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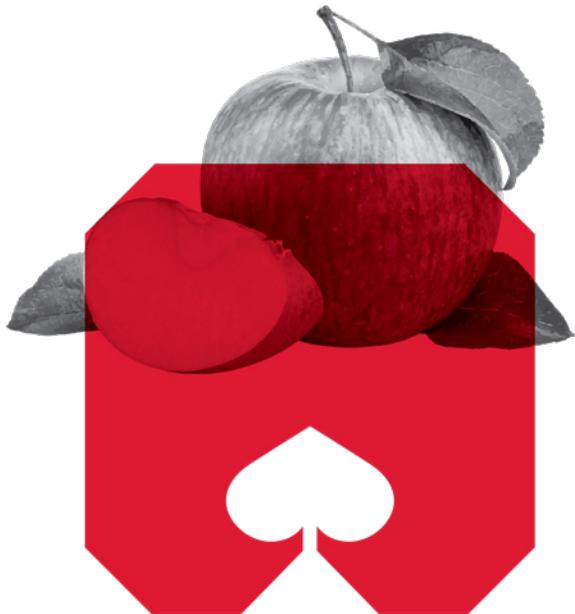
# THE PATH FORWARD

2020 CORPORATE  
SUSTAINABILITY REPORT



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# WHO WE ARE

## HOW THE SMALLEST DETAIL CAN LEAD TO THE LARGEST IMPACT

### **Let's return to our roots.**

It all began in 1954 in Yakima, Washington, where Floyd Paxton was supplying nailing machines to the Washington state apple industry. Years later, when apple distribution moved from boxes to plastic bags, farmers came to Floyd for help. And so, the bag closure was born. Floyd called it Kwik Lok, and it would quickly become the preferred method for keeping bags of Washington State apples safe and fresh.

Floyd's son Jerre then took Kwik Lok global. Under his leadership, Kwik Lok refined the technology of the closure system, built six factories, and produced billions of closures each year to help keep all types of food as fresh and secure as possible. Bread, noodles, apples, flat breads, spices, you get the idea.

In 2018, it was Jerre's three daughters, the third generation of Paxton leadership, who made sustainability and corporate responsibility a priority. Kwik Lok had always been a very family-oriented company with a lot of love and respect between employees and owners. Stephanie, Kimberly, and Melissa took that dedication, that loyalty, and expanded it to include our local communities, our global community, and our planet.

We invite you to learn more about our Path Forward in this Kwik Lok 2020 Corporate Social Responsibility report.



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# OUR MISSION AND VISION

It's so much more than “Keeps Food Fresh”

## Vision

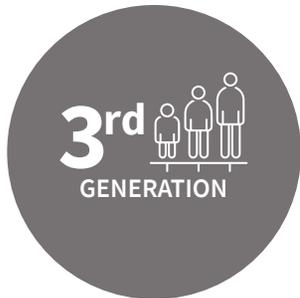
To lead the way in innovating reliable, sustainable packaging, and new product solutions that improve the lives of our employees, customers, and communities.

## Mission

To create an inclusive culture that fosters innovation to increase the success of our customers and health of the planet.



# KWIK LOK AT A GLANCE



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# CO-OWNERS' LETTER

For us it's about family.

It always has been, ever since our grandfather Floyd Paxton founded the company sixty-six years ago. Since then, family has been the center of everything we do at Kwik Lok. This feeling of family extends from us as third-generation owners to our employees, partners, customers, and the global community.

This year, it's also about a lot more.

A global pandemic, unprecedented economic uncertainty, ongoing racial injustice, and climate change are all having devastating impacts on our families, our communities, and our world. Now more than ever, it's that feeling of family, of respect, and of care that means everything. Caring about our Kwik Lok family means we must extend that care to their communities and the planet we share. We're doing everything we can to do right by all three.

Two years ago, we made a commitment to a Fresh Start, which built on our family history of doing the right thing for our employees, communities, and the planet. Today, in the midst of a global pandemic, climate crisis, and a systemic reawakening, we're focusing on the Path Forward and renewing our commitment in these 4 areas:

**Unlocking Opportunity:** From employee engagement to education

**Improving Well-Being:** Physical health, mental health, and safety

**Protecting Resources:** People, places, and the planet

**Fostering Innovation:** New products and manufacturing innovation

As the world changes and we continue to work together, our family values help guide us. It's who we are. It's how we're built.

It was no surprise to us that when faced with the realities of the COVID-19 pandemic, our Kwik Lok family wasted no time in gearing up with a response. We're so proud of our employees ... how they got together to do something real to help our frontline workers. They donated time, materials, and did whatever it took to help the community.



It's this spirit over the last sixty-six years that defines what it means to be part of the Kwik Lok family, understanding the bigger picture and unselfishly pulling together to just simply make things better. We know "where much is given, much is expected" and as responsible business owners, we can do no less.

