



2019 | SUSTAINABILITY REPORT

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1.0 FOREWORD BY THE PRESIDENT OF RAWLPLUG







DEAR READERS,

2019 was a year of great changes and profound reflections. That year was all the more important since we celebrated the 100th anniversary of the Rawlplug brand – a brand that has become deeply ingrained in people’s awareness all over the world as a synonym of trustworthy solutions. For the first time in our company’s history, we had such a fantastic opportunity to celebrate and to make plans for the future with joy and optimism.

For 100 years, Rawlplug has been manufacturing fixing solutions, fasteners and tools available all over the world. For 100 years, we have been creating business reality. For 100 years, we have been moulding technological development, shaping quality standards and setting trends followed by the entire sector. And although much has changed since 1919 in the construction industry, evolutionary innovation has invariably been the foundation of our growth. It has been evolutionary in a way which ensures technological progress and improves reliability, which has made Rawlplug a genuine expert of this day and age. It is for our visionary imagination, hard work and determination that – when looking back – we can boldly exclaim: “It was worth the effort!” while looking forward, we notice how much more we can still achieve.

Already upon the conception of the Rawlplug brand in 1919, John Joseph Rawlings dreamt of making it the global brand of first choice. The world’s first wall plug he had patented triggered a true revolution in the construction industry and went down in history for good. Yet this invention marked the beginning of a completely new history – a history of the brand whose contemporary strength draws abundantly from the legacy of the past, the achievements of the present, and the vision of the future. It began the history we have all been jointly writing.

Today, I am presenting you with this Report which describes our operations, showcases the values which guide us, and presents the ambitious goals we have set for ourselves. I am deeply convinced that our 100 years long journey will continue, and that Rawlplug branded products will remain an inherent part of our shared reality.

Sincerely yours,
Radosław Koelner

CEO, Rawlplug

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2.0 BUSINESS STRATEGY



2.0 | BUSINESS STRATEGY

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Rawlplug's mission is to deliver state-of-the-art solutions you can trust. We do all we can to make innovation a part of our everyday operations whenever we work to improve the current portfolio of products and services as well as develop new ones. We are proud of the fact that our products make work easier, and increase the comfort, efficiency and quality of the work our customers perform, satisfying even their most highly specific and ambitious needs. We build their trust, and consequently also their choice of Rawlplug's products on the basis of innovation which entails safety, reliability and simplicity of use, even in solutions based on the most advanced technologies.



We pursue Rawlplug's mission by relying on the vision to become the customers' brand of first choice worldwide. Hence our working towards gradual and consistent expansion through further acquisitions and investments aimed at market consolidation. For as long as 100 years, the Rawlplug® brand has marked an expert in fixings, fasteners and tools, while in the year 2005, for the first time since the times of its founder, it was acquired by an enterprise with vast knowledge and experience in its industry of origin. We are determined to make the most of this potential in order to conquer international markets, and regardless of their specificity, to furnish them with products dedicated to every single sector of the construction industry, which no other supplier does. Rawlplug's mission and vision are reflected in our operational strategy, which we implement to keep the promise made in the mission statement and to pursue the goals defined in the vision statement by engaging all areas of our operations in working towards internal efficiency, ensuring international expansion in sales and maintaining the rate of innovation.

The implementation of our strategy is monitored and verified with reference to a highly specific list of indicators, integrated with the strategic, operational and functional projects in progress, and consequently with the objectives set for employees on a monthly, quarterly and yearly basis. The extent to which the related indicators are achieved in the process is analysed by taking into account the existing and the potential risks, both of financial nature as well as those associated with corporate governance, environment or HR management, all of which stem from both the strategy adopted and the market environment. Here's what the analysis covers.

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Radostaw Koelner
CEO, Rowlplug

"Our guiding premises and ideas should be taken into account by everyone and in everything we do, regardless of one's position and field of activity." Rowlplug strongly supports the idea of sustainable development, as defined in a report by the World Commission of Environment and Development: "Humanity has the ability to make development sustainable to ensure that it meets the needs of the present without compromising the ability of future generations to meet their own needs."



The analysis covers all the processes implemented in the company which are related to quality, environmental protection, occupational health and safety, and information security. It also comprises the impact, the probability of occurrence, and the level of control that should be ensured in individual areas. All these facets are described in detail in a dedicated system form.

And it is precisely the integrated management system, encompassing the project management system, that defines such aspects as the tasks which address minimisation or total elimination of the said risks. The outcomes of our efforts in this respect and the recommendations for the actions to be undertaken, including plans of remedial measures and their expected results, are presented to the Supervisory Board.

EXAMPLES OF RAWLPLUG'S REGULAR CHALLENGES:

SEEKING new markets with business development prospects and expanding them.

INTRODUCING new competitive solutions in products, services and training to meet market requirements.

ADAPTATION to legal changes with a direct impact on how the company functions in the construction industry, e.g. with regard to its products being approved for sale in different regions across the world.

MAINTAINING a stable employment status at manufacturing plants and warehouses, including prevention of potential job rotation.

UNBALANCED demand for products over a year's time, leading to potential distortion in the assumed seasonality of sales.
Unforeseeable and/or unstable political and/or economic conditions in regions from which raw materials are obtained and/or where consumers of our products and services are based.

INCREASE in raw material prices.

UNCERTAINTY as to the supply of raw materials from markets which are global monopolists in respective fields.

EXAMPLES OF RISKS:

CORPORATE GOVERNANCE

1. Fines imposed by local authorities and other public bodies.
2. Non-compliance with the law, including failure to comply with standards, regulations, and legislation.
3. Loss of reputation.
4. Outstanding receivables.

HUMAN RIGHTS

1. Non-compliance with the law, for instance with the Labour Code and with the Company Rules.
2. Failure to observe the adopted Code of Ethics.

ENVIRONMENT

1. Non-compliance with the law: failure to respect standards, regulations, legislation, permits and decisions procured.
2. Loss of permits, for instance loss of the permit required under the Water Law Act or the consent to generate waste.
3. Negative impact on the local community, e.g. through noise.

SOCIAL DEVELOPMENT

1. Lack of trust.

CONSUMER ASPECTS

1. Inspections and sanctions, including inspections conducted by the Construction Supervision Authority and other public authorities (National Labour Inspectorate, Sanitary and Epidemiological Station, Provincial Environmental Protection Inspectorate, etc.).
2. Loss of customer trust.
3. Untimely deliveries to customers.

BUSINESS ETHICS

1. Loss of supplier trust.
2. Anti-dumping duty on products.
3. Untimely deliveries.



3.0 MANAGEMENT AND SUPERVISORY STRUCTURE



3.0 | MANAGEMENT AND SUPERVISORY STRUCTURE

PRINCIPAL SHAREHOLDERS OF THE PARENT ENTITY (RAWLPLUG S.A.) AS OF 31 DEC 2019

Shareholder	Number of shares held	Share in the share capital [%]	Number of votes at the General Meeting	Share in the total number of votes at the General Meeting [%]
Amicus Polinae Sp. z o.o.	16,902,750	51.91	16,902,750	51.91
Radostaw Koelner	2,935,915	9.02	2,935,915	9.02
PKO BP Bankowy PTE S.A.	2,933,639	9.01	2,933,639	9.01
Nationale Nederlanden PTE S.A.	2,842,138	8.73	2,842,138	8.73
Quercus TFI S.A.	1,705,831	5.24	1,705,831	5.24
Other	5,239,727	16.09	5,239,727	16.09
TOTAL	32,560,000	100	32,560,000	100

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Among the key shareholders of RAWLPLUG S.A., five entities hold 83.91% of the shares. They include Amicus Polinae Sp. z o.o., holding 51.91% of the shares and being the principal shareholder.

MANAGEMENT AND SUPERVISORY STRUCTURE AS OF 31 DEC 2019

SUPERVISORY BOARD

Krystyna KOELNER
Chairman of the Supervisory Board

Tomasz MOGILSKI
Deputy Chairman of the Supervisory Board

Włodzimierz FRANKOWICZ
Supervisory Board Member

Janusz PAJKA
Supervisory Board Member

Zbigniew PAMUŁA
Supervisory Board Member

Zbigniew STABISZEWSKI
Supervisory Board Member

AUDIT COMMITTEE

ZBIGNIEW STABISZEWSKI
Chairman of the Audit Committee

Włodzimierz FRANKOWICZ
Audit Committee Member

Janusz PAJKA
Audit Committee Member

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STRUCTURE OF THE PARENT COMPANY (RAWLPLUG S.A.)

Radostaw KOELNER
President of the Management Board

Marek MOKOT
Vice-President of the Board

Piotr KOPYDŁOWSKI
Management Board Member in
charge of Finance

The Supervisory Board is
composed of:

5

MEN

1

WOMEN

The Audit Committee is
composed of:

3

MEN

-

WOMEN

The Management Board of the
parent company (Rawlplug S.A.)
is composed of:

3

MEN

-

WOMEN

The Management Board defines the organisation's goals, values and development strategy. In order to develop and improve the knowledge held by the Management Board in the scope of economics, environment and social matters, its members actively participate in the activities undertaken by the organisation in the spheres of quality, environmental protection, occupational health and safety as well as information safety. Among other activities, this involves active participation in audits, issuing opinions on documents (policy), participation in creating reports on the review of various systems and issuing opinions concerning them.

The managing body reviews and evaluates the results attained in terms of impacts, opportunities and risks with regard to economic, environmental and social aspects on a yearly basis.

The President of the Management Board of the parent company, i.e. Rawlplug S.A., performs a formal review and approves the Sustainability Report, making sure that it comprises all the relevant aspects.

4.0 | OUR STAKEHOLDERS



4.0 | OUR STAKEHOLDERS

Sustainable development drives us to perceiving our stakeholders from a very broad perspective. Our responsibility is the reason why we consider not only our current and potential customers as the target of our activity, but also highly specific and specialised professional groups, or even entire communities. It is important that we communicate with them, participate in their lives, diagnose their needs and expectations, and then take them into account in order to create new prospects and opportunities for the future as a part of our sustainable development strategy.

We are aware of the fact that these groups influence one another, which is why, on the one hand, we pay very much attention to selecting and defining their characteristics, while on the other hand, we analyse their current and potential needs, and consequently, we provide them with extensive support in order to strengthen their positive impact on the surrounding world, and to enable them to grow on every level, including the levels of economy, knowledge, competence and social awareness of our stakeholders. The knowledge we acquire through such collaboration and daily dialogue with them is inherent to our implementation of the sustainability strategy.

Our choice of stakeholders is a decision based on a set of criteria explicitly defined in a system form entitled *Context of the Organisation*.

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DESIGNERS, ENGINEERS, AND ARCHITECTS

ACADEMIC INSTITUTIONS

SHAREHOLDERS

STATE AND LOCAL AUTHORITIES

SUPPLIERS AND SUBCONTRACTORS

END USERS OF OUR PRODUCTS

COMPETITORS

EMPLOYEES

LOCAL AND REGIONAL COMMUNITIES

INDUSTRY BODIES AND ASSOCIATIONS

CONTRACTORS

DISTRIBUTORS

MEDIA

NGOS

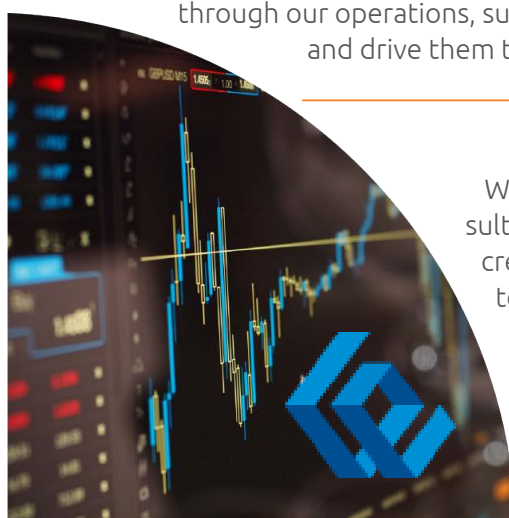


What is more, meetings for key internal stakeholders are held several times a year. Among other purposes, these meetings are used to verify the awareness of shared objectives, to diagnose needs and potential risks, to level the awareness and knowledge in selected areas, and to discuss present and future challenges. What we gain from this is tight and coherent internal communication, sense of security and stability, effective delegation of tasks and responsibilities to employees, and conviction of being empowered thanks to commitment and initiative, among other benefits. The meetings with our employees are not the only ones in which we participate along with our stakeholders.

HERE ARE SOME EXAMPLES.

LOCAL COMMUNITIES

We educate about and present the opportunities created through our operations, support them in their daily challenges and drive them towards sharing their needs with us.



SHAREHOLDERS

We provide information about the results of our activity, and by that means, create grounds for strategic decisions to be made now and in the future. In supplement to these meetings, we deliver reports in both the traditional format, and those available on www.rawlplug.pl in the Investor Relations tab.



ACADEMIC INSTITUTIONS

We get to know their opinions, and together with them, participate in creating trends for the industry's operations, ensuring adequate representation of their interests, but also acquiring knowledge used by the Research and Development Department. We collaborate with as many as 5 academic institutions from 3 countries.

MEDIA

We share our achievements and present the opportunities we create for local and regional communities through our operations so that the media can support us in promoting them.

The parties we consider particularly relevant to our operations are professional associations and other bodies representing the interest of construction companies. It is so because we understand how important they are to our world, and appreciate the work they do for us, since they help us in moulding, developing and protecting the entire sector. Working closely with them gives us access to the latest changes and trends that take place or may potentially occur in individual sectors where Rawlplug operates, determining our business decisions. What is more, on account of our knowledge and market experience, we are invited by acclaimed organisations and associations to become their members in order to jointly orient the industry towards specific targets by determining its further progress.

POLAND

SSO | Association for Thermal Insulation Systems | Industry organisation of leading Polish manufacturers of materials for external thermal insulation systems.

DAFA | Association of Flat Roof and Facade Contractors | Organisation of contractors and manufacturing & supply companies operating in the flat roof and facade segment.

PSPEZ | Polish Association of Fastener Manufacturers | Association of the largest producers in the Polish fasteners industry, with Rawlplug's representative on its Board.

PZITB | Polish Association of Construction Engineers and Technicians | Association bringing together scientific and technical professionals interested in construction and related investment aspects.

UNITED KINGDOM

INCA | Insulated Render and Cladding Association | Trade association for the external wall insulation industry.

NIA | National Insulation Association | Organisation representing manufacturers and installers of building insulation solutions.

CFA | Construction Fixing Association | Trade association for manufacturers of construction fixings with significant UK presence.

BMF | Builders Merchant Federation | Body which represents and protects the interest of merchants and suppliers operating in the construction industry.

FRANCE

CISMA | Construction Infrastructure Sidérurgie et Manutention | Organisation representing all aspects of the fixings industry and market in France. Its members are all manufacturers of fixings. The aim of CISMA is to collaborate on lobbying. The organisation also deals with approvals, building regulations, direct communication with major French construction companies, and points of technical law.

SLOVAKIA

OZ ZPZ | Združenie pre zatepľovanie budov | Professional association focusing on external insulation of buildings, bringing together manufacturers of insulation and fixing systems, contractors and experts.

IRELAND

HAI | Hardware Association Ireland | Organisation representing and looking after the interests of sellers, suppliers and manufacturers in the construction industry.

CZECH REPUBLIC

CAOK | Česká Asociace Ocelových Konstrukcí | Organisation of entities operating in the metal, building, and construction sectors, and companies specialising in maintenance, installation and software development in these sectors.

CZB | Cech pro zateplování budov | Association of entrepreneurs engaged in the production and distribution of insulation systems, their installation and design, as well as services provided in this area.



5.0 LATEST INFORMATION FROM RAWLPLUG

1. 100TH ANNIVERSARY OF THE RAWLPLUG BRAND
2. STRUCTURE OF COMPANIES WITHIN THE GROUP
3. BUSINESS MODEL
4. MAP OF THE REGIONS
5. BRANDS IN OUR PORTFOLIO
6. COMPETITIVE ADVANTAGES
7. REFERENCE PROJECTS



5.0 | LATEST INFORMATION FROM RAWLPLUG

CORE FINANCIAL DATA OF THE COMPANIES COVERED BY THE REPORT

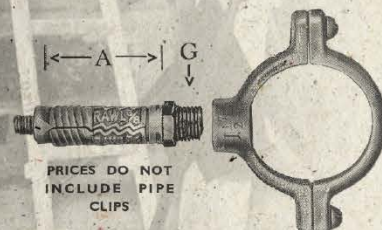
Status as of 31 Dec 2019		Amounts provided in PLN '000
1.	Revenue	827,712
1.1	Net sales (products, goods, materials and services) and sales equivalents, including from related entities:	813,726
1.2	Other operating revenue	13,986
2.	Operating costs	783,892
2.1	Operating expenses	755,073
2.2	Other operating costs	16,699
2.3	Financial costs	12,120
3.	Employee remuneration and benefits	142,238
4.	Payments to investors	21,026
5.	Payments to government	2,001
6.	Community investments	1,522
7.	Economic value retained	-121,445

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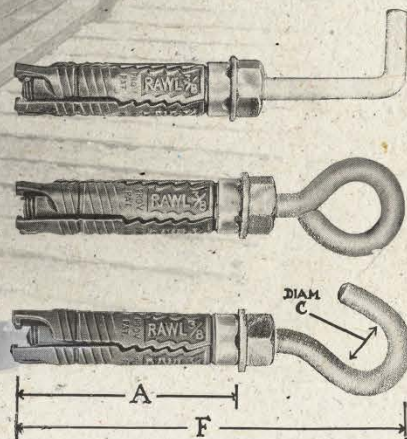


RAWLBOLT PIPE HANGERS



PRICES DO NOT
INCLUDE PIPE
CLIPS

RAWLBOLT HOOK, EYE & SQUARE BOLT TYPE

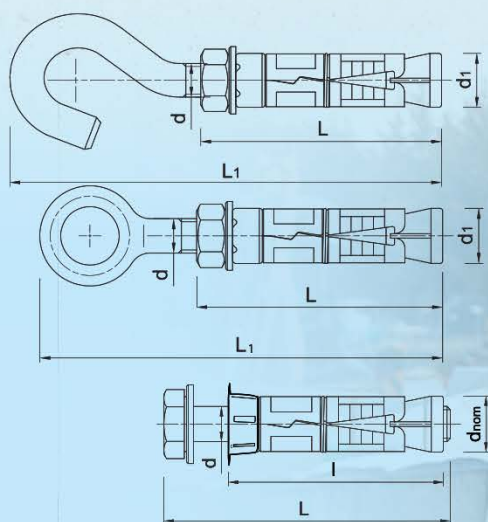


RAWLBOLT®
MECHANICAL
ANCHOR

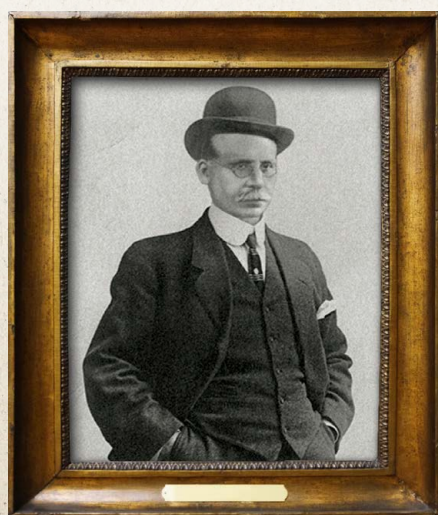
1934

2019

RAWLBOLT®
ANCHOR
WITH BOLT AND
PLASTIC FERRULE



5.1 | 100TH ANNIVERSARY OF THE RAWLPLUG BRAND



JOHN
JOSEPH
RAWLINGS

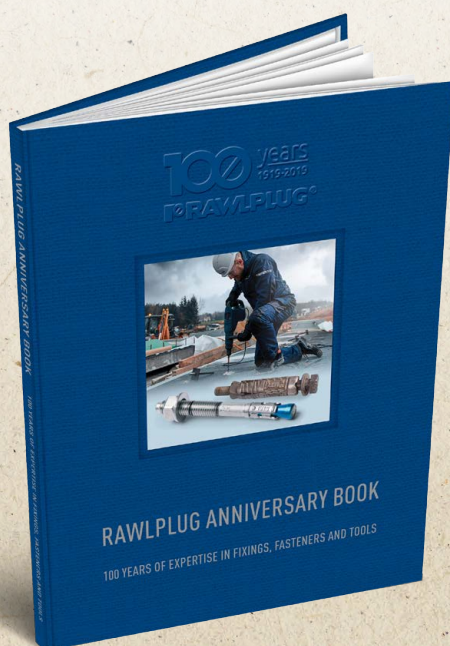
J. J. Rawlings was an entrepreneur, a visionary and an inventor. The world's first wall plug he had patented triggered a true revolution in the construction industry and went down in history for good. At the same time, this invention marked the beginning of a completely new

history – a history of the brand whose contemporary strength draws abundantly from the legacy of the past, the achievements of the present and the vision of the future. It began the history we have all been jointly writing. I am deeply convinced that today, in the year 2019, the true Renaissance man of the construction sector, which John Joseph Rawlings definitely was, would be proud of us all, as I am of you. I am proud of being a part of a team I can always rely on. I am grateful for your never changing readiness to act, for always reaching out for more, for pursuing ambitious goals. I am proud that good is never enough for you. It's a great pleasure to work with people with passion to act, who make the most of their involvement and devotion day by day to prove that together we are inclined and able to build a strong, reliable and trustworthy brand. I am proud that it is you with whom I can celebrate Rawlplug's centenary.
Radosław Koelner, CEO, Rawlplug.



The entire year 2019 was a special time for us, marking a century since the Rawlplug brand began its global presence and giving us many reasons to celebrate. To commemorate the centenary, we launched the #6AdsFor100Years campaign, comprising 6 special advertisements that combined our heritage with the presence, designed to be used in local industry-specific periodicals, on our partners' websites, in social media posts, or as posters to be displayed in the seats of our companies or wherever our products are distributed.

We also created #5InterestingStories – a series of editorial articles broadly commenting upon Rawlplug's 100 years long legacy, presenting our achievements to date, and revealing our plans for the future.



We even wrote and published a book elaborating on our heritage, known as *Rawlplug Anniversary Book*, enabling the readers to relive the most important moments in the brand's history and get to know Rawlplug's less conspicuous face.

The memory of the Rawlplug Travelling Showroom was successfully refreshed as we built its contemporary version – the RawlTruck, being a mobile education and training centre which premiered on 12 February at the BUDMA International Construction and Architecture Show, only to embark upon its journey across Europe during which it visited our local companies, trade shows and our customers' seats on the occasion of open days and local industry events.

