



PAP*
STAR



PAPSTAR

Latest news:

**climate-neutral
product lines of the
"cardboard"
material group**

(ClimatePartner.com/
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Naturally sustainable!

Progress Report 2021

Naturally sustainable!

PROGRESS REPORT 2021 of PAPSTAR GmbH

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The Progress Report 2021 of **PAPSTAR GmbH** builds on the 2019/2020 “Naturally sustainable!” sustainability/progress reports and relates to the completed year 2020 (basis for the statistical evaluation procedure). In addition, it focuses on additional activities and projects in the interests of sustainability for the period up to 30 September 2021.

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STORY*TELLER

The online magazine by PAPSTAR

www.papstar-storyteller.de

**Trendsetting, entertaining, informative and
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STORYTELLER – the **PAPSTAR** online magazine.

Nicely presented, strikingly different and as sustainable
as the standards we set for ourselves. **STORYTELLER**

at www.papstar-storyteller.de – always worth a **CLICK!**



"2020 and 2021 have challenged us, but they have also taught us a lot!"

A period marked by special circumstances, and soon another whole year will lie behind us. The global pandemic situation has challenged all of us, our company, indeed our entire society. And to an extent that seemed completely unthinkable just a few years ago.

At the same time, the years 2020 and 2021 have taught us that we have to be flexible and develop new ideas in order to be able to face these current and future challenges with confidence and in a solutions-oriented manner.

This is certainly and above all true with regard to a special responsibility for people and nature, which we as a company face up to again and again in order to continue to consistently drive forward the sustainable development of the **PAPSTAR** Group.

Responsible business operations, sustainable product range development and pioneering, recycling-oriented material flow management solutions for our products are central components of our active and consistent corporate policy on behalf of the environment.

This Progress Report 2021 once again provides an overview of the progress of sustainable development within our company **PAPSTAR**. It goes hand in hand with the promise to face up to

all the future challenges of a constantly changing market, to meet them with new ideas, to remain agile and to place sustainability at the centre of our further corporate development.

With best regards,



Bert Kantelberg
CEO PAPSTAR GmbH
September 2021



Bert Kantelberg in an expert discussion with the premium specialist portal packaging-360.com

"Disposable tableware and disposable packaging primarily serve the purpose of safety as well as hygiene, and therefore the health of consumers."

Major interview in **www.papstar-storyteller.de**



WE SUPPORT



With the publication of the Progress Report 2021 on the website of the United Nations Global Compact (UNGC) and in the company's own online media (**papstar.com** website, **STORYTELLER** online magazine, **BE A PAPSTAR** intranet), **PAPSTAR** reaffirms its active commitment to supporting, complying with and continuously improving the UNGC's ten core principles on human rights, labour standards, environmental protection and anti-corruption.

2020/2021 highlights (sustainability)

**PAP*
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2021

Procurement of 100 per cent **climate-neutral natural gas**

Entry into electromobility (vehicle fleet) including the provision of charging points on the company premises.

Product Carbon Footprint (PCF, in cooperation with "ClimatePartner"; climate-neutral product lines of the "cardboard" material group, offsetting/support for a climate protection project)

Closed-loop material flow management for **PAPSTAR** ranges (recyclable material cycles for products, bioconverters) – tested by the North Rhine-Westphalia Department for Nature, Environmental and Consumer Protection (LANUV).

Further development of "Responsibility in practice" (Corporate Social Responsibility Guidelines of the United Nations Global Compact) as a prerequisite for long-term partnerships with network partners.

2020

Corporate Carbon Footprint (CCF, in cooperation with "ClimatePartner"; climate neutrality on the part of **PAPSTAR GmbH** – Kall site, offsetting/support for a climate protection project).

Expansion of the internal waste management concept

100% green electricity procurement

Progress Report 2021 as a "natural" supplement to two previous issues, new issue in 2022

Naturally sustainable! – for participation in the United Nations Global Compact (UNGC) the annual preparation and publication of a sustainability progress report remains an essential requirement for **PAPSTAR**.

The UN Global Compact is the world's largest and most important initiative for sustainable and responsible corporate governance. The German Global Compact Network (DGCN) with more than 720 participants from business, society and politics supports companies in strategically anchoring sustainability on the basis of ten universal principles and in contributing to the implementation of the UN Sustainable Development Goals.

