



We have the **ability**

UK Sustainability Report 2003

## One step ahead

Tetra Pak aspires worldwide and throughout the Group to being at the forefront of proactive environmental and corporate citizenship activities by 2005 – what we call being ‘One Step Ahead’. To achieve this goal, Tetra Pak UK is committed to achieving industry leadership through a ‘One Step Ahead’ programme.

In the UK, we have decided to focus on our sourcing of raw materials, managing our greenhouse gases and improving eco-efficiency, promoting recycling and increasing employee involvement.

We believe that by concentrating on these themes we will be able to improve our environmental performance significantly.

We will also work to raise consumer awareness of the environmental and nutritional benefits of our packaging.

We are committed to exploring the concept of sustainable development. We understand sustainable development to mean – as defined by the United Nations – ‘development that meets the needs of the present without compromising the ability of future generations to meet their own needs.’

## This report

This report covers our UK operations, from sourcing materials to recycling used products. We have also included information covering our economic and social impacts. Although we do not have full data on our triple bottom line (economic, environmental and social performance), we feel it is important to report at this stage as far as we can.

We have used the Global Reporting Initiative (GRI) as our guide when determining what information to include, although we do not have systems in place to collect material on all GRI indicators. At the end of the report, we have included relevant GRI-related material not set out elsewhere.

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# Introduction

We have the ability to make a positive economic, social and environmental impact. This report shows how we are progressing.



Sustainable development is fundamental to the business we are in. Our approach is to introduce sustainability thinking to all aspects of our supply chain, from raw materials to the end-user and recycling.

This is our first ever UK sustainability report. It shows that we have a good deal to be proud of and a number of areas for improvement: we have reported honestly and openly on both.

Sustainable development is fundamental to the business we are in. Our approach is to introduce sustainability thinking to all aspects of our supply chain, from raw materials to the end-user and recycling.

We use mainly natural resources – principally wood products – to make our cartons. We recognise that we have to

derive these products from well-managed sources and this report sets out how we work with our suppliers to do this. We manage our operations to minimise adverse environmental effects and we are never satisfied with the progress we have made: there are always potential improvements to explore, either at a global level or in the UK. Managing our climate change impacts is one of our major objectives.

We are proud of our products. Tetra Pak's cartons have a commendable pedigree: they were originally created by our founder, Ruben Rausing, when he wanted to find a solution to the substantial waste of food due to perishability in the supply chain. His motto – 'a package should save more than it costs', has underpinned our success as a company ever since.

Using wood-based materials has major environmental benefits. The UK's record in the recycling area is not good, but rather than accept that as a given, we have worked with our industry to create capacity for carton recycling when none previously existed. Now we want to help shape public policy so that the current incentive to recycle only heavier materials like glass is replaced by a broader commitment to recycle all food and drink containers.

Although we do not have a direct consumer base, we recognise that we have to be involved in that debate too. Our first ever consumer advertising campaign highlighted the environmental implications of the packaging choices consumers make. It is part of our commitment to being a good corporate citizen, which is also reflected in our involvement in social issues and in the local community in North Wales where we operate.

We are a company, not an environmental charity, but we see a long-term business case in raising public awareness of these issues. In the end, we can only contribute to environmental standards by making a profit, staying in business and continuing to improve sales. Our direct benefits to the UK economy in terms of employment and the value we add to GDP are substantial.

I would welcome any feedback that you have on what we do and what we should do in the future. Engaging with you, our stakeholders, on environmental issues will help us to become a better business in years to come. Let me know what you think.

A handwritten signature in black ink, appearing to read 'Mike Ansell'. The signature is stylized and cursive.

**Mike Ansell**  
Managing Director

# Tetra Pak UK – the company

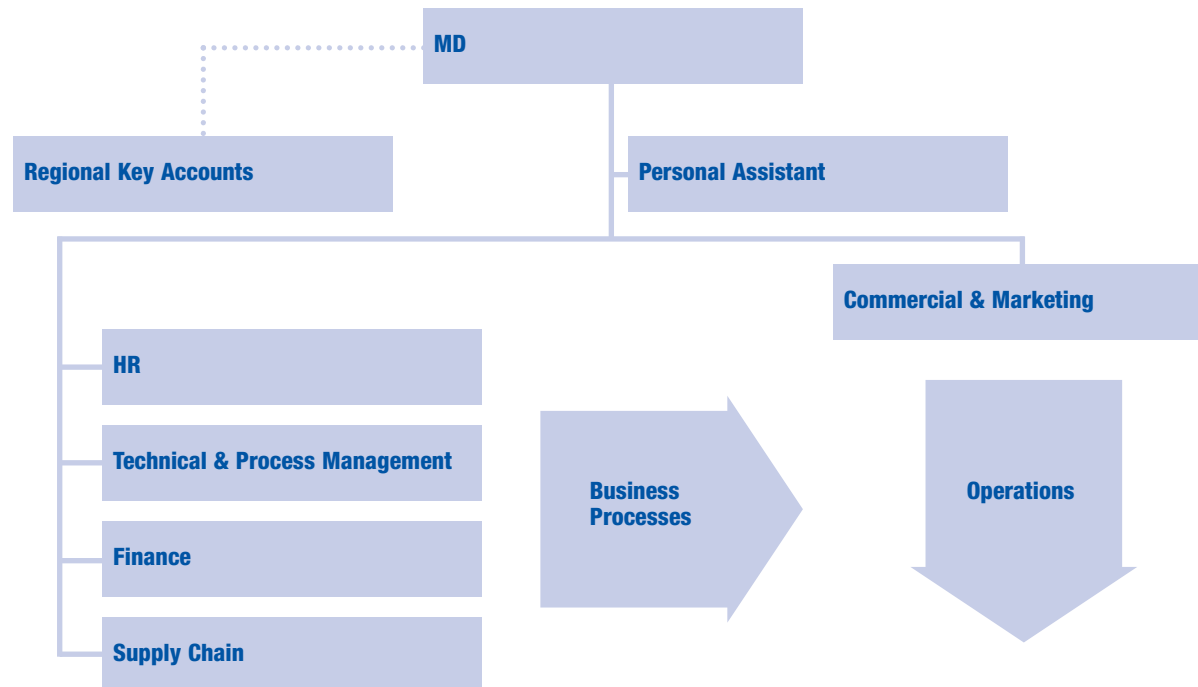
Next year we celebrate fifty years in the UK. Our Wrexham factory has been in operation for a quarter of a century.

Tetra Pak has been operating in the UK since 1955 – just three years after the parent company itself was founded. Our Wrexham factory celebrates its 25th anniversary in September 2004. At the end of 2003 we employed 319 people in the UK.

Tetra Pak began as one of the first packaging companies for liquid milk. Since then the company has become one of the world's biggest suppliers of packaging systems for milk, fruit juices and drinks, as well as many other products.

In 1991 we expanded into liquid food processing equipment, plant engineering and cheese manufacturing equipment. Today we are the only company in the world able to provide integrated processing, packaging, distribution line and plant solutions for food manufacturing.