Obviously, there are challenges ahead, and conscious, responsible actions must be taken to address them.

Climate change is real, the science is right on. We'll fight on with new products and new technologies to break down our industry's carbon footprint even further.

While we've taken pride in having a culture of belonging at Kwik Lok, we know we lack diversity, especially in our C-suite and leadership team. As a small business with low turnover, increasing diversity takes time. But rest assured, it's paramount.

Our equity and inclusion work is also ongoing. We've already started by ensuring we have pay equity. Now we're examining our hiring practices, establishing real guidelines on how to increase diversity and inclusion at every level, and addressing equity in our facilities worldwide.

As we reflect on this past year, we're proud of the progress our company has made and we're optimistic about the opportunities that lie ahead. It's an honor to continue the work of our grandfather and father, and we feel privileged to work with some of the finest people in the world. Together we'll continue to forge a Path Forward we can all be proud of.

Sincerely,

Melissa Steiner, Kimberly Paxton-Hagner, and Stephanie Jackson

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# CEO LETTER

To me, there is nothing more satisfying than starting with a vision and from there, building a reality.

It is one of the things I love about being part of the Kwik Lok family — working with the co-owners, helping to develop our vision for a better industry and a better world, then taking that ball and running with it. I'm honored to be the person putting those plans into action.

Here are a few things we have been up to ...

Customers came to us with a need to make sure their products stay secure, in addition to fresh. In response, our team developed an innovative way to create a tamper-evident closing machine that makes it possible to see if a bread bag has been tampered with. Utilizing only 10 inches of conveyor length, the optimal solution was deployed with great success and is now helping consumers know their bakery products are safe.

Many customers are working to make sure their product packaging meets specific recycling initiatives. We have created innovative solutions to help them meet or even exceed their specific regulations and will continue to improve as requirements change to help protect our planet.

It was only a year ago that we introduced Eco-Lok™, a bag closure made with renewable plant-based carbohydrates like corn and potatoes. Eco-Lok emits fewer greenhouse gases in production compared to traditional closures, and reduces the amount of petroleum-based plastic used overall. And we are not done yet! Our engineers are collaborating with scientists, engineers, and experts worldwide to find solutions that will keep our products fresh and safe while taking care of the environment.

Of course, this has been a year unlike any other, and from a personal point of view, I couldn't be prouder of how our Kwik Lok family has responded to the COVID-19 pandemic — from donating mask-making supplies for local hospitals, to providing thank-you lunches for mental health workers, to doing everything we can to make sure our employees and our community stay safe.



Additionally, I have been learning about equity, diversity, and inclusion. I'm not an expert, but I am eager to listen and learn with the intent to improve upon where we are. Look to see positive changes in the processes used to recruit, hire, and retain new members of the Kwik Lok family.

So now I invite you to see how we have walked the talk over the past few years. Kwik Lok had a Fresh Start a few years ago, and I am enthusiastic as we look at the Path Forward to build upon the momentum generated. Our global Kwik Lok family is strong and resilient. Recent issues in society have highlighted opportunities for improvement, and by living our values daily, we will make a change for the good and we look forward to continuing that journey.

Sincerely,

Don Carrell, CEO

# CORPORATE SOCIAL RESPONSIBILITY STRATEGIES

## OUR PATH FORWARD ...

### Opportunity

Unlocking opportunities through education and economic success

### Well-Being

Improving the physical health, mental health, and safety of all people

### Protection

People, places, and the planet

### Innovation

Fostering innovation in food safety, access, and manufacturing

## GLOBAL ALIGNMENT ON THE PATH FORWARD

We believe in the power of collaboration. We build together as a community and on the shoulders of previous efforts. That's why we've aligned our four strategies (as well as much of our past work) with six of the United Nations' Sustainable Development Goals.

We will continue to collaborate with other organizations in communities throughout the world to achieve these goals

### UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



# COMMITMENTS FOR 2025

## OPPORTUNITY

- Complete employee surveys in all plants on a biannual basis to continue to grow and improve our employee and customer experiences.
- Provide online training in EDI, hard and soft skills through Kwik Lok University.

## WELL-BEING

- Finalize audits of our largest suppliers to make sure we are sourcing materials from companies that deserve our business.
- Certify our supply chain as free from human trafficking by April 2021. Build the capacity of our leadership to recognize and address trafficking.
- Review the hiring practices of our top 30 suppliers in the coming year to make sure there are appropriate EDI initiatives in place. Ensure that our top suppliers share our values of Equity, Diversity, and Inclusion.

## PROTECTION

- Achieve zero waste and reducing our carbon footprint by 20% by 2025.
- Map the carbon footprint of all of our facilities globally — including scope 1, 2, and 3 emissions — to create a baseline for reduction over the next 18 months.
- Reduce water use and minimize negative impacts on water habitats at all our facilities worldwide.



