



PakMarkas

Sustainability Report **2023**



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Dear readers,

Having recently joined a company with a strong reputation and many years of experience, I see the foundations of sustainability firmly laid here: well-being of employees, honest and ethical operations, professional satisfaction of customer needs, green investments, partnership. The foundation of sustainability will continue to be one of the main directions of PakMarkas' operations, the growth of which is based on continuous

improvement, optimization and increasing efficiency. Undoubtedly, one of the most prominent works of the past year, in order to contribute to the growing need for circular solutions, became the production of flexible paper and homogeneous plastic packaging. In order to strengthen our capacity in the field of recyclable packaging, we invested more than half a million in new printing equipment.

Aidas Mackevičius
General Manager

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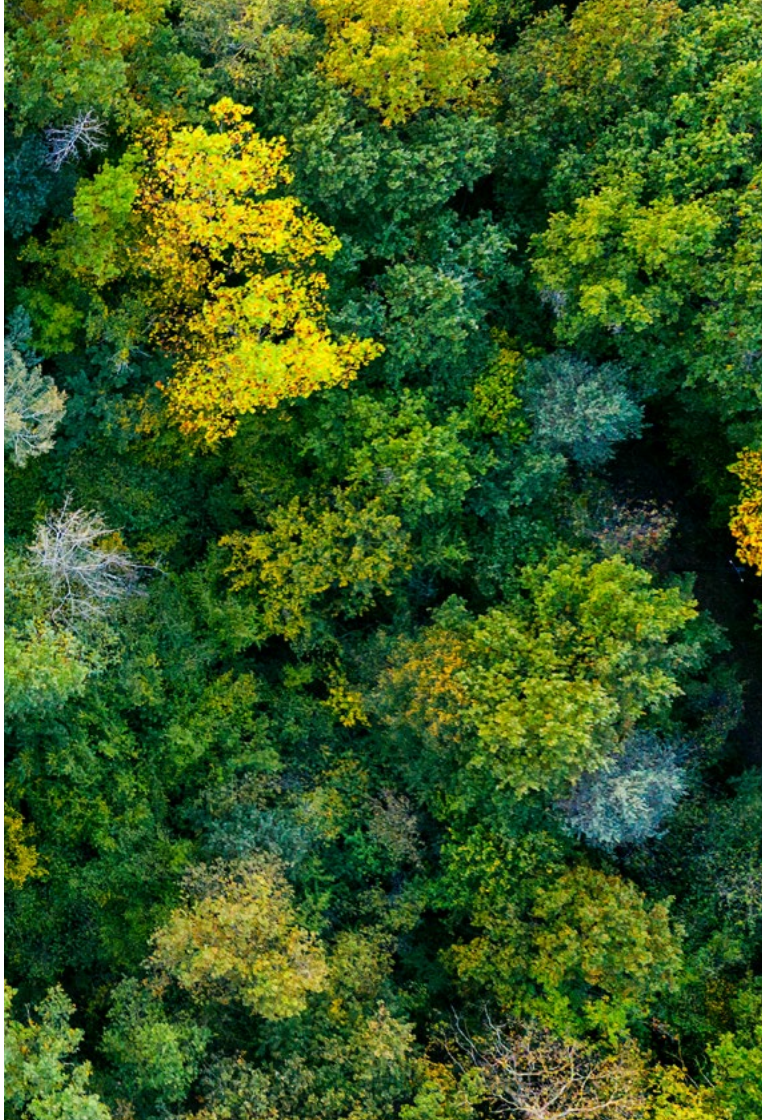
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About the sustainability report

Our annual sustainability report covers PakMarkas' financial year, which begins on January 1 and ends on December 31. The purpose of the report is to reveal environmental, social and corporate management-related business practices to our stakeholders for the sake of transparency. This report was prepared in accordance with the recommendations of the Global Reporting Initiative (GRI) standards. If you have any questions or suggestions regarding the sustainability report, please feel free to email them to kokybe@pakmarkas.lt



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About the company

PakMarkas is one of the leaders in product labelling, engineering packaging and production automation solutions in the Baltic countries. We are a company with Lithuanian capital, counting more than three decades of operation. We stand out in the market by offering our customers a complete solution from a single source - from packaging and bottling line design, automation, service with spare parts to label and packaging printing.