## How we are managed



## Our stakeholders

- Customers
- Employees
- Tetra Pak International
- Retailers
- Consumers
- Local Community
- Government
- Non-Governmental Organisations (NGOs)
- Suppliers

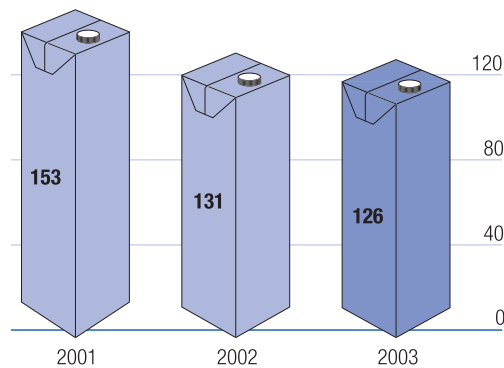
We are committed to working with all our stakeholders to improve our sustainability performance. Information on key aspects of stakeholder relations is contained throughout this report.

# Our business

We are the UK operation of the Tetra Pak Group, a private company that is a world leader in food processing and packaging solutions.

Although Tetra Pak UK sold more packages in 2002 than in 2001, total turnover decreased due to efficiencies driving some price changes and a change in the product mix sold.

**Total carton turnover 2001–2003 (£ million)**



The slight decline in 2003 reflects further price and mix changes, in combination with a lower number of packages sold in comparison to 2002.

This drop in package sales is a reflection of the highly competitive environment in which Tetra Pak operates. Most of our major competitors are outside the carton industry, providing plastic bottles.

In 1995/1996, Tetra Pak experienced significant sales losses when retailer decisions drove a large-scale change from pasteurised milk packaged in cartons to plastic bottles. This move was in response to growing consumer demands for reclosable containers.

In response to this, we have developed a range of highly functional reclosable packages with screw caps. We are committed to continuous innovation to meet emerging consumer and customer needs and to protect and increase our market share. In doing so we try to strike a balance between the functionality of our cartons and their environmental performance.

Our share of the market is measured as part of the liquid beverage consumption within the domestic environment only, with products intended for food being excluded. The analysis of this and the rest of the UK beverages market is submitted in an annual report to our global headquarters.

We are committed to continuous innovation to meet emerging consumer and customer needs and to protect and increase our market share.

We measure our share of the market predominantly within two separate segments:

- Juice, Nectars, Still Drinks (JNSD): Juice, Nectars, Fruit/Flavoured Still Drinks, Tea Based Drinks, Coffee Based Drinks and Sport and Energy Drinks. This excludes water, hot beverages and carbonates.
- Liquid Dairy Products (LDP): includes all the categories derived from milk such as White Milk, Liquid Cultured Milk, Liquid Cream, Flavoured Milk, Sweetened Condensed Milk, Evaporated Milk.

Despite its size within the carton industry, Tetra Pak UK holds only a small share of the total JNSD and LDP market. In LDP it remains under 10%, whilst in JNSD it remains below 20%. Instead, both segments are dominated by plastics such as HDPE (high-density polyethylene) in LDP and PET (polyethylene terephthalate) in JNSD.

In order to maintain good business practice and strong relationships with suppliers, we aim to pay all invoices according to the payment terms of our suppliers: normally 30 days. The system is automated to reduce human error. In 2003 we paid for 95% of our purchases within 30 days.

Our overall spend on social activities and employee benefits, such as a subsidised canteen and social activities, was £1.6 million, representing 1.28% of our turnover.

# Raw materials and suppliers

We expect our suppliers to care about improving their environmental performance. We work with them to achieve this and we evaluate their environmental performance regularly.

## Meet the Pack

The beverage carton has a unique environmental attribute: it is the only beverage package made mainly from a renewable material, wood.

The carton also includes other materials. A 1 litre Tetra Brik Aseptic package, the kind typically used for long-life orange juice, is about 77% paperboard, 17% low-density polyethylene and 6% aluminium. We also make non-aseptic cartons for chilled beverages, which do not contain aluminium foil.

These materials are crucial to the performance of the carton and they enable the use of paper as the main material. The polyethylene acts as a liquid barrier and, in aseptic packages, a very thin layer of aluminium foil serves as a barrier to light, aromas and oxygen. This allows the contents of an aseptic carton to last for up to a year without the need for preservatives or refrigeration.

Over the years, the quantities of polyethylene and aluminium have been reduced to the minimum needed to ensure product integrity. The aluminum layer is the thinnest we can have today: 6.35 microns, about 30% less than in 1969.

We do not extract the raw materials we need directly, but we acknowledge our responsibility to encourage best practice in the supply chain. We expect our suppliers to commit themselves, as we do, to a continual improvement in the environmental impact of their activities on our behalf, and we work with them to achieve that.

There is a constant exchange of information with suppliers and periodic checks to verify claims.

## Seeing the wood for the trees

Our most significant raw material is paperboard, the main component of our cartons. This is made from softwood (mainly spruce and pine) and hardwood (birch), all sourced from northern European forests.

The paperboard is comprised of a number of layers. For example our biggest supplier, AssiDomän Frövi, make a four-ply board:

- An outer layer made from a mixture of bleached softwood and hardwood.
- Central layers made from unbleached softwood, Chemi Thermo Mechanical Pulp (CTMP), and broke (process waste from the mill).
- An inner layer made from unbleached softwood.

Northern forests have been growing in size over recent decades, against the trend of deforestation worldwide, particularly in tropical areas.

This combination gives the carton its unique handling characteristics whilst using the minimum of material needed. Softwood is the main ingredient in the paperboard, with only the outer layer containing birch.

At the core of our paperboard suppliers' business is the management of forests from which they source the wood, in line with environmental, social and economic objectives. As a result the northern European forests have been growing in size over recent decades, against the trend of deforestation worldwide, particularly in tropical areas.

In the UK, our paperboard is supplied entirely by three companies – AssiDomän Frövi, Korsnäs and Stora Enso – from forests mainly in Sweden, but also in Finland, Russia and the Baltic States.

- Sveaskog, the Swedish parent company of AssiDomän Frövi, last year effectively harvested only 70% of that year's growth, which resulted in a net growth of 11.7 million cubic metres of wood volume (cubic metres fo).
- In the last year, Korsnäs harvested only 85% of the growth in their own forests. The annual growth was 1.34 million cubic metres compared to an annual cutting of 1.145 million cubic metres (standing volume with bark).
- Stora Enso's forests in Sweden grew overall in 2002 by 7,247,000 cubic metres (solid volume of trees, including the bark and tops).

## Forest area change

Country/area	2000 total forest area 000 ha	1990-2000 annual forest cover change 000 ha
Estonia	2,060	13
Finland	21,935	8
Latvia	2,923	13
Lithuania	1,994	5
Norway	8,868	31
Russian Federation	851,392	135
Sweden	27,134	1
<b>N. Europe/Russia</b>	<b>916,306</b>	<b>+206</b>
<b>World</b>	<b>1,869,455</b>	<b>-9,391</b>

Source: State of the World's Forests, 2003, FAO



We work with suppliers whose **manageability** skills ensure the renewal of the forests from which our paperboard is sourced.



In 2001 we introduced a three-step Forestry Policy to ensure that we achieve our ultimate goal on forest management – that all the fibre in the paperboard we purchase should come from certified, well-managed forests. The policy will be updated in 2004.

