

2016 Sustainability Report



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Vetropack at a glance

We take on responsibility for our customers, for the quality of our products, and for the environment.

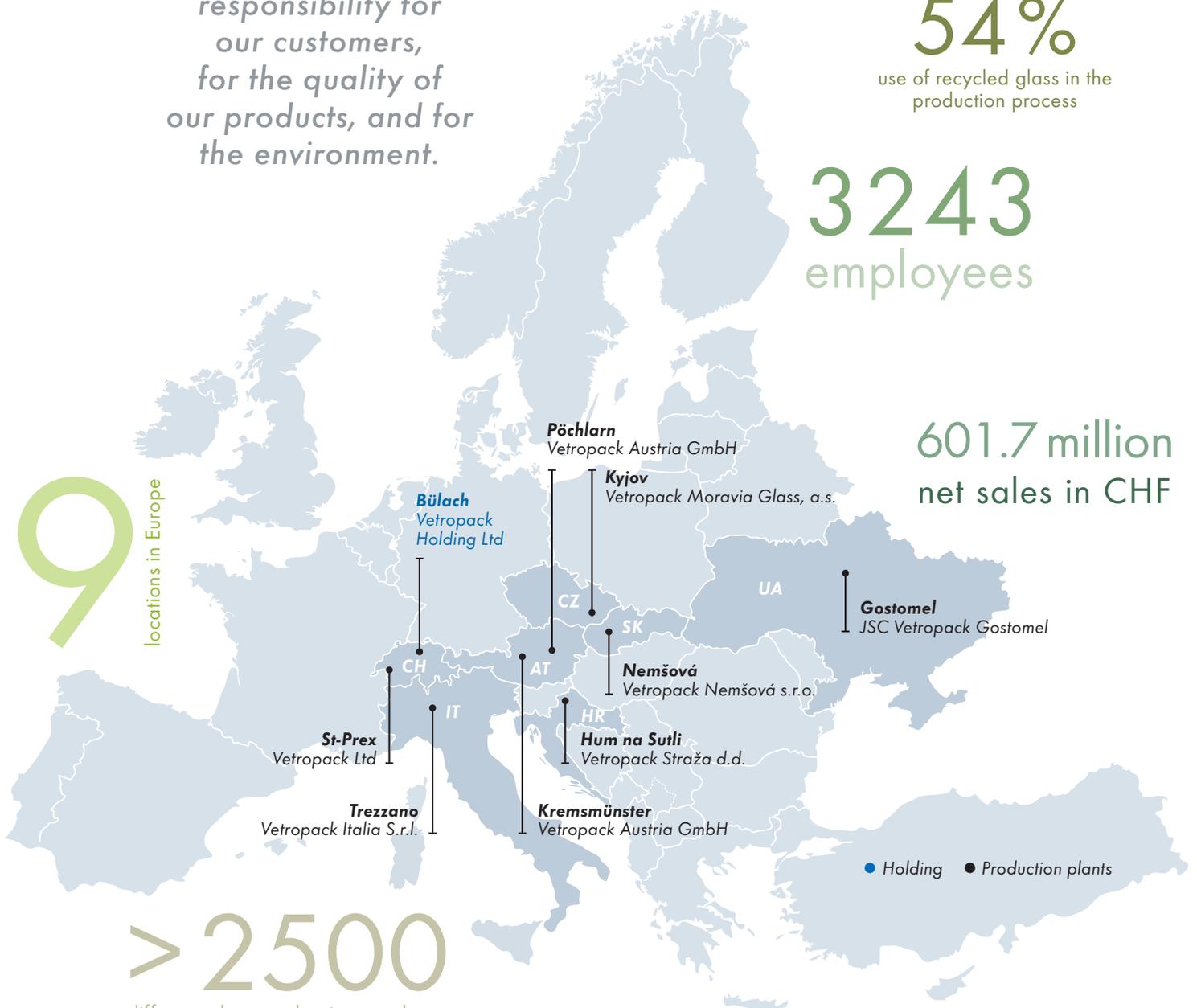
54%

use of recycled glass in the production process

3243 employees

601.7 million net sales in CHF

9 locations in Europe



> 2500 different glass packaging products

4.87 bn unit sales every year

“Our sustainable investment strategy makes us fit for the future”

Dear readers,

In 2016 we invested heavily in the future development of our “software”. The completion of our training centre in Pöchlarn (Austria) represents the visible outcome and a vital step: after all, the know-how we depend on to manufacture glass is not something that can be learned simply from a textbook. It’s so very specific that it’s best acquired directly “on the job”. We now have the necessary training infrastructure at our disposal in Pöchlarn, so that starting in 2017 all production steps at the hot end can be taught there. This will help us maintain our traditional quality standards and meet our long-term need for production specialists. Of course, good software is nothing without good, modern hardware. State-of-the-art technologies at all our facilities are therefore a key element of our sustainable investment strategy. Our cullet recycling plant in Kyjov, in the Czech Republic, was totally redesigned in 2016 in this connection. Its capacity has increased as a result and the quality of the cullet improved due to process changes. Contamination and mixed colours are automatically separated. We have succeeded in raising the percentage of cullet in production and hence in reducing energy consumption and CO₂ emissions. This is why cullet is so important to us as a recycled input material.

There are various trends we can identify in the market at present. As far as products are concerned, bespoke bottles are very much in demand. Engravings and reliefs that match the brand transform glass containers into a premium packaging form with a distinctive look and feel. The weight of a glass bottle likewise underlines the value of its contents. Spirits are an excellent example here. Yet for every trend there is also an opposite trend. Lightweight glass is rapidly becoming a sought-after alternative for everyday use, both with our customers and with consumers. Lighter glass cuts the cost for transport and saves raw materials. The competitive climate is fiercer than ever and price pressures are mounting. All our processes must therefore be made as efficient as possible without compromising product quality. The level of quality which is achieved Group-wide proves that we are on the right road. Thanks to our consistently impressive performance in this respect, we were able to largely



Modern
**production
technology**
is important
for us.

