

TRAKYA CAM SANAYİİ A.Ş.
2015 SUSTAINABILITY REPORT





ŞİŞECAM
FLAT GLASS

SUSTAINABILITY
REPORT 2015

ABOUT THE REPORT

Trakya Cam Sanayi A.Ş. (hereafter referred to as “Düzcam” or the “Company”) presents its stakeholders with its sustainability performance for the period between January 1st and December 31st 2015, in this second Sustainability Report prepared in accordance with “core” option of GRI G4 Sustainability Reporting Guidelines.

This report addresses economic, environmental and social impacts and performance of Şişecam Flat Glass operations in Turkey. The economic data presented in this report is aligned with the consolidated financial data reported in Şişecam Flat Glass’s financial report and includes both the Company’s Turkish and overseas legal entities. All other indicators cover the company’s activities in Turkey. It is Şişecam Flat Glass’s intention to continue to expand the scope of its Sustainability Reporting to cover its overseas entities in future reporting periods.

Stakeholder feedback is vital for helping us improve our performance and reporting processes. All opinions and suggestions are examined in detail and used to improve our activities.

We invite our stakeholders to forward any opinions about the report, suggestions or complaints to:

Seçil Erman

Quality, Environment and Technical Standards Manager

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PROF. DR. AHMET KORMAN

Chairman

As Şişecam Group, values that we embrace are to create value for all our stakeholders with sensitivity towards individuals and environment, to shape future with products and services that makes life easier and to share the wealth we create.

Message From Chairman

Esteemed Stakeholders,

Sharing with you our second Sustainability Report that we prepared for the second time as an important indicator of our understanding of transparency and accountability, I am glad to inform you that we are simultaneously publishing a Sustainability Report which covers the consolidated performance of all the companies incorporated within the body of Şişecam Group for the year 2015 is presented as well as the Sustainability Reports of Şişecam Glass Packaging, and Soda Sanayi A.Ş. within the body of Şişecam Chemicals, and that all the reports were prepared in accordance with the internationally recognized Sustainability Reporting Guidelines (GRI G4) of the Global Reporting Initiative.

Shaping the responsible growth strategy of our Group, one of the oldest and largest institutions created by the Republic of Turkey, and constituting an important part of our business strategies, “sustainability” is one of the primary elements supporting our resolved progress towards the objective of becoming one of the top three in the global glass industry. Our enhanced performance in the issues of environmental protection, operational efficiency, and constant improvement, which we rigorously emphasize in all the activities we carry out while assertively and consistently advancing towards our objective, alongside our financial success render our power in the competitive environment sustainable.

As a global company, Şişecam continues to consolidate its position in the sectors which it operates in.

Despite the atmosphere of business life and markets which are dominated by uncertainty and inconsistency in 2015, Şişecam Group, one of the leading global players of the market, was minimally affected by all the negativities thanks to strategic foresights, precautions, and flexible management structure.

In 2015, 4.2 million tons of glass was produced in our Group, our consolidated net sales income was TRY 7.4 billion, when 51% of our turnover consisted of international sales. 2.2 million tons of soda and 3.6 million tons of industrial raw material was produced; a 16% increase was achieved in soda sales revenues in TRY as against the previous year. The increase in our profitability levels, accompanying our rising capacity usage rates in line with TRY 1.1 billion of investment expenditure realized in 2015, was also maintained in 2015 and our consolidated EBITDA margin was at the level of 24%, increasing by 4 points as against the previous year.

Energy saving projects have an important place among our efforts to manage costs effectively.

The efficient use of energy, which is one of the most significant inputs in our field of operation, is one of the prioritized issues of our Group within the scope of our objective regarding the effective management of our costs in order to ensure the sustainability of our operations. The achievements we have gained in result of the importance we attribute to energy efficiency activities also contribute to the issue of combating climate change, which is the common responsibility of the business world. Our operations are carried out with the awareness of the responsibility we bear in this issue. In this regard, our total energy consumption was reduced by 4.7% as against the previous reporting period, a total of 7.7 million kWh of electricity and 3.3 million S of natural gas savings was achieved and the emission of 10,000 tCO₂ was prevented through energy saving projects.

One of the most significant elements of our global competitiveness is the advancements we achieve regarding Research and Technological Development.

In order to meet increasing and changing customer expectations, while actualizing environmentally friendly, highly competitive, innovative products, our research and technological development activities were maintained without slowing down, in 2015. Conducted in every stage of production processes from raw material to final product, our R&TD activities aim production of new products with advanced technology, besides developing investment plans regarding cost-reducing innovations and efficiency increasing products and enhancing our competitive power. One of the significant rewards for all our investments and the projects conducted was the designation of our Science and Technology Center as the “Best R&D Center” in the fields of “Glass and Glass Products” and “Cooperation and Interaction” from amongst 201 centers by the Turkish Ministry of Science, Industry and Technology.

The importance we attribute to contributing to community development is reflected by the projects we actualize in the areas of environment, education, culture, and sports.

Started in 2011 with reference to glass being the most sustainable packaging material, the “Glass and Glass Again” project, one of the most comprehensive sustainability and social responsibility projects of Turkey, is being continued. As part of the project, to this day 203 thousand primary school students were provided with training about glass recycling, around 13 thousand glass banks were donated within the context of collaborations with district municipalities, preventing dumping of over 2 billion glass bottles to trash. Great progress was achieved in relation to our objective of

using cullet as raw material, which provides major saving in energy consumption, the rate of cullet use, which was 8% in 2011, was increased to 19% in 2015.

Within the scope of the “Kazanlı Sea Turtles Project” maintained since 2007, the nesting areas of endangered “Caretta Caretta” and “Chelonia Mydas” turtles are being protected. It is intended to inform the local community regarding the issue through awareness raising activities and to benefit the sociocultural and socioeconomic life in the region through ecotourism that may be generated by the presence of endangered sea turtles.

Bearing the responsibility of keeping our cultural heritage in the area of glass alive, alongside its responsibilities in relation to the industrial race we are part of, Şişecam realizes significant activities in this field with Serçe Harbor Glass Wreck Documentary, Antique Glass Works Collection and its History-Culture-Glass themed product portfolio.

Serving young athletes and aspiring athletes in the branches of sailing, rowing, and canoeing and raising national athletes, Şişecam Çayırova Sports Club continues to be our source of pride with the successes achieved by its athletes.

Our productive and talented workforce is one of the most significant determinants of our outstanding achievements and global competitive power.

Şişecam Group pursues its businesses with the objective of incorporating and retaining the innovative manpower who learns together and creates value on a global scale, for sustainable success. Ensuring the continuity of a workplace where our employees can work safely and comfortably is among our priorities. In this regard, besides improving our human resources management,

various practices that we actualized for generalizing and consolidating Occupational Health and Safety awareness are still continued.

Our sustainability approach perpetuates the value we generate.

The activities we conduct with a corporate approach and within a strategic plan as Şişecam Group will continue in full course with the objectives of achieving operational excellence by using our knowledge accumulation and resources most efficiently, and consolidating our position in the sector.

I extend my gratitude and regards to all our stakeholders who have a share in carrying the value we generate as a global company to its current level and reaching the levels we aim for in global competition.

Sincerely,

Prof. Dr. Ahmet Kirman
Chairman



DR. REHA AKÇAKAYA

Şişecam Flat Glass Group President

The philosophy of sustainability is an understanding that is deeply rooted in our corporate strategy and reflected on all our operations at Trakya Cam Sanayii A.Ş.

Message from Flat Glass President

Esteemed Stakeholders,

I am happy to present you with our second Sustainability Report summarizing our performance in 2015, prepared in compliance with the Global Reporting Initiative GRI G4 Sustainability Reporting Guidelines.

The philosophy of sustainability is an understanding that is deeply rooted in our corporate strategy and reflected on all our operations. As a global company operating in an energy intensive sector, we are aware of the responsibility brought by our corporate reputation and heritage. Combining the established historical heritage of Şişecam Group with dynamic R&TD activities, our company analyzes all the impacts of its operations in terms of efficiency with the objective of producing products with more value added by using less resources. For this reason, we rigorously manage our priority areas identified in the field of sustainability, such as combating climate change, offering a safe and peaceful working environment to our employees, consolidating our industrial collaborations, with reference to international standards.

We work with quality, occupational safety, and environmental standards exceeding the legal requirements determined in all our countries of operations. The safety and happiness of our employees is our most vital business priority. We follow the highest standards for occupational health and safety in all our facilities, we continuously maintain our investments and awareness raising works aimed at ensuring our commitment and objective of zero accident.

Our strong financial performance is the assurance of our corporate sustainability, it guarantees that we pursue our operations to benefit all of our stakeholders. The year 2015 was a year when significant fluctuations were experienced around the world including Turkey, political and social developments set the agenda

besides economic developments. While the contribution of the construction industry, regarded as the leading force of the economy in Turkey, in economic growth was limited in 2015, the growth achieved in areas such as automotive, retail, white goods, and household consumption during the year had a balancing impact for glass industry; the growth in flat glass consumption was maintained. In consequence of the effective corporate governance approach and rational investment and production decisions, we earned a total of TRY 2,118 million in sales revenues in 2015 as Trakya Cam Sanayii A.Ş., increasing our revenues by 5% as against 2014.

We sustain our operations in nine countries with a production capacity of 2.7 million tons and we continue our strong advance by expanding our production area and market share abroad with new investments as the second largest flat glass manufacturer in Europe, and the fifth largest in the world. Keeping with its initiatives in foreign markets in this regard, our Company increased its capacity with new production lines engaged in Russia and Bulgaria, in addition to sustaining its endeavors for increasing energy efficiency and reducing production costs at its existing facilities. Negotiations were started for the incorporation of the float line and laminated line, established by the Sangalli company in Porto Nogaro, Italy, by Şişecam Flat Glass for increasing our presence in the European market. We aim to achieve an advantaged position in the market by creating synergy between Sangalli and our existing facilities and ensuring integration in our processes, in line with our strategy of positioning near the European market and increasing profitable sales.

The longest lasting float line of Şişecam Flat Glass, in our Mersin Plant, underwent cool maintenance at 2014 yearend, and it was renewed with latest technology equipment and systems during 2015.

R&TD practices conducted within the body of Trakya Cam Sanayii A.Ş. are of great importance for us. In the year 2015, we allocated TRY 28.8 million for R&TD expenditures as Şişecam Flat Glass, in cooperation with our Science and Technology Center and our factories. As it is a saturated industry in terms of standard products, offering differentiated and functional new products is among the primary requirements for profitability and competitive edge in the glass market. Şişecam Group, which has engaged Şişecam Science and Technology Center, one of numbered glass research centers in Europe and the only one in Turkey, for this purpose, supports us in enriching our product portfolio with value added products.

We prioritize energy efficient glasses with reduced environmental impacts and high safety qualities, within the scope of our R&TD studies. We contribute to energy efficiency in buildings with our innovative architectural products, helping to reduce their environmental impacts. Within the context of our works in the automotive sector, we develop new technologies devoted to automobiles focusing on thin glasses with reduced weight aimed at reducing fuel consumption with solar control glasses that reduce the need for air conditioner use in vehicles.

The two new high performance temperable coated glass products providing heat and solar control, which we introduced to the architectural glass market in 2015, are new products that intensive R&TD works have brought in to our company. In addition, the new antireflective coated Solar Glass, which provides high performance

and efficiency in photovoltaic panels by increasing solar transmittance, was put on the market in 2015. Also, studies for the development of the new “privacy glass” product, which provides light and solar control in vehicles, and water-repellent (hydrophobic), dirt-resistant (oleophobic) and electrochromic glasses for the automotive sector were continued during the year, the existing privacy glass product was commercialized and serial manufacturing was started for the automotive. Ensuring the continuity of these exciting developments achieved in the field of R&TD and perpetuating the generation of high value added are among the most fundamental priorities of our Group.

We conduct works to reduce the environmental impacts of our processes as well as our products, with the aim of combating climate change. We implement many projects to ensure energy efficiency and increase productivity by reducing the amount of losses with 6 Sigma projects; we aim to constantly improve our processes.

Thanks to the works we conducted aimed at energy efficiency in 2015, a power plant generating electricity from waste heat similar to the one in our Yenisehir Plant was engaged in our Bulgaria Plant, and the preparations for the plant to be established in our Mersin Plant were completed. In the year 2016, we will steadfastly pursue our works in this area.

We left behind a year when the investments we make in the development of our employees were also sustained. We aimed to enhance the knowledge accumulation of Şişecam managers and to raise the leaders of the future with the Global Leadership Model ATLAS, which was engaged within the body of Şişecam

Group in 2015. In result of the investments we made in alternative training channels, the number of e-learning users has significantly increased and our employees had the opportunity to participate in various trainings independently of time and space. It is extremely pleasing that there were no fatal accidents in 2015, thanks to the investments we made on occupational health and safety.

We uninterruptedly maintained the communication activities we conduct aimed at our stakeholders in the industry for our products to be understood and used appropriately, in 2015. We provided technical support for 1,870 projects and prepared glass specification suggestions as part of our glass consultancy services.

I express my gratitude to all our stakeholders who have greatly contributed to the success we achieved, primarily our employees, investors, business partners, and customers.

Sincerely,



Dr. Reha Akçakaya
Şişecam Flat Glass Group President

ABOUT TRAKYA CAM SANAYİ A.Ş.

Trakya Cam Sanayii A.Ş. carries out Şişecam Group flat glass activities and in terms of production capacity in the industry, it is the 5th largest in the world and the 2nd in Europe. Trakya Cam Sanayii A.Ş. carries out its production activities in business segments such as architectural glass (flat glass, patterned glass, mirror, laminated glass and coated glass), automotive glass and glass for other vehicles, solar glass and home appliances glass.