### Our Forestry Policy

#### Step 1 – *Known origin and avoidance of unacceptable sources*

Our suppliers must establish a verifiable system for tracking, monitoring and reporting the origin of all wood fibre and for excluding unacceptable sources. Unacceptable sources include:

- Wood that has been illegally harvested.
- Wood from areas where there is a clear demonstration of violation of traditional, customary or civil rights, or of serious extant disputes with indigenous peoples or other social stakeholders, involving confrontation or violence.
- Wood from intact natural forests or high conservation value forests unless these have been certified as being managed in accordance with recognised sustainable forest management principles.

#### Step 2 – *Well-managed sources*

We expect our suppliers to strive to ensure that all wood fibre sources are being managed in accordance with recognised principles of sustainable forest management. Where this is not yet the case we expect plans and programmes to be in place to ensure that an increasing proportion of the wood fibre in our liquid packaging board comes from such sources.

#### Step 3 – *Demonstrably well-managed sources*

Ultimately, in order that we fulfil our ambition, we expect all the wood fibre in our liquid packaging board to be coming from forests certified (verified by an independent third party) to be managed to a standard that has been agreed by relevant environmental, economical and social stakeholders, that includes established performance levels, and that is compatible with internationally recognised principles and criteria of sustainable forest management. Further, we expect certification to include the chain of custody. Where this is not yet the case we expect plans and programmes to be in place to ensure that an increasing proportion of the wood fibre in our liquid packaging board comes from such sources.

### Improving the system in the UK

In October 2003 we tested progress towards Step 1 of our Forestry Policy in the UK by commissioning an independent audit. The aim was to verify that systems were in place to identify the origin of the timber entering our supply chain.

We found that progress had generally been excellent: 98.5% of the material we sourced was covered by systems to exclude unacceptable timber, and had been audited in a thorough, transparent manner by either independent parties or by the companies themselves.

However, it was found that systems needed to be tightened still further for about 1.5% of the material entering our supply chain to ensure full traceability. This was reported to the relevant suppliers and action has been taken to rectify this. Verification of this action will be undertaken by further audits of suppliers. A commitment to audits has been formalised as part of our ISO14001 system.

We also obtained an FSC (Forest Stewardship Council) Chain of Custody Certificate showing that we have verified traceability systems in place (FSC COC Code TT-COC-1922).



TT-COC-1922  
FSC Trademark © 1996 Forest Stewardship Council A.C.

To make progress towards Steps 2 and 3 we continued to strive for increases in timber from certified well-managed sources.

Most of the paperboard we use in the UK is manufactured by AssiDomän Frövi. They reported that, in 2003, 30% of the timber sourced to make our board was from FSC-certified forests.

Our other suppliers also continued to make good progress towards the implementation of our policy. Globally, in 2003, 29% of the timber entering Tetra Pak's supply chain was from FSC-certified forests. In total 51% was from all certified sources including PEFC (Programme for the Endorsement of Forest Certification Schemes), and FFCS (Finnish Forest Certification System).

### Recycling and food safety

We do not use recycled material in our packages for food safety reasons. Our aseptic (long-life) packaging systems rely on extremely high standards of hygiene for their effectiveness. We cannot guarantee that by using recycled material. That does not mean that our cartons cannot be recycled for other uses (see page 12).



### Aluminium and polyethylene

Tetra Pak's global 'Common Agenda' initiative is an established platform between us and our suppliers to raise and discuss business issues and agree future commitments, including those related to the environment. As part of this system we regularly meet our suppliers of polyethylene and aluminium.

We have received full statements of environmental management processes from our suppliers, and our evaluation of their environmental performance forms 5–7% of their overall evaluation score.

In the UK we also send environmental questionnaires to our 10 biggest local suppliers on an annual basis to assess their environmental performance.

51% of the timber that entered our supply chain globally came from independently certified forests



## Transport

The environmental impacts of transport can be serious. The impacts take many forms: increased emissions of greenhouse gases, particulates, the formation of low-level ozone and the physical effects on the environment (noise, visual changes etc.).

Carton packaging material is delivered in reels to our customers, where it is formed into cartons and filled. This means that transport is extremely efficient. One truck transports enough packaging material to make one million litre cartons, whereas about 58 trucks are needed to deliver one million litre glass bottles.

We grade transport and travel suppliers by their environmental performance. A traffic-light system, based on minimum levels of performance against 14 criteria, indicates their status. A green rating indicates that the supplier meets the required standard and is therefore preferred. Amber-rated suppliers can still be used, but they must improve. Red-rated suppliers are phased out.

Tetra Pak UK currently has three transport suppliers with green ratings, one with an amber rating, and none with red.



## Transport suppliers – grading criteria

- Have you documented your environmental effects? 2 points
- Do you have programmes for reducing your environmental effects? 2 points
- Can you, on demand, provide energy and emission data? 1 point
- Have you specified environmental objectives? 2 points
- Have relevant staff received basic environmental training? 2 points
- Have relevant staff received training in either fuel-efficient driving or action for energy reduction? 2 points
- Do you have an environmental policy approved by management? 3 points
- Do you publish an environmental report? 3 points
- Do you have procedures for ensuring that laws and regulations are followed? 1 point
- Do you have an emergency plan? 1 point
- Do you have an environmental management system? 2 points
- Are you prepared to meet with our company, to present your environmental work in more detail, or send further documentation upon request? 3 points
- Do you evaluate your subcontractors in a similar way to this? 3 points
- Do you make environmental demands of your subcontractors? 3 points

### Total

**30 points**

### Classification

0–14 Red supplier

15–26 Amber supplier

27–30 Green supplier

We use 14 criteria to assess the environmental performance of our transport suppliers

## Case study – Bring back the birch

The birch is one of the dominant hardwood trees in the harsher climates of northern Britain, producing tough, flexible, wood.

The problem is with the shape of the birch trunk; it simply doesn't produce enough straight timber to make commercial production worthwhile. Tackling that problem here would have a sustainable economic benefit for the UK's woodlands. A team of forest researchers has formed the Birch Research and Development Co-operative (BRDC) which, with support from Tetra Pak and the Forestry Commission, aims to release the birch's potential. The BRDC are to search Scotland and the north of England for wild specimens of the right shape and size. These are called the 'plus trees'. Cuttings will be taken and used to establish up to 6 seed orchards which will start producing seeds after 3–4 years. Full production should be reached in about 7 years.



In Scandinavia, where similar work has already been successful, birch timber productivity has been increased by 20–30%. The attractive, pale-coloured wood is used for pulp and paper products, sawn timber, veneers, and beverage carton paperboard.

The BRDC hopes that the birch will soon enjoy the same status here, and that Britain will see a big increase in the amount of productive birch woodland. This will also be good news for the environment. Birch woods support diverse wildlife, including over 300 species of insect and a wide variety of breeding birds, as well as being places of beauty in their own right.

# The impact of our operations

There will always be unavoidable emissions from industrial operations like Tetra Pak's. We decided, voluntarily, to offset 100% of unavoidable emissions from the company's UK packaging material operations.

In the UK, we convert raw materials into finished packaging material at our production plant in Wrexham, North Wales, as set out in the manufacturing process flowchart.