And last but definitely not least, there was the Grand Gala celebrating the 100th anniversary of Rawlplug – the crowning and culminating point of the brand's centenary celebrations held at a unique venue which the National Forum of Music in Wrocław truly is.



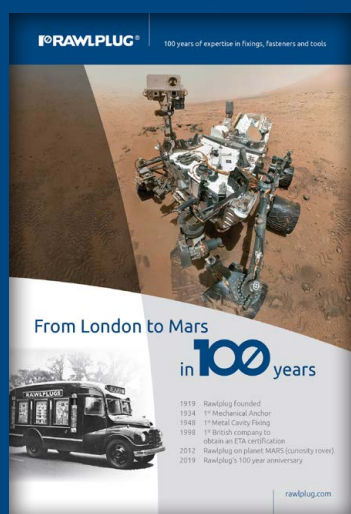
5.1 100TH ANNIVERSARY OF THE RAWLPLUG BRAND

#6ADSFOR100YEARS

Rawlplug is but a single brand in the history of fixings and fasteners that managed to travel from London to Mars. Our products are purchased and used at even the most complex construction projects across the world. Our portfolio can actually cater for the needs of all segments of the construction industry. Thanks to Rawlplug Academy, we provide know-how and competence development. We improve our products every single day, striving for excellence. And so it goes without saying that our company is a genuine expert in fixings, fasteners and tools. This is the goal we have been pursuing for 100 years. There is much we can be proud of, and plenty of reasons why we should boast it before the whole world. And that is precisely what we were doing in the special advertisements dedicated to the Rawlplug brand's 100th anniversary celebrations.

1/6

From London to Mars in 100 years. J. J. Rawlings invented the world's first wall plug in 1919, which was a prelude to Rawlplug's further patents that revolutionised the construction industry. Rawlplug's history is a cornucopia of revolutionary inventions and unique events, one of which was the DIN 7984 bolts from our Łańcut plant being used to build the Curiosity rover which has been exploring the planet Mars since 6 August 2012 under the Mars Science Laboratory programme.

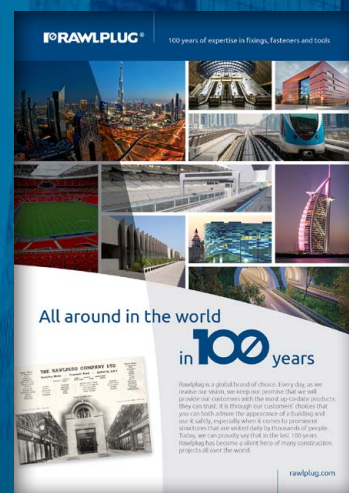


Around the world in 100 years. Rawlplug is the global brand of first choice. In the everyday pursuit of Rawlplug's vision, we keep the promise expressed in our mission, as we furnish our customers with state-of-the-art products they can trust without reservations. Having chosen them, you receive a guarantee that buildings and facilities visited daily by thousands of people not only look great, but are absolutely safe to use. We can proudly claim that, over the last 100 years, Rawlplug has become an unsung hero of numerous investment projects completed all over the world.

2/6

3/6

Expert in fixings, fasteners and tools for 100 years. Professional products, specialised services and innovative training courses are the three unbreakable pillars of Rawlplug's offering based on the legacy of 100 years of the brand's operations. It is the continuation of the vision once conceived by John Joseph Rawlings who dreamt of the Rawlplug brand he had created to become the global brand of first choice. We have the necessary knowledge and experience. We know our customers and understand their needs. We make sure they receive adequate support wherever they need it. Rawlplug is an expert worth your trust.



4/6

Evolution of the perfect plug over 100 years. Rawlplug's history dates back to 1919 when it started with the invention of the world's first wall plug. And although a lot has changed in the construction industry over the last 100 years, the fact that Rawlplug is an inventor has remained unaltered. For us, good is just not enough. This is why we have been working towards the evolution of our products on a daily basis, making sure that our customers can make the most of technological progress, continuous improvement in terms of reliability and innovative design, whose common denominator is comfort combined with simplicity. This evolution has made us the experts we currently are.

5/6

Products catering for the needs of all construction segments for 100 years. No other brand in the world manufactures and delivers to its customers products that cater to virtually every segment of the construction industry. Rawlplug's offering consists of as many as 10 specialised product categories. We control every production process performed in our manufacturing plants, being among the most technologically advanced and best automated factories in the world. This is why, for 100 years now, we have been delivering products that can be universal as well as comply with requirements of even the most highly specialised construction works, offering modern design and unique technical parameters, being easy to install and extremely durable in operation.

Know-how and competence development for 100 years. Beyond highly specialised knowledge and experience based on practice, nothing can give you the real certainty of quality and reliability of the outcomes of your work. Rawlplug has been there for their customers to share the know-how and experience gathered over the last 100 years of their operations. Engineers, designers, contractors and salespeople could always count on our support. But today we give them even more, namely an innovative development programme dedicated to education and competence building, designed to actually cater to their daily needs, known as Rawlplug Academy.

6/6

5.1 100TH ANNIVERSARY OF THE RAWLPLUG BRAND

#5INTERESTINGSTORIES

Our 100 years long legacy, our growth, our experience, and our greatest passion – Rawlplug – all brought together in five special articles.

1 / ARTICLE PL, GB

100 YEARS OF EXPERIENCE PUT TOGETHER IN PRODUCTS, SERVICES AND TRAINING COURSES

For John Joseph Rawlings, good was never enough. He clearly stepped ahead of his times and created a new customer service standard to be applied in the broad area of the fixings industry. The values that he always tried to foster included orientation towards innovation, dialogue with customers, focus on understanding their true needs or simplicity and the highest quality of solutions. They have all been inextricably linked with the development of the Rawlplug brand and its expansion over global markets for the last 100 years.

2 / ARTICLE PL, GB

RAWLPLUG ACADEMY. BLEND OF KNOWLEDGE AND SKILLS

Does it suffice to be a specialist in the given field, acquire impressive knowledge and have exceptional skills to be considered an expert? People of genuine authority, inspired by knowledge and skills as well as long years of experience, actively seek to exert influence on the surrounding reality. Such role models share what they know with others and are capable of shaping further generations of experts. This is what Rawlplug does.

3 / ARTICLE PL, GB

GOOD IS NOT ENOUGH, OR REASONS AND PROOFS FOR INNOVATION

The year was 1910. The personnel of the British Museum in London probably never realised that their commission for the museum building refurbishment would begin the history of Rawlplug – a brand which would soon become recognised as a global manufacturer of fixings, fasteners and tools. A brand which has always emphasised the importance of innovation, original solutions and inventiveness ever since it was established.

EMPLOYER OF FIRST CHOICE

Our ambition is to become the brand of first choice worldwide. The pursuit of Rawlplug's vision which translates into expansion towards new markets makes the brand recognised as an internationally present manufacturer of fixings, fasteners and tools. And the Management have always stressed the fact that the company owes it to the invariably trustworthy and reliable personnel. We have established divisions in 16 countries on 3 continents. We employ more than 1,600 persons across the world, representing several dozen specialisations. That's the Rawlplug Team.

UNSUNG HERO OF CONSTRUCTION INVESTMENTS ALL AROUND THE WORLD

Imagine yourself at the Wembley National Stadium in London. You are waiting for the upcoming emotions, sitting comfortably in one of 90,000 seats, completely unaware of the fact that they have all been anchored to the base using Rawlplug's stainless steel throughbolts of 10 mm in diameter.

4 / ARTICLE PL, GB

5 / ARTICLE



5.1 100TH ANNIVERSARY OF THE RAWLPLUG BRAND

RAWLPLUG ANNIVERSARY BOOK

Rawlplug Anniversary Book is an original RAWLPLUG publication concerning the brand's heritage, referring to its past splendour and combining it with the achievements of the present and the vision of the future. This is where the reader can find answers to some fundamental questions. Who was John Joseph Rawlings? Which of the brand's inventions does its current portfolio contain? How was the Rawlplug Travelling Showroom used? What were Rawlplug's greatest marketing achievements? What is the greatest passion of Radosław Koelner, Rawlplug's CEO? The publication also describes the spectacular construction projects completed all around the world using our products, and addresses many other interesting subjects. It is 112 pages of impressive achievements, fascinating events and inspiring facts.



5.1 100TH ANNIVERSARY OF THE RAWLPLUG BRAND

UK PUBLICITY CAMPAIGN

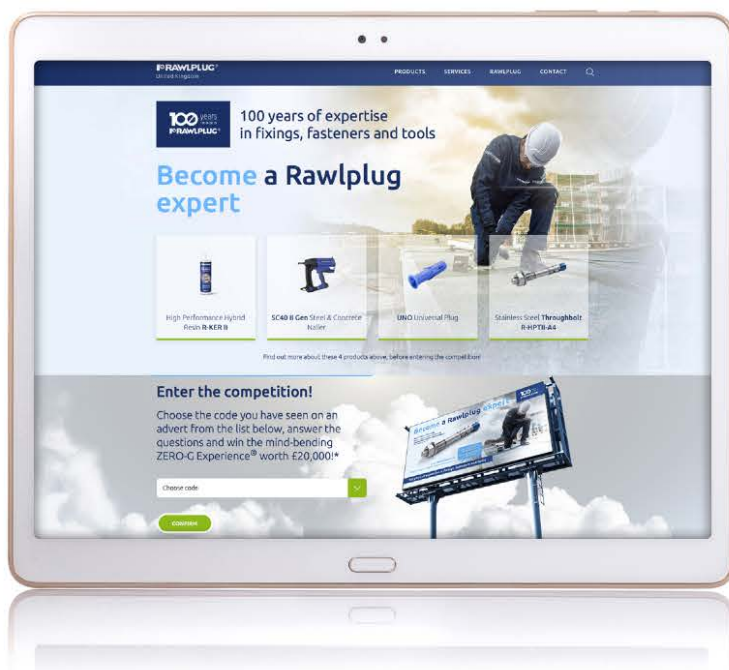
On the 100th anniversary of the Rawlplug brand a decision was made to conduct a publicity campaign in England and Scotland – first in long years. It allowed us to accomplish the following business goals:

- 1/ Building and maintaining the RAWLPLUG® brand awareness in the target group among people both below and above the age of 40.
- 2/ Supporting the sales activities planned on the occasion of the RAWLPLUG® brand's 100th anniversary celebration in terms of image building and sales.
- 3/ Building awareness of a brand whose comprehensive product portfolio comprises far more than just fixings.
- 4/ Building awareness of the RAWLPLUG® brand as an expert in fixings, fasteners and tools operating for 100 years.





The publicity activities were performed between 1 July and 31 December 2019. Under this campaign, the Rawlplug was building visibility in London, Manchester, Birmingham, Edinburgh and Glasgow. Our advertising creations could be found on billboards, in the tube, on busses, on the internet, and in many other places. All these media allowed us to fulfil the goal related to the brand awareness and image building. On top of that, the brand's promotional activities included a competition with a valuable prize – a 3-day trip to the United States combined with participation in the exciting ZERO-G Experience, i.e. weightless zero gravity flights with optional parabolic manoeuvres, for the winner and a companion. The purpose of the competition was to increase the engagement among the customers our campaign addressed and to stimulate them to expand their knowledge of Rawlplug's offering (competition participants had to answer questions about the brand and its products). The competition had one winner.



5.1 100TH ANNIVERSARY OF THE RAWLPLUG BRAND

GRAND GALA CELEBRATING RAWLPLUG'S 100TH ANNIVERSARY

23 September 2019 was a special day that will go down in Rawlplug's history. On this very Monday, at 5 p.m., nearly 1,200 employees from all over the world got together in Wrocław at the National Forum of Music in order to learn more about and understand the history and heritage behind the brand which has built its market relevance and leadership for consecutive decades. We met there to have fun in the international circle of colleagues as well as to enjoy our musical and cultural diversity. The event's main goal was to recognise our achievements and the effort we all invest in work while leading Rawlplug into another century. Let's refresh our memories!

Hundreds of people from Poland, Russia, Ukraine, Lithuania, Singapore, Shanghai, India, the United Arab Emirates, the Czech Republic, Slovakia, the United Kingdom, Ireland, France, Sweden and Hungary had travelled thousands of kilometres to gather at the National Forum of Music concert hall, being one of the largest and most advanced venues of this type in Central Europe, to take part in our celebrations. On the exterior, the NFM resembles a stringed instrument, the interior design is inspired by the grand piano, while the technical and technological solutions used for the structure design ensure superior musical experience. However for us, the most important thing about this building is that Rawlplug's mechanical and bonded anchors were used in its construction for many purposes including installation of the sound-absorbing ceiling grid, rope access railings, balustrades, or the comfortable seats we took at the event. The Gala was hosted by Tomasz Kammel, a well-known Polish journalist, television presenter, producer, screenwriter, actor and coach. Using the charm, wit and sense of humour he is famous for, but primarily with great respect and awe towards the achievements of the brand as well as the people who build it every day, he proved a perfect host of the event we held so important.



The Grand Gala
celebrating
Rawlplug's 100th
Anniversary
was opened
by CEO
Radostaw
Koelner:

I rarely admit it in everyday life, but today let me say it out loud and with pleasure that I am profoundly moved. For the first time in our company's history, we have such a fantastic occasion to celebrate, allowing us to make plans for the future with joy and optimism. It's also for the first time that we are gathering together in such a huge international circle, having an opportunity to see and realise that each and every one of us is an important member of this unique community. Also for the first time, with the awe duly deserved and on such a grand scale, we bow before the legacy of our brand – the Rawlplug® brand. This year, you could easily hear me repeating how deeply I was convinced that today, in 2019, the true Renaissance man of the construction sector, whom John Joseph Rawlings definitely was, would be proud of us all, as I am proud of being a part of a team I can always rely on. And even if you don't hear me saying that on a daily basis, I want you to know how grateful I am for your never changing readiness to act, for always reaching out for more, for pursuing ambitious goals. I am proud that good is just never enough for you. It's a great pleasure to work with people with passion to act, who make the most of their involvement and devotion day by day to prove that together we are inclined and able to build a strong, reliable and trustworthy brand. From the bottom of my heart: thank you, Dear Friends.

Rawlplug is my passion. My personal dream is to witness the world acknowledge that profit and cost-effectiveness are no longer superior measures of success. It is by no means a utopian vision, but rather a long-term obligation to deliver reliable and trustworthy solutions. This means acting according to the best practices. I am absolutely positive that the mission of our industry is to serve other sectors, since we are one of the intrinsic elements of their reality. And the more fixings and fasteners remain fully operational for the next 50, 100 or 200 years, the higher the comfort of life and operation we will be able to deliver – not only to others, but also to ourselves.

Today, however, is no time to talk about business. Let's embark on a journey into history to sense the emotions that dwell at the foundations of our heritage. Today is the time to celebrate our accomplishments and to acknowledge what we have jointly achieved. Today is the time to get emotional, to use lofty words, and to reflect, but in the first place – to be proud. Starting now, let's never forget about being proud. Dear friends, I wish you the best of fun.





This was an opportunity to watch a lot of films and animations presenting the outstanding and impressive history of the 100 year-old brand, which also emphasised how unique and special our contemporary team is, highlighting our competences, skills, inventiveness, determination and commitment. The animation entitled *The World's First* showed the history of the first wall plug and some other patents from Rawlplug, and you can still watch it on our YouTube channel at *Rawlplug – world's first*. *When I Grow Up* is a story of the dreams of children who, once they're grown up, would like to create such unique innovations as those we work for at Rawlplug. The video entitled *Grand Scale Marketing* brings back the memory of the exceptional and timeless marketing solutions implemented by the brand's originator, John Joseph Rawlings. Sebastian Rosiak, Leszek Bruder, Damian Sosnowski, Serhii Skliar, Piotr Kubacki, Andrzej Kędra, Grzegorz Borowski, Tomasz Grabiec, Iryna Nesterovych, Grzegorz Szymański, Grzegorz Studziński, Robert Łakus, Patryk Żebryk and Hanna Nitecka are all heroes of another film production entitled *Extraordinary People's Ordinary Life*. *Dear Jonathan* is a recollection of a story in which we quote an authentic letter sent to us by Frank Bredemear, a son of one of the salespeople who had the pleasure of working directly with Rawlings in the years 1933–1970. The story of *Rawlplug Travelling Showroom* and of the contemporary RawlTruck was broadcasted in a very special edition of the London NEWS television programme. The video entitled *Excellent Sales* praised those behind the sales successes – our sales representative, engineers, technical advisors, product managers, and customer service specialists, thanks to whom, each and every day, Rawlplug can pursue its main objective – to become the brand of first choice worldwide. But it was probably the interview with Jim McWhinnie – our wonderful and loyal employee for 34 years, currently the Assistant Warehouse Manager in Glasgow – that arose the highest emotions among the audience (we love you, Jim!). All the films are still available to watch on our social media profiles.





It was an evening to remember for other reasons as well, and its musical impressions were attributed to the one and only Dziubek Band. Its charismatic conductor and composer, Mariusz Dziubek, orchestrated several dozen musical pieces specially arranged for this occasion. His highly expressive big-band, delivering a fusion of powerful sounds produced by trumpets, trombones and saxophones with a tint of guitar, bass, piano and percussions, performed music from all over the world – pieces chosen by representatives of our branch companies. *Sen o Warszawie*, *Galway Girl*, *Kalinka*, *Mamma Mia*, *Jożin z bażyn* or *Trys milionai* are only some of the hits we heard coming from the stage. That extraordinary musical journey made a lot of us realise that we truly make up an international team, and although there are many natural differences between us, what binds us is the diversity which gives the team its great strength. We also had the opportunity to listen to a medley entitled *Music of the Decades*, arranged with an intent to highlight that as the music world rushed ahead with the passing of time, Rawlplug always managed to keep up. In times when Fred Astaire ruled the stage, we had just patented the world's first mechanical anchor, and when Glen Miller appealed to masses, we created the first shock and corrosion resistant fixing in the history. As we listened to 10 hits representing each of the past 10 decades, we were also reminded of the most interesting facts from the corresponding period. However, the most special and elevating moment of the evening was the ceremony of granting 30 awards to the Rawlpluggers of the century. They were all persons who deserved special commendation in recognition of their charisma, accomplishments, loyalty, perseverance, hard work and courage. There are plenty of people in our companies who match this description, but the centenary celebration was an occasion to praise those in particular whose contribution to the growth of our business had been the strongest and most diverse. The awards were granted in the following categories:

CATEGORY

1. INNOVATION IN FIXINGS
2. INNOVATION IN FASTENERS
3. BEST PRODUCTION AND WAREHOUSE EMPLOYEE
4. LONGEST EMPLOYMENT RECORD
5. SALES – SALES INSPIRATIONS
6. SALES – BEST MANAGER
7. SALES – BEST SALES TEAM
8. SALES – BEST HEAD OF REGION/COMPANY
9. FOUNDATIONS OF RAWLPLUG®
10. SPECIAL AWARD



It was emotional,
touching, lofty,
and joyful –
simply special,
as beautifully
recapped by
Radosław Koelner,
Rawlplug's CEO:

Dear Friends, this has been a very special day with the very special Grand Gala celebrating the 100th anniversary of the Rawlplug® brand. I am deeply convinced that the impressions and emotions triggered by this celebration have made 23 September 2019 one of the memorable days in the history of Rawlplug® – the first day of a new century into which we are leading our brand. I would like to thank everyone who has managed to be with us here, at the National Forum of Music, and take part in this extraordinary celebration of our history and heritage, achievements and successes, witnessing our commitment, motivation and determination. Many thanks should also go to all those who – for objective reasons, including the professional ones – could not come to Poland to participate in an event which I hope will become unforgettable.

Artistic experiences. Musical journey around the world. Memories of the past. Lovely films showing how great our team is. The Music of the Decades concert. It has all been prepared to recollect and to acknowledge our history and heritage; to make us realise the magnitude of the international team we all build; to highlight that diversity is our great strength, but in the first place, to appreciate our achievements, our effort, and the commitment we all invest in our work, striving to lead Rawlplug® into another 100 years of its history. This is precisely why the National Forum of Music has just been a witness to the ceremony of granting 30 statuettes to the Rawlpluggers of the century, recognised under 10 categories. I know that, in our companies, there are more persons as outstanding as those awarded tonight, and while I extend my congratulations to the latter once again, I would also like to thank you all for making me a part of a team I can always rely on. Now, we are going back to the everyday reality, to make the most of the new strength, energy and motivation to tackle further challenges.



5.2 | STRUCTURE OF COMPANIES WITHIN THE GROUP

The headquarters of RAWLPLUG is based in Wrocław, in Kwidzyńska street, which is also where the parent company RAWLPLUG S.A. has its head office. The company's manufacturing plants are both located in Poland: in Wrocław (running production of plastic fixings and bonded anchors) and in Łańcut (which is where fasteners and metal components are manufactured).

GRI

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RAWLPLUG S.A.

Koelner Polska Sp. z o.o.	100%	
Koelner Rawlplug IP Sp. z o.o. ***	100%	
Rawlplug Ltd	100%	
Koelner Hungaria Kft	51%	
Koelner CZ s.r.o.	100%	
Koelner Deutschland GmbH	100%	→ Stahl GmbH 100%
Rawlplug Middle East FZE	100%	→ Rawlplug Building and Construction metal Trading LLC 100%
Rawlplug Ireland Ltd	100%	→ Rawlplug Ireland (Export) Ltd* 100%
Koelner Vilnius UAB	100%	
Rawl France SAS	100%	
Koelner Centrum Sp. z o.o.	51%	
Rawl Scandinavia AB	100%	
Koelner Slovakia s.r.o.	100%	
Koelner Ltd	100%	
Koelner Ukraine LLC*	60%	
Koelner Trading KLD LLC	100%	
Koelner Inwestycje Budowlane Sp. z o.o.*	100%	
Rawlplug Inc.*	100%	
Rawlplug Singapur PTE. LTD*	100%	
Rawlplug Shanghai Trading Co., Ltd*	100%	
Rawl India Services Private Limited*	100%	
Koelner Kazakhstan Ltd*	70%	
		→ Rawlplug Portugal LDA* 100% ←
Rawl Africa (Pty) Ltd*	100%	
Rawlplug – TMAX Corporation Limited **	51%	

* Companies not subject to consolidation as of 31 Dec 2019 (as per IAS 1, item 31).

