



ŞİŞECAM
GLASS
PACKAGING



ANADOLU CAM SANAYİİ A.Ş.
2019 SUSTAINABILITY
REPORT

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ABOUT THE REPORT

With its sixth sustainability report, Anadolu Cam Sanayii A.Ş. (Şişecam Glass Packaging) presents its stakeholders its sustainability performance covering the period from January 1, 2019 to December 31, 2019. The report is based on the “Core” compliance option of the Global Reporting Initiative (GRI) Standards.

Data in the report covers all legal enterprises of Şişecam Glass Packaging in Turkey and abroad. Performance reporting only includes the yearly data of 2018 and 2019 based on the expansion made in 2018. Performance data will continue to be presented comparatively as of 2018 in the future reporting periods.



Stakeholder feedback is extremely important in improving both our activities and our reporting process. Accordingly, you can send all your opinions, suggestions and complaints to carefornext@sisecam.com.

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MESSAGE FROM THE GENERAL MANAGER OF ŞİŞECAM

Esteemed Stakeholders,

Şişecam Group, with this, the seventh edition of our report, presents the key developments in our operations towards of our goal of “growth that creates sustainable value”. As with the previous editions, our report was issued in accordance with the Global Reporting Initiative, and is a summary of the practices that we have undertaken within the scope of the United Nations Sustainable Development Goals.

Our Group, as one of the world’s leading glass producers, operates across 14 countries with 42 production facilities and 22,000 employees. Having already ranked among the first 3 in glassware, the first 5 in glass packaging and flat glass, the first 8 in soda production and number one in chromium chemicals, Şişecam Group continued to progress ambitiously in line with the Group’s vision of acceding to the top three producers across all our lines of business.

The Şişecam Group has maintained operations efficiently despite the challenging conditions in the reporting period. In 2019, our Group produced 5.1 million tons of glass, 2.4 million tons of soda and 3.9 million tons of industrial raw materials. The Group’s sales revenue reached TRY 18 billion, representing growth of 16% over the previous year. Total exports from Turkey amounted to USD 788 billion, a rise of 4%, with the contribution of our high export performance in glass packaging and flat glass products. The share of our international sales reached 63% as of the end of 2019.

Şişecam Group has continued to integrate our CareforNext sustainability approach, which is built on the pillars of “Preserve”, “Empower” and “Progress”, into our business processes. In line with our sustainability strategy, Şişecam continued rolling out activities in the reporting period, while involving all stakeholders across the value chain. The Sustainability Committee oversaw all of these efforts, with full participation by the Energy and Production Technologies, Environment, Corporate Social Responsibility, Occupational Health and Safety, Diversity and Inclusion, and Digitalization & Innovation Technologies work groups. Our Group’s high performance, which we owe to our great belief in sustainability, was deemed successful by independent assessment agencies. Traded on Borsa Istanbul (BIST-100), Şişecam and Şişecam Group companies maintained their position in the “November 2019-October 2020 BIST Sustainability Index”.

Our Group has achieved numerous improvements in 2019 in order to manage, prevent and/or minimize of and to ensure full compliance with the respective legal requirements against the environmental impacts generated upon its operations. In this direction, corporate level procedures were issued and having being implemented across the Group to govern the essential corporate principles and to organize implementation steps regarding the environmental impact of the Group as well as to ensure coordination of the associated responsibilities.

In 2019, our Group produced 5.1 million tons of glass; 2.4 million tons of soda; and 3.9 million tons of industrial raw materials. The sales revenue of our Group reached TRY 18 billion with a 16% increase compared to the previous year.

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Şişecam has determined the transition to “Integrated Waste and Wastewater Management” in accordance with the “zero waste” and “circular economy” approaches in avoidable wastes resulting from its activities as a Group objective. It is aimed to manage waste and wastewater from the production and facilities of the Group with cost analysis and to evaluate industrial symbiosis opportunities more effectively. Furthermore, numerous projects were undertaken to ensure conscious use of natural resources. In 2019, approximately 15,500 tons of paper, carton, plastic and wood were recycled.

Having operated in an energy intensive industry, Şişecam’s top priorities included minimizing energy use and increasing energy efficiency through its manufacturing activities. Accordingly, the year 2019 marked energy saving amounting to 734,000 GJ as part of the activities continued for achieving efficient energy use.

Şişecam Group’s human resources policy targets “continuous success” at the cornerstone of its operations as well as disseminates a collective learning culture while promoting best practices on human resources across its business lines and adding value to stakeholders. The qualifications, talent and competency of our human resources within our Group constitute the most important element that will enable our Group to reach its targets in the future, as it has done so far. Driven by this understanding, we undertook numerous projects and investments aimed at building capacities of our employees. Our Group has started to reap the fruits of such projects and investments, further boosting its competitive structure with innovative, pioneering and distinctive human resources.

In 2019, “The Şişecam Group Diversity and Inclusion Guidelines” were published in order to expand the inclusive corporate culture across all of Şişecam’s operations and value chain to support and further enhance diversity and inclusion efforts. The “Women-Friendly Manufacturing Plant Project” continued in the reporting period with an aim to disseminate a culture of equal opportunities and inclusion across the Şişecam Group, and to ensure supporting women’s participation in employee force. The project has been primarily initiated at the production facilities in Turkey by with the goal of promoting equal opportunities at the work life.

The research, technological development and digitalization efforts continued at a full pace during the reporting period, since those are recognized as the major elements of global competition for Şişecam Group. Our Group addresses digitalization as a 360-degree integrated model that includes the entire value chain, from total supply chain to customer experience. We follow a digital transformation strategy aims to pioneer integration of business processes into innovative digital technologies. Accordingly, our Group has been implementing a series of programs while commissioning the responsive systems successfully. Our Group has fully continued to implement Industry 4.0 applications while enlarging comprehensive projects in the fields of operational excellence.

As part of our “RTD” (Research, Technology and Development) activities, we have cooperated with the R&D departments of 60 (32 local and 28 international) institutions including universities, research organizations, private companies as well as carried out design projects jointly with a 23 designers. We have completed the laboratory operations of 27 out of 120 work packages on development of new products and technologies as well as conducted the production tests over 20 work packages while commercialized 13 new products/technologies. Moreover, completed applications of 3 patents and 8 PCT/EPO; registrations of 7 patents and achieved official endorsement of 2 design applications.

Mainstreaming sustainability into supply chain management has been one of Şişecam’s areas of focus. In 2019, Environmental, Social and Governance (ESG) priorities were screened across all relevant work flows of supplier management including review, implementation, monitoring and improvement phases. Accordingly, suppliers are assessed on their performances regarding delivery, quality, financial, production technologies, risk management and sustainability through Supplier Performance System.

Our Group has been pioneering in establishment of a domestic infrastructure for glass recycling and investing in the future through efforts for increasing glass recycling practices. “Glass and Glass Again” Project has been one of the key contributors to such achievements since 2011 as being recognized one of the largest and most compelling social responsibility projects of Turkey in the field of sustainability. Having recognized as one of the best practices on enhancement of The Project was awarded by the Sustainable Business Awards in the Social Impact category.

Şişecam Group is among the longest-standing representatives of cultural heritage of glass production in Turkey. In the reporting period, we continued to implement such practices to protect and nourish this heritage. As a global player, our Group will continue to increase its long-term, sustainable investments that contribute to social development with new model applications and projects in line with its goals of shaping its future by creating value in all the geographies where it operates.

We are fully aware of our responsibilities in sustaining the value we have created to date. I would like to sincerely thank all of our stakeholders who have contributed to our sustainability journey, which is driven by the fulfillment of such responsibilities.



Prof. Dr. Ahmet Kirman
Vice Chairman and CEO

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2019 was a year for us where we delivered powerful financial and operational results. While we increased our total export volume by 30%, our net turnover reached TRY 4,307 million in this period.

MESSAGE FROM THE PRESIDENT OF GLASS PACKAGING GROUP

We, as Şişecam Glass Packaging Group, continued our export expansion, automation, capacity increase, modernization and digitalizing initiatives without pause in 2019 which has been a year of global restlessness and economical challenge for Turkey. Progressing in line with our strategic goals parallel to global dynamics, we kept on steering the glass packaging industry in geographies where we have presence.

Despite economic fluctuations in the territories we operate, 2019 was a year for us where we delivered powerful financial and operational results. While we increased our total export volume by 30%, our net turnover reached TRY 4,307 million in this period. 2019 was also a year where we increased our effectiveness in global markets. Our novel market and sales strategies helped us increase the share of exports among Turkey operations to 25% in total sales by tons, rendering a sales revenue of 57% from international sales. In 2019, while our sales in Turkey operations exceeded 1 million tons, similar to the previous year, we effected a record sale of 1.1 million tons in Turkey operations.

We manage our investment strategies in line with our continuous development and value creation approach. In 2019, our investments totaled TRY 890 million, with a focus on operational excellence, effective capacity management and sustainable profitability. While incessantly continuing our Industry 0.4 efforts, we gave weight to investments on increasing automation in processes and ensuring digital transformation in our plants, following the developments in this area. Our R&D expenditure was over TRY 4.6 million in this period.

We kept on taking firm actions and creating value for our stakeholders towards our goals set on the axes of Preserve, Empower and Progress as part of Şişecam Group's sustainability strategy of "Care for Next".

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In line with this strategy, we focused on preserving natural resources and corporate heritage, adopting an approach based on diversity and inclusion towards our stakeholders, encouraging digitalization, and reducing our impact on climate change. We aimed to contribute to the Sustainable Development Goals through our initiatives and implementations.

While concentrating on efforts to lower water consumption and amount of waste in line with our natural resources protection approach, we continued developing projects to enhance biological diversity. As per our effective natural resource strategy, we contributed to the circular economy with 70 thousand tons of recycled raw materials we used in production in 2019. Through water recovery efforts, we achieved an increase of 180% in the amount of water reused in production when compared to 2018.