Energy use and waste generation are the most important environmental issues throughout our production process. We take great care to manage these impacts effectively and reduce them to a minimum.

Our converting plant has an environmental management system that is ISO14001 certified.

## The manufacturing process

Rolls of paper are delivered to Tetra Pak and stored in the warehouse, waiting to be used.

The rolls are taken to the printer, which prints the design onto the paper roll, colour by colour.

After creasing, which allows for the efficient formation of the correct shape when the package is filled, the paper enters the viewing area, where the colours and their registration are checked and controlled.

The printed paper is then laminated with polyethylene on the outside and with foil (for aseptic cartons) and polyethylene on the inside.

Rolls of laminated board are slit by a slitting machine into one-pack wide reels.

Each reel is then wrapped in plastic and stacked on pallets.

Each pallet of reels is shrink-wrapped in plastic for protection during transportation.

The pallet of reels is stored in a warehouse until it is needed by the customer.

## Carbon management

In 2003 we committed to reducing our impacts on climate change. With the help of the Edinburgh Centre for Carbon Management (ECCM), we assessed our total emissions of greenhouse gases, both direct and indirect, for 2001 and 2003.

Using the Greenhouse Gas Protocol developed by the World Business Council for Sustainable Development and the World Resources Institute, we undertook a full assessment of our activities.

Emissions of the full range of greenhouse gases covered by the Protocol were converted to a carbon dioxide equivalent (CO<sub>2</sub>e) to enable comparison.

Energy efficiency gains and reduced waste helped to cut total CO<sub>2</sub>e emissions from 14,490 tonnes in 2001 to 13,638 tonnes in 2003, reductions of 5.9% in absolute terms and 6.25% per 1,000 standard packs. From 2001 we eliminated the use of CFCs and Halon from our refrigeration.

We will continue to drive progress, through a range of measures, and have set a target of a **12%** of CO<sub>2</sub>e emissions reduction per 1,000 standard packs for 2004 compared to 2001. With ECCM, we will also develop a system to monitor greenhouse gas emissions on a monthly basis.

## Climate change impact (greenhouse gas emissions)

	2001			2003		
	Emissions (tCO <sub>2</sub> e)	Percentage of total (%)	Emissions per standard pack produced*	Emissions (tCO <sub>2</sub> e)	Percentage of total (%)	Emissions per standard pack produced*
<b>Scope 1</b>						
Natural gas consumption	1,594.58	11.00	0.74	<b>1,079.92</b>	<b>7.92</b>	<b>0.50</b>
LPG consumption	15.73	0.11	0.01	<b>12.02</b>	<b>0.09</b>	<b>0.01</b>
Business travel						
– company-owned cars	692.71	4.78	0.32	<b>506.22</b>	<b>3.71</b>	<b>0.23</b>
Fugitive emissions	0.00	0.00	0.00	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Sub total	2,303.01	15.89	1.07	<b>1,598.16</b>	<b>11.72</b>	<b>0.74</b>
<b>Scope 2</b>						
Electricity consumption	10,073.74	69.52	4.67	<b>9,898.74</b>	<b>72.58</b>	<b>4.57</b>
Sub total	10,073.74	69.52	4.67	<b>9,898.74</b>	<b>72.58</b>	<b>4.57</b>
<b>Scope 3</b>						
Freight	1,877.72	12.96	0.87	<b>1,998.59</b>	<b>14.65</b>	<b>0.92</b>
Waste disposal	236.06	1.63	0.11	<b>143.00</b>	<b>1.05</b>	<b>0.07</b>
Sub total	2,113.78	14.59	0.98	<b>2,141.59</b>	<b>15.7</b>	<b>0.99</b>
<b>Total</b>	<b>14,490.53</b>	<b>100.00</b>	<b>6.72</b>	<b>13,638.49</b>	<b>100.00</b>	<b>6.30</b>

\* kgCO<sub>2</sub>e per 1,000 standard packs produced  
Summary by WBCSD/WRI GHG Protocol Scopes

There will always be unavoidable emissions from industrial operations like Tetra Pak's. In support of the UN Conventions on Climate Change, Biodiversity and Desertification we have decided voluntarily to offset 100% of unavoidable emissions from the company's UK operations through projects that combine social, local environmental and climate change benefits. These are described in the case studies on pages 10 and 11.

The **recyclability** of our cartons is a critical issue. We have campaigned and invested to improve the UK's facilities for carton recycling.



**Paperboard**

	Tonnes used	Kg used per 1,000 standard packs
2000	48,220	21.6
2001	47,993	22.3
2002	44,990	21.9
<b>2003</b>	<b>40,945</b>	<b>18.9</b>

90% of our solid waste was recycled. High wet-strength paper used to wrap the rolls of paperboard during transportation to Wrexham cannot be repulped. This was used as a fuel for energy recovery.

**Pallets**

	Total units	Units per 1,000 standard packs
2000	68,808	0.031
2001	66,764	0.031
2002	66,051	0.032
<b>2003</b>	<b>64,578</b>	<b>0.030</b>

Pallets used to transport reels of packaging material to customer sites are all sourced from a single UK supplier. During 2003, our supplier committed to using only wood from FSC-certified forests to make our pallets. Although our pallets are mostly one-way, some used pallets are refurbished and re-used.

**Polyethylene**

	Tonnes used	Kg used per 1,000 standard packs	Tonnes of waste polyethylene	Kg waste polyethylene per 1,000 standard packs
2000	12,929	5.8	872	0.39
2001	12,350	5.7	881	0.41
2002	11,904	5.8	901	0.44
<b>2003</b>	<b>12,112</b>	<b>5.6</b>	<b>823</b>	<b>0.38</b>

We recycle all waste polyethylene. In addition, our World Class Manufacturing programme has focused on increasing laminator efficiency to reduce waste produced in the first place.

**Aluminium**

	Tonnes used	Kg used per 1,000 standard packs
2000	2,596	1.16
2001	2,337	1.08
2002	2,309	1.12
<b>2003</b>	<b>2,397</b>	<b>1.11</b>

All waste aluminium is recycled.

**Combined inks used – solvent and waterbased**

	Kg	Kg per 1,000 standard packs
2000	522,211	0.23
2001	536,330	0.25
2002	468,111	0.23
<b>2003</b>	<b>403,360</b>	<b>0.19</b>

**Combined ink waste – solvent and waterbased**

	Kg	Kg per 1,000 standard packs
2000	484,820	0.22
2001	511,980	0.24
2002	333,580	0.16
<b>2003</b>	<b>342,280</b>	<b>0.16</b>

Solvent-based rotogravure printing ceased at Wrexham in September 2003. This dramatically reduced the quantities of solvents used on site and, as production was transferred to printing systems using water-based inks, there was an increase in water-based ink consumption.

**Case study – Flower power**

Agro Bio Chem is an Indian company processing marigold flowers for making natural dyes. The drying unit is situated in Telegi village, Harihar, Karnataka. Until now, the drying was diesel-powered – expensive, inefficient, and environmentally damaging.



Now, with the help of Tetra Pak UK, a gasification system is being introduced to use the waste generated by the local fibre factory for drying – not only better and cheaper, but creating jobs and providing a new income source for the local community.

