

2022

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# SUSTAINABILITY REPORT



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# Content

CSR introduction

Nurturing humanity

Greening the future

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# Basic introduction of CSR

## Supply Chain Management

We facilitated the signing of ETI commitment letters by 8 vendors, ensuring social responsibility throughout our supply chain.

We supported and assisted 29 vendors in obtaining ISO14001 Environmental Management System certificates, representing a 2-vendor increase compared to 2021.

We aided 24 vendors in successfully passing BSCI, SMETA, or other social responsibility audits, reflecting a 2-vendor increase compared to 2021.

Two of our local packaging vendors have transitioned to using electric trucks for delivering goods to our company.

These initiatives demonstrate our commitment to promoting ethical practices and sustainability within our supply chain delivery.

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**ISO14001**  
环境管理体系



# Employee involvement and protection

In June 2022, co-workers were invited to actively engage in sharing the company's vision and receiving management communication.

Employees were encouraged to participate in a satisfaction questionnaire, resulting in an impressive score of 98.0%.

These initiatives highlight our commitment to involving employees in decision-making processes and ensuring their voices are heard while maintaining a high level of job satisfaction.

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## Employee grievance

Co-workers have the option to anonymously submit their grievances by written letters or by scanning a QR code.

In 2022, no grievances were reported, indicating a positive working environment and effective resolution of any concerns.



"0" Grievance in 2022

# No discrimination

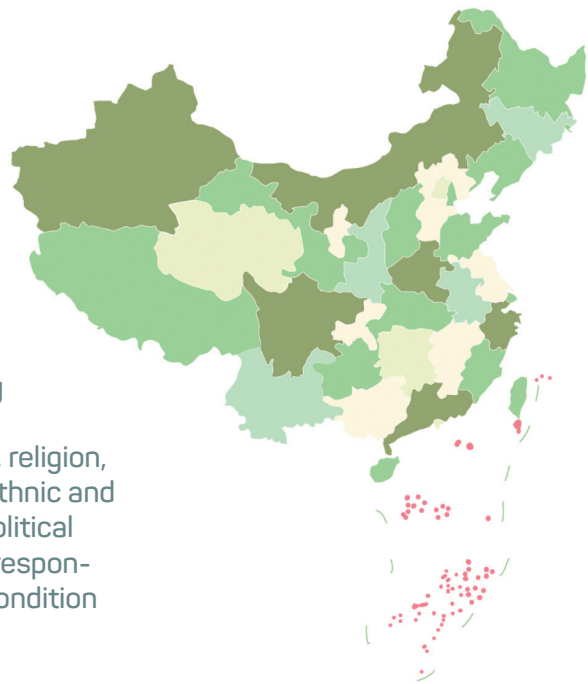
## Gender Equality:

The representation of female managers at the management level remains consistent at 45%, which is the same as the previous year.

## Non-Discrimination Policy:

We are firmly committed to upholding a non-discriminatory approach. We strictly prohibit any form of discrimination, exclusion, or preferential treatment based on factors such as gender, age, religion, race, caste, birth, social background, disability, ethnic and national origin, nationality, union membership, political affiliation or opinions, sexual orientation, family responsibilities, marital status, diseases, or any other condition that could potentially lead to discrimination.

Our policy ensures that workers shall not be subjected to harassment or disciplinary actions on any of the grounds mentioned above.



RFX/JCQ-GL-037 - Anti-discrimination Procedure  
RFX/JCQ-GL-035 - Anti-harassment and abuse procedures

# Fair remuneration

## Extra Bonus

We provided extra bonuses to qualified co-workers as a means of recognizing their contributions and performance.

## Open and Fair Rewards

The company's rewards and punishments system is transparent, ensuring fairness and justice in how individuals are recognized and acknowledged for their efforts.

We strive to maintain an open and equitable approach to rewards, ensuring that they are distributed based on merit and align with our principles of fairness and justice.

RFX/JCQ-GL-051

Employee  
reward and  
punishment  
management program

# Decent working hours

## Company Commitment

### Company Commitment

We are committed to ensuring decent working hours for our employees, with a maximum of 60 hours per week and providing one day off every 7 days.

### Overtime Policy

Overtime work is voluntary for every co-worker.

Overtime pay during ordinary working hours shall not be less than 1.5 times the normal rate.

Overtime pay on weekends shall not be less than 2 times the normal rate.

Overtime pay on holidays shall not be less than 3 times the normal rate.