The 2021 **PAPSTAR** Progress Report covers all measures relating to the implementation, support and proactive advancement of the ten principles of the UNGC (core topics: human rights, labour standards, environmental protection and corruption prevention), as well as their results; rounded off by

the so-called "voluntary self-commitment" in the form of a written declaration by the management.

In addition to all the special challenges that **PAPSTAR** had to overcome in the extended reporting period (Corona pandemic, flood disaster), numerous new positive developments were also recorded in the five focal points of employees, products, the environment, networks and processes.

The tried-and-tested reporting format will therefore be retained and aims to provide all parties interested in **PAPSTAR** with as clear and comprehensive an overview as possible of the implementation measures, targeted goals and results, as well as the consistent successes and options for improvement.

A new edition of the latest sustainability report is then planned for 2022, including a company portrait and an overview of all certificates, etc.

Sustainable Advent calendar: four weeks – four initiatives!



Sustainability management and the intranet online editorial team once again joined forces in the 2020 Advent season: “Naturally sustainable! The rather different Advent calendar of “BE A PAPSTAR” launched its second edition.

After the extremely successful premiere in 2019 (one initiative every working day, see the 2020 Progress Report), the focus this time was on four weekly initiatives, each of which was presented in detail via the internal employee medium and finally reviewed.

Initiative 1: Wishing tree campaign in cooperation with the Caritas charity for the Eifel region (Family care*) based in Schleiden/Eifel; in this way over

60 children’s wishes (up to 20 euros each) were fulfilled by our workforce at Christmas.

** The family care section of the Caritas charity for the Eifel region is a service for families and single parents in emergency situations. A total of more than one hundred families “from difficult circumstances” and children under 12 years of age are currently being cared for.*

Initiative 2: Vitality and resilience in times of Corona – in keeping with the saying “Sometimes we forget to value the little things in life!”, an internal prize draw was organised for the presentation of free tickets for Eifel leisure facilities that were closed at the time, such as the open-air museum in Kommern and the wildlife parks in Hellenthal and Schmidt.

Initiative 3: Expansion of the in-house waste concept, including central containers for residual waste (in addition: paper, packaging waste/yellow bin, organic waste – including biodegradable disposable tableware, glass); the implementation immediately saved a considerable number of waste bins that had become superfluous.

Initiative 4: Official Christmas greeting from the management: “We can therefore all be proud of the

“Das WIR gewinnt” (Solidarity is the winner)



“At Christmas 2020 **PAPSTAR** supported the Aktion-Mensch social lottery (after Ärzte ohne Grenzen e.V. – Médecins Sans Frontières, Deutscher Kinderschutzbund Bundesverband e.V. and Rettet den Regenwald e.V. in 2018, and Justdiggitt in 2019).



fact that we as a team have mastered the challenges of the year that is now drawing to a close. With this in mind, I would like to thank you sincerely for your commitment to our company and for our excellent cooperation over the past twelve months!” (Bert Kantelberg)

All in all, the four initiatives generated such a positive response that a third edition entitled “Best tried-and-tested and promisingly new” can be confidently expected in the approaching pre-Christmas season of 2021.



“Reliable solidarity is in greater demand than ever!”



Even months after the flood disaster in the Eifel and the Ahr region, the personal fates and the extent of the destruction leave us struggling for words.

PAPSTAR, too, also suffered major damage: The low-lying equipment in the high-bay warehouse was not spared by the water masses and had to be extensively repaired or replaced. However, full operational capability was restored after only a few weeks.

“Regardless of this we are aware, however, that in addition to many companies, above all large numbers of people have been hit much harder in their private sphere. From the

“Our reliable solidarity is now more in demand than ever!”

Bert Kantelberg,
CEO of PAPSTAR GmbH

very beginning there was therefore no question that we would help!”, states **PAPSTAR** CEO Bert Kantelberg in an open letter published on the **BE A PAPSTAR** intranet.

Quickly and without complicated formalities the company therefore not only provided employees whose homes were no longer habitable and who had to

look for replacement accommodation with donations in kind in the form of new washing machines, tumble dryers and fridge-freezers; the particularly affected

municipalities of Kall and Schleiden (Kantelberg: “Where we work and live!”) were also given a donation of 25,000 euros each.

