



Care for  
Ne**xt**



TÜRKİYE ŞİŞE VE CAM FABRİKALARI A.Ş.  
2018 SUSTAINABILITY REPORT



## ABOUT THE REPORT

With its sixth sustainability report, Türkiye Şişe ve Cam Fabrikaları A.Ş. (Şişecam) presents its stakeholders the sustainability performance covering the period between January 1, 2018 to December 31, 2018 based on the “Core” compliance option of the GRI Standards.

Unlike previous reporting periods, the data in this report covers all legal businesses of Şişecam in Turkey and abroad. Due to this expansion within the scope of reporting, performance data only covers 2018. In the future reporting periods, the performance data will be presented starting from 2018 and will continue to be presented comparatively based on years.



Stakeholder feedback is extremely important in improving both our activities and our reporting process. You can send all your comments, suggestions and complaints to Mrs. Katalin Zaim, Sustainability Director, [kzaim@sisecam.com.tr](mailto:kzaim@sisecam.com.tr).



## MESSAGE FROM THE CHAIRMAN OF THE BOARD



Esteemed Stakeholders,

Since our foundation in 1935, our operations focused on equal opportunity for all, sound environmental management and value created with sustainable solutions for stakeholders. These are essential elements for us to become a global player and being Turkey's longest standing industrial companies. By doing so, we not only ensure that our operations are aligned with sustainability principles, but also contribute to achieve the United Nations Sustainable Development Goals.

In 2018, we launched our "Care for Next" sustainability approach, that is driven by our sustainability strategy, we proactively act upon to further improve our social, economic and environmental performance. To this end, developing innovative solutions is our responsibilities being a global player.

We follow national and international developments and trends closely, while developing projects that enhance the value we create for our stakeholders.

We are committed to responsible and sustainably friendly operations. We do recognize that our management approach and employees are our key strength in undertaking such operations. Drawing on this, we implement diversity- and inclusion-driven managerial practices that improve our employees.

I would like to express my gratitude to all of our stakeholders, particularly my colleagues, who have contributed to us as a global player and a leading Group.

**Adnan Bali**  
Chairman of the Board

## MESSAGE FROM GENERAL MANAGER OF ŞİŞECAM



Esteemed Stakeholders,

With the sixth edition of our report that was issued according to the Global Reporting Initiative Standard, we present the sustainability performance of Şişecam for the opinion of stakeholders. Our report is also a summary of the practices we have undertaken within the scope of the United Nations Sustainable Development Goals, which we are a party to and supporter of.

At Şişecam, the focus of our operations in 2018 was sustainable growth and profitability. At a time defined by evident risks both in the world and in Turkey, the sales revenues of Şişecam Group increased to TRY 15.6 billion by 37%, compared to the previous year. Şişecam continued to deliver its high value-added products to customers in 150 countries with exports exceeding \$760 million in 2018. Having undertaken sustainability-driven future investments upon all these achievements, Şişecam made a strategic investment worth a total of TRY 2.6 billion in 2018.

For Şişecam Group, the key to leave a sustainable world for future generations and act as a solution partner accordingly lies in becoming a Group that has faith and knowledge in the concept of sustainability. To this end, as a global player with approximately 22,000 employees across 13 countries, Şişecam initiated its integrated corporate sustainability strategy in 2018 under the title "Care for Next".

Integrating sustainability into its internal processes, Şişecam Group has attained international achievements with its initiatives in this field. Our Group managed to rank in the "Top Performers in Emerging Markets" list as part of the "Viego Eiris Sustainability Index 2018", which evaluated 855 companies from 35 industries in 31 countries.

Şişecam continued to create value for its stakeholders and environment during the reporting period, driven by "preserve",

"empower" and "progress", which are the focal points determined in 2017.

Operating in the energy-intensive industries, Şişecam Group sustained its efforts to increase energy consumption efficiency in 2018. Thanks to the efforts undertaken over the reporting period, 815,285 GJ of energy has been saved. Within the scope of the projects undertaken to promote conscious use of natural resources, many projects have been managed in the reporting period. With the "Glass and Glass Again" project which is managed to increase glass cullet usage, a total of 184,000 tons of glass cullets have been reused in 2018, leading to increase by 7% in comparison to 2017.

Driven by the awareness that equal participation in employment is one of the most decisive factors in the advancement of society, corporate objectives were set in 2018 to further offer opportunities to employees, from any business level, to fulfill their potential regardless of any biases such as background, age, gender or physical handicaps. With the "women-friendly factory standards" the potential of working environments in the production facilities to meet the basic needs of all individuals was reviewed and improvement projects were initiated.

Our Group brought together the Research and Technological Development (R&TG) activities and design activities under a single roof, renaming it as "Şişecam Science, Technology and Design Center" in 2018 in order to strengthen the links connecting the value chain, from the raw material to the final product, and to further accelerate the synergy of the design and development groups. In addition, 21 products/technologies were commercialized, 17 patent applications were made, 3 patents and 13 designs were registered in the reporting period. In 2018, collaborations were made with a total of 21 Universities-Research Institutes, namely 14 national

and 7 international-scale and with R&D departments of a total of 34 companies, 19 of which are national and 15 of which are international. Additionally, activities were actively maintained in 2018 to adopt a culture that fosters the leadership role for use and continuous development of digital technologies in business processes, and to sustain the Digital Transformation Program.

Şişecam Group established a Vocational and Technical Anatolian High School in Bursa, Yenişehir in cooperation with Bursa Governorship, Provincial Directorate of National Education and Yenişehir Municipality and the school started the educational program in 2018. The school features a variety of support units, primarily workshops and laboratories, in addition to 16 classrooms. This educational facility generates permanent value for the sector and the region by providing services to meet the need of qualified technical personnel.

Şişecam Group is among the longest standing representatives of the glass heritage in our country. Şişecam Group continued practices that will protect this heritage and keep it alive in 2018 as well. Şişecam Group adopts it as a principle to create value by contributing to social development and the protection of cultural heritage, undertaking social responsibility activities under the guidance of the UN Sustainable Development Goals.

I would like to express my gratitude to all of our stakeholders, especially our valuable employees as the most important contributors on our journey towards transforming into a solution partner of a sustainable future.

**Prof. Dr. Ahmet Kirman**  
Vice Chairman of the Board and CEO

# ABOUT ŞİŞECAM

Founded in 1935, Şişecam Group is an industry group operating internationally in business branches of flat glass, glassware, glass packaging and chemicals.

Continuing its production in 13 countries with around 22,000 employees, Şişecam Group makes more than half of its sales abroad and exports its products to more than 150 countries around the world. With its 83-year history, expertise, competitiveness and being one of Turkey's most established industrial companies, Şişecam is among the world's most exclusive manufacturers.

## VISION

Becoming a worldwide company that produces creative solutions with its business partners, creates difference with its technology and brands, respects the individual and the environment while playing a pioneering future for the glass and its fields of activity.

## MISSION

Being a company adding value to the life with quality and comforting products and respecting people, nature and law.

## VALUES



Gaining strength from traditions, supporting each other



Adopting a fair and transparent understanding of management



Improving and progressing together



Environmental awareness



Respecting differences

## ŞİŞECAM GROUP COMPANIES



**ŞİŞECAM FLAT GLASS**

Şişecam Flat Glass, which started its operations in 1991, manufactures architectural glass, automotive and encapsulated glass, solar glass and home appliance glasses. The Company ranks 5<sup>th</sup> in the world and 1<sup>st</sup> in Europe in terms of its production capacity.

**TOTAL PRODUCTION**

- 2,5 million tons of architectural glass production
- 11.2 million m2 of automotive glass production
- 13.4 million pcs. of encapsulated glass production



**ŞİŞECAM GLASSWARE**

Şişecam Glassware Group, which started its activities in 1935, operates in the fields of automatic and manual production of soda, crystalline, heat-resistant borosilicate glass and glassware production from lead-free crystal, production of paper, cardboard and retail merchandising. The Group is the 3<sup>rd</sup> largest glassware producer in the world and the 2<sup>nd</sup> largest in Europe.

**TOTAL PRODUCTION**

- 374,000 Tons



**ŞİŞECAM CHEMICALS**

The group, which started its activities in 1969, produces soda derivatives and chromium chemicals, glass fiber, industrial raw materials, electricity, Vitamin K3 derivatives and sodium metabisulfite. The Group is the 5<sup>th</sup> largest manufacturer in Europe and 9<sup>th</sup> largest manufacturer in the world for soda and the leading producer of chromium chemicals.

**TOTAL PRODUCTION**

- 2.4 million tons of soda production
- 4.1 million tons of industrial raw material production



**ŞİŞECAM GLASS PACKAGING**

Started its operations in 1935, the Group manufactures glass containers of various volumes and colors in the food, beverage, pharmaceutical and cosmetics industries and is the 5<sup>th</sup> largest glass packaging manufacturer in the world.

**TOTAL PRODUCTION**

- 2 Million tons



## ŞİŞECAM GROUP PRODUCTION FACILITIES

### OVERSEAS FACILITIES



### TURKEY

#### Şişecam Flat Glas

##### Trakya Cam Sanayii A.Ş.

Trakya Plant - Kırklareli

Mersin Plant - Mersin

##### Trakya Yenişehir Cam Sanayii A.Ş.

Yenişehir Plant - Bursa

##### Trakya Polatlı Cam Sanayii A.Ş.

Polatlı Plant - Ankara

#### Şişecam Automotive A.Ş.

Otomotiv Camları Plant - Kırklareli

#### Şişecam Glass Packaging

##### Anadolu Cam Sanayii A.Ş.

Mersin Plant - Mersin

Yenişehir Plant - Bursa

Eskişehir Plant - Eskişehir

#### Şişecam Glassware

##### Paşabahçe Cam San. ve Tic. A.Ş.

Kırklareli Plant - Kırklareli

Eskişehir Plant - Eskişehir

##### Denizli Cam San. ve Tic. A.Ş.

Denizli Plant - Denizli

##### Camış Ambalaj Sanayii A.Ş.

Tuzla Plant - İstanbul

#### Şişecam Chemicals

##### Soda Sanayii A.Ş.

Soda Plant - Mersin

Kromsan Krom Bileşikleri Fabrikası - Mersin

##### Oxyvit Kimya San. ve Tic. A.Ş.

Mersin

##### Camış Madencilik A.Ş.

Aydın, Balıkesir, Bilecik, İstanbul,

Karabük, Kırklareli, Mersin

##### Şişecam Elyaf San. A.Ş.

Balıkesir

# ŞİŞECAM IN 2018





# INTEGRATED CORPORATE SUSTAINABILITY APPROACH

## SUSTAINABILITY IN ŞİŞECAM: WHY? WHAT? HOW?

Glass production, which has a history of thousands of years and reflects the cultural richness of humanity, is an energy- and resource-intensive industry. As one of the leading companies in the world glass industry, Şişecam Group recognizes its responsibility to create a sustainable world and protect its corporate heritage.