### Work-Life Balance

We encourage our co-workers to apply for annual leave, allowing them to spend more quality time with their families during holidays.

By promoting the utilization of annual leave, we prioritize work-life balance and acknowledge the importance of personal time and well-being.

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# Occupational health and safety

Our company complies with local government regulations by conducting biennial occupational health evaluations.

In 2022, we arranged occupational health checks for 29 individuals who were exposed to noise-related working conditions.

We prioritize the safety and well-being of all our co-workers by providing occupational health and safety training to ensure a safe working environment.

These measures underscore our commitment to maintaining a healthy and safe workplace for our employees.



# No child labor

## Protection of young workers

The youngest co-worker in our company is 22 years old, ensuring compliance with legal age requirements.

While we currently do not have any young workers, we maintain a non-discriminatory policy that welcomes young workers to join our company based on their qualifications and capabilities.

We have implemented a Standard Operating Procedure (SOP) to ensure the prevention of child labor within our company and to protect the rights of young workers.

Furthermore, we extend our commitment to our entire supply chain, requesting their compliance with relevant requirements to prevent child labor and protect the well-being of young workers.

RFX/JCQ-GL-025

Regulations on the Management of Child and Young Workers

Our dedication to upholding these principles demonstrates our commitment to providing a safe and ethical working environment for all individuals, irrespective of age.

# Forced labor policy

Our company strictly prohibits the use of prison workers and any form of bonded labor, as well as the utilization of supply chain services related to prison workers.

We provide Personal Protective Equipment (PPE) and necessary job accessories to our employees free of charge, ensuring their safety and well-being.

Overtime work is voluntary, and workers have the freedom to choose whether to participate. Additionally, during non-working hours, employees are free to leave the factory premises.

The rights of our employees are protected by their employment contract, and they have the freedom to resign from their position when they choose to do so.

These policies reflect our unwavering commitment to maintaining a workforce free from forced labor and upholding the rights and dignity of our employees.

RFX/JCQ-GL-040

Forced Labour Regulation

# Business ethics

The administrative staff of our company has individually signed personal ethics documents, demonstrating their commitment to upholding ethical standards in their professional conduct.

As part of our commitment to business ethics, every employee receives annual professional ethics training to enhance

their understanding of ethical practices and promote ethical behavior throughout the organization.

These initiatives underscore our dedication to fostering a culture of integrity and ethical conduct among all employees, ensuring that ethical principles guide our business operations.



RFX/JCQ-GL-019 - Business ethics and policy

RFX/JCQ-GL-020 - Business ethics reporting and handling system

RFX/JCQ-GL-045 - Employee personal privacy information confidentiality system.



**Nurturing  
humanity**



On July 23rd, 2022, we organized our annual Factory Open Day, inviting the children of our co-workers to visit our factory during their summer break.

The children had the opportunity to explore their parents' working units and participate in various activities and celebrations together.

This event served as a meaningful occasion for our employees' families to connect with their workplace and foster a sense of community and engagement.

By organizing the Factory Open Day, we promote transparency, inclusivity, and family-friendly initiatives within our company.



Gifts to the parents and old family member of our co-workers.



# Effective communication with children:

## Empowering young parents

In collaboration with our customer, Clas Ohlson, we organized a training program for young parents to equip them with essential skills on how to communicate effectively with their children.

The training aimed to provide guidance and support to our young parents, helping them foster healthy and meaningful connections with their kids. By enhancing their communication abilities, we empower our co-workers to create nurturing and positive environments for their children's development.

### Child Protection: Ensuring a Safe Environment

At our company, we prioritize the safety and well-being of children. We have implemented robust measures to protect our kids, including stringent security protocols and safety guidelines.



Through ongoing training and awareness programs, we educate our employees on child protection practices, emphasizing the importance of vigilance and creating a safe environment for children within our premises.

By prioritizing effective communication with children and ensuring their safety, we demonstrate our commitment to supporting the well-being and development of our employees' families.



# Fire drill knowledge

## Training: ensuring preparedness and safety

In line with our commitment to safety, we conducted a comprehensive training session on fire drills on July 14th, 2022. The training aimed to equip our employees with essential knowledge and skills to effectively respond to fire emergencies.

During the training, participants received guidance on fire safety protocols, evacuation procedures, and the proper usage of fire extinguishers. By providing this knowledge, we empower our employees to take swift and appropriate actions in the event of a fire.

Furthermore, we conduct fire drills twice a year to ensure that our employees are familiar with evacuation routes and procedures. These drills enable us to assess our emergency preparedness, identify areas for improvement, and enhance our overall safety measures.

