarticulated needs. In both cases, we create solutions for them and, at the same time, innovative growth platforms for us.

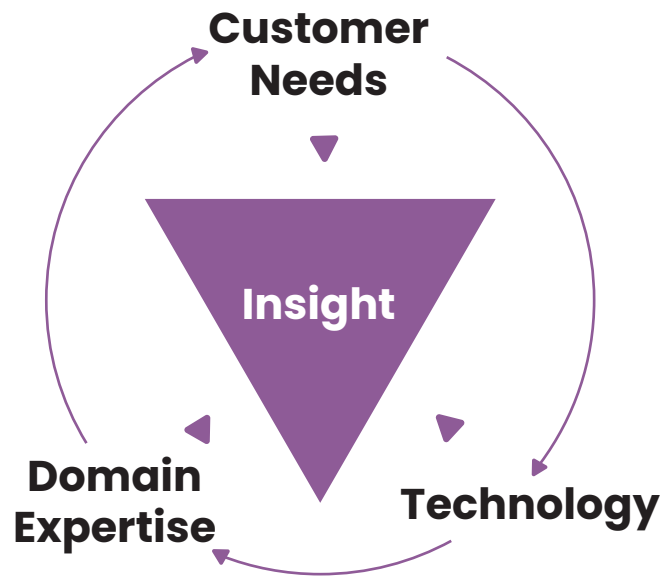
## **Customer-inspired innovation**

We build relationships with our customers by demonstrating value, and our R&D teams work directly with customers to solve their unique challenges. Our products are infused with strategic customer insights throughout the entire product development process. Innovation at Packages Group truly comes from the confluence of customer and market insights, technology, and our culture of collaboration. Building trust and credibility with our customers helps drive growth. We take the time to get to know them, learn how they work, and understand what we can do to improve their businesses.





**Customer Insights**  
Customer-inspired innovation



# Our Suppliers

Each step in the supply chain is an opportunity to assure alignment with our corporate vision of improving every life. This includes benefits like employment, embracing diversity, and community building as well as mitigating risks whether they are related to labor, environmental, health and safety, ethical practices, or management systems. Our commitment, from top leadership down, is to achieve synergy across our supply chain with our own corporate values. We expect our suppliers to work with us to transform our shared value chain.

## Responsible Supply Chain

At Packages Group, we set a high bar for our company regarding environmental and social governance, and we expect the same from our suppliers. The Packages Group Supplier Code of Conduct is based on our corporate values for sustainable and responsible operations and aligns with the Ten Principles of the United Nations Global Compact. The Supplier Code of Conduct is also consistent with the Packages Group Code of Conduct. Our Responsible Supply Chain system consists of the following elements, which guide our continuous improvement efforts.



Value



Establish strong policies and management systems

Transparency



Identify and assess risks in the supply chain

Transformation



Design and implement a strategy to respond to identified risks

Verification



Audit supply chain due diligence

Report



Report on supply chain due-diligence activities

In 2022, along with the audits conducted by our internal RSC team, we also engaged SGS Pakistan for third party audits of our supply chain. The purpose of this activity is to further strengthen our fibrous raw materials supply chain and in 2023 we aim to build on this and add more activities to engage and involve our suppliers and improve performance in most critical areas.

<b>Audits Conducted</b>	Internal	10	External	8
<b>Overall Compliance</b>		51%		64%
<b>HSE</b>		49%		72%
<b>Social</b>		54%		53%
<b>Training Man-hours</b>		125		



# World Class Manufacturing

World Class Manufacturing is the process of being the best, the fastest and the lowest cost producer of a product or service. It implies the constant improvement of products, processes, and services to remain as the industry leader and provide the best choice for customers regardless of where they are in the process.

In 2022, we kicked off WCM in all 3 Business Units at Packages Convertors Limited, with the launch of 6 Pillars in total out of 10 for B Level Excellence Award.

- Autonomous Maintenance
- Planned Maintenance
- Quality Management
- Focused Improvement
- SHE
- Education & Training





Concluded Pillar Formation in all business units along with Roles and Responsibilities, Basic Trainings on WCM Methodology, Pillar Master Plan, Launch of Kaizen Teams, Root Cause Analysis, Skill Gaps identification and their training Plan, Cell & Pillar Structures.

An external Audit was conducted by Mr. Kazu Sugiyama from Japan Institute of Plant Maintenance. (JIPM), during which he audited all 3 Business Units at PCL along with presentation given to him by all Pillar leaders. He also conducted a detailed round of all Shop Floors to get a clear understanding of operations and how to improve the activities as per WCM Methodology.

The overall efforts of the teams were rated satisfactory and he was confident in PCL being on the right track to become a World Class Manufacturing facility. He also conducted an audit for the Corrugated Division of Bulleh Shah Packaging during this visit.