Fluctuations in energy and natural resources prices, increasing customer and employee expectations, facilitating access to information, accelerating and globalizing business world have made corporations more accessible. In addition to all these

trends, Şişecam Group globalizes its activities further every day. Therefore, developing solutions to the problems that our planet faces is a business priority for Şişecam. Şişecam Group's sustainability approach is based on a well-established corporate legacy, aiming at excellence in all its activities and creating long-term value for future generations. The sustainability strategy of Şişecam Group is the response to global problems, such as decreasing resources, social inequality and demographic changes on our planet.

### Why?

As a "community company", Şişecam Group believes that everyone has the right to live in a healthy and clean environment. Empowered by its corporate heritage, Şişecam adopts a fair and transparent management approach that respects the differences while strengthening and developing its stakeholders.

### What?

The sustainability trends that Şişecam faces are the implementation of production models that have no negative impact on climate change and that support the circular economy, contribution to sustainable natural resource management, protection of company traditions, acceleration of the implementation of innovative, provision of equal opportunities to everyone and being an international supporter on sustainability.

### How?

Şişecam Group has decided to expand its principles of sustainability in its operations, since they help it become a fair and transparent global player, enable it to realize and implement sustainable business opportunities, makes the Group more durable to its sustainability megatrends and increase the added value it creates for future generations.

**OUR PURPOSE:** Adding value, shaping the future with our products and services and sharing the value we create.

## ŞİŞECAM SUSTAINABILITY STRATEGY: CARE FOR NEXT

In Şişecam, one of the most important industrial groups of Turkey operating with approximately 22,000 employees in 13 countries, corporate sustainability is the core of its way of doing business. All investment decisions and product and process development activities are planned and carried out considering the social and environmental impacts of the activities.

Şişecam's sustainability strategy is shaped by the company's holistic risk approach. Climate change, decreasing natural resources, rise of social networks, digitalization, change of economic balances, social inequalities and technological innovations constitute the major global trends that will affect the company's business processes in the future. Aiming to be one of the world's leading companies in all of its fields of operation, Şişecam observes the risks and opportunities created by these trends while forming a corporate sustainability action plan.

Şişecam's sustainability strategy aims to create long-term value for all stakeholders. Also integrated into the business strategy of the Group, this approach is based on the main axes of creating permanent value, protecting natural resources, investing in people and following technological innovations.

Directing its activities by considering the common opportunities, risks and objectives of humanity, Şişecam Group adopted the United Nations Sustainable Development Goals (SDGs) and developed its sustainability strategy in accordance with global goals. Şişecam identified the SDGs that it contributed the most with a workshop held in 2017 and focused its efforts on sustainability in these goals. The requirements of the United Nations Global Compact, which is supported by Şişecam Group, constitute the inputs of the sustainability strategy.

In 2017, Şişecam's sustainability strategy was revised and reshaped around the "Preserve", "Empower" and "Progress" axes. Şişecam Group launched the integrated corporate sustainability strategy, which consisted of these fundamentals, under the name of "Care for Next" in order to create value for the future in 2018.

With its "Care for Next" approach, Şişecam aims to preserve natural resources and corporate heritage for new generations, to approach all its stakeholders with principles on respecting diversity and inclusion,

to encourage digitalization, and to continue operations without any negative impacts on climate change.

In line with Şişecam's business strategy and risk approach, Care for Next is an integrated strategy that is formed by considering the stakeholder expectations, reflects the sustainability priorities of the organization and conforms to the UN Sustainable Development Goals.



➤ You can access the details of Şişecam's sustainability approach via the Sustainability tab of Şişecam Group's corporate website. The stakeholder communication applications applied in Şişecam Group can be found on page 39. of the report.



### SECOND INTERNATIONAL SUSTAINABILITY WORKSHOP

The Second International Sustainability Workshop, one of the most important sustainability organizations of the Şişecam Group, was held on November 14, 2018. During the workshop themed "Transition from the Information Society to Smart Society", the effects of the issues such as technological developments in the world, digital transformation, the new dynamics of the global economy, and the effects of such issues on business world and models of doing business were discussed. Information was shared on Şişecam and Industry 4.0 works carried out in the supply chain. Şişecam's new sustainability strategy "Care for Next" was introduced to our stakeholders at the workshop. Within the scope of the workshop, a poster exhibition consisting of a total of 83 new best practices were organized by associating the good practices carried out in the factories with the Sustainable Development Goals. In addition, a "best practices guide" was prepared to be distributed to the participants. More than 300 guests from 13 countries participated in the workshop.

## ŞİŞECAM SUSTAINABILITY STRATEGY: CARE FOR NEXT



## SUSTAINABLE DEVELOPMENT GOALS AND ŞİŞECAM

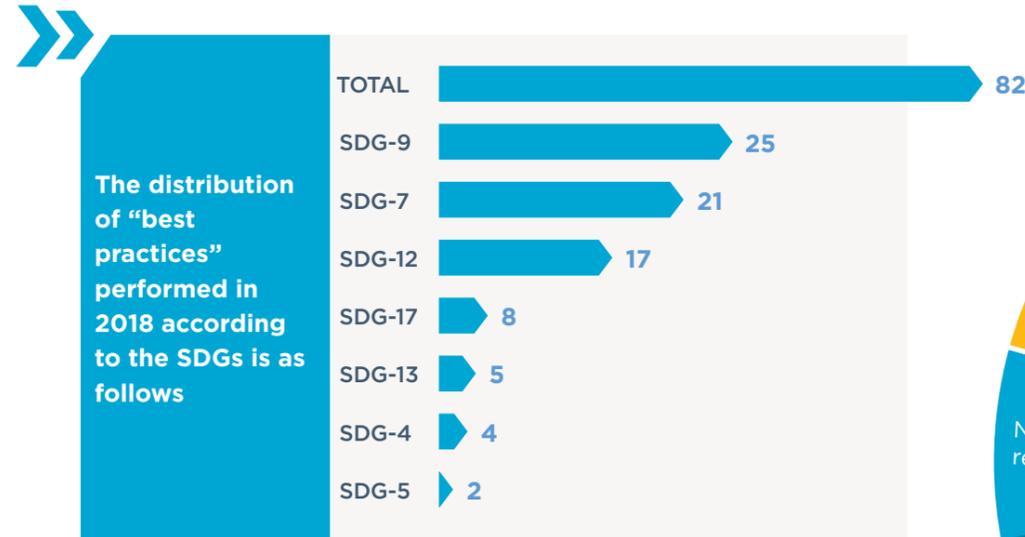
Adopting sustainability as the focal point of its activities, Şişecam acts with the awareness of its responsibility for sustainable development. As an important result of this understanding, Şişecam adopts the United Nations Sustainable Development Goals (SDGs) and implements its sustainability strategy in line with the global goals in this regard.

Şişecam, evaluating its sustainability strategy establishing on the understanding of “Preserve, Empower and Progress” in the light of the SDGs, contributes to 11 development goals under these main headings through its practices.

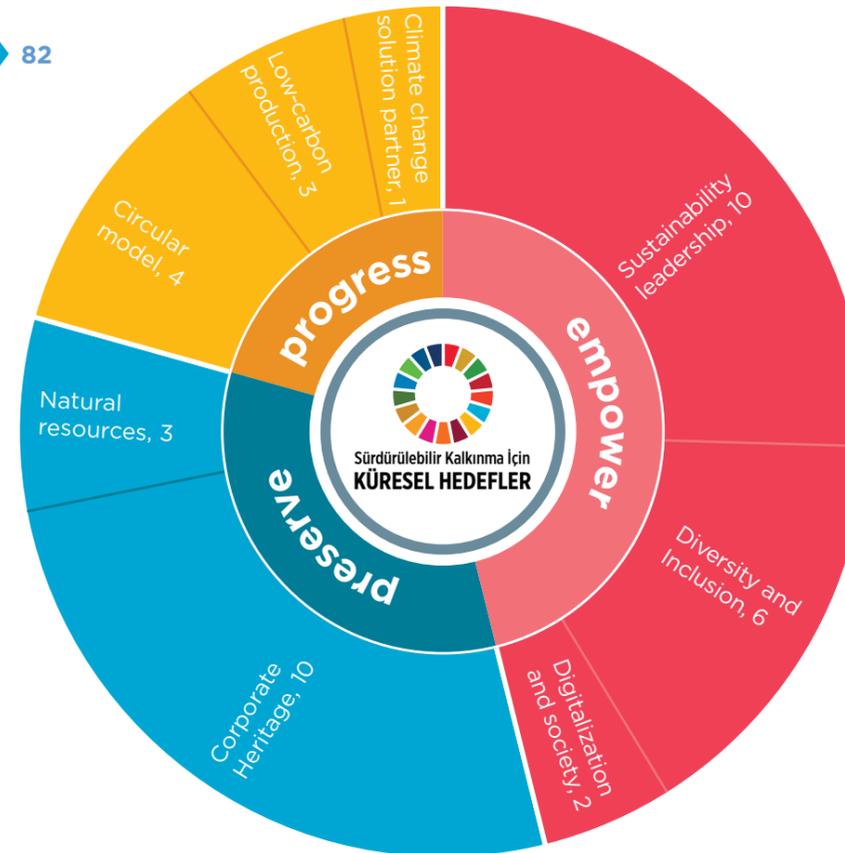


Şişecam has set targets for the Sustainability Committee and Working Groups in order to exhibit its contribution to the SDGs. These goals and actions taken in line with the goals establish the link between Şişecam Sustainability Strategy and SDGs. In 2018, 39 actions were determined and completed. The distribution of these actions among the elements of the Sustainability Strategy is shared below.

Another indication of the integration of the SDGs into the business strategy in Şişecam Group is the matching of “best practices” in the area of sustainability that we share with the stakeholders throughout the year with the SDGs. Thus, awareness on the SDGs is increasing in the Group Companies and the contribution to the SDGs is supported by concrete practices.



SDG-9: Industry, Innovation and Infrastructure • SDG-7: Affordable and Clean Energy • SDG-12: Responsible Consumption and Production • SDG-17: Partnership For the Goals • SDG-13: Climate Action • SDG-4: Quality Education • SDG-5: Gender Quality



## SUSTAINABILITY MANAGEMENT

Sustainability management is a multi-layered and participatory structure in Şişecam Group. Having different tasks and responsibilities; the Sustainability Committee, Workgroups and Sustainability Directorate are the bodies responsible for the implementation of the Group’s sustainability strategy.

Headed by the Strategy Department and formed by the senior-level participation of Production Groups, Human Resources, Strategy, Innovation, Industrial Relations, Information Technology, Finance, Risk, Purchasing and Corporate Communication departments, the Sustainability Committee coordinates the sustainability efforts and creates synergy in order to find system-based solutions with actions causing high impact. Sustainability Committee ensures communication between workgroups and Group companies on sustainability and realization of joint projects. The Committee is responsible for the integration of sustainability strategy to Şişecam processes, realization of operational improvement activities and the coordination, direction and monitoring of the activities of Sustainability Committee sub-workgroups.