With its plant launched in 1981, the Company became the first across regions spanning from Eastern Europe and Balkans to the Middle East and North Africa to use the modern float technology in manufacturing. Since then, the Company is a pioneer in development of glass both in Turkey and in aforementioned regions, introducing many firsts to the industry.

Since 2015, the Company's production encompasses 11 float lines, supplying materials to construction, automotive, energy, and home appliances industries with its plants in 9 countries, partnerships, and ever-growing product range. Şişecam Flat Glass carries on its activities in accordance with its vision of being "a global flat glass company that grows rapidly with its strong brands and offers innovative solutions."

With its high domestic and regional capacity, Şişecam Flat Glass operates in flat glass business of Şişecam Group, continues its manufacturing, R&TD and investment activities with the latest technologies to supply for the ever-requirements of the market and with its products of added value, contributes both to increase our country's export and to decrease current deficit.

Şişecam Group Mission

As a subsidiary of Şişecam Groups, Şişecam Flat Glass follows Şişecam's mission "To be a company that adds value to life with its high quality products offering comfort and respects people, nature, and the law."

Şişecam Flat Glass Vision

"To be a fast growing global flat glass company with its strong brands and innovative solutions."

ŞİŞECAM VALUES



WE DERIVE STRENGTH FROM OUR TRADITIONS AND SUPPORT ONE ANOTHER

- We shall initiate changes that would create a successful future based on strength from our experience and knowledge.
- We shall enhance our reputation through our sustainability commitments and results-oriented approach.
- We shall maintain our legacy and tradition, and it shall be our duty to pass these onto the future generations.



WE THRIVE AND DEVELOP ONE ANOTHER

- We shall encourage each other to constantly develop our skills.
- We shall continuously be open to changes that would bring us closer to our vision; and we shall make efforts to develop and improve each other with the help of our stakeholders.
- We shall consider creativity and innovation as a means of development, and inspiration.



WE EXHIBIT A FAIR AND TRANSPARENT MANAGEMENT APPROACH

- We shall treat all of our stakeholders equally, and we shall pursue win-win strategies that benefit both our stakeholders and our business.
- We shall measure the performance with the same scales, and make the performance evaluations in a fair manner.
- We shall act consistently toward our stakeholders; and we shall not give promises we cannot keep.



WE CARE FOR OUR ENVIRONMENT

- We shall commit to our business to achieve the growth and profitability expectations of our shareholders and business partners.
- We shall be customer-focused; we shall quickly respond to suggestions and complaints of our customers, and improve the quality of products and services.
- We shall closely monitor technologies and make appropriate investments as part of our responsibility to the environment and nature; we shall also promote awareness on these issues.



WE RESPECT DIFFERENCES

- We shall hire employees from different countries and different cultures; we know that this diversity shall add value to our business.
- We shall freely express our different opinions.
- We shall allow different job categories to work as a team, to learn from each other, and to develop each other in order to sustain our shared values.

GENERATED ECONOMIC VALUE



Taxes Paid (TRY million)
33.2



Total Number of
Employees
2,519

NET SALES (TRY MILLION)



NET PROFIT (TRY MILLION)



ŞİŞECAM FLAT GLASS BRANDS

Isicam
Flotal
Flotal E
Flotal Ultra Clear
Şişecam Low-E Glass
Şişecam Solar Control Low-E Glass
Şişecam Tentesol
Şişecam Tentesol Titanium
Şişecam High Reflective Glass
Şişecam Temperable Low-E Glass
Şişecam Temperable Solar Control Low-E Glass
Şişecam Laminated Low-E Glass
Şişecam Acoustic Laminated Low-E Glass

Laminated Solar Control Low-E Glass
Şişecam Acoustic Laminated Solar Control Low-E Glass
Şişecam Laminated Glass
Şişecam Ultra Clear Laminated Glass
Şişecam Acoustic Laminated Glass
Şişecam Ultra Clear Float Glass
Şişecam Tinted Float Glass
Şişecam Clear Float Glass
Şişecam Lacquered Glass
Şişecam Ultra Clear Lacquered Glass
Şişecam Patterned Glass
Şişecam Wired Glass
Şişecam Picture Frame Glass

Automotive Glasses

Şişecam Laminated Glasses
Şişecam Temperable Glasses
Şişecam Encapsulated Glasses
Şişecam Sliding Glasses
Şişecam Double Glazings

Solar Energy Glass

Şişecam Glass for Photovoltaics
Şişecam Glass for Solar Thermal Collector

Home Appliances Glass

Şişecam Cooking Glasses
Şişecam Cooling Glasses

CORPORATE MEMBERSHIPS

Association of Thermal Insulation
Association of Turkish Construction Material Producers
Central Anatolian Exporters' Association
Glass For Europe
Istanbul Chamber of Commerce
Istanbul Chamber of Industry
Turkish Quality Association Turkish Solar Energy Industry Association
White Goods Manufacturers' Association of Turkey
White Goods Supplier Association
Uludağ Exporters' Association
Uludağ Exporters Association General Secretariat



GOVERNANCE AT ŞİŞECAM
FLAT GLASS



We reinforce our strong corporate governance practices with modern practices and systems, support our sustainability approach with management practices, and actively manage our processes with our practices within the context of risk management. We conduct our operations in light of our Code of Conduct, collect the expectations of our stakeholders through various communication channels and include them in our decision making processes. In this way, we constantly observe the economic, social and environmental sustainability of our operations and strive to enhance our performance.

CORPORATE GOVERNANCE

Transparency and accountability based management is among the most significant values adopted and implemented by our company, that define our business. All our practices in this scope are transparently offered to the views of our stakeholders annually through the “Corporate Governance Rating Report” within the context of relevant Capital Markets Board regulations.

To continue improving our operations in the framework of our Group-wide main principles of honesty, transparency, objectivity and compliance to laws and regulations is our constant goal.

The “Corporate Governance Rating Report” of Trakya Cam Sanayi A.Ş.. prepared within the context of relevant Capital Markets Board regulations can be found in the Investor Relations section on our corporate website.

The Board of Directors, which was formed in conformity with the Corporate Governance Principles, is composed of six members. The board of directors appropriately maintains the balance of risk, growth, and revenue, primarily looks after the long-termed interests of the company, and manages and represents the company with these principles. Nonexecutive members constitute the majority of the members of the Board of Directors. The General Manager participates in the Board of Directors as Executive Member. The offices of the Chairman of the Board of Directors and the Chairman of Flat Glass are conducted by different individuals. The Board of Directors includes two independent members in compliance with the criteria of independence prescribed by the Capital Markets Board Corporate Governance Principles.



You can access detailed information regarding the Board of Directors and Board of Directors Committees in the Investor Relations section on our corporate website.



RISK MANAGEMENT AND INTERNAL AUDIT

At Şişecam Flat Glass, a member of Şişecam Group, risk management and internal audit activities are structured under the Parent Company. The activities are conducted under the Parent Company Board of Directors in coordination with CEOs managing the core operational areas of the Group; while the results of the regular and planned meetings held by the “Committee for the Early Determination of Risk”, “Audit Committee”, and “Corporate Governance Committee”, structured within our publicly traded companies are reported to the Boards of Directors in accordance with regulations. The meeting agendas of the “Committee for the Early Determination of Risk” that was established in this regard involve matters relating to “the early determination and management of internal and external risks that might endanger corporate operations and the revision of risk management systems” in minimum.

At Şişecam Group, preparedness against situation that might interrupt operations, minimization of the losses of customers, employees, suppliers, and other stakeholders, and protection of the tangible and intangible assets and reputation of the Group, as well as the environment are among fundamental priorities. Policies and procedures formed in line with the mentioned principles, aimed at maintaining the continuity of business processes in cases that might interrupt operations have been announced across the Group.

At Şişecam Group, risk management activities are pursued based on corporate risk management principles and approached from a holistic and proactive perspective. In 2015, the Group intensively focused on enhancing the efficiency of its risk management processes, making human resource and technology management investments, in order to both more effectively manage the uncertainties created by global developments, and extend the risk assurance it provides for its stakeholders in the challenging domestic and international competition environments emerging in consequence of

said developments. In this regard, the risk management function, which has been centrally managed for many years, was revised to also focus on micro and local risks; the technological support for actualizing this focusing was provided within the framework of the integrated risk management platform named “MicroScope”; hereby the infrastructure for ensuring the connection of the 44 production facilities located in 13 countries with the Headquarters was set up.

The purpose of the internal auditing activities maintained in our Group for many years is to support the healthy development of Group companies and the achievement of unity and coalescence in practice, while ensuring that operations are conducted in compliance with internal and external regulations and that corrective measures are implemented in a timely manner. In line with the stated purpose, audit works are conducted on an ongoing basis within the bodies of Group companies operating domestically and abroad.

Internal audit activities are carried out in accordance with the periodic audit programs approved by the Board of Directors. Audit programs are formed by making use of results obtained from risk management works, in other words “risk-based audit” practices are implemented.

At Şişecam Group, preparedness against situation that might interrupt operations and protection of the tangible and intangible assets and reputation of the Group, as well as the environment are among fundamental priorities.

BUSINESS ETHICS

At Şişecam Flat Glass, we employ Şişecam Group's Code of Conduct. The Code of Conduct, which was instigated in 2010 and evaluated in accordance with occurring needs and updated in 2013, is one of the main indicators of Şişecam's responsible business understanding. Setting the framework for responsibilities and practices within the Group, in the context of the main principles of honesty, transparency, impartiality, confidentiality, and compliance with laws and regulations, Şişecam Group Code of Conduct is characterized as a guideline directing the relations of all group employees with customers, suppliers, shareholders, and other stakeholders. In 2014, an "Ethics Board" was established with the purpose of ensuring the compliance of Group operations with the Code of Conduct, evaluating practices inconsistent with the Code of Conduct, generalizing the culture of ethics across the Group, and enhancing the level of awareness and consciousness in this regard. The Ethics Board works under the Corporate Management Committee.

Responsibilities of the senior management, managers, and all employees in relation to the effective implementation of the code across the Group have been determined within the scope of Şişecam Group Code of Conduct. The Code of Conduct also sets forth principles regarding the use of Group resources and information, conflicts of interest, and relations with other organizations.

As part of the Code of Conduct, it is explained in detail that the implementation of Group regulations, procedures, and instructions, as well as the Code of Conduct is essential and the sanctions to be imposed in cases of disorderly conduct are clearly stated.

The corporate governance practices of the company are structured to allow for all stakeholders, primarily employees, to convey their concerns regarding processes that are legally or ethically inappropriate to the management. Employees can communicate processes that are against the legislation and ethically inappropriate to the Audit Committee and the Internal Audit Unit. An ethics report line was formed for stakeholders to convey processes deemed to be conflicting with laws or the company's ethical values to the Audit Committee. Related complaints can also be emailed to etik@sisecam.com.



You can access detailed information regarding the Code of Conduct under the Corporate Governance tab of the Investor Relations section of Şişecam Holding A.Ş's corporate website.

FIGHT AGAINST CORRUPTION

The "Anti Bribery and Corruption Policy" aims at clearly and transparently presenting the commitments of Şişecam Group in the fight against bribery and corruption and its position on this subject, as well as protecting the corporate image. This policy, which is an integral part of the Group's Code of Conduct, is intended to provide the necessary information for the prevention of bribery and corruption in all Group operations and to determine responsibilities and rules in this subject.



You can access detailed information regarding our Anti Bribery and Corruption Policy under the Corporate Governance tab of the Investor Relations section of Şişecam Holding A.Ş's corporate website.

SUSTAINABILITY MANAGEMENT

At Şişecam Flat Glass, our sustainability approach is based on generating value added for financial continuity, reducing our environmental impact, and creating lasting values for our stakeholders.

In order to develop efficient and effective decision making capabilities in line with the vision and strategies of the Group and to govern the long-established structure of our Group more efficiently in the competitive landscape of our day, some adjustments were made in the organizational structure of the Group in 2015. In this direction, the scope of the Sustainability Directorate was extended in light of the long-term strategies of the Group and the Corporate Development and Sustainability Department was constituted to embody the sustainability function.

In 2015, Şişecam Sustainability Committee was established to manage our sustainability approach with a holistic understanding. The committee consists of the Corporate Development and Sustainability President, Production Vice-Presidents of business fields, Sustainability Director, Human Resources Director, Corporate Communication Director, and Industrial Relations Director. The workgroups within the scope of the committee are responsible for conducting works related to the subjects of Environment, Energy, Occupational Health and Safety, Innovation and Social Responsibility.



The feedback received from our stakeholders during the business year, as well as developments in our fields of activity and the results of benchmarking studies were evaluated at the workshops we organized for the revision of our sustainability material issues with the participation of our Working Groups.

MATERIAL SUSTAINABILITY ISSUES

Work Life

- Employee Right*
- Occupational Health and Safety*
- Talent Management*
- Fair Work Conditions
- Employee Engagement
- Equality in Work Life



Value Chain

- Environment management in the supply chain
- R&D*
- Industrial Cooperation*
- Customer Satisfaction*
- Marketing Communications*
- Product Information*
- Product Responsibility and Safety*
- Increasing the Generated Economic Value*
- Local Procurement*
- Working Conditions in the Supply Chain



Environment

- Water management
- Energy efficient Products and Environment friendly Products*
- Emissions Management*
- Combating Climate Change*
- Innovative Products*
- Efficient Use of Resources*
- Waste Management*
- Energy Management*
- Biodiversity*



Governance

- Business Continuity*
- Business Ethics*
- Risk Management*
- Legal Compliance*
- Fight Against Corruption*



Community Development

- Contribution to Community Development



The aspects not marked with asterisk () are material within and outside of (throughout various stages of business chain) our organization, while the other aspects are only material within our organization.