## INNOVATION

- Continue to develop new products that meet specific customer sustainability needs, and to incorporate business and manufacturing improvements to minimize waste and maximize efficiency and lessen our impact on the planet.

## PHILANTHROPY

- Continue to support organizations world-wide that are in line with our values and are doing great work in some of the UN sustainability goal areas with grants, in-kind donations, and volunteerism.

# HIGHLIGHTS

AVERAGE STARTING WAGE  
GLOBALLY IS



**11%**  
HIGHER

THAN EACH STATE'S MINIMUM  
WAGE REQUIREMENT.

COMPLETED  
COMPREHENSIVE  
GLOBAL PAY AUDIT  
AND **ENSURED**  
**NO GENDER PAY**  
**INEQUALITY.**

COVERED  
**100%** OF U.S. EMPLOYEE HEALTH INSURANCE COSTS  
TEMPORARILY DURING THE COVID-19 PANDEMIC.



**NO DISCRIMINATION  
COMPLAINTS GLOBALLY**  
IN 2018, 2019, OR 2020.

LAUNCHED **3** SUSTAINABLE PRODUCT  
INNOVATIONS that protect  
the environment and drive revenue by:



- USING MORE EARTH-FRIENDLY MATERIALS
- LOWERING CARBON EMISSIONS
- LIMITING WASTE
- REDUCING PACKAGING
- ELIMINATING THE NEED FOR INKS & SOLVENTS

**100%** of our plants HAVE IMPLEMENTED A FOOD SAFETY  
MANAGEMENT SYSTEM CERTIFIED  
TO FSSC 22000 STANDARDS.



**100%** plants MEET THE **GLOBAL FOOD SAFETY  
INITIATIVE (GFSI) BENCHMARKING  
REQUIREMENTS**, REPRESENTING THE  
**HIGHEST STANDARDS GLOBALLY.**

MADE GRANTS TO  
MORE THAN **17** ORGANIZATIONS  
SUPPORTING U.N.  
**SUSTAINABLE  
DEVELOPMENT GOALS**

**1,474**  
VOLUNTEER HOURS  
TO LOCAL ORGANIZATIONS

**1,000**  **FACE SHIELDS &  
MASK-MAKING  
SUPPLIES DONATED TO  
VIRGINIA MASON HOSPITAL**



# OPPORTUNITY

## UNLOCKING OPPORTUNITIES THROUGH EDUCATION & ECONOMIC SUCCESS

Becoming a global citizen starts at home. We are 100% dedicated to providing our employees with a safe and nurturing environment, the tools to grow, and the support that only a successful, international company can provide.

### THE PATH BEGINS BY LISTENING: EMPLOYEE ENGAGEMENT

Employee surveys help gauge where we are, identify areas of improvement, and share the findings with employees, management, and the board. We solicit new ideas from employees on an ongoing basis, through a number of avenues:

- We have an innovations email box for employees to share ideas.
- Our VP of Engineering and Innovation holds innovation workshops with employees to solicit and incubate new ideas.

### IT CONTINUES BY LEARNING: EDUCATION

Based on input from the 2019 Employee Satisfaction Survey, we created Kwik Lok University, a pilot program with LinkedIn Learning, that offers employees opportunities for growth and development that can enhance their skills and knowledge both in their personal and professional lives.

- The pilot program included 50 employees across all U.S. facilities, departments, and employee levels and focused on upskilling, team building, and soft skills.
- New initiatives include EDI training, and managing mental health and stress during a pandemic.
- Scholarships for outside training in supervisory and leadership skills.



**monthly  
open-door  
hours**

where **employees** can **connect & engage** with **CEO Don Carrell** to **share ideas & concerns**.

During COVID-19, he has been available to **video conference or social distance outside meetings**.

**survey  
response rate** **80%** from our **U.S. plants**  
of over **80%** in the **past two years**

# EQUITY, DIVERSITY, & INCLUSION

IT LEADS TO SUCCESS FOR EVERYONE

## EQUITY, DIVERSITY, & INCLUSION (EDI)

We embrace and encourage differences in age, color, disability, ethnicity, family, gender identity, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socioeconomic status, and veteran status. In other words, we are open to everyone.

## DIVERSITY POLICY

This year, we introduced our first Diversity Policy, a program applicable, but not limited, to practices and policies on recruitment, compensation, social programs, and professional development. We are committed to the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and participation, permitting the representation of all groups and perspectives.
- Contributions to the communities we serve to promote a greater understanding and respect for their diversity.

## EDI TRAINING

100% of leadership receives equity, diversity, and inclusion training on an annual basis.



## PAY EQUITY

We conducted a global audit and found no systemic discrepancies in pay equity.