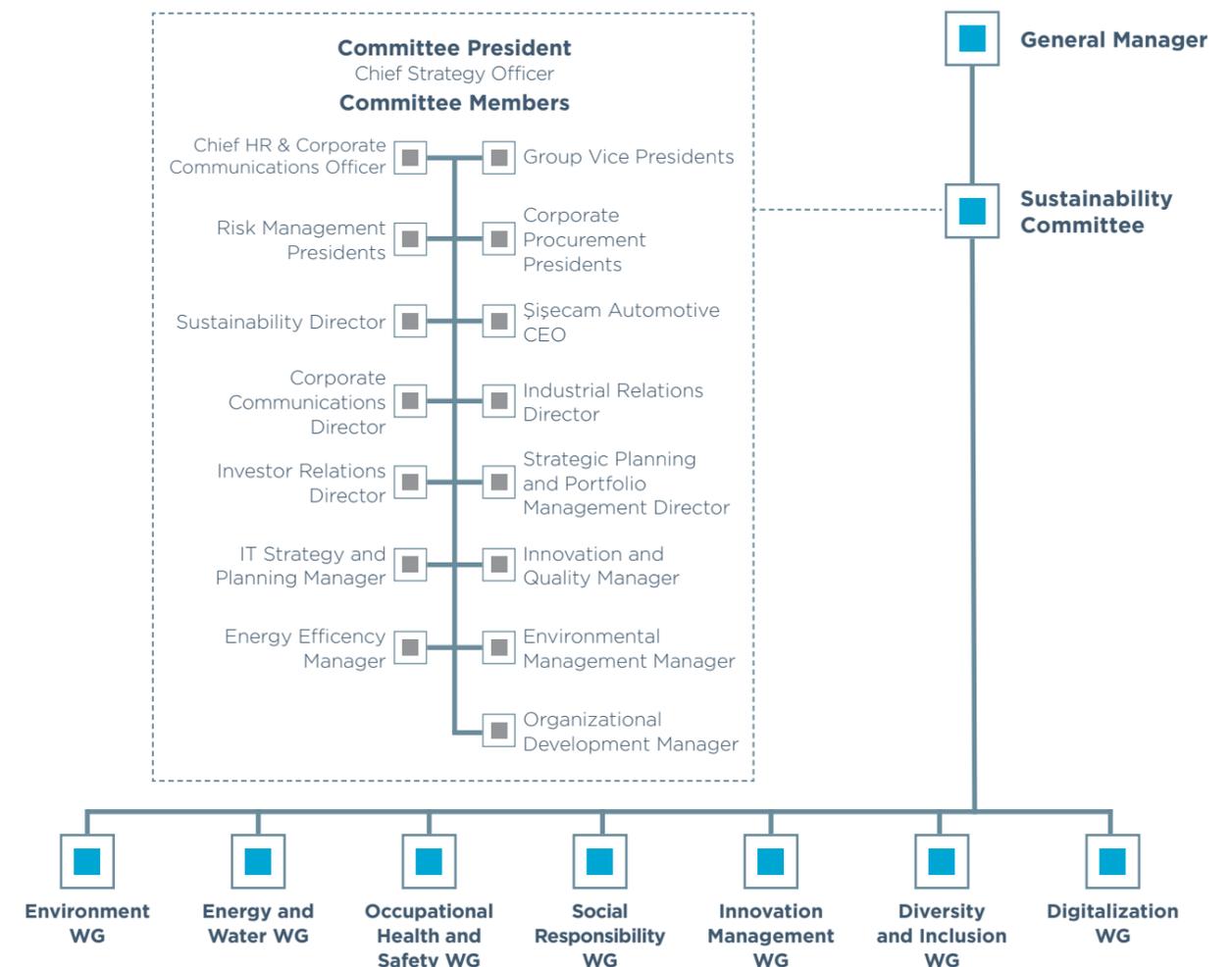
Each of the Group Production Vice Presidents is an active member of the Sustainability Committee and manages the practices of the sustainability strategy within the Group. In 2018, the Committee convened 4 times to evaluate the Group’s performance in achieving its sustainability targets.

6 active workgroups within the Committee ensure direct implementation of the Şişecam Group’s sustainability strategy and action plan. Workgroups operating in the sub-fields of environment, production technologies and energy, occupational health and safety, innovation, diversity and inclusion and corporate social responsibility continued their regular meetings in 2018.

The Sustainability Directorate within the Şişecam Group is responsible for bringing together the teams responsible for production, branding, communication, human resources, infrastructure, supply and quality by coordinating corporate sustainability activities. The Directorate

also implements practices on issues such as corporate sustainability reporting, supply chain sustainability, sustainability training programs, measuring sustainability effectiveness, energy and natural resources management.

### ŞİŞECAM GROUP SUSTAINABILITY MANAGEMENT STRUCTURE





## PERFORMANCE MONITORING AND TRACKING

Sustainability performance is carefully monitored and reported regularly in Şişecam Group, which puts its sustainability strategy at the center of its business. Şişecam monitors performance across the Group regularly. The goals set in the “Preserve”, “Progress” and “Empower” axes are tracked by comparing them with key performance indicators and best practices. Short- and medium-term goals were set for all main objectives, thus the effect of variable social and economic conditions is also evaluated. Annual sustainability scorecards and half-year evaluations are key mechanisms in Şişecam Group for monitoring sustainability performance and providing feedback.

In addition to the goals set by Şişecam Group, the 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 the indicators tracked and reported in this field.

Şişecam was included in the “November 2018-November 2019 BIST Sustainability Index”, which was formed after reviewing the top companies listed on Istanbul Stock Exchange (BIST). Within the scope of Viego - Eiris Sustainability Index 2018 Assessment, Şişecam ranked in the top 100 “Best Emerging Markets Performers” ranking in 2018.

At Şişecam Group, all corporate policies referenced in performance monitoring and tracking systems are available on the Sustainability tab of the corporate website.

➤ As a result of its performance in sustainability, Şişecam has been included in Istanbul Stock Exchange Sustainability Index since 2016.

## COLLABORATIONS AND STAKEHOLDER ENGAGEMENT

Şişecam Group aims to increase its corporate capacity and expand its impact area through local and global collaborations developed in the field of sustainability.

In addition to global platforms, Şişecam Group also develops subject-based partnerships in product lifecycle management, social inclusion, integration of sustainability into business processes, big data management, and biodiversity. Other projects are also being planned to expand these partnerships to the entire value chain.

Şişecam realizes its mission of being an international leader and advocate in the field of sustainability by empowering local communities and contributing to the industries in which it operates. Şişecam shares its experiences in the industry with its business partners by taking various roles in many events, summits and forums throughout the year.

Şişecam cooperates with universities and research institutions in Turkey and abroad within the scope of research, technological development and design activities. Initiated in 2016 with the Gebze Technical University in order to provide human resources to the glass industry, “Glass Science and Technology Master’s Program” continued to admit students in 2018 as well.

Şişecam Group considers its dialogue with stakeholders as an important element in continuous development of sustainability performance. With the awareness of the value added by different ideas, it continuously incorporates the stakeholder expectations into decision making processes.

Trakya Cam Sanayii A.Ş., Anadolu Cam Sanayii. A.Ş., Paşabahçe Cam Sanayii A.Ş., Soda Sanayii A.Ş. and Şişecam Otomotiv A.Ş. affiliated with Şişecam Group share their sustainability performances with their stakeholders with the sustainability reports they publish annually. In order to make the reports accessible to visually impaired stakeholders, they are also prepared as Turkish and English audio books. The CEO message distributed along with the communication package was also written with Braille alphabet; moreover recycled and FSC-Certified papers were used in printed materials.

➤ The stakeholder communication methods applied in Şişecam can be found on page 39 of the report.

➤ The corporate memberships table applied in Şişecam can be found on page 39 of the report.



## SUSTAINABILITY GOALS

Şişecam has set its sustainability targets and commitments in line with the Sustainable Development Goals to implement the Sustainability Strategy. Şişecam has set its goals for 2022 for three focus areas in the sustainability strategy, and identified key performance indicators that measure these targets.

2022 TARGET	REALIZATION IN 2018
<b>PRESERVE</b>	
Reuse of 5% of treated industrial wastewater.	Work in progress
Use of at least 20% recycled glass in glass packaging production	Work in progress
Development of at least 4 industrial synergy programs	Work in progress
Increasing the forest areas in the mine areas by 20%	Work in progress
Renewal of corporate procurement procedures under the principles of sustainability	Work in progress
Initiation of biodiversity and conservation practices with local population in operation geographies	Work in progress
Reduction of NOx emission values in 10 glass furnaces.	Work in progress
<b>EMPOWER</b>	
Zero occupational accidents (LTIFR-loss-time injury frequency rate)	Work in progress. 2018 value is 14.
Determination of Şişecam Group Diversity and Inclusion Principles.	Completed
Popularization of inclusive culture in Şişecam Group and stakeholders and measurement of development with indicators	Work in progress
Supporting declared national and international policies and regulations on equality of opportunity	Work in progress
<b>PROGRESS</b>	
Application of Waste Heat Recovery system in at least two more factories	Work in progress
Reducing greenhouse gas emission density by at least 5% in glass production facilities compared to 2017	Work in progress
Reduction in annual energy consumption in glass production facilities by 2% compared to 2017	6 MW actualized.
Generating 12 MW of energy from renewable resources	Work in progress
Switching to pre-heating method to reduce natural gas consumption in at least one more plant	Work in progress

## RESPONSIBLE GOVERNANCE

Şişecam continuously renews its product portfolio, digitizes its production processes and trains its employees in order to create the company of the future and create value for all of its stakeholders. Acting with the vision of becoming a global company, the company aims to carry out its responsible management practices at international standards and thus continuously increase its shareholder value.

The Corporate Governance Rating of Şişecam, which acts with the awareness that the development of management applications of the companies in line with transparency, fairness, accountability and responsibility is as important as financial performance for stakeholders today, increased to 9.53 in 2018 from 9.48 in 2017. The awards given to Şişecam by the Institutional Investor owned by Euromoney are concrete indicators that a multi-national, multi-stakeholder structure is managed with great success.

In line with its responsible management approach, Şişecam Group adopts progressive corporate governance practices, respects fair competition, disseminates corporate ethics to all stakeholders and offers employment conditions.

You can access the details of corporate management policies and applications implemented in Şişecam Group from the Corporate Governance Principles Compliance Report in the Investor Relations section of the Şişecam corporate website.

### BUSINESS ETHICS

Şişecam Group's guide to conduct responsible business is "Şişecam Group's Code of Ethics". Launched in 2010 and continuously updated and evaluated based on continuous needs, Code of Ethics has been organized in line with the principles of honesty, transparency, confidentiality, impartiality and compliance with the laws. "Şişecam Group Code of Ethics" is a guide to the relations of

all Şişecam employees with customers, suppliers, shareholders and other stakeholders.