In our combating climate change, we embrace an approach focusing on reduction of the impacts we make on the climate. We share our climate change performance with Şişecam under the Carbon Disclosure Project, and support the carbon reduction target of Şişecam Group. As we operate in an energy-intensive industry, we focus on lowering our use of energy and increasing energy efficiency. With our efficiency initiatives in the production plants, we achieved 152,470 GJ of energy savings in domestic and foreign operations and 15,185 tons of CO₂ emission savings in operations across Turkey in 2019.

We continued furthering development of our people through both programs executed under the roof of Şişecam Academy and efforts within the company. In this period, we provided 181,885 person*hour of training for our people in our domestic and foreign operations. With Journey, the Global

Talent Management Program, commissioned in 2019 across Şişecam Group, we intended to back up our people about career management and prepare them for leadership roles.

In line with our priority to protect health and safety of our people in addition to that of employee development, we contributed to raising awareness of occupational health and safety in our people in the country and abroad through 110,342 person*hour of training within this reporting period, as part of our efforts to nurture an occupational health and safety culture.

We sustained our efforts as part of the “Glass and Glass Again” Project, one of our long-established corporate social responsibility project intended to support transition to a recycling society through creation of a social behavior change. With our events and awareness initiatives run under this project, we reached over 3 million people. We were awarded the prize of Sustainable Business Awards Platform with the “Glass and Glass Again” Project in the category of “Social Impact.”

We are proceeding by integrating our innovative and creative design approach into all our business processes. Şişecam Science, Technology and Design Center has been awarded a total of 74 prizes for its design works created for Glass Packaging since 2006.

Placing sustainability in the heart of all our operations, we continue to strengthen our performance in environmental, social and administrative arenas. We proceed by focusing on contributing to the wellbeing of the society we operate in, and passing a more livable world to future generations. We would like to express our gratitude to all of our stakeholders in this path we walk with ever-increasing strength.

Abdullah Kılınc
President, Turkish Glass Packaging Group

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Şişecam Glass Packaging is Şişecam's group that produces glass packaging. Şişecam Glass Packaging, which is the 5th largest glass packaging manufacturer in Europe and the world, continues its activities with a production capacity of 2.6 million tons / year at its 10 plants in four countries.

Vision

Striving to be among the top leading companies in all of our fields of operations, we aim to be a global company, teaming up with business partners for innovative solutions to differentiate ourselves with our high-end technologies and global brands with utmost respect to people and the environment

Mision

Adding value to life with its high-quality and comfort-creating products; being a company that respects people, environment and the law

OUR VALUES



We derive strength from our traditions and support each other



We thrive and develop together



We care for our environment



We adopt a fair and transparent management approach



We respect differences

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2.2 Million Ton
Glass Packaging Production



2.6 Million Ton
Production Capacity



10
Number of Production
Facilities



4,307 Million TRY
Sales Revenues



2,475 Million TRY
International Sales
Revenues



890 Million TRY
Investments



527 Million TRY
Net Period Profit



1,208 Million TRY
EBITDA



4,113
Number of Employees



33%
Increase in Sales Revenues

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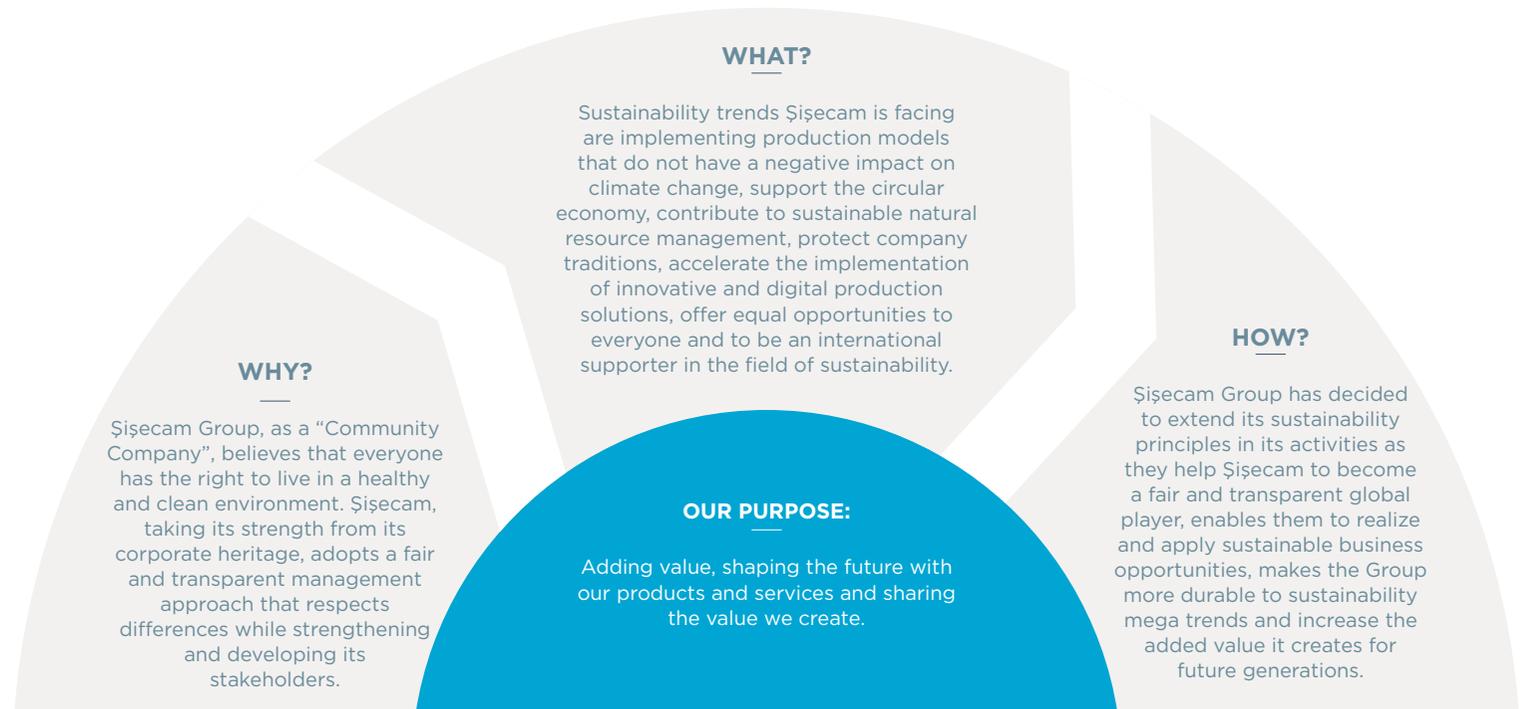
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Sustainability in Şişecam: Why? What? How?

The uncertain global economy, unstable social integration and unpredictable rapidly increasing digitalization are some of the obstacles to maintaining a successful business in a rapidly changing framework. Being a sustainable business is no longer limited to meeting expectations regarding profit growth and stakeholder value. Challenges such as the rapid demands of young employees, digitization that provides information transparency, climate change, energy consumption,

waste generation, threats to public health, poverty, social exclusion, biodiversity reduction, land use, resource scarcity and responsible resource consumption change the system in which our business and supply chains operate. In this context, creating sustainability approaches is now an obligation. Şişecam Group, one of the leading companies in the world glass industry, is also aware of its responsibility to create a sustainable world and protect its corporate heritage.



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Şişecam Sustainability Strategy: Care For Next

Sustainability is the focus of Şişecam operations and it is an important element that forms the basis of the way of doing business. Accordingly, all investment decisions, product and process development activities are planned and carried out by taking into account the social and environmental impacts of the activities. Şişecam aims to expand its sustainability vision to include all its stakeholders in this wide value chain, from raw material supply to post-consumption recycling.

Şişecam’s sustainability strategy evaluates risks to key cases that affect business processes, with a holistic approach to risk. Risks and opportunities in all related issues are actively evaluated, and continuously increasing the added value foreseen for stakeholders is aimed. This approach, which is integrated into the business strategy of Şişecam Group, is based on its main axes to create permanent value, protect natural resources, invest in people, and follow technological innovations.

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In this respect, Şişecam Group, which revised its sustainability strategy in 2017, launched the “Care for Next”, an integrated corporate sustainability strategy, in 2018. The strategy shaped around the “Preserve”, “Empower” and “Progress” pillars, protects natural resources and corporate heritage for new generations; aims to approach all its stakeholders with the principles of respect for diversity and inclusion, to progress digitalization, and to continue operations that do not have a negative impact on climate change.

The “Care for Next” strategy, which has been mainstreamed into Şişecam’s business strategy and in consideration of the stakeholder expectations, has an integrated and compatible framework with the United Nations Sustainable Development Goals. Şişecam Group has adopted the United Nations Sustainable Development Goals (SDG) and developed its sustainability strategy in line with these global goals. Şişecam has identified the SDGs that it contributes the most while concentrating its efforts in the field of sustainability towards

these goals. Şişecam contributes to 11 development goals upon its implementations under these main headings.

In order to disclose the contribution provided to the SDGs, the targets set for the Sustainability Committee as well as for the working groups and the actions taken towards these targets are evaluated and followed on the basis of their contribution to the SDGs. In addition, “good practices” carried out throughout the year within the Group are matched with SDGs. Accordingly, level of awareness among the Group Companies on SDGs alongwith their contributions to those have increased upon implementation of solid practices.



You can access the details of Şişecam’s sustainability approach from the Sustainability section of the Şişecam Group corporate website.

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Sustainability Management

Sustainability management in Şişecam Group is a multi-layered and participatory structure. With different roles and responsibilities, the Sustainability Committee, Working Groups and Sustainability Directorate are the bodies responsible for implementing the Community sustainability strategy.

