



Nice-Pak International

CORPORATE
RESPONSIBILITY
REPORT

RESPONSIBLY CREATING VALUE



2013

NICE-PAK INTERNATIONAL'S MISSION



*To be the global leader in
pre-moistened wipes and applicators
by building categories and helping
to improve people's quality of life,
health and well-being.*



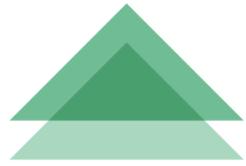
This report covers performance
and initiatives from our 2013 financial
year, beginning 1 January and ending
31 December 2013.

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+7%
INCREASE
IN PACKS
MANUFACTURED

-6%
REDUCTION
IN CO₂ PER
1000 PACKS



+5%
INCREASE
IN TOTAL EMPLOYEE
NUMBERS



13%
OF SUPPLIERS
BASED WITHIN
50
MILES

50+
STUDENTS
SUPPORTED IN
LOCAL SCHOOLS



28 AUDITS TO ASSESS **QUALITY & ETHICS**

04

05



We deliver quality, award-winning products at affordable prices to international brand owners and global retailers.



RESPONSIBLY CREATING VALUE

As a responsible privately-owned company, I believe that Nice-Pak International (NPI) will grow ever stronger as a business by developing mutually beneficial relationships with our customers, consumers, suppliers, employees and the communities in which we operate.

NPI creates economic value as the European market leader in wet wipes, producing over half a billion baby, facial, personal care and household wipes a year. We deliver quality, award-winning products at affordable prices to international brand owners and global retailers.

We sustain this leadership position by investing heavily in research and development and working closely with trusted suppliers to offer product and environmental innovations and benefits to our customers and consumers. NPI's continued presence on leading industry bodies enables us to remain at the forefront of best practice whilst our constant pursuit of quality and elimination of waste leads to increased customer satisfaction, healthy order books and more efficient manufacturing.

One of the most important economic roles of business is to create employment and I am proud of our success in this area, both directly and indirectly. In 2013, we recruited more employees to service increased levels of production at each site, including the introduction of extra shifts in Wigan and Magdeburg.

The continuing professional development of our employees results in a highly-skilled and motivated workforce with very low staff turnover rates. This is good for us and the local economy and community and was a factor in NPI winning a coveted 'Top Employer' award.

Our sustained business with suppliers supports the creation of additional job opportunities within the local area and it's been a pleasure to work with local schools and government agencies to give young people an insight into the world of manufacturing, while giving NPI an introduction to a pool of potential talent.

We have made steady, sustained progress over the past year and we have many initiatives coming on line in 2014. These will push our economic and environmental benefits still further, which puts us in a strong position to fulfil our social responsibilities and ambitions.

Michael Staton
Chief Executive



NICE-PAK AT A GLANCE

OUR BUSINESS

Nice-Pak International is a member of the Nice-Pak Group, founded in the USA in 1957, and the world's leading wet wipe manufacturer. We focus exclusively on wet wipes and have three European manufacturing sites.

OUR PRODUCTS

We manufacture a wide variety of wipes as own-label products and proprietary brands.



BABY WIPES

We are recognised as the industry expert on baby wipes and are trusted by many of the world's biggest brands and leading European retailers.



FACIAL WIPES

Retailers and brand owners rely on our expertise as the market-leading developer of facial wipes to produce wipes for consumers of every age and skin type.



PERSONAL CARE WIPES

Our diverse range includes moist toilet tissue, feminine and hand hygiene wipes, refreshing and deodorant wipes, among many other lines.



HOUSEHOLD WIPES

We produce home care wipes for a wide range of applications, including cleaning, degreasing and disinfecting.

OUR SITES

Wigan, NW England
Greater Manchester town

Population: 317,800
Unemployment: 8.5%*

NICE-PAK
Manufacturing



150+ employees



Magdeburg, Germany
Capital of Sachsen-Anhalt

Population: 232,400
Unemployment: 12%^

NICE-PAK
Manufacturing



250+ employees



Flint, North Wales
Welsh border town

Population: 14,000
Unemployment: 6%*

NICE-PAK

Head Office
R&D
Manufacturing



500+ employees

*source: 2013 ONS

^source: Statistisches Landesamt
Sachsen-Anhalt

OUR INDUSTRY

ACTIVELY INVOLVED

As a manufacturer of wet wipes, Nice-Pak is first and foremost a member of the nonwoven materials industry. As a producer of baby, facial, personal care and household items, we are also part of the cosmetics, toiletries and cleaning products industries.

We believe in taking an active role in the trade associations that represent these industries. In addition to upholding their best practice standards, Nice-Pak personnel also serve on a number of committees where they share their expertise and insights for the benefit of all.