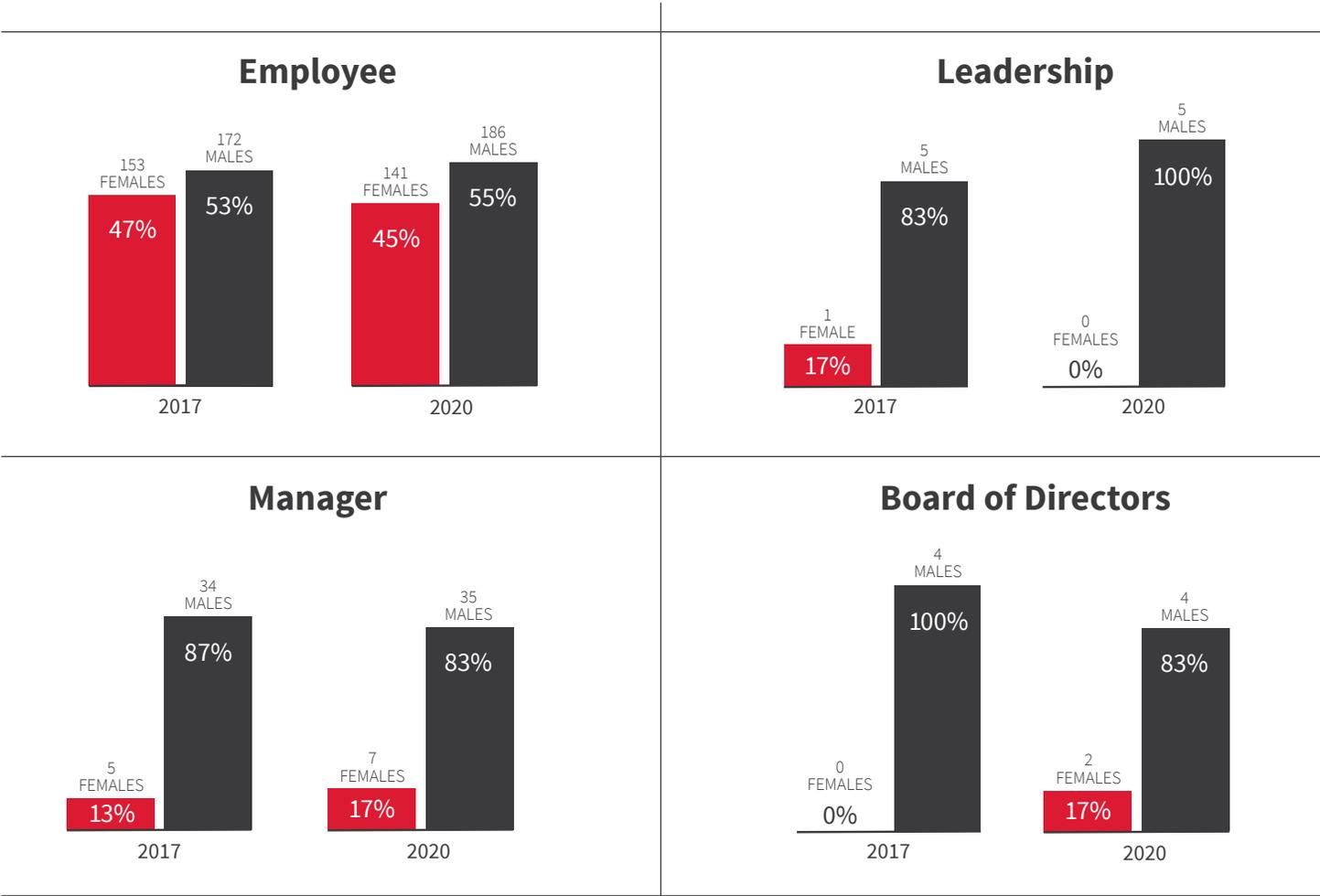
## EDI BOARD

Elevated EDI to the board level by creating an Equity, Diversity, and Inclusion Committee, which includes members of the board, CEO, and COO.

# METRICS

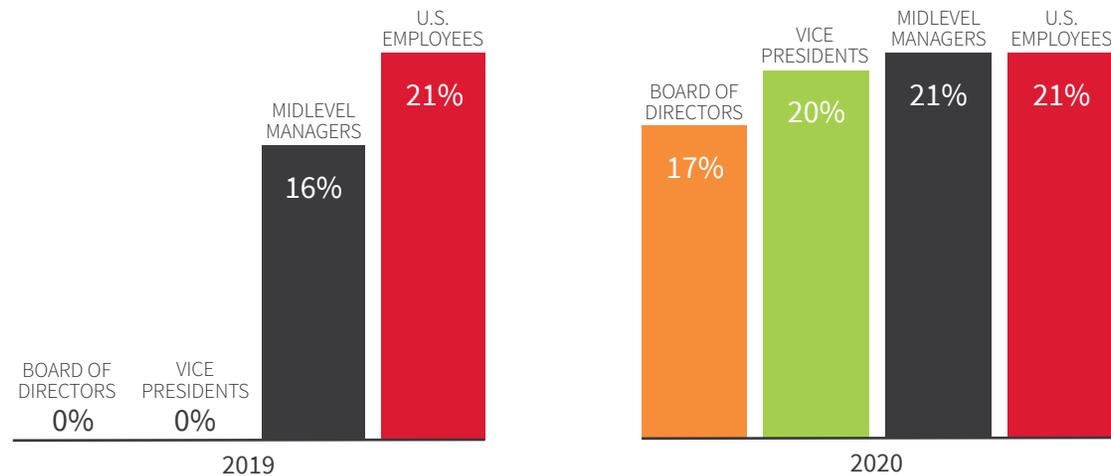
We have made progress in increasing gender diversity at the manager level and on the board, and are committed to increasing it across the company.