**Sustainable
success** is
impossible without
innovations.

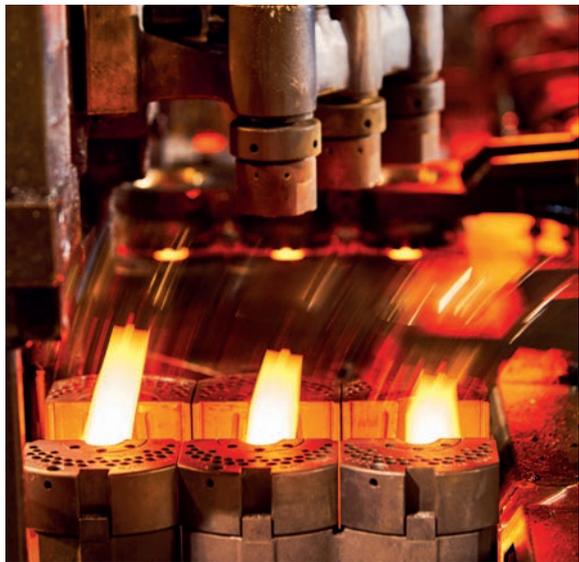
Glass is
the "healthiest" form
of packaging.

make up for the decline in demand in the Ukrainian market last year with exports to Western Europe. Elsewhere, the integration of our glassworks in Trezzano sul Naviglio has made encouraging progress. The focus in Italy has been on process management training and sharing expertise.

The significant role glass plays as a packaging material reflects the general situation worldwide: as the population continues to grow, people are more enlightened than at any time in the past and health aspects increasingly sway purchase decisions. Glass has several advantages here. We are keeping a close watch on developments in the packaging industry. With our innovative vitality and our sustainable investment strategy, we are optimally prepared for the future.

C. Cornaz

Claude R. Cornaz
CEO Vetropack Holding Ltd



Our investments in sustainability help secure our long-term business success

In 2016, Vetropack operated in a similar market environment to the previous year. Once again, our attention was particularly focused on the integration of our new Italian glassworks. Italy, in the past always an export market, is now a domestic market which can be served by Vetropack as a local supplier. The Group's production capacity was fully utilised almost everywhere throughout the year. Although the decline in consumption in the Ukraine due to economic factors has resulted in a fall in demand, the glassworks there has succeeded in increasing its share of the domestic market, not to mention exports to Western Europe, with a combination of high product quality and punctual deliveries.



With facilities in Switzerland, Austria, the Czech Republic, Croatia, Slovakia, the Ukraine and Italy, the Vetropack Group is an internationally established producer of packaging glass for the food and beverage industry. There is high pressure on margins on account of the difficult economic climate and the increasingly tough competition.

Thanks to sound financial planning, a customer-oriented market strategy, a series of measures to improve our efficiency still further and future-proof investments, the Vetropack Group has stayed firmly on course in 2016. The integration of our Italian glassworks, purchased in 2015, has made encouraging progress. Our business processes have been successfully adapted and implemented. By positioning ourselves as a local Vetropack supplier, we have been able to expand our share of the Italian market.



The tense situation in the Ukraine still persists. The political context has negatively affected the demand for packaging glass. Vetropack Gostomel has managed to slightly up its share of the declining market nevertheless and maintain its

overall sales volume by boosting exports. The demand for packaging glass in Europe as a whole has remained constant. Poor harvests due to bad weather – for example, in the wine growing sector – have meant a temporary drop in the industry’s sales in certain regions of specific countries. However, these losses have been made up for by higher exports of typical local products such as wine and olive oil from Italy, which are currently enjoying even greater worldwide popularity.

Rising costs can only be offset by producing more efficiently, in other words, not by producing more. Highly qualified staff are an important lever alongside energy consumption per unit produced.

The higher the percentage of cullet in glass production, the more energy efficient the process, because used glass can be melted at lower temperatures than those needed to manufacture glass from raw materials. Used glass accounts for up to 85 per cent of Vetropack’s total production (nearly 55 per cent on average). Fewer resources and less energy are two central aspects of sustainability. The entire Vetropack Group moreover strives to make better use of the residual energy which is produced during glassmaking, for example to preheat the cullet before it is melted in the furnace.

In view of the increasingly complex technical requirements, highly qualified staff likewise have a decisive effect on production efficiency. The recently completed training centre in Pöchlarn (Austria) marks a substantial investment by Vetropack in this area. Every year, 12 per cent of our sales revenue on average is reinvested in measures to improve our quality and efficiency. Vetropack’s ability to operate in an economically sustainable and profitable manner in the future is also ensured by internal processes. Individual business plans per unit, with objectives and targets, are one of our key management tools. The achievement of these objectives is the responsibility of the process owners in each unit. Monthly coordination meetings with the Management Board and the Heads of the Business Units lay the foundation for continuous controlling. All processes are supported by a SAP based system which, in particular, guarantees comparable product costing throughout the Group. In 2016, all our targets were achieved.



Vetropack produces an Annual Report each year; the consolidated financial statements include the annual financial statements of Vetropack Holding Ltd and all domestic and foreign subsidiaries in which Vetropack Holding Ltd directly or indirectly holds more than 50 per cent of the shares. Our consolidated financial statements are drawn up in compliance with the regulations of Swiss company law as well as

the principles of Swiss GAAP ARR, in addition to the accounting provisions stipulated in the listing regulations of the Swiss Stock Exchange. The consolidated financial statements must be approved by the Board of Directors. The statutory auditors verify the consolidated financial statements of the Group as well as the annual financial statements of Vetropack Holding Ltd (see Annual Report 2016).