EDANA is an international association serving the nonwovens and associated industries. It leads several ambitious projects in the field of sustainability. Nice-Pak's Associate Director of R&D and Regulatory Affairs has served on the EDANA Wet Wipes Committee since its foundation in 2002 and our Regulatory Affairs manager is a member of the Chemical Management Committee.

Nice-Pak's Technical Product Development Manager played a key role in developing the new GD3 guidance documents for assessing the flushability of nonwoven disposable products, which were launched in September 2013. These latest industry guidelines define what is acceptable for disposal via the wastewater system and include detailed test methods. An EU 'Do Not Flush' symbol has been introduced for products that do not meet the flushability acceptance criteria.



Nice-Pak has been a member of the Cosmetic, Toiletry & Perfumery Association (CTPA) since 1997. The CTPA is the UK industry body for all companies involved in cosmetic and personal care products. Nice-Pak is the only contract manufacturer representative on the CTPA's International Committee, where we work in collaboration with a number of global brands.



Nice-Pak has been a member of the UK Cleaning Products Industry Association (UKCPI) since 2002. The UKCPI works closely with its European counterpart AISE – the International Association for Soaps, Detergents and Maintenance Products. Our Regulatory Affairs Manager is a member of the UKCPI Technical Committee, which reviews European legislation among other relevant issues.



OUR CR APPROACH

OUR CR VISION

At Nice-Pak we recognise our responsibilities to customers, consumers, employees, suppliers and the environment in which we all live.

We take a responsible and ethical approach to all our business activities and, where practical, aim for more than mere compliance with our statutory obligations. We are aware of our duties as the leading company in our field and seek to set the highest standards for others to follow.

We aim to nurture a culture within which all employees are mindful of their social, environmental and ethical responsibilities. We will equip our people with the necessary tools and skills to manage their objectives.

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RESPONSIBLE AND ETHICAL

Nice-Pak takes a structured and managed approach towards achievement of our corporate responsibility (CR) vision.

INTEGRATED APPROACH

There is no CR department at Nice-Pak. Corporate responsibility is integrated into our everyday business. Board-level responsibility sits with Ian Anderson, Marketing Director, who reports into the Chief Executive.

The Marketing Director chairs the Environmental Steering Group, which meets quarterly and is attended by senior managers, including the Quality and Engineering Managers and the Factory Managers from Flint, Wigan and Magdeburg.

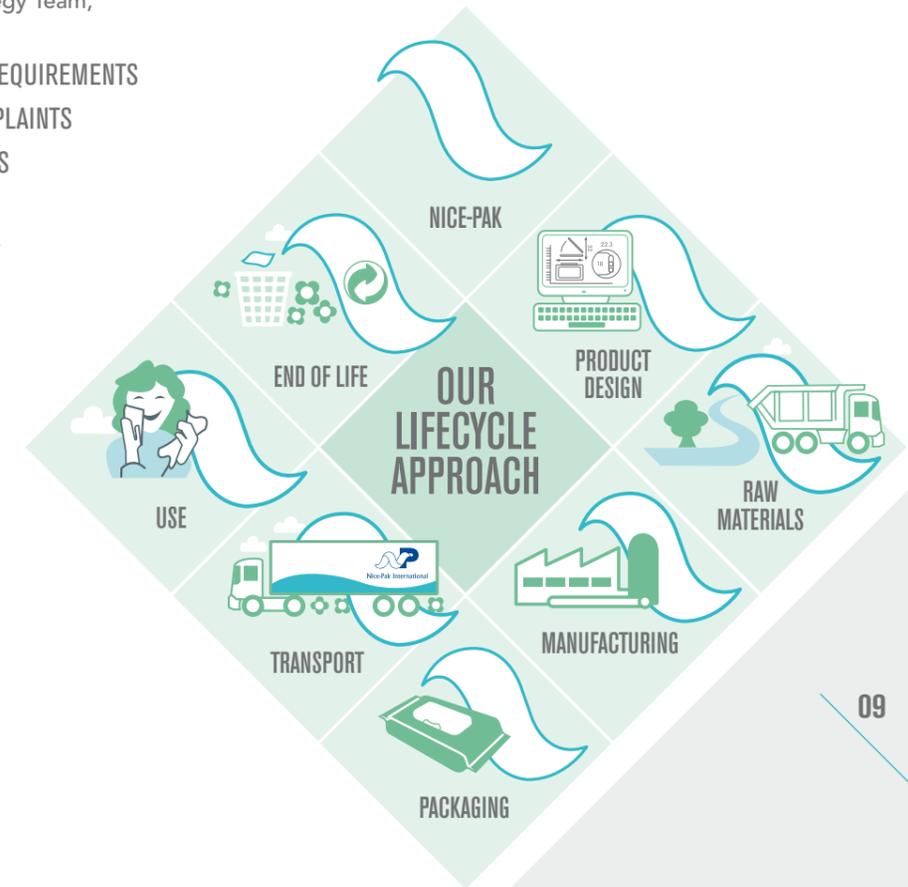
Another group, the Environmental Strategy Team, regularly reviews:

- RELEVANT LEGAL AND REGULATORY REQUIREMENTS
- ENVIRONMENTAL INCIDENTS OR COMPLAINTS
- EFFECTIVENESS OF CONTROL SYSTEMS AND DOCUMENTATION
- RESULTS OF INTERNAL AND EXTERNAL SYSTEM AUDITS
- REQUIREMENTS FOR PROCEDURAL AMENDMENTS

LIFECYCLE APPROACH

Nice-Pak takes a whole lifecycle view of our responsibilities, from product design and sourcing through to manufacturing, packaging, distribution, consumer use and end of life disposal.

We consider relevant environmental, economic and social issues throughout our product lifecycle, aiming to reduce any negative impacts and add value wherever possible and practical.



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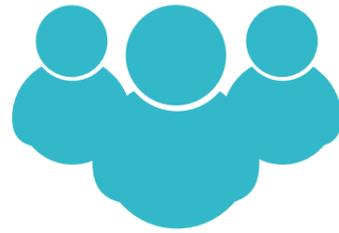
KEY AREAS OF FOCUS

We have identified five areas of most significance to our business and stakeholders and focus our CR efforts, measurement and reporting, on:

-  COMPONENTS & CHEMISTRY
-  MATERIALS EFFICIENCY
-  ENERGY USE
-  WATER IMPACT
-  PEOPLE & COMMUNITIES



OUR STAKEHOLDERS



SHARING INSIGHTS

At Nice-Pak, we have identified our key stakeholders as our customers, consumers, employees, suppliers, trade associations, governmental agencies and local communities.

At every stage of our value chain – from supply to end of life – we aim to build long-lasting and trusting relationships. This not only enhances our own competitiveness, it enables us to share the benefits of our success with others.

LISTENING AND SHARING

Engaging with different stakeholders enables us to keep ahead on product, manufacturing and packaging technology and to keep abreast of regulation. It also informs what we do to meet employee, market and consumer expectations.

We see stakeholder engagement as a two-way process with benefits for all involved. For example, we share consumer, regulatory and product insights with our customers. In turn, they keep us informed of the pressures they can face from NGOs on ingredients. We look for solutions by talking with trade organisations and our suppliers. Through our trade associations, we also talk with water companies about consumer disposal of wet wipes.

Working closely with local government partners, we are able to support the creation of employment and work experience opportunities, which returns value to the local economy and communities. We use local colleges to provide vocational training and qualifications for our staff, which helps us to develop and retain talent. Our employees can study real-life workplace issues as part of their course and use what they have learned to improve our practices and deliver the quality our customers and consumers expect.

OUR VALUE CHAIN



PRODUCT DEVELOPMENT



OUR COMMITMENT

Nice-Pak will design, manufacture and deliver products featuring sustainable materials and formulations.

SUSTAINABLE CHOICE

The wet wipes market continues to be highly price sensitive. This requires us to constantly look at innovative ways of developing products which offer customers a wide choice while remaining competitively priced.

We are committed to developing and offering a variety of product options that meet various environmental and sustainability objectives. Within our portfolio we offer wipes that are:

- NATURALLY DERIVED
- PARABEN, PRESERVATIVE OR PALM-OIL FREE
- NATURALLY FRAGRANCED OR FRAGRANCE FREE
- FULLY BIODEGRADABLE
- COMPOSTABLE

SUPPLY AND DEMAND

The latest Ethical Consumer research shows that UK consumer spend on ethical cleaning products has increased by 3%, but there has been a 1% drop in the ethical cosmetics market.¹

From our perspective, FSC-registered products have been widely taken up by customers and there is growing recognition of the Nordic Ecolabel outside Scandinavia. For household wipes, we have seen increasing demand for the AISE Charter for Sustainable Cleaning.

However, sustainable materials, ingredients and certification still come at a cost premium which appears to be inhibiting demand for ethical products within the wet wipes market.

SUSTAINABLE SUBSTRATES

The majority of wipes that we manufacture are made from nonwoven spunlace, which is a mixture of naturally-derived materials such as viscose and synthetic fibres such as polyester or polypropylene.