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Facts and figures 2023

Turnover 2023

Pakmarkas, UAB
27 114 300

Consolidated
30 893 483

Export

29,5 %

MWh of green energy

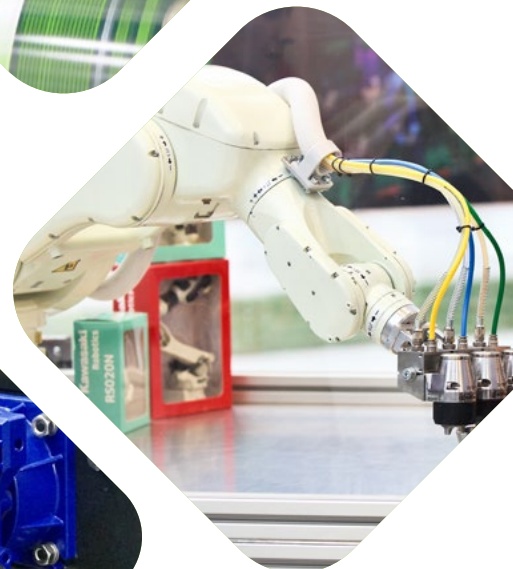
2 335 834

GHG content

**431,42 t lower
CO₂ footprint**

The future

**more than 0,5 million
investments in
production automation**



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Management model

According to the Articles of Association of the company, the management bodies include the general meeting of shareholders, the management board, and the CEO. The CEO is the head of administration of the company who organises the company's economic operations within the scope of the powers granted to him. Strategic decisions relating to sustainable operations are made by the board in collaboration with the CEO.

Partners and certificates

In 2023 we continued cooperation with organizations, deepening specialized knowledge and extending certificates relevant to our operations.

CERTIFICATES

- Environmental management certificate ISO 14001
- Quality management certificate ISO 9001
- Packaging and packaging material standard BRCGS
- Forest management standard FSC
- Returnable container labelling system standard DPG

MEMBERSHIP IN ORGANIZATIONS

- Lithuanian Responsible Business Association, LAVA
- Lithuanian Printers Association, LISPA
- Lithuanian Engineering and Technology Industry Association, LINPRA
- Chamber of Commerce of Germany and the Baltic States, AHK
- The Public Institution The future of nature



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Our strategy

Creating a sustainable future is shaping today's industry, which is driving circular solutions in the packaging sector. We implement our strategy by keeping pace with these market changes, including growth in domestic and export markets, acquiring the necessary competencies, reducing production resources, implementing innovations and offering the most suitable solutions for the market.

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Changes in the packaging market

The European Union sets big goals, and recycling of packaging is just one of the steps on the way to a climate-neutral continent in 2050. It is aimed that by 2030 all packaging on the market would be recyclable. This industrial transformation is driving long-term value-creating innovation in both society and business groups.



Users

There is a growing circle of people around the world who, in addition to price and quality, are paying increasingly more attention to the environmental impact of the product and its packaging. Growing awareness is influencing the emergence of more environmentally friendly packaging.



Customers

Consumer behaviour and European Union regulation encourage trading and manufacturing companies to turn to partners who can help them achieve their commitments: reducing the CO₂ footprint, changing packaging to recyclable, reducing the volume of packaging.



Value chain

All parts of the supply chain, from raw material producers to retail networks, are increasingly working together to achieve important systemic changes for the future of packaging recycling in a circular economy.

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A description of significant impacts, risks and opportunities and their relation to the company's strategy

The head of the quality department annually takes care of reviewing the list of risks and opportunities for the current year. The list covers workforce, production solutions, transport, reputation and other areas of significant impact, including environmental, social and governance aspects. We review the risks and opportunities of the company's operations at meetings with the heads of individual departments, during which the relevance and probability of the risks are assessed (on a scale from 0 to 10), and actions designed to reduce possible risks are drawn up. Responsibilities for significant impacts, risks and opportunities are assigned to department heads according to competencies.