Donations from wages and days of leave

Within the workforce, solidarity and willingness to help were very much in evidence. Without further ado the payroll department made it possible for staff to make personal donations to colleagues who had suffered particular damage by waiving a certain amount of their salary without incurring income tax, or by donating days of leave (for costly clean-up work). The idea of founding a separate **PAPSTAR** aid association also stems from the workforce. The initial discussions on its formation have already taken place, especially since the company management has promised its support as a permanent sponsor.

“We very much appreciate their tireless efforts, for example in the exhausting clean-up work in the warehouse or in the processing of the orders accumulated as a result of the flood damage – even over and above normal working hours,” says Bert Kantelberg in the above-mentioned open letter to the large **“PAPSTAR family”**. A big thank-you event in the form of a Christmas market for all staff and their families is already being planned for the Saturday on the eve of the second Advent Sunday.



Recycling-oriented material flow management

With the PAPSTAR “pure” range, the selection and provision of products in line with ecological criteria and made from sustainable materials has been the central element of our product range development for more than a decade. Our company continues to move forward in this area in order to be able to live up to our self-imposed commitment to implementing sustainable closed-loop solutions for our products together with our customers.

Reusable material cycle to generate secondary raw materials

After several pilot projects in the direction of composting and recycling (see 2019 Sustainability Report), **PAPSTAR** has succeeded in designing a reusable material cycle for its products and ensuring that the sustainable disposable tableware used at events can be recycled.

For example, plates, cups or cutlery made from renewable raw materials such as cardboard, paperboard, wood or agricultural residues are shredded in an organic converter and then sterilised. Due to its high cellulose content, the



output material can be used for the manufacture of new products at a nearby cardboard factory.

System solution from a single source

PAPSTAR therefore offers customers such as hotels, canteens or catering companies – as well as those in the field of large-scale events – a hygienic and sustainable system solution from a single source.

In the further development of recycling-oriented material flow management solutions, **PAPSTAR** is currently working on the future use of used disposable tableware made from renewable raw materials as part of the production of nutrient substrates for healthy soil.

In addition to improving soil and increasing soil yields, the carbonisation of used disposable products made from renewable materials can also help to bind and thus reduce CO₂ emissions.

Sustainability also applies to packaging

- Sustainability is also possible when it comes to baking! PAPSTAR's (muffin) cases made of fresh fibre and cocoa shells not only look natural – as does the packaging; they are also greaseproof, bakeproof, freezer-safe, recyclable and biodegradable. The only thing now missing is the dough!



- The same applies to the new “Plastic free Party” product line (disposables made of plastic-free paper/cardboard): the product packaging is also made of wood pulp and is biologically biodegradable.

Plastic free Party!

After the company premises, now for the first products: PAPSTAR is promoting the principle of climate neutrality

“For us, the step towards climate neutrality is the logical consequence of our active corporate policy in favour of the environment and sustainability, which we have been pursuing for years,” emphasises Bert Kantelberg, CEO of PAPSTAR GmbH. In close cooperation with ClimatePartner and the resulting support for the climate protection project “Reforestation Guanaré/Uruguay”, which is certified according to international standards, PAPSTAR has now been able to offset unavoidable greenhouse gas emissions for its first cardboard product ranges. In the previous year the same principle was used to demonstrate climate neutrality for the company’s location in Kall, North Rhine-Westphalia.

The first climate-neutral products in the extensive **PAPSTAR** product portfolio are all of the archetypal material group of cardboard – the nucleus of today’s company was the cardboard factory founded by Oswald Matheis almost 150 years ago: paper plates from the “pure” range made of FSC®-certified (Forest Stewardship Council®) virgin fibre cardboard as well as paper plates and cups from the new “Plastic free Party” range (without any plastic coating) including tissue napkins and paper tablecloths (on a roll or folded) with matching motifs and designs.

Together with ClimatePartner the CO₂ emissions of these two product lines were calculated, ranging from those generated during the production of the raw materials, the manufacture of the products and packaging, the logistics and the final disposal. A Product Carbon Footprint calculated in this way always refers to the complete life cycle of a product.