Nice-Pak holds Forest Stewardship Council (FSC) chain of custody for our 100% pure viscose or viscose-derived substrates. We are also committed to retaining the following respected sustainability certifications for specific registered products:



¹ Ethical Consumer Markets Report 2013

SOURCING



PRODUCT STEWARDSHIP

PALM OIL PROS AND CONS

Palm oil is an ingredient that is widely used in consumer goods – from cosmetics through to foodstuffs – as well as biofuels. It is popular for many reasons, including its versatility and high production yields, which make it very cost effective. Around 85% of the global supply is produced in Indonesia and Malaysia, where approximately 4.5 million people earn a living from it.

Palm oil has become a focus of international campaign groups and non-governmental organisations (NGOs) due to some environmentally and socially unsustainable practices in the industry. These include the deforestation of endangered species' habitats as well as plantation developments that have violated communities' and workers' rights.

SUSTAINABLE PALM OIL

The Roundtable for Sustainable Palm Oil (RSPO) was set up to address these issues by promoting the production of palm oil while protecting the environment and adding value to producer communities. It brings investors, consumer goods manufacturers and retailers together with growers, processors, traders, NGOs and development organisations.

While some campaigners call on companies to stop using palm oil, the RSPO does not see this as a sustainable solution. As palm trees are so productive, replacing them with other crops would require far more land, leading to greater loss of habitat. Also, stopping production would adversely affect the livelihoods of millions of farmers and their families.

GREENPALM

Nice-Pak was the first wet wipe manufacturer to become a member of GreenPalm. We have voluntarily made a decision to bear the additional cost ourselves of sourcing all of our palm oil and palm kernel oil as certified GreenPalm as a minimum.

GreenPalm works by paying a premium to certified growers and mills who can prove they are environmentally and socially responsible, are not destroying primary forest and are improving their operations.

OUR COMMITMENT

Nice-Pak will work with suppliers to improve the sustainability of materials used in our products.

Their oil is fed into the general supply chain and end-users, like Nice-Pak, purchase certificates to demonstrate our commitment to advancing production of RSPO-certified palm oil.

There are other sources of sustainable palm oil – termed 'segregated' and 'mass balance' – which global brands and retailers are coming under pressure to switch to. For certain raw materials, Nice-Pak is able to source these options for customers willing to accommodate the additional costs charged to cover the increased infrastructure and associated auditing requirements.

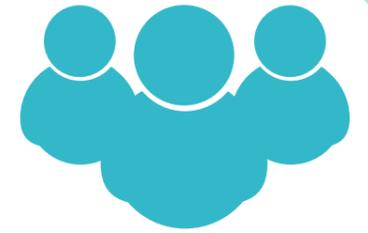
CHAIN OF CUSTODY

Every company that supplies Nice-Pak must:

- pass a **Supplier Qualification** process requiring them to uphold international ethical standards on labour and human rights
- complete a **Raw Material Chemical Information Sheet** for every single chemical they supply to us.

The information sheet requires a declaration on a wide variety of CR issues, including origin of components, genetically modified organisms, biodegradability, sustainability and compliance with EU regulations.

SUPPLIER RELATIONSHIPS



Nice-Pak works with thousands of suppliers worldwide. Of these, nearly one in seven is based within 50 miles of our head office and manufacturing site in Flint, North Wales. We take great pride in developing long-lasting relationships with our key suppliers. As our business has grown, our continued trade and collaboration has enabled other companies to thrive and expand, adding value to local economies.

The support of Nice-Pak has been instrumental in the growth of our business to 130 people and the new product development (NPD) within Nice-Pak's operation has been fundamental to our own NPD and technical innovation.

Americk Systems Labelling – a supplier for 10+ years, based 6 miles from Flint

The Nice-Pak work has enabled us to employ another 15 permanent operatives, bringing our regular work force up to 45. In addition to the trading relationship, the help and guidance we have received from Nice-Pak has been invaluable in supporting us through our programme of accreditation to externally audited standards.

Jonarve Ltd – a supplier for 15+ years, based less than 1 mile from Flint

Since the commencement of our commercial dealings with Nice-Pak, our own company's turnover has increased every year. To cope with the increased levels of business, we have constantly added to our workforce, recruiting locally, while continually investing in the very latest technologies and training all staff to high levels of technical competence.

Propack Thermoforming Ltd – a supplier for 15+ years, based in Greater Manchester

ENERGY & EMISSIONS



OUR COMMITMENT

Nice-Pak will demonstrate continuous improvement in our energy efficiency and use of renewable energy to reduce greenhouse gas emissions across all manufacturing and transportation operations.

REDUCING IMPACTS

Using energy more efficiently across our three European sites is a priority. It not only helps us to reduce our carbon footprint, it also supports us in remaining competitive in a very price-conscious market. As a large-scale manufacturer, Nice-Pak participates in the UK government's CRC Energy Efficiency Scheme.