There was a marked improvement from the overall 2018 score (20/100) in 2022 at 65/100, considering the international standard for qualifying is 70/100

Following mentioned Pillars (Business Unit Based) Scored =70 Marks in this Audit.

Pillars	SHE Master Pillar	Scores
	<b>Pillar-BUFP</b>	<b>Score</b>
	FI Pillar	70
	QM Pillar	70
	Gemba FI Team	70
	<b>Pillar-BUFC</b>	<b>Score</b>
	FI Pillar	70
	Gemba QM Team	70
	<b>Pillar-BUCP</b>	<b>Score</b>
	QM Pillar	70
	Gemba FI Team	70

# Corporate Social Responsibility

Packages Group firmly believes that for an organization to be successful and for it to create value for its shareholders, it must also create value for the society. We are responsible to make sustainable positive impact on the communities in which we operate. Whether through the grants provided to various organizations that share common mission or through the inspiring volunteer efforts, we are passionate about helping people live better.

## Packages Foundation

With this vision in mind and to lay the foundations of a sustainable model, Packages Foundation was registered in 2015 as a society and Packages Group allocates certain funds to Packages Foundation each year to contribute to social welfare through providing educational opportunities, employment, medical support, sponsoring various events, promoting culture, arts and awareness campaigns.

Our commitment to create a better tomorrow for all individuals living in Pakistan spreads into facilitating education and health to the under-privileged members of the society.



## Objectives

### Women Empowerment

To undertake activities and projects for empowerment of women and other vulnerable members of the society.

### Research

To impart education and training and to encourage and promote research in such areas of the arts, sciences and all the other areas of learning.

### Industrial Trainings

To impart technical and practical training to the rural communities with a view to preparing them to participate meaningfully in the rural economy and to enable them to utilize their skills in the application to agriculture and agri-based industry.

### Education

To carry out activities in the field of education to help poor and needy students.

### Community Benefits

To support libraries, research centers, museums, galleries, academies, public buildings and halls, parks, playgrounds, places of recreation and other places of use or benefit to communities and people.

### Training

To undertake/support literary, agricultural, technical and scientific activity, research or training.

### Health

To support hospitals, clinics, dispensaries, maternity homes, centers, convalescent homes, orphanages and old house for the assistance and care of the vulnerable members of the society.

### Learning for Underprivileged

To support schools, colleges, institutions of learning and practical training for welfare of underprivileged communities.



## 3 GOOD HEALTH AND WELL-BEING



# Good Health & Wellbeing for All



### Medical Health Center - Kasur

In continuation of its mission to provide medical facilities to the underprivileged community of Kasur, Packages Foundation set up a subsidized medical Health Care Clinic in Kasur, near Bulleh Shah Paper Mill. The Clinic provides primary health care services including free of cost medicines to women and children at a nominal fee. On average 70 to 80 patients are provided medical aid on a daily basis since 2014.



### Sehat Mobile Program

In line with our commitment to community welfare, Sehat Mobile Project 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 agricultural supply chain in rural Punjab, 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 Kasur mill.





### Serving the Communities with Health Camps

In 2022, we partnered with Phoenix Foundation for Research and Development to conduct health camps in the communities around our purchase centers.



Jhang	300	No. of Patients
Dhing Shah	300	
Peer Mahal	250	
Depalpur	300	
Pakpattan	302	
Jaranwala	322	
<b>Total Number of People Served</b>	<b>1774</b>	

## 4 QUALITY EDUCATION

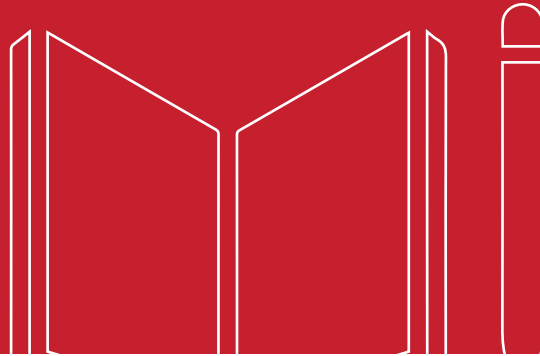


# A Commitment to Quality Education



### **Syedanwala Higher Secondary School**

Many children around the world do not have access to quality education due to poverty, lack of resources and lack of schools. Syedanwala Higher Secondary School was made to bring hope of a better future to the children living in villages around Kasur. The school provides education to students coming from 19 different villages up to the intermediate level. The school has a total of 530 students and they are being nurtured by 40 qualified and committed teachers.