Key Figures 2016

		+/-	2015	2016
Net Sales	CHF millions	8.0%	557.0	601.7
EBIT	CHF millions	- 2.0%	50.3	49.3
Consolidated Profit	CHF millions	1.2%	42.1	42.6
Cash Flow	CHF millions	1.4%	103.7	105.1
Investments	CHF millions	47.4%	65.0	95.8
Production	1 000 metric tons	5.1%	1 330	1 398
Unit Sales	billions	4.9%	4.64	4.87
Exports (in unit terms)	%	-	44.3	43.5
Employees	number	0.5%	3 228	3 243

Glass earns top marks as a “healthy” wrapping for food and beverages

Discussions about food and beverages usually centre around how healthy or unhealthy they are. The packaging is only rarely an issue – and if it is, then mainly from the point of view of the waste it creates and the burden on the environment. Yet packaging is far more than just a simple container: it is also a protective wrapping around the product. It is therefore vital that this wrapping should be devoid of any health-threatening side-effects. We spoke about this to Jane Muncke, Managing Director of the Food Packaging Forum.

Ms Muncke, we live in a consumer society. Many consumers today have a deeper awareness than ever before of what they actually consume. There is a growing desire for packaging materials to be sustainable too. Does your work confirm this trend or are more efforts needed to educate people?

From what we hear through talking to trend researchers, it's a rather varied picture. A lot of consumers are interested and others not at all. It's a picture that is a reflection of society. There is evidence of increasing polarisation, with extremely fit and healthy people on the one hand yet a burgeoning obesity problem on the other, even in our part of the world. In spite of this, it's true to say that healthy living is a mega trend, with the food industry playing a central role. From the consumer's point of view, sustainable packaging is still very under-developed. Packaging is relevant in terms of waste management and its suitability for recycling. Only a very few consumers really care about the composition and potential interactions of chemicals with packaged foods and beverages. Plastic has been gaining ground for many years now. It's convenient and it doesn't weigh much – two arguments that make it attractive for consumers and food retailers alike. Not enough is known about the downside yet, namely the interaction of the packaging with the goods inside it. Although questions about the likelihood of chemicals being diffused and the possible hazards to health are fiercely debated in industry circles – research institutes and packaging insiders – the gaps in our knowledge remain.

Where does glass fit into this debate? Does glass have any product features that particularly recommend it as a packaging material? If so, what are they?

From the health perspective, glass is definitely the neatest solution. That's because of its chemical properties. Glass is an inorganic material, which means it consists of mineral substances that have never actually “lived”. It is defined as a solidified liquid whose pores are so small that atoms are unable to pass between them. That's why we also refer to glass as inert, in other words there is no interaction between the glass and the substances it is used to pack. This property is what makes it such a “healthy” wrapping for food and beverages. It's the closures and the caps that generally pose more of a dilemma. A cap has to be adaptable in order to achieve an air-tight closure. Specific types of plastic must be used for this purpose. In most cases PVC is first choice, but unfortunately it's hazardous to health. The plasticisers contained in PVC are especially problematic because they dissolve in fatty or oily foods. A fat content of 25 per cent is sufficient to cause chemicals to migrate extensively into these foods.

The good news is that, here too, things are moving. So-called Pano BLUESEAL caps are rapidly becoming established as a new alternative. You can recognise them from the circular blue rim on the underside. These lug caps, as they are sometimes referred to, are made from a material based on thermoplastic elastomers (TPE). This material remains supple without the use of plasticisers and has



long been popular in the manufacture of crown corks. The caps emit far fewer chemicals into the product.

If glass is such a fantastic type of wrapping, surely it should be booming as a packaging material. Is that the case?

We don't have any exact figures. However, it's probable that the positive attributes of glass are overshadowed for consumers in everyday use by what we call the convenience aspects. Many people believe glass to be simply too heavy or are scared it will break. Weight is also a consideration in industry because it has repercussions for the transport costs. At the same time, the high recycling value and inertness of glass make it ideal as a packaging material. Unlike plastic, glass can be reused any number of times without absorbing

chemicals like a sponge. In closed recycling systems, for instance, it performs better still – from both the environmental and the health viewpoint.

Finally, could you give me any tips about what people can do to make their own consumer habits healthier and more eco-friendly?

I'm afraid there's often no alternative to plastic. One strategy I could certainly recommend would be to give up using highly processed foods and convenience products, and to reduce food contact with containers to a minimum. It's also a good idea not to store or purchase oil based foods in plastic containers if this can be avoided, and to refrain from warming or heating food products in a plastic bowl.

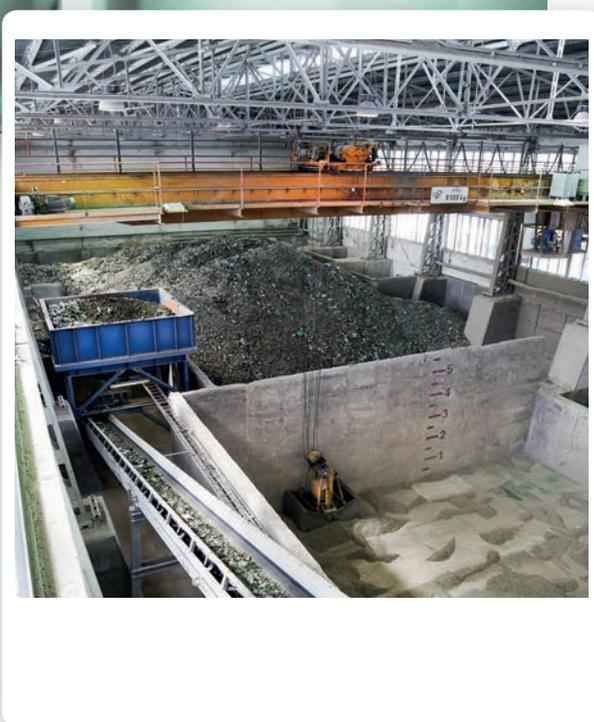
Food Packaging Forum. *The Food Packaging Forum is a charitable, non-profit foundation which aims to raise awareness of chemicals in food packaging. The Forum communicates high-quality scientific information, in other words it prepares primary scientific studies for its target groups and establishes knowledge contexts relating to chemicals in food packaging. It addresses questions such as "What is food packaging made of?", "Which chemicals are contained in food packaging and what is their composition?" or "Which interactions exist between chemicals and food products?" The Forum targets all stakeholders whose work involves food packaging, for example regulators, business decision makers, non-government organisations, scientists and media professionals.*

Jane Muncke has managed the Food Packaging Forum since 2012. She holds a doctorate degree in environmental toxicology and environmental science from the Swiss Federal Institute of Technology Zurich (ETHZ).