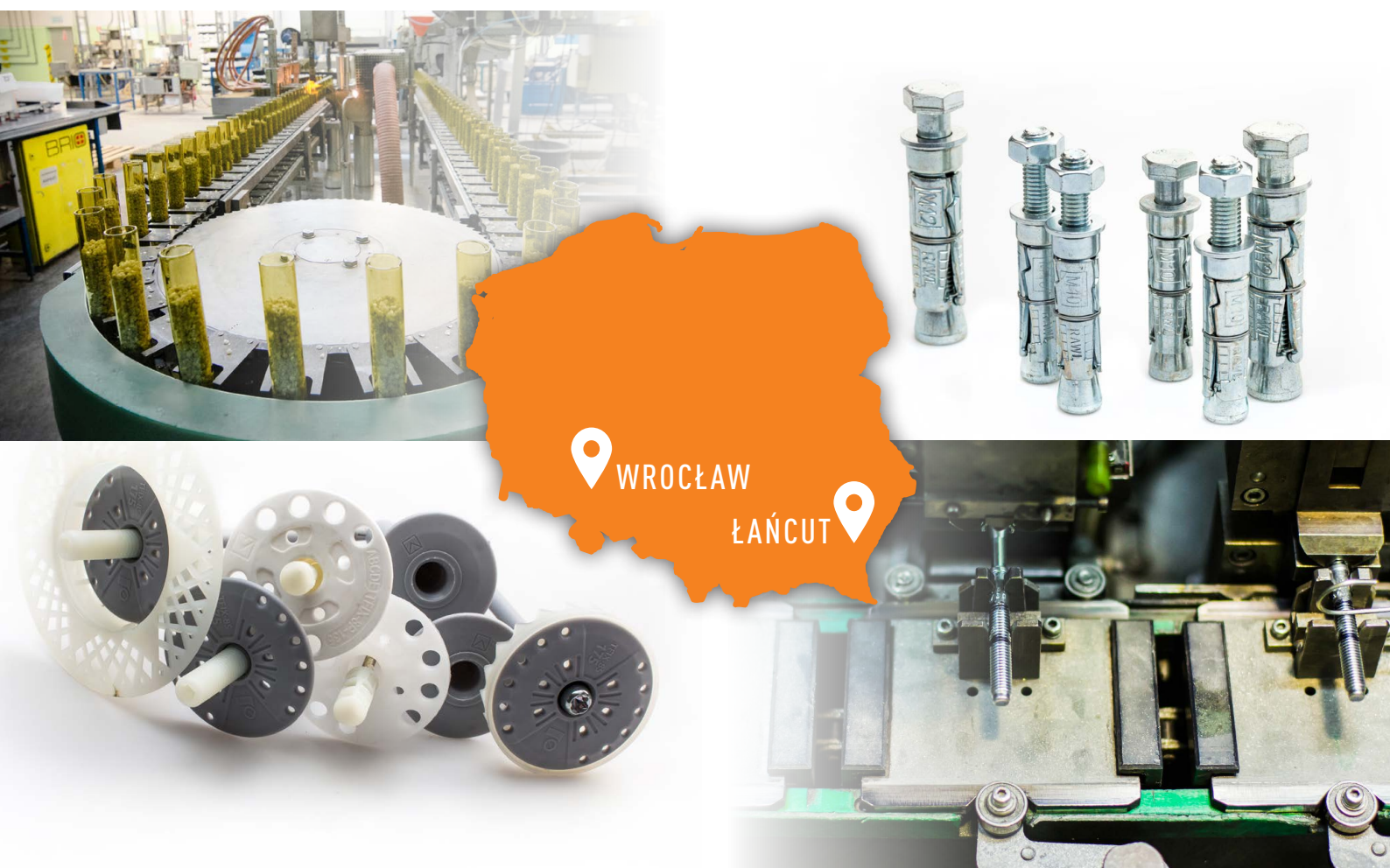
** Affiliate.

*** Company having a branch in Łańcut.

5.3 | BUSINESS MODEL

MANUFACTURING PLANTS IN WROCLAW AND ŁAŃCUT

Our manufacturing plants are the beating heart of Rawlplug. That is where the products trusted and appreciated by customers around the world are produced. The Wrocław-based plant specialises in the production of plastic fixings and bonded anchors, while fasteners and metal components are manufactured at the Łańcut plant. Each year, both of them implement new solutions worth of the 21st century industry, enabling them to work more effectively, accurately and quickly. They are also increasingly energy-efficient, pursuing the goal of becoming emission neutral. Thanks to the impressive precision of the equipment used in the production processes, our products are released with a very low complaint ratio, which also supports the idea of emission neutrality and reduction of the environmental effect of our production. Our state-of-the-art machinery is maintained in excellent technical condition, and we make sure that the improvements we keep introducing on a regular basis successfully limit our negative environmental impact.



WROCLAW MANUFACTURING PLANT

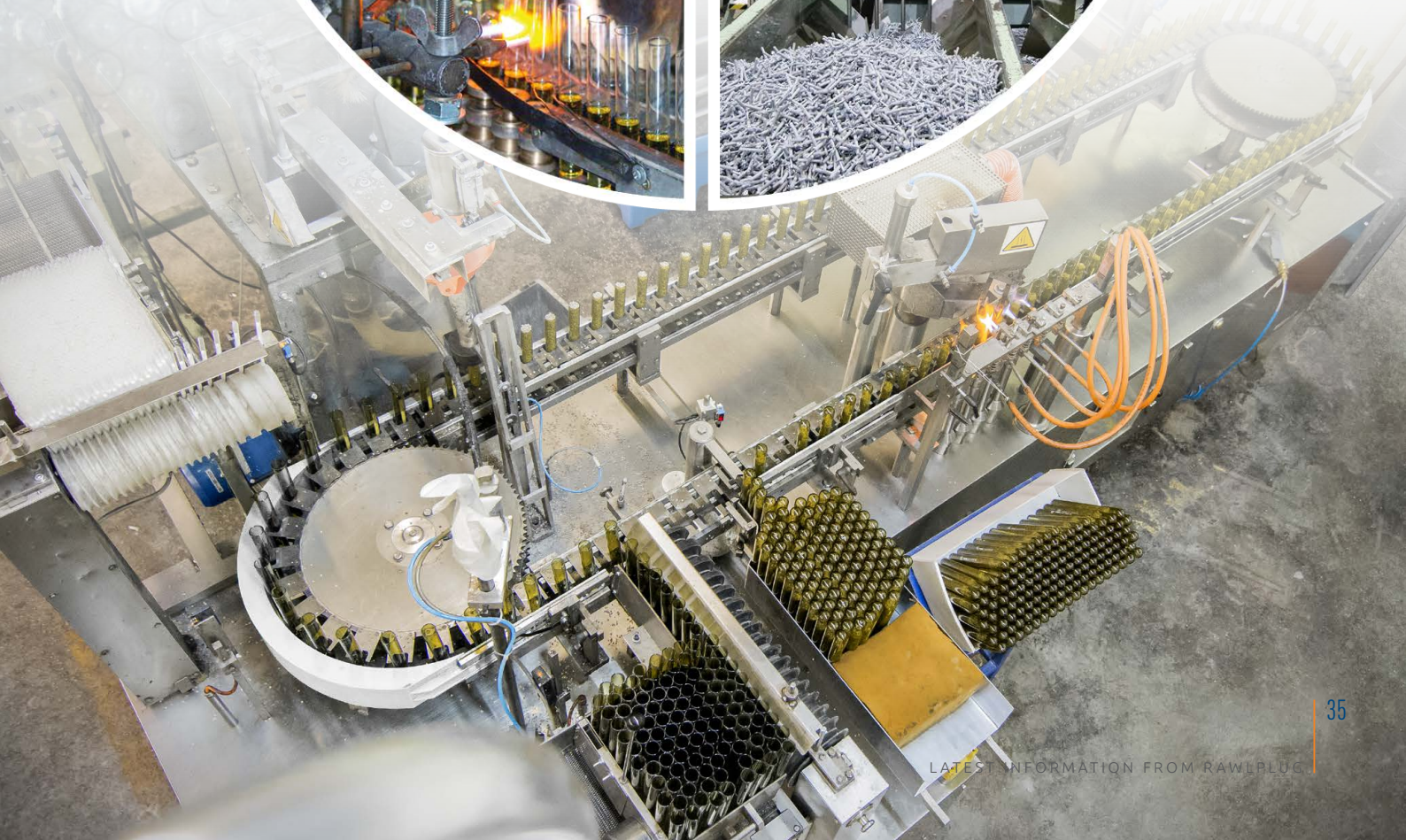
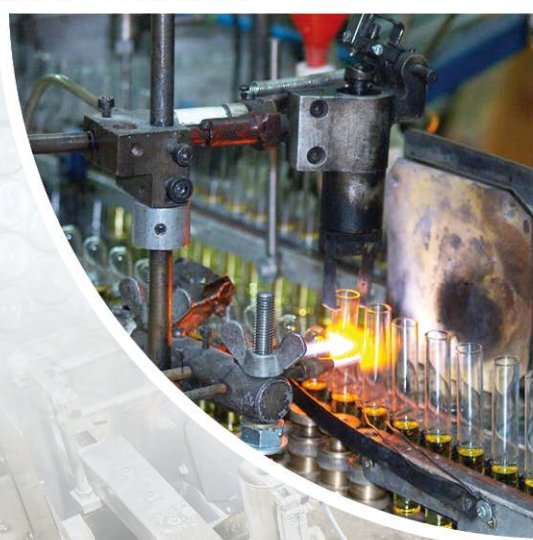
In the heart of Lower Silesia lies the city of Wrocław which hosts Rawlplug's head office, central warehouse as well as the manufacturing plant specialised in plastic fixings and bonded anchors.

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PRODUCTION

Our state-of-the-art equipment resources comprise machines for production of plastic injection moulds, automated and manual assembly lines, as well as technologically advanced machines for production of bonded anchors.





LABORATORIES

There are two in-house laboratories at the Wrocław-based manufacturing plant. This is where we keep watch over the quality and reliability of our products. The tools we use in the production processes are subject to continuous monitoring. And specifically with that purpose in mind we run our own tool shop where we test and fix all our equipment.



WAREHOUSE

The central warehouse is the last facility comprising our industrial complex in Wrocław. It conforms to the highest standards; among the available equipment, there is an automatic computer-aided high bay warehousing system capable of reading the EAN codes and supported by a voice communication system used for identification of the items in demand, designed specifically for higher efficiency and improved stock management.



INFRASTRUCTURE INVESTMENTS AT THE WROCŁAW MANUFACTURING PLANT

1 / PLASTICS DEPARTMENT

Better efficiency of production processes, improved production flow, new and more effective ventilation system, enhanced working comfort, limited energy consumption and reduced negative environmental impact – we have achieved all of that by moving the Plastics Department to a larger hall, running an overhaul of the shop-floor and adapting the division to the specifics of the production processes performed using injection moulding machines.

2 / TOOL SHOP

The Tool Shop has been moved to a refurbished hall where the Plastics Department used to be located, which has enhanced the cooperation with manufacturing units, sped up the performance of tasks, increased the personnel's efficiency and working comfort, and ensured optimised use of the available space.

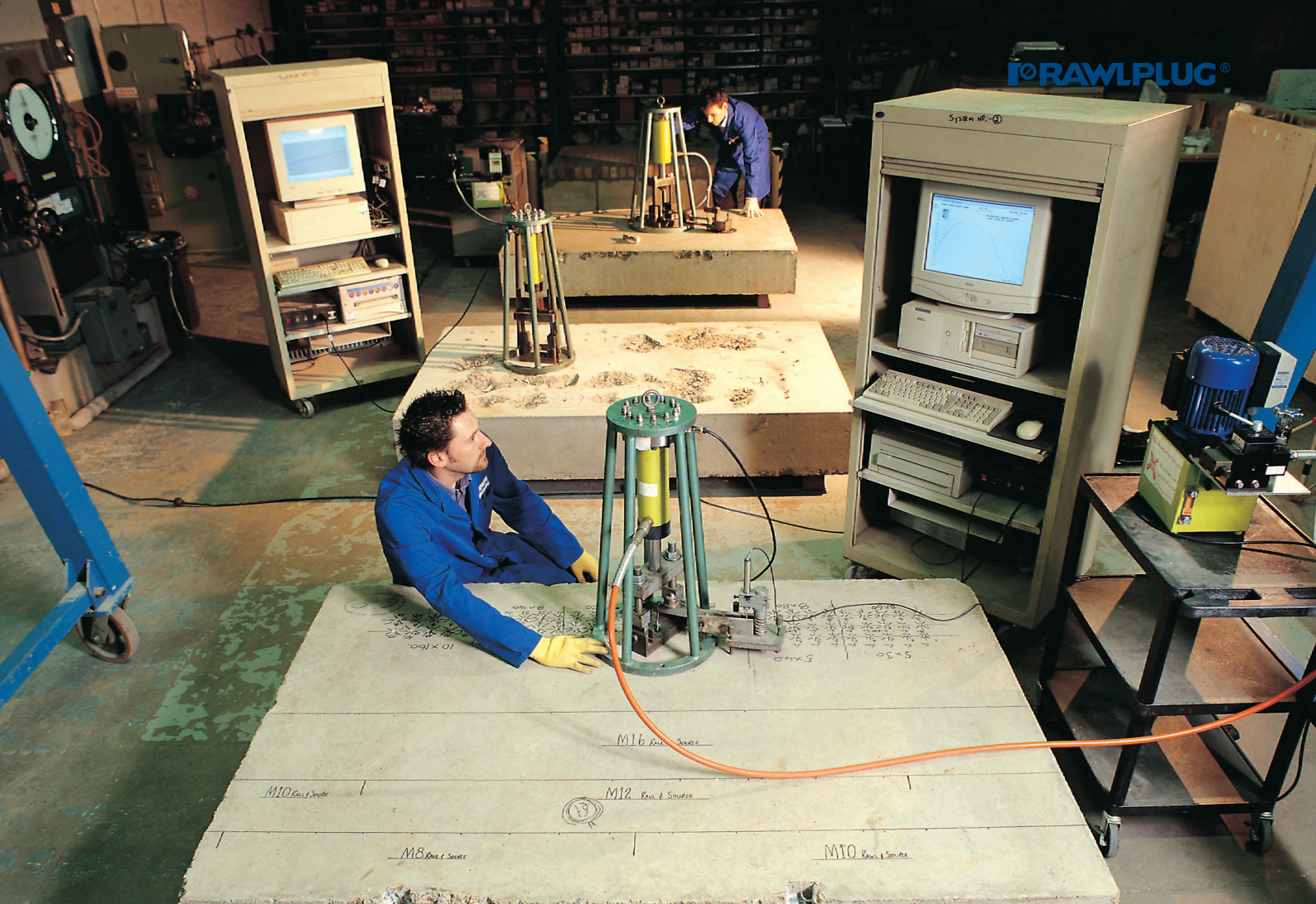
IMPLEMENTATION OF A CENTRAL PLASTICS CHARGING SYSTEM

Significant increase of production efficiency along with reduced energy consumption and negative environmental impact are the outcomes of implementation of a new central plastics charging system.

PURCHASE OF NEW INJECTION MOULDING MACHINES AND ROBOTS FOR THE PLASTICS DEPARTMENT

Having purchased new equipment we have successfully increased the efficiency, speed and flexibility of production processes, but also attained significant energy consumption reduction. The machines represent the highest energy saving class, which we consider particularly important. The new robots support our injection moulding machines in operation by ensuring automation of the production process and allow us to reduce the consumption of process media as well as of our environmental impact even more.





5 / PURCHASE OF A NEW ELECTRICAL DISCHARGE MACHINE FOR THE TOOL SHOP

Higher safety of the Tool Shop personnel, tool making with the accuracy down to microns, faster work, lower energy consumption and more eco-friendly operations are the main benefits which we have achieved by purchasing a new electrical discharge machine installed at the Tool Shop.

6 / PURCHASE OF NEW MACHINERY FOR THE MIXING AND FILLING DEPARTMENT

The purchase of new machines for the Mixing and Filling Department has brought us minimisation of chemical waste, significant improvement in terms of production efficiency as well as reduced energy consumption and release of hazardous substances.

7 / PURCHASE OF NEW PACKING LINES FOR THE ASSEMBLY DEPARTMENT

The new 14-unit machines have significantly increased the efficiency of the packing process and lowered the amount of energy consumed for this purpose. This has been yet another of the series of important changes making our operations more environment-friendly and bringing us a step closer to being emission neutral.

LABORATORY REVAMPING

We have managed to consolidate all competences of the R&D Department at one place, increased the operating performance of this area and enhanced the research and development activity – all thanks to the laboratory revamping investment.

8 / NEW WELFARE FACILITIES FOR EMPLOYEES

The new welfare facilities provide increased comfort, safety and convenience to our personnel. We have also prepared larger locker rooms, new showers and toilets.

ŁAŃCUT MANUFACTURING PLANT

Łańcut is where we produce fasteners and steel products such as bolts and screws, mechanical anchors and nails. It is there that the DIN 7984 bolts used to build the Mars Curiosity rover were manufactured.

Highly specialised products. The manufacturing plant in Łańcut specialises in the manufacture and supply of products used in agricultural machinery, pressure equipment or steel structures, among other applications. We manufacture for the power engineering, automotive, mining and wind power industry. They are all sectors with highly specific requirements, and we concentrate on providing them with tailored solutions designed to special orders.

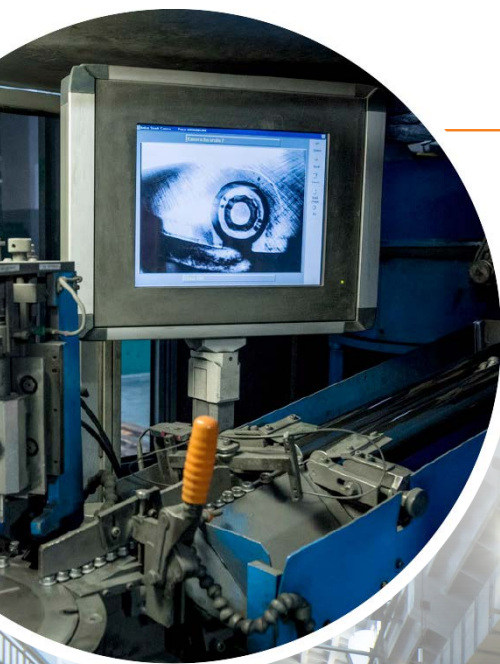
STATE-OF-THE-ART MACHINES AND DEVICES

We have all the advanced equipment we need to manufacture metal products. The highly specialised machinery is supported by the new Surface Treatment Department whose team of experts is responsible for the production and application of zinc-flake coatings. This eliminates the necessity of moving materials outside for treatment, which has allowed us to minimise the emission of carbon dioxide.



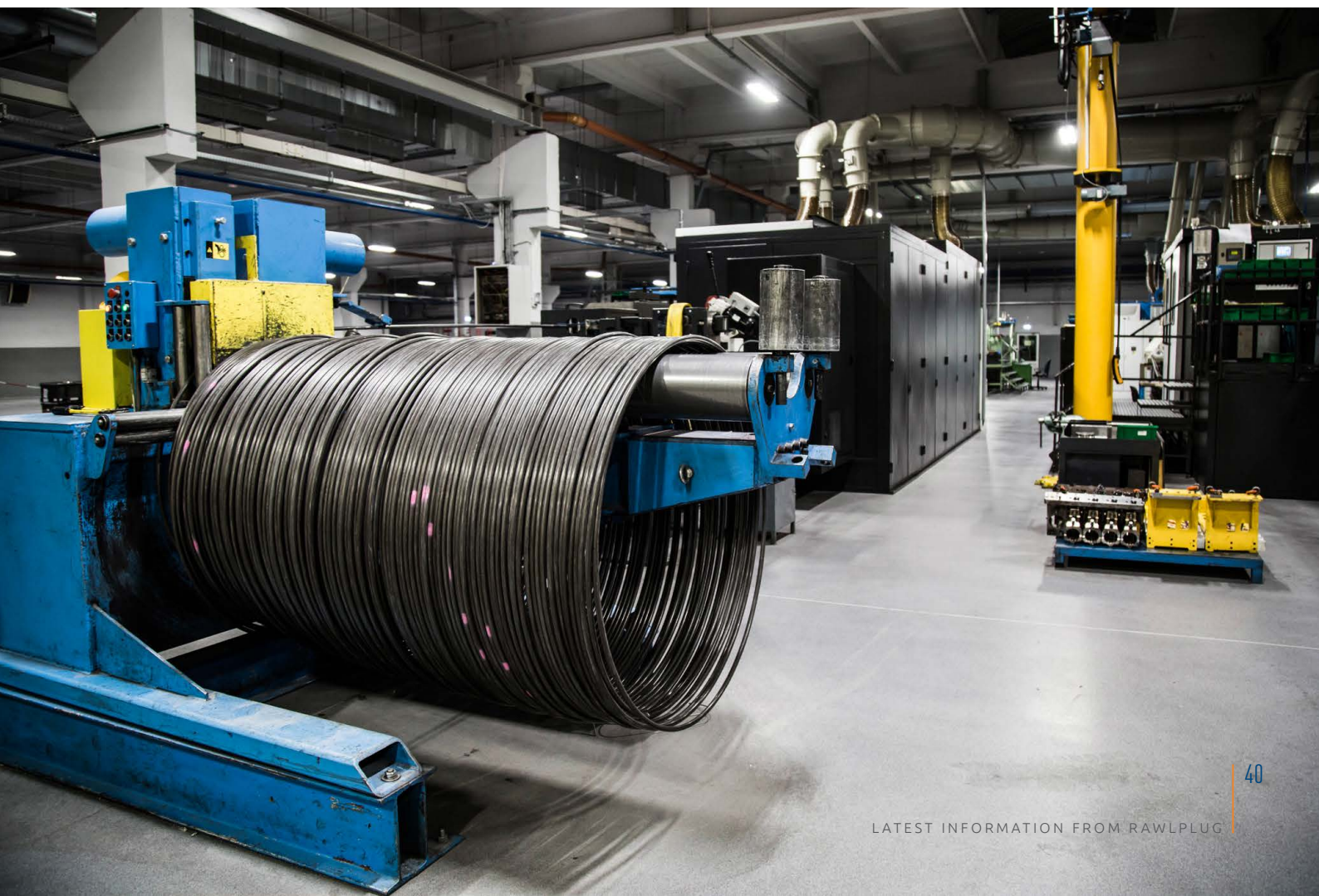
STRINGENT QUALITY CONTROL

We design solutions customers can trust. To make sure we succeed in the pursuit of this goal, the products they receive are subject to restrictive quality control procedures. The Quality Control Department personnel has access to a technologically advanced chemical laboratory for metallographic tests as well as a measurement laboratory which ensures that all European standards are met.