## **LSK Schools**

With the help of a local NGO, Idara-e-Taaleem-o-Agahi (ITA) and Stora Enso, six Life Skills for Kids (LSK) schools for the trash picking community of Lahore were set up in 2014 for a 10 year project to end in 2023. The aim of this project was to equip the children from this community with life skills along with free education to maximize the options for safe and decent livelihood.

640 underprivileged children from various waste yards around Lahore were enrolled in these schools which were structured to cater to the special needs of the community. These schools operate in two shifts to provide flexibility to the students, and the students are provided with books, bags, stationery, 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. 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.

To ensure a responsible disengagement from the project, an exit strategy was developed, so that when the project ends in 2023, all students have been mainstreamed one way or the other. This strategy includes:

- Accelerated Learning Program - Accelerate learning levels to achieve milestones of Primary and Middle School
- Enrollment in technical and vocational institutes to help adopt decent livelihood options
- Mainstreaming in local Government Schools after completion of Primary and/or Middle School

## LSK Students Mainstreaming Details till Dec 2022

	Total	Admission in Other Schools	
Middle Completed (8th Class)	105	9th Pre 9th	100 5
Primary Completed (5th Class and above)	394	6th 7th 8th	284 80 30
Under Primary (Below 5th)	36	5th	36
Total	535		

Skill development was another major aspect of the disengagement strategy and students were enrolled into especially designed courses which will equip them with the right skills and knowledge for today's world and enhance their employability into decent work once they complete their schooling.

Courses	Number of Students
Basic Computer Courses	383
Video Editing	150
CV Making	65
In-Page	28
Beautician	26
Stitching	100
Embroidery/Crochet work	42
AC/Refrigeration	11
Electrician	13
Teaching	15



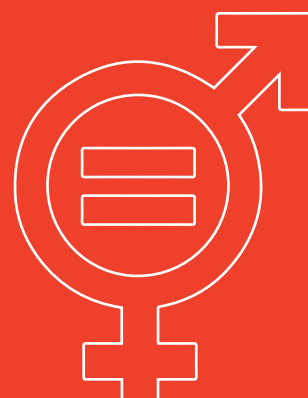
## 8 DECENT WORK AND ECONOMIC GROWTH



### **Hunar Tarash**

In addition to LSK schools, two operational TVET Labs (Technical, Vocational and Educational Training) are being run for the girls above 14 years of age who are parents, siblings or relatives of the students. Aimed at providing non-formal education syllabus based on literacy, numeracy and functional English these centers are teaching pre-vocational skills e.g. stitching, block-printing, craft making etc. to the students in order to provide them with alternate economic solutions in future. Hunar Tarash is the brand name of products crafted at the TVET centers of LSK schools.

## 5 GENDER EQUALITY



### Women Empowerment - Developing Female Vendors for Uniforms

To empower these women, we introduced in-house stitching of uniforms for the LSK schools. This not only gives them an opportunity to make a decent living but also provides a platform to use the skills learned at our centers to better use. We also ensure to give external exposure to these artisans so that they gain confidence in their skill and are up to date with market trends. For this purpose, we encourage them to participate in exhibitions throughout the year, which not only helps them to improve their skill but also gives them an opportunity to market their brand. Hunar Tarash has an online presence as well in the form of a Facebook page and an e-store at VCEELA platform.

Our artisans from Hunar Tarash are busy by not only stitching uniforms for the students of LSK schools, but also started production of fabric masks, safety suits, cloth bags and other handmade products at the centers.

<b>Total Graduates</b>	<b>375</b>
Graduates Earning from TVET	312
Students enrolled and working for Hunar Tarash	85
Uniform Stitching	27
Decoration Material	15
Mask Making	16
Dress Stitching	14
Cutting	13
Total Amount Generated	Above Rs. 1 Million/.
Average Earning of one Artisan	Rs. 15,000 – 35,000 (depending on the work)



# Closing Ceremony of LSK Schools Project

LSK Schools Project Final Ceremony was organized at Children's Library Complex, Lahore. Chairperson Child Protection Bureau Ms. Sarah Ahmad and Chair Person Children's Library Complex Ms. Rizwana were the guests of honor. Group Head External Affairs Syed Aslam Mehdi and Group Manager Sustainability Ms. Ayesha Aziz along with the senior leadership of Bulleh Shah Packaging Pvt. Ltd. (BSP), CEO BSP Mr. Asghar Abbas, CFO Mr. Waqas Munir, EHS Manager Syed Sarosh Tariq and Manager IT Mr. Junaid Zafar participated in the event. The theme of the event was the ILO Convention and the Rights of Children. Students presented the theme with the display of various stalls. This 8 years journey supported by Stora Enso will come to an end in March 2023. It was a pilot project to address the need for education in the waste-picking communities and the children in those communities. This project is an excellent example of collaboration for Sustainable Development Goals, particularly SDG 3, 4, 5, 8, 10, and 17.