"Ethics Committee", which was established in 2014 and reports to the Corporate Governance Committee, has been working in order to ensure compliance with the Code of Ethics in the activities of Şişecam to evaluate misconduct, to disseminate the ethical culture throughout Şişecam and to raise conscious and awareness on this issue. Şişecam Group's Code of Ethics also defines the duties and responsibilities of managers and all employees.

Employees can report operations that do not comply with the regulations or the Code of Ethics to the Inspection Committee and to the Internal Audit Unit. An ethics hotline has been launched to allow stakeholders to report their concerns to the Inspection Committee regarding operations which are thought to contradict laws or the company's ethical values. Complaints can also be made via e-mail to [etik@sisecam.com](mailto:etik@sisecam.com).

You can reach detailed information about the Code of Ethics from the Corporate Governance policies tab of the Şişecam Group corporate website.

### ANTI-CORRUPTION

Şişecam Group's "Anti-Bribery and Anti-Corruption Policy", which clearly demonstrates its commitment and approach to the struggle against bribery and corruption, is an integral part of Group's Code of Ethics. This policy aims to provide necessary information for the prevention of bribery and corruption in all Group companies' activities, and to determine the responsibilities and rules in this regard.

You can reach detailed information about the Anti-Bribery and Anti-Corruption Policy from the Corporate Governance policies tab of the Şişecam Group corporate website.



## **PRESERVE**

**Şişecam develops applications that will protect and carry natural resources, biodiversity and corporate heritage to future generations within the framework of “Preserve” mindset.**





# PRODUCT RESPONSIBILITY

Product liability in Şişecam Group is a business priority that is managed at the highest global standards beyond all financial concerns. All Group companies follow a wide range of quality and safety standards according to customer expectations as well as management systems required by their industries.

## ŞİŞECAM GROUP MANAGEMENT SYSTEMS AND STANDARDS

	Country	ISO 9001	ISO 14001	OHSAS 18001	ISO 27001	ISO 50001
Soda San. A.Ş. Soda Plant	Turkey	✓	✓	✓	✓	✓
Soda San. A.Ş. Kromsan Plant	Turkey	✓	✓	✓	✓	✓
Oxyvit Kimya San. ve Tic. A.Ş.	Turkey	✓	✓	✓	✓	✓
Şişecam Soda Lukavac d.o.o.	Bosnia and Herzegovina	✓	✓	✓		
Cromital S.p.A.	Italy	✓	✓			
Paşabahçe Cam San. Tic. A.Ş. Eskişehir Plant	Turkey	✓	✓	✓	✓	✓
Paşabahçe Cam San. Tic. A.Ş. Kırklareli Plant	Turkey	✓	✓	✓	✓	✓
Denizli Cam San. Tic. A.Ş.	Turkey	✓	✓	✓	✓	✓
Camış Ambalaj San. A.Ş. Tuzla Plant	Turkey	✓	✓	✓	✓	✓
Paşabahçe Bulgaria EAD - Bulgaria	Bulgaria	✓	✓	✓		
OOO Posuda Limited - Russia	Russia	✓	✓	✓		
Paşabahçe Egypt Glass Manufacturing S.A.E. - Mısır	Egypt	✓	✓	✓		
Şişecam Otomotiv A.Ş.	Turkey	✓	✓	✓	✓	✓
Şişecam Automotive Bulgaria EAD	Bulgaria	✓	✓	✓		
Glasscorp S.A.	Romania	✓	✓	✓		
Automotive Glass Alliance Rus AO	Russia	✓	✓	✓		
Richard Fritz Holding	Germany	✓	✓			
Richard Fritz Prototype + Spare Parts GmbH	Germany	✓	✓			
Richard Fritz Spol, S.R.O.	Slovakia	✓	✓			
Richard Fritz Kft	Hungary	✓	✓			
Trakya Cam Sanayii A.Ş. Trakya Plant	Turkey	✓	✓	✓	✓	✓
Trakya Yenişehir Cam Sanayii A.Ş.	Turkey	✓	✓	✓	✓	✓
Trakya Cam Sanayii A.Ş. Mersin Plant	Turkey	✓	✓	✓	✓	✓
Trakya Polatlı Cam Sanayii A.Ş.	Turkey	✓	✓	✓	✓	✓
Trakya Glass Bulgaria EAD	Bulgaria	✓	✓	✓		✓
Sisecam Flat Glass Italy Srl	Italy	→	→			→
Şişecam Flat Glass South Italy Srl	Italy	✓	✓			
Trakya Glass Rus AO	Russia	✓	✓	✓		✓
Sisecam Flat Glass India Limited	India	✓	✓			✓
Anadolu Cam Sanayii A.Ş. Mersin Plant	Turkey	✓	✓	✓	✓	✓
Anadolu Cam Sanayii A.Ş. Yenişehir Plant	Turkey	✓	✓	✓	✓	✓
Anadolu Cam Sanayii A.Ş. Eskişehir Plant	Turkey	✓	✓	✓	✓	✓
Ruscam- Gorokhovets	Russia	✓	✓	✓		
Ruscam- Ufa	Russia	✓	✓	✓		✓
Ruscam- Kirishi	Russia	✓	✓	✓		
Ruscam- Kuban	Russia	✓	✓	✓		
Mina-Ksani	Georgia	✓				

ISO 9001: Quality Management System • ISO 14001: Environmental Management System • OHSAS 18001: Occupational Health and Safety Management System • ISO 27001 Information Security Management System • ISO 50001: Energy Management System • → Work in progress



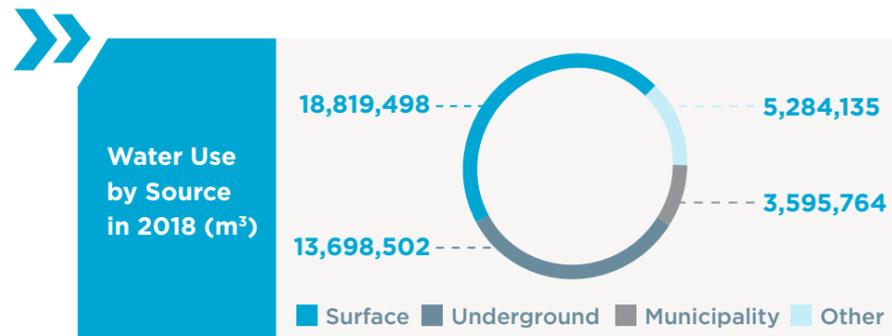
# NATURAL RESOURCES

Decreasing natural resources significantly affect the balance of the planet as well as the way corporations do business. Sustainability in natural resource use is a business priority at Şişecam Group.

The standardization of the practices in the Group is ensured through various practices carried out within Şişecam Group. With the Environmental Data Record System (QMDS), which was commissioned in 2018, it is possible to record, monitor, analyze and report the data regarding the environmental management of the factories in a reliable way.

## WATER MANAGEMENT

Water management is one of the focus areas of Şişecam's "PRESERVE" approach. In this sense, Şişecam works to reduce water consumption. The water treated in the wastewater treatment facilities is recycled and reused. In this direction, water use and water discharge are regularly analyzed and projects are developed to ensure that the treated water is recycled and reused. In 2018, 41.397.900 m<sup>3</sup> of water was used in the operations within the scope of reporting. The wastewater discharge was realized as 22.422.846 m<sup>3</sup> in the scope and period.



## WASTE MANAGEMENT

Şişecam believes that efficient waste management is the basis of cyclical economics. Recycling, which is an important part of the waste management approach, reduces the amount of waste, and raw material efficiency is ensured by reusing the recovered products in production processes.

The objective of Şişecam's Integrated Waste Management approach is to develop projects to realize the "zero waste" goal. For this purpose, active studies are being carried out to promote the culture of recycling through global awareness studies. Also, in 2018, all recyclable wastes were reintroduced to the production again and non-recyclable wastes were sent to facilities with required certificates and permits for final disposal. In 2018, Şişecam collected 54% of its packaging waste from the market and recovered it. Approximately 16,500 tons of paper, cardboard, plastic and wood were recycled.

In Şişecam Group, the glass, which is an infinitely recyclable substance, is reintroduced into production. For this purpose, projects were carried out to increase the amount of glass fractures used in production in all Group companies.

Launched in 2011 by Şişecam and being one of Turkey's most comprehensive social responsibility project "Glass is Glass Again" plays an important role in the recycling of glass. With this project conducted as a part of recycling and reintroduction of glass in the production, a total of 184.000 tons of glass fractures were recycled in 2018. Details of the project can be found in the "Corporate Social Responsibility" section of the report.



## BIODIVERSITY

Biodiversity, which expresses the difference and variability of living things with their complex ecological structures, their interactions with each other and their environment, is one of the main reasons for humanity to reach its current level of development. Acting with the awareness for the need of natural resources in its operations, Şişecam Group develops projects that will contribute to biodiversity in the region where its factories are located.

An average area of 5-10 acres within the boundaries of all facilities belonging to Şişecam Group is divided into afforestation and Şişecam Forests are formed in the regions where the Company operates.

Camiş Madencilik A.Ş. owns the Şişecam Forest, which reached 368 acres with the afforestation activities initiated in 2000 in Yalıköy Region, where its pits and facilities are located. In 2017, afforestation was planned on an area of 32.000 m<sup>2</sup> around Karabük Eflani Crushing and Screening Plant and 5.000 m<sup>2</sup> area was afforested. In 2019, it is planned to afforest an area of 27.000 m<sup>2</sup> area in the site where the rehabilitation efforts continued in 2018. The rehabilitation efforts in the sector, production of which will end in 2019, of quartz sand mining site, production of which started in 2008, near Bilecik Merkez Bayırköy Town were commenced and it is aimed to afforest an approximate portion of 400.000 m<sup>2</sup> by 2020.

Denizli Cam Sanayii ve Ticaret A.Ş. also created a mini forest in a three-decare area with sapling planting efforts initiated in Cankurtaran Region. In 2017, 850 saplings, 350 of which were for fruit trees, were planted in the factory area which was green by

50%. The total number of trees and saplings in the factory area has reached approximately 18.000 units.

Tree planting activities of Şişecam Chemicals, which was started in 2006 in Mersin Region, are carried out traditionally every year in order to determine and plant forest areas. In this context, 13<sup>th</sup> Tree Planting Festival was carried out and in 2018, more than 1,500 seedlings were planted by the families of employees and retirees, reaching 41,500 trees in 13 years. Every year, before the nesting period; coast cleaning is carried out at Mersin-Kazanlı coast, one of the most important nesting areas of the world, in order to protect the nesting areas of endangered Caretta and Chelonia Mydas turtles. 450 people consisting of Soda Sanayii A.Ş. employees and families participated in the cleaning activity organized in this context in 2018.