Two gasifiers are being installed which produce hot clean gas at 100°C which feeds two driers. The system uses waste eucalyptus branches and twigs from the Harihar Polyfibre factory as fuel, combined with the residue and waste from the marigold flower after chemical extraction, and coconut husks from local producers. The emission reductions achieved by switching from diesel to biomass energy have been estimated at 1,143 tonnes CO<sub>2</sub>e per annum by ECCM.



## Case study – Fruits of the forest

80% of our carbon offsets are sourced from the Plan Vivo Uganda project.

The aim of the Plan Vivo system is to produce long-term, verifiable carbon sequestration through small to medium-scale forestry and agro-forestry activities. Plan Vivo projects are independently monitored and certified as part of a process of continual improvement.



The Plan Vivo Uganda project is implemented by a local Non-Governmental Organisation (NGO) working with the farmers of the Bushenyii District of south-western Uganda. The farmers have designed the forestry and agro-forestry activities to suit their own needs, and revenue from the sale of carbon offsets enables them to implement activities that would not otherwise be financially viable.

This brings benefits beyond the offsetting of greenhouse gases. The community gains access to local and national markets for timber, pole wood and fuel wood, fruit and fodder. Nursery establishment and production of seedlings provides additional income to participants.

Tree planting contributes to soil conservation, and an emphasis on native tree planting contributes to habitat restoration and protection.

### Energy (electricity and gas)

	KwH used	KwH used per 1,000 standard packs
2000	30,185,270	13.5
2001	31,604,958	14.7
2002	30,923,333	15.1
<b>2003</b>	<b>28,525,735</b>	<b>13.2</b>

Two initiatives contributed significantly: replacing the air conditioning system and decommissioning the rotogravure printing machine, which required energy-intensive abatement equipment to minimise stray emissions of solvents.

We also made energy efficiency a key objective of our World Class Manufacturing programme, with an Energy Forum established to develop and implement energy-saving initiatives.

We aim to continue this progress, and have set the target of a **15%** reduction in energy consumption per 1,000 standard packs on 2002 levels by the end of 2004.

We also committed to generating electricity from renewable resources on site, and are taking steps to install a wind turbine able to meet 17% of our electricity needs.

### Water

	m <sup>3</sup> used	m <sup>3</sup> used per 1,000 standard packs
2000	15,863	0.01
2001	19,311	0.01
2002	19,800	0.01
<b>2003</b>	<b>23,484</b>	<b>0.01</b>

Water is essential for cooling at various stages of the manufacturing process.

Re-use of waste water on-site is minimal, but heat from the chillers is re-used in the heating and ventilation system.

The Wrexham plant is located adjacent to the River Clwydog, and within the River Dee Water Protection Zone. Disposal of waste water is therefore very carefully managed, with a range of measures to prevent emissions to water.

There were no significant spills from our site or improvement notices served in 2003. It was necessary to contact the Environment Agency about two minor spillages, but these incidents were not significant.

We are currently assessing the viability of a rainwater collection system in order to reduce fresh water use.

### Post-consumer waste management Can we recycle?

No matter what a package is made from, or how often it is used, it will eventually have to be disposed of. There are several ways to manage used Tetra Pak packages, including recycling, incineration with energy recovery, composting and landfill.



Promoting post-consumer carton recycling and collection schemes is one of our top priorities for 2004

Although cartons are more complicated to recycle than unlaminated board, they are recyclable and are being recycled in an increasing number of places around the world. According to the Alliance for Beverage Cartons and the Environment (ACE), the 2003 EU carton recycling rate exceeded 30% and the global rate was more than 15%. Tetra Pak has a global goal to reach an average recycling rate of 25% for post-consumer packages by 2008.

The most common way to recycle cartons is traditional hydropulping (pulping in water), although once pulped special filtering equipment is needed to separate the fibres from the aluminium and polyethylene. New paper products can be made from the fibres, while the polyethylene and aluminium can be turned into new products or recovered as energy in cement kilns and incinerators.

### The UK position

The problem in the UK is that, at the beginning of 2003, this was simply not happening. The year began with no means available to recycle large quantities of beverage cartons in this country, and therefore the UK carton post-consumer recycling rate was effectively at zero.

Throughout 2003 we worked with other carton manufacturers and the paper industry, through the Liquid Food Carton Manufacturers Association (LFCMA), to improve the position.

We are on the way, although there is still more to do. By the end of 2003, the UK's first dedicated carton recycling plant had been constructed at the Smith Anderson paper mill in Fife, with significant funding from the carton industry. The plant has the capacity to recycle 20% of all the UK's beverage cartons. To assist with collection, a network of regional collection hubs was also established to bring together smaller quantities of collected cartons from our customers' production waste and from post-consumer sources for bulking up and baling.

Smith Anderson recover the fibres (about 77% of the weight of a 1 litre carton) for making high-strength paper products such as envelopes and paper carrier bags. The residual material (a mixture of low-density polyethylene and aluminium foil) is being tested for possible recycling options in the UK, although it is routinely used abroad to make a chipboard-like material or as a fuel for energy plants.

Wood fibres become shorter and lose some strength every time they are recycled, and can only be recycled about five times. This means that there always has to be an input of virgin material into the papermaking process to maintain quality. Because of cartons' long, high-strength fibres, Smith Anderson believes that cartons could be an ideal source of virgin-equivalent fibre, thus reducing their need to buy virgin pulp.

### Promoting collection

Promoting post-consumer collection in the UK is now one of Tetra Pak's top priorities, and a post-consumer recycling target has been enshrined in the company's balanced score card. This means that in 2004 we will use the UK carton recycling rate as one of the indicators by which we measure the overall success of the company.

We now want to work with local authorities and community recycling networks to establish beverage carton collection schemes. A five-year roll-out plan will be developed.

We recognise that there are a number of barriers to recycling in the UK, particularly in respect of lightweight packaging such as our cartons. Local authority recycling targets are tonnage-based, which leads to effort being focused on the heavy fractions of the waste stream such as glass bottles or newspapers. A 1 litre Tetra Brik Aseptic carton is about 30 grams, including closure, whereas a 1 litre glass bottle is typically 600–750 grams. High levels of resource efficiency during the manufacture of cartons (a positive environmental attribute in itself) mean that collection and recycling is less attractive. We will commission leading UK sustainability organisation Forum for the Future to identify the barriers to achieving high recycling rates in the UK and put forward solutions.

### Our targets for 2004 are

**20** post-consumer collection schemes in the UK and Ireland (none in 2003).

**70%** of our customers' production waste being recycled (none was recycled in 2003).



# Customers, retailers and consumers

Customer service is vital to our success. We regard using our expertise to help customers achieve improvements in their own businesses as a good investment for the future.

In addition to the basic business of supplying packaging material, we offer a range of services and products, including:

- Packaging design
- Processing, filling and distribution equipment
- Project management and installation services
- Technical service, spare parts and technical support
- Logistics technology and distribution expertise
- Product and market intelligence
- Business development
- Marketing support

Every year we survey our customers to get feedback on how they see us. The survey covers a wide range of relationship issues:

- Customer service
- Marketing support activities
- Pre-order to billing activities
- Lead time
- Operational efficiency
- Technical support
- Innovation
- System-wide value for money
- Environment
- Strategic alignment

In 2003 our results on working with customers on environmental issues were poor. They told us that their major environmental headaches were the management of filling machine waste and dealing with packages that were not suitable for distribution or were returned from the trade.