Constantly working to improve our eco-footprint

The glass industry may be energy-intensive but it is also sustainable. Glass is a material with several outstanding properties: it can be recycled time and again without losing its quality. Here at Vetropack, environmental protection is an integral part of our corporate strategy and a duty we impose on every single employee. The objective of our Group-wide environmental policy is to raise the percentage of cullet in production and reduce our consumption of energy, water and raw materials as well as the amount of waste. By focusing on the whole of the product life cycle, Vetropack meets the demands of customers, investors, staff and the general public.



Vetropack actively strives to reduce its own footprint to a minimum and improve occupational safety with innovations and investments in its production facilities. The environmental data we regularly survey provides our Environment department with an effective instrument to carry out Group-wide performance audits.

The key environmental indicators in the glass industry include the specific energy consumption per ton of glass produced as well as CO₂ emissions. The high proportion of recycled cullet has a positive impact because less energy is needed to melt used glass than to manufacture new glass from its three raw materials: soda, quartz and sand. Used glass has to be processed before it can be used again, i.e. foreign materials like metal, stone, ceramic, porcelain and residual waste must first be separated.

However, not only energy consumption and CO₂ emissions are relevant for Vetropack's environmental performance but also the consumption of water and packaging material coupled with the amount of waste. Several internal committees and line managers are constantly working to improve those areas with an influence on the environment. The four most important levers here are Group-wide collaboration on various international committees, internal expert groups which formulate solutions to specific environmental problems and issues, investments in training, education and new technologies and the Group-wide Environmental and Occupational Health & Safety Report which is published once a year.

All environmental measures taken so far are relevant not only from an ecological point of view but particularly from an economic perspective. The increasingly tough competition and the high pressure on margins mean cutting costs is a vital concern, with the emphasis on greater efficiency. At the same time, the Vetropack Group's key accounts require us to make an active commitment to sustainability. The majority of these



accounts are listed in the Dow Jones Sustainability Index and expect their suppliers to continuously scale back the environmental consequences of their activities and also to document this process.

Against this background, investments in our production facilities take on a major significance. In 2016, for example, we invested in a new burner technology at our Italian glassworks and optimised the operation of the furnace. Energy consumption is now lower as a result of these two measures. Since melting furnaces operate 24 hours a day, 365 days a year, they have to be extensively refurbished every ten or twelve years. This happens once a year on average throughout the Group. Also in 2016, we revamped one furnace at our Austrian works in Pöchlarn and another in Gostomel in the Ukraine.

The price of energy developed favourably in the period under review. The fall compared to the previous year and our greater efficiency allowed us to reduce our costs.

International committees

Vetropack participates in development projects of the International Partners in Glass Research (IPGR), Celsian, a spinoff of the University of Applied Sciences in Eindhoven (NL) in support of innovations in the glass and solar industry, the German Society of Glass Technology (DGG) and the Research Association of the German Glass Industry (HVG).

Internal expert groups and projects

Projects to curtail our energy consumption are regularly launched at Vetropack and monitored by internal and external experts. We have also set up a new specialist department for Energy Management. The Group Energy Manager's remit includes keeping a watch on energy consumption throughout the Group, to enable energy saving measures to be identified and implemented. Other projects are concerned with the development of innovative products or with generating quality improvements. Thanks to our new training centre, which was completed in 2016, thorough initial and advanced training in



glass production can in future be provided in-house for the first time, with positive effects for efficiency and product quality.

Investments

Environmentally compatible solutions and quality enhancements entail considerable investments. The new cullet recycling plant at our works in the Czech Republic is a good example here. This state-of-the-art plant ensures that all used glass meets our high quality requirements. We are now optimally equipped to raise the percentage of cullet in glass production while reducing our consumption of other raw materials and energy.

Environmental and Occupational Health & Safety Report

Vetropack's environmental management is based on an internal control system. Where required by law, audits are carried out by external statutory institutions.

The relevant key indicators are presented for all operating sites, and the flows of materials and energy quantified (input/

output) for the Group as a whole, in an annual Environmental Report. The report is approved by the Board of Directors, which triggers any investment decisions or intervention measures as necessary.

The various production plants are responsible for occupational health & safety and environmental protection at their respective sites. Each site has occupational health & safety and environmental officers as well as working groups which are responsible for ensuring that all areas have cascaded concepts, regulations and instruments in place. Local management implements all necessary measures in order to achieve the set objectives.

At Group level, the Quality/Occupational Health & Safety/Environment specialist department coordinates all occupational health & safety and environmentally relevant activities. It devises and issues binding guidelines, minimum requirements and regulations and monitors their implementation by the line managers.

Broken glass brings luck – and saves energy

Bottle banks for used glass – segregated into green, white and brown – are meanwhile a common sight all over Switzerland. Careful disposal completes the recycling loop which is so important for glass production. Glass basically consists of cullet (the secondary raw material) and quartz sand, sodium carbonate, lime, dolomite and feldspar (the primary raw materials). Owing to its special properties glass can be melted down any number of times without losing its quality. What's more, less energy is required to manufacture new glass from old than to melt the raw materials. This is what makes glass recycling such an attractive and valuable proposition from both an economic and an ecological point of view.