SUSTAINABILITY TARGETS

As part of Şişecam Group, Şişecam Flat Glass strives to constantly improve its performance in relation to sustainability targets and projects and practices developed to achieve them. To this end, key performance indicators are developed, international sustainability standards are closely followed, necessary steps for full compliance are undertaken. Additionally, stakeholder expectations regarding issues included in the Group sustainability agenda are taken into consideration in an effort to create shared value together with our stakeholders. In this regard the strategic sustainability targets we have determined as Şişecam Flat Glass are as follows:

Our Strategic Targets	Our Achievements in 2015	Our Targets for 2016
Efficient use of energy	Detailed information regarding projects aimed for efficient use of energy and natural resources and increasing production efficiency can be found in the "Environment" section of the Report.	In 2016, €8,600,000 will be invested for reusing the waste heat generated from our furnace at Mersin Plant, which will be engaged subsequent to the cold repair, in electricity generation. Through this investment, 5.5 MWe of electricity power is projected to be supplied.
Increasing resource and investment efficiency	With the projects specified in the sections "Efficient Use of Resources" and "Water Management", works for enhancing the efficiency of production processes and reducing the amount of consumed water were commenced. "Six Sigma" projects aimed at the efficient use of resources were also started.	Works for increasing production efficiency and minimizing losses will be sustained. Six Sigma projects aimed at the efficient use of resources will be continued.
Becoming a solution partner for customers	Two new performance products (71/43 and 41/27) were added to our Şişecam Tempered Solar Low-E Glass brand. Detailed information can be found in the R&TD activities section of the report. Detailed information regarding dealer distribution channel segmentation, workshops where strategies are determined, and projects such as CRM is included in the "Customer Satisfaction" section of the report. Information about the Glass Mastership project can be found in the "Contribution to Community Development" section of the report.	The projects will be continued. Besides, a "Job Mapping Project" will be implemented in order to provide staff training and certification to meet the demand for qualified staff and to start works for preparing national vocational qualifications, training preparation works, and examination and certification works, for the purpose of enhancing quality in the process of glass working.
Enhancing employee productivity	One of the most important projects conducted for enhancing employee productivity is the actualization of Hourly Paid Personnel Premium System at Trakya Polatlı Cam Sanayii A.Ş. Support was provided for offering training programs that will contribute to employee's personal development, the orientation project, recognition/appreciation practices, platforms and programs ensuring employee participation; detailed information is included in the relevant sections of the report. (21/25) Besides, works for improving occupational health and safety policies and practices were supported; detailed information can be found in the "Occupational Health and Safety" section of the report.	Projects from previous periods aimed at developing the growing organization of our Company and enhancing human resource competence will be continued, while in the new period project works will be conducted in the issues of integration of overseas human resources practices, career and talent management, employee awareness raising platforms, wage systems and expat management.
Increasing product and brand awareness in Turkey	Our projects such as Glass Counselling, Product Trainings, 81 Provinces 81 Trainings and Green Catalogue can be found in the "Contribution to Community Development" section of the report. Besides, information regarding the Isicam Kumbara Kart project can be found in the customer satisfaction section.	Activities aimed at raising public awareness and product-specific supports will be continued, and mobile applications will be offered to the service of end users. Works to achieve the targeted number of members for the Isicam Kumbara Kart system will be sustained.
Ensuring compliance with quality standards and continuity in meeting customer expectations	Detailed information about the target can be found under the headings "Product Safety and Product Responsibility", "Product Information", and "Customer Satisfaction". The scope of the existing ISO 9001 Quality Management Systems of factories were began to be expanded to include central activities. Investment for coating that minimizes the surface reflectivity of the glass, aimed for the solar market, was finalized.	Studies for including central activities within the scope of the existing ISO 9001 Quality Management System of factories will be sustained. It is aimed to achieve up to 1% increase in glass conductivity in line with customer expectations.
Ensuring the continuity of R&TD activities	Studies for developing new Low-E products aimed at the architectural glass market and trial productions were conducted in 2015. Detailed information about the subject can be found in the "R&TD Activities" section of the Report.	Development Studies aimed at new product demands determined within the context of sectorial developments and customer expectations will be maintained. New performance will continue to be added to the product family, offline tempereble reflective heat and solar solar control glasses that were not part of our product range will be added to our product portfolio.
Enhancing logistic performance	The infrastructure for transporting jumbo and lehr end machine size bare glasses by bulk carrier was formed and trial transports were realized. Detailed information is provided in the "Supply Chain" section of the report.	It is planned to start customer shipment following trial shipments, increase this type of shipment and extend to overseas countries.

STAKEHOLDER ENGAGEMENT



We regularly disclose our performance on sustainability to our stakeholders through our sustainability reports. The feedback we receive of are among the most important tools we rely on to further improve our performance. We maintain our dialogue with our stakeholders on different platforms and at varying frequencies as required by the communication type. In addition to these, all our stakeholders can communicate us through the phone numbers and email addresses that can be found on corporate websites.

Based on mutual interaction, our priority stakeholders are our employees, suppliers, clients and public institutions.

The feedback we receive of are among the most important tools we rely on to further improve our performance.

The critical concerns for our sustainability priorities raised by our stakeholders in 2015 are listed below:

CRITICAL CONCERN	STAKEHOLDER GROUP RAISING THE CONCERN	INFORMATION SOURCE REGARDING THE ACTION TAKEN
To report on our environmental impacts and performance	Customers, employees, investors	Publishing Sustainability Reports in GRI G4 Standards
To report on financial performance	Shareholders	Annual Reports in Detail
To increase employee motivation	Employees	Sustainability Report

KEY STAKEHOLDER GROUPS AND ENGAGEMENT PLATFORMS

INTERNAL STAKEHOLDERS

Stakeholder Group	Engagement Platforms	Frequency of Stakeholder Engagement	Evaluation of Engagement in the Reporting Period
Employees	<ul style="list-style-type: none"> Employee Satisfaction Survey Suggestion and Idea Sharing Platforms Employee Interviews Seniority Award Recognition and Reward System Share with Group President Platform 	Varies depending on the type of engagement	Şişecam Flat Glass's most important asset is its employees. Şişecam companies are leading companies in their sectors in terms of training and support provided to its human resources.
Top Management	<ul style="list-style-type: none"> Executive Board Meetings 	Minimum once a month	Evaluates through meetings with all related departments on a regular basis, assesses a range of sustainability issues and opportunities.
Shareholders, Analysts and Investors	<ul style="list-style-type: none"> General Board Meetings Meetings with analysts and investors Phone calls/teleconferences and email communication with investors Periodical publications (e.g., Annual Reports, CDP reporting, Earnings and Interim Reports) Social media Investor Feedback Mechanism 	Varies depending on the type of engagement	The Company, which is in regular communication with its shareholders and investors through various channels, met all information disclosure requirements under the legislation of all operating countries during the reporting period.

KEY STAKEHOLDER GROUPS AND ENGAGEMENT PLATFORMS

EXTERNAL STAKEHOLDERS

Stakeholder Group	Engagement Platforms	Frequency of Stakeholder Engagement	Evaluation of Engagement in the Reporting Period
Customer	Main means of customer engagement include customer satisfaction surveys, social media, meetings and conferences, feedback received via telephone and email. Also expos and visits are important communication tools.	Continuous interaction by email, social media and telephone. Dealers meetings. Ad hoc meetings as needed.	Şişecam Flat Glass engages with its customers as part of routine business activity. Customers are able to submit their feedback regarding the Company's environmental and social performance through a number of channels.
Public Authorities/ Regulatory Institutions	<ul style="list-style-type: none"> • Systematic reporting • Meetings, forums, conferences • Press releases • One-to-one meetings • Expo's 	Continuous as usual course of business (e.g. by email) Meetings as required	We demonstrate the utmost care in complying fully with the law and regulations in all of our activities.
Suppliers	<p>Typical methods of engagement with all suppliers includes:</p> <ul style="list-style-type: none"> • Daily/Routine business cycle • Meetings • Email communication 	Continuous as usual course of business (e.g. by email) Meetings as required	We evaluate environmental impacts of our suppliers.
Non-governmental Organizations	<ul style="list-style-type: none"> • Strategic collaborations • Events • Regular Meetings 	Minimum once a month	We support NGOs regarding social, economic and environmental issues and by carrying out joint projects with them.
Media	<p>To raise aweress about our Company and our products, we are in constant communication with national and international media.</p> <ul style="list-style-type: none"> • Press conferences • Press releases • Interviews • Bulletins • Advertisement • Magazine content 	Minimum once a month	We are in regular contact with national and international media in order to raise awareness about the Company and its products and deal with any related queries.
Community	<ul style="list-style-type: none"> • Media • Shopping Mall and street events 	Varies depending on the type of initiative	We announce all events with via media.



VALUE
CHAIN



We make a tremendous effort to enhance the value we generate for our stakeholders in all our operational processes. Starting with the supply of raw materials, we actively collect the feedback of our stakeholders in all the stages of our value chain and we constantly evaluate our performance in this regard. By generalizing this understanding across our value chain, we boost the value we generate together with our stakeholders.

SUPPLY CHAIN MANAGEMENT

We believe the adoption of our sustainability understanding and the values we share as a Group by our suppliers as principles that will improve both our Group and our supply chain. In this regard, we expect our suppliers to conform to our Code of Conduct. We supervise the social, economic, and environmental performance of our suppliers in light of our sustainability approach by means of the audits we conduct and expect them to carry this performance further.

Şişecam Flat Glass, a subsidiary of Şişecam, plays an important role in supply chain projects managed by Şişecam. The goal in all of these projects is to increase traceability in cost calculations as well as providing financial transparency to our business partners.

Supply Chain Cockpit System is an ERP (Enterprise Resource Planning) integrated online system that enables the display and analysis of Şişecam Businesses. All business unit's Supply Chain parties identified SCOR (Supply Chain Operations Reference) based performance metrics and applied them to the Cockpit platform. In addition, various efficiency projects are initiated.

As of 2015, Şişecam Flat Glass has over 6,000 active suppliers. Local suppliers are preferred for purchasing of products and services to contribute to local economy. In 2015, local supply rate was 57%.

When identifying potential suppliers, technical criteria such as their references and experience, financials, investment volume, management certificates, physical properties for the related process, growth rate and vision, as well as social criteria such as number of employees, demographic structure of employees are taken as reference.



Transportation of Jumbo and Machine-sized Glass with Bulk Carriers

Thanks to our new transportation frames and transportation by bulk vessels, the usage of wooden case for jumbo and machine-sized glass is minimised. Since glass is not packaged, there are no wood-related environmental wastes in transportation. Thanks to the advancement of transportation equipments, frames and simplified handling methods, more frames can be loaded to vessel; as a result, big quantities are able to be transported at one time rather than road transport.



As a first in the sector, this project was granted the Year Project Award in Şişecam Group Stars of the Year Competition.

PRODUCT SAFETY AND PRODUCT RESPONSIBILITY

Şişecam Flat Glass offers innovative solutions to the industry and carries the vision of being a global flat glass company; and we aim to serve in this direction for the protection of nature and energy efficiency not only through manufacturing technologies but also with our products. For Şişecam Flat Glass, the foundations of product responsibility is based on adopting the highest standards for our products and delivering the most accurate and up-to-date information to our stakeholders.

As a global company that exports to various countries in the world and operates in 9 different countries, we consider compliance to international standards a critically important responsibility, and we predicate our operations on internationally accepted standards in order to govern our environmental, social and economic impacts. We achieve our products, business processes and relations with our stakeholders in line with international standards and best practices. We closely follow the latest standards and developments in Turkish and European glass sectors through active collaborations.

Şişecam Flat Glass products with TSE logo have the product compliance certificates from TSE which prove that the product is in line with TS standards. The CE mark is affixed to all Şişecam Flat Glass products for construction industry. The CE mark indicates that Şişecam Flat Glass products are manufactured and inspected in line with EU regulations and comply with all applicable EU requirements regarding product safety.

To ensure that all product, process and quality standards are met in all of our plants, Quality, Environment and Technical Standards department conducts internal audits.

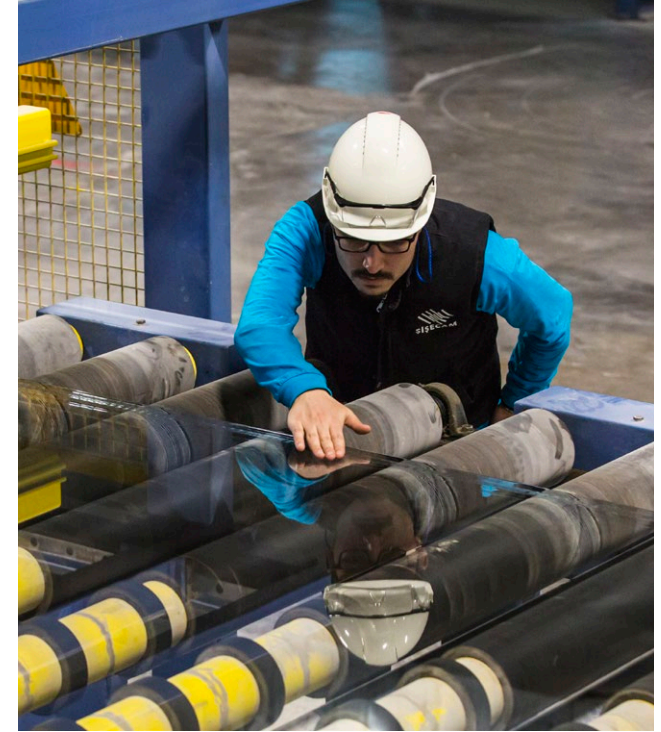
As an indicator of the importance we give to our company's and stakeholders' information security; efforts to establish ISO 27001 Information Security Management System was initiated in 2015.

As part of our strategy for continuous development that focuses on quality, cost efficiency and speed, Şişecam Flat Glass has adopted the Lean Six Sigma approach and carries out an improvement programme with widespread participation.

To carry out product tests, Şişecam Düzcam have laboratories manufacturing plants, some of which are supported by Science and Technology Center (STC). Also Science and Technology Center (STC) has its local accredited laboratories serving to Şişecam Flat Glass and its Isıcam Authorized Producers for specific Isıcam unit tests.