A process based on transparency

There are international standards for the compilation of a carbon footprint. The most widely used is the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard of the World Resources Institute and the World Business Council for Sustainable Development.



The complete “Climate-neutral products” story can be found here:

www.papstar-storyteller.de/klimaneutrale-produkte



When calculating the carbon footprint, **PAPSTAR** always strives for the most accurate primary data possible – the carbon footprint is always calculated retrospectively for a calendar or business year. The result is the total CO₂ emissions caused directly by the company or by its product processes.

ClimatePartner's detailed approach is fully in line with the **PAPSTAR** communications strategy, which is geared towards transparency, in that all unavoidable and ultimately offset emissions can be traced and tracked via the ClimateID Tracking system, which is accessible to all.

4,928,587 kg of CO₂ offset

In **PAPSTAR's** case it was exactly 4,928,587 kg of CO₂ (company premises in 2020: 3,985,100 kg, cardboard products in 2021: 889,356 kg, "Plastic free Party" products in 2021: 54,131 kg), which are offset by corresponding reforestation measures in Uruguay. In addition, this project can support the important "Sustainable Development Goals" of the United Nations in South America, in particular the creation of decent working conditions and the promotion of vocational training.

"Avoid – reduce – offset" – a concise formula can generally be defined for climate-neutral action. The first option should always be to avoid or at least reduce greenhouse gas emissions as much as possible. If avoidance or reduction of carbon dioxide emissions is no longer possible, offsetting comes into play as a central and valuable instrument.

In addition to "ClimateID Tracking", **PAPSTAR** customers can also track climate neutrality via the individual product designation with the independent "climate neutral" label. Detailed information on the selected climate protection project can also be accessed via a link or QR code.

Reclosable cardboard as a real packaging alternative



company's own ROYAL Collection label: the high-quality, FSC®-certified tissue napkins are now also available in 13 plain colours with a real packaging alternative. In addition to the usual protective film, a resealable cardboard box is now available as outer packaging containing one hundred loosely packed

The further development of sustainable products is a characteristic feature of PAPSTAR. With its "pure" range, the company has since 2008 been offering a particularly wide spectrum of innovative tableware for almost every occasion made from a wide variety of sustainable materials (cardboard and paper, bamboo, palm leaf, sugar cane, corn starch, wheat bran or even agricultural waste).

But the ideas and offers don't end there. In the "Table Top" product group, the company recently expanded its range to include napkins made from 100 per cent recycled paper, produced without the use of any visual brighteners and printed with water-based inks.

Another highlight in terms of sustainable packaging solutions is provided by the

napkins. An innovation that has been particularly well received in the environmentally conscious street food sector.

Colour pigments as a special challenge

By the way: a large part of the ROYAL Collection bears the seedling logo (EN 13432 standard). As a recognised seal of quality, the seedling places high demands on the material composition of products with regard to biological compostability or degradability. In the case of cellulose articles, some colour pigments pose a particular challenge, which **PAPSTAR** has however been able to meet. As a result it has been possible to build up a decorative portfolio that consistently meets the very high standards of purity. The result is over 200 different ROYAL napkins bearing the seedling label; a further 35 are already being converted.



Rheinland Genial – innovation award for the new PAPSTAR “Solutions” business segment

The Rhineland metropolitan region – with 8.5 million people the comparatively most populous area in Germany – is one of the most research-intensive locations in Europe. The density of innovative companies that launch new products or services on the market is correspondingly high. To make them more visible and publicly recognise their work, Metropolregion Rheinland e.V. has created the “Rheinland Genial” award, which was presented for the first time in 2020 to companies from Aachen, Düren, Euskirchen and Heinsberg.

“PAPSTAR GmbH is recognised as a leading provider of category management solutions in the area of disposable tableware, service packaging, decoration as well as hygiene articles for product and process

innovations. From sustainable products to optimal disposal solutions, with **PAPSTAR Solutions GmbH** the **PAPSTAR Group** is operating a new business field that is unique in Germany in this form,” reads the official and decorative award plaque of Metropolregion Rheinland e.V., which was officially presented to CEO Bert Kantelberg, Andreas Köller (Business Organisation, Quality and Environmental Management) and Frank

Kolvenbach (Managing Director of **PAPSTAR Solutions GmbH**) by Managing Director Ulla Thönnissen and a distinguished delegation from the Aachen Chamber of

Industry and Commerce (IHK) led by President Gisela Kohl-Vogel, Chief Executive Michael F. Bayer and Philipp Piecha (Head of Economic Development, Structural Policy and Tourism).