# LSK Schools Highlights 2022

## Universal Children's Day

Universal Children's Day, also known as World Children's Day is an annual event celebrated to promote awareness of issues faced by children around the world. It was first established in 1954 and takes place on the 20th of November each year. Universal Children's Day gives everyone the opportunity to advocate, celebrate and promote awareness of children's rights, from world leaders to kids themselves. Children around the world are still faced with disease, poverty, and war on a daily basis. Universal Children's Day serves as a reminder that this is wrong, and that action must be taken.

The LSK Schools students celebrated this day with many other children from various schools at the Children's Library Complex with interactive activities to promote awareness of the rights of children.

## LSK Super 8 Final Cricket Match

Students from LSK schools played their Super 8 League Cricket Final at BSP Kasur Cricket Grounds. This is an annual event that is most eagerly awaited by the students. It gives them an opportunity to play in front of a larger audience. Employees from Packages Limited and Bulleh Shah Packaging (Pvt.) Limited were present to cheer up the little sportsmen along with their teachers and coordinators. Trophies were given to the winners and the runners up by the management of BSP.



## Girls' Badminton Finals at Packages Limited

LSK schools Girls' Badminton finals were played at the Syed Wajid Ali Sports Complex at Packages Limited Lahore. Teams from different campuses of the LSK schools participated in the match also taking the opportunity to emphasize on the importance of physical activity and sport in leading a healthy lifestyle. Our very own badminton champion Mr. Bashir Khan distributed the trophies amongst the winners and the runners up, encouraging young girls to remain physically fit and strong and also giving feedback on how to improve their game.

## Memberships

## Department

Registration of Company	SECP
Registration of Income Tax	FBR
Registration of Sales Tax	FBR
Registration of Punjab Tax	PRA
Registration of Sindh Tax	SRB
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 dept.	PUNJAB LABOUR DEPT.
Lahore Chamber of Commerce and Industries	LCCI
The Federation of Pakistan Chamber of Commerce and Industries	FPCCI
Pakistan Board Caster Association	PBC
Pakistan Business Council	BUSINESS COUNCIL
Management Association of Pakistan	MAP

# 17 PARTNERSHIPS FOR THE GOALS



## Our Partnerships for the Goals

Many of the world's greatest challenges can be **solved through collaboration**

### **SDG Road Show with Global Compact Network Pakistan**

Packages Limited co-hosted the SDG Roadshow Pakistan with Global Compact Network Pakistan at Irshad Hall on 6th June 2022. The interactive and engaging session was led by Deputy Executive Director Global Compact Network Pakistan, Mr. Zubair Anwar Bawany, while Director and Head of External Affairs for Packages Group Syed Aslam Mehdi, welcomed more than 60 industry experts and sustainability enthusiasts on the platform. The companies represented on this event included Nestle, U S Apparel, Sapphire, Orient, FMC Corporation, Maria B, Umbrella Consulting, Idara-e-Taaleem-o-Agahi, Employers Federation of Pakistan and many others. The event focused on how the SDG's are #unitingbusiness and #goodforbusiness while looking at the challenges and opportunities for Road to 2030.



### **Creating Social Impact through SDG's by Akhuwat Foundation**

An awareness session was conducted by Akhuwat Foundation on how to create social impact through Sustainable Development Goals at Irshad Hall Packages Limited. Mr. Abu Bakr Siddique, Ms. Neelum Gul, and their team delivered an informative and engaging session for the employees of Packages Limited, Packages Convertors Limited, and DIC Pakistan.



**11th Corporate Social Responsibility Awards and Summit** – Packages Limited won in the category of “Community Impact”.



**14th NFEH Corporate Social Responsibility Awards 2022** Packages Limited won in the category of “Social Impact and Sustainability”.



## Looking forward,

As the consequences of climate change and other environmental issues intensify, we at Packages Group believe that we can have a meaningful impact on reducing the environmental burden of society through our business activities. To combat climate change at its source, requires a fundamental shift in our working and living environment. This is the time to create a new broad aspiration – and its work that will require visionary thinking, better ways of working, investment of resources and urgent action. In that sense, it is a milestone for our business as we declare our concern about our planet’s future and commit to do more, so that we can live up to the Packages Group’s mission of “Creating a Better Tomorrow”. This is an aspiration that we take on, recognizing it will come with challenges and will require transformational change. It will require all of us to play a role, and so I invite you to be a part of this journey through 2023 and beyond for our People, Planet and Sustainable Prosperity!



**Ayesha Aziz**  
Group Manager Sustainability,  
Packages Limited

**LEAVE  
NO ONE  
BEHIND**