In Şişecam Flat Glass, our goal is to deliver our products in a timely manner, in line with demands and needs of our customers. To this aim, we initiate various improvement projects in our value chain. In the reporting period, as a part of our distribution channel revision project initiated to increase service quality with a customer-oriented approach, we reconstructed our authorized dealership system. As a result, product availability in distribution points has increased.

In architectural glass, we develop glass solutions for construction industry professionals and offer them glass consultancy services. To have more detailed information about our glass consultancy services, please check out chapter titled "Contribution to Community Development" in the report.



Managemen Systems

	ISO 9001	ISO 14001	ISO 50001	OHSAS 18001	OTHER
Trakya Cam Sanayii A.Ş. Trakya Plant	✓	✓	✓	✓	
Trakya Yenişehir Cam Sanayii A.Ş.	✓	✓	✓	✓	
Trakya Cam Sanayii A.Ş. Mersin Plant	✓	✓	✓	✓	
Trakya Cam Sanayii A.Ş. Otocam Plant	✓	✓	✓	✓	ISO 16949
Trakya Polatlı Cam Sanayii A.Ş.	✓	✓	✓	✓	

•ISO 9001: Quality Management System •ISO 14001: Environmental Management System •ISO 50001: Energy Management System •OHSAS 18001: Health and Safety Management System •ISO 16949: Automotive Quality Management System

PRODUCT INFORMATION

We actively use various media in our stakeholder relations. Digital communication channels and social media usage continued in 2015. In this scope, we promote our corporate activities through live broadcasting in social media and reach our broad stakeholder network. Thanks to Digital Strategy Project initiated during the reporting period, we identified communication needs and contact methods of our stakeholders through customer journey interview and structured our digital strategy accordingly.

We also organized customer journey interviews to discuss our corporate website's update. During these meetings, we identified our main stakeholder groups and confirmed their needs. We organized private meetings with nine different groups of authorized dealers, authorized manufacturers, architects, facade consultants, cutting firms, investors, automotive, white goods and energy sectors.

To have more detailed information about our activities about the right use of our products, please check out chapter titled "Contribution to Community Development" in the report.

CUSTOMER SATISFACTION

Customer satisfaction for Şişecam Flat Glass is an irreplaceable business priority. With Marketing Transformation Project initiated in 2015, we conducted a satisfaction survey with our customers. The results of this survey which received widespread participation, opinions and suggestions of our customers are integrated in improvement plans. Within the scope of this project, we also conducted satisfaction surveys through one-on-one meetings with professionals such as architects, investors, contractors, PVC and aluminum window frame manufacturers. As a result of the project, our distribution channels and decision makers are segmented, strategies were identified on the basis of these segments and the first steps for many projects were taken such as CRM system and gift campaign for window frame manufacturers, "İsıcam Kumbara Kart". We continued to organize various workshops, branch meetings and other activities for our customers and decision makers throughout the year.

CUSTOMER DATA PRIVACY

Together with technological advancements, data accumulated in digital space continue to expand every day. Therefore, user awareness in information security is critical. In our company, we organize trainings to raise awareness in this matter among our employees. Also non-disclosure agreements are signed for licensed sales agreements with clients to ensure mutual privacy and information safety. With ISO 27001 Information Security Management System initiated in 2015, we aim to systematically manage the information security of our customers.

With Marketing Transformation Project initiated in 2015, we conducted a satisfaction survey with our customers. The results of this survey which received widespread participation, opinions and suggestions of our customers are integrated in improvement plans.

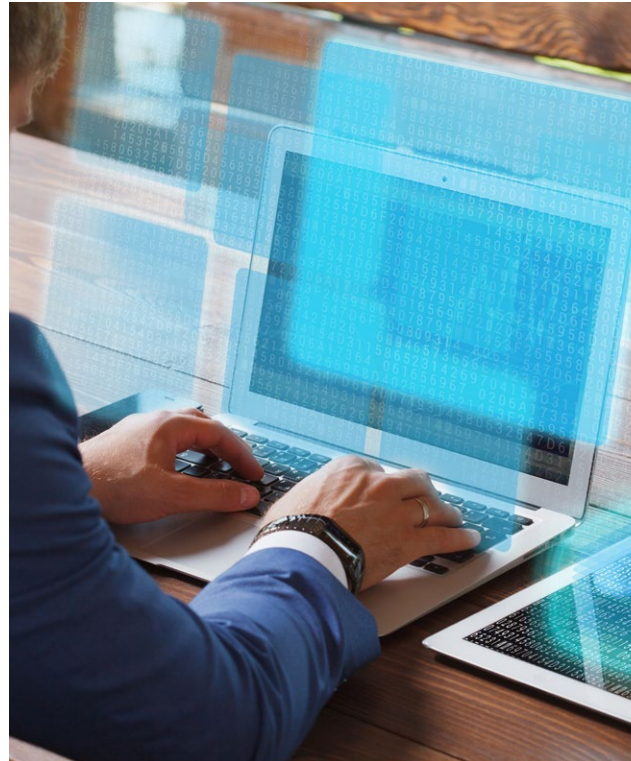
INFORMATION SECURITY

The projects we started with the objectives of preserving the trustworthiness of the Şişecam Flat Glass and the image of the position it represents, reducing information security risks through risk assessment and risk treatment activities concerning information assets, ensuring the confidentiality, integrity and accessibility of information assets, enhancing employees' awareness and consciousness regarding information security, protecting physical and electronic information assets that affect the operations of the Group, and improving our current systems devoted to the continuity of all our business operations with minimum interruption were planned in two distinct stages.

First Stage works will be finished by March 2016 and certifications will be completed by August. Second Stage works will be started in March 2016 and are expected to be completed by 2016 yearend.

Examples of advantages achieved with the implementation of the information security management system:

- Paper and toner wastage was prevented and printer lifetimes were prolonged by encrypting the printers.
- Electricity savings were achieved through the mandatory use of screen savers.
- Unauthorized accesses were prevented by ensuring the use of strong passwords.



Corporate Identity Project

As one of the most reputable companies in Turkey, Şişecam has a significant brand value with its strength, reliability, experience, respectability, and magnitude.



In 2015, the “Corporate Identity” project was conducted in order to restructure the corporate identity strategy of our Group and the Group brand architecture. Within the scope of the Group brand strategy, our business lines, where we make a difference with the Şişecam identity globally, were named and branded as Şişecam Flat Glass, Şişecam Glass Packaging, and Şişecam Chemicals. Whereas Paşabahçe, one of the strongest brands of our country as end user brand, will continue representing Şişecam in the business line of glassware and identifying itself with Şişecam through the inscription “A Şişecam Company” in all its communication. The new corporate identity standards were adopted as of September 1st 2015.

RESEARCH AND TECHNOLOGICAL DEVELOPMENT ACTIVITIES

While manufacturing technologies and product diversity in glass and glass products sector are rapidly developing, innovativeness gains a significant role in all parts of the value chain which reaches from blend to the consumer. Şişecam Corporate Research and Technological Development (R&TD) activities are planned with the goal of enabling global competition by producing environment-friendly, innovative products and manufacturing technologies.

Şişecam Corporate R&TD activities are conducted under the coordination of Şişecam Science and Technologies Centre and in cooperation with regional laboratories and manufacturing groups. Şişecam Science and Technologies Centre is the biggest and most competent glass science and technology laboratory in Turkey and one of the most renowned in its field in Europe. In 2015, our Science and Technology Centre was granted the “Best R&D Centre” award by the Ministry of Science, Industry and Technology in categories of “Glass and Glass Products” and “Cooperation and Interaction” among 201 centers.

In 2015, for the development of new products that are tinted from batch, 3 different tinted (tinted light grey, tinted dark grey and green privacy) and optical performance products were designed for Şişecam Flat Glass, their laboratory studies were completed and they are now ready for manufacturing.

Şişecam Flat Glass' high selective product Şişecam Temperable Solar Control Low-E Glass Neutral 71/43, while it provides high light transmittance and transparency, it also offers effective heat and solar control. This product is designed for houses, offices and shop windows where transparency and low-reflection is needed. All laboratory studies of the product is completed and mass production has begun. The processes for patent application of the product is monitored.

Şişecam Temperable Solar Control Low-E Glass Neutral 41/27, is specifically designed to control daylight effectively and to prevent solar overheating on building facades and roofs. It provides solar control and heat



insulation and lowers heating and cooling costs. All laboratory tests are completed for Şişecam Temperable Solar Control Low-E Glass Neutral 41/27 and mass production has begun.

R&TD studies of privacy glass for automotive sector and turquoise glass for architecture were completed and manufacturing started in 2014 for the first time. In 2015, their patent application was followed closely.

In the reporting period, one patent was acquired and two new patent applications were pending. The patents and patent applications are listed below:

Turkish Trademark for “ultra clear” glass which was developed for architectural applications in previous years is acquired. In the manufacturing of Ultra clear glass, we changed the glass composition, and transparency was increased and a more transparent appearance was achieved. In architectural applications, especially laminated, painted and mirror glass applications are more transparent and have a more aesthetic appearance thanks to this innovation.

Jumbo sized glasses are traditionally transported by land. Therefore, jumbo glass transportation was only possible

for short distances that allow land transportation. To be able to carry jumbo sized glass by ships, we developed a new stand and applied for the patent. With this new table, jumbo sized glass will be effectively transported to far distances by sea transportation. Thus, transportation costs will decrease and we will be able to supply jumbo sized glass to markets that were not penetrated before. In addition, sea transportation offers a more environment-friendly transportation method when compared to land transportation.

Also patent application was made for barrier layer systems that benefit to increase layer quality, mechanic durability, corrosion and scratching resistance in Low-E coating for Low-E coated architectural glass. The main goal of this invention is to present more durable Şişecam Low-E Glass. According to the patent application, coated elements can also be used in any other suitable applications such as insulation glass units, automotive glass and other suitable applications.



INNOVATIVE PRODUCTS

While glass as a multi-functional material is used more and more on building facades and interiors, choosing the correct glass becomes significant. In buildings where the right glass is chosen, there are such advantages as decrease in heating and cooling expenses, thanks to natural light usage decrease in electricity consumption, prevention of glare, decrease in physical and psychological problems related to noise, minimization of injury risks in case of a glass breakage and protection against attack and theft. Study results show that choosing the right glass which absorb the right amount of light, decreases employee stress and increases productivity, improves recovery processes in hospitals, decreases the need for painkillers, and increases students' academic success (1). With its expanding product range, Şişecam Flat Glass can supply for all demands and needs of insulation, safety, security and noise control.

Noise affects human health and comfort negatively and causes hearing problems. It has physiological impacts like high blood pressure, unintentional spasms in muscles, psychological impacts like anxiety, nervousness, stress and it causes a decline in work efficiency. "Şişecam Acoustic Laminated Glass" offers a solution to all negative impacts caused by noise pollution. Şişecam Acoustic Laminated Glass contributes to sound insulation noisy environments, and like all Şişecam Laminated Glasses, it can also be used as security glasses.

As more and more glass is used in new buildings, it is possible to apply secondary processes (temper, laminate) to glass with low impact-resistance and make it stronger, safer and more secure. Temperable glasses used in buildings are approximately 5 times stronger and they shatter into small, blunt edged fragments which reduce the risk of injury. Şişecam Laminated Glass minimizes the risks caused by the broken glasses as it tends to keep splinters in place and stay intact, preventing injuries caused by broken glasses as well as protecting life and property from any external attacks and break-ins.

¹Study of Social and Economic Advantages of Glassing for a Sustainable Environment - Glass for Europe 2012



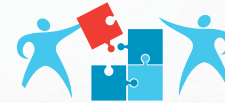
ŞİŞECAM FLAT GLASS QUALITY POLICY

An affiliate of Şişecam Group of Companies, a global corporation with extensive know-how and production expertise, as Flat Glass Group, we shall endeavour to:

- Perform, certify, document and continually improve the requirements of the existing quality management systems in all plants where production and management functions are fulfilled,
- Ensure compliance of our production activities and products with the national and international standards and regulations in force in areas of operation, evaluate and promote continuity of compliance status,
- Ensure customer satisfaction by meeting demands and expectations of customers and providing pre-sales and after-sales technical support,
- Create and review corporate quality objectives and programs in addition to controlling them with corrective and preventive activities,
- Emphasize product quality and safety based on their relevance to human and product life and ensure continuity thereof,
- Act in line with the company's principle of customer orientation by offering technical support to our stakeholders (authorized dealers, authorized manufacturers, industrialist customers, architects, glass consultants, construction companies, investors, real estate investment partnerships etc.) and offering ideal solution suggestions for the area of use in terms of aesthetics, performance and quality,
- Become a global company leading developments with flat glass products and production thanks to R&D activities performed under Şişecam Group of Companies,
- Raise employee satisfaction, commitment and motivation through training programs meant to support development of employee continually,
- Ensure functionality of communication channels established through a fair and transparent management perspective,
- Build a sustainable future for our company economically and environmentally with the contributions of our employees, customers, shareholders, suppliers and sub-contractors under our Quality Policy as a company dedicated to manufacturing high-quality glass products for construction, automotive, furniture and energy industry.

VICE CHAIRMAN AND FLAT GLASS PRESIDENT

**WE THRIVE AND
DEVELOP TOGETHER**



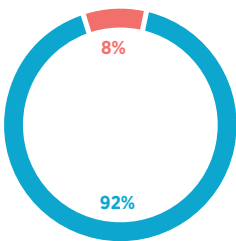


WORK
LIFE



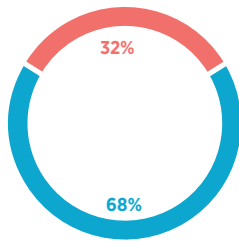
In Şişecam Flat Glass we know that our success depends on developing, incorporating, retaining the most talented workforce and providing a happy, safe and motivating workplace for our employees. Our main goal in Şişecam Flat Glass is to create a fair, happy, non-discriminatory workplace that meets the standards of national and international workplace rights policies, protects the rights of employees to unionize, and employs only the best practices in occupational health and safety practices.