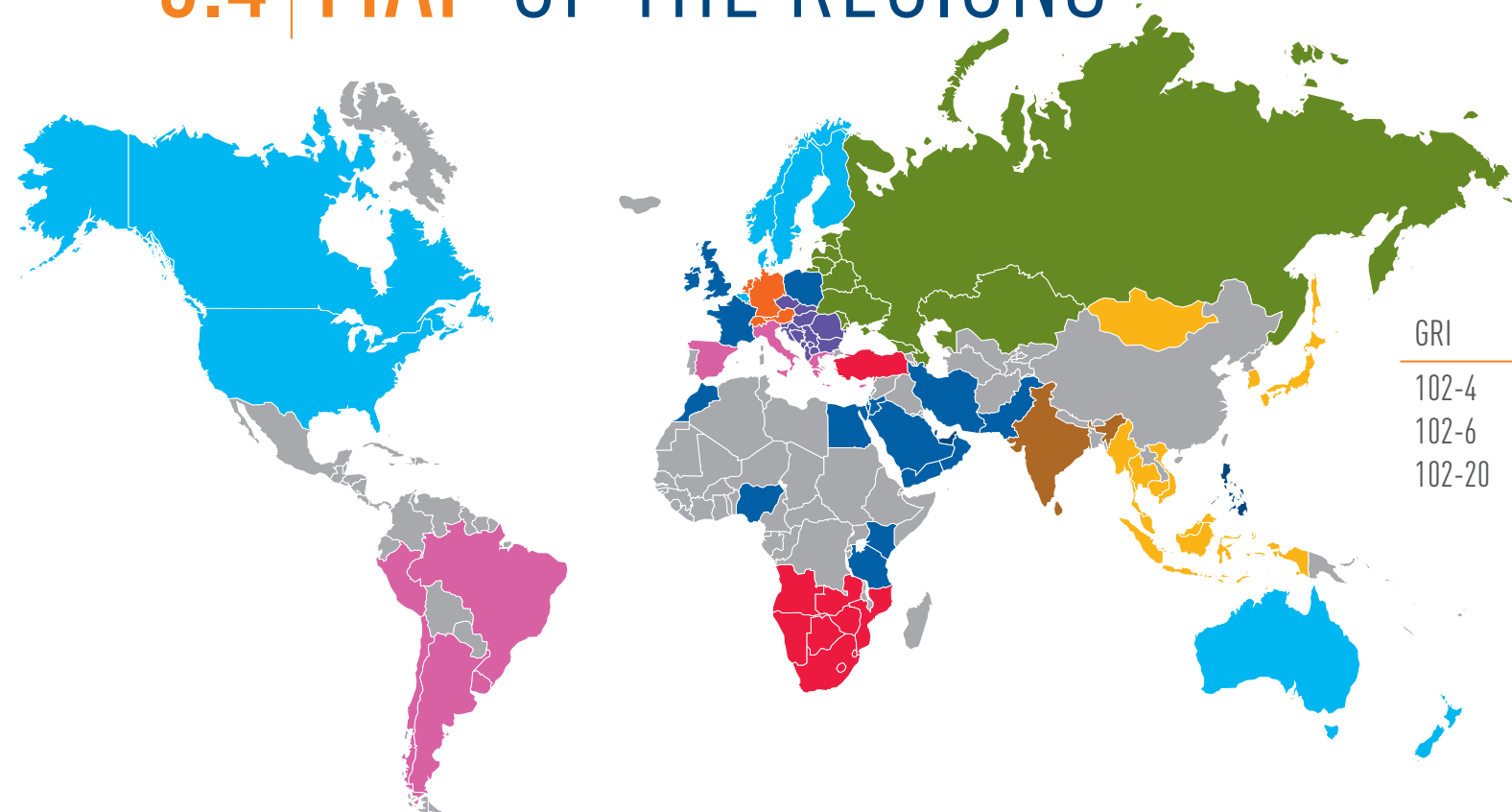


INFRASTRUCTURE INVESTMENTS AT THE ŁAŃCUT MANUFACTURING PLANT

1. Revamping and adapting a part of the former tool shop hall for purposes of the new electroplating department.
2. Thermal upgrading, installation of a lightning protection system and upgrading of the roof cover of the drawing mill and etching plant building.
3. Design and installation of a gas supply system including a gas pressure reducing station for the etching plant.
4. Upgrading of a storage room for purposes of the mechanical sorting department.
5. Revamping of the former package stapling house for purposes of trolley servicing.
6. Extension and upgrading of the cooling system for the wire rod annealing furnace.
7. Purchase, installation and commissioning of a new wire rod annealing furnace.
8. Purchase, installation and commissioning of multi-purpose machines.
9. Purchase, installation and commissioning of a milling machine.
10. Purchase, installation and commissioning of a robot set including instrumentation.
11. Purchase and commissioning of two bolt measuring machines.
12. Purchase, installation and commissioning of a rolling mill.
13. Purchase, installation and commissioning of a washer for technological pallet size containers.
14. Purchase and commissioning of a rolling mill dumper.
15. Installation of an industrial sewage disposal system including an intermediate pumping station for the new zinc coating plant.
16. Purchase, installation and commissioning of a sorting machine.
17. Purchase and commissioning of a sorting machine dumper.



5.4 | MAP OF THE REGIONS



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AUSTRIA, GERMANY,
THE NETHERLANDS,
SWITZERLAND

SWEDEN, NORWAY,
FINLAND, DENMARK,
BELGIUM, CANADA, USA,
AUSTRALIA AND NEW
ZEALAND

CYPRUS, GREECE, ITALY,
MALTA, SPAIN, ARGENTINA,
BRAZIL, PERU

BELARUS, ESTONIA,
LITHUANIA, RUSSIA,
MOLDOVA, UKRAINE,
AZERBAIJAN, GEORGIA,
KAZAKHSTAN

TURKEY, BOTSWANA,
LESOTHO, SWAZI,
MOZAMBIQUE, NAMIBIA,
THE REPUBLIC OF
SOUTH AFRICA, ZAMBIA,
ZIMBABWE

THE UNITED KINGDOM,
POLAND, FRANCE, IRELAND,
MOROCCO, GHANA, NIGERIA,
TANZANIA, KENYA, EGYPT,
ISRAEL, JORDAN, IRAN,
KUWAIT, QATAR, SAUDI
ARABIA, THE UNITED ARAB
EMIRATES, OMAN, YEMEN,
AFGHANISTAN, PAKISTAN, THE
PHILIPPINES

INDIA

MONGOLIA, JAPAN, KOREA,
VIETNAM, THAILAND,
INDONESIA, MALAYSIA,
BRUNEI, SRI LANKA,
MYANMAR

THE CZECH REPUBLIC,
SLOVAKIA, HUNGARY,
ALBANIA, BULGARIA,
ROMANIA, SLOVENIA,
KOSOVO, BOSNIA
AND HERZEGOVINA,
CROATIA, MACEDONIA,
MONTENEGRO, SERBIA

Directors of individual companies report directly to Rawlplug's top management.

5.5 | BRANDS IN OUR PORTFOLIO

More than 100 years ago, we decided to join the shaping of the fixings industry, and today – as the industry leader – we are known to the entire world.

Our portfolio contains more than 30,000 complementary products, including fixings, fasteners as well as manual and power tools. The top quality of manufacture and technical parameters of every single one of them has been confirmed by widely recognised certification institutions. Direct and comprehensive oversight of each production process and each piece we manufacture on an in-house basis is the guarantee of full compliance with such high standards. This one of the reasons is why we can deliver products that cater for diverse needs of our customers.

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Rawlplug is a brand which encompasses an extensive portfolio of diverse products and services matching the needs of different customer groups. It is by understanding them correctly that we have managed to implement creative design, high-performance production, and efficient distribution of innovative fixing and fastening solutions for the construction industry.

Striving to face up to the expectations of our customers, we have also provided them with a free-of-charge application – EasyFix, being a calculation program that comes in particularly handy when one is designing and installing fixings. There is more, since the technical advisory service, the product selector, the Technical Library, and the Rawlplug Academy are all complementary tools and services that enable our customers to receive the information they need, the support required for their projects, tailored training or site testing. All these solutions have been developed as a means to assist our customers at each stage of their respective projects, starting from the design phase, to the completion of installation using our products.



MAIN BRANDS IN OUR PORTFOLIO

RAWLPLUG® Rawlplug®, a brand proud of its enormous historical heritage (established in 1919), is the top-value priority brand among all of the Group's brands. In many markets, Rawlplug is still the synonym of fixings, even though the contemporary range of the sector's specialisations is very wide. Our product portfolio spans as many as 10 categories, including fasteners and tools, next to fixings. This makes the brand the only supplier in the world which is capable of delivering products dedicated to every sector of the construction industry. The brand's growth is based on innovation and pursuit of its sustainability strategy, which is why we design products by drawing abundantly from the results of high-budget specialised research performed by in-house R&D centres operating in Europe. This allows us to furnish customers with technologically advanced products that are safe, reliable and easy to use at the same time.

KOELNER Established in 1982, the Koelner brand has a very strong position in the Central European markets, especially in Poland which is its country of origin. Its product portfolio includes mainly construction fixings and fasteners, designed and manufactured by combining know-how, experience and results of the research in which the company invests while developing the solutions for the Rawlplug® brand. Koelner's customers represent both the DIY sector, buying products directly in retail chains and builders' merchants, as well as construction investors operating on a different scale. What they find particularly valuable in the Koelner® branded products is the combination of very good technical parameters, interesting design and optimised pricing.

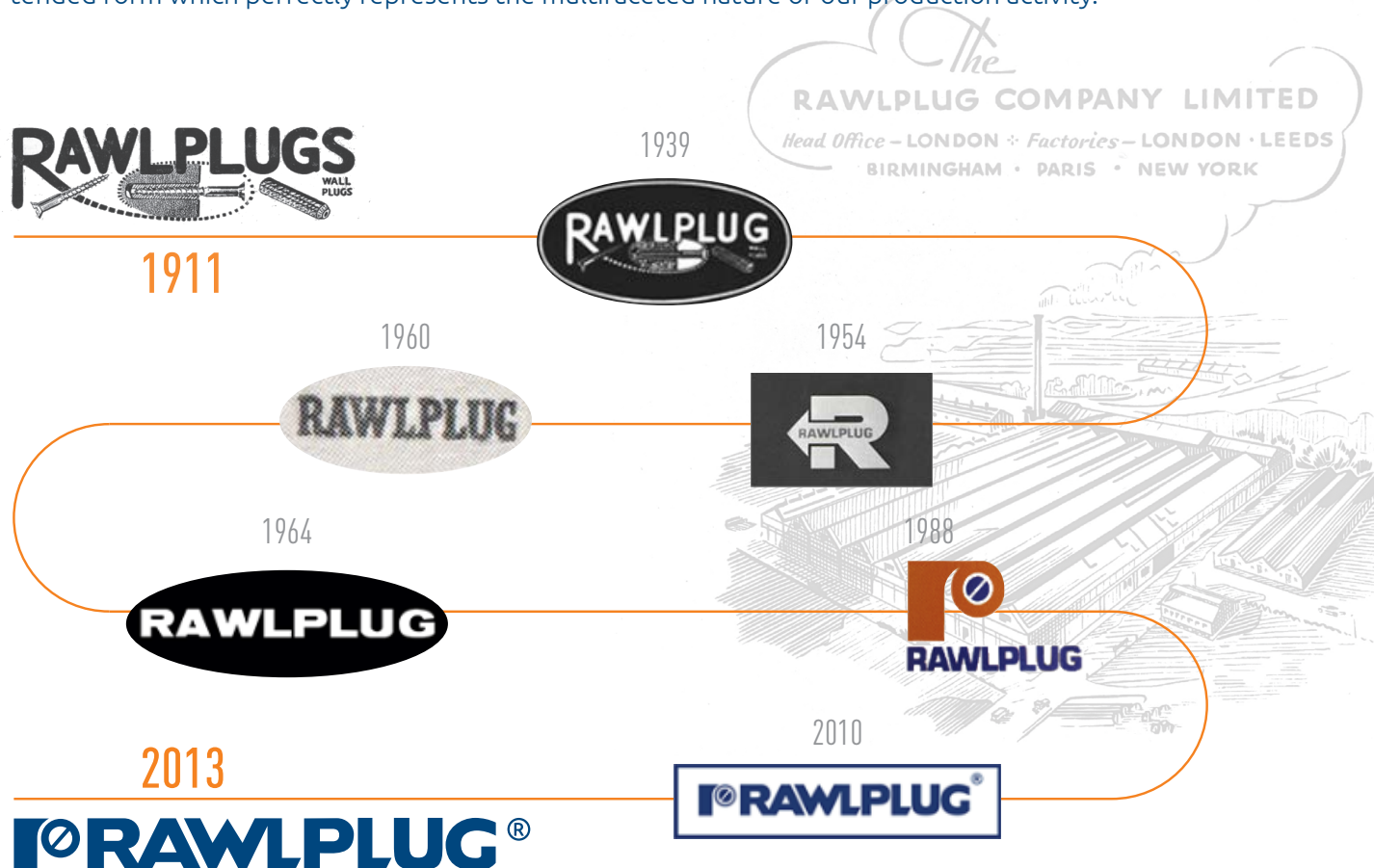


Established in 1991, Modeco is a brand which has transformed significantly over this time, continuously improving the structure of its portfolio and the quality of its products. Nowadays, Modeco actually consists of 3 brands: Modeco Expert, Modeco Home, and Modeco Garden. All of them specialise in hand-held tools and power tools, diversified in terms of price, depending on the needs of respective target groups. Regardless of whether they are used at construction sites, at home or in the garden, professional users appreciate these tools for their durability, resistance to mechanical damage, as well as visual quality of make.

Rawlplug's portfolio also includes the LF® brand whose products are distributed independently. The brand's offering comprises made-to-drawing custom bolts as well as standard cold-forged fasteners. LF® fasteners are world-class products, manufactured in the full range of sizes and available with a wide selection of coatings, namely zinc-flake, electro-galvanised and hot-dip galvanised, as well as pre-applied coatings.

RAWLPLUG LOGO

Rawlplug's navy blue logo has been synonymous with quality and high reliability for a long time. Rawlplug's new logo has been designed with an intent to emphasise the importance of our tradition as well as to highlight our new perspectives and goals. What used to be an epitome of reliability has been gently reformatted by our design team. Consequently, we have received a well-organised extended form which perfectly represents the multifaceted nature of our production activity.



5.6 | COMPETITIVE ADVANTAGES

Making the most of our extensive product portfolio, innovativeness and hardworking nature, we have become one of the best recognised brands for construction products.

Our success in building a strong brand found its confirmation in the construction industry contest results announced at a gala event held at Multikino Złote Tarasy in Warsaw. The Scientific Committee and the editorial team of the *Builder* monthly mentioned those who they believed to have managed to thrive in the difficult year of 2019. The Builder Awards gala was organised specifically to grant prestigious awards, and the Rawlplug Group was named the Construction Company of the Year, while our CEO, Radosław Koelner, was recognised as the Industry's Personality. That's what you might call a win-win situation! The award winners were described by the jury as "synonymous with dynamic growth, efficiency in building market potential, effective management and innovativeness – partners worth your trust." Moreover, in the overall ranking of developers, contractors and manufacturers, the Rawlplug Group was outstandingly

ranked 26th. The statuettes were received by Roman Czerwiński, President of the Management of Directors at Koelner Polska.

The Construction Company of the Year is a promotional project awarding businesses operating in the broad area of the construction industry and having well-grounded position in the Polish construction market. They are recognised for their trustworthiness and stability in operation, for special accomplishments in the given year which make them stand out among the competition, as well as for delivering high quality products and services in the highly competitive market.

The Industry's Personality, on the other hand, is an individual kind of commendation. It typically goes to the leader of the Construction Company of the Year, who is always an outstanding person and a co-originator of the company's success, having contributed to its growth, being capable of carrying the burden or responsibility, impressively courageous, relentless, determined and marked by business intuition.



5.7 | REFERENCE PROJECTS

Every year, our company is an unsung hero of numerous exceptional investment projects all over the world. In 2019, our products were successfully used in the implementation of extremely diversified projects, including housing estates, sports stadiums, power plants, promenades or ring roads. This clearly proves how versatile and comprehensive Rawlplug's offering is.

GRI

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GOLDEN MILE BEACH PROMENADE

Location: Durban, RSA
Rawlplug's products used:

- R-HPT-II mechanical anchors



WEARNES JAGUAR SHOWROOM

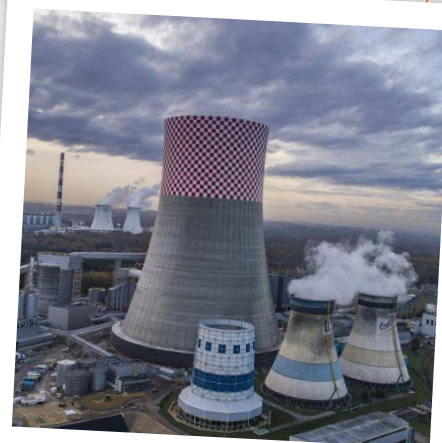
Location: Singapore
Rawlplug's products used:

- R-KEX-II bonded anchors
- R-HPTIIA4 mechanical anchors

JAWORZNO POWER PLANT UNIT

Location: Jaworzno, Poland
Rawlplug's products used:

- R-GOK flat roof fixings
- R-LX-CS screw-in anchors



CPF BISHAN SERVICE CENTRE

Location: Singapore
Rawlplug's products used:

- R-KEX-II and R-KEM-II bonded anchors
- R-HPTIIA4 mechanical anchors



OPOLE RING ROAD

Location: Opole, Poland
Rawlplug's products used:

- R-LX-ZF screw-in anchors
- plinth anchors

ORCHARD WHARF RESIDENTIAL BUILDING

Location: London, UK
Rawlplug's products used:

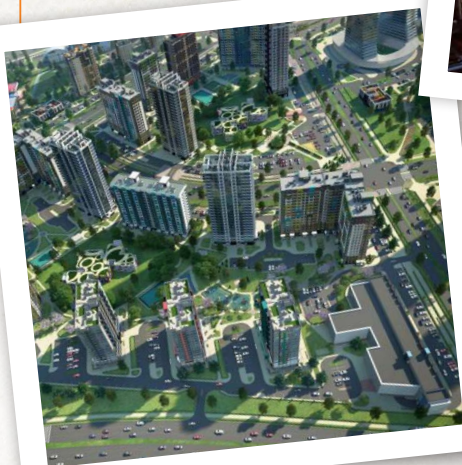
- R-XPT-M8 and R-XPT-M10 throughbolts



MINSK-WORLD HOUSING ESTATE

Location: Minsk, Belarus
Rawlplug's products used:

- R-FF1 frame fixings



SLAVKALIY'S NEZHINSKY MINING AND PROCESSING PLANT (GOK)

Location: Soligorsk, Belarus
Rawlplug's products used:

- R-FF1 frame fixings

BLOOMFIELD STADIUM

Location: Tel Aviv, Israel
Rawlplug's products used:

- R-HPT II ZF mechanical anchors



BŁONIE SPORTS CENTRE

Location: Błonie, Poland
Rawlplug's products used:

- bonded anchors with mesh sleeves
- R-KEM-II-300 anchors with mesh sleeves (R-PLS) and threaded rods (R-STUDS)
- R-HPTII-A4 mechanical anchors



CITY CHAMBERS BUILDING

Location: Glasgow, UK
Rawlplug's products used:

- R-KEM-II-M12 styrene-free polyester bonded anchor with threaded rods



CARBON TOWER

Location: Wrocław, Poland
Rawlplug's products used:

- R-KER II bonded anchors with R-STUDS mesh sleeves



SYBIR MEMORIAL MUSEUM

Location: Białystok, Poland
Rawlplug's products used:

- R-LX-HF-ZF screw-in anchors
- KWL facade insulation fixings

* The project/facility name may be a third party reserved trademark not owned by the party releasing this publication, i.e. Rawlplug.

6.0 SUSTAINABLE RAWLPLUG

1. MANAGEMENT BY VALUES

PRODUCTS & SERVICES / CUSTOMERS / SUPPLY CHAIN /
EMPLOYEES

2. ENVIRONMENTAL CARE

TRANSPORT / CONSUMPTION OF NATURAL RESOURCES,
EMISSIONS AND WASTE

3. SOCIAL COMMITMENT

SOCIAL ACTIVITIES / LOCAL COMMUNITY / EDUCATIONAL
PROGRAMMES

100 years
1919-2019

RAWLPLUG®

6.0 | SUSTAINABLE RAWLPLUG

GRI

103-2

As a company which is socially responsible and strives to maximise our activities and minimise the negative impact on the environment and on the local communities, we make every effort to manage our business in accordance with the values we adopted. Management by values is one of the pillars of RAWLPLUG's Sustainability. Sustainable Rawlplug is based on three key pillars: management by values, environmental care, and social commitment. These interpenetrating aspects accompany everything we do and provide a foundation for our responsibility.

MANAGEMENT BY VALUES

Managing people, projects, processes, customer relations, and the supply chain. This is based on core values focusing on respect, honesty, integrity and loyalty, values which have a direct influence on performance, standards and disciplined action, providing a substrate on which new opportunities and possibilities may grow. This is the common denominator of all our actions aimed at expanding Rawlplug globally.

- 1/ We make sure our products are reliable because we wish to be trustworthy.
- 2/ We take care to make sure that our customers have appropriate knowledge because we want them to be proud of pursuing their goals with us.

- 3/ We look after our employees' development and commitment because we care about their loyalty and satisfaction
- 4/ We follow an unchallengeable code of ethics because we want our actions to be transparent
- 5/ We guarantee safety and comfort at work because we want our employees to feel secure and comfortable.
- 6/ We work on the basis of an integrated quality, environment, occupational health & safety and information security management system, keeping our products and services up to the highest standards, as well as making sure that our employees and customers are satisfied and that they trust us
- 7/ We respect social and cultural diversity because we work for the whole world.



ENVIRONMENTAL CARE

Concrete actions proving that we really do care for the natural environment. Building and maintaining awareness of the importance of the environment in our lives. Creating and promoting best practices that will document our respect for the Earth. Regardless of the type or stage of the actions we undertake, we want our environmental awareness to be as high as possible.

- 1/ We rely on the environmental management system in everything we do and we seek to diligently comply with all applicable standards.
- 2/ We comply with environmental requirements because we respect the applicable provisions of the law in force.
- 3/ Whatever we do for the sake of environmental protection, we focus on quantitative and qualitative efficiency of the solutions implemented.
- 4/ We keep track of environmental metrics on a systematic basis, and we work incessantly towards improving actions that minimise potential negative environmental impacts.
- 5/ We support and actively contribute to local and global campaigns for the environment because we want to build and maintain the environmental awareness of our employees, partners and communities in which we work.

SOCIAL COMMITMENT

We work with over 1,600 people across the world. Every single one of these individuals has a family, friends, and neighbours. Together, we build a community of people who are close and important to us. This is why we want to participate actively in their lives. We want the people around us to feel that they have our support and that they can count on us. We want them to know that Rawlplug is not only a business and a place of work, but also a partner. We want to work to earn the trust of local communities by building relations with them, investing in their development, engaging in educational projects, and showing broad understanding for the challenges they take up.