The Sustainability Committee, which is under the direction of the Strategy Directorate and is formed with the high level participation of Production Groups, Human Resources,

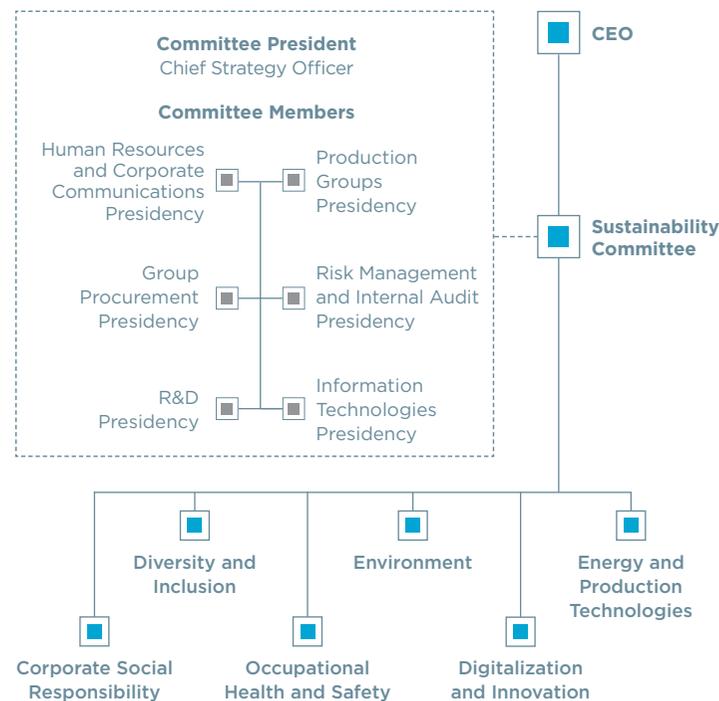
Strategy, Information Technologies, Research and Technological Development, Financial Affairs, Risk Management and Internal Audit, Purchasing and Corporate Communications, coordinates sustainability efforts and creates synergies to find system-based solutions with high impact actions. The Sustainability Committee ensures increased communication between the working groups and Group companies on sustainability and realizes joint projects. The Committee is responsible for the integration of the sustainability strategy into Şişecam processes, the implementation of operational improvement activities, and the coordination, direction and monitoring of the activities of the Sustainability Committee sub-working groups.

Group Production Vice Presidents are active members of the Sustainability Committee and manage the practices of the sustainability strategy within the Groups. The Committee convened 4 times in 2019 and evaluated the performance of the Group Companies to achieve their sustainability goals.

Six active working groups within the Committee ensure the direct implementation of Şişecam Group's sustainability strategy and action plan. Working groups operating in the fields of environment, energy and production technologies, occupational health and safety, digitalization and innovation, diversity and inclusion, corporate social responsibility continued their regular meetings in 2019.

Sustainability Directorate within the Şişecam Group Strategy Chair brings together teams responsible for production, brand, communication, human resources, infrastructure, supply and quality, by coordinating corporate sustainability activities. The Directorate acts as the focal point to ensure that practices such as corporate sustainability reporting, supply chain sustainability, sustainability training programs, measurement of sustainability effectiveness, energy and natural resources management are managed in line with the Sustainable Strategy.

Şişecam Group Sustainability Management Structure



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Performance Monitoring and Tracking

Sustainability performance of Şişecam Group is carefully monitored and reported in line with its related strategy. The main axes of the "Preserve", "Empower" and "Progress" Sustainability Strategy and the prioritized issues within this scope are followed up with basic performance indicators. Short and medium-term goals have also been set for all major goals, so that the impact of variable social and economic developments is also taken into account. Benchmarking studies, annual sustainability scorecards and half-year evaluations are important mechanisms in monitoring the sustainability performance and providing feedback in Şişecam Group.

Şişecam Glass Packaging continues reporting realizations for three focus areas of Şişecam Group's sustainability strategy. In addition to the goals set by Şişecam Group, sustainability parameters determined by international financial institutions such as EBRD and IFC in areas such as occupational health and safety, ethics, and environmental sustainability are indicators that are monitored and reported.

Following an investigation among companies traded on Borsa Istanbul (BIST), Şişecam has entitled to enter the "BIST Sustainability Index" for the period of November 2019-October 2020. In the BIST Sustainability Index, in which only 56 companies are entitled to be included in the evaluation made in cooperation with EIRIS - an independent research company; all Şişecam companies included in BIST-100 including Şişecam, Trakya Cam, Anadolu Cam, and Soda Industry were included.



You can reach all corporate policies that are referenced in performance monitoring and monitoring systems in Şişecam Group from the Sustainability section of the corporate [website](#).



Anadolu Cam Sanayii A.Ş. has been included in the Borsa Istanbul Sustainability Index since 2016 as a result of its performance in the field of sustainability.

Collaborations and Stakeholder Engagement

Şişecam Group aims to improve both its institutional capacity and the size of its impact through collaborations in the local and global areas. Accordingly, it develops subject-based partnerships in areas such as product life cycle management, social inclusion, integration of sustainability into business processes, big data management, and biodiversity. Plans are also made to extend these partnerships to the entire value chain. In this context, Şişecam plays various roles in many events, summits and forums throughout the year and shares its experiences in the industry with its business partners.

Şişecam cooperates with domestic and international universities and research institutions within the scope of research, technological development and design activities. The "Glass Science and Technology Graduate Program", which was launched in 2016 with Gebze Technical University in order to provide human resources to the glass industry, continues successfully and gave its first graduate in 2019.

Şişecam Group considers dialogue with stakeholders as an important element of its sustainability performance. In this regard, it is of great importance to meet with different stakeholder groups in different channels and to actively use the feedback obtained from them and reflect them to the operations. Aware of the added value created by different ideas, stakeholders' expectations are constantly included in decision-making processes.

Sustainability reports were also prepared in Turkish and English audiobooks and uploaded to relevant websites, to ensure easy access for visually impaired internal and external stakeholders, using a creative communication strategy to increase the impact of the reports. The CEO message distributed with the communication package was also written in Braille alphabet, recycled in printed materials, and FSC (Forest Stewardship Council) certified papers were used to raise awareness of the visually impaired.



You can access the stakeholder communication methods applied in Şişecam Glass Packaging on the 34th page of the report.

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SUSTAINABILITY MANAGEMENT

PERFORMANCE MONITORING
AND TRACKING

COLLABORATIONS AND
STAKEHOLDER ENGAGEMENT

RESPONSIBLE MANAGEMENT PRACTICES

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RESPONSIBLE MANAGEMENT PRACTICES

Putting sustainable, transparent and accountable management to the focus of its operations, Şişecam acts in line with its vision of becoming a global company by increasing the value it creates with responsible management practices. In this regard, Şişecam Glass Packaging takes into consideration future needs as well as today's requirements; it aims to carry out responsible management practices at international standards and thereby continuously increase shareholder value.

Acting with the awareness that the adoption of transparent, fair, accountable management practices by companies is at least as important as financial performance, Şişecam's Corporate Governance Rating in 2019 was at 9.53 level as in 2018. Şişecam Glass Packaging, as a Şişecam Group company, also adopts the progressive and transparent management principles of the group.

Şişecam Glass Packaging adopts progressive corporate governance practices within the framework of responsible management approach, respects fair competition, spreads its corporate ethics understanding to all its stakeholders, and offers employment conditions compatible with human dignity and inclusive.



You can reach the details of corporate governance principles and practices applied in Şişecam Glass Packaging from the Corporate Governance Principles Compliance Report in the Investor Relations section of the corporate [website](#) of Şişecam Group.

Business Ethics

Ethical Rules are the guiding principles of responsible business conduct in Şişecam Glass Packaging. The Code of Ethics, which was launched in 2010 and updated through needs assessments, is organized within the framework of the general principles of honesty, transparency, confidentiality, impartiality and compliance with the law. "Şişecam Group Code of Ethics" is a map that guides the relations of all Group employees with customers, suppliers, shareholders and other stakeholders.

The "Ethics Committee" established in 2014 and working under the Corporate Governance Committee, works to ensure compliance with the Code of Ethics in the Community activities, evaluate contradictory practices, disseminate the ethical culture throughout the Group, and raise awareness on this issue. Şişecam Group Code of Ethics also defines the duties and responsibilities of managers and all employees.

Employees can forward transactions that are not ethically appropriate to the Audit Committee and the Internal Audit Unit. An ethical hotline has been set up so that stakeholders can communicate transactions considered to be incompatible with the law or the ethical values of the company to members of the Audit Committee, which consists of independent board members. In addition, complaints can be submitted through the e-mail address of "etik@siseecam.com".



You can find detailed information about the Code of Ethics on the Corporate Management Policies section of the Şişecam Group corporate [website](#).

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Combating Corruption

The Anti-Bribery and Anti-Corruption Policy, which clearly reveals Şişecam Group's commitments and approach to combating bribery and corruption, is an integral part of the Group's Code of Ethics. With this policy, it is aimed to provide necessary information and to determine the responsibilities and rules in this regard in order to prevent bribery and corruption in all Community activities.



You can find detailed information about Anti-Bribery and Anti-Corruption Policy, which is also adopted by Şişecam Glass Packaging as a member of the Group, on the Corporate Management Policies section of Şişecam Group corporate website.

Corporate Environmental Management

It is one of the important parts of the responsible management approach to monitor and reduce all direct and indirect environmental impacts that occur through Şişecam Group operations. The Environment and Energy Policy, which was created within this scope and taken as a basis in all Şişecam operations consists of the dissemination of following activities:

- Using production techniques to reduce the environmental impacts of the Group's activities,
- Effective energy and resource management,
- Developing implementations to reduce climate change impacts and
- Dissemination of waste recycling and regaining activities.

The works carried out within the scope of this policy continued in 2019 to cover all domestic and international facilities. As a result of environmental controls based on the production value chain, including legal compliance, natural resource and waste management, improvement areas were examined and relevant actions were determined and continued to be associated with investment plans to be projected when necessary.

In order to regulate the necessary institutional principles and implementation steps for the management of environmental impacts and to coordinate related responsibilities, the documents of "Corporate Environmental Management Procedure", "Waste Management Principles Implementation Instruction" and "Environmental Aspects Assessment Guide" have been prepared covering the entire community geography, taking into account the relevant local legislation requirements. Relevant started to be implemented in Şişecam Glass Packaging operations

The Environmental Management of the Group is carried out under the responsibility of environmental engineers at operational level, Quality and Environmental Directorates at Production Groups level, and Environmental Management Directorate affiliated to the Sustainability Directorate at the General Directorate level. The environmental management approach is supported by the ISO 14001 Environmental Management System at the community production facilities, and effective communication, supervision and reporting practices are carried out with a multi-layered structure that extends from the top management of Şişecam Glass Packaging to the level of the factory and subcontractor.