Every year, more than 350,000 tons of used glass are collected all over Switzerland. The country has around 29,000 bottle banks, which are provided by the local authorities. The used glass which is collected in this way is emptied regularly and put into temporary storage nearby before being taken to a recycling plant. Although used glass is only marginally

cheaper than the primary raw materials which are needed for glass production, less energy is required to melt it. "There's a very high demand for used glass in Switzerland. We've got a lot of competitors", explains Peter Reimann, who is responsible at Vetropack for purchasing cullet from Swiss sources. "Before the glass can be melted, all contaminants have to be removed.



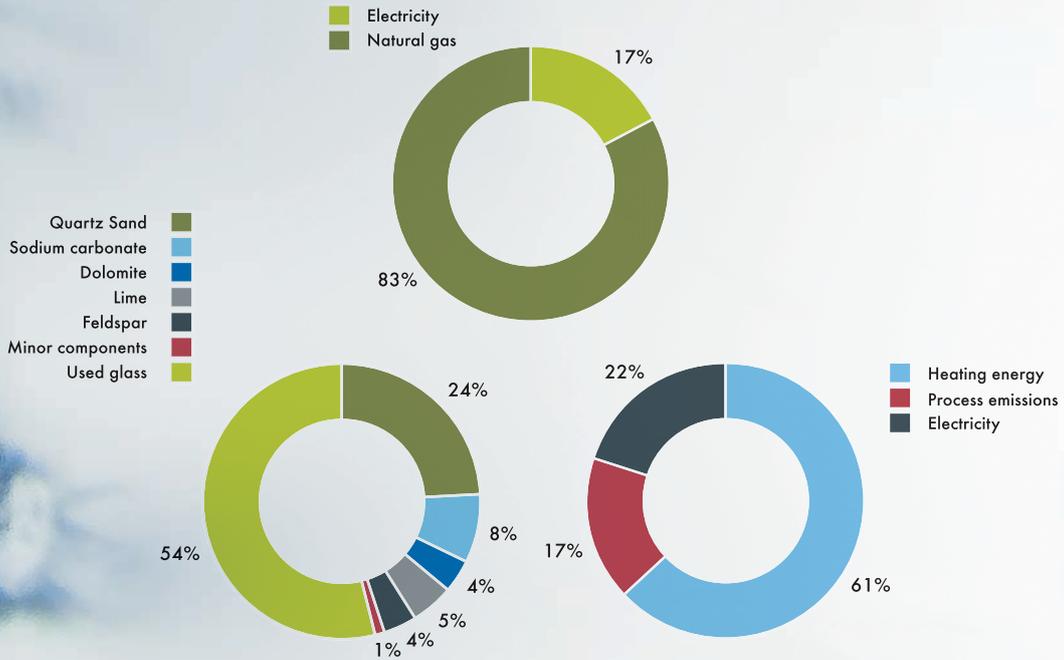
PET bottles and household waste are the most obvious examples but we also find shoes, nappies and numerous other foreign substances like porcelain, pottery fragments and crystal”, he adds. In 2016, the Vetropack Group as a whole had a recycled content of 55 per cent. In individual glassworks the figure for green glass was as much as 85 per cent. Vetropack is endeavouring to increase this proportion still further insofar as the limited quantity of used glass available allows. The volume which is collected in Switzerland and Austria is already very high. Unfortunately, the same cannot yet be said of other countries in which Vetropack is represented. Today, cullet is exported from both Switzerland and Austria to our facilities across Europe, but we hope to be able to replace it in the future with locally collected glass. Günter Lubitz, Head of Techniques at the Vetropack Group,

joins Reimann in stressing the huge importance of used glass: “We see used glass as a crucial contributor when it comes to saving energy, especially since the process itself offers only limited scope for optimisation. We’re currently working on a way to utilise the waste heat that’s produced during the melting process. To preheat the cullet and the primary raw materials, for instance, or to heat our buildings and sanitary facilities”. Cutting down on energy usage is not simply a major cost factor: “In the long term we’re aiming to save even more energy. That’s why we play an active role on various research committees and keep a close watch on the development of new melting technologies”, Lubitz asserts. Technological innovation interacting with a high percentage of cullet is the single most effective lever for sustainable energy use.

Günter Lubitz, the Vetropack Group’s Head of Techniques and Managing Director of Vetroconsult. Vetroconsult Ltd has divisions for Techniques, Production, IT and Procurement, the latter being responsible for sourcing all capital and producer goods. These services are provided to all companies of the Vetropack Group.

Peter Reimann, Head of Used Glass Consulting and Procurement at Vetropack Ltd, advises local authorities and cooperation associations on all aspects of used glass collection and recycling. He also purchases cullet from Swiss sources for the glassworks in Saint-Prex, which is also supplied to sister plants.

Total energy consumption in GWh.
 Glassmaking requires a lot of energy.
 83 percent are covered by natural gas.



Mixing ratio of raw materials to used glass. The percentage of used glass relates to the Vetropack Group as a whole. In individual glassworks, used glass makes up as much as 85 percent.

Greenhouse gas emissions by source. Heating energy for the furnaces makes up over 60 percent of the total greenhouse gas emissions from production.

Environmental indicators

	2015	in %	2016	in %
Total energy consumption in GWh	2 271		2 431	
- Electricity	350	15%	403	17%
- Natural gas	1 921	85%	2 028	83%
Specific energy consumption in MWh/t ¹⁾	1.78		1.74	
Greenhouse gas emissions in tCO₂e ²⁾	570 319		613 267	
- Scope 1 (heat and process emissions) ³⁾	454 573	80%	479 757	78%
- Scope 2 (electricity)	115 746	20%	133 510	22%
Specific greenhouse gas emissions in tCO₂e/t ¹⁾	0.45		0.44	
Material consumption: percentage of recycled glass in %				
- Used glass green	68%		67%	
- Used glass brown	52%		51%	
- Used glass white	43%		41%	
Waste disposal in tons	43 434		43 331	
- Recycling (ongoing)	16 195	37%	21 302	49%
- Recycling (sporadic) ⁴⁾	1 005	2%	975	2%
- Incineration or landfill (ongoing)				
- Industrial waste	18 414	42%	15 060	35%
- Hazardous waste	1 501	3%	826	2%
- Incineration or landfill (sporadic)				
- Industrial waste	4 921	11%	2 227	5%
- Hazardous waste	1 399	3%	2 941	7%

1) Reference parameter t: tons of glass produced that satisfy all quality and safety requirements thus qualifying for sale.