## CORPORATE HERITAGE

The glass used in every aspect of life has taken shape in accordance with the way of life of societies since B.C. One of the healthiest materials in the world, glass is a unique material that reflects historical development and cultural changes. Şişecam Group is among the most well-established representatives of this heritage in our country. Moving from this idea in its activities, Şişecam Group companies implement the practices that will protect this heritage and keep it alive.

With the Paşabahçe Omnia Water Collection, traditional glass production and decor techniques were reinterpreted by Turkish and foreign designers. The “water” theme of the collection, which aims to expand the living space of the glass by combining culture and design, attracts attention to one of the issues that most concern the present and the future of our world.

With the collection, a social responsibility project is being implemented in line with the sustainability strategy of Şişecam Group. The collection supports the “There is life where there is sea” project initiated by DenizTemiz Association with the collaboration with TURMEPA. In this way, the efforts for preventing around 200,000 liters of black water, which slows down the vital activities of the plants and animals living in the sea, from being mixed with sea water.

Paşabahçe World Heritage Glassware Collection is a collection consisting of 22 product items prepared to increase the awareness for and ensure the protection of historical and cultural structures in Turkey protected by UNESCO. 10 out of 20 products in the collection are in the World Heritage List of UNESCO and other products are included in the Temporary World Heritage list. Paşabahçe aims to remind its customers the cultural heritage of Anatolia through this collection.

Şişecam Glass Packaging considers the use of glass, which is a very healthy and environmentally friendly material, as one of its responsibilities to its corporate heritage. “Put Glass into Life” project, launched by Şişecam Glass Packaging with this awareness”, aims to encourage the usage of glass-packaged materials to become a reference source for glass and gather together the mass that is interested in the glass. 300 items of new content published on “Put Glass into Life” website reached 24,500 people. The number of social media followers of the project has reached 88.000.

Determining the right usage areas is also very important in preserving the cultural heritage of the glass. Flat Glass sees providing accurate information about its products as one of the most fundamental corporate responsibilities. For this purpose, Flat Glass launched many customer information activities in 2018. Provided at project level in Turkey, Glass Consultancy is popularized in overseas markets as well. For this purpose, Glass Consultancy and Reference Projects brochures have been prepared in English. Flat Glass also reaches to stakeholders that cannot be reached with personal communication with digital and printed publications such as Şeffaf Bülten and Camekan Magazine. Şişecam Flat Glass was the main partner in Share Events 2018 / International Architecture and Engineering Forum held regularly in eight European cities. In the series of events where architects and other industry professionals attend from all over the world and where new ideas, practices, projects and methods of achieving excellence in architecture are discussed; presentations were made to a total of 1,800 people in Romania, Bulgaria, Greece, Serbia, Albania, Poland and Hungary.



## EMPOWER

In line with its “Empower” mindset, Şişecam implements several practices in order to spread the inclusive corporate culture, become the preferred work place, and support the local communities and the supply chain.

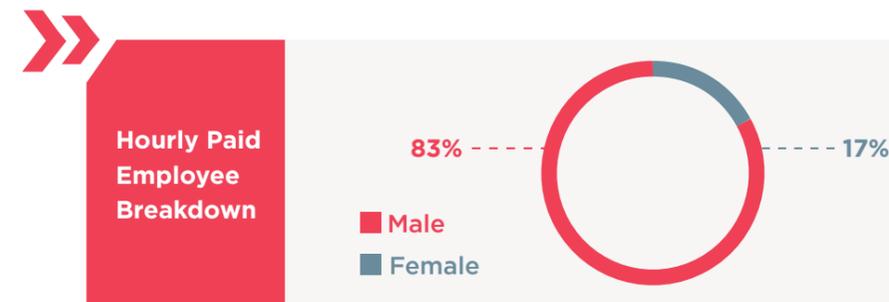
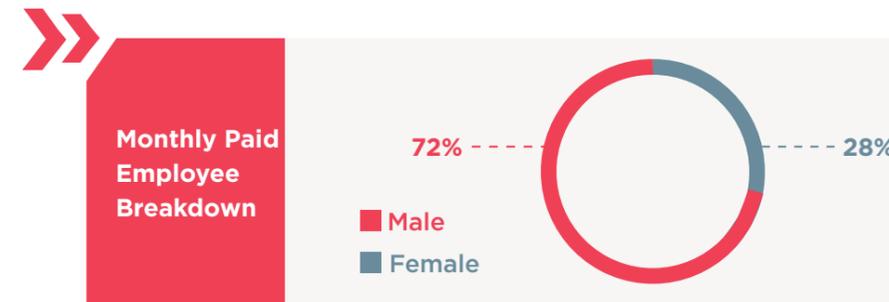
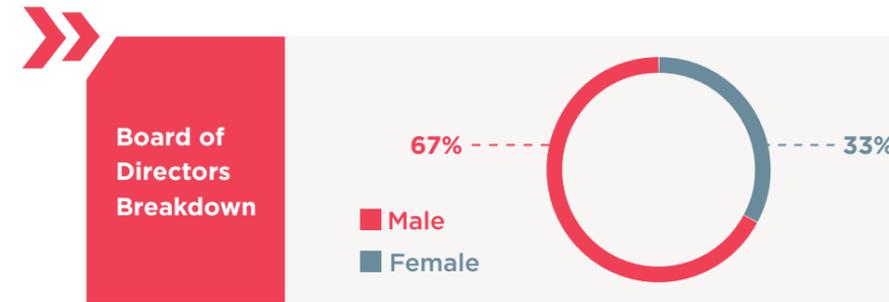


## DIVERSITY AND INCLUSION

Şişecam's production activities span 13 countries on three continents and sales exceed 150 countries. One of Şişecam's global strengths is its inclusive culture, which values the diversity of its employees and believes that diversity brings different experiences and perspectives. Şişecam adopts an equal opportunity management approach that focuses on strengthening all its stakeholders.

The Diversity and Inclusion Working Group, established within the Sustainability Committee, works to expand the inclusive culture in all stages of the way Şişecam conducts its business and Şişecam value chain. Focusing primarily on overcoming barriers to women's participation in the workforce, the Group evaluates the processes of retention of employment and talent and implements practices to increase the number of female employees in production facilities. In this context, in 2018, steps were taken to regulate the basic needs for female employees in production facilities and cooperation was established with professional organizations and universities to place qualified female employees in their job positions in factories.

28% of monthly paid employees and 17% of hourly paid employees are women in Şişecam Group. The ratio of female employees is 21% throughout the Group. 24% of the employees in the upper, middle and first level management levels of the Group are women managers.





Şişecam strives to increase the employment of disabled people as part of its diversity approach. The work environment in Group companies is organized to facilitate the working conditions of disabled employees. Thanks to these practices, 428 disabled employees work in the Group.

With the awareness that equal participation in employment is one of the most decisive factors in the advancement of society, corporate objectives and corporate policy were set in 2018 to support granting opportunities to employees at every business level to fulfill their potential irrespective of biases such as background, age, gender or physical handicaps.



### WOMEN-FRIENDLY PLANT PROJECT

The Women-Friendly Plant Project was launched in 2018 in order to popularize the culture of equal opportunities and inclusion across Şişecam Group and to ensure and support women's participation in the labor force. Within the scope of the project, women-friendly factory standards have been determined and institutionalized. This project aims to increase the efforts and adaptation of women to business life as well as their representation at all levels, to benefit from all career opportunities equally and to arrange work environments and work equipment in a way that all individuals can benefit from.





## TALENT MANAGEMENT

Şişecam aims to be the most preferred workplace and to incorporate in the right talents. It offers its employees a working environment in which innovative practices are implemented and the co-learning culture is dominant. In the human resources processes, an objective, systematic and development-oriented approach is exhibited, employees are provided with talent programs that support their development, and career and performance management practices and development processes are followed.

Within the scope of Şişecam Group Career Management System, all employees are offered career development opportunities. Employee expectations and organizational requirements are reviewed every year; talent pool, career maps and backup plans are created accordingly. In the Evaluation and Development Center applications in which white- and blue-collar employees participate, competency analyses are made and development plans are presented.

In 2018, the Şişecam Group Talent Management System was renewed and launched in order to attract the right talents, reveal the potentials of the existing talents and raise the leaders of the future. The system, which is an important step of sustainable corporate success, is implemented on a global scale.

Şişecam Group Performance Development System is used to promote sustainable success-oriented performance culture and to support the transformation of personal achievements into

corporate success. Within this context, corporate targets are reduced to individual targets and a common goal is established. The Performance Development System is constantly being developed to achieve human-oriented, fast and reliable results. The system, which works in an integrated manner with Şişecam Group's strategic planning process, is maintained with a technological infrastructure that supports global deployment in a way that enables employees and managers to conduct objective evaluations. Within the scope of the Performance Development System Project, all training and development activities are combined under an "Individual Development Plan" in order to develop the competencies of the employees.



person\*hour  
**» 358,452**  
 total hours of training  
 provided to Şişecam  
 employees



## EMPLOYEE DEVELOPMENT

Şişecam believes that enhancing the professional knowledge and skills and supporting and strengthening personal competencies of its employees play a major role in building a successful future. In this sense, various development programs are conducted under the roof of Şişecam Academy.

Şişecam Academy continues to contribute to the goals of Şişecam Group through its efforts to improve human resources competencies and employee loyalty. The Academy develops solutions for the needs of the Group's employees in the areas of technical and professional development, personal development, corporate development and leadership, and constructs schools and programs related to career paths. Within the scope of the Performance Development System Project, all training and development activities are combined under an "Individual Development Process" in order to develop the competencies of the employees in 2018.

With the Academy, employees can participate in conferences, seminars and summits on various subjects at home and abroad, receive foreign language support, and those who wish to do a master's degree can receive corporate support in certain proportions.

In addition to Sales, Marketing, Glass Technology, Supply Chain, Financial Affairs and Leadership Schools, thanks to the collaborations with the reputable universities of Turkey, Leadership 2.0 Program and Procurement School were launched in 2018. The preparatory work of Digital Transformation School aimed at raising awareness of all employees about the technological developments in the world by supporting the innovation culture, was completed in 2018.

In the reporting period, talent development programs were designed within the Academy to support the global talent management process of Şişecam Group, and internal mentoring process was designed and is expected to be implemented in 2019.

It is aimed to train and develop future leaders with Şişecam Group's joint leadership strategy, Global Leadership Model "ATLAS". Within the scope of the model, employee and leadership competencies required to maintain high performance are defined. "ATLAS" plays an important role at every stage from the selection and assessment of employees to their development and gaining leadership competencies.

In line with the global adaptation strategy of Şişecam Group, an English Language Development Program is being carried out to enable employees to improve their foreign language skills in English. Within the scope of the program, a mixed learning model has been prepared considering the needs and expectations of the Group. In 2018, 189 employees benefited from the English Language Development Program.