PakMarkas' sustainability index

In order to assess the maturity of the company in the field of sustainability in 2023, we calculated the sustainability index, which helped to identify areas for improvement. To calculate the index, we filled out a sustainability questionnaire, which consists of 32 questions from four areas:

- The importance of sustainability
- E – Environmental protection
- S – Social impact
- G – Governance

The sustainability index was presented by "Verslo žinios" together with the project partner Swedbank.

Sustainability assessment of PakMarkas, UAB



The importance of sustainability - 1.35

Environmental rating - 2.68

Social sustainability rating - 2.09

Governance rating - 2.14

The maximum possible sustainability rating is 10 points.

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Stakeholder engagement

We work with our stakeholders to understand their expectations and needs and to ensure that our operations are in line with the wider public interest. Our main stakeholders are B2B customers, employees, shareholders, state institutions, financial organizations, associations, partners, local community.

B2B customers	We invite our customers to participate in surveys in which we seek feedback on the quality of service and products. The obtained data helps to form communication strategies with customers, contributes to the expansion of the assortment.
Employees	We collect feedback from employees during regular meetings by conducting surveys. Considering their opinions, we create additional benefits, adjust internal processes, otherwise improve the work environment.
Shareholders	Information sharing takes place during regularly organized management board meetings. Mutual information is important in maintaining the long-term strategic direction of responsible business.
State institutions, financial organizations, associations, partners	Face-to-face meetings help to better hear and understand prevailing problems, planned legal changes, prevailing trends.
Local community	We maintain relations at official meetings and community events. Continuous cooperation helps to employ local residents, to hear each other's needs and problems, and to share cultural differences.

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Environmental protection area

Environmentally safe operations

In the environmental protection policy, we commit to:

- Implement solutions to prevent environmental pollution
- Identify and implement opportunities to reduce negative environmental impact
- Use natural resources rationally, focus on the use of renewable resources
- Work only with responsible suppliers focused on environmental protection
- Encourage customers and the public to choose sustainable products decisions



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Development of sustainable packaging

Responding to new sustainability trends in the packaging market, in 2023 we continued to develop printing technologies on environmentally friendly materials.

Over the past year, we have worked out the structures of flexible packaging and heat shrink labels:

FLEXIBLE PACKAGING

- Homogeneous mono-packaging.
- Recyclable paper packaging.

This 100 percent recyclable packaging, perfect for contact with food, providing possible barrier to moisture and oxygen. It can be used for primary and secondary packaging.

HEAT SHRINK LABELS

Heat shrink labels can be of three types:

- We use polyolefin (PO) to produce heat shrink labels. Polyolefin is an easily recyclable material that helps reduce waste and conserve resources.
- Labels are made of thin film – only 30-micron PETg material is used.
- Films with 30% of recycled plastic. They contain 30% PCR (post-consumer recycled material).



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Responsible approach to nature

We aim to work without having a negative impact on biodiversity and the ecosystem. We ensure this by constantly monitoring the pollution components (air, wastewater) generated during the company's operations, by performing regular inspections. We regularly submit the results to the responsible authorities. We are constantly looking for solutions that help reduce the emissions of solvents, paint waste and dirty cloths used in the production process. In 2023, we started implementing an investment project, which envisages the purchase of a fully automated washing machine for printing forms and shafts. These devices completely wash and dry the shafts and printing forms. New technological solutions will make it possible to significantly reduce the amount of environmentally hazardous waste.

Green energy

All the electricity we buy is green. By purchasing energy produced from renewable sources, we saved 1,186 t of CO₂ emissions in 2023.



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GHG emissions

Lithuania, along with other EU countries, is committed to reducing GHG (greenhouse gas) emissions by 40% by 2030 (compared to 1990). Since the industrial sector emits about 15% of the annual amount of GHG in Lithuania, the calculation of the CO₂ footprint in companies and the effort to reduce it becomes the priority of the company that nurtures sustainability as one of its essential values. Based on the GHG gas protocol, ISO standard (LST EN ISO 14064-1:2012), PakMarkas prepared a methodology for calculating the CO₂ footprint in 2021, defined the assessment limits and calculated the CO₂ footprint left by the company for the first time.

Assessment limits

SCOPE 1: DIRECT AMOUNT OF EMISSIONS

In PakMarkas' operations, direct GHG emissions consist of the fuel used by the company's car fleet and forklift truck. Also gas used for heating the premises of the company and cooling agents in the company's cooling system.