ENERGY EFFICIENCY

During 2013, we increased overall production by nearly 7% resulting in higher consumption of gas and electricity in absolute terms. However, as total energy usage increased by just 5%, our energy consumption per 1000 packs manufactured fell for the fourth consecutive year. This was accompanied by a 6.1% reduction in carbon emissions per 1000 packs produced. Wigan recorded our most impressive energy-efficiency gains.

Through our sub-metering programme at Flint, we are building a full year's baseline data to assist in evaluating further energy-saving potential for the future.

ENERGY KWH/1000 PACKS (ALL SITES)



CO2 KG/1000 PACKS (ALL SITES)



LIGHTING

Our programme of investment to upgrade and replace our lighting systems continued throughout the year. We completed the refit of our Magdeburg factory with LED lighting now installed throughout the site.

At Flint, we have replaced approximately one third of bulbs with energy-efficient LED lights to date. We have also rolled out our programme of installing roof lights to increase the amount of natural daylight. The new fixtures are accompanied by sensors that automatically control the use of artificial lighting according to prevailing light levels.

TRANSPORT EFFICIENCY

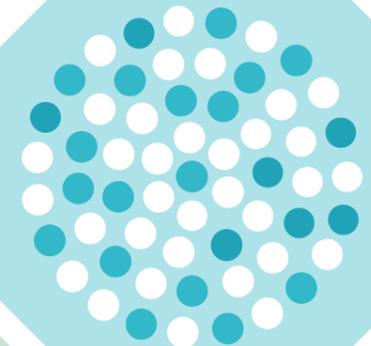
We are pursuing several initiatives to reduce transport-related emissions. These include the provision of local third-party warehousing for our factory in Wigan, which has enabled us to reduce shunting between our two UK sites, saving around 44,000 miles per annum.

Nice-Pak is also taking part in a 10-year UK government-backed trial to assess the environmental and infrastructure impacts of using an extended truck trailer. We have been granted one of a very limited number of licences for a trailer that can carry an extra eight pallets per load.

This saves the equivalent of a Flint-Wigan round trip per day, reducing our annual road transport by an additional 18,000 miles. In total, we calculate that these two measures have saved around 120 tonnes in CO₂ emissions.

RENEWABLE ENERGY

Our sites at Flint and Wigan have contracts in place for the supply of green electricity until October 2015. Beginning February 2014, our site in Magdeburg will increase its renewable energy tariff from 10 to 100%.



**120t
CO₂ SAVED**



10 > 100%

WATER IMPACT



OUR COMMITMENT

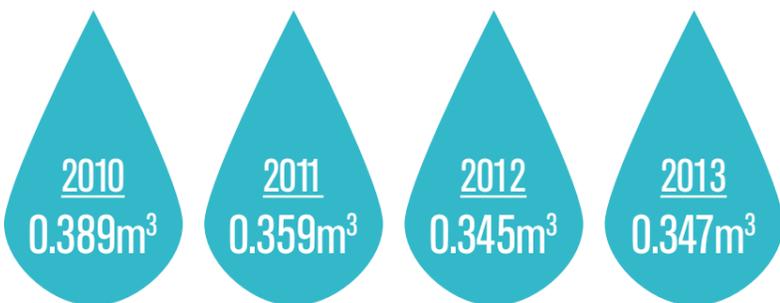
Nice-Pak will reduce the use of water in our facilities and improve the impact on downstream water quality.

A VITAL INGREDIENT

Water is a primary ingredient used in the formulation of every pack of wet wipes. It is also required in large quantities for cleaning machinery. As our business grows, so too does our demand for water.

Our total water consumption has increased over the past four years, in line with production. In 2013, the average consumption per unit increased slightly, but remains below our 2010 baseline year:

Average water consumption per 1000 units:



REDUCING CONSUMPTION

Our scientists continually develop formulations so that our products contain only the necessary level of ingredients, including water. Throughout the production cycle, our strict quality control measures require frequent monitoring of pack weight as an indication of moisture levels. Liquid levels are carefully controlled and wastage minimised through subsequent adjustments to production equipment.

EQUIPMENT CLEANING

Over the course of 2013, we have been upgrading facilities at Wigan to enable the factory to follow Flint's best-practice processes for cleaning equipment using less water. Engineering and programming works have been initiated and the new system is expected to be fully functional following modifications to the physical infrastructure, due for completion mid-2014.

DOMESTIC WATER

Approximately 90% of our water consumption is required for operational processes. Our Flint site's domestic supply – for toilets and kitchens – comes from Welsh Water. We have recently worked with them on a survey of our premises and usage. No leaks were identified and we have since implemented their advice on water-saving measures.