Periodic studies are carried out to provide a holistic monitoring of the environmental impact of all activities carried out within Şişecam Group, continuous improvement and management with a common understanding across the Community. Based on the "Şişecam Group's Environmental Assessment Guide" published in 2019, the assessment of the Environmental Dimensions generated during the production activities is carried out in accordance with the ISO 14001 Environmental Management Standard and updated annually. Almost all of the Group's production facilities are ISO 14001 certified, and periodic internal and external audits are carried out within this scope.

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With the Environmental Data Management System, information such as natural resource consumption, waste generation and legal compliance, which constitute the basis of the Group's environmental performance, are periodically reported and monitored through the QDMS (Quality Document Integrated Management System) infrastructure. The scope of the Environmental Data Management System has been expanded to cover the production facilities abroad with the efforts to expand the system.

The follow-up of the obligations within the scope of the environmental legislation in force in the operational geography is monitored through the Environmental Data Management System and periodically provided by the Environmental Cross Checks carried out by the Environmental Management Department, based on the declaration of the production groups and facilities. In this context, cross-checks have been carried out since 2015, which has been expanded to include the foreign facilities of Şişecam Group, and compliance with environmental regulations (ISO 14001) principles, compliance with environmental regulations and other conditions including international criteria and environmental risks are evaluated. In 2019, environmental audits aimed at monitoring of compliance requirements and carried out by the cooperation of the Environmental Management Department and the Risk Management and Internal Audit Department were implemented.

Environmental investment and management expenditures realized in the reporting period amounted to TRY 6,338,332. In the same period, 3,986 person * hour environmental training was provided to our employees and 1,253 person*hour environmental training for contractor company employees.



You can find detailed information on environmental performance in the "Preserve" and "Progress" sections of our report.

Sustainability in the Supply Chain

Sustainable supply chain management is among the primary focus areas of Şişecam Glass Packaging. In 2019, Environmental, Social and Governance (ESG) priorities in the supply chain started to be addressed in all phases of supplier management including evaluation, implementation, monitoring and development. Accordingly, the relevant processes were reviewed and supplier management systems, including ESG dimensions, were put into operation. Following systems were prepared and put into practice where ESG is also integrated:

- Supplier Commissioning and Decommissioning Systems,
- Supplier Risk Assessment and Monitoring Application,
- General Terms and Conditions of Purchase,
- Şişecam Group Suppliers Code of Conduct,
- Supplier Proficiency Audit Question List,
- Supplier Performance Evaluation System.

With the supplier performance system, suppliers are evaluated in the areas of dispatch performance, quality, financial, production technologies, risk and sustainability. With the Supplier Risk Assessment and Monitoring Application, the activities of the suppliers are evaluated under financial, ethical, geopolitical, strategic headings and the risk score of the suppliers is determined. In order to increase supplier cooperation, the order confirmation portal application was launched.

In order to increase product and service quality by category, supplier commissioning, selection, auditing and performance evaluation processes are constantly reviewed, and action plans for improvement areas are developed and monitored depending on the audit results carried out by third party independent audit firms. With these practices, awareness of sustainability of Şişecam Glass Packaging suppliers and their continuous development in this field are provided.

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Process and Continuous Development

While Şişecam Group reinforces its strong position on a global scale, it continues to evaluate opportunities in alternative markets and to move towards global expansion targets. The value created for stakeholders is increased by continuing projects and studies aimed at increasing productivity with a continuous improvement approach throughout the Group.

In the reporting period, the works targeted within the scope of the process and continuous development have been reached to a large extent, and additional studies that will accelerate 2020 according to the new development areas and opportunities have been added to the business plan. In this context, in addition to the Development and Change Management, Process

Management Infrastructure, Process Management Sustainability, Operational Excellence and Customer Orientation studies planned for 2019, Automation and Digitalization, Process Improvement, 5S Studies and Transformation Projects were carried out. The Lean Maturity Level model was designed in 2019 and lean maturity level development studies were initiated in the related factories.

When evaluated within the scope of the process and continuous development, 2019 studies focused on sub-structural development, consultancy and support, automation and digitalization dimensions.

In the reporting period, within Şişecam Glass Packaging, 71 process and process development projects have been initiated and 59 of these projects have been completed.

Infrastructural Works		Coaching, Consultancy and Support		Automation and Digitalization
 Excellent Process Management	 Continuous Development	 Lean Management	 Process Improvement Projects	 Automation and Digitalization in Processes
Şişecam Process Architecture	Operational Excellence Program	Lean Maturity Level Reviews	Groups Based Process Improvement Projects	Process Management Software Infrastructure
Integration with Transformation Projects	Inventory Of Past Period Process Improvement Projects	Lean Maturity Level Development Studies	Process Improvement Trainings	Robotic Process Automation Studies
Process Maturity Level Evaluation in Governance Processes			Process Improvement Projects Above Groups	Overall Equipment Effectiveness



PRESERVE

**We PRESERVE
to contribute to
environmental
sustainability and share
our experience of eighty
five years with future
generations.**



PRODUCT SAFETY

USE OF NATURAL RESOURCES

CORPORATE HERITAGE



Şişecam Glass Packaging undertakes to preserve safety of its products, natural resources, biological diversity and its corporate heritage as part of “Preserve,” one of the three key components of Şişecam’s sustainability strategy “Care for Next.”

PRODUCT SAFETY

Şişecam Glass Packaging manages product safety as a business priority up to the global standards, in line with all legal requirements across the geography it operates in.

FSSC 22000 Global Food Safety Management System is a strictly followed standard. As part of this system, biological, chemical and physical hazards that may potentially threaten product safety and human health are scored and mapped. Hazards are uninterruptedly monitored based on risk score and Critical Control Points are defined.



In the reporting period, no situations arose contrary to legal regulations and voluntary principles related to health and safety impacts of Şişecam Glass Packaging products.

The Production Tracking System in Şişecam Glass Packaging plants enables monitoring of all production processes and taking necessary measures with alert mechanisms.

Across all plants of Şişecam Glass Packaging in Turkey, Lean 6Sigma (Process Improvement) and 5S initiatives are run aiming to improve product quality and safety. In Eskişehir plant which produces pharmaceutical packaging, product-specific ambient conditions are continuously tracked through online traceability of Clean Room Operating System.

	Country	ISO 9001	ISO 14001	ISO 50001	FSSC 22000 (ISO/TS 22002-4)	ISO 15378	ISO 10002	OHSAS 18001/ ISO 45001	BRC IOP ver.5	ISO 22000	ISO 27001
Mersin Plant	Turkey	✓	✓	✓	✓			✓			✓
Yenişehir Plant	Turkey	✓	✓	✓	✓			✓			✓
Eskişehir Plant	Turkey	✓	✓	✓	✓	✓	✓	✓			✓
Headquarters and Sales Center	Turkey	✓					✓				✓
Ruscam- Gorokhovets	Russia	✓	✓					✓	✓	✓	
Ruscam- Ufa	Russia	✓	✓	✓				✓	✓		
Ruscam- Kirishi	Russia	✓	✓					✓	✓		
Ruscam- Kuban	Russia	✓	✓					✓	✓		
Mina-Ksani	Georgia	✓	To be completed in 2020		✓			✓			

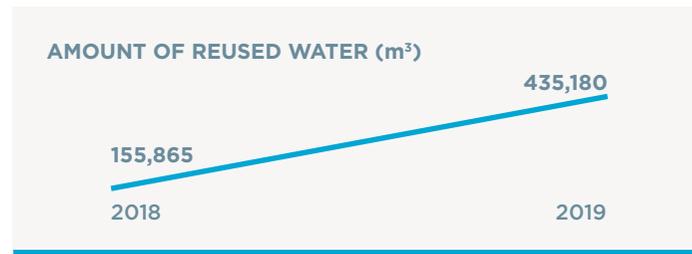
ISO 9001: Quality Management System » ISO 14001: Environmental Management System » ISO 5001: Energy Management System » FSSC 22000 /ISO/TS 22002-4): Global Food Safety Management System » ISO 15378 Quality Management System for Primary Packaging Materials for Medicinal Products » ISO 10002: Customer Satisfaction Quality Management System » OHSAS 18001/ISO 45001: Occupational Health and Safety Management System » BRC: British Retail Consortium Food Technical Standards » ISO 22000: Food Safety Management System » ISO 27001: Information Security System

USE OF NATURAL RESOURCES

In this period of climate change where effects are experienced even more intensely, efficient use of natural resources is a prime topic for all institutions. Sustainability in use of natural resources is a business priority in Şişecam Group. As part of this, Şişecam Glass Packaging supports circular economy, develops applications that help reduce water consumption, and formulate projects to foster biological diversity throughout its operational geography.

Water Management

Water consumption is an environmental indicator strictly tracked in Şişecam Glass Packaging. Despite an increase by 7% in production in 2019, water density was 0.76, as lowered by 2%. 435,180 cubic meters of water was reused in 2019, meaning an increase by 180% compared to 2018.



HIGHLIGHTS

Modern nozzles in Mersin Plant

Nozzles used for shear water were replaced by more efficient alternatives, allowing for a significant reduction in oil and water consumption. While monthly shear oil consumption was 4,400 kg/month and shear water consumption 1,100 m³/month prior to the project, shear oil consumption and shear water consumption were decreased to 3,250 kg/month and 815 m³/month respectively following the project.

Water recycling in Mersin Plant

In Mersin Plant, all process wastewater is reused. 262,228 m³ of water was recycled in 2019, thus allowing for meeting 45% of total well water requirement from wastewater.

Eskişehir Plant wastewater flood early warning system

An alarm system was installed to give audio and visual alarm prior to flooding when wastewater in the sewage lagoon reaches a certain level to prevent discharge to rainwater duct as a result of the stall of MBO lifting pool pumps and overflow of the pool. Because a response was given prior to flooding, discharge to the rainwater duct was prevented.