SCOPE 2: EMISSIONS FROM ENERGY PURCHASES

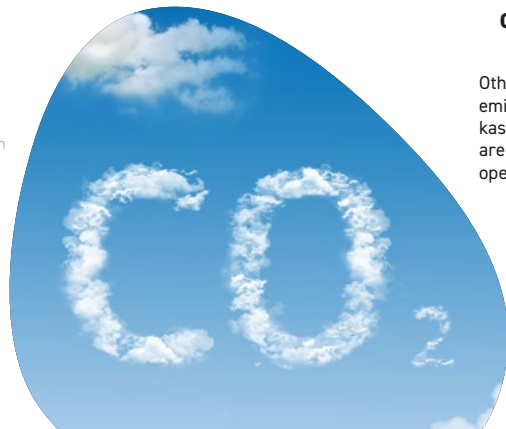
In the company, indirect GHG related to the energy used consists of electricity.

SCOPE 3: OTHER INDIRECT (SUPPLY CHAIN) EMISSIONS

Other sources include other indirect emissions that are important in PakMarkas' operations. In the company, these are water and wastewater, waste, car operation and flights during work trips.

Comparison of CO₂e emissions in 2023 and 2022

Source of emissions	Amount of emissions, t	
Year	2023	2022
Fuel	124,65	158
Gas	78,24	99,9
Electricity	0	228,7
Wastewater	4,29	2,9
Non-recyclable waste	21,92	347,3
Non-recyclable waste (incinerable)	15,13	-
Recyclable waste	0,59	1,6
Car operation	141,15	147,2
Flights	175,71	7,6
Total amount	561,67	991,5



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After evaluating the data for the year 2023, it can be seen that CO₂ footprint left by Pakmarkas, UAB was almost 431.42 t less compared to the year 2022.

The fact that the company managed to separate non-recyclable incinerable waste contributed the most to this. Gas consumption was also monitored more efficiently during heating, which reduced the footprint by 21.58 t. Due to purchasing green electricity, the CO₂ footprint has become zero. The company also has a solar power plant, which generated about 6 percent of total electricity used.

Future perspectives

From the obtained data, it can be seen that the most significant part of the CO₂ footprint is left by employee business trips by plane, followed by cars in use and the fuel they use. After evaluating these results, the company's priority remains the renewal of the car fleet, the search for non-recyclable waste processing solutions and their application in the company's operations.

GHG reduction targets

We understand that there are increasing demands on companies to disclose climate change-related objectives that will contribute to reducing the impact of climate change. At the moment, we have not set any specific CO₂ reduction targets yet. However, we aim to continue to calculate the CO₂ footprint left by the company every year, assess the dynamics of emissions changes, identify the main sources of the CO₂ footprint and look for ways to reduce emissions.

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Monitoring of resource use

			2021	2022	2023
Electricity	Electricity consumption	KW/h	2 870 000 ↑	2 522 884 ↓	2 335 834 ↓
		KWh/m ²	0,16	0,14 ↓	0,15 ↑
Sources of pollution	Amount of waste water pollutants discharged	kg	27	22 ↓	20 ↓
		kg (per employee)	0,12	0,11 ↓	10 ↓
	Pollution with VOC (volatile organic compounds)	t	10,0	8,3	9,6 ↑
	Fines for environmental pollution	Eur	0	0	0
Raw materials and waste	Amount of used packaging materials	m ²	18 200 000 ↑	18 600 000 ↑	19 000 000 ↑
	Label waste	t	1300 ↑	686,29 ↓	679,12 ↓
	Other waste sent for recycling	cardboard, t	31,7 ↑	21,56 ↓	28,0 ↑
		BOPP, t	4,76 ↑	4,06 ↓	4,0 ↓
Water	Amount of water used	m ³	2 549	2 761	2 093 ↓
		m ³ (per employee)	12	13 ↑	11 ↓

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We aim for every employee of the company to feel dignified and safe while working in the company, regardless of his/her race, gender, age or other criteria.

Human rights

Responsible operations of PakMarkas and respect for human rights are defined and given meaning by the following documents:

- Quality, product safety and environmental policy.
- Statement on FSC Manpower Requirements Implementation Policy.
- Equal Opportunities Policy.
- Violence and Harassment Prevention Policy.