WASTE WATER

In terms of the benefits we were anticipating from our investment in an onsite effluent treatment system in Flint, it was a disappointing year. The equipment required excessive unforeseen cleaning and was temporarily shut down. In order to meet our obligations on chemical oxygen demand (COD), we had to revert to tankering effluent with high COD levels offsite for treatment.

The onsite treatment system has been reviewed and upgraded with new filtration components and we hope to restart it in May 2014.

Across our three sites, 2013 effluent COD levels dropped by a fifth (21%) compared to 2012 and are now almost half (43%) their 2010 levels.

PACKAGING



OUR COMMITMENT

Nice-Pak will work to reduce the size, weight and complexity of our packaging and to improve the sustainability and recyclability of its components.

CONTINUED PROGRESS

We offer our customers a huge variety of packaging formats designed to meet all transportation, storage and retailing needs, including:

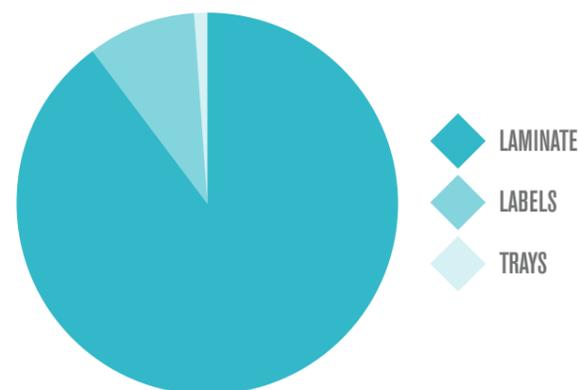
- FLOW WRAPS, LIDDED PACKS AND RIGID TUBS
- MULTI-BAGS AND CARRY HANDLES
- DISPLAY TRAYS, SHELF-READY PACKAGING AND PALLET DISPLAYS

Packaging is constantly redeveloped with the aim of increasing its sustainability without compromising functionality and performance, even at extremes of temperature.

PLASTIC PACKAGING

Nice-Pak was the first wet wipe manufacturer to develop a non-laminated HDPE flow wrap that can easily be recycled via retailers' carrier bag recycling facilities.

However, as the vast majority of our packaging is made of laminated materials, which are not readily recyclable, the best environmental option is to focus on materials reduction. During 2013, small reductions in the weight of individual laminate packs, labels and display trays added up to an overall annual saving of 180 tonnes of plastic packaging.



180 TONNES SAVED

PAPER PACKAGING



of our paper packaging is made from recycled pulp (2012: 80%)

of our paper is purchased from suppliers who are 100% FSC certified (2012: 70%)

By reducing basis weights by 6%, we were able to save a total of 420 tonnes of corrugated packaging in 2013. We calculated that a further 2% reduction in paper could be achieved by removing pallet pads where they serve no functional purpose.

WASTE & RECYCLING



OUR COMMITMENT

Nice-Pak will use materials in the most efficient manner possible to reduce the creation of waste and steadily increase the amount of waste recycled.

ZERO TO LANDFILL

Through the use of better tracking systems, we now have more robust data that gives a clearer picture of our waste and its sources. For instance, we have ascertained that the majority of our liquid waste by value originates from a particular machine group. We have invested in additional parts to enable us to conduct various trials aimed at improving usage efficiency.

NONWOVENS WASTE

Our biggest challenge is post-production nonwoven towel waste for which there are limited end markets. Our nonwovens waste from Flint is sent for recycling, but there are currently no suitable recycling outlets for Wigan and Magdeburg.

Nice-Pak's aim is to send zero waste to landfill across all our operations. Magdeburg became our first factory to achieve zero landfill in 2013 through the careful segregation of its waste. Paper, plastics and cardboard were sent for recycling and all non-hazardous waste – including nonwoven materials – went to an energy from waste (EfW) reprocessing plant.

Wigan also sends its waste nonwovens to an EfW processor. In the past year, the plant increased the volume of waste sent to EfW by 11%. While this has beneficial environmental returns, the economic cost is equivalent to landfill. Having focused on improving processes and performance within the factory in 2013, we have introduced the most ambitious waste reduction targets ever set for Wigan.

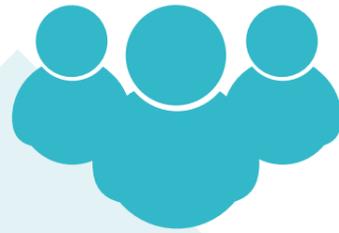
RECYCLING BENEFITS

All waste from our Flint factory is segregated, compacted on site and sent for recycling. Across the whole site, all waste is recycled with the exception of food waste from the canteen. Two studies are being undertaken with the aim of increasing site-wide recycling volumes still further.

As part of their NVQ Level 3 training, one Flint employee has chosen to study our canteen and office waste as their workplace project. Working in collaboration with tutors at the local FE college, they are analysing the waste produced and investigating options for dealing with it environmentally.