Şişecam Group conducts the "First Step" and "Together" programs in order to attract young talent by reaching out to new graduates. With the "First Step" Summer Internship Program, it is aimed that university students take their first steps into business life with a good experience. With "Together," the Global Young Talent Program, young people are encouraged to gain experience and to realize their potential by taking part in long-term projects. The trainees who are successful in this program are considered as prioritized in the recruitment processes. University campus applications are carried out in order to establish a fast, effective and sustainable communication with potential talents. In this sense, 77 campus events were organized in 30 universities in 2018.



## EMPLOYEE HAPPINESS

Şişecam continuously develops the employees' loyalty, satisfaction with their jobs and positive business climate, and provides a healthy and safe working environment where corporation values are maintained.

Şişecam believes that long-term employment of its employees has an important place in the success of the company. Within this context, a working environment is created that enables employees to contribute to their business processes, and career and development opportunities are provided to them. 38% of the employees of Şişecam work in the company for 10 years or more.

Şişecam Group carries out the Employee Loyalty and Satisfaction Survey by obtaining the views of the employees in order to improve the climate it creates for the employees. Improvement plans are implemented based on the survey results. According to the results of the research conducted in 2017, the employee loyalty rate is 43% and satisfaction rate is 68% in Şişecam Group.

Şişecam believes that the participant corporation culture will reinforce its employee happiness. In this sense, employees are encouraged to participate in company decision-making processes; communication platforms are created where they can share their ideas and suggestions, and be aware of developments in the Group.

With Campport, the corporate intranet system widely used in Şişecam Group, the employees maintain their internal communications within a user-friendly, easy, accessible and interactive structure.

With the Idea Factory platform, employees are actively involved in R&TD and innovation processes. Through the platform, creative ideas that add value to the company, increase productivity, aim to develop business climate and corporate culture, and adopt innovation are evaluated and rewarded.

Employees are rewarded as Şişecam Stars for projects that contribute to the development of products, processes and

applications that have a positive impact on business results, and ideas that create added value for the Group are measured by the Suggestion Development System. Employee exemplary behaviors and achievements are appreciated by instant reward systems and different tools. In 2019, this platform was changed to NAR.

Şişecam Group implements various practices in order to create a participatory corporate culture where employees can be informed of developments in the Community, communicate with each other more easily, and come together with social and cultural activities. With the social activity club "Now!", employees are allowed to participate in activities and projects related to their areas of interest and the time they spend at work becomes more enjoyable. Within the scope of the "We Meet at Şişecam as a Family" activities organized for the purpose of strengthening the dialogue with the employees in 2018, the importance of becoming a large Community in all areas of life was emphasized. In the event where the employees and families gathered in Şişecam factories, approximately 11.000 people were hosted. With the event, it is aimed to ensure the sustainability of the positive business climate and to create value for employees and their families.

Şişecam Academy Seminars and Workshops are carried out to ensure that employees and their families have a productive time, learn practical tricks on specific subjects, and strengthen the communication among themselves and with their families. In this context, while selecting the speakers/instructors, current subjects and speakers who overlap with the daily, social lives of employees are selected. In 2018, seminars held throughout the year in centers and factories brought together many speakers who were experts in their fields. From personal development to child rearing, from good nutrition to personal image management, there was a great interest in different topics and speakers. A total of 1,135 people participated in 10 seminars organized in the center and 683 people participated in 16 seminars organized in the regions. 21 Şişecam employees participated in the "Let's Draw A Cartoon Workshop" which aims to give the students the ability to look at the subject in every area of life with a humorous perspective.

## OCCUPATIONAL HEALTH AND SAFETY

Providing a healthy and safe working environment for its employees is one of Şişecam's major priorities. The presence of a well-established occupational health and safety culture allows the continuous improvement of the working environment, and that enables the employees to act with awareness and consciousness about health and safety.

At Şişecam, occupational health and safety issues are managed by Şişecam Industrial Relations Directorate. In order to ensure consistency across the Group, occupational health and safety issues are managed in line with the OHS policy issued by the Group and in accordance with the OHSAS 18001 Standard.

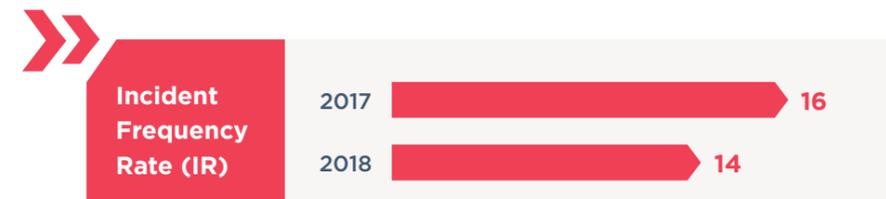
Acting with the goal "Zero occupational accidents by 2022", Şişecam conducts various practices in order to minimize the risks in business processes and to create accident-free workplaces. With the Şişecam Group Work Accidents Tracking Program, the accidents at workplaces are recorded, so that work accidents are monitored and controlled in a systematic way. Group companies learn about occupational accidents of other companies and actions taken. In order to reduce the number of accidents, impacts and injuries, continuous risk analyses are carried out within the Group companies, preventive control plans are made and periodic equipment controls are performed.

In 2018, new projects and efforts were carried out in the light of legal regulations and global developments in order to achieve the zero-accident goal in the area of OHS. In this context, OHS cross

inspections were carried out in domestic factories, OHS leadership trainings were provided to the engineers and technicians involved in the production and OHS risk analysis and incident management systems were created in domestic and overseas plants.

Şişecam Group implements the efforts carried out for the internalization the OHS culture in a way that covers the families of its employees. In 2018, Occupational Health and Safety Painting Contest was organized with the participation of employees and their families within the framework of the celebration of occupational health and safety week. 263 applications were made to the competition from domestic and overseas plants. Award ceremony was held with the participation of top management, award-winning children and their families.

Supporting occupational health and safety culture, reducing occupational accidents and ensuring that every stage of production activity is carried out in a healthy and safe working environment are only possible by raising the awareness of employees. Therefore, Şişecam organizes occupational health and safety trainings for its employees. In 2018, goal-oriented OHS trainings were initiated in order to increase the efficiency of OHS trainings given in factories. A total of 7,000 man\*hour occupational health and safety training was provided with 16 hours per employee. During the period, OHS-themed forum theatre event named "We Will Be Okay, Man" was held at the domestic plants for the development of the OHS culture.



Şişecam Group companies provide a healthy and safe working environment with the improvements they have made.

- At Şişecam Glass Packaging, employees are given basic information on occupational safety and awareness-raising activities regarding occupational safety are carried out with Single Point Course Application. The employees of the production department, which have the highest number of accidents, make a hazard estimate every day for 30 minutes within the scope of Hazard Forecast Application.
- In Soda Sanayii A.Ş., Method for Doing Business Application is carried out in project-based jobs and the precautions to be taken for each step before work and the suitability of the tools to be used are checked. With the Lift Plan Application, it is aimed to prevent the occurrence of injuries and property damage by safe lifting of cargo. The Lifting Plan is an application that can be used in all enterprises of Şişecam Group by the technical personnel trained on lifting operations.

Şişecam Group attaches importance to the protection of employees against occupational diseases. Employees are informed about occupational diseases, principles and techniques of protection from diseases, biological and psychosocial risk factors and first aid. Periodical environment and health checks are carried out in the plants.

In Şişecam Group in 2018 and as a result of the improvements made, the accident frequency rate dropped by 12% compared to 2017.



### OHS LEADERSHIP TRAININGS

OHS Leadership trainings were given to engineers and technicians working in production in order to increase their activities in all levels of OHS and to develop OHS culture. Within the scope of the trainings; assessment of the company, self-evaluation of the employee, when and how the work accidents occur and how they can be prevented, the steps of the culture formation and the leadership characteristics and their implementation to occupational health and safety are covered. The points that need to be developed as a result of the trainings and useful topics for the popularization of OHS culture were shared.



# CORPORATE SOCIAL RESPONSIBILITY

Şişecam aims to create value by contributing to social development in the geographies where it operates. It aims to strengthen local communities and supply chain through corporate social responsibility activities conducted in this direction and to actively participate in social, economic and environmental solutions. Şişecam, which accepts the UN Sustainable Development Goals as a guideline, gives priority to vulnerable groups, young people and women while conducting social responsibility activities.

Within the scope of corporate social responsibility activities, various projects are implemented to protect and strengthen cultural heritage, to contribute to education and training, to support sportive activities and to raise awareness on protection of environment and natural resources.



## OMNIA COLLECTION

Launched in 2015, the 80th anniversary of Paşabahçe, by Paşabahçe Stores in line with its understanding of taking the unique Turkish glasswork that feeds from culture and tradition, Omnia Collection was reshaped with the “water” theme in 2017 and presented to the consumer and art lovers. For Omnia Water Collection, the “There is life where there is sea” project initiated by DenizTemiz Association with the collaboration with TURMEPA is supported. In this way, the donations made to the association for each product to be purchased from “Omnia Water” collection support the efforts for preventing around 200,000 liters of black water, which slows down the vital activities of the plants and animals living in the sea, from being mixed with sea water.

## CONTRIBUTION TO CULTURAL VALUES

### GLASS WORKS COLLECTION

Glass Works Collection: The collection of Şişecam Group, gathered together in order to preserve the cultural values and protect the heritage and which is composed of approximately 520 old glass works, is registered with Istanbul Archeology Museum. The collection is preserved and exhibited in the specially-designed area at Şişecam Headquarters. In addition to Glass Works Collection; Bodrum Underwater Archeology Museum Glass Hall, opened with the support of Şişecam and the only underwater archeology museum in Turkey and one of the few in the world, continue to provide services to art lovers.

### HISTORY-CULTURE-GLASS COLLECTIONS

In line with the mission of protecting the cultural heritage of Şişecam Group and transferring it to the next generations, the History-Culture-Glass Collection has been exhibited in Paşabahçe Stores since 1999. In the collection, which reflects the historical and cultural accumulation in Anatolia, around 500 different products, each of which is produced in limited number, have been developed. A total of 13 collections have been implemented so far, namely Osmanlı, Camda Mavi Beyaz, Camda Sanatlı Yazı, Mineli Camlar, Mozaik, Anadolu Medeniyetleri, 7, Aşure, İstanbul, Kristalin Çiniler, Konuşan Paralar/Sikkeler ve Zevk-i Selim and finally Camda Dünya Mirası.

### SERÇE HARBOR GLASS SHIPWRECK DOCUMENTARY

The “Glass is Glass Again” documentary prepared by Şişecam Group in line with the environmental values and the protection of environmental resources, tells the story of the discovery of the Serçe Harbor Glass Shipwreck in Marmaris Serçe Harbor. The documentary contains important findings in terms of underwater archeology and glass production and recycling. One of the most important shipwrecks in the world, the sunken ship and its cargo has been exhibited since 1985 under the auspices of Şişecam in the Bodrum Underwater Archeology Museum. With the “Glass is Glass Again” documentary, the story of the Glass Shipwreck and the infinite recyclability of the glass reach a wider audience.