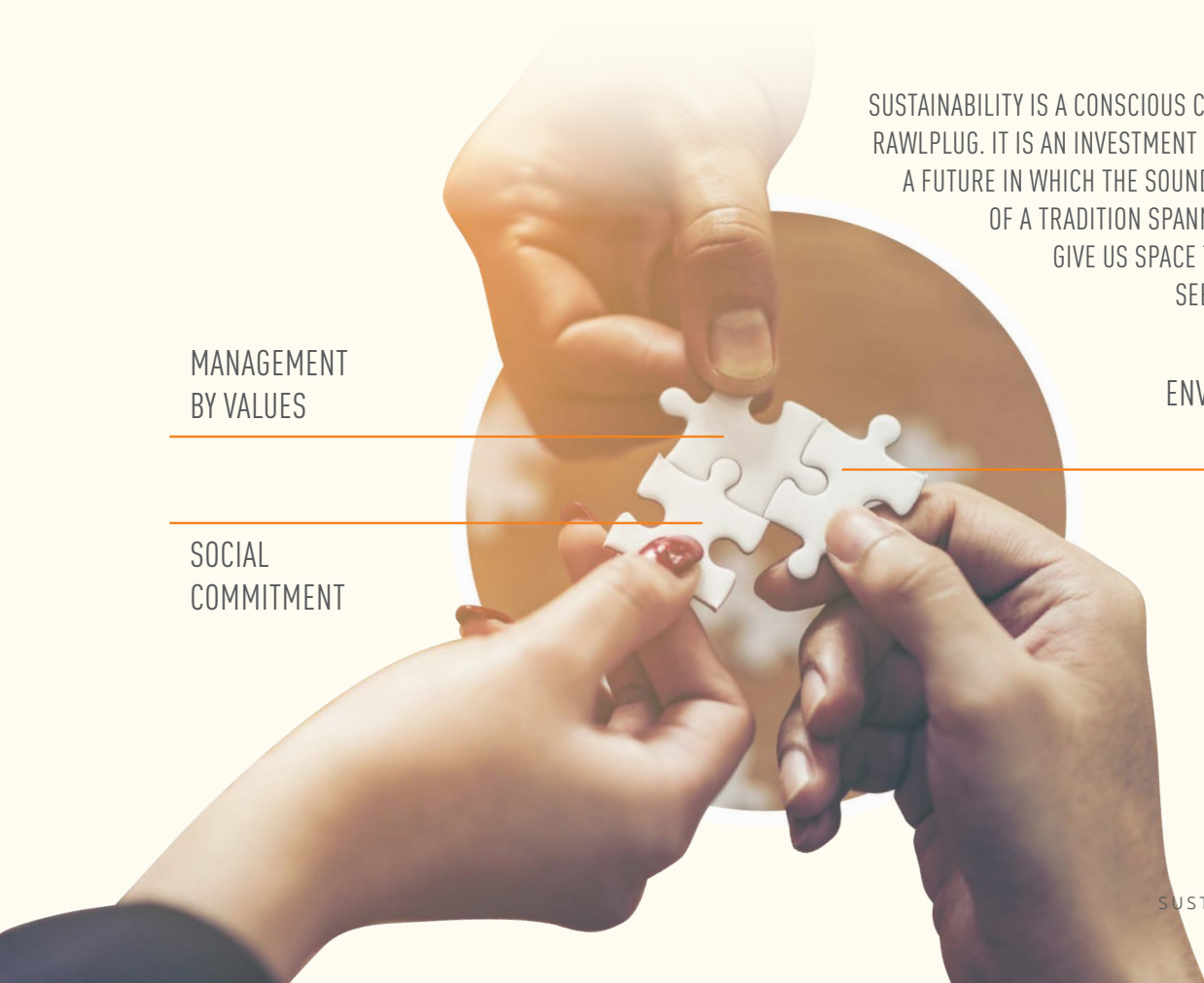
- 1/ We support charitable activity in favour of our community because we look after its members' safety and well-being.
- 2/ We finance local cultural and sporting events in order to make our community focus also on leisure and fitness activities.
- 3/ We encourage our employees and partners to actively engage in charity because we want to spread awareness of the importance of philanthropic activities.

SUSTAINABILITY IS A CONSCIOUS CHOICE MADE BY RAWLPLUG. IT IS AN INVESTMENT IN THE FUTURE. A FUTURE IN WHICH THE SOUND FOUNDATIONS OF A TRADITION SPANNING 100 YEARS GIVE US SPACE TO CONSTANTLY SEEK INNOVATION.

MANAGEMENT
BY VALUES

ENVIRONMENTAL
CARE

SOCIAL
COMMITMENT



6.1 | MANAGEMENT BY VALUES

PRODUCTS & SERVICES

Rawlplug's product offering is:

1/ COMPREHENSIVE
The Rawlplug product offering is intended for specialists from every sector of the construction industry. In this way, we meet the expectations of different groups of professionals and we are not limited by the complexity level or the investment scale.

2/ TAILORED
The product offering is based on the actual needs of the direct and indirect users, including in particular designers, engineers, salespeople and contractors.

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102-2
102-7



TIMBER STRUCTURES
AND JOINERY / STEEL AND
CONCRETE STRUCTURES
/ FACADES AND ROOFS
/ INTERIOR FINISHING /
INSTALLATIONS / CIVIL
WORKS / ROADS AND
BRIDGES





EXAMPLES OF NEW PRODUCTS THAT MEET OUR CUSTOMER'S NEEDS:

Rawlplug's next-generation gas powered nailer for steel and concrete is capable of fixing round head pins in steel and concrete using energy provided by a gas mixture. It takes less than a second to install a single fixing, and the battery used, which takes just half an hour to charge, is sufficient for 8,000 fixings, meaning a significant improvement in working efficiency. This is just perfect whenever you need a large number of fixings in a single place, with high repeatability.



R-RAWL-SC40II STEEL AND CONCRETE NAILER

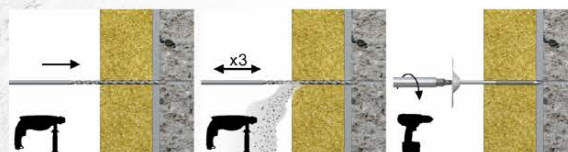


R-DB

CEILING SCREW-IN SOLUTION WITH WASHER



A screw with a special thread design dedicated for screwing into concrete. Its design, as well as the coated and hardened surface, guarantee easy and quick installation as well as many years of trouble-free use. Just drill a pilot hole with a depth of 3 cm and fasten the screw. Simple installation, fast operation and high performance are key where time and quality of workmanship are of the essence. An additional advantage of the product is clean installation, without having to glue panels.



RT-HCB

HOLLOW CORE DRILL BITS



Hollow core drill bits are resistant to impact and suitable for work even in the toughest conditions, with a rotary hammer and an SDS plus chuck. Designed for drilling large holes in concrete, brick and stone, they are perfect for electrical works.

MultiGUN

PROFESSIONAL DISPENSING GUN



MultiGUN is perfect for professional applications of resins, acrylics, silicones, adhesives and sealants. Moreover, it is compatible virtually with all types of cartridges, regardless of their capacity. MultiGUN replaces three other dispensers, which makes it a more economical solution for the customer, and at the same time it is highly resistant to tough construction site conditions.



EDUCATION. The Rawlplug product range offers top quality and safety, also in terms of educating users on the use of the products. We have prepared an innovative education and development programme for our customers, called Rawlplug Academy, and with it a collection of unique educational, informational, technical and commercial materials that create a unique Knowledge Base and support the customer at every stage of contact with our products.

RAWLTRUCK MOBILE TRAINING CENTRE

This is yet another example of the innovative approach that has characterised the Rawlplug brand ever since it was created. The RawlTruck is a modern-day version of the old Rawlplug Travelling Showroom, allowing customers to acquire theoretical knowledge and practical expertise in very comfortable conditions and with maximum efficiency, obtained by dividing the vehicle interior into 6 zones, designed to form a logical whole.

TUTORIAL VIDEOS

One of the most effective methods of knowledge acquisition is hands-on learning, but we know that it is not always possible for the customer to test our products. This is precisely why we create video tutorials showing step by step how to use the products depending on the substrate and place of application, how to clean, install and remove them. These tutorials are a popular tool among customers, supporting their day-to-day work.



RAWLPLUG KNOWLEDGE BASE

Knowledge is one of the most precious currencies. It has allowed us to achieve great and spectacular things, build the image of an industry expert, grow on a continual basis, and create a new and better reality for the last 100 years. As a genuine expert, we also want to share our knowledge, and thus create further generations of Rawlplug experts. This is precisely why we have created the Knowledge Base, one of the pillars of Rawlplug Academy – our innovative education and development programme available to all our customers. The Knowledge Base in its basic (albeit already extensive) version is available for our customers at <https://www.rawlplug.com/en/rawlplug-academy/knowledge-base>. An even more extended version is available after joining Rawlplug Academy.

The educational materials we described in Rawlplug's 2018 Sustainability Report continue to be available to the customers and are constantly updated and developed:

PRODUCT CASES



Our Rawlcases have a specially moulded interior in which the products are placed together with their respective accessories. This approach allows our customers to have an overview of the complete system in terms of how the products function and how they are used, as well as to test them in practice.

Their main purpose is to showcase a product or group of products with all the details, in an interesting and comprehensible way. Customers will find all the most important information there in terms of the technical parameters, the types of products, their potential applications, installation, strength, durability, features and benefits.

PRODUCT PRESENTATIONS



CATALOGUES AND LEAFLETS

Manuals containing knowledge about each of our product categories. They are designed to support the customers, so that they can get to know Rawlplug's products in detail in terms of their design, manufacture, testing, certification, advantages and key features.

Rawlplug's offering is shown from a completely different, non-technical point of view. Thus, customers are offered many interesting stories about our products, these genuine unsung heroes. They are written using the language of benefits, advantages and useful features.

PRESS ARTICLES



E-LEARNING COURSES

An extensive portfolio of online courses, designed by our certified trainers. Our original training is designed in such a way as to allow the customers to build knowledge even in very difficult, technical areas, in a logical and transparent way. They learn, check their knowledge using tests, and monitor the effects – all at a place and time of their convenience.

6.1 MANAGEMENT BY VALUES

CUSTOMERS

Purchasing assistance, operational technical support, comprehensive software, advice provided at every stage of project implementation, and hands-on training. We are glad to have the opportunity to stay in touch with our customers on a daily basis and to build relationships with them through numerous specialised services and professional tools. This is important for us, because it also offers us a great chance to learn and understand their needs and expectations.





6.1 MANAGEMENT BY VALUES / CUSTOMERS

CODE OF BUSINESS ETHICS

Rawlplug's revised Code of Business Ethics – our new, improved fair conduct guide. For 100 years now, we have been building our image of an industry expert. For 100 years, we have been the leader in the fixings market. For 100 years, we have enjoyed the trust of our customers around the world. And for 100 years, we have been following the principle that good is not enough. This is why in 2019, we updated and improved the Rawlplug Code of Business Ethics, our fair conduct manual.

Rawlplug's Code of Business Ethics was drafted to make sure that the principles we follow would be transparent to all of us and that that our integrity would be reflected in everything we do. To make sure that our customers, suppliers, business partners and employees would trust us. To present the basic principles of our business in a user-friendly way.

Rawlplug's revised Code of Business Ethics features a visually appealing graphic design, information provided in a structured manner, and a light and clear description of our guiding principles. All this makes the revised Code an interesting read.

The most important areas of fair conduct include the following:

LEGAL COMPLIANCE

CONFIDENTIALITY OF INFORMATION

NOT ACCEPTING GIFTS AND FAVOURS

USING RAWLPLUG'S FUNDS

TREATING ONE ANOTHER, RESPECTING HUMAN RIGHTS, NON-DISCRIMINATION

NEUTRALITY TOWARDS ALL RELIGIONS

RESPECTING PRIVACY

LOOKING AFTER OUR HEALTH AND SAFETY AT WORK

RESPECTING THE NATURAL ENVIRONMENT

CONTACT WITH THE MEDIA

PREVENTING CONFLICTS OF INTEREST

FAIR TRADING PRINCIPLES

PARTICIPATION IN PUBLIC LIFE

TRADING IN THE COMPANY'S SHARES

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no confirmed violations of Rawlplug's Code of Business Ethics were reported.

GRI

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INDUSTRY EVENTS

12 FEBRUARY 2019

RAWLPLUG AT THE BUDMA FAIR IN POZNAŃ

On 12–15 February, you could meet us at the BUDMA International Construction and Architecture Fair in Poznań. It was a key event for us, as that was where the RawlTruck, our mobile educational and training centre, made its debut. Already after the first day of BUDMA, we found that our Truck was most definitely a unique attraction for those attending the fair!

All this was possible thanks to the huge number of activities we provided on board: demonstrations and testing of products belonging to all categories in actual use conditions, workshops concerning the right use of Rawlplug's technical services, participation in specialised, product-related training (online and offline), presentation of our POS system, meetings with customers, industry discussions, consultations with experts, demonstration of manufacturing processes, access to the latest business support tools and publications, and finally, personalised technical

and sales advice. Apart from the Truck, you could also find our tent at the fair, offering hands-on training conducted by experts from the Rawlplug team. On the last day of the fair, the organisers of BUDMA – the Poznań International Fair gave us a very nice surprise. We received an award for our 100 years of activity in the fixings market!



5-6 MARCH 2019

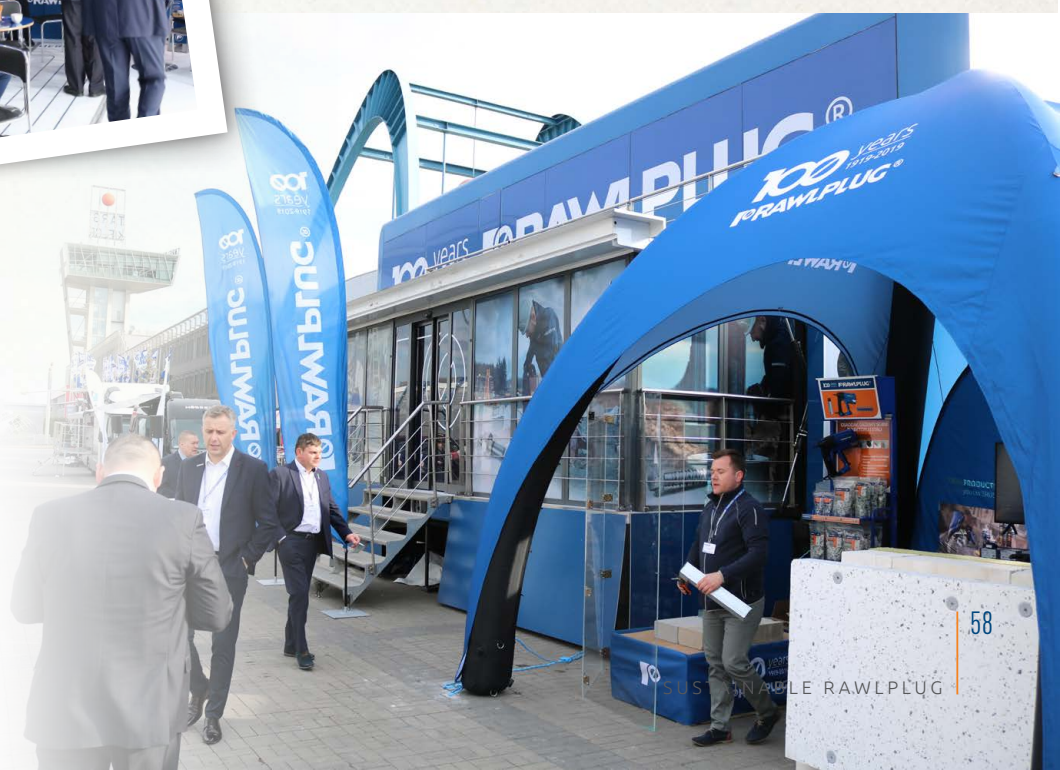
ANOTHER STOP ON THE RAWLTRUCK TOUR: KIELCE AND THE 17TH PSB GROUP FAIR

Wednesday, 6 March marked the end of the 17th edition of the PSB Group Fair, another stop on the RawlTruck's tour of Poland. How do the organisers sum up the event? What do the team of specialists from Koelner Polska, who presented the brand's offering, think about Rawlplug's mobile training centre? What turned out to be the biggest success? Here's a report on the event.

The meeting of PSB Group members and suppliers took place on 5-6 March 2019, bringing around 5 thousand guests and as many as 350 exhibitors to the Kielce Fair venue. Those attending included key manufacturers and distributors of building materials, power tools, interior decoration elements and gardening items. Due to the growing turnout at the Fair, this year the exhibition space was expanded by the addition of an extra building.

Rawlplug's stand, located outside the main entrance to the exhibition spaces, enjoyed great interest. Visitors' attention focused mainly on the RawlTruck, which once again served as a mobile educational and training centre. There was huge interest in the open training held there, concerning R-LX concrete screw anchors and R-T-FIX-8M facade insulation fixings, among other products. A genuine hit when it came to turnout, however, was the presentation of the potential offered by our new product- the R-RAWL-SC40II gas nailer for concrete.

Rawlplug's presence at this year's PSB Fair was also an opportunity to remind people about the brand's impressive anniversary. All the guests visiting the stand were invited to raise a birthday toast to celebrate Rawlplug's 100th anniversary and were given a small gift.



19–22 MARCH 2019

RAWLPLUG AT THE INTERBUILDEXPO 2019 IN KIEV

On 19–22 March, the Koelner Ukraine team participated in one of the largest industry events of this type in Ukraine – the international InterBuildExpo fair in Kiev. It was a great opportunity to showcase and promote the Rawlplug brand – for 100 years now, an expert in fixings, fasteners and tools – on the thriving Ukrainian market.

Those visiting the company's stand could learn about the three main areas of Rawlplug's comprehensive offering – products, services and training. The team of specialists conducted product presentations, each of which contained detailed information about the specific product, its advantages, technical parameters and rules of proper installation. In Rawlplug's tent, in the hands-on demo zone, there was also an area where practical advice could be obtained about the installation of bonded and mechanical anchors. A new product was presented too: Rawlplug's gas nailer for concrete and steel, R-RAWL-SC40II.

"We are proud of being part of the Rawlplug team and of being able to contribute to the development of reliable fixings, a process going on for over 100 years now. We are now proudly presenting the Rawlplug brand on the Ukrainian market, and the motto that guides us is: Rawlplug: driven by trust and innovation," said Oleg Hanysh, General Manager of Koelner Ukraine.

Andrian Hantsazh, Head of the Key Account Department, sums up the event in the following way:

"The largest number of people visited Rawlplug's stand on the second and third day of the fair. We established many new business contacts and discovered interesting opportunities for further development. The test area, where visitors could find out about the practical application of our fixings, was very popular."



Oleg Bilinsky, Head of the Product Management Department, is of a similar opinion. As he puts it: *"Rawlplug's products met with great interest at the fair. Compared to the previous years, awareness of the Rawlplug brand has grown and people definitely associate it with reliable and high quality products."*

The Rawlplug brand participates in industry events on a regular basis, presenting an expert approach and reliable products.



25-28 NOVEMBER 2019

RAWLPLUG AT THE BIG 5 2019 FAIR IN DUBAI

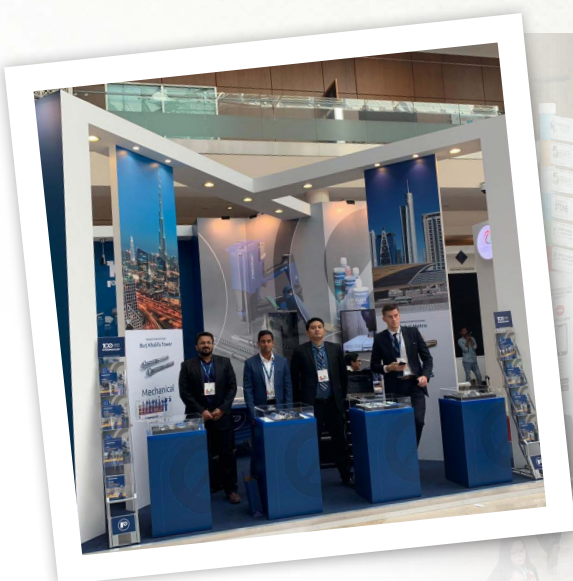
The largest construction fair in the Middle East, The Big 5, was held in Dubai on 25–28 November 2019. It was visited by over 70,000 guests from the Middle East, Asia and Africa. As part of the celebrations of 100 Years of Rawlplug, the company became a gold partner of the event. This allowed us to achieve two goals – to showcase Rawlplug’s extensive product offering at a special, dedicated stand in a great location, and to build awareness of the Rawlplug brand, being visually present in all strategic locations across the fair premises. During the presentation of the products, you could see our new products, such as the R-RAWL-SC40II gas nailer, and the R-KER-II hybrid resin.

“The interest in the stand and in the offering went beyond our wildest expectations – every day from morning until late in the evening, our team kept answering questions, providing advice on technical aspects and networking with potential customers. The special application for obtaining leads allowed us to easily get contacts by scanning the IDs of the people we wanted to reach,” said Charlie Makowski, director of the Rawlplug Middle East company and one of the people responsible for the fair’s success.

“This resulted in new contacts from the United Arab Emirates, Saudi Arabia, Kuwait, Oman, and 55 from other countries, mainly from Asia and Africa, but also from Europe, the US and Australia. Most of the contacts were

established with managing directors, architects, purchasing directors and people at the highest levels. Thanks to the commitment and hard work of the marketing and communication team from the Rawlplug Headquarters in Wrocław, our stand was considered one of the best at the fair in terms of visual appeal, it also appeared on local television and in the press,” said Charlie Makowski.

Participation in this event represents continuation of our strategy in which Rawlplug is the first-choice supplier of construction solutions. Events of this type, and particularly ones of this level and importance, definitely have a positive influence on Rawlplug’s brand awareness in the region, as well as build the brand’s prestige and trust in it.



10 DECEMBER 2019

RAWLPLUG AT THE MIDDLE EAST CONSULTANT AWARDS 2019 GALA

On 10 December 2019, a prestigious gala ceremony was held in Dubai, during which awards were given to construction industry consultancies: the Middle East Consultant Awards 2019. Rawlplug Middle East, a Rawlplug Group company, being one of the strategic partners of the event, had the opportunity to present Rawlplug brand solutions, as well as to build brand awareness through visual presence throughout the gala.

But there is more: Charlie Makowski, director of Rawlplug Middle East, had the opportunity to give awards to the best companies in the Cost Consulting Company of the Year and Urban & Landscaping Company of the Year categories.