Wastewater treatment plant investment in Kuban Plant

Through the system installed as per the Law on Environment of the Russian Federation, production process water and rainwater are treated with mechanical methods in accordance with standards. Water treated in this system is reused in production process, thus achieving savings in water consumption (27% less water use) and increase in efficiency.

PRODUCT SAFETY

USE OF NATURAL RESOURCES

CORPORATE HERITAGE

Support for Circular Economy and Waste Management

Reuse of glass, a material which can be infinitely recycled, is among the business priorities of Şişecam Glass Packaging. Amount of waste is cut down through recycling, which is a significant part of waste management approach, and raw material efficiency is achieved by reusing recycled products in production processes.

In 2019, 536,265 tons of cullet was reused in production, thus reducing waste amount as well as making savings in resources, and approximately 70 thousand tons of recycled raw materials were used in production. Waste density of Şişecam Glass Packaging remained the same as the previous year at 0.01 in 2019.

Biodiversity

Global climate change and human-instigated environmental disasters threaten many species. Respect for biological diversity is a topic that must be among environmental priorities of all institutions. Şişecam Glass Packaging develops projects to contribute to biodiversity in the territories where its plants are located, and strives to minimize its environmental impact. Şişecam Glass Packaging planted 171 trees in locations of its plants in 2019.

HIGHLIGHTS

Environment Day in Mersin Plant

Each year on June 5, World Environment Day is celebrated together with all employees of the plant and planting activities are carried out. In 2019, 50 trees were planted, and the total number of saplings planted so far has reached 500, thus creating an absorbance area for 1,150 kilograms of greenhouse gas.

Environmental Contribution from Yenişehir Plant

In Yenişehir plant, the idle irrigation system was revised to be functional, resulting an increased green area through lawning of the yards on the plant campus. Leftover food from the plant dining hall is delivered to an animal shelter. This both helps meeting food requirements of animals and reduces domestic waste of the plant.

Ecovillage in Ufa Plant

This project aims to collect clean cullet in the city of Ufa. As part of this project, local people, customers, government agencies, and stores were contacted, and clean cullet collection started. If found eligible as a result of a quality control process, cullet was directly purchased and treated to be reused. Under this project, it was planned to purchase cullet after collected by the trash collection operator of Ufa. 4 alley trash collection projects started downtown.

PRODUCT SAFETY

USE OF NATURAL RESOURCES

CORPORATE HERITAGE

HIGHLIGHTS

Chemical savings in ultrasonic washing in Yenişehir Plant

With the project realized in Yenişehir Plant, chemical solution sent to treatment is discharged to the IBC tank from the washing machine tank in case of a breakdown of the ultrasonic washing machine, and used in washing process again until the failure is fixed. This project helped save 1,580 kilograms of chemicals.

5S system in Yenişehir Plant

In this project, automatic pumping of bucket and shear oils to furnaces is achieved with 5-ton oil tanks and 2 pumps placed under the fusion layer of furnace D, 5S system is created, waste oil ratio is decreased as a result of complete discharge of barrels, and risk of occupational accident is prevented.

Waste oil storage area in Kirishi Plant

Oil leakages are prevented with a separate section built in the plant.

CORPORATE HERITAGE

Recognized as the healthiest packaging material of the world, glass is a unique substance that reflects culture across all geographies it is used in. Used in countless areas from construction and technology to dining table and white goods, glass has been shaped by the life style of societies since the era before Christ.

Şişecam Group is among the most long-standing representatives of the cultural heritage of glass in Turkey. Şişecam Glass Packaging, a company of Şişecam Group, implements applications that will preserve and nourish this heritage.

hayatacamkat.com (Add Glass to Life)

Project “hayatacamkat.com” (Add Glass to Life) aims to encourage use of products packaged with glass, a material which may be recycled a hundred percent and infinitely, be the reference source about glass, and bring all stakeholders taking an interest in glass together.

Having a web platform separate from that of the corporate web site, project Add Glass to Life has completed its eight years. With almost 100 thousand followers of its web site and social media channels, the project is a formation which steps forth among powerful brands in corporate blog category, is successful and grows organically.



EMPOWER

We empower inclusive corporate culture to entrust future generations with a better tomorrow.



DIVERSITY AND INCLUSION

- TALENT MANAGEMENT
- EMPLOYEE DEVELOPMENT
- EMPLOYEE HAPPINESS
- OCCUPATIONAL HEALTH AND SAFETY
- CORPORATE SOCIAL RESPONSIBILITY
- CUSTOMER RELATIONS

DIVERSITY AND INCLUSION

Şişecam Glass Packaging believes that an understanding based on equality and inclusion will promote organizational culture and corporate heritage. Driven by this understanding, the company creates equal opportunities for everyone and offers equal opportunities to its people. Respectful of differences of its human resources, Şişecam Glass Packaging reinforces inclusive workplace culture. The company acts based on diversity and equal opportunity in all its practices both at corporate and operational levels. In line with the “Empower” principle of the Şişecam Sustainability Strategy, Şişecam Glass Packaging nurtures a human-oriented management approach that focuses on empowering all stakeholders, primarily woman employees.

Şişecam Glass Packaging designs its human resources approach and management in accordance with the Şişecam Group Human Resources Policy, which covers topics such as globalism, equal opportunity, respect for diversity, objectivity and continuous development.

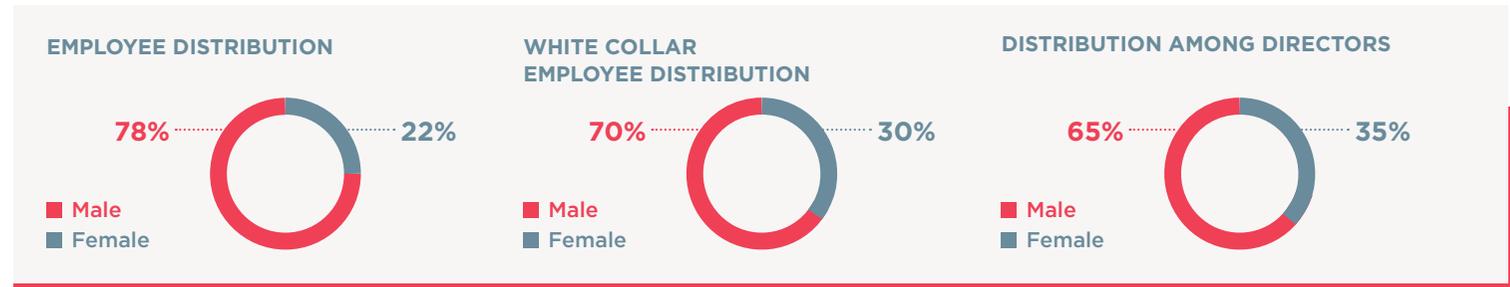
Şişecam Glass Packaging operates within the Diversity and Inclusion Working Group which works under Şişecam Sustainability Committee. Contributed by internal and external stakeholders, the Working Group formulates action proposals with respect to support for improvement and facilitation of working conditions, labor force participation and career development of women, and awareness and cooperation with stakeholders.



With the motivation to fortify and further diversity and inclusion initiatives, Şişecam Glass Packaging adopts the Diversity and Inclusion Guidelines published by Şişecam Group in 2019. These guidelines define principles of equal opportunity adopted by the Group for all stakeholders, and set forth corporate goals to monitor development in this respect. Gender mainstreaming being the top priority, efforts focuses on increasing the number of woman employees by 30% at all levels of the organization.

In the respective period, employment of women was encouraged by bringing physical conditions of Şişecam Glass Packaging plants up to the “women-friendly plant” standards. As of 2019, the share of woman employees in the total workforce is 22% in Şişecam Glass Packaging, which is 30% among white collar employees. In addition, 35% of the members of Şişecam Glass Packaging Board of Directors are women.

In Şişecam Glass Packaging, another major indicator of diversity and inclusion principle is the support for employment of the disabled. Work environment is arranged so that working conditions of disabled employees are improved in Şişecam Glass Packaging. Through enabling applications, 77 disabled people are employed in the company as of 2019. We have other initiatives in place to allow for increasing employment of the disabled across domestic and foreign operations. In the current reporting period, a quality control person is appointed for the control of disabled employment in Gorokhovets Plant of Şişecam Glass Packaging in Russia.



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TALENT MANAGEMENT

Şişecam Glass Packaging aims to be the most preferred workplace, employ qualified people, and enable its current people to perform to their full potential. To this end, the company follows innovative practices, encourages collective learning culture, and enforces objective, systematic and development-oriented human resources implementations. Şişecam Glass Packaging follows talent management, career and performance development implementations of Şişecam Group.

As part of Şişecam Group Career Management System, employees are guided in their career planning. Talent pools, career maps and backup plans are created by evaluating individual expectations of people and organizational requirements.

Şişecam Glass Packaging follows Şişecam Group Talent Management System to attract right talent, enable current employees to fulfill their potential, and raise future leaders. Focusing on sustainable corporate success culture, Şişecam Group continues its global and local development investments. Journey, the Global Talent Management Program, launched in 2019 and covering all levels of the organization, aims to identify employees with a high potential, support development of such

employees, and prepare them for leadership roles. With its integral structure including hiring, career management, backup and development management systems, the program allows for end-to-end management of talent.

As part of Şişecam Group Career Management System, individual and organizational needs are evaluated all together while making development plans to be offered to employees. Defined development plans are annually revised, and talent pool, career maps and backup plans are created accordingly. In Evaluation and Development Center, competency analyses are done and development plans are designed based on these analyses.

Employee performance is tracked in accordance with Şişecam Group Performance Development System. Targeting transformation of individual achievement into corporate success, the system creates a sense of a common goal by reducing individual goals to corporate goals. Integrated with the strategic planning process of Şişecam Group, this system is built upon a global infrastructure enabling employees and managers to make objective evaluations. The Performance Development System is continuously developed to deliver human-oriented, rapid and reliable results.