EMPLOYEE BREAKDOWN BY GENDER



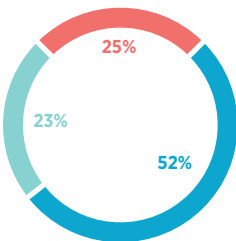
■ FEMALE
■ MALE

EMPLOYEE BREAKDOWN BY CATEGORY



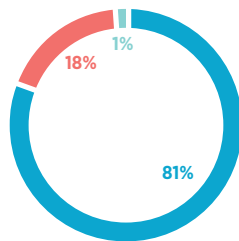
■ WHITE COLLAR
■ BLUE COLLAR

EMPLOYEE BREAKDOWN BY EDUCATION LEVEL



■ HIGH SCHOOL AND BELOW
■ BACHELOR'S AND HIGHER
■ ASSOCIATE

EMPLOYEE BREAKDOWN BY AGE GROUP



■ UNDER 30
■ BETWEEN 30-50
■ OVER 50

EQUALITY AT WORK AND FAIR WORKING CONDITIONS

As in all companies of Şişecam, we also adopt a fair and transparent management approach that respects personal differences. In light of these principles, in our Human Resources processes from recruiting to performance evaluations, from career development opportunities to training opportunities we provide equal opportunities for all of our employees. We see the differences among our employees as a valuable resource that enriches our corporate culture and makes us an innovative company.

We support female employment and female managers. In the reporting period, the number of female employees in our workforce was 3.2% more compared to the previous year, and now we reached a total number of 194 female employees. In addition, as of 2015, 15% of our top executives are women. In all our executives, the share of female executives is 18%.

We see the differences among our employees as a valuable resource that enriches our corporate culture and makes us an innovative company.



EMPLOYEE DEVELOPMENT

We offer training programs for all our employees to enable them develop themselves and their work. In 2015, 71,221 man*hours of trainings were given.

Şişecam Academy

In Şişecam Group, all trainings take place in various schools under Şişecam Academy. The main goal of Şişecam Academy is to provide skills and talents that are necessary to achieve Şişecam Group's strategic goals. In 2015, Sales and Marketing School, Supply Chain Management School, Glass School and Leadership School Programs were organised in Şişecam Academy.

Glass School

In order to increase qualified human resources in the area of glass, the main activity field of Şişecam Group, we initiated the Glass School Project. In collaboration with Research and Technological Development Centre, Glass Science and Technology for engineers, Glass Breakage Analysis and Glass Workshops were held.

Sales and Marketing School

Sales School is designed to spread sales culture in the Group and train competent salesmen who are in compliance with Şişecam Global Leadership Model.



2014

Number of participants

2,408

Hours of training

55,986

person*hour



2015

Number of participants

3,106

Hours of training

71,221

person*hour

Supply Chain Management School

Supply Chain Operations Reference (SCOR) Model trainings that started for holistic management of supply chain processes, also continued in 2015.

Flat Glass team also joined the The Fresh Connection-Global Challenge 2015 simulation competition which encourages holistic approaches to supply chain processes.

Leadership School

Initiated in 2015, Leadership School Project aims to develop leadership skills of Şişecam Group executives. With our “Şişecam Global Leadership Model”, we organize training activities that are tailored specifically for our Group.

Global Leadership Model

Designed in order to help us secure our leadership in the world glass industry and contribute to our global competitiveness, Global Leadership Model ATLAS was initiated in 2015. Through ATLAS, our goal is to increase the skills of Şişecam executives, to train future leaders and to orientate Group companies for the same targets.

SuccessFactors Training Management System

In-class trainings of white collar employees are planned and shared by SuccessFactors system. Our employees program their annual training calendars through this system.

Some of the class trainings we organize are; OHS, Emergency, Fire, First Aid, Lean Manufacturing, ISO 27001 Information Security Management System.

e-learning Programs

In the reporting period, we developed various training tools in order to spread the participatory e-learning applications that carry educational and developmental activities beyond classrooms. Many training programs such as personal information security, OHS, Şişecam Codes of Ethics Trainings are offered to our employees through e-learning platforms.



Orientation Project

We prepared an orientation e-module and e-book in 2015 for our newly hired colleagues so they can find out, know and adapt better to our corporate culture, fields of activity and procedures.

Employer Brand

Şişecam plans annual campus activities such as case studies, interview simulations, tea-talks with executives. As a result of case studies, successful students are awarded with internship opportunities at our company. The aim of interview simulations is for the students to experience one-to-one and group interviews. At the end of interviews, our HR experts provide feedback to the candidates to further help them with their careers. Tea-talks with managers allow students to listen to the career experiences of our executives.

Long-term Internship Programs

Long-term internship program aims to hire successful students as interns for a long-term period. Thus, we can observe their performance as well as teaching them our corporate culture and different lines of our business. In 2015, 4 students were employed in long-term internship program.



In 2015, 120 employees were awarded in the simultaneous rewarding system.

In order to create a supportive work environment, we celebrate our employees' birthdays, weddings, promotions and special days. In this scope, 2,995 recognition activities and events were held in Şişecam Flat Glass in 2015.

Employee Commitment

Employee commitment is a very closely followed performance indicator for the Group. Employee commitment survey is conducted by an independent third party for the whole Şişecam Group since 2013. In the second survey conducted in 2015, participation rate increased by 16% in comparison to the previous survey and was 77% in total. In 2015 survey, the results increased by 1.4% and the commitment level in Şişecam Flat Glass was 55%. These results are 5 points above the average white collar employee commitment in Turkey. The results of employee commitment survey are used as guidelines for the analysis of employee demands and preparation of improvement projects.

Union Rights

Our vision in the field of industrial relations is to maintain industrial harmony in the workplace based on trust and dialogue with trade unions and to undertake the promotion of health and safety at work in line with our "people first" philosophy.

In order to keep work place peace and continue manufacturing, union relations are organized in compliance with related laws and regulations and collective bargaining agreements. Our blue collar workers are under Kristal-İş Union collective bargaining agreement. The unionization rate is 68% among all our employees.

In 2015, Trakya Polatlı Cam Sanayii Plant was chosen as a pilot plant and began "Hourly-paid Employee Bonus System" that aims to increase hourly-paid employees' work performance, their contribution to bottom line, attendance rate and occupational health and safety awareness.

EMPLOYEE RIGHTS

In Şişecam Flat Glass we strive to provide a participatory, innovative workplace that respects to all international and domestic rights of our employees.

Flexible Benefits Program

Flexible Benefits Program started in 2015, allows employees to choose from the benefit packages offered by Şişecam. With the program, our employees created their benefit packages from a portal accessible from www.sisecamflex.com.

Recognition, Appreciation and Rewarding System

Şişecam Recognition and Reward System is the program for the acknowledgement of an individual's or a team's behaviour, effort and accomplishments that support the organisation's goals and values.

Şişecam has three main award categories:

Stars Parade: In this category employees who contribute to and improve the effectiveness of Şişecam's processes and add value to Şişecam's brand are granted the award. In 2015, 40 domestic, 12 international projects were evaluated, and in the first three projects, 24 of our employees were granted awards.

Occupational Health and Safety: Şişecam companies are granted an award according to their accident frequency rate and accident severity rate. The best practice in occupational health and safety is selected and awarded in this category. In 2015 Trakya Yenişehir Cam San. A.Ş. received the honorary Occupational Health and Safety award.

Special Award: In this category, employees or initiatives are awarded for developing a constructive work environment. In 2015, one Düzcam employee received this award.

EMPLOYEE ENGAGEMENT

We develop various applications and projects to create a participatory corporate culture where our employees can share their opinions and suggestions as well as following corporate news and communicate with each other.

Idea Factory

Idea Factory is a platform established to collect employee suggestions. In 2015, 238 suggestions were received with this system. Thanks to the realization of ideas that are received by this platform in 2015, we saved more than TRY 1 million.

Camport

Camport intranet system is frequently used in Şişecam Group and the system has been renewed in 2015. The system has a more user-friendly, accessible and interactive structure.

Common Language Program

To form a common management culture in the Group, we started the Common Language Program. This program is designed to increase interaction among different levels of executives.

“We are Şişecam” Meetings

To spread and promote our corporate culture and values, we organize “We are Şişecam” workshops.

“ŞİMDİ!” Social Activities Club

In 2014, Şişecam Social Activities Club was launched to ensure that employees enjoy their time at work, to improve internal communication, and to increase employee happiness. “ŞİMDİ!” Offers various activities and projects ranging from trips to theatre plays, from office parties to tournaments and from aid campaigns to discount deals. In 2015, a new page to promote “ŞİMDİ!” activities was launched in Camport.



OCCUPATIONAL HEALTH AND SAFETY

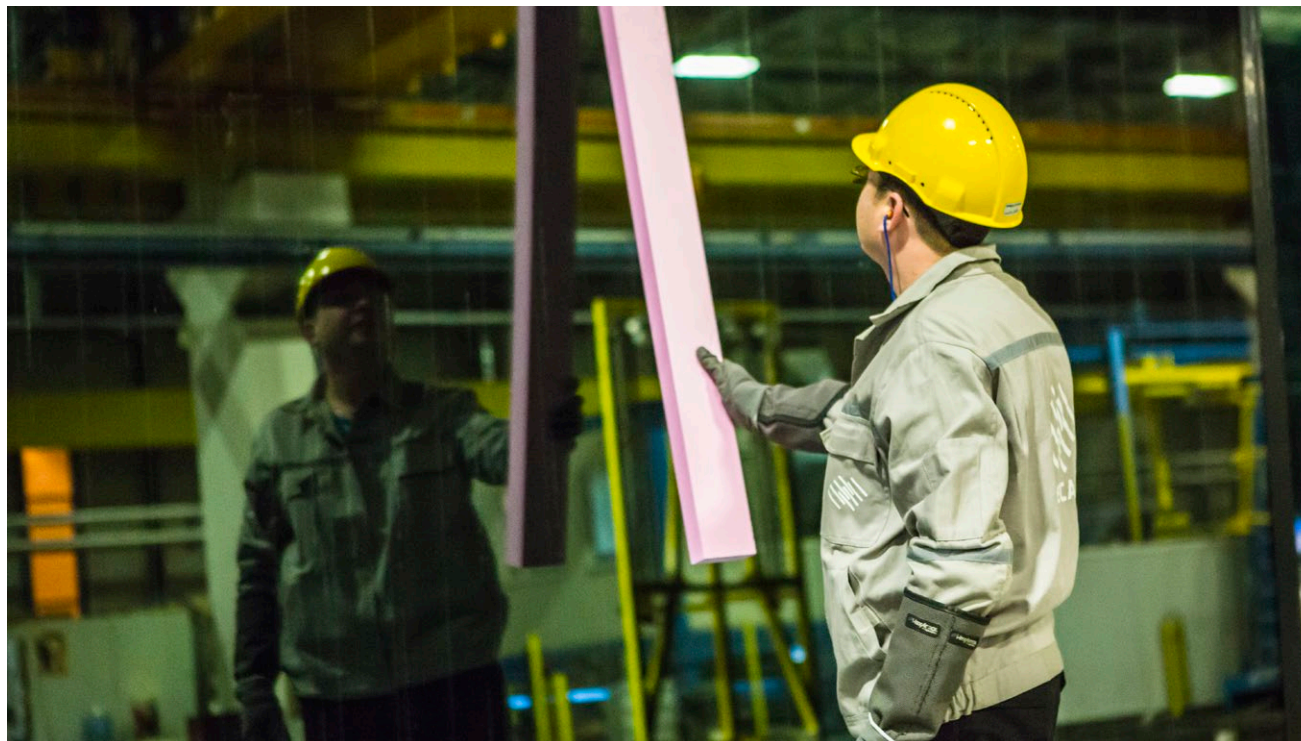
Occupational health and safety (OHS) is one of the business priorities in Şişecam Flat Glass. The first goal of our occupational health and safety management is to eliminate potential risks that threatens health and safety of our employees. We adopt a healthy and safe working environment as a prerequisite to achieve efficiency and productivity in the work place, and as we design our processes, we work to minimize risks of occupational health and safety. In order to create accident-free workplaces, we invest in new technologies and organize trainings to increase employee awareness.

OHS in Şişecam is managed under Şişecam Industrial Relations Directorate. Human Resources Directorate of the companies, ensure that all work places operate in compliance with domestic and international standards and under the coordination of Şişecam Industrial Relations Directorate. Various projects are undertaken for areas of improvement continuously.

Şişecam Group that has a successful OHS performance published its first OHS policy in 1989. Since then, regularly updated policies is applied in all domestic and international facilities. In Şişecam Group, OHS management complies with OHSAS 18001 Standards. Founded in 2014, Occupational Accidents Analysis and Corrective/Preventive Action Tracking System overviews OHS performances in the Group.

Throughout the year, all manufacturing facilities are evaluated in line with OHS requirements, and the results are shared with Human Resources, Risk Management and Internal Audit departments. All Şişecam Flat Glass facilities have an OHS Committee.

All of our employees are represented in Occupational Health and Safety Committees. These committees comply with the minimum number of legal participants and consists of minimum 7 people. In each of our 5 factories, committee meetings are held monthly and the committee meetings in Şişecam Headquarters are held every 3 months.