"Such events are extremely important for the development of sales in the region, building and strengthening brand awareness on the local market and allowing us to build close relationships with existing and potential customers, as well as to show that we are a trustworthy business partner. This year, the gala was also attended by government representatives responsible for the construction sector," said Charlie Makowski.





TRADE FAIRS AND INDUSTRY EVENTS

National Construction Fairs / Budma
/ 12-15.2019 / POLAND
National Construction Fairs / Hardware
Show / 17-18.02.2019 / IRELAND
Cofaq Fair / FRANCE
Bricomarche 2019 / POLAND

NMBS Show / 10.04.2019 / UK
McMahons Race Day / IRELAND
GHB Show 2019 / POLAND
Sieć Budowlana 2019 / POLAND
United Hardware Spring / IRELAND

National Construction Fairs /
Ferrofoma / 4-6.06.2019 / SPAIN
DAFA / POLAND

RAWLPLUG EVENTS AT BUSINESS PARTNERS' LOCATIONS

National Construction Fairs /
UKCW / 9-11.10.2019 / UK
Amalgamated Hardware
Autumn / IRELAND



JANUARY

National Construction Fairs in Munchen /
GERMANY
Inter Build Expo / SWEDEN
Bunnings Expo / UK

FEBRUARY

National Construction Fairs / Made Expo
/ 13-16.03.2020 / ITALY
National Construction Fairs in Kiev / Inter Build
Expo / 19-22.03.2019 / UKRAINE

MARCH

Concrete Show / 20-21.03.2019 / UK
PSB / POLAND

Dompro Fair / FRANCE
Cork Builder Race Day / IRELAND
Selco Supplier Conference / UK

APRIL

MAY

Amalgamated Hardware / IRELAND

JUNE

JULY

AUGUST

SEPTEMBER

Screwfix Live / 30.09-02.10.2019 / UK
Majster ABC 2019 / POLAND
PSB Autumn 2019 / POLAND

OCTOBER

NOVEMBER

National Construction Fairs /
Batimat / 4-8.11.2019 / FRANCE

DECEMBER

Jewson Live / UK



RAWLPLUG TRAVELLING
SHOWROOM

1935

RAWLPLUG®



Sweden
Finland
Ireland
UK

France
Poland
Lithuania
Czechia
Slovakia
Hungary



2019

RAWLTRUCK
MOBILE CENTRE



6.1 MANAGEMENT BY VALUES / CUSTOMERS

RAWLTRUCK

Nearly 100 years ago, after the invention of the world's first wall plug, the Rawlplug Travelling Showroom set out on tour. The world was absolutely thrilled by the opportunity to experience this genuine revolution in marketing and approach to direct sales for that day and age. The vehicles roamed all continents, from Sweden to Australia, and turned out to be a hit.

WHAT IS THE RAWLTRUCK?

The RawlTruck is Rawlplug's mobile education and training centre. It is a showroom vehicle adapted to our business needs in such a way as to allow a presentation of the three pillars of Rawlplug's offering:



1

PROFESSIONAL PRODUCTS



2

SPECIALISED SERVICES



3

INVENTIVE TRAINING

The RawlTruck can be used during the biggest construction industry shows, events and open days held by the brand's best partners, while the range of its capabilities, thanks to its design and equipment, includes, among other things: demonstrations and tests under real-life use conditions of products representing all categories, workshops concerning the right use of Rawlplug's technical services, dedicated product-specific training workshops, both traditional and online, presentation of the point-of-sale product display system, meetings with customers, industry discussions, consultations with experts, demonstration of manufacturing processes, access to the latest publications and business support tools as well as bespoke technical support and sales assistance.

The RawlTruck is something completely new in our current business, but it continues the idea of sharing knowledge and improving skills, which started to be pursued at the beginning of the last century. In 1919, after the spectacular discovery, the world's first expansion plug, riding the wave of great market success, Rawlplug embarked on a journey the world would never forget along with the Rawlplug Travelling Showroom enabling customers to experience the genuine inventiveness and reliability of the company's products. Now, the time has come for its modern version, the RawlTruck. The functionality and the possibilities offered by the RawlTruck will be of huge importance for direct contact with the customer, who will be able to see the products on the spot and with their own eyes, ask our specialists questions, and test the solutions hands-on.

WHAT ARE THE FEATURES AND POSSIBILITIES OFFERED BY THE RAWLTRUCK?

The RawlTruck comprises 6 themed zones arranged on two levels as well as in a space outside the vehicle. Visitors are guided to each of them by floor marking, i.e. lines indicating the visit route. The lower deck features a section dedicated to the heritage of the Rawlplug brand and its products and services, while the upper deck showcases our POS system and serves as a venue for business meetings and product workshops as part of Rawlplug Academy.

1/6 ZONE **BRAND HERITAGE.** This zone is located at the rear wall inside the semi-trailer. It presents the brand's history milestones and features a touch screen tablet containing the Rawlplug Anniversary Book enabling you to browse articles dedicated to individual facts or the brand's past achievements. It allows customers to find out who John Joseph Rawlings was, in which area Rawlplug was the first in the world, how efficient fixing used to be taught, what was meant by services which began a drawing board, how Rawlplug proceeded with its international expansion, what Rawlplug's first TV commercial of 1924 was about, and what the Rawlplug Travelling Showrooms looked like.



2/6 ZONE **PRODUCTS.** This zone features tools used to present the eight product groups: mechanical anchors, bonded anchors, power tool accessories, manual and direct fastening systems, facade insulation and roofing insulation fixings, foams, sealants and the passive fire protection system, adhesives and staplers, as well as lightweight fixings. Here you will find 8 pull-out cabinets containing specially designed product cases – each of them in turn contains key products from a specific product group together with the relevant accessories, all together forming a complete system.



3/6 ZONE **SERVICES.** Tablets are provided for customers, so that they can visit the Rawlplug Offer website. This application was developed specifically for trade shows, industry events and open days. However, it can also be used during other business or sales meetings, and its key aims include: to present the scope and form of the three pillars of Rawlplug's offering, i.e. products, services and training in a concise manner; to redirect the customer to other sources of more precise information about selected products and services; and to allow customers to request that information and promotional materials from the list provided be sent to an e-mail address they indicate.



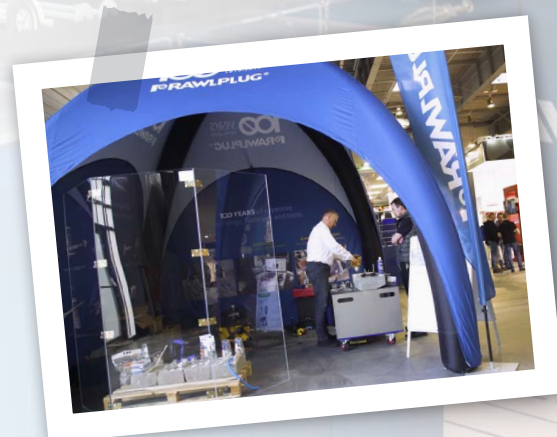
The same application, but displayed on a large-format touch screen, can be used in the section dedicated to services such as: Rawlplug Technical Helpdesk, BIM Rawlplug, EasyFix, On-site Technical Advisory, Product Selector or Rawlplug Technical Library. All this makes an integrated support package for architects, engineers, designers and contractors. The specially designed application allows you not only to find out what their main advantages are, but also how to access them free of charge, and have some additional materials, such as information brochures, example reports, user manuals and useful links, sent to your e-mail address. What you can also do on the spot is test the applications intended for fixing design calculations or for downloading of photographs, models and technical drawings ready to be used in the BIM and CAD environment.

4/6 ZONE **POS SYSTEM.** Climbing up to the upper deck of the RawlTruck, you will see a large-format photograph of the POS product display system on the rear wall inside the semi-trailer.

5/6 ZONE **THEORETICAL TRAINING.** The Rawlplug Academy zone is also located here, intended for theoretical training. A brand specialist can conduct training there, or present a specific topic. This is how Marcin Gorzala, Rawlplug Academy Manager, recommends it: "The training zone allows you to become familiar with the advantages and the functioning of the e-learning platform, where you can find training courses catering to different needs and levels of specialisation, as well as sign up for a traditional workshop." In a small group of no more than a dozen or so trainees, a certified Rawlplug Trainer conducts product training on the chosen subject. This is also a unique opportunity to exchange experiences with other specialists from the sector and to expand one's knowledge and competencies.

6/6 ZONE **HANDS-ON TRAINING.** Customers exiting the RawlTruck enter the hands-on test space, with concrete, solid brick, aerated concrete, hollow brick, as well as Rawlplug's highly specialised products and tools. They can check out just how simple our products are to install, how safe their use is, and how reliable their technical parameters are.

All this takes place under the watchful eye of a team of specialists, including representatives of the sales team, engineers, technical support staff, product trainers and product category managers, ready to talk about any industry-specific topic, provide professional advice, hold expert discussions, and talk about specific sales proposals.



RAWLPLUG ACADEMY

Rawlplug Academy is an original education and development programme, created in response to the expectations of construction industry professionals. This unique programme is an integral part of our offering, which consists of PRODUCTS, SERVICES and RAWLPLUG ACADEMY training, giving us and our customers the knowledge required to understand the differences between Rawlplug's offering and other products available on the market. This programme has been developed by experts for anyone who wants to become one.

1 | E-LEARNING PLATFORM

Dozens of on-line training

Dozens of on-line training modules intended for representatives of different sectors and different levels of specialisation.

2 | RAWLPLUG WEBINARS #BECOMEXPERT

Online meetings with Rawlplug's experts concerning the brand's products and services, taking into account the potential and business needs of individual markets and professional groups. They are conducted in Polish and in English.

IN
2019

approx. 500 people
attended nearly
60 training
sessions.

3

TRAINING CENTRE

Training Centre
Rawlplug Academy® brick-
and-mortar training centre
and RawlTruck mobile
training centre

4

KNOWLEDGE BASE

Access to an enormous portfolio of information and development materials covering Rawlplug's products, services and training.

5 TRADITIONAL TRAINING

Conducted at Rawlplug's office, at the customer's location or during meetings for business partners.



6.1 MANAGEMENT BY VALUES / CUSTOMERS

TRAINING

OPENING OF THE RAWLPLUG ACADEMY® TRAINING CENTRE IN LONDON

31 May went down in history as an important date for the entire construction industry – the Rawlplug Academy® Training Centre opened in London. The ceremony was led by Radostaw Koelner, CEO of Rawlplug and Pietro Grandesso, Managing Director of Rawlplug Ltd. The Rawlplug Academy Training Centre is a place for representatives of the construction industry from all over the world. Its purpose is to serve as a unique training centre offering state-of-the-art knowledge and technology. All this is to allow us to jointly strive for what is most important in the construction industry: a guarantee of safety.



GRI

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Never before has the construction industry been as complex and complicated as today. Dozens of fields of professional specialisation in about a dozen sectors and hundreds of entities serving them, thousands of challenges for designers, engineers, salespeople and contractors, and millions of fixings offered by hundreds of thousands of suppliers.



This is why we have developed a solution making it possible for customers from all sectors of the construction industry:

TO QUICKLY NAVIGATE THE COMPLEX REALITY OF THE INDUSTRY

TO OPTIMISE COSTS WITHOUT COMPROMISING BUSINESS PERFORMANCE

TO IMPROVE THE EFFICIENCY OF DAY-TO-DAY OPERATIONS

TO MAKE THE RIGHT CHOICES AND DECISIONS

TO BUILD THE IMAGE OF AN EXPERT

TO DEVELOP BUSINESSWISE AND PERSONALLY

The Training Centre in Reading was created as part of the implementation of our unique, original Rawlplug Academy programme. We dedicate the programme to all construction industry professionals, as well as to people who have just started building their specialised, industry-specific expertise. Sharing knowledge, exchanging best practices and solving customers' problems – these were the main goals that guided us when we were creating the Training Centre in the UK. The trainees have the opportunity to learn the theory and then to test it in practice.

Here are the most important advantages of the Training Centre:

TRAINING, BOTH THEORETICAL AND HANDS-ON, is conducted by certified Rawlplug trainers, and the scenario of each course or session reflects the actual needs of customers resulting from the specificities of their day-to-day work.

WE DESIGNED THE TRAINING CENTRE

in such a way as to maximise learning efficiency and ensure a logical division of the knowledge transmitted. For this purpose, it has been divided into six thematic zones: Products, Services, Theoretical Training, Hands-On Training, Heritage, and "Business Space".





EFFECTIVE KNOWLEDGE ACQUISITION

during training at the Training Centre is guaranteed by the division of the learning process into three dimensions: first of all, we offer an interesting presentation of the theory, secondly we make available a selection of the appropriate products from specially prepared POS racks, and thirdly, there is the hands-on part, i.e. the possibility to install products in substrates reflecting actual site conditions.

EACH TRAINEE

obtains a certificate upon completion of the training, confirming the attendee's expert knowledge.

THE TRAINING CENTRE IS DIVIDED INTO 6 ZONES:



PRODUCTS / showcasing the complete range spanning all of Rawlplug's product categories with the dedicated accessories. It also offers the opportunity to learn about our POS system, in a large number of configurations. This allows the customer to see just how innovative and effective in terms of selling the products our POS range is. In this zone, we have also prepared product wallcharts, making it possible to organise one's knowledge with regard to product classification, installation and applications, as well as to learn about specific competitive advantages of the products we offer.

1 / 6
ZONE

2 / 6 ZONE SERVICES / computer workstations with access to the Rawlplug Offer application, which showcases the competitive advantages of our products and makes it possible to review them quickly and efficiently. Here, you can also get an overview of all the services we offer our customers to support them in their daily work, such as Rawlplug Technical Helpdesk, BIM Rawlplug, EasyFix, On-Site Technical Advisory, Product Selector, and Rawlplug Technical Library.



THEORETICAL TRAINING / conducted in a comfortable training room by certified trainers. Since the individual training courses differ in terms of their subject matter and complexity, their duration also varies, ranging from 2 to 4 hours. We care about the effectiveness and comfort of the trainees, so the groups are small – each with up to 20 people.

3 / 6 ZONE

4 / 6 ZONE HANDS-ON TRAINING / here, you can test the proper selection of products and their correct installation “live”, as well as find out how the products behave in real-life conditions. During the hands-on training, product wallcharts from zone one play an important role, as they help you select the right products for the specific substrates in which they are about to be installed. Subsequently, under a certified trainer’s supervision, the trainees install the specific product themselves in specially designed walls, built using materials actually used on construction sites. Here, we also made efforts to guarantee high educational standards and high learning efficiency, so the groups are again small, so as to allow everyone to complete the hands-on stage and to make the consultations genuinely individual. During one training, we test different products on different substrates.



5/6 ZONE **RAWLPLUG'S HERITAGE** / showcasing everything we have managed to achieve in the one hundred years of our market presence. Each trainee has the opportunity to learn about our history through the presentation of the most important and most spectacular events on a timeline. By reading the Rawlplug Anniversary Book, you can learn a lot of interesting and often surprising facts from the life of the Rawlplug brand, which we have previously not published anywhere else. In this zone, the trainees discover Rawlplug in a way which they cannot experience in their daily work.



6/6 ZONE **BUSINESS SPACE** / i.e. a place for meetings with our experts and advisors, conversations over a lovely cup of coffee, and sharing of experiences and ideas. A place for building long-term, quality relations.



The Training Centre in Reading is a networking space for our customers, where they can also improve the effectiveness of their work and business performance – it is in fact here that they become experts in their fields, learn to advise their respective customers, use effective arguments, help them solve their problems, and build long-term relationships, all of which results in increased sales volumes in their businesses.

TRAINING+

Training is just a part of what we have prepared for our customers. There is also the heritage zone where you can learn about our history and the spectacular past accomplishments going far beyond the standards of their times. On top of that, you can browse the Rawlplug Offer application and learn more about the brand's offering from the eight display units presenting key products of each category along with the matching accessories. You can appreciate the competitive advantages and learn about the benefits of having an efficient product display system at your point of sale from the full POS system presentation, and comfortable conditions are provided also for some constructive talks about business collaboration.

HOW CAN CUSTOMERS SIGN UP FOR THE TRAINING?

They can choose between the 2 available options.

1/ USE THE WEBSITE
<https://www.rawlplug.com/en/rawlplug-academy/training-centre>

<https://www.rawlplug.co.uk>

2/ GET SIGNED UP FOR THE TRAINING
 by the relevant Technical Advisor, Salesperson or Rawlplug Engineer.

This is a unique opportunity not only to invest in your professional development, but also to bring your professionalism to a whole new level. Become an expert with Rawlplug!



6.1 MANAGEMENT BY VALUES

SUPPLY CHAIN

A sustainable supply chain and responsible management of relationships with suppliers and business partners are among our commitments. Being aware of our responsibility for processes in terms of the entire life cycle of our products, from extraction of raw materials needed for production, to transport, storage, manufacturing processes, and eventually disposal at the end of their life cycle, we are inclined to perform in-depth analysis of the environmental impact exerted by our products at every stage of their life cycle.

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We select trustworthy suppliers who follow specific standards. We organise transport for our products responsibly, taking their characteristics and composition into account. Safety during transport and maintaining the quality and the properties of our products are of utmost importance to us. All outsourced processes that are part of our supply chain are checked, and our suppliers are periodically evaluated by the Transport Department. As part of ensuring compliance with the required standards, our products are accompanied by the necessary technical documentation, including product specifications.

6.1 MANAGEMENT BY VALUES

EMPLOYEES

We work all over the world and for the whole world. We work with tens of thousands of people. We know that diversity is our strength and, despite some obvious differences, we share common values and a common vision of being the global organisation of first choice.

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6.1 MANAGEMENT BY VALUES / EMPLOYEES

COMMUNICATION



ONE RAWLPLUG

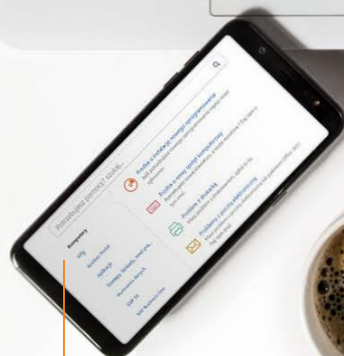
also known as OneR, is our online internal communication platform used by our teams across the world. It is available in 3 languages – Polish, English and French, used by our teams worldwide. OneR allows our employees have constant access to the latest news from the life of the company and from the industry, comprehensive information about Rawlplug's offering, consisting of products, services and training, and the extensive and always up-to-date Rawlplug Academy Knowledge Base, thanks to which they can continuously expand their specialist product-related knowledge. OneR is also a tool supporting the onboarding of new employees, in terms of knowledge about the company, its history, heritage and offering, as well as of employee benefits, work rules, code of ethics and the principles we follow on a daily basis at Rawlplug.

GRI

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JIRA

In our efforts to ensure effective communication and to take advantage of the latest tools in this field, we have implemented the JIRA software. It facilitates communication, structures the flow of information in the organization and drives task completion. Its package of features makes work more comfortable and efficient as well as provides space for file storage.



6.1 MANAGEMENT BY VALUES / EMPLOYEES

SOCIAL MEDIA

One of the key values for a brand driven by Sustainability is open and transparent communication. That is why in 2019 we continued the effective implementation of the Rawlplug brand's Communication Strategy, deploying its successive stages using various tools, including social media as important elements supplementing it. In the previous years we had already been developing our channels dynamically on Facebook, LinkedIn and YouTube. In 2019, we developed a communication strategy on Instagram, where we had not been active earlier.

As our presence on Instagram represents the next stage of deployment of Rawlplug's Communication Strategy, we have expanded the existing document by adding a chapter about the activities in this channel, based on the latest trends in the field and consulting with experts. We have made sure that the document contains all the relevant information, including:

ANALYSIS of the competition and of the initial situation of the Rawlplug brand in this channel, together with a qualitative and quantitative audit of the communication so far and recommended changes;

CONCEPT for conducting communication on Instagram with a definition of its pillars, frequency of publication, tone and language of communication, as well as preparation of a list of hashtags to be used by the Rawlplug brand;

METHODS of attracting followers and increasing their engagement in communication with the Rawlplug brand;

POSSIBLE RISKS and methods of responding to them;

COMMUNICATION FLOW and model of work on Instagram activity.

WHY INSTAGRAM?

Instagram is a very dynamic platform, focusing on the visual aspect and particularly valued by younger users as a source of entertainment. This means that we have the perfect conditions here to carry out activities focused strongly on image-building and to target them at users who may have not had any contact with the Rawlplug brand before, including in particular people under 40 years of age. We want to shape brand awareness and share our 100 years of experience in the construction industry also with younger users.

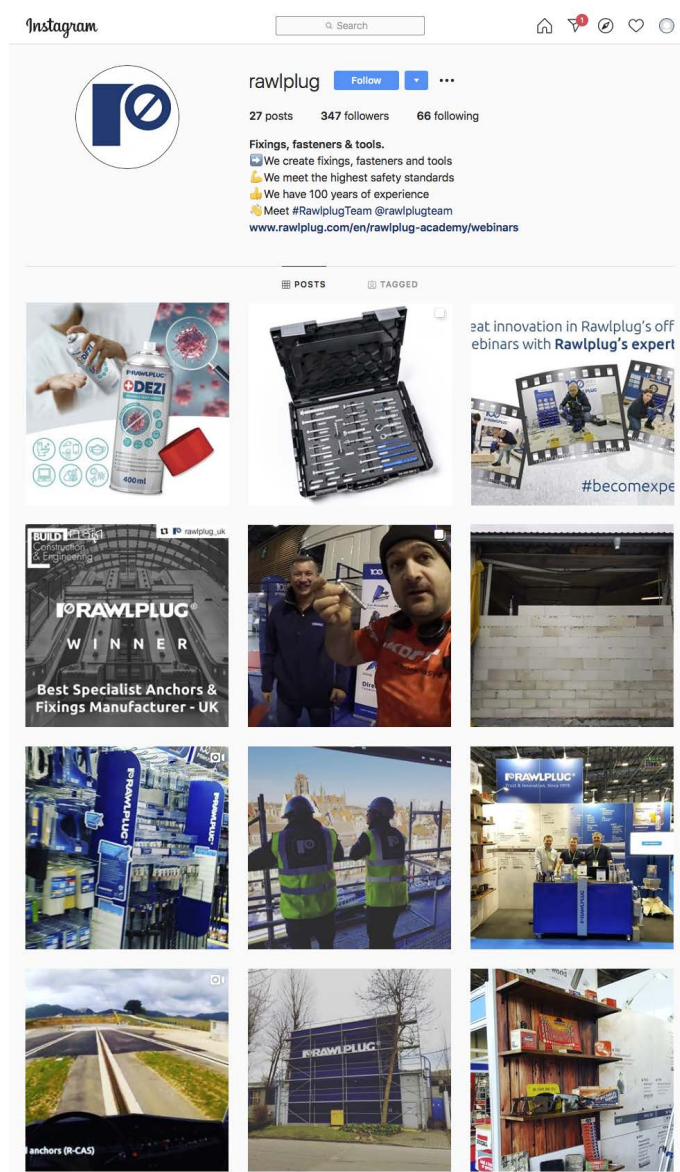


It is worth adding that Instagram is a very popular medium, with over one billion users from all over the world. There are 500 million active users every day, 300 million of whom follow business profiles.