Collective agreement

We do not have a trade union or labour council in the company. We respect and recognize the freedom of employees to negotiate collectively with the employer, to establish and join associations and trade unions.

Health and safety

Our guiding principle in all our operations is to protect and improve the health, safety and well-being of our employees. We pay great attention to the prevention of occupational risks and occupational diseases, as well as quick reactions to injuries.

In 2023, we had 2 accidents in the company.

Additional benefits and guarantees

We aim to contribute to the well-being of our employees and their families through financial and other measures.

We offer the following additional guarantees to employees:

- employees are insured against accidents,
- additional health insurance is provided,
- we partially compensate the daily lunch,
- we give gifts to employees and their children on Christmas,
- we provide additional benefits: upon the birth of a child, upon leaving the company at retirement age, after the loss of a close family member,
- we encourage and support participation in sports events.

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Employees and their diversity

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Gender	Number of employees on the payroll
Men	130
Women	77
Total	207
Number of subcontractor employees	5
Change in employees, %	20

Table 2 - Distribution by age

Age group	No. of employees %
Under 30	31
30 - 50	122
Over 50	58
Average age of employees	42,7

Table 3 - Employees according to their positions

	Men	Women
Managers	5	17
Workers and specialists	72	113

Table 4 - By nature of employment contracts

	Women	Men
Open-ended employment contracts	76	128
Fixed-term employment contracts	1	2
Full-time employees	70	124
Part-time employees	7	6

Table 5

	No. of employees
Used maternity/child care leave	4
Used parental leave	2
Employees with disabilities, %	5
Number of hours for training	192
Number of accidents	2
Other employee complaints	1
Total employee turnover, %	20

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We are part of the community

We maintain friendly relations with the local community, we support initiatives that develop the creativity and learning of the younger generation.

Summer camp "Lietuvos turtai"

Every year we contribute to funding of the camp for socially disadvantaged children at the St. Rapolas Kalinauskas Gymnasium in Nemėžis, Vilnius district. In the camp, children acquire and improve their personal, social and cultural competences.

Practice and excursions

We willingly accept and take care of students who want to do an internship in the company. In 2023, we had interns from Lithuania and foreign countries. We organized several educational tours for schoolchildren, introduced how labels are produced, how engineering solutions for manufacturing companies are designed and prepared.

Support

As the war in Ukraine continues, we continue to provide support to organizations that take care of the purchase of drones, equipment, and the purchase of first aid supplies. As every year, we participated in the campaign Kindness Unites Us organized by Caritas.



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Business Conduct

We strive to maintain the highest standards of ethics and compliance while maintaining our values. We develop a culture where our employees and business partners are encouraged to behave responsibly and act if they suspect unethical behaviour.

Attitude towards corruption

We do not tolerate corruption in any form, we conduct business ethically and honestly. We comply with the law, pay the prescribed taxes, and transparently settle our accounts with our employees. We openly specify the requirements and evaluation criteria for suppliers and business partners, clearly define the terms of cooperation in the contracts.

Supply chain

We carefully select our suppliers, promote their responsible social behaviour and compliance with environmental requirements. These requirements ensure that suppliers meet our high standards, conduct their operations honestly and comply with the requirements of applicable legislation.

Customer survey

We build long-term relationships with clients. Therefore, in 2023, we conducted an annual survey on customer satisfaction with our services. Customer evaluation and expressed needs showed where we are strong and where we need to make greater efforts in improving customer experience and growing customer loyalty.

Investments in efficiency

Sustainability covers many areas of the company's operations. Most of our impact on the environment we make during the production process, which is why we implement many advanced technological solutions in this area. In 2023, we commenced implementation of a project worth more than half a million by investing in production automation and digitization, thus increasing our work productivity. During the implementation period of the project, we plan to purchase new printing process and software equipment. More about the [project](#).

With co-financing from the EU investment fund, we digitized small label orders – we created an electronic label development and ordering platform mark24.lt. Digital label printing eliminates the need for clichés, which means not only lower printing costs, but also a much more environmentally friendly production with no waste, water consumption or leaching ink.

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Information and contacts

If you have any questions about this report, please write to us at

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