The central OHS unit is responsible from the coordination among Group companies and provides support for group-wide OHS issues by holding site visits in accordance with the annual plans and report its findings. The current Workplace Accidents Analysis Tracking system has been improved to adapt to Şişecam's ever-evolving and changing structure, and a new Corrective & Preventive Actions (CAPA) System has been established to ensure more thorough measurement of workplace accidents. Integrated with SAP, the CAPA system is available to all workplaces and units, including management and sales centers and it prepares the way to track and control workplace accidents in a systematic manner. This system enables Şişecam to disclose accurate data, generate sensitive reports, and provides clear and transparent

communications to employees and executives. Workplace Accidents Evaluation Commission, composed of OHS experts, aims to reduce work related accidents using a root-cause analysis.

In the reporting period, in order to support occupational health and safety culture and raise awareness, OHS data for overseas plants coordinated by Industrial Relations Directorate were listed in the intranet and periodical briefings were conducted.

Group Industrial Relations Directorate audited OHS performance of Trakya Glass Bulgaria EAD Plants and shared action steps to be taken in accordance with the results.



OCCUPATIONAL HEALTH AND SAFETY POLICY

We aim to achieve every stage of our operations in a safe and healthy working environment. In line with this objective, as a part of our responsibility to create healthy individuals as well as manpower, we adopt strategies

- To prevent occupational accidents and occupational diseases by determining the necessary measures to implement and be implemented,
- To make risk assessments by the participation the employees and to reach the acceptable risk levels,
- To use safe equipment and appropriate technologies for a healthy and safe working environment,
- To ensure the participation of our stakeholders each level of the organization in the improvement of occupational health and safety practices,
- To constitute Occupational Health and Safety culture and turn it into a lifestyle.

In this direction, we declare and undertake:

- To meet the relevant standards and requirements in the field of legal obligations for Occupational Health and Safety,
- To increase our performance and our processes with a proactive approach on the continuous improvement on Occupational Health and Safety,
- To continue improving the education and activities of our employees and sub-contractors / suppliers to their employees, visitors, interns for adopting the principles of OHSAS.

GENERAL MANAGER





ENVIRONMENT



With the awareness and consciousness of the environmental impact generated by our business processes, we manage our operations by actualizing practices that will reduce this impact. As a result of our sustainability approach and the sense of the responsibility that we bear in this issue, we continuously observe all our processes and we implement necessary measures by evaluating the performance we achieve. In this regard, we implement projects to reduce energy consumption and make more efficient use of resources.

Efficient use of environmental resources for a sustainable world is one of our main corporate responsibilities. The objective of Şişecam Flat Glass is to minimize our impacts across all our business activities and achieve zero environmental accidents. This approach is considered as the cornerstone of Şişecam Flat Glass' strategic management and it is integrated in every phase of our processes. Our aim is to carry out all environmental protection activities in line with Environmental Management System, and to continuously improve the system with the support of our stakeholders.

Şişecam Flat Glass operates in an energy intensive industry, therefore strives to increase its energy efficiency and decrease greenhouse gas emissions. We hope to inspire other companies and industries with our performance in waste minimization and protection of natural resources.

In striving to protect the environment and manage our environmental impact, we are guided by legal regulations, Şişecam standards, and industrial practices. In all of our operations in Turkey, we have established environmental management systems in order to monitor and improve our environmental performance. We are continually working to raise environmental awareness in our workplace and provide regular trainings on environmental issues for our employees. In 2015, we offered 1,789 man*hours of environmental trainings.

Our Environment and Energy Policy is integrated to all our activities and covers all our facilities. ISO 14001 Environmental Management Standard is used to monitor and mitigate environmental impacts in facilities in Turkey. Şişecam Corporate Development and Sustainability



Department reviews our environmental performance and reports to top executives. This management oversight illustrates how our sustainability commitments, including those linked to the environment, are embedded in Şişecam business priorities.

Each plant of Şişecam Flat Glass has at least one environmental responsible, who is mostly an environmental engineer, to report to the plant manager. These environmental responsables work in collaboration with the Environmental Committees that include officers from each production unit of the plant. Environmental

issues are monitored periodically with internal and supply chain audits and action plans and preventive measures are prepared accordingly.

In the reporting period, our environmental investments amount to TRY 1,625,800 in total.



ENVIRONMENTAL AND ENERGY POLICY

Knowing that the sustainable growth, which we have placed in the main axis of our business, is only possible as long as we maintain the sustainable environmental and energy principles, we aim to:

- Use natural resources efficiently, increase recycling and recovery rates,
- Consider energy efficient and environmentally friendly Technologies while creating all processes starting from the designing phase,
- Develop and implement energy efficiency projects that will have positive impact on climate change,
- Purchase products, services and Technologies that provide energy efficiency to support high performance designs,
- Perform our production activities by implementing Environment and Energy Management Systems.

In this direction we declare and undertake:

- To comply with environmental and energy related legal and other requirements in force,
- To continuously enhance and improve our environmental and energy performance,
- To take the necessary precautions to reduce or eliminate the negative environmental impacts of our activities,
- To review pre-determined objectives and targets periodically an to provide required resources to acieve these goals and objectives,
- To increase awareness by providing understanding and embracement of our policy by our shareholders

GENERAL MANAGER

**WE CARE FOR
OUR ENVIRONMENT**



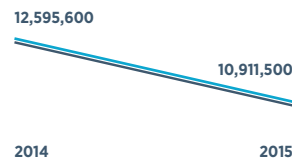


ENERGY AND EMISSION MANAGEMENT

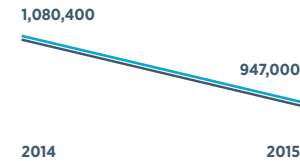
One of the significant topics in our strategic plans that is related to climate change is to measure and decrease our energy consumption and greenhouse gas emissions systematically.

Our main energy source that we use in glass furnaces is natural gas. Electricity and LPG are used as additional sources at our plants. In 2015, our total energy consumption was 10,911,500 GJ.

ENERGY CONSUMPTION (GJ)



CO₂ EMISSIONS (TON)



In 2015, all Şişecam Flat Glass emissions were under legal limits provided by Industry-related Air Pollution Control Regulations.

Combating Climate Change



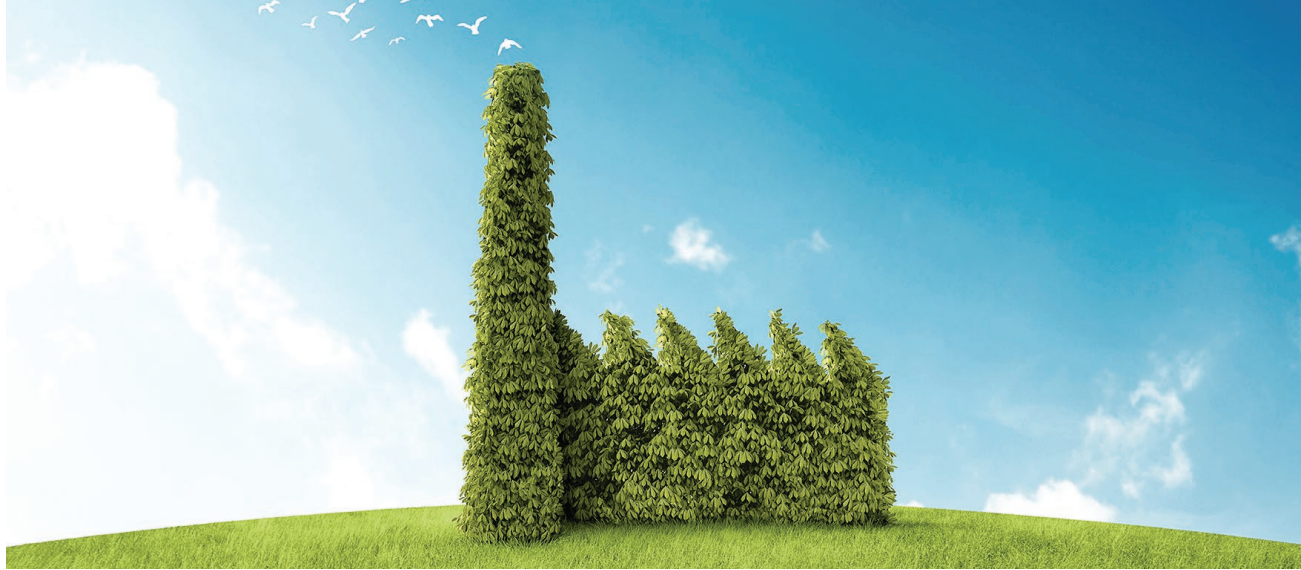
As our field of operation is an energy intensive industry, policies focusing on the risk and opportunities brought about by climate change are of great importance for Şişecam. We evaluate climate change and its potential impacts in the process of determining risks and opportunities as part of Şişecam Group Risk Management Directorate works and we integrate them into our corporate strategies.

We work to fulfill the responsibilities we bear in the issue of combating climate change. In this direction, we review our production activities in terms of energy efficiency, we diversify our products providing environmental benefits through their positive impact on resource efficiency. Within the context of combating climate change, we have achieved significant gains in relation to enhancing energy efficiency and reducing energy consumption and resulting greenhouse gas emissions at all our facilities in Turkey and abroad; we continue our works for increasing these gains. We are collaborating with Ministries in infrastructure projects aimed at the management and mitigation of production sourced GHG emissions in our country. Şişecam Group has reports annually to CDP Climate Change program since 2011, and CDP Supply Chain program since 2012. In this regard, the Group reports on issues such as the climate change strategy of the Group, its risk management and managerial approach, energy, carbon emissions and climate change targets, and carbon emissions amount generated by operations. The performance of Şişecam in its Turkey and Bulgaria operations are included in Şişecam CDP responses. With a disclosure score of 91 out of 100, Şişecam has once again proven its success in understanding and managing climate change related issues.

EFFICIENT USE OF RESOURCES

Efficient use of resources is a trending issue. With the awareness of our responsibility on this issue, we organize efficiency projects and employ management methods to minimize waste from our manufacturing processes.

In the reporting period, the loading system of Trakya Plant glass cutting lines was reviewed and its production capacity has been increased. In our Mersin Plant, started operating after a cold repair period, we applied a special insulation and minimized heat loss while creating energy efficiency at the same time. In many of our manufacturing lines, Six Sigma projects minimized process losses, increasing manufacturing efficiency. Production capacity has been increased by working over the design capacity, unit costs at the float lines were reduced.



Sustainable Energy Measurement and Tracking System

According to 2014 data, the total electricity consumption of our domestic and overseas plants is equivalent to approximately 0.7% of the electricity consumption of our country and 3.85% of its natural gas consumption. The management of these rates, which, together with other energy raw materials, exceed the total energy consumption of many countries, from supply to efficiency, to purchasing to wastes, will increase in effectiveness by means of monitoring of every stage of the practices with quantified targets and dynamizing energy policies in line with these results. Through quantitative tracking, it will be possible to compare the theoretical calculations for equipment and system choices with practical results at the plants, to set and evaluate targets accurately, to keep assumptions at a minimum, assessment under equal reference conditions, to prioritize the most beneficial projects, to direct future works in this regard, and to objectively analyze many similar issues.



The project is implemented at 15 plants with varying structures. By ensuring standard reference conditions and structuring models, the expansion of the project to other plants and within itself was also based on the same foundation. This will also allow managers to make accurate evaluations according to the same data. Şişecam plays a pioneering role in this field with the installation of an energy tracking and measurement system of this magnitude allowing for sustainable expansion. The gradual engagement process of the project in three plants in each of Glass Packaging, Glassware and Chemicals and in six plants of Flat Glass has been completed.

Project to minimize broken glass pieces

In 2015, offline cutting lines and storage operations were reviewed and the processes have been optimized. The main goal is to decrease glass losses that occurs during handling and cutting processes.

With the project, we achieved to minimize losses and cullet waste. As a result of the project, glass losses rate dropped from 0.8% to 0.4%.



Waste Management

Our main goal in waste management is to increase recycling rates. In 2015, 17,600 tons of waste from our plants are shipped to licensed facilities for recycling.

All our facilities and factories have designated storage areas for hazardous waste. While transferring hazardous waste, Regulations on Hazardous Waste Transport Procedures are followed. All hazardous waste is handled and disposed of by licensed waste disposal companies authorised by the Ministry of Environment and Urbanisation.

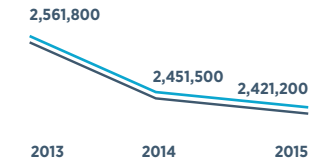
In 2015, Şişecam Flat Glass collected and recycled 48% of the materials that were released to the market in the previous year. In total, more than 580 tons of paper, box, plastic and composite packaging were recycled.



Water Management

Water is an important input for glass manufacturing and product quality. Şişecam Flat Glass policy on water management is based on consuming less water and protecting groundwater resources. Wastewater from both sanitary and process use is transferred to water treatment facilities. Treated wastewater is discharged according to pre-defined limit values of environmental regulations. In 2015, 81,200 tons of water was recycled. Our operations do not cause threats to the biodiversity of water resources.

WATER USE OVER TIME (TON)



Closed loop water cooling system

closed loop water cooling systems are systems where water do not contact with atmosphere and therefore temperature exchange occurs within the system. Since the water is not in contact with the atmosphere, parameters like conductivity, bacteria forming can be easily controlled. Even though these systems are costlier compared to open systems, when ease of operation, protection from corrosion and ensuring continuous manufacturing are taken into consideration, they have a lot more advantages. Closed loop water cooling systems are preferred to prevent glass loss caused by leakages and cracks in the coolers.



The project, initiated in 2015, predicted annual water savings around 290,000 m³, but the result turned out to be 358,347 m³. With the project, water quality is protected and system continuity is achieved.



ENVIRONMENTALLY FRIENDLY PRODUCTS

In Turkey, where 70% of the energy is imported, around 30% of energy consumption occurs in buildings. Nearly 30% of heat loss in buildings are caused by windows without insulation. Considering that glass makes 80-85% of a window, significance of insulation by glass becomes highly important.