We have responded with a strategy to achieve 70% customer post-production carton waste recycling by the end of 2004. This involves letting customers know about the recycling facilities now available to them and providing them with any advice they may need in order to make carton recycling a viable option.

## Case study – Dream machine



Working with our customers to introduce state-of-the-art technology can have important sustainability improvements too. In March 2004 we began to introduce a new high speed aseptic filling machine to customers. The performance is impressive – the output of packages has doubled from 6,000 to 12,000 per hour.

Resources used during operational cycles are more carefully managed as a result of the upgrade. We estimate that water usage can be reduced by 65% per package produced, electrical power consumption by 24.5%, compressed air by 8%, steam by 50% and chemicals such as detergents by as much as 66%.

Packaging wastage due to start-ups, product changes and line stoppages has also been dramatically reduced. New technology, design changes and efficiency levels; together with the proper planning of operations and improved ergonomics of the machinery, have reduced waste to around or less than 1%.

## Case study – Customer safety

Customer safety is a key priority for us. Although our customers are ultimately responsible for the safety of the end product consumed by the general public, we have the responsibility to ensure that the machines we supply to our customers can meet certain safety standards. Our processing, packaging and distribution equipment must all be either CE marked or, in the case of all machinery released before 1994, have a declaration of incorporation to ensure this.



As a result, we have not incurred any cases of non-compliance with regulations concerning customer health and safety. We also have had no complaints upheld by regulators who oversee or regulate the health and safety of our products and services.

We will increasingly work with our customers to identify health and safety issues and solutions in respect of the use of Tetra Pak machines.

### Consumers

2003 saw the launch of Tetra Pak's first UK consumer communication campaign, with television and print advertising focused on the carton's unique attribute: liquid food packaging made mainly from a renewable resource. The television advertisement used images of trees growing at night through roads and buildings, ending with the voiceover:

"Because the trees we use are replaced by even more trees, by choosing cartons you are helping to grow more forests".

This simple message highlighted the relationship between consumer demand for wood products and the continuing expansion of the northern European forests. Of course, simply using trees is not enough. Well-managed forestry and traceability of supplies are fundamentally important.

The campaign was not all plain sailing however, and in late 2003, after several months of discussions, but before the campaign was launched, we decided to leave the 95+ Group, run by environmental charity WWF-UK as the campaign would not have met the Group's communication guidelines.

We recognise that behind a simple statement such as the one in the voiceover, there are many complicated environmental, social and economic issues. This was at the centre of WWF-UK's concerns.

It is perhaps impossible to communicate these to the public in a short television advertisement, but we firmly hold the view that we need to begin to communicate with the public about renewability, whilst backing advertisement 'sound-bites' with full information and demonstrating continuous, practical action in the field. This we are doing.

We remain committed to driving improvement and to working with NGOs to achieve consensus and progress. We believe that society's future will be tied to its ability to meet its needs through the use of renewable materials.

In terms of the messages placed on the packs, we have limited responsibility as to what is said, as the space belongs to our customers. We are involved in the design process, but we can only give our customers advice on what messages they might choose to use or avoid.

Tetra Pak does however have a facility in which we rent space on customer packs to place our own messages. This is frequently used and we do ensure that these messages abide by all legislative requirements of labelling.



“If you can’t measure it, you can’t manage it.” **Measurability** is essential to improve the environmental impact of our customers’ Tetra Pak filling machines.



# Our employees

We want to be a good employer and to be recognised as such. Every year we ask our employees what they think of working for us.

## Our approach

We are committed to being a good employer. We support this with the systems, policies and procedures we use and the way we manage the employment relationship, which is based upon mutual trust and confidence. This is supported by the company's core values and vision and mission statements, which all aim to provide a harmonious, productive, safe and enjoyable working environment.

An employee handbook is provided to all employees as a point of reference.

## Health and safety

Safety is a high priority, particularly in the factory at our Wrexham site. All employees are given Health and Safety training when they join the company, with those in manufacturing receiving more intensive training on an annual basis.

All production employees receive health screenings, the results of which are confidential.

A range of poster and information campaigns and health monitoring programmes are used throughout the year to encourage employees to take action to improve their own health. We have a combination of formal joint health and safety committees comprising both management and production teams.

This system operates in conjunction with a quarterly sub-committee meeting in which senior management and union safety representatives are involved to discuss issues and take any necessary action.

Since 1997, we have been using the SHEMAS (Safety Health and Environment Management Administration System) programme to help us identify reasons and possible solutions for any accidents that occur within the factory. In this programme, all details of accidents, near misses and unsafe working conditions are logged; including who is involved, the cause, the location and number of working days lost and so on.

By using World Class Manufacturing (WCM) deployments, we managed to reduce our overall accident rate by 37% in the last year, whilst reducing our number of serious accidents by 71%. Two serious incidents occurred in 2003 resulting in 82 days lost, an average of 6.83 hours per month, compared to 46.25 hours per month in 2002.

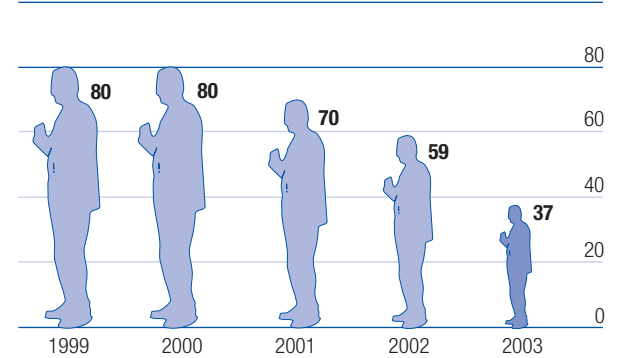
Our target is to reach **zero** accidents.

Regular audits can be time-consuming, but we have set ourselves the target of conducting one safety audit per week per safety representative, of which there are eight, to ensure that all safety standards are upheld.

## Staff consultation

We believe that an open and transparent approach to sharing information is a necessary part of maintaining a good working environment and dealing with issues proactively.

## Total accidents per year



We have a Joint Consultative Committee. The purpose of the JCC is to exchange information and discuss matters of mutual interest relevant to the company as a whole, including:

- Company performance, plans, business development, objectives and prospects.
- General issues relating to health and safety, discipline, welfare, medical standards and equal opportunities.
- Changes in working practices affecting the whole of the company.
- Other consultative questions of company-wide importance.

The JCC is chaired by our Managing Director or our HR Director and the employees are represented by elected branch union officials and representatives from non-unionised parts of the workforce.

The duties of the JCC members are to attend the meeting, raise any departmental issues and to feedback on the outcomes of the meeting to their constituency.



Investing in staff development is essential to our business success. Improving the **capability** of our employees is good for them and good for us.



**Training and development**

Training and development is necessary to enable our employees and therefore the business to grow. We operate in a fast-changing market and our competitive position is dependent on the contribution of highly skilled people.

We currently have a process in place to identify our training and development needs – a People, Planning and Development process.

In 2004 this process will be incorporated into e-HR (electronic HR system), which allows for a more efficient and transparent approach to managing the people development requirements of the business.