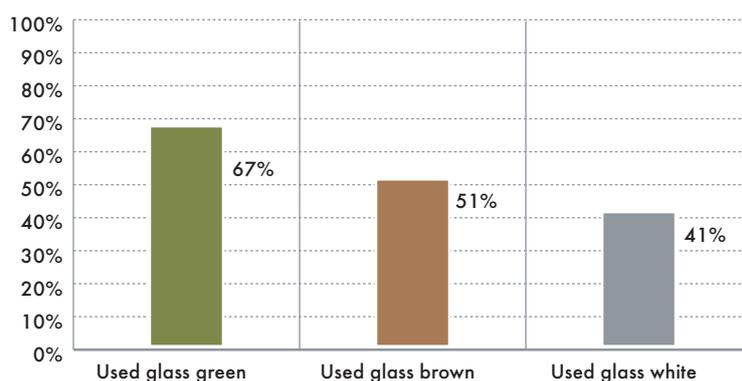
2) Greenhouse gas inventory calculated in accordance with the Greenhouse Gas Protocol and ISO 14064 standard.

3) Process emissions result from chemical reactions throughout the glass manufacturing process.

4) Waste, which is not generated each year from the ongoing operation (e.g. furnace repairs).

Data basis: All Vetropack production sites are included. 2015 figures are exclusive of the newly acquired production site in Italy. The energy consumption attributable to diesel generators and other combustible or motor fuels are not included as these are rendered irrelevant when compared to the overall energy consumption.

Mixing ratio of raw materials to used glass



The percentage of used glass relates to the Vetropack Group as a whole. In individual glassworks, used glass makes up as much as 85 percent of the raw material.





Emphasis on internal know-how and advanced training approaches

The Vetropack Group has production sites in seven different countries. They are united by our Group-wide corporate culture, in which our shared understanding of social sustainability is anchored. Our three values – integrity, reliability and transparency – form the basis for communication between staff on all levels as well as with customers, suppliers, authorities, neighbours and communities.



The Vetropack Group has a long tradition. Established in 1911 as a family owned firm, it is meanwhile listed as one of Switzerland's 300 biggest companies. Today, more than 3,200 people work for Vetropack. The requirements of industrial glassmaking mean responsible, predictive personnel management is called for. There are also numerous challenges linked to our cooperation with customers, suppliers, public authorities, political communities and local residents, which must be overcome as a precondition of the Group's healthy development. Looking back at the 2016 fiscal year, the integration of our Italian works has proceeded in a particularly constructive way. The establishment of the internal organisation and all relevant processes is now complete.

Training and safety standards

The technical requirements with regard to industrial glassmaking are steadily increasing. Since the specific know-how which is necessary for glass production cannot be acquired in a single training programme, highly qualified specialists and experts are very much in demand in what is a comparatively small industry. To rule out the risk of shortages and ensure that our Group-wide quality standard is maintained, Vetropack developed a concept for an in-house training centre during the 2016 fiscal year. In future, employees of the Vetropack Group can receive training in all production

steps at the hot end at our Pöchlarn plant in Austria. The training centre will officially open in 2017. It will promote a Group-wide exchange of know-how among those taking part and help meet our growing need for skilled specialists. On the management level, regular management development programmes equip people in leadership positions optimally to carry out their executive duties. In 2016, online English tuition was offered throughout the Group as a pilot project. There are plans to extend this scheme in 2017.

The production of glass packaging is associated with risks. Occupational health & safety and suitable protective measures are therefore essential. The implementation of our formulated Environmental & Occupational Health and Safety Policy is assessed once a year and evaluated in the framework of a report. Responsibility for compliance with occupational health & safety standards is exercised at Vetropack on three levels: in the line organisation at our individual production sites, through Vetropack's occupational health & safety and environment working group and at Group level (Quality/Occupational Health & Safety/Environment specialist department). An independent SMETA Audit, based on the four pillars Labour Standards, Occupational Health & Safety, Environment and Business Ethics, was once again conducted in 2016 (for more information, see "Responsibility").



Employees in leadership positions must adhere to the Group-wide principles of management and cooperation. Vetropack actively communicates with employees in their respective local language and in English, both over the intranet and in printed form (local staff magazines, pin-boards). All publication obligations which Vetropack Holding Ltd must fulfil as a listed company are fulfilled through compliance with ad hoc publicity regulations. Compliance Coordinators are available at all production sites as points of contact for compliance-related issues. The remuneration system is based on the respective local conditions and statutory regulations, in some cases reflected in collective or wage agreements.

An employee survey was conducted in Switzerland and Austria towards the end of 2016. The findings coincide to a large extent with those of other companies in the manufacturing industry. A detailed analysis will take place in 2017 and appropriate measures initiated.

Code of Conduct and Business Ethics Policy

The Code of Conduct and the Business Ethics Policy are binding for all employees of the Vetropack Group. The Code of Conduct is based on three values – integrity, reliability and transparency – and is intended to ensure that a spirit of fairness prevails in our everyday work. All employees must sign the Code of Conduct; decision makers receive special training in the Business Ethics Policy. This encompasses the following principles:

- Compliance with all applicable laws and regulations
- Fair competition
- Rejection of improper advantage
- Rejection of all forms of corruption
- Avoidance of conflicts of interest
- Compliance and internal reporting

Violations of the Code of Conduct or the Business Ethics Policy should be reported to the local Compliance Coordinator, the Managing Director or the Human Resources department at the site concerned, or alternatively to the Compliance and Legal department or the CEO of the Vetropack Group. This also applies in suspected cases while observing the principle of proportionality. Violations are sanctioned by the management and may have disciplinary consequences. Compliance with the principles mentioned above is reviewed in the framework of the SMETA Audit.