We see a huge communication potential in this, and we intend to tap it in two ways: by building the image of the brand as an expert in its field, and by shaping the image of a good employer. We have a lot to offer and we want to talk about it openly.

WHAT DO WE WANT TO TALK ABOUT ON INSTAGRAM?

In this channel, we will focus on telling the stories underlying the Rawlplug brand and driving its development. We will surprise you with interesting facts, boast about our achievements and talk about the great international team Rawlplug has. All this is set in the context of “The story behind the plug”. Our plan is to roll out the communication strategy on Instagram in 2020.



HOW ARE WE GOING TO ENGAGE EMPLOYEES IN RAWLPLUG BRAND COMMUNICATION ON INSTAGRAM?

WAY #1

Follow – by offering the option of following Rawlplug’s Instagram profiles. This allows our international team to always stay up-to-date with what is going on at Rawlplug.

WAY #2

Double tap – by encouraging employees to like posts which they find interesting. We publish quality content, share valuable knowledge, and provide surprising and interesting facts.

WAY #3

Comment – by encouraging employees to comment on Rawlplug brand posts whenever they want to add something interesting, share their experience in relation to what we are writing about, or simply provide some supplementary information.

WAY #4

Repost – by encouraging employees to share on their profiles what they find most interesting in Rawlplug’s communication.

WAY #5

Create – by encouraging employees to create their own Rawlplug channels on Instagram. There are several options in this area:

- employees create content submitted to the Communication Department, and subsequently used on Instagram,
- employees publish their own Rawlplug-related posts on their own profiles and tag Rawlplug, as well as use Rawlplug’s original dedicated hashtags,
- joint creation of content – employees approach the Communication Department with their ideas, which are then implemented jointly, or join the process of implementing the Communication Department’s ideas.

WHAT WILL RAWLPLUG'S EMPLOYEES BE ABLE TO SHARE ON INSTAGRAM?

- What they do as part of their everyday work.
- Interesting projects – at every stage, from the start, through the progress of implementation to completion.
- Attendance of fairs, conferences, industry events, training and interesting meetings.
- Success stories – anything they have succeeded in at work and what they are proud of.
- Career paths, i.e. professional development, also if it involves a complete change of one's area within Rawlplug.
- Passions, interests and ways of spending their free time.
- Sporting achievements and challenges.
- Professional and non-work-related knowledge as well as ways of improving work effectiveness.
- Interesting facts and knowledge concerning Rawlplug's products, services and training.
- Implementation of investments using Rawlplug's products. Please bear in mind that these are merely just a few suggestions, and you are most welcome to share your ideas too. We look forward to seeing your engagement.



6.1 MANAGEMENT BY VALUES / EMPLOYEES

INFORMATION BOARDS

In order to ensure optimal communication, also with employees who do not have access to computers, there are information boards at the manufacturing plants where the most important info is posted. The role of information boards is to provide information required by the law as well as news important to the employees, concerning benefits, designs based on employee suggestions, schedules of important company events, values, or simply reasons to be motivated and inspired on a daily basis.



6.1 MANAGEMENT BY VALUES / EMPLOYEES

ONBOARDING

At Rawlplug, we really want to make sure that all employees work in the most comfortable conditions possible and in a good atmosphere. In order to facilitate this, we hold a series of onboarding training sessions for new employees. During this process, employees obtain information about the functioning of individual departments and processes within the company, and they are acquainted with the product and service portfolio. They also obtain practical information on how to apply for leave, how to have completion of their tasks assessed, where to seek technical support, etc. During the onboarding programme, the employees also become familiar with the quality, environmental, occupational health & safety and information security management systems in place. They are informed about how they can protect the environment, how to ensure information security, and what sustainability means for Rawlplug.

IN
2019

75 people were trained as part of onboarding at the Wrocław-based companies.

6.1 MANAGEMENT BY VALUES / EMPLOYEES

MANAGEMENT BY OBJECTIVES

For many years, we have been using the Management by Objectives (MBO) method. The superiors determine the professional goals for the employees together with the latter. Depending on the individual position and its profile, objectives are defined on a monthly, quarterly or annual basis. This communication tool motivates the employees, showing them clearly what the expectations towards their work are, but also giving them the opportunity to create a path to develop and actually make a difference to the company.

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6.1 MANAGEMENT BY VALUES / EMPLOYEES

EMPLOYEE SUGGESTIONS

At Rawlplug, we appreciate every piece of advice and each comment concerning the processes, the functioning of the individual departments, and potential improvements in terms of ergonomics or work safety. We are happy to see employees submit their ideas and thus contribute to the building of the reality we all share within the company. In order to facilitate the process, a programme has been implemented for the management and submission of ideas, making it possible to monitor the progress of the submission handling process.

IN
2019

**54 employee
ideas were submitted
at Rawlplug's
Wrocław-based
companies.**

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6.1 MANAGEMENT BY VALUES / EMPLOYEES

EXPANDING KNOWLEDGE AND SKILLS

TRAINING AT THE HEADQUARTERS IN WROCLAW

Employees of the Rawlplug company in Wrocław completed over 9,400 hours of training in 2019. It included the following, among other things:

TRAINING AT THE ŁAŃCUT PLANT

49 EXTERNAL TRAINING SESSIONS, expanding the knowledge of employees or supporting the acquisition of new competencies (e.g. for auditors, in the field of labour law, tax law, operating beam trolleys and overhead cranes, energy aspects, etc.) – matching the individual departments and training needs.
189 IN-HOUSE TRAINING SESSIONS (e.g. language, occupational health & safety, instruction manuals, procedures, etc.).

1. PRODUCT TRAINING

As part of the implementation process, 77 people participated in product training. This involves learning about Rawlplug's product portfolio. The training is intended for newly hired sales representatives, Product Managers, Engineer Consultants and people starting work in the sales area and working directly and indirectly with products.

2. MANAGERIAL TRAINING SERIES FOR PRODUCTION AND WAREHOUSE FOREMEN.

28 people attended the training.

3. LEAN MANAGEMENT – 5S TRAINING.

22 people completed the Lean Management and 5S training courses.

4. MANAGERIAL TRAINING SERIES – SECOND EDITION. 18 participants.

5. EXCEL TRAINING. 19 participants.

6. RENEWAL OF LICENCES FOR WAREHOUSE AND TRANSPORT EMPLOYEES. 134 participants.

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NUMBER OF EMPLOYEES BY CONTRACT TYPE

		POLAND			OTHER COUNTRIES			
		Women	Men	Total	Women	Men	Total	Total
Total number of employees (broken down by gender) employed:	for a definite term	94	191	285	33	119	152	437
	for an indefinite term	341	764	1,105	19	79	98	1,203
	Total	435	955	1,390	52	198	250	1,640
Number of employees (FPE) broken down by working time	full-time	432	951	1,383	46	167	213	1,596
	part-time	3	4	7	6	31	37	44
	Total	435	955	1,390	52	198	250	1,640

GRI

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NUMBER OF EMPLOYEES – LEAVERS

	Woman	Men	Total	GRI
Number of employees in Poland	435	955	1,390	401-1
Number of leavers in Poland	69	169	238	
% Poland	15.9%	17.7%	17.1%	
Number of employees in other countries	52	198	250	
Number of leavers in other countries	8	35	43	
% other countries	15.4%	17.7%	17.2%	

NUMBER OF EMPLOYEES – NEW HIRES

	Woman	Men	Total
Number of employees in Poland	435	955	1,390
Number of new hires in Poland	74	185	259
% Poland	17.0%	19.4%	18.6%
Number of employees in other countries	52	198	250
Number of new hires in other countries	10	30	40
% other countries	19.2%	15.2%	16.0%

6.1 MANAGEMENT BY VALUES / EMPLOYEES

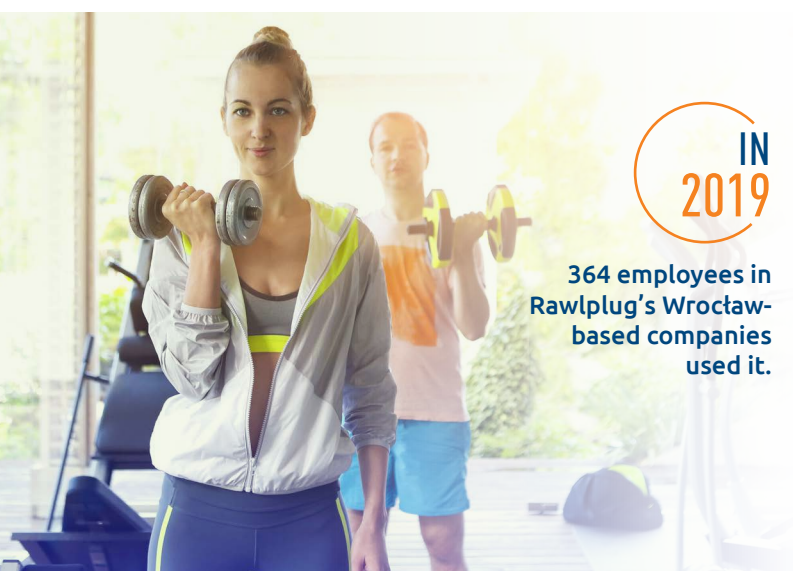
COMFORT ON EVERY LEVEL

LUXMED

Feeling safe and secure is one of the most important aspects in life. By providing adequate health care and quick access to specialists, we want our employees to feel safe and secure.

IN
2019

260 employees from Rawlplug's Wrocław-based companies were covered by health care services offered by LUXMED



IN
2019

364 employees in Rawlplug's Wrocław-based companies used it.

MULTISPORT

A healthy mind in a healthy body! Looking after the fitness of our employees, we offer them the benefit of a Multisport card.

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6.1 MANAGEMENT BY VALUES / EMPLOYEES

SAFETY

Keeping our employee safe and secure is one of our primary goals. We strive to minimise the number of accidents at work, we look after ergonomics and order at the workstations, and we educate our employees on how they should perform specific activities to protect their safety and to make sure their colleagues are safe too.

We keep an occupational health & safety management system in place in accordance with the international standards setting universally recognised principles supporting continuous OH&S improvement.

ACCIDENTS AT WORK	POLAND		OTHER COUNTRIES	
	Woman	Men	Woman	Men
The total number of accidents (incidents) at work	8	14	0	0
Number of fatal accidents (incidents)	0	0	0	0
Number of serious accidents (incidents)	0	0	0	0
Number of light accidents (incidents)	8	14	0	0
Total number of people injured in accidents	22		0	

All accidents at work that occurred in 2019 were minor in their nature. Men were victims of accidents more often than women, which due to the specific nature of the work and of the larger share of men in the overall headcount.

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ACCIDENT FREQUENCY RATE

	POLAND		
	Woman	Men	Total
Accident frequency rate	18.39	14.66	15.83

The accidents occurred most often in the manufacturing departments.

ACCIDENT SEVERITY RATE

	POLAND		
	Woman	Men	Total
Working days lost due to accidents	531	570	1,101
Number of accidents	8	14	22
Ratio	66.38	40.71	50.05

ABSENCE RATE

	POLAND		
	Woman	Men	Total
Number of absences due to accidents	531	570	1,101
Number of planned working hours for all employees	873,480	1,917,640	2,791,120
Ratio	121,58	59,45	78,89

The employees who are most often exposed to workplace-related diseases are those working in noisy conditions. We make efforts to minimise noise in our departments not only by using personal protective equipment, but also by making improvements to the machines to reduce noise levels.

Rawlplug's manufacturing plants make all efforts to keep all machinery and other emitters of noise etc. in a proper technical condition. We also introduce specific improvements aimed to reduce noise emission. Machinery and equipment inspections are conducted in accordance with recommendations of the respective manufacturers.

IN
2019

no occupational
diseases were found.

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6.2 | ENVIRONMENTAL CARE

STANDARDISED MANAGEMENT SYSTEMS

The policy we follow constantly obliges us to undertake activities which:

- assure continuous improvement of our products and services,
- seek to improve working safety and comfort for our employees,
- minimise impact on the natural environment,
- ensure information security and protect our assets.

Our commitments also include striving to strengthen our market position by launching innovative products, streamlining processes and improving quality as well as expanding our range of services. Our goal is to raise awareness and build a sense of shared responsibility – among our employees, customers and business partners – for safety, health, life and environmental protection. Our proper and efficient operation depends on the work and commitment of all the individual cells that are inextricably linked and form one tissue.

SYSTEM AUDITS, FACTORY PRODUCTION CONTROL, SUPPLIER AUDITS

At Rawlplug, we strive to continuously improve our management systems, factory production control and processes related to the goods that are purchased. Every year, we undergo independent, external audits checking whether the way in which we manage our processes complies with the ISO standards adopted, whether our products meet a number of requirements allowing them to be placed on the market, and whether the materials we purchase meet the accepted norms and standards.

As far as the environmental management system is concerned, we check and analyse the areas in which our activities influence the environment, defining what is referred to as environmental aspects. We analyse the potential threats that may arise from this by analysing risks and opportunities and by implementing suitable programmes.



we passed the management systems audit with a positive outcome and had our information security management system certified.

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6.2 ENVIRONMENTAL CARE

TRANSPORT

Care for the natural environment is part of the sustainability strategy, which is why we make sure also at the stage of transport that the latter meets the highest standards and that it is suitably optimised. In the LTL distribution channel, the main logistics operator, as part of the pursuit of their sustainable development policy, which also responds to one of Rawlplug's supplier selection criteria, replaced the traditionally used semi-trailers in 2019 with swap bodies (BDF) for domestic inter-terminal routes. They make it possible to use the fleet in a more efficient way, decreasing the number of vehicles on the road and reducing emissions, as well as giving customers higher quality of service and a smaller carbon footprint.

27%

This is the rate of carbon dioxide emission reduction expected as a result of using a semi-trailer that can load 5 more pallet positions compared to a standard semi-trailer, thus making it possible to transport goods of the same weight with a reduction of the number of journeys by 100 every day, with the deployment of 800 semi-trailers.

62%

This is the percentage by which the number of vehicles has been reduced that were used in the performance of a contract with one of our key customers in international transport, thanks to using a double-deck semi-trailer.

Electronic document handling has been implemented in the area of the Transport Department in Wrocław:

95%

This is the percentage of suppliers with whom billing is based on e-invoices.

43%

This is the percentage of suppliers carrying out international transport and providing confirmation of delivery in an electronic form. This contributes to process optimisation and reduces paper consumption.

6.2 ENVIRONMENTAL CARE

CONSUMPTION OF NATURAL RESOURCES, EMISSIONS AND WASTE

RAW MATERIALS AND OTHER MATERIALS USED

	UNIT OF MEASURE	CONSUMPTION
Thermoplastics consumption	t	3,822
Steel consumption	t	30,206
Consumption of (all) particularly hazardous chemical substances (for manufacturing)	t	1,740

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The indicator refers to the use of raw materials consumed in manufacturing processes in the Wrocław and Łańcut plants.

Thermoplastics, such as polypropylene and polyamide, are used in the production of plastic elements at the manufacturing plant in Wrocław. They are consumed mainly by the Injection Moulding Department.

Steel is used in the manufacturing plant in Łańcut.

All raw materials we use are delivered by external suppliers.

GAS AND FUEL CONSUMPTION

	UNIT OF MEASURE	CONSUMPTION
Consumption of vehicle fuel	l	647,505
Consumption of process gases	t	42
Consumption of gas for heating	dam ³	4,016
Consumption of gas for forklift trucks	t	76

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This indicator comprises the consumption of gases and fuels by the Wrocław-based companies and the Łańcut branch.

The largest amount of fuel is consumed by the car fleet, mainly in relation to the activities of sales representatives.

WATER CONSUMPTION

	UNIT OF MEASURE	TOTAL VOLUME
Consumption of water from the municipal supply system	m ³	8,845
Consumption of water from own supply*	m ³	136,387
Total water consumption	m ³	145,232

GRI
303-1

*Data concerning only the branch in Łańcut.

This indicator refers to water consumption in the Wrocław-based companies and in Łańcut. The company implemented an internal closed-loop water management system which has contributed to resource saving.

ENERGY CONSUMPTION	VALUES (MWh)	VALUES (GJ)
Electricity	27,110	97,596
Thermal energy*	6,115	22,014
Total energy consumption	33,225	119,610

GRI
302-1

* Data concerning only the branch in Łańcut.

The indicator comprises energy consumption by the Wrocław-based companies and by the branch in Łańcut. Most of the energy consumed was used in manufacturing processes.

REDUCTION OF ENERGY CONSUMPTION

We know that most of the energy consumed is used during manufacturing processes, so by implementing our plan to upgrade the plant in Wrocław, we aim to reduce energy consumption related to production. The aim of the plant upgrade in course is to centralise and integrate the production processes, which will also translate into improved efficiency, and consequently allow us to meet the manufacturing goals set. This, in turn, will significantly reduce energy consumption and the impact of negative factors on the environment.

GRI
302-4

When purchasing machines, we are also guided by their energy consumption indicators. In 2019, new machinery was purchased and put into operation, best-in-class in terms of low energy consumption thanks to the KERS system. A new system of central feeding of plastic material for injection moulding machines was also built. This system significantly improves production efficiency and eliminates downtime caused by lack of plastic, which directly translates into reduced energy consumption.

GREENHOUSE GAS EMISSIONS		
TYPE OF NO _x AND SO _x COMPOUNDS AND OF OTHER MAJOR AIR POLLUTANTS	UNIT OF MEASURE	WEIGHT OF MAJOR ATMOSPHERIC EMISSIONS
Nitrogen oxides (NO _x /NO ₂)	t	16.68
Sulphur oxides (SO _x /SO ₂)	t	1.11
Carbon monoxide (CO)	t	8.68
Carbon dioxide (CO ₂)	t	1,827.83
Total dust	t	1.00
Chlorine and its inorganic compounds (HCl)	t	2.21

GRI
305-1
305-7

The indicator comprises the manufacturing plants in Wrocław and in Łańcut.

PRODUCTION WASTE

ALL WASTE GENERATED	UNIT OF MEASURE	QUANTITY
Non-hazardous waste	t	4,868.94
Hazardous waste	t	1,143.52

TYPE OF PACKAGING PLACED ON THE POLISH MARKET	UNIT OF MEASURE	QUANTITY
Paper and cardboard packaging	t	695.76
Plastic packaging	t	65.67
Wood packaging	t	1,671.06
Packaging in which hazardous substances were used	t	33.02
Total	t	2,465.51

TYPE OF PACKAGING WASTE SUBJECTED TO RECYCLING	UNIT OF MEASURE	QUANTITY
Paper and cardboard packaging	t	303.75
Plastic packaging	t	25.59
Wood packaging	t	297.90
Packaging in which hazardous substances were used	t	9.25
Total	t	636.49

The indicator comprises the Wrocław-based companies and the branch in Łańcut.

The largest quantities of waste are produced at the Polish manufacturing plants. They all hold the applicable permits in place for generation of waste, which is duly disposed of and handed over to authorised external companies.

IN 2019 no fines were imposed on the manufacturing plants for failure to observe environmental protection regulations.

GRI
306-2

GRI
307-1

6.3 | SOCIAL COMMITMENT

SOCIAL ACTIVITIES

At Rawlplug, it is very important for us to be engaged and committed, and to help others. We not only work together, but genuinely act together. We are proud of our employees, who undertake activities involving providing selfless help. We appreciate our cooperation with the local communities and we look after their well-being and comfort, as we are all one community. By joining forces to help others, we give our best, without asking anything in return, thus proving our maturity. In our activities, we provide financial, expert, but also psychological support. We offer our help wherever we can.

GRI

103-2

203-1

FAT THURSDAY / 28 FEBRUARY 2019

Every day, we support the whole Rawlplug team by looking after their health in different ways, but there is one day in the whole year when we allow ourselves to pamper our sweet tooth! Fat Thursday is a sweet holiday at Rawlplug. Following the Polish tradition, our employees could enjoy some lovely filled doughnuts with their morning coffee. On that day, tips were also provided on how to burn the doughnut calories, along with some Fat Thursday titbits.



RUNMAGEDDON / 13 APRIL 2019

At Rawlplug, we believe that only the sky is the limit! We value teamwork very highly, because we know that this is precisely what drives success. Together, we overcome our weaknesses and surpass our limits. This is why we took part in another edition of the Runmageddon. In 2019, as many as 80 people sporting the Rawlplug logo stood on the starting line. This was a record turnout for us!

Even though the weather was not particularly great and the runners had to face cold and freezing rain, they were definitely all in good spirits and very determined! Our team had as many as 6 kilometres to run, with 30 obstacles on the way – from a container filled with ice to rope climbing. Although the route seemed extremely difficult, working together and helping one another on the more demanding sections allowed

each runner from Rawlplug's team to complete it! This year's race was unique not only due to the turnout, but also because of the numerous attractions prepared as part of the celebrations of 100 Years of Rawlplug. We prepared a special exhibitor zone for all participants and spectators, with competitions and product demos. As part of the event, we also decided to support the daughter of one of our employees, Józef Dudek, OH&S Specialist, with the development of her musical career. After the run, we gave Józef a scholarship for Magdalena, because we know how important it is to pursue and development one's passion.

We would like to thank all those who participated in Runmageddon 2019 – the huge amount of positive energy generated during the run will remain with our company for a long time!

EUCHIDIOS ATHLOS ULTRA-MARATHON IN GREECE. PLATAEA – DELPHI, 107.5 KILOMETRES / 10 MAY 2019

One of our colleagues, Andrzej Jarczewski, graphic designer from Rawlplug's Head Office in Wrocław, is also a keen runner! He actually regularly participates in races over a staggering distance of 100 km. This year was no exception: this time, he went in Greece and ran the ultra-marathon in the footsteps of the legendary Eucharis. Wearing a headlamp and sporting Rawlplug's colours shirt, he took off, along with the other runners, at midnight from the hill at the foot of which the historic battle was fought between Greeks and Persians, ran through Plataea and Western Boeotia from north to south. While negotiating the tough, undulating terrain, he also had to run up the monumental Mount Helicon, mythical home to the Muses, reach Delphi, the "navel of the Earth", and finally reach the finish line at the ancient stadium, also in Delphi. Throughout the run, Andrzej wore a T-shirt with Rawlplug's logo, coming 46th place overall, with an excellent time of 13h 29m 48s, and 8th in his age category. Well done! Andrzej truly inspires us to pursue our goals despite the difficulties.