**Diversity**

We recognise the importance of organisational diversity. Not only does this provide a wider spectrum of skills and knowledge available to the company, but it enables our employees to operate more successfully within a global company with a wide range of nationalities and ethnic backgrounds.

Currently almost 5% of the workforce is composed of foreign nationals and 14 out of 57 women hold senior positions.

In accordance with our Global Code of Business Conduct and UK legislation, we recruit on the basis of ability and merit. We do not discriminate on the basis of gender, race, nationality, political standing, disability, sexual orientation or religious belief.

**Working conditions**

We offer salaries in line with market rates and we provide a range of benefits in line with the company's current reward strategy.

We provide an on-site Occupational Health Advisory service; a subsidised canteen; staff social events; we support the company social clubs; and offer a pleasant, clean and safe working environment. We also operate an Employee Assistance Programme (EAP): this is a helpline offering employees confidential advice, support and counselling.

We currently have 319 employees, 262 are men and 57 are women, of which 7 work part-time.

**Case study – In the SWiM**

We recognise the importance of highlighting the benefits of a diverse workforce. Launching Sustaining Women in Management (SWiM) will help to focus our attention on these issues.

SWiM is a global informal network in Tetra Pak, open to both men and women who support the mission 'to encourage the professional development of women through networking and the sharing of best practice.' The company also has a formal Diversity initiative that focuses on improvements in both gender and nationality and in creating an environment of inclusiveness in the company.



There are currently over 30 countries in which Tetra Pak has SWiM chapters and a UK chapter will be launched in 2004.

One of the key objectives of SWiM is to encourage the professional development of women through networking and the sharing of best practice. We plan to set up a library facility giving members access to information on self-development. Several activities have been organised allowing members to develop appropriate skills for their current and future roles.

Dina M. Soliman, the SWiM UK Chapter head, sees SWiM as a benefit for the whole company. In her view, "SWiM will help us understand each other better. We are stronger as a team than we are as individuals".



## Case study – Employees and the environment

Our employees are key to our environmental improvement. We promote Eco Drive, a global employee environmental awareness programme, and we organise a Tetra Pak Environment Day every other year.



In 2003, Environment Day was marked with two events. The atmosphere of a Nordic forest was re-created in the Wrexham site's main conference room, complete with bird song and real spruce and pine trees. Throughout the day presentations were given on the main environmental issues facing the company, and how we were addressing them. About 120 employees took part. As part of a global Tetra Pak initiative, an environmental ideas competition was held. Three competition winners spent 10 days working on conservation projects in equatorial rainforests.

### Staff survey

As part of a global Tetra Pak initiative we take part in an annual employee satisfaction survey. The survey covers a range of topics such as attitudes to our working environment through to personal development and management styles. Any areas for improvement highlighted by the survey are then followed up with the management team.

The 2003 survey showed that employees rated working for Tetra Pak a 4 out of a possible rating of 5. Through the survey three key issues were identified for improvement:

- Leadership
- Organisational alignment (effective working practices)
- Work-life balance

We believe that we can address these concerns by involving employees themselves. We are developing a team of representatives from across the company to identify ways in which we can positively impact on these areas for improvement.

Our employees gave us a score of 4 out of 5 in our 2003 staff satisfaction survey. The average length of service with us is over 12 years



### Staff turnover

Our staff turnover in 2003 was 20%, which was unusually high; this was due to organisational re-structuring.

In redundancy situations we provide support through the use of outplacement consultancy as well as government agencies specifically providing services relating to pensions, redundancy rights, training and further employment.

In 2004 we are very proud to anticipate that 13 employees will be celebrating 25 years of service with the company; the average length of service is 12.5 years.

# Community

One of Eco-Schools' key objectives is to encourage teamwork and help to create a shared understanding of what it takes to run a school in a way that respects and enhances the environment.

Consumers can play an important role in reducing environmental impacts. We therefore support and initiate programmes allowing consumers to improve or better understand the environment. Globally, Tetra Pak organises projects in many different countries and in many different areas, including school education, community awareness, tree planting, teacher awards, awarding best practices and providing awareness material on environmental issues. Environmental education programmes supported by Tetra Pak reach millions of children around the world.

In the UK we concentrated on four projects.

## Eco-Schools

The Eco-Schools Programme is a Europe-wide educational initiative to promote environmental awareness through links to the curriculum and working to achieve a series of awards.

The programme, which Tetra Pak supports, was established in 1988 and is managed by ENCAMS, the organisation responsible for the Keep Britain Tidy campaign.

Eco-Schools takes a holistic approach, involving the whole school from head teachers to pupils, together with members of the local community including parents, local authority, media and businesses. One of its key objectives is to encourage teamwork and help to create a shared understanding of what it takes to run a school in a way that respects and enhances the environment.

A broad range of areas for action is given, including litter, waste minimisation, energy, water, transport, healthy living and school grounds. The Eco-Schools ([www.eco-schools.org.uk](http://www.eco-schools.org.uk)) website provides information and guidance on communicating issues in these areas to schoolchildren.

## Our local area

Groundwork is a national federation of local trusts aiming to build sustainable communities through joint action. In 2003 we worked with Groundwork Wrexham & Flintshire on two local projects: Roots to Healthy Hearts and the Caia Park Youth Shelter.

Roots to Healthy Hearts is a project that aimed to reduce the incidence of coronary heart disease and cancer in the most disadvantaged communities by developing physical activity and healthy eating habits in school children, and so introducing a

template for adult life. Activities include creating a trim-trail in a community park to encourage exercise and setting up a kitchen garden to highlight the essentials of healthy eating. The Caia Park Youth Shelter provides a welcome meeting place for young people in the area.

Ingrid Emerson, Executive Director for Groundwork Wrexham & Flintshire, said **"Both these projects are extremely valuable. They fit in perfectly with our objective of helping to provide a sustainable community which is vibrant, healthy and safe, which respects the local and global environment and where individuals and enterprise prosper."**



Volunteers from Chester College helping to develop Erlas Health Kitchen Grove

Helping to communicate the importance of **sustainability** to young people is central to our activity in the community. Not only in environmental issues: we promote healthy eating too.





### Eisteddfod

Tetra Pak has been a long-term supporter of the International Eisteddfod in Llangollen, an annual celebration of music and dance attracting participants and visitors from across the world. The Eisteddfod takes place only about 10 miles from our Wrexham headquarters.

Through the partnership, the Eisteddfod has developed the theme of caring for the global environment for its Children's Day by linking to Tetra Pak's environment programme. For 2003, the event's carbon footprint was calculated and offset through tree planting at a site in North Wales.

With dance as the major activity for the 2003 Children's Day, the footprint idea was further developed into the theme of 'treading lightly on the earth', allowing for the innovative interpretation of global environmental issues through the performing arts. More than 5,500 children attended the day from schools all over the UK.

The project was recognised by a nomination for an Arts & Business Cymru Award.

Caring for the global environment is the International Eisteddfod's theme for its children's day. Tetra Pak is a long-term supporter of the event, which is linked to our own environmental programme

### Arts & Business Cymru

We not only focus on community involvement in the environment, but the arts as well. We have sponsored events such as Art @ The Assembly, which is co-ordinated by Arts & Business Cymru and the National Assembly for Wales. It is a unique platform for artists to perform in the public area of the Assembly building before plenary sessions and allows companies to support publicly the arts organisations that contribute to Welsh culture.