All forms of forced or child labour are prohibited by the Code of Conduct and the Business Ethics Policy. Suspected cases are followed up and violations sanctioned by the management. Compliance with these principles is also given due consideration in connection with any investments by the Vetropack Group.

Supplier management

Cooperation between Vetropack and its suppliers is based on the Business Ethics Policy, the Code of Conduct for Suppliers and the Procurement Policy. The principle of sustainable management, which focuses on packaging, logistics and energy efficiency, is central here. Compliance with the Code of Conduct is assessed by means of regular supplier audits and standardised evaluations. Vetropack reserves the right to impose sanctions in case of any violations.

Supplier management is organised in accordance with the “lead buyer” principle, in other words sourcing of strategic goods such as energy, raw materials, facilities and machinery is managed centrally. This allows demands on quality to be better coordinated and verified across the Group.



Vetropack treads new paths in training and education

Vetropack is treading new paths with the recently completed training centre in Pöchlarn (Austria), where for the first time highly qualified staff for our own glassworks can in future be trained in-house. The emphasis will be on specific glass know-how, efficiency and quality as well as on production performance. Shortly before the new training centre officially opens we spoke to Johann Reiter, Head of Business Division Switzerland/Austria, and Cristian Cassarino, Manager Training Centre.



The new training centre in Pöchlarn was completed in 2016. In the previous year a Bachelor degree programme in Industrial Packaging Technology co-initiated by Vetropack and you, Mr Reiter, was launched at FH Campus Wien University of Applied Sciences in Vienna. Why is education and training such a burning issue for Vetropack?

Johann Reiter: The glass industry has quite a bit of catching up to do in terms of training. The glassmaker's craft has become increasingly high-tech over the last few years. The requirements are changing – not just the qualifications themselves but also the way they're taught.

We supported the launch of a new degree programme leading to a Bachelor of Industrial Packaging Technology to enable adequate account to be taken of these changes. This is the first time an academic qualification has been offered in our field. Apart from glass, students will also be trained in other packaging materials. Vetropack specialists will be actively involved in the study process as lecturers.

Finally, the training centre in Pöchlarn fills another gap in training and education. The focus here will be on training "on the job". Career entrants are our target group, but we're also aiming to attract experienced staff seeking specific training in individual production steps at the hot end. This is necessary to help us live up to our high quality standards.

Can you tell me something more about the training centre? When will it open officially and what form will the teaching take?

Cristian Cassarino: The training centre is in a brand new building at our Pöchlarn plant. In addition to theory classrooms, it also has a room for practical training on the machines. We've set up a total of four teaching stations there to simulate the various production steps. We can now offer training in all activities which take place at the hot end, in other words during the phase when the glass is formed into the desired shape, including ways to rectify problems and change machine settings. We'll be kicking off next summer with apprentices and lateral entrants at our two Austrian sites. The preparations are still going on but at the moment we're reckoning on groups of between 5 and 8 trainees. We've made small groups a top priority because we want to provide intensive support during the hands-on training as well as for the theory part. The next step will entail working out the details of the individual training modules – which will also be offered in English – so that one hundred per cent of the training content can be used at any of our sites. All trainers will be Vetropack employees. They'll be glass specialists just like myself. In the long term, we're hoping to establish "Glass Technology Process Mechanic" as a recognised professional qualification in Austria. We're currently clarifying various aspects.



What do you consider to be the biggest benefits of the new training centre? From the point of view of employees as well as customers and other stakeholders?

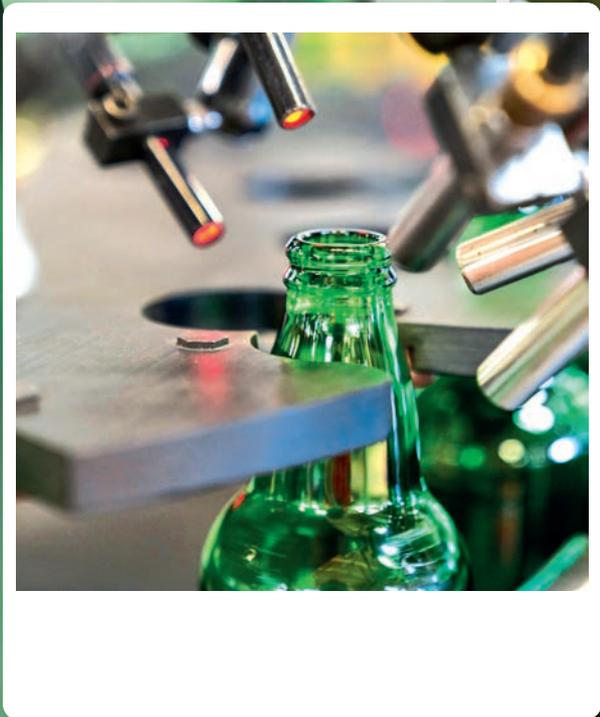
Cristian Cassarino: Everyone will benefit! Our customers have high expectations in the quality of our products. The more highly qualified our personnel, the better we can avoid mistakes and the more innovative Vetropack will be in the future. Our in-house training centre is an excellent chance for employees to develop continuously – in theory and in practice. It's the only one of its kind in our industry and it represents a valuable addition for the Vetropack Group as a whole.

So what challenges still confront you?

Johann Reiter: The entire industry is on the move. It's all to do with Industry 4.0. In the future, the value chain as a whole will be even more strongly interconnected. We'll have access to more information and data, which we can leverage in order to optimise our production processes. At the same time, glass production itself will become more and more high-tech. We want to be properly equipped to deal with this transformation, which is why we're investing in the necessary training and education today. The new training centre marks another, immensely important step in this direction. We now need to establish the training programme and make it available throughout the Group. Everyone at our company is called upon to take advantage of the new opportunities for initial and advanced training and embed them in Vetropack's DNA. I'm confident we'll succeed.