Through proactive training and regular fire drills, we prioritize the safety of our employees and create a secure working environment for all.



**Greening the future**



# Low carbon supply chain

## Minimizing emissions, maximizing efficiency

Communicate with customers to optimize shipment frequency, reducing unnecessary transportation and minimizing carbon emissions.

Reduce shipment times by implementing efficient logistics practices, resulting in reduced carbon footprint.

Encourage customers to consider changing the loading port from Shanghai to Ningbo, effectively shortening the transport distance and reducing carbon emissions.

Monthly evaluate and eliminate slow-moving materials, ensuring efficient inventory management and minimizing waste.

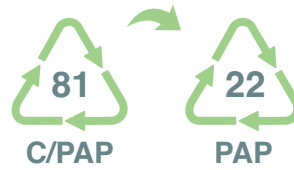
By actively pursuing these measures, we strive to create a low carbon supply chain that prioritizes environmental sustainability, maximizes efficiency, and minimizes our overall impact on the planet.



# Green packaging

## Plastic-free packaging

Eliminating plastic coating on paper boxes.

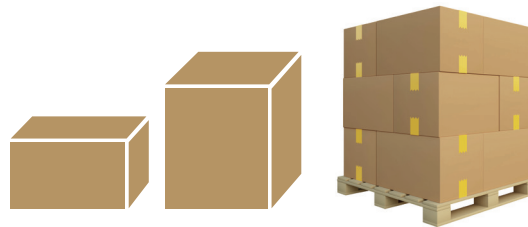


## Sustainable printing

Direct printing on polybags, eliminating insert paper.

## Efficient box design

Optimizing pallet utilization for reduced waste.



# New sustainable products



## Biodegradable facemask

Plantbased material.

## Bamboo plaster

Introducing our eco-friendly Bamboo Plaster, crafted from sustainable bamboo fibers, providing an environmentally conscious choice for wound care.



## Post-consumer vest

Introducing our Post-consumer Vest, made from recycled materials to minimize environmental impact. This sustainable clothing option offers both style and sustainability

## PLA + woodpulp bag

Conventional plastic bags are replaced with a biodegradable alternative made from PLA (polylactic acid) and wood pulp.

## Washable paper bag

Introducing our Washable paper bag. Made from durable paper material, it offers a convenient and eco-friendly solution for your everyday needs.

## Implemented changes in packaging and packing

**We adjust everywhere we can and the small actions, support the greater impact.**

Film, cardboard, glue and coating is inevitable components, regarding everything packing-related. We monitor the progress of sustainable options and solutions very closely, and to this day we keep pushing for the better.

Coated plastic wrapping is replaced with a bio-friendly and water based varnish, still giving the options to go either matte og glossy.

All cardboard is recycled and regular plastic tape for closing and fixating shipping boxes, is replaced with degradable water-soluble tape of paper + corn starch.

Everywhere possible, polybags are replaced with individual cardboard and paper alternatives.



## Sustainability

When RFX-CARE Manufacturing co. Ltd. was established in 2008, the company's environmental policy focused on resource conservation and green management. The company obtained ISO 14001 certification in the following year. In 2016, RFX-CARE established an energy performance KPI.

In 2020, with the support of our long-term customers and partners, we introduced a system to collect and analyze carbon emissions data and set targets for reducing emissions. To ensure effective execution, we avoid multiple simultaneous operations, as our financial, material, and human resources are not sufficient to achieve desired results through multi-line operations.

The RFX+CARE China Manufacturing team has completed 33 projects in 2022 related to carbon neutrality. Our goals include using 30% green energy, optimizing 70% of our processes, and achieving 100% reduction in energy costs. Additionally, we return packaging materials to suppliers for reuse. Our ultimate goal is to achieve carbon neutrality by completely eliminating our carbon emissions by 2026.

In line with our commitment to sustainability, we aim to use post-consumer-plastic materials in our PPE products. By 2023, over 15% of our PPE products will be made from post-consumer-plastic materials, and by 2026, we aim to increase this to over 50%.

The logo features the text 'RFX CARE' in a bold, white, sans-serif font. The word 'RFX' is on the left, followed by a circular icon containing a white cross, and the word 'CARE' is on the right. A registered trademark symbol (®) is positioned at the top right of the word 'CARE'. The background is a light green color with large, white, abstract geometric shapes that resemble torn paper or overlapping layers.

**RFX CARE®**