## Gender in Our Company



# METRICS

## Underrepresented Groups



Data is presented for U.S. employees only based on data availability and consistency. We aim to represent a global view in future reports.

### RESULTS

**33% increase** in independent female directors on our board.

**17% increase** in cultural diversity on the board.

**2.89% increase** in global workforce diversity in 2020.

**30% diversity increase** in Canada.

**5.3% midlevel manager diversity increase** in the U.S.

### OUR COMMITMENT

Kwik Lok is committed to growing representation of women and other underrepresented groups in senior management and leadership globally. We publish this data transparently as part of an effort to take a good hard look at ourselves and provide a framework for measuring our progress. We are new at this, but we are committed to making measurable change. We call on other businesses to take this pledge and publish their data as it is a key factor in driving change across businesses.



# WELL-BEING

IMPROVING THE PHYSICAL HEALTH, MENTAL HEALTH AND SAFETY OF ALL PEOPLE

From the very beginning, it's been about building a family as well as a business.



Improving Health	KWIK LOK'S U.S. PLANTS pay an average of	WE COVERED
	<b>87.5%</b> of health insurance costs per employee.	<b>100%</b> of health insurance costs in the U.S. during COVID-19.

Let's Talk Well-Being	NEARLY
	<b>1/3</b> U.S. employees participate in a company well-being program.

Workplace Safety	Worker safety is of paramount importance to us:
	<b>6 plants &amp; 300 workers</b>   In 2019, we had <b>8 workplace injuries = 80.4 lost work days</b>

Sexual Harassment	A safe and respectful work environment is of critical importance:
	<b>100%</b> of our staff will be trained in sexual harassment policies yearly.
	<b>100%</b> of our leadership will be trained in sexual/anti-harassment policy by the end of 2020.

Supply Chain Expectations	We are analyzing our supply chain to make sure it is free of human trafficking & our suppliers are aligned with our EDI values.
	<b>100%</b> of our facilities are Sedex members.



# PROTECTION

PEOPLE, PLACES, & PLANET

## HOW PLASTIC PROTECTS

It's our job to deliver fresh food safely and provide a way to keep it as fresh as possible for as long as possible. Plastic has been an excellent vehicle to do that, giving people the tools to minimize food waste while keeping foods safe (especially in challenging surroundings). As a business dedicated to social responsibility, we also understand plastic is an imperfect solution. That's why we innovate. Through new technology, new products, and new partnerships, we are doing all we can to reduce the environmental impact of plastic on the world around us, while elevating all the positives.

## Protecting People

### FOOD SAFETY & CERTIFICATIONS

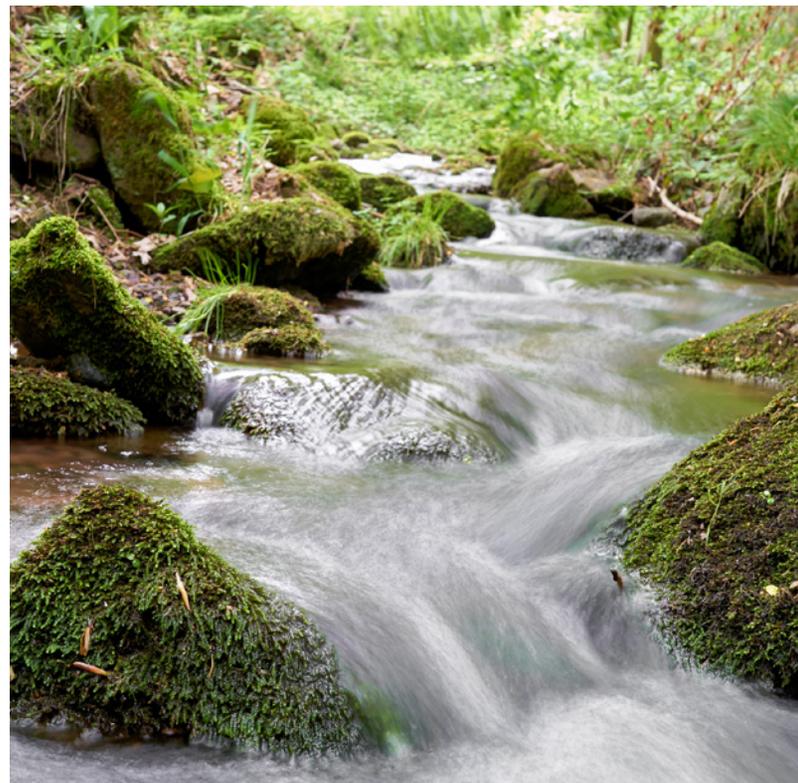
- All plants have implemented a Food Safety Management System certified to FSSC 22000 standards.
- FSSC 22000 Food Safety Management System meets the Global Food Safety Initiative (GFSI) benchmarking requirements, meeting the highest standards globally.