Since its establishment, Şişecam Flat Glass has adopted the principles of energy saving and efficiency. In 1974, Şişecam Flat Glass introduced Turkey's first insulating glass brand to the market as "Isicam" which provides 50% more heat insulation compared to single glass. In its 41st year, Isicam Systems with its 179 Authorized Producers in 58 cities has reached a widespread and qualified service web and keeps growing every day.

The goal to reach better heat insulation levels with Isicam Systems by Şişecam Flat Glass resulted with the development of "Isicam S" and "Isicam K", high performance Low-E and Solar Control Low-E coated transparent insulation glass that are more insulant and therefore, save more energy. Thanks to Şişecam Low-E Glass in it, "Isicam S" keeps the heat inside in winters and reduces heat loss 50% compared to ordinary double glazing units without sacrificing from transparency and natural daylight.

In Turkey where four seasons are fully experienced, both winter and summer conditions are available in many regions. Specifically tailored for this need, "Isicam K" -in addition to insulation properties of Isicam S- reduces heat transmission from sun during summer by 40% and saves electricity that would be used for air conditioners. By using energy efficient products "Isicam S" and "Isicam K", significant amounts of energy saving is possible. Replacing all windows of the existing residential buildings with "Isicam S" and "Isicam K" in Turkey, 2,5 million dollars of energy can be saved. Turkey can build, 900 schools, 300 hospitals, 550 dormitories or 75.000 houses with the energy loss caused by single glass glazed windows and ordinary double glazing units 27,5 million trees are necessary to filter CO₂ emissions caused by single glass glazed windows or ordinary double glazing units. If an existing residential building uses Isicam S or Isicam K instead of single glass glazed windows, it serves equal benefits as much as 2 oak trees in terms of decreasing CO₂ emissions.

While Temperable Solar Control Low-E Glass which is preferred in

residencies, offices, hotels, shopping malls, airports, commercial buildings, roof skylights and winter gardens offers comfortable living spaces for the users throughout the year, due to its temperable property it can also be used as safety glass. In winter, it reduces heat loss by 50% and saves energy; in summer it reduces the sun heat transmittance by 40-65% compared to ordinary double glazing units and saves energy from air conditioning.

Şişecam Temperable Low-E Glass Neutral 71/53 reduces heat loss by 50% compared to ordinary double glazing units without sacrificing from maximum daylight. It is preferred in projects where transparency and low reflection is required.

Anti-reflective coated Şişecam Solar Glass for Photovoltaics that increases efficiency in solar panels is released to the market in 2015. Anti-reflective coated Şişecam Solar Glass for Photovoltaics minimizes the sunlight reflection on the module and increases the sunlight absorption, increasing the performance of solar panels. With this new product which increases sunlight absorption by 2-3%, rising the overall absorption levels to 94-95%, more electricity can be produced from solar panels. Therefore, the panels have a higher performance and maximum efficiency is achieved.

In 2015, for the architectural glass market, Şişecam Flat Glass developed and released to the market 2 new high performance temperable Solar Control Low e coated glass products, Şişecam Temperable Solar Control Low-E Glass Neutral 41/27 and Şişecam Temperable Solar Low-E Glass Neutral 71/43 which provide heat insulation and light control in both households and commercial buildings.

The work on building a bendable coating line for athermic laminated windshields for cars which decrease cooling needs continued in 2015. "Privacy glass", which is designed for the automotive industry by Şişecam Flat Glass, improves cooling efficiency by providing solar control and creates comfort by low transparency, was also developed and studies to add a new product to the grey color tinted privacy series continued.



The work on led-free tin-solder for back-heated auto glass also continued during the reporting period.

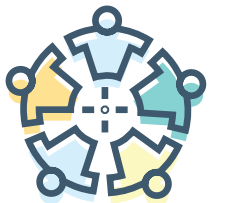
Şişecam Flat Glass, adopting an environmentally transparent approach, is also working on its Environmental Product Declaration (EPD) process which is the most comprehensive eco-labelling scheme. In compliance with ISO 14025, EPDs are declarations that evaluate a product or a service under categories set by ISO 14040 series Life Cycle Assessment (LCA) standards. EPDs include the basis of necessary information about the life cycle and ecological evaluation of a certain product, and used in sustainability certifications of buildings.

Temperable Coated Glass and its Area of Use

- Neutral 71/43 offers heat and solar control for residencies, villas and store windows where high light transmittance and low reflection is important;
- Neutral 62/44 with its high light transmittance, allows maximum benefit from sunlight for projects and also cuts cooling costs in the summer by reducing heat entrance by 40%.
- Neutral 50/33 Offers solutions for LEED and BREEAM green building certified projects with optimum light transmission and reduced heat entrance.
- Neutral 41/27 used in skylights or warm temperatures where controlled day light and efficient heat and solar control are necessary.



CONTRIBUTION TO
COMMUNITY DEVELOPMENT



Şişecam Group maintains its corporate social responsibility activities in the fields of culture, education, environment, and sports in line with its approach of creating added value for the society.



In Şişecam Flat Glass, a member of Şişecam Group, we believe that the increase in well-being of a society we operate in increases success of our business. For this reason, starting with our industry stakeholders, we support projects that expands the well-being of all of our stakeholders. Choosing the right material and raising awareness of our stakeholders on choosing right glass for right projects is our most important social responsibility. In this regard, in 2015 we came together with various stakeholder groups in events and projects, and thus contributed to the shared knowledge of the industry.

In order to institutionalize our industrial contributions, Business Associates Development Directorate was established under Flat Glass Marketing Group Directorate. Business Partner Development Directorate is initiated to organize trainings in order to contribute to the development of our business partners, and to collaborate with public institutions to employ advanced standards that comply with international regulations for the right use of our products in our country.

The Directorate organizes technical product trainings for the needs of our business partners (distribution channels, vocational schools, architects, engineers, technical personnel for public institutions). Additionally we come together with future architects and engineers who currently study in universities and organize factory tours and product briefing seminars. In 2015, through our marketing activities, we contacted with 6,400 person including sector professionals, university students and end users of our products.

Glass Consultancy

With the latest architectural trends, glass is preferred more and more as a construction material for both interior and exterior facades of buildings. Choosing right glass according to the needs of the projects benefits efficient use of natural light, heat insulation, efficient energy consumption,, and it provides safety and security.

Şişecam Flat Glass has a wide product range which provides solutions to different needs of the projects. We are offering pro-bono “Glass Consulting” to decision makers like architects, façade consultants, investors and contractors for the selection of right glass for optimum heating/cooling and energy savings in their projects.

We are offering solutions on a project-by-project basis, calculating statical, thermal breakage and performance; prepare glass specification proposals and provide samples/mock-ups for projects. In 2015, we provided technical support to 1,870 projects and prepared glass specification proposals.



Silent House Event

To promote our noise control glass, we organized a “silent home” themed event to raise awareness of our end-users.

In the Silent House Event, we prepared a room with Şişecam Acoustic Laminated Glass and prevented outside noises to be heard from inside and inside noises to be heard from outside. With the Silent House concept, consumers were reminded the need for silence and the properties of the product were demonstrated.

Direct Marketing Communicators Association granted our “Silent House” themed event with “Second Prize” in the “Special Category”.

Skilled Workforce for Glass Industry Project

To provide qualified workforce for the flat glass industry, “Skilled Workforce for Glass Industry Project” is kicked off. Collaboration with Vocational Qualifications Authority is started to establish the national qualifications for the flat glass industry. Then the vocational and technical education system will be designed accordingly.

Within Skills’ 10 Project (Specialized Vocational Training Centers Project), 13 week vocational course for insulating glass manufacturing skills at Polatlı Apprentice Training Centre is initiated by one of our Isicam Authorized Producers as a pilot project. Instructor for theoretical training is provided by us. Practical training is held in our Isicam Authorized Producer’s plant and successful trainees are being employed.

Product Trainings

In addition to the glass consultancy, we visit industry professionals and offer product trainings. In 2015, we briefed 1,400 professionals about 975 projects through 780 meetings held for the promotion of our products. 880 people including architectural engineering offices, furniture design centers, facade firms, aluminum joinery firms, real estate investment firms received trainings about our products.

To raise awareness on sustainable energy through glass, we organized trainings for future architects and interior design students of Maltepe University and Faculty of Architecture at Middle East University. In Mimar Sinan University, Interior Design symposium, Transparent Face of Glass and Design presentations were given.

We gave technical specification support for the projects of public institutions, and technical support for regulations.

Industry Meetings

In 2015, we contributed to various organizations to increase knowledge and innovation culture in our industry. To inspire design with glass, “Design Talks”, “Reflections from Glass and “Transparency Meetings 02” seminars were held.

Isıcam Workshops held in 8 different regions received participation of Isıcam Systems Authorised Manufacturers from regions. In these meetings with Isıcam Systems executives, we made plans to carry Isıcam Systems brand to the future and make it more efficient.

For construction professionals, several seminars and meetings were held. With the participation of architectural and facade consultants, investors, construction and facade firms and our branches, we organized “Masters of Transparency” event and “Reference Projects” book about was published.

We gathered a “Glass and Urban Renewal” themed “Glass Community” in the Chamber of Commerce in Istanbul. In this scope, we informed the participants about the significant role of our products in urban renewal projects.

Published since 2015, Şeffaf Bülten still contributes to the sectorial information flow by delivering industry developments to nearly 16,000 users (www.seffafbulten.com).

Product Donations

Şişecam Flat Glass supports many social responsibility projects with its wide range of products. To support the increasing security needs of our country’s law enforcement and to emphasize security glass, we collaborated with Kiptaş in some projects.

In one of the projects, BR7 type bullet-proof glass that is resistant to long-barrelled weapons were used at the doors of Bayrampaşa Police Department. With this project, we presented a solution for public institutions that are in demand of security.



Within the scope of “Energy Efficiency and The Usage of Renewable Energy Resources in South East Anatolia Project”, we supported the construction of GAP Energy Efficiency Consultancy Incubation Centre. In this construction of one of the first passive buildings, we provided our Isıcam K 3+ product. In passive buildings, the energy consumed for heating and cooling is one tenth of a typical building in our country. With our support for passive household projects, we tried to create awareness on the issue of energy efficiency with the right glass.

81 Cities in 81 Trainings Project

“In 81 City 81 Lecture” project, initiated previously to increase awareness about energy saving with sustainable glass products, we reached 31 cities by organizing “Glass in Energy Efficiency” trainings in 11

Provincial Directorate of Environment and Urbanisation of the Ministry of Environment and Urbanisation.

Green Catalog

The choice of glass is one of the most significant criteria in energy efficiency of buildings. With the right choice of glass, energy consumed for heating and cooling in buildings can be reduced. Şişecam Flat Glass offers solutions to architects who want to design green buildings and also contributes to gain points from green building certificates such as LEED, BREEAM with its environment-friendly, sustainable, energy saving products. “Glass Solutions For Green Buildings Catalog- The Right Glass Solutions in Green Building” booklet was prepared to inform our business partners and enable the right choice of glass, and in 2015, it is ready to be published.

PERFORMANCE DATA

Economic Performance Indicators	2014	2015
Architectural glass production (thousand tonnes)	1,950	2,022
Costs of sales (TRY Mio)	2,019	2,118
Gross profit (TRY Mio)	566	565
Operating profit (TRY Mio)	230	208
Net profit (TRY Mio)	296	169
Total assets (TRY Mio)	4,384	5,627
Employee Wages and Benefits (TRY Mio)	244	284
Dividend (TRY Mio)	37	46
Government Tax (TRY Mio)	41	33
Social investments (social projects, donations, sponsorships, etc) (TRY)	82,467	115,216

Environmental Performance Indicators	2014	2015
Total raw material consumed (sand, soda, limestone, dolomite, feldspar, anthrasite, sodium, sulphate) (ton)	1,676,783	1,482,963
Net production (ton)	1,583,316	1,442,066
Total Recycled/Recovered Raw Material Consumed (ton)	304,528	236,876
Total Energy Consumption (GJ)	12,595,600	10,911,500
Natural gas	11,344,600	9,794,520
Diesel	7,000	6,218
LPG	200	1,157
Electricity	1,243,800	1,109,627
Total Water Withdrawal by source (m ³)		
Underground water	1,664,193	1,855,951
Municipality	4,921	0
Organize Industrial Zone wells	36,237	38,962
Soda Sanayii water pipe	726,392	502,862
Organize Industrial Zone garden irrigation water	19,757	23,464
Total Water Withdrawal	2,451,000	2,421,000
Recovered/Reused Water (m ³)	175,940	81,200
Total Emissions (ton)	1,080,400	947,010
Scope1 Gross Emissions (ton)	914,600	799,090
Scope2 Gross Emissions (ton)	165,800	147,920
Total Wastewater Discharge by Receiving Environment (m ³)		

The economic data included in the report involve operations of Trakya Cam Sanayii A.Ş. in Turkey and abroad. Social and environmental indicators involve Trakya Cam Sanayii A.Ş.'s Turkey operations.