2019 COMPANY RUN / 18 MAY 2019

Rawlplug's employees once again took part in the company run. The charitable goal, combined with teamwork and healthy competition, brought us many positive experiences and left many memories.



50-KILOMETRE PIAST SUMMER RUN IN JAKUSZYCE / 24 AUGUST 2019

At Rawlplug, we like challenges, not only in the professional field. This was proven by our colleague Krzysztof Ryżewski, Director for Business Development, CE at Rawlplug, who completed another run in his career – the 50 km Piast Summer Run in Jakuszyce, sporting Rawlplug's colours. With a time of 5h 11m, he came 96th. Every day, Rawlplug learns from its employees how to be persistent, patient and steadfast in the pursuit of one's goals. (Photo by Jacek Deneka)





100 YEARS OF RAWLPLUG

/ 23 SEPTEMBER 2019

23 September 2019 will go down in the history of Rowlplug as a very special day. That Monday, at 5 p.m., nearly 1,200 employees from all over the world met in Wrocław, at the National Forum of Music, to learn about and to understand the history and the heritage of the brand, which built its power and leading position on the market over the consecutive decades. We gathered there to meet as an international team, to enjoy being together as well as our diversified musical and cultural backgrounds. We also met to recognise our achievements, efforts and commitment which every single Rowlplug employee invests in their work, bringing the brand into the next 100 years.



IMMORTALS' RACE ULTRA-MARATHON IN GREECE. 142 KILOMETRES

/ 26-27 OCTOBER 2019

Andrzej Jarczewski once again participated in a run over a killer distance of 142 km. The race connects four monuments: the statues of General Theodoros Kolokotronis in Tripolis, of King Leonidas in Sparta, of the last Byzantine Emperor Konstantinos Palaiologos in Mystras, and the statue of Victory in Kalamata. Over a total of 142 km, the route crosses the Taygetos mountain range, reaching a peak altitude of over 1,300 m. Andrzej covered the whole distance wearing Rowlplug's colours, coming 3rd in his age category and 16th overall, with a time of 16h 53m 33s, and elevation changes of approx. 4,000 m in total. A beautiful passion! For us, Andrzej is a role model of perseverance and tenacity in the pursuit of one's goals. (Photo by Trexoume)





RAWLPLUG KINDNESS DAY

/ 21 NOVEMBER 2019

Every year, 21 November is World Kindness Day. In 2019, we joined the celebrations at Rawlplug, recognising employees who had been showing kindness on a day-to-day basis. The motto of the 2019 edition was "Kind, close, together!" We believe, in fact, that kindness is much more than just being nice to people. It's about the small gestures, cordiality and courtesy. It's about helping one another, accepting others and being open to them. It's about building relationships and caring for others. The HR team from Wrocław got all the employees involved in the Kindness Day celebrations. Employees indicated by their co-workers as particularly deserving of credit were given special badges.

SANTA PARTY FOR CHILDREN

/ 1 DECEMBER 2019

At Rawlplug, the Santa Party is always an opportunity for children and parents to celebrate together and share an unforgettable experience. In 2019, we started with some games and puzzles as well as made music together with Santa's helpers. Then, with the help of the Sand Animation Theatre, we were transported to the magical world of fairy tales, where we used sand to conjure Christmas stories. A lot of fun was also had making Christmas cookies at the Gingerbread Factory as well as Christmas tree decorations at the Decoration Factory. The children wrote letters to Santa and sent them through the Pre-Christmas Elf Post Office. We were giv-



en the opportunity to show our talent in Santa's Hand-Painted Village. Game simulators and inflatables were also provided for a really fun time. We invited the youngest children and their parents to the Toddlers' Corner. The highlight on the agenda was of course Santa's visit and the gifts. Parents could play with their kids, watch them from the mezzanine or relax over a cup of coffee and a tasty meal at the Active Hotel restaurant. The Santa party took place on 1 December 2019, at the WKK Sport Centre in Wrocław.



SAINT NICHOLAS DAY AT THE RAWLPLUG HEADQUARTERS / 6 DECEMBER 2019

On 6 December, the HR team surprised the employees of Rawlplug's headquarters in Wrocław. A few of our colleagues, dressed appropriately for the occasion, visited everyone at the office, distributing some lovely sweets. There was a surprise effect, and everyone felt a bit like back in the days when we were kids waiting for Santa to arrive.

STRATEGIC MARKETING TEAM SOCIAL EVENT / 18 DECEMBER 2019

Although they work shoulder to shoulder on a daily basis, they don't always have time to just talk and get to know each other better, from a less work-related point of view. This is precisely why the Strategic Marketing Department from the Wrocław headquarters has been cultivating the tradition of company social events. This was also the case this year, with the team going out to attend a sushi workshop together. There was a lot of creativity, laughter and good fun. And lots of delicious food over which long and exciting conversations were held.



CHRISTMAS MEETING / 20 DECEMBER 2019

Christmas is a time of joy, cordiality and meetings, also at Rawlplug. As usual, it was with the greatest pleasure that we celebrated the upcoming holiday time together during Rawlplug's Christmas Meeting. We sat down to enjoy a traditional Christmas meal, extended our best wishes to one another and had a nice time chatting and socialising. But that's not the whole story! In 2019, our Christmas Eve meeting was even more special because we celebrated the anniversaries of our colleagues who joined the company 10 and 20 years ago. We always emphasise the fact that Rawlplug is created by people with a passion and this is also a beautiful reason to celebrate. The event was beautiful and moving. Rawlplug's Christmas Meeting took place on 20 December 2019, at the WKK Sport Centre in Wrocław.

6.3 SOCIAL COMMITMENT

LOCAL COMMUNITY

THE GREAT ORCHESTRA OF CHRISTMAS CHARITY

Supporting the 27th Grand Finale of the Great Orchestra of Christmas Charity, raising funds to purchase state-of-the-art medical equipment for specialised children's hospitals. The KOELNER RAWLPLUG IP SP. Z O.O. branch in Łańcut put an original jersey of the first league basketball team RAWLPLUG SOKÓŁ ŁAŃCUT, signed by the players, up for online auction. The funds raised in this way were transferred to the charity's account.



"GOLDEN DRAGON CLINIC" PROJECT

/ EDUCATIONAL PERFORMANCE "ALICE AND MAGIC", WROCŁAW, 26 FEBRUARY 2019

The FUNKOMITYWA foundation, with the support of KOELNER RAWLPLUG IP SP. Z O.O., carried out the "Golden Dragon Clinic" project at the Research Hospital in Wrocław. This included an educational performance entitled "Alice and Magic". The aim was to provide psychological support to children staying at the hospital, through fun and promotion of reading. The event was attended by approx. 50 patients as well as their parents, guardians and medical staff.

FAMILY PICNIC, KOWALE HOUSING ESTATE COUNCIL / WROCŁAW, 15 JUNE 2019

Guided by concern and by the willingness to support initiatives undertaken by local communities, Rawlplug co-financed the organisation of local festivities at the Kowale Housing Estate.

SUPPORT FOR TPD - CHILDREN'S FRIENDS' ASSOCIATION IN POLAND

Rawlplug sponsored a health and rehabilitation camp for children.

9TH INTERNATIONAL FESTIVAL OF YOUTH CREATIVITY – FOLK INSPIRATIONS

/ 29 JUNE – 06 JULY 2019 IN ŁÓDŹ AND 30 JUNE 2019 IN SKIERNIEWICE

The festival has been organised since 2011 by the J. Tuwim Youth Palace in Łódź and by the CONVIVO Foundation for the Promotion and Support of Creativity. This is a truly unique folklore festival. It is an artistic event with a unique atmosphere, with young participants who are full of energy and creativity. The festival gives young artists a chance to engage in intercultural dialogue and to learn about the traditions of different nations. The programme of the event consists of more than 20 projects, including concerts, experimental music, exhibitions of photographs and of works by young designers, fashion shows, educational workshops, theatre group performances, as well as artistic animation. By learning about cultural differences, different religions and traditions, young people promote the idea of world peace in the spirit of tolerance, openness and mutual understanding. Around 3,000 young people took part in the eight festivals so far, from 26 countries: Algeria, Armenia, Belarus, China, Czechia, Estonia, France, Georgia, Greece, Hungary, Italy, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Moldova, The Netherlands, Palestine, Russia, Slovakia, Slovenia, Spain, Tunisia, Turkey, Ukraine, and Poland.



THEATRE PERFORMANCE: "THE LITTLE MOLE AND THE ENVIRONMENTALISTS"

/ WROCLAW, 24 SEPTEMBER 2019

Rawlplug supports Prekursor Artystyczny – BAMM BAAMM THEATRE, the organiser of an artistic event guided by the motto "BACK TO SCHOOL WITH A GREEN ATTITUDE" for children staying at the J. Gromkowski Provincial Specialist Hospital in Wrocław. The educational performance entitled "Eco-Pals" addressed the problem of littering in forests and of irresponsible disposal of waste. It is very important to build a sense of responsibility for the environment already in small children.

CLUB BLIND FOOTBALL WORLD CHAMPIONSHIP

/ BULGARIA, 25–30 OCTOBER 2019

Rawlplug provided financial support to the Śląsk Wrocław Blind Football team, which took part in the Club World Championship in Bulgaria. After fighting for every ball, the team became the club world champion! Congratulations on the victory! We are glad that we could support the team on their way to the top.



SUPPORT FOR THE PROVINCIAL VOLUNTEER FIRE BRIGADE ASSOCIATION

Bearing in mind the importance of safety and security, Rawlplug provided financial support to the Polish Volunteer Fire Brigade Association. The funds provided made it possible to spread knowledge and promote fire safety among children and adults.

WROCLAW "ŚWIT" DEAF SPORTS CLUB

/ MOSCOW, 20–23 NOVEMBER 2019

We provided financial support to the women's team of the Wrocław Deaf Sports Club "ŚWIT" so that they could travel to the 2019 DIBF EURO-CUP in Moscow. It was the third time this basketball team played in the Cup, and this time they won the bronze medal. Congratulations!



NOBLE BOX

We took part in the 19th edition of the nationwide Noble Box campaign, as part of which the KOELNER RAWLPLUG IP SP. Z O.O. branch in Łańcut helped two families in need. The money raised among the employees, combined with additional funds provided by the Company, made it possible to buy all the things the two families needed, including the following: vacuum cleaner, iron, pots and pans, bedding, blankets, winter footwear, clothing, towels, cleaning products and food. They were put into total of 52 boxes and handed over to the families.

6.3 SOCIAL COMMITMENT

EDUCATIONAL PROGRAMMES

EDUCATION

On 21 February 2019, Rawlplug's CEO Radosław Koelner signed a framework cooperation agreement with the Rector of the Wrocław University of Economics, Professor Andrzej Kaleta, PhD. The agreement concerns the implementation of joint educational, development and commercial projects.

In practice, it will involve, among other things, working together to develop teaching plans and curricula for the University's already existing courses and fields of study and on creating new ones, so as to make sure that the knowledge and skills of graduates match the market demand; providing additional teaching to undergraduate and doctoral students as well as researchers and improving the University's competitiveness on the higher education market, as well as inspiring BA, engineer's, MA theses and doctoral dissertations as part of the courses offered at the University. The role of the brand's representatives will involve participation and conducting open lectures, meetings and seminars, and they will also be involved in the organisation student traineeships and apprenticeships.

As a whole, the cooperation will certainly contribute to the consolidation of relations between academia and the business environment, especially in the Lower Silesian region, leading (in accordance with the assumptions) to the joint development of a comprehensive system of activities to establish lasting relations between the Parties in the broadly understood mutual promotion of activities, provide inspiration in terms of the themes of research and development work, and have the University's staff perform analyses, give expert opinions and carry out consulting and advisory activities related business process optimisation. The two spheres, research and business, will thus come closer to each other, which will certainly be facilitated by the organisation of joint scientific and popularising projects (seminars, scientific conferences, cyclical discussion meetings) to provide two-way transmission of information on innovative organisational solutions and good practices in business activities, conducted at the national and at the international level. The activities undertaken will allow the project to result in future cooperation in the field of innovation and technology transfer (creation of scientific consortia), which in turn will bring measurable effects and genuinely impact the reality – because at Rawlplug, we want to constantly change it for the better.

GRI

203-1





RAWLPLUG® Academy

RAWLPLUG ACADEMY

Rawlplug Academy® for employees is an integrated package of unique, original training solutions, based on e-learning courses and specialised educational, information and promotional materials, prepared within the Knowledge Base. The programme also envisages participation in traditional training courses and hands-on workshops at the Rawlplug Training Centre. The concept of the programme and all the solutions it offers were developed on the basis of a market audit, an analysis of our in-house educational and development needs, numerous discussions with key customers from various sectors, as well as consultations with practitioners who are experts in the field of effective education. The result of all this is a programme that responds to the needs that our teams are already aware of, but also to ones they have not discovered yet, related both to our business and to their personal and work-related ambitions and aspirations. We have prepared training courses related to Rawlplug's offering in 3 areas:

1. INDUSTRY KNOWLEDGE TRAINING

i.e. everything that allows you to navigate the sector and to specialise in areas that are integrally linked with it, including fixing fundamentals, certification importance and requirements, as well as corrosion and how to prevent it.

2. PRODUCT TRAINING

comprising general descriptions of the product categories and specialised descriptions of particular products, the rules of appropriate product selection and installation, as well as the most frequent applications.

3. SERVICE TRAINING

concerning the intended use and methods of use, for instance of designer tools, or the rules of displaying products at the point of sale.

E-learning courses differ in terms of specialisation levels, from basic, through advanced to expert. In this manner, on the one hand, we adapt the educational tools to the specificities of work performed by people with diverse professional profiles and jobs, bearing in mind that not everyone – even though they work at Rawlplug – needs to have perfect product knowledge, while others require outstanding qualifications to work with customers in a specific sector, e.g. OEM. On the other hand, we provide the opportunity to specialise and develop in line with one's own aspirations and ambitions, regardless of the job profile.

APPRENTICES / TRAINEES

As far as traineeships are concerned, we work with universities, their career offices as well as Labour Offices. The apprentices/trainees work with various departments, e.g. Maintenance, Tool Shop, IT, and Research & Development.

The trainees and apprentices have the opportunity to see how a large manufacturing plant functions, to acquaint themselves with the organisational chart and with work in the relevant departments where the traineeship or apprenticeship programme is implemented. They participate in the daily tasks of the team, contribute to the improvement of solutions in the given area, and familiarise themselves with the processes functioning within the company.

At the same time, this activity promotes the company on the local market, on the labour market and among local government organisations. The apprentices and trainees, after graduating from schools and universities, often become potential candidates to work with our company. For them, the time spent with us means putting theoretical knowledge into practice and a chance for future, attractive employment.

IN
2019 more than 40 people
worked as trainees/
apprentices with our
Wrocław-based companies.



7.0 INFORMATION ON THE REPORT



7.0 | INFORMATION ON THE REPORT

The Sustainability Report covers all business units included in Rawlplug's consolidated financial statements.

GRI

102-45

The Sustainability Report for the year 2018 was published in December 2019. A significant change that took place in 2019 was the acquisition of Koelner Inwestycje Budowlane Sp. z o.o. by the parent company Rawlplug S.A.

GRI

102-10

102-48

The report contents and the extent of its individual aspects were defined in line with the GRI guidelines, as applicable to every sphere of Rawlplug's operations.

GRI

102-46

The important topics to be covered in the report were identified based on Rawlplug's strategy, market benchmarking and internal analyses.

GRI

102-44

102-47

103-1



8.0 SUPPLEMENTARY INFORMATION



8.0 SUPPLEMENTARY INFORMATION

GRI STANDARD NUMBER	STANDARD TITLE	DISCLOSURE NUMBER	DISCLOSURE TITLE	METRIC AREA	REPORT PAGE NO.
GENERAL ASPECTS					
GRI 101	General disclosures	101	Foundation and reporting principles	All companies covered by the report	
GRI 102	General disclosures	102-1	Name of the organisation	All companies covered by the report	33, 41
GRI 102	General disclosures	102-2	Activities, brands, products, and services	All companies covered by the report	41, 50
GRI 102	General disclosures	102-3	Location of headquarters	All companies covered by the report	33
GRI 102	General disclosures	102-4	Location of operations, including the number of countries where the organisation operates, and the names of countries where it has significant operations and/or that are relevant to the sustainability topics covered in the report	All companies covered by the report	35, 41
GRI 102	General disclosures	102-5	Ownership and legal form	All companies covered by the report	11
GRI 102	General disclosures	102-6	Markets served	All companies covered by the report	41
GRI 102	General disclosures	102-7	Scale of the organisation	All companies covered by the report	45, 50
GRI 102	General disclosures	102-8	Information on employees and other workers	All companies covered by the report	82

GRI
102-55

GRI 102	General disclosures	102-9	Supply chain	All companies covered by the report	74
GRI 102	General disclosures	102-10	Significant changes to the organisation's size, structure, ownership, or supply chain in the reporting period	All companies covered by the report	102
GRI 102	General disclosures	102-11	Information on whether and how the organisation applies the precautionary principle or approach	Manufacturing plants	8
GRI 102	General disclosures	102-12	Externally-developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes, or which it endorses	All companies covered by the report	Rawlplug neither conducts nor participates in any such initiatives.
GRI 102	General disclosures	102-13	Membership of associations and organisations	All companies covered by the report	16
GRI 102	General disclosures	102-14	Statement from senior decision-maker	All companies covered by the report	5
GRI 102	General disclosures	102-15	Key impacts, risks, and opportunities	Manufacturing plants	7, 8
GRI 102	General disclosures	102-16	Values, principles, standards, and norms of behaviour	All companies covered by the report	56
GRI 102	General disclosures	102-18	Governance structure of the organisation, including committees of the highest governance body	All companies covered by the report	12
GRI 102	General disclosures	102-20	Executive-level responsibility for economic, environmental, and social topics	All companies covered by the report	41
GRI 102	General disclosures	102-22	Composition of the highest governance body and its committees	Parent company Rawlplug S.A.	12
GRI 102	General disclosures	102-26	Role of highest governance body in setting purpose, values, and strategy	Parent company Rawlplug S.A.	12
GRI 102	General disclosures	102-27	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental, and social topics	All companies covered by the report	12

GRI 102	General disclosures	102-30	Highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental, and social topics	Parent company Rawlplug S.A.	8
GRI 102	General disclosures	102-31	Frequency of the highest governance body's review of economic, environmental, and social topics and their impacts, risks, and opportunities	Parent company Rawlplug S.A.	12
GRI 102	General disclosures	102-32	The highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material topics are covered	All companies covered by the report	12
GRI 102	General disclosures	102-40	List of stakeholder groups engaged by the organisation	All companies covered by the report	14
GRI 102	General disclosures	102-41	Percentage of total employees covered by collective bargaining agreements	All companies covered by the report	Employees are not covered by collective bargaining agreements
GRI 102	General disclosures	102-42	The basis for identifying and selecting stakeholders with whom to engage	All companies covered by the report	14
GRI 102	General disclosures	102-43	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	All companies covered by the report	14, 56
GRI 102	General disclosures	102-44	Key topics and concerns raised through stakeholder engagement and how the organization has responded to those key topics and concerns, including through their reporting	All companies covered by the report	8, 76, 81, 102
GRI 102	General disclosures	102-45	Entities included in the organisation's consolidated financial statements	All companies covered by the report	33, 102
GRI 102	General disclosures	102-46	Defining report content and topic Boundaries	All companies covered by the report	102
GRI 102	General disclosures	102-47	List of material topics	All companies covered by the report	8, 76, 81, 102

GRI 102	General disclosures	102-48	The effect of any restatements of information given in previous reports, the reasons for and the impact of such restatements (including mergers, acquisitions, change of base years or periods, nature of business, measurement methods)	All companies covered by the report	102
GRI 102	General disclosures	102-49	Changes in reporting (significant changes from previous reporting periods in the list of material topics and topic Boundaries)	All companies covered by the report	New GRI standards taken into account: 102-30
GRI 102	General disclosures	102-50	Reporting period	All companies covered by the report	The Sustainability Report is a report on Rawlplug's activity in the period from 1 January 2019 to 31 December 2019
GRI 102	General disclosures	102-51	Date of most recent report (if applicable)	All companies covered by the report	The Sustainability Report covering the year 2018 was published in December 2019
GRI 102	General disclosures	102-52	Reporting cycle	All companies covered by the report	The reporting is performed in an annual cycle
GRI 102	General disclosures	102-53	Contact point	All companies covered by the report	The contact point for questions regarding the Sustainability Report is Tomasz Walczak – Head of the Sustainability Office [tomasz.walczak@rawlplug.com]
GRI 102	General disclosures	102-54	Claims of reporting in accordance with the GRI Standards (Core or Comprehensive option)	All companies covered by the report	The report has been prepared in accordance with the GRI Standards: Core option
GRI 102	General disclosures	102-55	GRI content index	All companies covered by the report	104

GRI 102	General disclosures	102-56	Policy and current practice with regard to seeking external assurance for the report	All companies covered by the report	The report covering the year 2019 was not submitted for external review
GRI 103	General disclosures	103-1	Explanation of the material topic and its Boundary	All companies covered by the report	8, 102
GRI 103	Management Approach	103-2	The management approach and its components in the following areas: - environment, - society, - human rights, - corruption prevention, - HR with an indication of the material topics within the given areas	All companies covered by the report	48, 56, 75, 76, 81, 86, 91
GRI 103	Management Approach	103-3	Evaluation of the management approach	All companies covered by the report	86

ECONOMIC ASPECTS

GRI 201	Economic performance	201-1	Direct economic value generated and distributed (including revenues, operating costs, employee wages and benefits, subsidies and other community investments, retained earnings, payments to providers of capital and payments to government)	All companies covered by the report	18
GRI 203	Indirect Economic Impacts	203-1	Infrastructure investments and community services through commercial, in-kind, or pro bono engagements. Social impact of the respective activities.	All companies covered by the report	53, 91, 98

ENVIRONMENTAL ASPECTS

GRI 301	Materials	301-1	Materials used by weight or volume	Polish companies	88
GRI 302	Energy	302-1	Energy consumption within the organisation taking into account the sources used	Polish companies	89
GRI 302	Energy	302-4	Reduction of energy consumption	Wrocław manufacturing plant	89
GRI 303	Water	303-1	Total volume of water withdrawn, with a breakdown by sources	Polish companies	88

GRI 305	Emissions	305-1	Direct GHG emissions by weight	Manufacturing plants	89
GRI 305	Emissions	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Manufacturing plants	89
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