A capital expenditure study is also underway as a business improvement technique. Working with Flintshire County Council, we are calculating the value of the investment needed to build a compound to house additional recycling bins on our north site and to provide more bins for use indoors.

TOP EMPLOYER



OUR COMMITMENT

Nice-Pak will foster a culture of sustainability throughout the business, encouraging openness, accountability and innovation among our employees.

BEST PLACE TO WORK



Following an intensive and robustly-audited process during 2013, the Top Employers Institute certified Nice-Pak as a UK 'Top Employer' at the beginning of 2014. Certification is only awarded to the very best employers around the world. We are the only company based in Wales to be given the accolade.

The Institute said that its comprehensive independent research revealed that:

"Nice-Pak International provides exceptional employee conditions, nurtures and develops talent throughout all levels of the organisation and has demonstrated its leadership status in the HR environment, always striving to optimise its employment practices and to develop its employees."

The certification is designed to be a sustainable process of continuous development. Following the award, each winner is given the opportunity to share data with five others, to enable companies to benefit collectively from the best practice developed by individual employers. Nice-Pak's aim is to learn what it takes to become a Top Ten top employer and to rank among that elite group.

RECRUITMENT AND RETENTION

The areas where Nice-Pak has its operations have generally higher unemployment levels than many locations in the UK or Germany.

At the end of 2013, Nice-Pak employed a total of 920 people across our three European sites, up from 875 in 2012. This increase resulted from the introduction of new shift patterns to cater for increased customer demand and production needs. Wigan and Magdeburg have both switched to four shifts to enable 24-hour operations seven days a week.

Nice-Pak also benefits from a high percentage of long-serving staff, with a turnover rate at Flint of just 2.1% - well below the local average of 5-6%. At the end of 2013, over three quarters of employees had been with us for five years, half had served for a decade and one in five had been employed for at least 15 years.

DEVELOPING TALENT

In conjunction with our local FE provider, Deeside College, we have been actively supporting 62 employees in Flint to gain vocational qualifications. 23 are now studying for NVQ Level 3.

In 2013, we took part in a pilot for Jobs Growth Wales - a programme from the Welsh Government aimed at young people aged 16 -24 who are job-ready but have been unable to find employment. Our pilot involved providing paid employment with on-the-job training for three young people for six months. The aim is to improve the employability of participants and to take them on, where possible.

Nice-Pak was able to offer one permanent role and we are now working with Jobs Growth Wales on a 12-month apprenticeship programme including NVQ training.



During the 6 month Jobs Growth Wales role at Nice-Pak, I was able to improve my IT knowledge from the training I received from colleagues, which involved me troubleshooting system issues and equipment faults. This in turn helped me vastly improve my communication skills as I was speaking with users in Flint, Wigan and Germany on a daily basis. Thanks to the training I received and the confidence I gained throughout my placement, the company were kind enough to offer me a full contract.

Mark Worrall, IT Support Analyst



Nice-Pak is a major customer for us and we have supplied them for over 15 years from two plants based locally in Mold and Stalybridge. Our long association has enabled both businesses to not only offer secure employment for our respective workforces but a strong base to continually invest in growing both our companies.

Smurfit Kappa



EMPLOYMENT CONFIDENCE

Nice-Pak not only has long-serving staff, we also pride ourselves on our long-lasting relationships with suppliers. Sustained business over many years gives our suppliers the confidence to invest, which results in additional employment opportunities locally (see p13).

QUALITY ASSURANCE

ETHICALLY AUDITED

Nice-Pak is certified to the following internationally recognised quality standards:



ISO 9001 Design and manufacturing
Flint – Magdeburg

ISO 13485 Medical products
Flint

ISO 14001 Environmental management
Flint – Magdeburg

ISO 22716 Cosmetics manufacturing
Flint – Magdeburg - Wigan



British Retailer Consortium
Global Standard
Flint – Magdeburg - Wigan



Forestry Stewardship Council
Chain of Custody
Flint – Magdeburg – Wigan



Charter for Sustainable Cleaning
Flint – Magdeburg – Wigan

PRODUCT QUALITY

In 2013, Nice-Pak strengthened its approach to quality assurance with the creation of a high-level role and appointment of a Quality Assurance Manager focusing on product quality and improvement measures. Due to the strong correlation between quality and waste improvement, the Quality Assurance Manager is also working closely with colleagues responsible for waste management.

INDEPENDENT AUDITS

Nice-Pak is regularly audited to check adherence to both industry and customer standards. During 2013, the company underwent 28 independent audits. The frequency and nature of these independent audits reinforces customers' confidence in Nice-Pak's commitment to achieving the highest ethical and environmental standards.