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EMPLOYEE DEVELOPMENT

Şişecam Glass Packaging supports employee development through several internal and external training programs. Employees benefit from development programs to contribute to improvement of knowledge and skills of employees as offered under the roof of Şişecam Academy, which designs schools and programs in technical, occupational, personal, corporate development and leadership areas, organizes seminars and configures career solutions, based on needs of employees.

Şişecam Academy supports employees to attend conferences, seminars and summits in the country and abroad. The Academy also provides corporate subsidies to address employee requests involving foreign language learning and post graduate education to a certain extent. To help employees improve their language competency in line with the global adaptation strategy of Şişecam Group, the company has an English Language Development Program in place.

Şişecam Glass Packaging executes an Orientation Program to help new hires adapt to the organization, and improve their contribution to work, and to maintain the corporate culture, and create platforms to share experience.

 Şişecam Glass Packaging provided 181,885 person*hour of training in its domestic and foreign operations in 2019.

EMPLOYEE HAPPINESS

Şişecam Glass Packaging believes reinforcement of employee engagement and loyalty depends on maintaining employee happiness. To this end, Şişecam Glass Packaging provides a safe work environment where corporate values are upheld through approaches that will improve employee satisfaction and support a positive business climate. The fact that a qualified portion of our employees have been serving in the company for many years proves existence of a happy and loyalty-based work environment.

The company regularly does an Employee Engagement and Satisfaction Survey each year, to improve the positive business climate by obtaining opinions and suggestions of employees. The coverage of the survey was expanded on a global scale in 2019 to include 70% of employees. Implementations are improved in accordance with demands of employees.

Şişecam Glass Packaging nourishes participative corporate culture through various methods in order to keep employee happiness at the highest level, and rewards employee projects that have a positive impact on business processes and results, and that make a difference. Suggestions that comply with strategies and goals of the group and that add value are evaluated with "Nar (Pomegranate) Suggestion Development Platform." As part of Recognition and Rewarding Implementations, employees are honored, and recognized for their exemplary behavior and success in the company on special days.

 45% of employees in Şişecam Glass Packaging have been working in the company for more than 10 years.

DIVERSITY AND INCLUSION

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OCCUPATIONAL HEALTH AND SAFETY

One of the key priorities of Şişecam Glass Packaging is to create and maintain a healthy and safe working environment. Şişecam Glass Packaging contributes to the goal of Şişecam Group involving “zero occupational accident by 2022” through various applications, follows best practices to spread and promote occupational health and safety culture, and works to raise awareness of employees in this respect.

In Şişecam Glass Packaging, occupational health and safety matters are managed in cooperation with the Şişecam Group Industry Relations Directorate, as per the Occupational Health and Safety (OHS) policy issued by Şişecam Group, and in compliance with OHSAS 18001 Standard. Compliance of production plants with the standard is monitored with annual audits, and certificates are renewed. Cross audits are made in the plants of different groups by teams of OHS experts across domestic plants.

Şişecam Glass Packaging believes that reduction of occupational accidents and execution of each stage of production in a healthy and safe manner are best achieved through conscious employee behavior. To this end, the company supports employees’ knowledge of OHS with continuous trainings in its operations both domestic and overseas. Şişecam Glass Packaging provided a total of 110,342 person*hour of OHS training for its employees in its domestic and foreign operations in 2019.

The preventive approach of Şişecam Glass Packaging averted any fatal occupational accidents and occupational diseases in 2019. Accident intensity rate was improved by 5% compared to the previous year.



CORPORATE SOCIAL RESPONSIBILITY

Şişecam Glass Packaging aims to contribute to the development of the society it lives in, and participate in the resolution of social, economic and environmental problems actively. While carrying out corporate social responsibility activities, Şişecam Glass Packaging takes the Sustainable Development Goals as a guide and gives priority to young people, women and vulnerable groups.

Şişecam Glass Packaging sees it as one of its core responsibilities to preserve the cultural heritage of glass industry and pass it on to future generations. Driven by this understanding of responsibility, the Company has undertaken Glass and Glass Again Project encouraging reuse of glass. Glass and Glass Again Project is one of the most comprehensive sustainability and social responsibility projects of Turkey.

Glass and Glass Again Project

Glass and Glass Again Project has been carried out through cooperation with ÇEVKO Foundation and local governments since 2011. Aiming to help create a change of behavior and transit to a recycling society, the project is executed around three primary goals:

- Raise awareness of glass packaging recycling in the society,
- Develop a collection infrastructure for glass packaging waste,
- Modernize facilities where glass packaging waste is collected and processed, and separate glass packaging waste mingled with domestic waste prior to storage in sanitary landfills.

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Since the project kick-off, 256,760 elementary school students have been trained on recycling, over 20 thousand glass recycling bins have been made available for use by municipalities, and 1,306 thousand tons of glass cullet has been recycled.

Thus;

- Emission of greenhouse gases was prevented in an amount equal to 470,174 automobiles being withdrawn from traffic for 10 thousand kilometers,
- Energy savings from recycling reached a level to meet heating and hot water requirement of 54,854 residences,
- A carbon dioxide emission equal to air cleaned by 40,324,727 trees a year was prevented.

Social Impact Reward to the Glass and Glass Again Project

Efforts of the Glass and Glass Again Project to raise a social recycling awareness were awarded by the Sustainability Business Awards Platform created by the Sustainability Academy in the "Social Impact category." Preventing 7.2 billion glass bottles from ending up in dumping sites so far, the Glass and Glass Again Project reached more than 3 million people through various events and awareness activities, helping raise awareness about importance of glass recycling.

Social media access and interaction figures of the Glass and Glass Again Project continues to grow each day. Monthly social media accesses reached to some 4.3 million in 2019. Year-long activities were broadcast live on social media where importance of recycling, information on use of glass and recycling achievements were shared with different constructs. Number of followers of the project reached some 164.500 thousand people and 26 thousand people on Facebook and Instagram respectively by the end of 2019. The Glass and Glass Again Project makes major contributions for raising awareness about preservation of cultural heritage of glass through interaction with mass audience by means of social media.

Customer Relations

Through evaluation of developing technological and digital capabilities together with business models, Şişecam Glass Packaging offers differentiated products and services to customers. With customer meetings, customer visits and fairs it attends, the company takes effective and transparent communication as basis, and executes customer-oriented business processes. It carries out training and auditing activities as part of ISO 10002 Customer Satisfaction Management System.

Feedback from surveys which measure satisfaction of Şişecam Glass Packaging customers are actively assessed, and used to improve the service level. Complaints, as well as suggestions, are systematically responded and resolved. In 2019, all customer complaints received by the company were addressed and solutions were sought for.

Şişecam Glass Packaging takes into consideration the feedback from customers in its product development efforts. In this regard, 263 new products were developed in accordance with customer demands and improvements were made in 38 products in 2019.



PROGRESS

Driven by its concept “progress,” Şişecam Glass Packaging implements innovative products and services by focusing on combating climate change, R&D and digitalization.



COMBATING CLIMATE CHANGE

R&D AND DIGITALIZATION

INNOVATIVE PRODUCTS

COMBATING CLIMATE CHANGE



Şişecam Glass Packaging does business with awareness of its share of responsibility for combating climate change and in collaboration with stakeholders. In this respect, Şişecam Glass Packaging’s target is to carry out all of its environmental protection activities with Environmental Management System approach in accordance with applicable regulations and sustainability principles. Operating in an energy-intensive industry, Şişecam Glass Packaging considers reducing energy consumption and increasing energy efficiency in its activities among its priorities, attaching great importance to reduction of total greenhouse gas emissions.

The company works toward establishment and implementation of a roadmap for the sustainable energy supply, renewable energy resources implementations and the efficiency projects to ensure energy efficiency. Key energy consumption items are instantaneously monitored and performances of the processes are improved in the production plants where a Energy Monitoring System (EMS) is in place.

Risks and opportunities related to energy are continuously reviewed and operations are accordingly managed. Şişecam attaches priority to management of risks related to climate change. Şişecam Glass Packaging shares its relevant performance with Şişecam under the Carbon Disclosure Project. In addition to these practices, carbon reduction goal of Şişecam Group is supported through energy efficiency projects undertaken in all production plants.

Through efficiency efforts made in this reporting period, a total of 152,470 GJ of energy savings -24,486 GJ from overseas and 127,984 GJ from domestic operations- and 15,185 tons of CO₂ emission savings were achieved.

EXAMPLE PRACTICES IN COMBATING CLIMATE CHANGE

Lighting revision in Mersin Plant - In this reporting period, an overall lighting revision was made across an area covering F30 furnace area, lines and cooling end area. As part of this revision, the application area was assessed technically and in terms of OHS in accordance with global forms, and a lighting project was implemented to improve energy consumption and performance of existing LED lamps and replace fixtures without LEDs with LED fixtures. Since the implementation of project, energy savings of 7,427 kWh was achieved monthly, and targeted annual energy savings is 89,130 kWh.

Frequency-controlled compressor in Eskişehir Plant - Turbo compressors pumping compressed air to the joint collector through dry screw frequency-controlled compressor operate with maximum load at the most efficient use point (100%). Energy savings achieved with this project was 1,928,240 kWh annually.

Compressor cut-out in Yenişehir Plant - With this project, used pressure values of 4 bars and 7 bars were cut-out, resulting in decommissioning of one 530KW and one 560 KW compressor.

COMBATING CLIMATE CHANGE

R&D AND DIGITALIZATION

INNOVATIVE PRODUCTS

R&D AND DIGITALIZATION

Şişecam Glass Packaging attaches special importance to research and technological development and digitalization initiatives to achieve the targets set by Şişecam in line with the concept of “sustainability and excellence” in every step from raw material to product, and to maintain its competitive position.

Design teams of Şişecam Glass Packaging and Şişecam Glassware Groups have been gathered under a single roof by being incorporated into the Department of Şişecam Group Research and Technological Development as of 2018. This department is registered by the name Şişecam Science, Technology and Design Center by the TR Ministry of Industry and Technology. Diversifying its design activities with this new reorganization, Şişecam Science, Technology and Design Center carries out projects approved by the Ministry. With design efforts it undertakes for Şişecam Glass Packaging, the Center has been found worthy of 74 rewards in total, 18 of which are international, for its design works since 2006.