Environmental Performance Indicators	2014	2015
Natural Receiving Environment	359,845	378,361
Sewer	393,538	338,439
Total Hazardous Waste by Disposal Method (ton)		
Recovery	527	912
Disposal	97,791	1,732
Total	98,316	2,541
Total Non-Hazardous Waste by Disposal Method		
Recovery	1,489	17,639
Disposal	0	171
Total	1,489	17,804
Total Package Used (ton)	252	533
Total Package Used (ton)		
Glass	44	48
Plastic	42	48
Metal	42	48
Paper	42	48
Wood	5	5
Total Environmental Investment Costs (TL)	665,321	731,932
Total Environmental Management Costs (TL)	578,866	893,903

Social Performance Indicators	2014	2015
Total Workforce (number)		
Direct Employees	2,492	2,519
Female	188	194
Male	2,304	2,325
Employees by Contract Type (number)	2,492	2,519
Permanent	2,488	2,517
Female	188	193
Male	2,300	2,324
Temporary	4	2
Female	0	1
Male	4	1
Employees by Category (number)	2,492	2,519
Blue Collar	1,730	1,708
Female	21	20
Male	1,709	1,688
White Collar	762	811
Female	167	174
Male	595	637
Employees by Employment Type (number)	2,492	2,519
Full-Time	2,492	2,519
Female	188	194
Male	2,304	2,325
Part-Time	0	0
Female	0	0
Male	0	0
Employees by Education Level (number)	2,492	2,519
White Collar	762	811
Secondary and Below	132	135
Associate Degree	88	106
University and Above	542	570
Blue Collar	1,730	1,708
Secondary and Below	1,163	1,161
Associate Degree	549	528
University and Above	18	19
Employees by Age (number)	2,492	2,519
Below 30	441	443

Social Performance Indicators	2014	2015
30 - 50	2,004	2,046
50+	47	30
Senior Management Structure (by number)		
by Gender	13	13
Female	3	2
Male	10	11
by Age Group	13	13
Below 30	0	0
30 - 50	10	10
50+	3	3
by Nationality	13	13
Turkish Citizen	13	13
Expat	0	0
Mid-Level Management Structure (by number)		
by Gender	64	65
Female	13	12
Male	51	53
by Age Group	64	65
Below 30	1	1
30 - 50	50	55
50+	13	9
New Hires (number)		
by Gender	229	180
Female	48	31
Male	181	149
by Age Group	229	180
Below 30	150	66
30 - 50	75	113
50+	4	1
Employees Left (number)		
by Gender	110	152
Female	12	26
Male	98	126
by Age Group	110	152
Below 30	20	32
30 - 50	70	95

Social Performance Indicators		2014	2015
	50+	20	25
Average seniority (year)		9	9.3
Turn over (%)		5	7
Employees on Parental Leave			
	Female	4	10
Employees Returned to Work After Parental Leave			
	Female	1	3
Employees Returned to Work After Parental Leave and Still Employed 12 Months After Their Return			
	Female	NA	3
Employees Covered by Collective Bargaining Agreement (number)			
	Direct Employees	1,730	1,679
Employee Trainings - Number of Participants (person)		2,408	3,106
	Blue Collar	1,350	1,954
	White Collar	1,058	1,152
	Female	264	214
	Male	2,144	2,892
Employee Trainings - Total Hours (personxhour)		55,986	71,221
	Blue Collar	28,430	43,173
	White Collar	27,556	28,048
	Female	5,751	5,059
	Male	50,235	66,162
Injury Rate			
	Direct Employees		
	Female	0	0
	Male	15	21
	Contractors		
	Female	0	0
	Male	17	24
	Total		
	Female	0	0
	Male	32	45
Occupational Disease Rate (ODR)			
	Direct Employees		
	Female	0	0
	Male	0	0

Social Performance Indicators		2014	2015
	Contractors		
	Female	0	0
	Male	0	0
	Total		
	Female	0	0
	Male	0	0
Lost Day Rate (LDR)			
	Female	0	0
	Male	1,041	1,465
Absence Rate (%)			
	Blue Collar	6	6
	White Collar	2	5
Work Related Fatalities			
	Direct Employees		
	Female	0	0
	Male	0	0
	Contractors		
	Female	0	0
	Male	0	0
	Total		
	Female	0	0
	Male	0	0
OHS Trainings - Number of Participants		2,526	2,436
	Direct Employees	2,473	2,430
	Contractor Employees	53	6
OHS Trainings - Total Hours (personxhour)		41,459	43,337
	Direct Employees	41,412	43,331
	Contractor Employees	47	6
Number of OHS Committees		6	6
Total Number of Members in OHS Committees		7	7
Employee Representatives Taking Part in OHS Committees		6	6
Environmental Trainings - Number of Participants		395	928
Environmental Trainings - Total Hours (personxhour)		1,928	1,879
R&TD Budget (TL)		18.5	26.5
Number of patents		1	3

GRI G4 CONTENT INDEX

INDICATORS	DESCRIPTION	OMISSIONS
GENERAL STANDARD DISCLOSURES		
G4-1	Message from Şişecam CEO (pp.4-5); Message from Flat Glass President (pp.6-7)	-
G4-2	Message from Şişecam CEO (pp.4-5); Message from Flat Glass President (pp.6-7)	-
G4-3	Contact (p.x)	-
G4-4	About Trakya Cam Sanayi A.Ş.(p.8); Corporate Website: http://www.duzcam.com.tr/en/	-
G4-5	Contact (p.x)	-
G4-6	About Trakya Cam Sanayi A.Ş.(p.8)	-
G4-7	Trakya Cam Sanayi A.Ş 2015 Annual Report page 78	-
G4-8	About Trakya Cam Sanayi A.Ş.(p.8)	-
G4-9	About Trakya Cam Sanayi A.Ş.(p.8); Work Life (pp.30-35); Performance Data (p.50)	-
G4-10	Work Life (p.36); Performance Data (p.50)	-
G4-11	Work Life (p.33); Performance Data (p.50)	-
G4-12	Supply Chain Management (p.22)	-
G4-13	Türkiye Şişe ve Cam Fabrikaları A.Ş. 2015 Annual Report (pp.24-26)	-
G4-14	Risk Management and Internal Audit (p.13); Business Ethics (p.14); Occupational Health and Safety (p.35); Combating Climate Change (p.40)	-
G4-15	Our Corporate Memberships (p.10)	-
G4-16	Our Corporate Memberships (p.10)	-
G4-17	About the Report (p.2)	-
G4-18	About the Report (p.2); Sustainability Management (p.15)	-
G4-19	Sustainability Management (p.15)	-
G4-20	Sustainability Management (p.15)	-
G4-21	Sustainability Management (p.15)	-
G4-22	The report does not have any restatements of information provided in the previous report. GRI G4 Content Index (p.52)	-
G4-23	About the Report (p.2); Sustainability Management (p.15)	-
G4-24	Stakeholder Engagement (pp.19-20)	-
G4-25	Stakeholder Engagement (pp.18-20)	-
G4-26	Stakeholder Engagement (pp.18-20)	-
G4-27	Stakeholder Engagement (pp.28-20)	-
G4-28	About the Report (p.2)	-
G4-29	About the Report (p.2)	-
G4-30	About the Report (p.2)	-
G4-31	About the Report (p.2)	-
G4-32	About the Report (p.2); GRI G4 Content Index (p.52)	-
G4-33	The report has not been subject to external audit	-
G4-34	Corporate Governance (p.12)	-



INDICATORS	DESCRIPTION	OMISSIONS
G4-56	Business Ethics (p.14)	-
SPECIFIC DISCLOSURES		
Material Aspect: Economic Performance		
G4-DMA	About Trakya Cam Sanayi A.Ş.(p.8); Supply Chain Management (p.22)	-
G4-EC1	About Trakya Cam Sanayi A.Ş. (p.8); Performance Data (p.49); Supply Chain Management (p.22)	-
G4-EC2	Combating Climate Change (p.40)	-
Material Aspect: Market Presence		
G4-DMA	Not material	-
G4-EC6	Performance Data (p.50)	-
Material Aspect: Indirect Economic Impacts		
G4-DMA	Research and Tehcnological Development Activities (p.26); Employee Development (pp.31-32); Contribution to Community Development (pp.46-48)	-
G4-EC7	Research and Tehcnological Development Activities (p.26); Contribution to Community Development (pp.46-48)	-
G4-EC8	Research and Tehcnological Development Activities (p.26); Employee Development (pp.31-32); Contribution to Community Development (pp.46-48)	-
Material Aspect: Procurement Practices		
G4-DMA	Supply Chain Management (p.22)	-
G4-EC9	Supply Chain Management (p.22)	-
Material Aspect: Energy		
G4-DMA	Energy and Emission Management (p.40)	-
G4-EN3	Energy and Emission Management (p.40); Performance Data (p.49)	-
G4-EN7	Environmentally-friendly products (pp.43-44)	-
Material Aspect: Water		
G4-DMA	Water Management (p.42)	-
G4-EN8	Water Management (p.42); Performance Data (p.49)	-
G4-EN9	No stress caused by water consumption within Düzcam operations was found on resource consistency. GRI G4 Content Index (p.52)	-
G4-EN10	Water Management (p.42); Performance Data (p.49)	-
Material Aspect: Emissions		
G4-DMA	Energy and Emission Management (p.40)	-
G4-EN15	Energy and Emission Management (p.40); Performance Data (p.49)	-
G4-EN16	Energy and Emission Management (p.40); Performance Data (p.49)	-
Material Aspect: Effluents and Waste		
G4-DMA	Water Management (p.42); Waste Management (p.42)	-
G4-EN22	Water Management (p.42); Performance Data (p.49)	-
G4-EN23	Waste Management (p.42)	-
G4-EN26	Water Management (p.42)	-

Material Aspect: Products and Services

INDICATORS	DESCRIPTION	OMISSIONS
G4-DMA	Environmentally Friendly Products (pp.43-44)	-
G4-EN27	Environmentally Friendly Products (pp.43-44)	-
G4-EN28	Waste Management (p.42)	-
Material Aspect: Compliance		
G4-DMA	Corporate Governance (p.15)	-
G4-EN29	During the reporting period, no significant fines were paid due to non-compliance with environmental laws and regulations. GRI G4 Content Index (p.53)	-
Material Aspect: Overall		
G4-DMA	Environment (pp.38-44)	-
G4-EN31	Environment (pp.38-44)	-
Material Aspect: Employment		
G4-DMA	Work Life (pp.30-35)	-
G4-LA1	Performance Data (p.50)	-
G4-LA3	Performance Data (p.50)	-
Material Aspect: Occupational Health and Safety		
G4-DMA	Occupational Health and Safety (p.35)	-
G4-LA4	Legal notice periods are employed. GRI G4 Content Index (p.53)	-
G4-LA5	Occupational Health and Safety (p.35); Performance Data (p.50)	-
G4-LA6	Performance Data (p.50)	-
G4-LA8	Occupational Health and Safety (p.35)	-
Material Aspect: Training and Education		
G4-DMA	Employee Development (pp.31-32)	-
G4-LA9	Employee Development (pp.31-32); Performance Data (p.51)	-
G4-LA10	Employee Development (pp.31-32)	-
G4-LA11	Employee Development (pp.31-32)	-
Material Aspect: Diversity and Equal Opportunity		
G4-DMA	Equality in Work Life and Fair Working Conditions (p.30)	-
G4-LA12	Equality in Work Life and Fair Working Conditions (p.30); Performance Data (p.50)	-
Material Aspect: Equal Remuneration for Women and Men		
G4-DMA	Equality in Work Life and Fair Working Conditions (p.30)	-
G4-LA13	Equality in Work Life and Fair Working Conditions (p.30)	-
Material Aspect: Non-Discrimination		
G4-DMA	Equality in Work Life and Fair Working Conditions (p.30)	-
G4-HR3	During the reporting period, no case of discrimination has occurred. GRI G4 Content Index (p.53)	-
Material Aspect: Freedom of Association and Collective Bargaining		
G4-DMA	Employee Rights (p.33)	-

INDICATORS	DESCRIPTION	OMISSIONS
G4-HR4	In all Düzcam operations, exercise of the freedom of association and collective bargaining is ensured. Business partners are also expected to adopt same principle. During the reporting period, no breach or significant risk is identified regarding exercise of these rights. GRI G4 Content Index (p.53)	-
Material Aspect: Child Labor		
G4-DMA	GRI G4 Content Index (p.53)	-
G4-HR5	Düzcam does not permit child labor within its operations. Business partners are also expected to adopt same principle. During the reporting period, no breach or significant risk is identified regarding this principle. GRI G4 Content Index (p.53)	-
Material Aspect: Forced and Compulsory Labor		
G4-DMA	GRI G4 Content Index (p.53)	-
G4-HR6	Düzcam does not permit forced and compulsory labor within its operations. Business partners are also expected to adopt same principle. During the reporting period, no breach or significant risk is identified regarding this principle. GRI G4 Content Index (p.53)	-
Material Aspect: Anti-Corruption		
G4-DMA	Fight against Corruption (p.14)	-
G4-SO3	During the reporting period, all operations were assessed for risks related to corruption. GRI G4 Content Index (p.53)	-
G4-SO5	No such case occurred during the reporting period GRI G4 Content Index (p.53)	-
Material Aspect: Anti-competitive Behavior		
G4-DMA	Corporate Governance (p.12)	-
G4-SO7	During the reporting period, no legal actions were charged against Trakya Cam Sanayii A.Ş. regarding anticompetitive behavior and violations of anti-trust and monopoly legislation. GRI G4 Content Index (p.53)	-
Material Aspect: Compliance		
G4-DMA	Corporate Governance (p.12)	-
G4-SO8	During the reporting period, no significant fines were paid due to non-compliance with laws and regulations. GRI G4 Content Index (p.53)	-
Material Aspect: Customer Health and Safety		
G4-DMA	Product Safety and Product Responsibility (p.23)	-
G4-PR1	Product Safety and Product Responsibility (p.23)	-
G4-PR2	During the reporting period, no case of non-compliance to regulations has occurred. GRI G4 Content Index (p.53)	-
Material Aspect: Product and Service Labeling		
G4-DMA	Product Safety and Product Responsibility (p.23)	-
G4-PR3	Product Safety and Product Responsibility (p.23)	-
G4-PR4	During the reporting period, no case of non-compliance to regulations has occurred regarding customer information practices and product labeling. GRI G4 Content Index (p.53)	-
Material Aspect: Marketing Communications		
G4-DMA	Product Information (p.24)	-
G4-PR7	During the reporting period, no case of non-compliance to regulations has occurred regarding marketing communication aspects. GRI G4 Content Index (p.54)	-
Material Aspect: Customer Privacy		
G4-DMA	Customer Data Privacy (p.24)	-
G4-PR8	Customer Data Privacy (p.54)	-

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