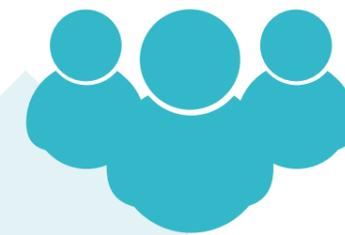
ETHICAL AUDITS

Ethical audits accounted for approximately 14% of the total, most frequently initiated by our retailer customers. These comprehensive audits typically include:

- SCRUTINY OF EMPLOYMENT CONTRACTS AND PAYSLEIPS
- INTERVIEWS WITH FACTORY STAFF, WITHOUT THEIR SUPERVISOR
- A FACTORY TOUR TO ASSESS HEALTH AND SAFETY
- ENVIRONMENTAL MEASURES
- ADHERENCE TO THE ETHICAL TRADING INITIATIVE (ETI) ON CHILD LABOUR
- SUPPLY CHAIN DECLARATIONS

Nice-Pak is now a member of Sedex – the supplier ethical data exchange. This benefits suppliers in multiple supply chains who only need to complete one Sedex questionnaire, rather than one for every customer.

SCHOOLS AND COMMUNITIES



OUR COMMITMENT

Nice-Pak will use our industry leadership position to continue to support the vibrant communities in which we source, manufacture and deliver our products.

PLAYING AN ACTIVE ROLE

SCHOOLS' PROGRAMMES

Over the past year, Nice-Pak has increased its involvement with local schools in Flint and Magdeburg. In both locations, we are supporting the development of future talent through our involvement with business studies activities.

WORK EXPERIENCE

In Wales, we have been working closely with Mold Alun School, offering:

- SITE VISITS
- WORK EXPERIENCE
- MENTORING AND
- SUMMER PLACEMENTS

In 2013, a number of Year 12 BTEC students took part in a one-day R&D site visit, which aimed to give them an insight into the world of work and specifically into the application of science in industry and laboratory design.

"The visit was really beneficial and tailored to our needs. The students have now had a detailed insight into science in industry and I am sure it will enhance their understanding of the assignments we do in school."

Hayley Evans, teacher, Mold Alun School

Over the summer holidays, we offered work placements for two students, giving them practical hands-on experience of work in sales and marketing. This proved invaluable for the young people's CVs and university applications.

BUDDING JOURNALISTS

In Germany, we have been working with students at Petri-Sekundarschule Schwanebeck, who are aiming to improve their knowledge of business and communication skills.

Students aged 13-16 have been producing a twice yearly company newsletter for Nice-Pak employees to read. They are set a theme and then set to work to find relevant and interesting information and stories.

CHARITABLE SUPPORT

We continued to support charities and good causes local to our factories. In the UK, we donated a total of £6,000 to our hospice partners:

- NIGHTINGALE HOUSE HOSPICE IN WREXHAM, WHICH CARES FOR ADULT PATIENTS
- CLAIRE HOUSE HOSPICE IN THE WIRRAL, WHICH LOOKS AFTER CHILDREN WITH TERMINAL ILLNESS

This takes our total contribution to these two charities over the past four years to over £40,000.

Following the devastating floods that hit Eastern Europe in 2013, our Magdeburg factory made a substantial donation to help rebuild a local kindergarten in Barby that was severely damaged by the floodwaters.

CONSUMER BEHAVIOUR



OUR COMMITMENT

Nice-Pak will design products with consumer use in mind, further improving the user experience by embedding sustainability as a key aspect of quality.

INSIGHTS AND IMPACTS

CONSUMER INSIGHTS

To deliver on these sustainability commitments, we have to understand and engage with consumers. We invest significantly in consumer and category insight, which benefits both our customers and the consumer alike.

By conducting regular consumer insight studies, we are able to identify which aspects of sustainability are most important for wet wipe buyers and users. This knowledge directly informs our product development work and enables us to maximise the likelihood of success for sustainable products.

DISPOSAL IMPACTS

Nice-Pak has been at the forefront of the new EU guidance on the flushability of wet wipes (see p7). Consumer awareness, however, is key. Nice-Pak is working with our customers to help ensure that the Do Not Flush logo or other relevant flushability information is consistently included when designing packaging.

Through our trade and industry association, EDANA, we are involved in meetings being convened between the nonwovens industry and major water companies. Working together, we hope to be able to reduce the adverse environmental impacts of sewer abuse.

OUR COMMITMENT

Nice-Pak will create products that reduce the environmental impact of their disposal, including the impact on water treatment systems.



FURTHER INFORMATION

GO ONLINE

Visit www.nice-pak.co.uk for the following:

Electronic copies of this report

A German translation of this report

Further information about our company and products





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