## Protecting Places

### WATER MANAGEMENT & CONSERVATION

We have completed preliminary critical habitat analysis for four of our six plants.

- We are collaborating with local conservationists to determine how to protect the bull trout (*Salvelinus confluentus*) near our Yakima facility and advance conservation causes in the region.



## WASTE MANAGEMENT

- We conducted our first ever comprehensive waste audit in 2019 at our Yakima facility and identified ways to dramatically reduce and repurpose our waste.
- We regrind 100% of our plastic byproduct that is not color contaminated in all of our plants (color contaminated byproduct is sold to a mechanical recycler).
- Our Japan facility was able to repurpose 163,316 lbs. of scrap material, which is the same as diverting 50 full-size automobiles from landfill.

# PROTECTION

## PEOPLE, PLACES & PLANET

- Kwik Lok executes consumer education programs around the world to help get more hard-to-recycle plastics into the recycling stream, including:
  - **Hefty® EnergyBag® Pilot Program.** Designed to complement current recycling efforts, the EnergyBag program in London, Ontario, establishes a way to collect Kwik Lok bag closures at curbside and reuse them. Diverting these resources away from landfills helps to reduce dependence on fossil fuels, increase efficiency at recycling facilities, and improve the quality of other recycled materials.
  - **TerraCycle® Program.** In Australia, we have partnered with TerraCycle to create a free recycling program for our bag closures. This program saves thousands of closures from the landfill and gives them a second life as a new and useful product. Also, a \$1 donation for each kilogram of bag closures collected is donated to Keep Australia Beautiful.

## Protecting Planet

### COMBATING CLIMATE CHANGE

Energy savings in our product development and facility retrofits in Yakima and Indiana, have delivered a 12% decrease in energy use compared to 2018, we have already made big and small changes across all of our facilities:

- Through engineering innovation, we're reducing power consumption by 50% with select machines.
- 100% compliance with all environmental laws and regulations. We have not been fined or sanctioned in any of our locations.



# 100%

of **plant locations** now have **LED bulbs, power-down procedures, and installed energy-saving devices.**



# INNOVATION

## FOSTERING INNOVATION IN FOOD SAFETY, ACCESS, & MANUFACTURING

There is no finish line.

This is an ongoing effort to search out new technologies, to maximize existing operations, to find new ways to respect our planet, and to show the world what can be accomplished when you put your soul into it.

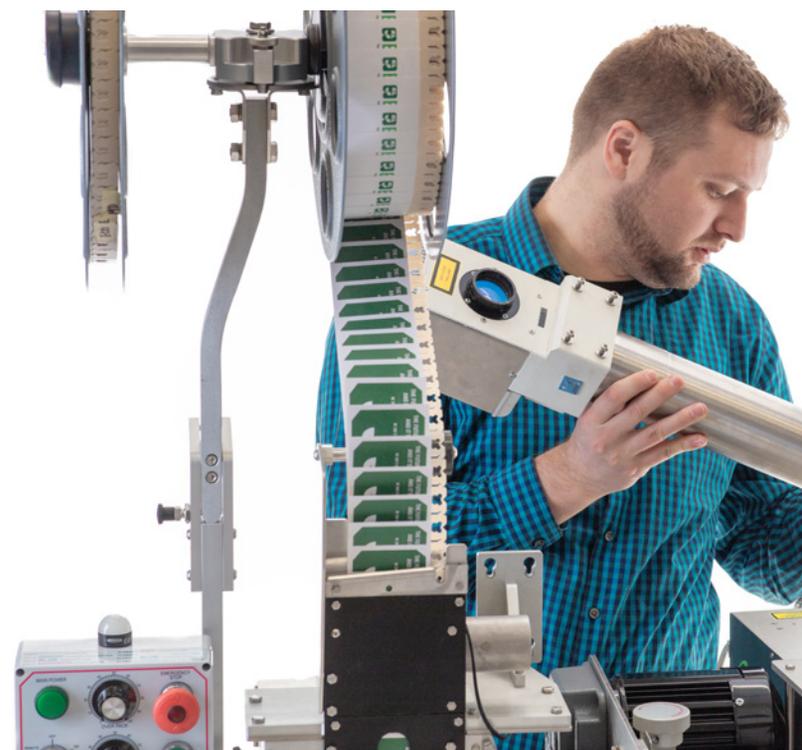
### KWIK LOK CLOSURE AND PACKAGING INNOVATION

Since we instituted our Fresh Start program, we have made a commitment to developing new sustainable product lines for our customers. Just in the past year, we have rolled out three new products.