The award is given to companies and organisations that develop new ways of thinking about products or services,

*“The Rhineland lives from such stars as **PAPSTAR!**”*

Michael F. Bayer,
Chief Executive of the Aachen
Chamber of Commerce



environmental protection, process engineering, technologies, services, business models, organisational forms or social issues. “With this award the metropolitan region draws attention to innovations and strengthens the external image of the award-winning companies and organisations, the hidden champions of the Rhineland,” says Ulla Thönnissen.

PAPSTAR was on the (innovation) radar of the decision-makers from the metropolitan region and the member chamber from Aachen in several respects. For many years the company has been pursuing the goal of sustainable and environmentally conscious corporate management, both in its product range policy and with regard to the infrastructure at the Kall location.

In 2019 **PAPSTAR** initiated and carried out several pilot projects in order – according to Andreas Köller – “to implement closed material cycles for our products made from renewable raw materials, both in the direction of composting and in the direction of materials recycling”. These series of trials, which were communicated transparently across all **PAPSTAR** channels, were carried out, for example, in cooperation with waste disposal specialists from Schönackers Umwelt-



Corona-compliant: the official award photo, in the centre Gisela Kohl-Vogel, President of the Aachen Chamber of Commerce and Industry, and Frank Kolvenbach, Managing Director of PAPSTAR Solutions GmbH. Also in the photo (from left to right): Ulla Thönnissen, Philipp Piecha, Michael F. Bayer, Andreas Köller and Bert Kantelberg.

dienste GmbH & Co. KG, with local authorities in the district of Euskirchen and with scientific support (Rhine-Waal University of Applied Sciences, Kleve – “Biological resources” course of study).

“You are taking exactly the right path,” said Rhineland metropolitan region Managing Director Ulla Thönnissen, who was particularly pleased with the scientific involvement: “This is the only way to effectively implement innovations that are suitable for general use!”

Since **PAPSTAR** is convinced of the approach of successively field-tested

system solutions, **PAPSTAR Solutions GmbH** was founded as a spin-off in April 2019. This company has not only taken on the sales and technical maintenance of bio-converters, composting machines of the “Oklin” brand, but also offers consulting services ranging from the supply of goods with sustainable products to optimal disposal solutions.

Not only Michael F. Bayer, Chief Executive of the Aachen Chamber of Commerce, was visibly impressed by the **PAPSTAR** concept around products made from renewable raw materials (“I was not aware of this to such an extent before!”) and closed cycles of recyclable materials: “It’s great that such a company is operating in our region. The Rhineland lives from such stars as **PAPSTAR!**”

The full story on the presentation of the “Rheinland Genial” award to PAPSTAR can be found here:

www.papstar-storyteller.de/metropolregion-rheinland-ev



Reduced fuel consumption through online alternative

Actually planned long in advance, but necessarily introduced more quickly by PAPSTAR IT because of Corona, it is now hard to imagine daily collaboration without Microsoft Teams. Usage times have increased dramatically, as the statistics show.



online conferencing tool was already being used by some staff in the company before the pandemic, it was initially subject to more of a test phase so that the advantages and disadvantages for the workforce could be discussed and determined.

60,000 audio minutes in four months

Since April 2020 (and intensively since September), the internal demand for online solutions has been steadily

increasing. The dial-in to online conferences peaked in November. In the months of August to November alone, the tool documented a total of over 60,000 audio minutes for the **PAPSTAR** Group, of which over 50,000 were with video.

At the same time, travel activity decreased correspondingly, as many events were cancelled and in-person appointments could only take place in absolutely exceptional cases. Overall, **PAPSTAR** recorded a halving of business trips in 2020 compared to 2019.

In 2021 the use of teams increased further, and IT recorded a stable usage curve. Although some live events are now taking place again, many appointments continue to be held online.

However, personal contacts remain essential, so it is important to find a balance between online and offline contacts in the future. Either way, the online alternative goes hand in hand with reduced fuel consumption (fewer out-of-office appointments and business trips) and will have a positive impact on the company’s environmental balance sheet.