Total R&D budget of Şişecam Glass Packaging, carrying out R&T&D activities in cooperation with regional laboratories within Şişecam Group Science and Technology Center, was realized as TRY 4,688,281 in 2019.

To support students and improve their creative designs, Şişecam Science, Technology and Design Center has been conducting project activities with Industrial Products Design Departments of universities for 12 years. As part of this approach of Cooperation between Universities and Industry, 15 successful projects

have been implemented with 11 leading universities of Turkey. In the 12th year of this successful cooperation, a project was implemented to search for different production perspectives in glass packaging through secondary process with Glass Department, Faculty of Fine Arts, Eskişehir Anadolu University. In addition, a glass packaging design project was conducted with students from Industrial Design Department of Özyeğin University.

1ST INTERNATIONAL PACKAGING CONGRESS

Şişecam Glass Packaging was on the program of the second day of Packaging Congress, organized for the first time by ASD which Şişecam Glass Packaging is a member of, in 2019 with its special session themed “Digitalizing World, Turkey’s Glass Packaging Industry.” In this session, Burak Atalay, Şişecam Glass Packaging Marketing and Sales Vice President, made a presentation on “Opportunities for Turkey Glass Packaging Export,” Gökmen Eriş, Şişecam IT Strategy and Governance Manager, on “Digitalization and Glass Packaging Industry,” and Eda Yılmaz, Şişecam Science and Technology Center Design Executive, on “Glass Packaging and Design.”

COMBATING CLIMATE CHANGE

R&D AND DIGITALIZATION

INNOVATIVE PRODUCTS

Driven by the awareness of its competitive and leading role, Şişecam Glass Packaging realizes digital transformation implementations with a view to improve its performance. Developments in this area are continuously tracked, business processes are reviewed, and required implementations are put in place.

Implementations put in place as part of automation and digitalization efforts are as follows:

- Next generation furnace oxygen measurement system (All Turkey Plants)
- Robotic automatic mold lubrication system (All Turkey plants)
- Operator assistant system (Bursa-Yenişehir and Eskişehir Plants)
- HOTLAB hot product sample checking machine (Eskişehir Plant)
- Smart warehouse project (Eskişehir Plant)
- RFID unmanned product traceability (All Turkey Plants)
- Data analysis – The 4th report was issued on activities carried out with Furnace B production/operation data set of Glass Packaging Yenişehir Plant. 5th phase data analysis is underway.
- Customer Portal (Entire Group)

Şişecam Glass Packaging pays special attention to protection of confidentiality of customer information. In this regard, the company leverages the most up-to-date, effective and secure technological infrastructure. In business agreements, joint confidentiality and information storage issues are secured by ISO 27001 Information Security Management System certificate. In this reporting period, digital and cyber security efforts continued; no cases of violation of customer privacy occurred and no complaints were received.

INNOVATIVE PRODUCTS

Products developed by Şişecam Glass Packaging by considering issues of environment and sustainability as well as customer expectations aim to increase created positive added value. At this point, feedbacks from all relevant stakeholders are collected, and actively evaluated to carry the value created by products to the next level.

In 2019, Şişecam Glass Packaging concentrated on increasing durability of glass packaging, decreasing product weights, reducing inputs and wastes in the production process, increasing use of renewable energy and recycling of glass, lean production, operational excellence and digitalization.

The only production plant with a “Clean Room” application up the standards enabling production for healthcare sector in Turkey, Eskişehir Plant provides differentiation and competitive advantage on the market by offering decorative products to customers with its printing facility.

Creating a tremendous impression also in 2019 with several rewards it received in the country and abroad, Şişecam Science, Technology and Design Center was awarded the “Red Dot Award: Brands & Communication Design 2019” in “Red Dot Design Award Competition” with Frederik Bottle designed by Anadolu Cam Sanayii A.Ş. for Türk Tuborg A.Ş. With this reward, number of rewards received in national and international competitions by this bottle, featuring a special design, has risen to seven.

KEY STAKEHOLDER GROUPS AND ATTENDANCE PLATFORMS

CORPORATE MEMBERSHIPS

PERFORMANCE INDICATORS

GRI CONTENT INDEX

Key Stakeholder Groups and Attendance Platforms

Stakeholder Group	Attendance Platforms	Attendance Frequency
Analysts	Face-to-face meetings • Workshops • Analyst Day	At least four times a year
Employees	Satisfaction surveys • Recommendation and idea sharing platforms • Face-to-face interviews • Seniority incentive award • Recognition and reward system	Recurrent
Stakeholders	Regular information reports • Social media	At least twice a year
Public Institutions	Regular reporting • Meetings, forums and conferences • Press releases • One-to-one interviews	Recurrent
Customers	Satisfaction surveys • Social media • Exhibitions and conferences • Phone and email	Recurrent
NGOs	Strategic collaborations • Events and meetings	At least once a month
Suppliers	Daily workflow • Face-to-face meetings • Email communication	Recurrent
Universities	Conferences • Joint studies • Internship programs	Annual
Investors	Investor presentations • Face-to-face meetings • Telephone/teleconferencing and e-mail communication • Workshops • Roadshows • Webcast teleconferencing	At least twice a year
Media	Press conferences • Press releases • Conferences	At least once a month

Corporate Memberships

Cental Anatolian Exporters Union (OAIB)	Istanbul Chamber of Industry (ISO)	Turkish Quality Association (KalDer)
CEVKO (Environmental Protection and Recycling) Foundation	Istanbul Chamber of Yenişehir Commerce (ITO)	Turkish Statistical Institute (TUIK)
Eskişehir Chamber of Commerce (ETO)	Mersin Chamber of Commerce and Industry (MTSO)	Union of Chambers and Commodity Exchanges of Turkey (TOBB) Glass and Glass Products Assembly
Eskişehir Chamber of Industry (ESO)	The European Container Glass Federation (FEVE) Packaging and Glass Household Committees	Yenişehir Chamber of Commerce and Industry (YTSO)
Gebze Chamber of Commerce (GTO)	Turkish Exporters Assembly (TIM)	
International Partners in Glass Research (IPGR)	Turkish Packaging Manufacturers Association (ASD)	

PERFORMANS INDICATORS

Economic Performance Disclosures	2018	2019
Total revenue (TRY)	3,230,557,264	4,307,227,937
Wages and benefits paid to the employees (TRY)	289,924,512	479,788,859
Dividend paid (TRY)	90,000,000	142,193,421
Tax paid (TRY)	18,767,155	28,535,038
Social donations (TRY)	1,940,007	5,332,681

Social Performance Disclosures		
Employee Demographics	2018	2019
Total Workforce (Number)	4,056	4,113
Female	909	915
Male	3,147	3,198
Total Employees by Contract Type (Number)		
Permanent	3,833	4,073
Female	862	914
Male	2,971	3,159
Temporary	3	40
Female	2	1
Male	1	39
Total Employees by Category (Number)		
Blue Collar	2,730	2,780
Female	521	519
Male	2,209	2,261
White Collar	1,326	1,333
Female	388	396
Male	938	937

Employee Demographics	2018	2019
Total Employees by Employment Type (Number)		
Full-time	4,056	4,113
Female	909	915
Male	3,147	3,198
Part-time	0	0
Female	0	0
Male	0	0
Total Employees by Education Level (Number)		
Primary School and below	637	586
High School	1,770	2,294
University and above	1,649	1,233
Total Employees by Age (Number)		
Below 30	734	784
30-50	3,029	3,011
50+	293	318
Number of contractor employees		
Female	514	434
Male	964	1,046
Tenure		
Female employees 0-5 years	311	300
Female employees 5-10 years	241	226
Female employees 10+ years	357	389
Male employees 0-5 years	958	1,000
Male employees 5-10 years	719	743
Male employees 10+ years	1,470	1,455

KEY STAKEHOLDER GROUPS
AND ATTENDANCE PLATFORMS

CORPORATE MEMBERSHIPS

PERFORMANCE INDICATORS

GRI CONTENT INDEX

Employee Demographics	2018	2019
Top Management Structure (Number)		
By Gender		
Female	5	8
Male	22	18
By Age Group		
Below 30	0	0
30-50	16	16
50+	11	10
By Nationality		
Turkish Citizen	24	17
Expat	3	9
Board Structure (Number)		
Female	6	4
Male	13	5
Mid-Level Management Structure (Number)		
By Gender		
Female	34	30
Male	85	59
By Age Group		
Below 30	2	0
30-50	91	70
50+	26	19
By Nationality		
Turkish Citizen	117	44
Expat	2	45

Turn Over	2018	2019
New Hires (Number)	267	470
By Gender		
Female	95	124
Male	272	346
By Age Group		
Below 30	237	245
30-50	127	216
50+	3	9
Employees Recently Left (Number)		
By Gender	414	441
Female	120	107
Male	294	334
By Age Group		
Below 30	112	138
30-50	247	255
50+	55	48

Social Inclusion and Diversity	2018	2019
Employees on Parental Leave		
Female	68	56
Male	107	111
Employees Returned to Work after Parental Leave		
Female	33	30
Male	107	113
Workforce Covered by Collective Agreement (Number)		
Female	0	15
Male	1,112	1,362
Cases of Discrimination (number)	0	0
Disabled Employees		
Female	10	12
Male	76	65

KEY STAKEHOLDER GROUPS
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Employee Development	2018*	2019
Employee Trainings (personxhour)		
Blue-collar female	0	26,374
White-collar female	4,544	14,953
Blue-collar male	29,002	85,798
White-collar male	24,043	54,761
Female	4,544	41,326
Male	53,044	140,559
Contractor Trainings (person*hour)		
Female	505	5,467
Male	1,750	92,348
Employees under Performance Review		
Female	299	327
Male	746	2,136
Blue-collar	-	1,254
White-collar	-	1,209

Environmental Trainings	2018*	2019
Environmental Trainings (personxhour)		
Direct employees	738	3,986
Contractors	76	1,253

Research and Development	2018	2019
R&D Budget (TRY)**	1,088,940	4,688,281
R&D Employees	165	168
Patent applications	1	0
Patents granted	0	0

Occupational Health and Safety	2018	2019
Accident severity rate***	553	525
Accident frequency rate	17	17
Working Hours	-	6,017,725
Number of Accident	86	104
Lost Day	2,190	1,970
Occupational Health and safety trainings- Total hours(personxhour)	24,410	110,342
Number of Occupational Health and Safety Committees	-	37
Number of Occupational Health and Safety Committee members	-	141
Number of employee representatives in Occupational Health and Safety Committees	-	5

*Only for Turkey operations

**R&D Budget for 2019 covers domestic and international operations.

***As the subcontractor employees' lost days are not taken into consideration, the actual working hour of the subcontractor is not taken into account in the Accident severity Rate calculations.