## CONTRIBUTION TO EDUCATION AND TRAINING

Within the scope of the efforts for contribution to education and training, Şişecam Group provides Training Incentive Scholarship for its employees and their children who are studying. In this context, scholarships exceeding TRY 4 million were granted in 2018.

In 2017, the construction of Yenişehir Şişecam Vocational and Technical Anatolian High School was carried out by Şişecam as part of the protocol signed with Provincial National Education Directorate and Yenişehir Municipality. The school, which will be handed over to the Ministry of National Education and has 16 classrooms and 6,000 square meters of usage area with workshops and laboratories, is expected to open in the academic year of 2019.

Private Şişecam Vocational and Technical Anatolian High School, which was built by Şişecam in Mersin Tarsus Organized Industrial Zone and handed over to the Ministry of National Education, has enabled more young people to have a profession with its educational activities since 2014-2015 academic year. The school, built with the support of the Vocational Education Development Project carried out by the Governorship of Mersin, has 44 classrooms and a workshop. As of 2018-2019 academic year, 912 students are studying at the school.

The Denizli Glass Factory has been providing three-year apprenticeship training since 1990. At the plant where 22 students are trained as of 2018-2019 academic year, young people between 16-21 years old who are trained according to master-apprentice tradition receive theoretical and practical information from their overseers and masters.

## CONTRIBUTION TO ENVIRONMENTAL VALUES

### “GLASS IS GLASS AGAIN” PROJECT

Maintained by Şişecam group with the purpose of creating a social change of behavior and support the transition to recycling society since 2011, the “Glass is Glass Again” Project is one of the most comprehensive sustainability and social responsibility projects of Turkey. The “Glass is Glass Again” Project aims to create awareness on glass packaging recycling and to inform the society, to improve the infrastructure for collecting glass packaging waste, to streamline the facilities where glass packaging waste is collected and processed and to separate the glass packaging wastes found in household wastes before the regular storage.

As part of the project, 256,760 elementary school students have been trained in recycling since 2011, more than 20,000 glass recycling banks have been submitted to municipalities and 1,092,000 tons of glass waste

has been recycled. Thus, carbon emission equivalent to the withdrawal of 394,000 cars from the traffic for 10 thousand km has been prevented, energy saving made thanks to recycling has reached the level to meet the annual heating and hot water demand of 46,022 houses, and the carbon dioxide emission equivalent to the amount of air cleaned by 33,831,4974 trees has been prevented.

Through various communication activities aimed at creating awareness within the scope of the “Glass is Glass Again” project, activities continued throughout the year in which the contribution of recycling to the environment was conveyed for a sustainable future.

The number of access and interaction numbers “Glass is Glass Again” project on social media is increasing day by day. As of the end of 2018, the number of monthly accesses on social media reached 3.5 million. Live broadcasts of the activities carried out throughout the year were also made in the social media accounts where the importance of recycling, the information about the usage of the glass, and the recycling achievements were shared with different setups. The “Glass is Glass Again” project makes a significant contribution to awareness and awareness-raising activities through its interaction with the broad target groups through social media accounts.

## CONTRIBUTION TO SPORTS

### ŞİŞECAM GROUP ÇAYIROVA SPORTS CLUB

Şişecam Çayırova Sports Club, established by Şişecam under the name of Çayırova Yelken İhtisas Sports Club Association, started its activities in Çayırova Social Facilities in 1982 for the purpose of directing young people to sports and making a positive contribution to their development and achieved federation club status within the General Directorate of Youth and Sports in 1984. Sports Club contributes to the training of young athletes in sailing, rowing and canoeing with around 150 athletes and managerial staff.

In 2018, the canoeing branch won many first, second and third place awards. Three of the canoeing athletes were selected for the National Team and participated in the International Gloria Cup, the International Piestany Regatta, the U23 Championship and the U23 World Championship International Olympic Hopes Regatta Races. The sailing branch took part in many regional and national races in the 2018 activity program of Turkey Sailing Federation and earned medals for first, second and third places. The rowing branch participated in six national competitions and were awarded with first, second and third places. Zeynep Ece Tilki, one of the successful athletes of the rowing branch, was selected for the National Team and won the second-place award in Balkans in the Star Girls category, achieving international success in Youth Balkan Championship.



## PROGRESS

Şişecam puts into practice the innovative products and services by focusing on combating climate change, R&D and digitalization with “Progress” mindset.





## COMBATING CLIMATE CHANGE

The effect of climate change, one of the most important challenges of today's world that require joint combating, is increasing day by day. In this sense, regardless of scale, all companies have important responsibilities. Accordingly, Şişecam carries on its activities with the awareness of its responsibility to combat climate change and in cooperation with its stakeholders.

In Şişecam, projects for the determination and implementation of a roadmap for the sustainable energy supply, renewable energy sources and the efficiency projects that will ensure energy efficiency are implemented. The key energy consumption items are instantaneously monitored and the performance of the processes is improved in the production facilities where Sustainable Energy Measurement and Monitoring System (SEÖİS) is established.

Energy Studies, which have been carried out since 2012 and completed in all domestic, Bulgarian and Romanian businesses of Şişecam, continued in 2018 with the Russian businesses (Posuda and Yelabuga). Pressurized air leak inspection and leak elimination efforts were carried out in 16 plants three times a year. Savings opportunities identified after Energy Studies are determined and necessary investments are continued.

Operating in energy-intensive industries, Şişecam continued its efforts to increase energy consumption efficiency in 2018. Within the scope of the efforts conducted in the reporting period, 815.285 GJ of energy saving has been achieved.

The risks and opportunities related to energy and carbon management are assessed as an important priority in Şişecam Group; related processes are continuously reviewed and the operations are managed accordingly. The performance results

and practices obtained as a result of this approach have been transparently shared with all stakeholders since 2011 within the scope of the Carbon Disclosure Project.



### EXAMPLE PRACTICES IN COMBATING CLIMATE CHANGE

**Renewable Energy** - Within the scope of the Renewable Energy efforts, in addition to the 6 MW solar power plant installed on the roof of the Flat Glass-Mersin Factory, which has an important place among the single-piece roof applications in terms of installed power in the world, 330 solar panels with a total installed power of 87 kW were installed on the roof of Şişecam Science, Technology and Design Center and the power plant was commissioned.

**Waste Heat Facilities** - A total of 15 MW of electricity generation capacity has been established with the Waste Heat Plants, which are in operation in four businesses of Şişecam Group; in order to increase the capacity further, feasibility studies were completed for the new Waste Heat Recycling Facilities stipulated to be established in Flat Glass-Italy and Flat Glass-Polatlı Plants. In addition to the electrical energy generated, savings were started to be achieved from consumption of natural gas for heating purposes thanks to the production of hot water.



## R&D AND DIGITALIZATION

Şişecam pays special attention to the Research and Technological Development (R & D) and digitalization studies in order to realize the targets set by Şişecam in line with the “sustainability and excellence” approach from raw material to product at every step.

In Şişecam, the major topics of Şişecam Science Technology and Design Center consist of the efficiency in production processes, energy efficiency, innovative technologies, products and designs and creating new application areas that will increase the market in that regard.

There are 165 full-time researchers in the Şişecam Science Technology and Design Center, which consists of 28 different specialist laboratories, design centers, meeting rooms, conference rooms and modern offices and which is equipped with up-to-date infrastructure. In addition, around 75 full-time researchers in our production groups directly support the activities of the Chief of Research and Technology Development.

In the scope of research, technological development and design activities, efforts were made with 237 job packages within 42 umbrella projects in 2018. In addition, 21 products/technologies were commercialized, 17 patent applications were made, 3 patents and 13 designs were registered in the reporting period.

In 2018, collaborations were made with a total of 21 Universities-Research Institutes, namely 14 national and 7 international-scale and with R&D departments of a total of 34 companies, 19 of which are national and 15 of which are international scale companies. In “Design” activities, joint efforts were carried out with a total of 23 designers, 9 of which were national and 16 of which were foreign universities.

Şişecam implements digital transformation practices to increase its efficiency performance with the awareness of its competitive and leading role in production. The developments within this context

are continuously monitored, the business processes are reviewed and the required applications implemented. In 2018, smart, productive and digital strategies played a critical role in increasing the competitiveness of Şişecam Group.

In 2018, within the scope of the “Smart Şişecam” strategy practices that manage the corporate data architecture, analyze the data and convert it to value, process and infrastructure efforts were carried out on corporate data architecture design and Group main data governance.

As part of the “Digital Şişecam” strategy, which is integrated with Industry 4.0-oriented production management systems prioritizing digital transformation, Sustainability Committee Digital Workgroup platform was created during the reporting period and efforts were initiated to support Community digital road map works. Efforts were initiated to create the infrastructure standards for the Internet of Things (IoT). Barcode production and warehouse tracking systems, e-invoice, e-waybill systems were popularized.

In 2018, the IT infrastructure of Şişecam Transformation Program and the infrastructure of Information Technologies (IT) and Industrial Technologies (OT) in Şişecam Fiber Plant were established within the scope of the “BT 2.0 -> Strategic IT” strategy. SAP Excellence Center modeling works were conducted. Within the scope of cyber security, tests were carried out against social engineering attacks and awareness was increased; new-generation security solutions were popularized and leakage tests were completed.

During the reporting period, in order to ensure the continuity of 14 ISO 27001 Information Security Management System certifications belonging to the Group's central and legal entities, trainings on the protection of information security of the Group, awareness raising and process improvements were carried out. The internal and external audits were completed successfully without major findings.

## INNOVATIVE PRODUCTS

The products created within the scope of Şişecam Group operations by considering the matters of environment and sustainability in addition to customer expectations also aim to increase the created positive added value. At this point, the feedback gathered from all relevant stakeholders is actively collected, evaluated and implemented in order to take this value created by the products further.

In addition to “Şişecam Temperable Solar Low-E Glass”, which was developed specifically for Istanbul Airport, Şişecam Flat Glass released three new temperable Solar Low-E products in the architectural glass market in the reporting period. Şişecam Flat Glass developed 3 new temperable solar low-E products for the architectural glass industry in 2018. Triple-silver products with the highest selectivity off-line coated products for the architectural glass industry stand out with characteristically high light and low solar energy permeability, as well as the neutral appearance and the highest energy savings. Şişecam Flat Glass developed “Şişecam

Temperable Solar Low-E Glass Neutral 60/28”, the leading product in this segment. Şişecam developed “Şişecam Temperable Solar Low-E Glass Neutral 50/27” and “Şişecam Temperable Solar Low-E Glass Neutral 51/28” products with effective thermal insulation, optimum sunlight permeability and maximum solar control features and released it to the market as two different color options with similar performance.