Microsoft Teams is a platform/software developed by Microsoft that combines chats, meetings, notes and attachments. In 2020 and 2021 Teams has proven its worth in everyday work. Although the

Climate-neutral natural gas from “e-regio”

From 2021 onwards, PAPSTAR will purchase climate-neutral natural gas – under a contract for the next three years.

“**PAPSTAR GmbH** obtains its ‘climate-neutral natural gas’ from e-regio. The emissions resulting from the combustion of natural gas are offset by CO₂ certi-

ates from selected and internationally recognised climate protection projects. With the forecast natural gas purchase of 10,770 megawatt hours (2021, 2022, 2023), around 2724 tonnes* CO₂ emissions will be offset. Climate-neutral natural gas thus makes an active contribution to climate protection,” reads the original wording of the “Climate-

friendly” certificate issued by e-regio GmbH & Co. KG, Euskirchen/Kall 2021.

** Emission factor for natural gas (with upstream chain): 253.0 g/kWh (source GEMIS, Global Emission Model of Integrated Systems)*

Corona-related effects on energy requirements in 2020

The Corona pandemic naturally also had a significant impact on PAPSTAR’s energy requirements. Compared to the previous year short-time working and fluctuations in capacity utilisation resulted in reductions (-3.08 per cent) in electricity consumption in particular.

In addition, the further switch to LED lamps had a positive effect on consumption, as did the 100 per cent purchase of green electricity in 2020.

The installation of a photovoltaic system is currently being examined.

Key phrase “climate-neutral natural gas”: our weather-related gas consumption increased slightly by 2.14 percent compared to the previous year (2019), with the actual consumption of this energy source decreasing in 2020 (-3.48 percent). A relatively warm year was the reason for this.

The diesel fuel consumption of the company’s own truck fleet was once again improved: it was a record-breaking 21.13 litres per 100 km as of 31 December 2020.

Washing cycles for truck fleet reduced

As 2020 was not only a warm but also a relatively dry year, it was possible to use less rainwater than in the previous year for maintenance of the vehicle fleet. At the same time, thanks to its water treatment plant **PAPSTAR** was able to keep the proportion of fresh water used for internal truck washing below 60 per cent, not least because the company once again consistently reduced the washing cycles for its vehicles.



Supplier audits: compliance rate at 96.7 per cent

The 2020 Progress Report reported extensively on the supplier audit implemented by PAPSTAR in accordance with uniform CSR (Corporate Social Responsibility) criteria.

These audits were consistently continued in 2020. However, due to the Corona

pandemic, no on-site inspections were possible. Particularly against this background, the “comprehensive questionnaire” and “detailed photo documentation” instruments used by **PAPSTAR** (also for the required corrective measures) proved particularly effective.

100 per cent of the suppliers from risk countries and many others successfully completed the audit on the four core topics of human rights, labour standards, environment and climate and corruption prevention, achieving a positive overall compliance rate of 96.7 per cent.



Solidarity for all affected organisers of events and for cultural institutions

Even if, due to the hazy and foggy Eifel weather, it was this year necessary to drive up to Daimlerstraße in Kall to marvel at the bright red illuminated high-bay warehouse, the effect was the same as last year: At the nationwide

and Europe-wide “Night of Light” initiative in June 2021, **PAPSTAR** once again set a sign of solidarity for the event industry, which has been badly hit by the Corona pandemic. #alarm-stuferot #allelichtmachen #nightoflight

Two new hybrid vehicles and four additional e-charging points

PAPSTAR has been able to draw important lessons from the determination and evaluation of the site-related CO₂ footprint. A comprehensive inventory listed the emissions caused in 2019. Among the largest sources of emissions, in-house logistics and the energy source natural gas were followed by “personnel journeys to the company” in third place.

Due to the rural location, employees can only use public transport in a few cases.

As a company with roots in the Eifel region, **PAPSTAR** is aware of this factor and is checking on how it can nevertheless contribute to further significant minimisation.

Since the end of 2020 four additional e-charging points (now eight in total) have been available to staff. **PAPSTAR** has since also strengthened its in-house fleet with two hybrid cars, which are regularly charged with green electricity.