**Eco-Lok** is made with renewable plant-based resin, using up to 20% less petroleum-based materials when produced. With customer use, carbon emissions are reduced by up to 20%. Other benefits include:

- A regional bakery can use 100 million closures per year. By switching to Eco-Lok, they can save enough gas to drive from Mexico to Canada, six times.
- Eco-Lok is completely interchangeable with previous closures and compatible with existing Kwik Lok machinery.
- By using these corn and potato byproducts, what would usually be food waste is now being used for another purpose.

**Tamper-Evident Laser-Stitch Closing System** comes as a result of more and more customers looking for secure bag closure systems that include tamper-evident options. Kwik Lok's line of the future features our 909a tamper-evident machine along with our new 910 closing machine and our



In one year the 909 has **500,000,000** laser stitched bakery bags helping people to make sure their bread is safe

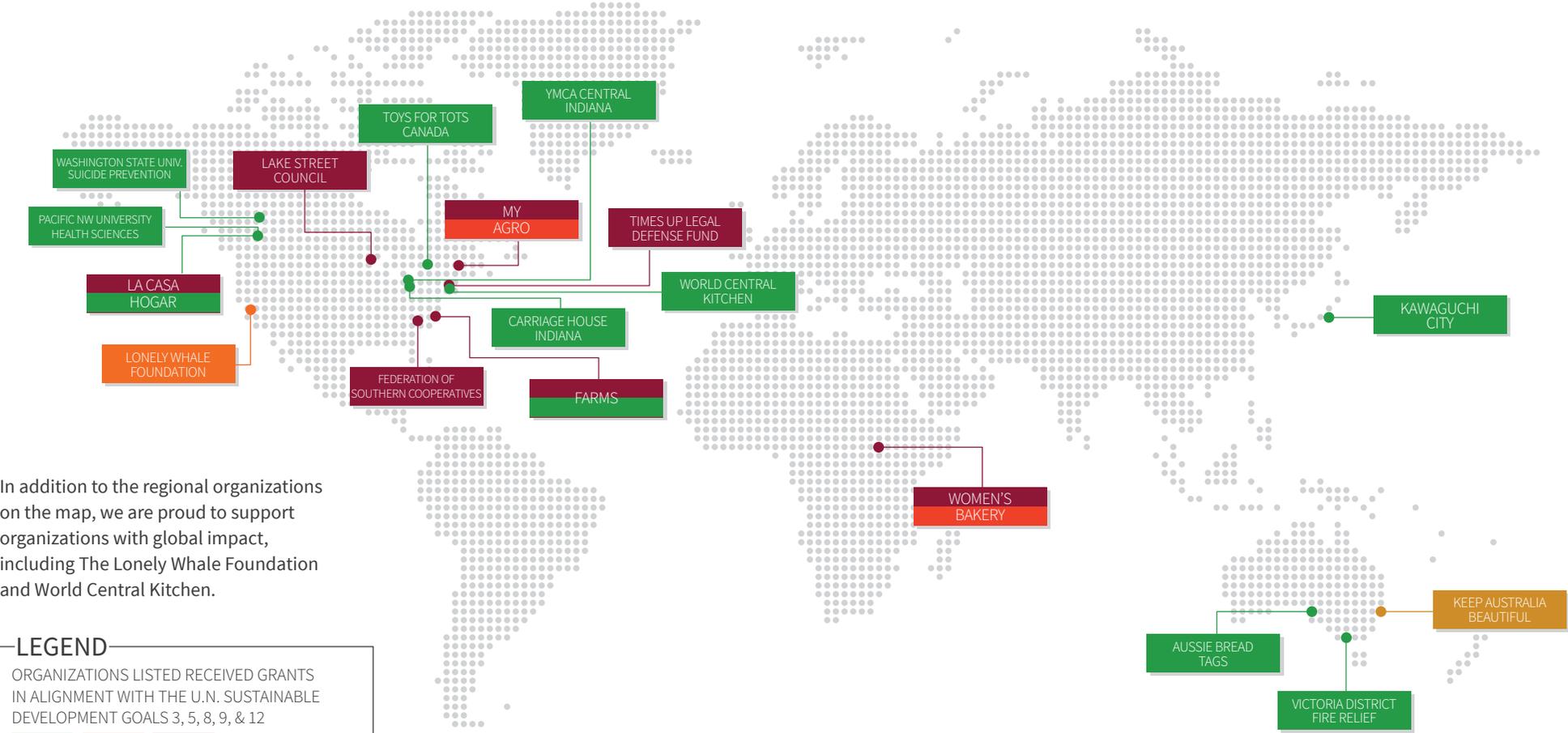
910 printer. The tamper-evident technology provides a uniform “laser-stitch” that is easily reclosable and indicates whether a bag has been opened. Our new 909a technology was first deployed in South Africa.