In 2018, in order to increase the strength of thin glasses with chemical tempering technology within the scope of Şişecam Otomotiv activities, researches were accelerated and prototypes prepared as side glass and quarter glass in automotive industry in the field of flat glass were presented to the customers.

In the Glassware Group, wine glasses in Nude series having a crystal composition, thin wall, ultra-light feet and a higher mechanical strength and resistance for falling, bending and impact compared to competitor products were released.

## CUSTOMER RELATIONS

Şişecam Group offers differentiated and special products and services to its customers by evaluating the emerging technological and digital opportunities together with business models. The Group companies develop customer-oriented business processes based on effective and transparent communication through CRM applications, customer meetings, customer visits and participating fairs. According to the results of the surveys where customers' satisfaction is measured, actions are being developed and the added value provided by the products and services is increased.

Launched in order to increase the demand for Isıcam products of Flat Glass at PVC-frame producers, which have a high degree of influence on customer choice, to convince them to opt for energy-efficient series and to create Isıcam brand ambassadors, Isıcam Systems

Kumbara Card Club reached 7.315 members as of the end of the reporting period.

Within the scope of Isıcam Kiosk project, it is aimed to expand the use of Isıcam products that provide energy saving. The project aimed that PVC joinery companies could direct the customers to the right product based on the consumer needs.

The number of members in Paşabahçe Club customer loyalty program, commissioned in March 2017, reached to 100.000 individuals. The share of Paşabahçe Club members in total turnover was 13.5%. The number of followers of Paşabahçe account on Instagram, which is one of the popular social media platforms, increased by 33% and exceeded 760.000.

## KEY STAKEHOLDER GROUPS AND ATTENDANCE PLATFORMS

Stakeholder Group	Attendance Platforms	Attendance Frequency
Analysts	Face-to-face meetings • Workshops	At least four times a year Once a year
Employees	Satisfaction survey • Suggestion and idea sharing platforms • Face-to-face meetings • Seniority incentive award • Recognition and reward system	Recurrent
Share and Bills Investors	General board meetings • Investor Conferences, Roadshows in Turkey and abroad • Periodic information reports • One-to-one meetings • Telephone/teleconferencing and e-mail communication	Once a year At least 7-8 times a year At least 4 times a year At least once a year 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 • Face-to-face meetings and conferences • Phone and e-mail	Recurrent
NGOs	Strategic collaborations • Events	At least once a month
Suppliers	Daily workflow • Face-to-face meetings • E-mail communication	Recurrent
Universities	Conferences • Joint studies • Internship programs	Annual
Investors	Face-to-face meetings • Telephone/teleconferencing and e-mail communication • Workshops	At least four times a year
Media	Press conferences • Press releases • Conferences	At least once a month

## CORPORATE MEMBERSHIPS

ARGEMİP (R&D Centers Communication Platform)	EUROGIA	Lüleburgaz Chamber of Commerce and Industry
Celsian Glass Solar (Glass Trend Council)	European Physical Society Energy Working Group	Mirror Group
Corporate Governance Association of Turkey	Eurosolar	NFPA (National Fire Protection Association)
Corporate Risk Management Association	GAE (Glass Alliance Europe)	Petform (Petroleum and Natural Gas Platform Association)
DEIK - Bulgaria Business Council	ICG (International Commission on Glass)	TEDAR (Supply Chain Management Association)
DEIK - Romania Business Council	International Chamber of Commerce	Turkey Family Planning Foundation
Deutsche Glastechnische	Istanbul Chamber of Commerce	Tüyük Investor Relations Association
Electricity Generators' Association	Istanbul Chamber of Industry	
ESG (European Society for Glass Science and Technology)	Istanbul Foundation for Culture and Arts	

## PERFORMANCE INDICATORS

ECONOMIC PERFORMANCE DISCLOSURES	
Total revenue (thousand TRY)	15,550,314
Wages and benefits paid to the employees (thousand TRY)	1,423,466
Tax paid (thousand TRY)	456,809
Dividend paid (thousand TRY)	537,910
Social donations (thousand TRY)	4,326

SOCIAL PERFORMANCE DISCLOSURES	
<b>Employee Demographics</b>	
Total Workforce (Number)	2018 21,968
	Female 4,586
	Male 17,382
<b>Total Employees by Contract Type (Number)</b>	
<b>Permanent</b>	
Female	4,462
Male	17,147
<b>Temporary</b>	
Female	127
Male	232
<b>Total Employees by Category (Number)</b>	
<b>Blue Collar</b>	
Female	2,589
Male	12,342
<b>White Collar</b>	
Female	1,997
Male	5,040
<b>Total Employees by Employment Type (Number)</b>	
<b>Full-time</b>	
Female	4,560
Male	17,353
<b>Part-time</b>	
Female	26
Male	29
<b>Total Employees by Education Level (Number)</b>	
Primary School	2,717
High School	10,799
University and above	8,452

Employee Demographics		2018
<b>Total Employees by Age (Number)</b>		
	Below 30	4,853
	30-50	15,428
	50+	1,687
<b>Number of contractor employees</b>		
	Full-time	7,952
	Part-time	221
	Female	1,833
	Male	6,340
<b>Tenure</b>		
	Female employees 0-5 years	2,440
	Female employees 5-10 years	989
	Female employees 10+ years	1,201
	Male employees 0-5 years	6,763
	Male employees 5-10 years	3,521
	Male employees 10+ years	7,054
<b>Top Management Structure (Number)</b>		
	<b>By Gender</b>	
	Female	24
	Male	118
	<b>By Age Group</b>	
	30-50	90
	50+	52
	<b>By Nationality</b>	
	Turkish Citizen	120
	Expat	22
<b>Board Structure (Number)</b>		
	Female	2
	Male	7
<b>Mid-Level Management Structure (Number)</b>		
	<b>By Gender</b>	
	Female	113
	Male	371
	<b>By Age Group</b>	
	Below 30	3
	30-50	389
	50+	92
	<b>By Nationality</b>	
	Turkish Citizen	413
	Expat	71

Turn Over		2018
<b>New Hires (Number)</b>		
	<b>By Gender</b>	
	Female	943
	Male	1,888
	<b>By Age Group</b>	
	Below 30	1,556
	30-50	1,153
	50+	122
<b>Employees Recently Left (Number)</b>		
	<b>By Gender</b>	
	Female	747
	Male	1,781
	<b>By Age Group</b>	
	Below 30	911
	30-50	1,298
	50+	319
<b>Social Inclusion and Diversity</b>		<b>2,018</b>
<b>Employees on Parental Leave</b>		
	Female	272
	Male	664
<b>Employees Returned to Work after Parental Leave</b>		
	Female	151
	Male	534
<b>Workforce Covered by Collective Agreement (Number)</b>		
	Female	1,756
	Male	9,800
<b>Cases of Discrimination (number)</b>		
		0
<b>Disabled Employees</b>		
	Female	46
	Male	382



Employee Development	
Employee Trainings (personxhour)	
<i>Blue-collar female</i>	185
<i>White-collarfemale</i>	51,992
<i>Blue-collar male</i>	159,968
<i>White-collar male</i>	146,306
<i>Female</i>	52,177
<i>Male</i>	306,275
Şişecam Academy Trainings (personxhour)*	358,452
Number of employees receiving regular performance evaluation feedbacks	
<i>Female</i>	1,651
<i>Male</i>	4,069
<i>Blue-Collar</i>	0
<i>White-collar</i>	5,720
Environmental Trainings	
Environmental Trainings (personxhour)	2018
<i>Direct employees</i>	14,087
<i>Contractors</i>	1,794
Research and Development	
R&D Budget (million TL)	117
R&D Employees	537
Patent applications	17
Patents granted	3
Idea Factory suggestions	514
Idea Factory applied suggestions	25
Supply Chain Management	
Active suppliers	15,275
Local suppliers	9,238
Percentage of local suppliers	55
Health and Safety	
Accident severity rate	685
Accident frequency rate	14
Health and safety trainings (personxhour)	215,348

\*Domestic Plants

ENVIRONMENTAL PERFORMANCE DISCLOSURES	
2018	
Natural Resources	
Total water withdrawal by source (m³)	
<i>Municipality</i>	5,284,135
<i>Surface</i>	18,819,498
<i>Underground</i>	13,698,502
<i>Other</i>	3,595,764
<i>Total water withdrawal by source (m³)</i>	41,397,899
Recovered or reused water (m³)	4,278,365
Total Wastewater Discharge by Target Environment (m³)	
<i>Natural Receiving Environment</i>	16,530,617
<i>Sewer</i>	1,669,665
<i>Total</i>	22,422,846
Hazardous Waste by Disposal Method (ton)	
<i>Energy Recovery</i>	568,611
<i>Recovery</i>	225,787
<i>Incineration</i>	12,085
<i>Landfill</i>	5,232
<i>Other</i>	211
<i>Total</i>	811,926
Non-Hazardous Waste by Disposal Method (ton)	
<i>Energy Recovery</i>	3,996
<i>Recovery</i>	4,630,093
<i>Incineration</i>	2,263
<i>Landfill</i>	1,688,013
<i>Other</i>	37,708
<i>Total</i>	6,362
Total amount of waste (ton)	7,173,999
Total packaging amount (ton)	123,505

2018	
Combating Climate Change	
Energy consumption (GJ)	2018
<i>Natural Gas</i>	53,543,192
<i>Electricity</i>	20,156,086
<i>LPG</i>	38,014
<i>Acetylene</i>	1,041
<i>Steamcoal/Antrasit/Coal</i>	18,365,478
<i>Renewable Sources</i>	11,065
<i>Other</i>	1,266,283
<i>Total</i>	93,381,159
Energy Savings (GJ)	815,285
Scope1 Emissions (ton)	5,029,624
Scope2 Emissions (ton)	745,506
Management Approach	
Environmental Expenditures (TRY)	
<i>Environmental Management Expenditures</i>	87,531,217
<i>Environmental Investment Expenditures</i>	11,470,987
<i>Total</i>	99,002,205
Saplins Planted	5,823



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<b>Combating Climate Change</b>			
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	103-2	The management approach and its components	Occupational Health and Safety, pp.29-30
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GRI 403: Occupational Health and Safety 2016	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, pp.29 Social Performance Indicators, p.38
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GRI 202: Market Presence 2016	202-2	Proportion of senior management hired from the local community	Social Performance Indicators, p.38
	GRI 401: Employment 2016	401-1	New employee hires and employee turnover
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Social Performance Indicators, p.38
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	103-2	The management approach and its components	Product Responsibility, p.19
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GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	Product Responsibility, p.19
	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 Responsibility, p.19
GRI 419: Socio-economic Compliance 2016	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 the reporting period.
	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
<b>Corporate Heritage</b>			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next p.10; Corporate Heritage p.22
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<b>Contribution to Social Development</b>			
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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.

**TÜRKİYE ŞİŞE VE CAM FABRİKALARI A.Ş.**

ŞİŞECAM HEADQUARTERS  
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