Fleet utilisation: target significantly exceeded even in times of crisis

2020 and 2021 have been years full of challenges, including the achievement of environmental targets in times of pandemic. Supply difficulties on the market, scarce freight capacities and a partly postponed order situation require flexible solutions.

Nevertheless, satisfactory fleet utilisation stands for efficient and, in a broad sense, environmentally sound scheduling management. The goal is always to achieve at least 70 percent. In spite of all the uncertainties, fleet utilisation in 2020 was 73.96 per cent – a logistics level that is remarkable considering the difficult conditions that prevailed this year.

The 2020 Progress Report reported on an extensive test phase for a rear spoiler system (BETTERFLOW) for further fuel savings in the truck fleet. After the trial was extended by further months to obtain even more meaningful results, the test has now been completed. Unfortunately, the system did not achieve the hoped-for results for our **PAPSTAR** truck fleet, which would have led to further reductions in fuel consumption. We therefore decided against a general application of the system.

Basically it is becoming increasingly difficult to identify further saving potentials in the fuel consumption of these trucks. For example, **PAPSTAR** can already count itself among the leading players in the “logistics service provider” sector with an extremely low consumption of 21.13 litres per 100 kilometres (as of 2020).

The following measures for “greener deliveries” have already been implemented:

- full trailer cladding
- front nose on the trailer
- tyres with optimised road resistance
- monthly workshop check of the entire fleet
- training trips and driving analysis

By the way: a large number of the trucks differ in their appearance, both inside and out. These vehicles no longer have conventional exterior mirrors. Instead, innovative camera systems have been installed. The transmitted live images are displayed clearly visible to the driver. The so-called “blind spot” can therefore be completely eliminated.

This means safer driving plus improved aerodynamic drag due to the elimination of exterior mirrors.

The degree of fleet utilisation depends on a wide variety of factors that are taken into account in route planning:

- punctual provision of goods
- order situation / available volumes
- freight capacities

In order to avoid empty runs as far as possible, our fleet management always plans tours in a “round trip system” so that the trucks are optimally filled or utilised using double-deck techniques.



German Brand Award 2021 – the “Winner” PAPSTAR

“Excellence in Brand Strategy and Creation” – as part of the first virtual award ceremony of the “German Brand Awards”, held on 10 June 2021 so to speak above the rooftops of Frankfurt (within direct sight of the trade fair tower), PAPSTAR was awarded the “Winner 2021” emblem in the “Brand Strategy” category for successful and consistent brand management and sustainable brand communication.

“PAPSTAR is one of the leading suppliers of disposable tableware and service packaging in Europe. Following a fundamental change in brand strategy, **PAPSTAR** today stands for products made from renewable raw materials that can be recycled either materially, organically or thermally. In addition to the complete restructuring of the product range, the strategy includes groundbreaking measures for sustainable corporate management that has an impact both internally and externally,” reads the official jury statement of the

German Design Council based in Frankfurt am Main.



The complete story of the “German Brand Award 2021 for PAPSTAR” can be found here:
www.papstar-storyteller.de/german-brand-award-2021



GREEN BRANDS Austria Award 2020/2021

The GREEN BRANDS organisation recently honoured 46 “green” Austrian companies and products, including PAPSTAR Österreich Vertriebs AG, with the 2020/2021 GREEN BRANDS Austria Award. Due to the pandemic the ceremony, originally planned for November 2020, was held at a later date at Palais Niederösterreich in Vienna.

“After 2012, 2014, 2016 and 2018, the ‘GREEN BRAND Austria’ award for the fifth time honours personalities, products, food, services and companies that demonstrably practice ecological sustainability and therefore deserve high national and international recognition,” said Norbert R. Lux, initiator and director of GREEN BRANDS. The international, independent and autonomous brand evaluation organisation honours commitment to climate and environmental protection, sustainability and ecological responsibility.

After an extremely successful re-validation with “outstanding improvements” (Norbert R. Lux), **PAPSTAR GmbH** and

PAPSTAR Österreich Vertriebs AG again received the GREEN BRANDS award for 2020/2021.



The full story of the “GREEN BRANDS award for PAPSTAR Österreich Vertriebs AG” can be found here:

www.papstar-storyteller.de/green-brand-austria-2021





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