## Case study – School milk



The health and nutrition of the UK's children is increasingly a concern. Drinking milk in schools is simply one of the easiest ways to make sure that growing bodies get the minerals and vitamins they need.

At Tetra Pak UK, we have been working with our dairy customers to increase the amount of milk drunk in schools – which is good for us, good for the dairies and good for the children. Not to mention the benefits for teachers who appreciate the energetic and attentive pupils that a good diet can produce.

Our starting point is simple enough: our Tetra Brik packages are a low-cost packaging for milk. But we do more, trying to capture children's imagination with on-pack characters, either created from scratch or by using familiar TV characters.

We also worked with the Milk Development Council (MDC) and other dairy industry partners to fund the School Milk Project; a team of individuals who visit schools to spread the milk message to head teachers and show them how they might introduce it into their own schools. The scheme's success was recognised in its formal adoption by the government-backed MDC.



# Tetra Pak and sustainable development

A view from Dr Sally Uren, Director, Business Programme and Florian Sommer, Principal Sustainability Adviser, both from Forum for the Future.

This is Tetra Pak UK's first ever sustainability report, building on environmental reporting which is already established in Tetra Pak's global business. We are pleased that Tetra Pak UK is committed to making sustainable development an integral part of its business as stated in Mike Ansell's foreword.

Tetra Pak works, as this report acknowledges, in very sensitive environmental areas. The main raw material of a carton is wood. On the one hand this is positive because it is a renewable resource. On the other hand it is a challenge because Tetra Pak needs to ensure that the wood comes from sustainable managed forests. As a major producer of cartons and containers, waste is another sensitive issue, especially in the UK which has historically low levels of recycling compared to other European countries.

We welcome the open way in which the company has chosen to look at all stages of the product cycle, from sourcing raw materials to the end-user and recycling. From this analysis a number of points emerge:

- We commend the progress the company has made in tracking back the origin of all its raw materials – i.e. wood fibres – and its work with suppliers in general. The next challenge is to increase the percentage of wood derived from sustainably managed sources backed up with certification (e.g. FSC).
- We are also positive about the way in which the company works with direct suppliers in the UK – including suppliers of transport – to assess their environmental performance.
- Tetra Pak UK is also taking a positive lead in offsetting 100% of unavoidable carbon emissions, and doing so by investing in projects which have wider environmental and social benefits in the developing world.

A major focus of attention at present is the extent to which companies not only seek to manage their own environmental impacts, but take a public lead in lobbying for changes in public policy to promote sustainable development. In general, there is a worrying gap between the public rhetoric of individual companies and what they or their trade associations lobby for privately. We therefore strongly welcome Tetra Pak UK's leadership of the carton industry in pressing for improved recycling arrangements for cartons, and in helping to fund a dedicated recycling facility. This has improved UK recycling rates from the near-zero levels of 2003. We urge the company to keep up the pressure on government and work with other stakeholders, such as Local Authorities or retailers, on improving recycling performance of cartons.

We are also pleased to see Tetra Pak promoting awareness of end consumers in relation to renewable materials, especially because Tetra Pak does not sell any cartons directly to the consumer. We also aware that the messages chosen by Tetra Pak have caused some controversy amongst

environmental groups and would suggest a review of communication with end consumers.

Parts of this report are very clearly work in progress. In future reports we would welcome:

- A much clearer set of targets and key performance indicators addressing the key sustainability issues of Tetra Pak UK – including more social and economic issues.
- More information on how Tetra Pak involves stakeholders in identifying and managing the key sustainability issues.
- A more detailed explanation of how sustainability issues are governed and managed within Tetra Pak.

Finally, we would like to mention that as a private company, Tetra Pak is not exposed to the same public scrutiny as a listed company. We therefore welcome the company's report as a sign of a positive commitment to becoming a sustainable business and look forward to further progress in future.

## Additional GRI-related material

Although we do not collect or provide material on all GRI indicators (some of which are not relevant to us), we have used the GRI as the basic framework for this report.

Here we set out information on GRI indicators not covered elsewhere in the report.

Indicator	Information
<b>EN6</b> Location and size of land owned, leased, or managed in biodiversity-rich habitats. Further guidance on biodiversity-rich habitats may be found at <a href="http://www.globalreporting.org">www.globalreporting.org</a> (forthcoming).	Total site 122,000 m <sup>2</sup> , biodiversity rich area is 17,850m <sup>2</sup> . Total undeveloped land 66,000m <sup>2</sup> .
<b>EN23</b> Total amount of land owned, leased, or managed for production activities or extractive use.	Production building is 7,442 m <sup>2</sup> (excluding warehouse and service facilities).
<b>EN24</b> Amount of impermeable surface as a percentage of land purchased or leased.	55%
<b>EN25</b> Impacts of activities and operations on protected and sensitive areas. (e.g., IUCN protected area categories 1–4, world heritage sites, and biosphere reserves).	None – appropriate measures in place to protect local water protection zone.
<b>EN28</b> Number of IUCN Red List species with habitats in areas affected by operations.	<i>Lutra lutra</i> – common otter.
<b>EN29</b> Business units currently operating or planning operations in or around protected or sensitive areas.	River Dee Water Protection Zone.
<b>HR9</b> Description of appeal practices, including, but not limited to, human rights issues. Describe the representation and appeals process.	Policy in place. Obtainable from Tetra Pak UK.
<b>HR10</b> Description of non-retaliation policy and effective, confidential employee grievance system (including, but not limited to, its impact on human rights).	Policy in place. Obtainable from Tetra Pak UK.
<b>LA4</b> Policy and procedures involving information, consultation, and negotiation with employees over changes in the reporting organisation's operations (e.g. restructuring).	Policy in place. Obtainable from Tetra Pak UK.

Indicator	Information
<b>LA15</b> Description of formal agreements with trade unions or other bona fide employee representatives covering health and safety at work and proportion of the workforce covered by any such agreements.	Formal agreement in place. Obtainable from Tetra Pak UK.
<b>PR10</b> Number and types of breaches of advertising and marketing regulations.	None.
<b>PR11</b> Number of substantiated complaints regarding breaches of consumer privacy.	None. We have data protection policies in place, but we have limited contact with consumers.
<b>SO1</b> Description of policies to manage impacts on communities in areas affected by activities, as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring. Include explanation of procedures for identifying and engaging in dialogue with community stakeholders.	We are members of the Wrexham Industrial Estate Environment Forum.
<b>SO3</b> Description of policy, procedures/management systems, and compliance mechanisms for managing political lobbying and contributions.	We make representation about relevant areas of public policy as appropriate. We do not make political donations.
<b>SO5</b> Amount of money paid to political parties and institutions whose prime function is to fund political parties or their candidates.	As above.
<b>SO7</b> Description of policy, procedures/management systems, and compliance mechanisms for preventing anti-competitive behaviour.	Compliance systems are led globally by Tetra Pak Legal Affairs. Tetra Pak UK has a local compliance officer, annual training and written procedures in place.



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