**Kwik Link/Kwik Line** is the product of a recent partnership with Atelier De Recherches et de Conceptions (ARC) to develop automatic and semi-automatic machines that bind fruit or vegetables together while also adding a closure label.

We have a customer in Europe that not only decreased their packaging but increased their sales by 10% and opened new markets by using this solution. The business name is Bouyer SCEA-Oceane.

# PHILANTHROPY

Through a combination of direct support to nonprofits and employee-led volunteer work, Kwik Lok is focused on making the world a better place. In 2019, Kwik Lok formalized its philanthropic program and now, through grantmaking, volunteerism, and in-kind donations, looks to further support our communities and values.



In addition to the regional organizations on the map, we are proud to support organizations with global impact, including The Lonely Whale Foundation and World Central Kitchen.

**LEGEND**  
 ORGANIZATIONS LISTED RECEIVED GRANTS IN ALIGNMENT WITH THE U.N. SUSTAINABLE DEVELOPMENT GOALS 3, 5, 8, 9, & 12

<b>3</b> GOOD HEALTH AND WELL-BEING	<b>5</b> GENDER EQUALITY	<b>8</b> DECENT WORK AND ECONOMIC GROWTH	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION
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# PHILANTHROPY

## Grantmaking

Kwik Lok commits to philanthropic donation through grants to organizations that support our values and communities.

Grantmaking is focused on building a diverse portfolio that aligns with our strategies. We have worked hard to make sure that organizations we support help an array of beneficiaries and are composed of diverse leadership.

- Kwik Lok worked with the Federation of Southern Cooperatives to donate to the Ralph Page Memorial Fund. The grant will be used to focus on developing cooperatives in communities of color through outreach, education, regional gatherings, and other forms of communications. Black farmers have historically been at an increased risk of losing their farms as a result of systemic discrimination and thus, have been impacted more heavily than other populations during the COVID-19 pandemic. Providing support to these farmers is just one way Kwik Lok is making a difference.
- Kwik Lok is committed to helping people stay safe and to helping vulnerable populations connect to resources. That is why we support the Carriage House, a Clubhouse Model program in Fort Wayne, Indiana, designed to assist people in their recovery from mental illness and help them reintegrate into the community.
- Kwik Lok supports innovation through collaboration. That is why we have donated to Lonely Whale's efforts to help save our oceans through encouraging sustainable activities.
- Kwik Lok awarded funds to Pacific Northwest University to purchase four Butterfly point-of-care devices (technology that allows a cell phone to show sonogram images). These devices support hands-on learning and training in the College of Osteopathic Medicine and prepare students for careers as physicians in rural areas.



WORLD CENTRAL KITCHEN



LONELY WHALE FOUNDATION

# PHILANTHROPY

## In-Kind Donations

- We have donated over 10,000 Eco-Lok closures to support the work of the Hot Bread Kitchen in East Harlem, New York.
- We donated four semiautomatic closing machines and over 20,000 closures to Second Harvest to help them redistribute food to the communities in Central and Eastern Washington as well as Idaho during the pandemic.
- We donated closures to the Idaho Potato Commission, allowing farmers, whose products would have otherwise rotted in the fields, to get food to families in need.
- Collaborating with Cub Crafters and members of the community, our engineers quickly put our 3D printing capability to use manufacturing nearly 1,000 face shields for first responders. The face shields were donated to Virginia Mason-Yakima and Comprehensive Mental Health.
- We donated face shields to Yakima College to continue medical programs during COVID-19.
- We donated wire for Virginia Mason and the Farmworker's Clinic to make masks.
- We donated mask material to Lutheran Health Network of Indiana.



HOT BREAD KITCHEN



YAKIMA COLLEGE

# LOCATIONS

## Kwik Lok Corporation Executive Offices

P.O. Box 9548  
Yakima, Washington 98909

Toll Free (U.S. & Canada): (800) 688-5945  
Telephone: (509) 248-4770

sales@kwiklok.com  
**kwiklok.com**



## New Haven

Kwik Lok Corporation  
P.O. Box 96  
New Haven, Indiana 46774

Toll Free (US & Canada): (800) 825-5945  
Telephone: (260) 493-4429  
E-Mail: sales@kwiklok.com

## Canada

Kwik Lok Ltd.  
176 Sheldon Drive  
Cambridge, Ontario N1R 7K1

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