Environmental Performance Disclosures	2018	2019
Net production (ton)	2,036,811	2,182,189
Raw material used (ton)	2,311,405	2,559,297
Recycled and recovered raw material used (ton)	177,578	94,961
Total water withdrawal by source (m ³)		
Municipality	336,854	407,582
Surface	30,761	18,019
Underground	1,209,755	1,226,281
Total	1,577,370	1,651,882
Recovered or reused water (m ³)	155,865	435,180
Water intensity (m ³ /ton)	0.77	0.757
Total Wastewater Discharge by Target Environment (m ³)		
Natural Receiving Environment	293,168	284,051
Sewer	165,909	348,461
Total	459,077	632,512

KEY STAKEHOLDER GROUPS
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Environmental Performance Disclosures	2018	2019
Internal glass fractures were reused in production (ton)	383,072	303,611
External glass fractures were reused in production (ton)	239,052	232,654
Total	622,124	536,265
Hazardous Waste by Disposal Method (ton)		
Energy Recovery	1,254	1,320
Recovery	553	1,083
Incineration	18	12
Landfill	1,688	1,556
Other	186	96
Total	3,699	4,066
Non-Hazardous Waste by Disposal Method (ton)		
Energy Recovery	424	1,356
Recovery	8,828	17,451
Incineration	2,257	0
Landfill	6,229	5,496
Other	774	1,220
Total	18,512	25,523
Total amount of waste (ton)	22,211	29,589
Waste intensity (ton/ton)	0.01	0.01
Amount of packaging material (ton)	53,293	110,920
Packaging waste recovery rate (%)*	54%	54%

Management Approach	2018	2019
Environmental Expenditures (TRY)		
Environmental Management Expenditures	2,051,026	3,469,499
Environmental Investment Expenditures	504,129	2,868,833
Total	2,555,155	6,338,332
Sapling planted	145	171
Environmental impact complaints	0	0

Combating Climate Change	2018	2019
Energy consumption (GJ)		
Natural gas	12,204,460	14,665,593
Electricity	2,196,746	2,780,644
LPG	0	295
Acetylene	83	1,889
Renewable Sources	11,065	0
Total	14,412,354	17,448,421
Energy intensity (GJ/ton)	7.07	7.99
Energy saving (GJ)	197,652	152,470
Energy saving (TRY)	-	10,756,616
Emissions (ton)**		
Scope1	1,078,734	1,122,697
Scope2	409,887	345,489
Total	1,468,621	1,468,186
CO ₂ intensity (ton CO ₂ /m ²)	-	0.504
GHG savings (ton CO ₂)***		
Scope 1	2,621	1,381
Scope 2	9,641	13,804
Total	12,262	15,185
NOx and SOx emissions (kg)****		
NOx (kg)	5,608,756	11,385,178
SOx (kg)	1,045,510	1,413,224
Total	6,654,266	12,798,402

**Georgia Mina Plant is excluded.

***Only for Turkey operations. 2018 report data has been revised retrospectively.

****Yenişehir Plant is excluded.

KEY STAKEHOLDER GROUPS AND ATTENDANCE PLATFORMS

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GRI CONTENT INDEX

GRI CONTENT INDEX

Disclosures	Descriptions and Page Numbers
GRI 101: Foundation 2016	
GRI 102: General Disclosures 2016	
Corporate Profile	
102-1	About Şişecam Glass Packaging (p.7)
102-2	About Şişecam Glass Packaging (p.7)
102-3	Contact (p.41)
102-4	About Şişecam Glass Packaging (p.8)
102-5	https://www.sisecam.com.tr/en/investor-relations/corporate-overview-and-governance/shareholder-structure
102-6	About Şişecam Glass Packaging (p.8)
102-7	About Şişecam Glass Packaging (p.9)
102-8	Social Performance Disclosures (p.36)
102-9	Supply chain is shaped by necessities of our products and services. In 2019, we worked with 3,394 suppliers, 1,628 of which are local.
102-10	About Şişecam Glass Packaging (p.7)
102-11	Şişecam Sustainability Strategy: Care For Next (p.11- 12)
102-12	Collaborations and Stakeholder Engagement (p.14)
102-13	Corporate Memberships (p.34)
Strategy	
102-14	Message from the President of Glass Packaging Group Turkey (p.5-6)
102-15	Şişecam Sustainability Strategy :Care For Next (p.11-12)
Ethics and Integrity	
102-16	Business Ethics (p.15)
102-17	Business Ethics (p.15)
Governance	
102-18	Sustainability Management (p.13)
102-19	Sustainability Management (p.13)
102-20	Sustainability Management (p.13)
102-21	Collaborations and Stakeholder Engagement (p.14)
102-29	Sustainability Management (p.13)
102-30	Sustainability Management (p.13)
102-31	Sustainability Management (p.13)
102-32	Sustainability Management (p.13)
Stakeholder Engagement	
102-40	Key Stakeholder Groups and Attendance Platforms (p.34)
102-41	Social Performance Disclosures (p.36)
102-42	Collaborations and Stakeholder Engagement (p.14)
102-43	Collaborations and Stakeholder Engagement (p.14)
102-44	Collaborations and Stakeholder Engagement (p.14)

102-55



Reporting Practices	
102-45	About the Report (p.2)
102-46	About the Report (p.2)
102-47	Şişecam Sustainability Strategy: Care For Next (p.11)
102-48	There are no restatements of information
102-49	About the Report (p.2) ; Şişecam Sustainability Strategy: Care For Next (p.11-12)
102-50	About the Report (p.2)
102-51	http://www.sisecamcamambalaj.com/en/sustainability/sustainability-reports
102-52	Annual reporting
102-53	Contact (p.41)
102-54	About the Report (p.2)
102-55	GRI Content Index (p.39)
102-56	No external assurance

Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
Combating Climate Change		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Combating Climate Change (p.31)
	103-2 The management approach and its components	Combating Climate Change (p.31)
	103-3 Evaluation of the management approach	Combating Climate Change (p.31)
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Performance Disclosures (p.38)
	302-3 Energy intensity	Environmental Performance Disclosures (p.38)
GRI 305: Emissions 2016	305-1 Direct (Scope1) GHG emissions	Environmental Performance Disclosures (p.38)
	305-2 Energy indirect (Scope2) GHG emissions	Environmental Performance Disclosures (p.38)
	305-4 GHG emissions intensity	Environmental Performance Disclosures (p.38)
	305-5 Reduction of GHG emissions	Environmental Performance Disclosures (p.38)
	Natural Resources Use	
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Natural Resources (p.21-22)
	103-2 The management approach and its components	Natural Resources (p.21-22)
	103-3 Evaluation of the management approach	Natural Resources (p.21-22)
GRI 303: Water 2016	303-1 Water withdrawal by source	Environmental Performance Disclosures (p.37)
	303-3 Water recycled and reused	Environmental Performance Disclosures (p.37)

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.

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GRI CONTENT INDEX

Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
GRI 306: Effluents and Waste 2016	306-1 Water discharge by quality and destination	Environmental Performance Disclosures (p.38)
	306-2 Waste by type and disposal method	Environmental Performance Disclosures (p.38)
Diversity and Inclusion		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Diversity and Inclusion (p.25)
	103-2 The management approach and its components	Diversity and Inclusion (p.25)
	103-3 Evaluation of the management approach	Diversity and Inclusion (p.25)
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance Disclosures (p.36)
	401-3 Parental leave	Social Performance Disclosures (p.36)
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Social Performance Disclosures (p.36)
	Occupational Health and Safety	
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Occupational Health and Safety (p.28)
	103-2 The management approach and its components	Occupational Health and Safety (p.28)
	103-3 Evaluation of the management approach	Occupational Health and Safety (p.28)
GRI 403: Occupational Health and Safety 2016	403-1 Workers representation in formal joint management- worker health and safety committees	Social Performance Disclosures (p.37)
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational Health and Safety (p.28); Social Performance Disclosures (p.37)
Talent Management		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next page (p.11); Talent Management (p.26)
	103-2 The management approach and its components	Talent Management (p.26)
	103-3 Evaluation of the management approach	Talent Management (p.26)
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	Social Performance Disclosures (p.36)
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance Disclosures (p.36)
	404-1 Average hours of training per year per employe	Social Performance Disclosures (p.37)
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Development (p.27)
	404-3 Percentage of employees receiving regular performance and career development reviews	Employee Development (p.27)

Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
Product Responsibility		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Product Safety (p.20)
	103-2 The management approach and its components	Product Safety (p.20)
	103-3 Evaluation of the management approach	Product Safety (p.20)
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Product Safety (p.20)
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	GRI Content Index: There are no non-compliance cases regarding health and safety impacts of products in reporting period.
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Product Safety (p.20)
	417-2 Incidents of non-compliance concerning product and service information and labeling	GRI Content Index: There are no non-compliance cases about product labelling in reporting period.
GRI 419: Socio-economic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	GRI Content Index: No legal fines were paid for non-compliance to social and economic regulations in the reporting period.
Corporate Heritage		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Corporate Heritage (p.23)
	103-2 The management approach and its components	Corporate Heritage (p.23)
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