Cristian Cassarino was born in Italy but grew up in Germany. He joined Vetroconsult Ltd in May 2016. A trained industrial foreman for glass technology, he acts as examiner for process mechanics studying at the glass technical college in Zwiesel (Germany). He was recently appointed Manager of the new training centre in Pöchlarn with effect from April 2017. He will be responsible in this function for training and further education of apprentices, lateral entrants, glass specialists as well as for developing Group-wide training modules for the various processes and steps in glass production.

Johann Reiter is a Member of the Management Board and Head of Business Division Switzerland/Austria. He originally trained as an engineer and gained additional qualifications in business and economics. He co-initiated the Bachelor degree programme in Industrial Packaging Technology at FH Campus Wien University of Applied Sciences in Vienna. As Managing Director of the Pöchlarn plant, he was closely involved in the construction of the new training centre.



The highest possible quality for our customers

Glass packaging has to be strong, safe, aesthetically pleasing and light. Vetropack is constantly endeavouring to optimise each and every one of these criteria in order to live up to its customers' high quality expectations. Fair and responsible conduct towards all stakeholders along the value chain is a matter very close to our hearts.



The quality of our products has a decisive influence on our long-term success in the market. It is crucial for customer satisfaction, our company's reputation and ultimately also the motivation of our employees. Vetropack operates a policy of zero tolerance with regard to unfair competition, bribery and corruption. The relevant guidelines are detailed in our Code of Conduct and Business Ethics Policy. Both of these documents are just as binding for all companies of the Vetropack Group and all employees as compliance with legal regulations. At each production site, Compliance Coordinators are responsible for ensuring that seminars are held on the Vetropack Code of Conduct and Business Ethics Policy. Training in the Code of Conduct and Business Ethics Policy will also take place in Italy in 2017.

For suppliers, corresponding standards apply based on a separate Code of Conduct for Suppliers, adherence to which is monitored within the scope of regular supplier evaluations.

The protection of intellectual property rights as well as trade and manufacturing secrets is hugely relevant in the area of product development. Vetropack has issued a directive on this

subject (Directive for the Protection of Intellectual Property Rights as well as Trade and Manufacturing Secrets) which is binding for the Group itself as well as for all employees and business partners. Violations are sanctioned and in Switzerland may also have implications under criminal law.

In the 2016 fiscal year, SMETA Audits were conducted at our facilities in Saint-Prex (Switzerland), Straža (Croatia) and Gostomel (Ukraine). SMETA Audits assess compliance with defined principles based on the four pillars Labour Standards, Occupational Health & Safety, Environment and Business Ethics. The audits in Saint-Prex, Straža and Gostomel were successful without exception.

The majority of Vetropack plants have been certified under the requirements of the FSSC 22000 Packaging standard to enable the current demands of the market to be met. This certification procedure for food safety systems, which is fully recognised by the Global Food Safety Initiative (GFSI), is based on the ISO 22000 and ISO/TS 22002-4 standards. All audits for maintaining the certification were passed with no non-conformances raised.

Vetropack takes pride in its partnerships with customers

Packaging is a crucial element of the value chain in the food and beverage industry. The requirements which are specified for the packaging vary from one product to another. Companies like Podravka, the Croatian food processing giant, have to handle all kinds of different materials. Sustainability aspects are increasingly important. We spoke to Tajana Cikač Vinter about trends, sustainability and the role of glass.

Podravka is well-established in the food and beverage industry. You sell your products in more than 60 countries. Your value chain is presumably very complex. How important is sustainability to Podravka and also to you in your job as Supply Category Manager?

Yes, our value chain is certainly very complex. We work with more than 3,000 suppliers and we use over

4,000 single items of packaging materials that are grouped in ten different packaging purchasing categories. Sustainability is increasingly important. Like Vetropack, Podravka also publishes a corporate sustainability report. And we expect our supply partners to comply with our sustainability policy. In my particular job as a buyer, sustainability is mainly an issue from the cost point of view. I specifically aim to generate savings in areas like waste, energy, the



quantities of materials purchased and recycling properties. All of this directly impacts on our cost structure.

What trends can you identify in food and beverage packaging? Are Podravka's customers actually interested in sustainability and do they ask for information on Podravka's commitment?

Sustainability is also becoming more and more of a concern for our customers. Our sustainability report satisfies a desire for transparent information on our ecological and social performance. And in the opposite direction we rely on data from our suppliers when we prepare the report, for example if we want to know exactly how many tons of a material were purchased overall. That's a good illustration of how sustainability doesn't stop at the company gates; its influence is felt all along the value chain.

Vetropack is one of your glass packaging suppliers. Could you outline the trends with regard to glass packaging in the food and beverage industry?

Glass is a tried-and-tested packaging material in our industry. Some products obviously have to be packed in glass to meet consumer expectations. For example, we use glass packaging for sweet bread spreads, pickled vegetables, water and beverages, spices and our main brand Vegeta. I wouldn't say that glass is on the advance but there's certainly a constant demand for it as a packaging option. Lightweight glass packaging is a hotly debated topic because the weight has repercussions for the transport costs. In future, even more attention will be focused on process planning. After all, storage costs money too – not just transport.

Let me turn to your cooperation with Vetropack: what do you see as the key benefits and what is it that makes the good relationship between the two companies so special?

Podravka and Vetropack are both companies with a long tradition. We've been cooperating with one another for

several decades now. To me, that's something truly special – if not unique – in this day and age. We at Podravka particularly value the extremely high quality of the products. Vetropack's final inspections are so good that we have no qualms about dispensing with the inspection of the goods which arrive at our factory. That makes the whole process more efficient. Apart from that, we also profit from Vetropack's longstanding experience whenever we develop new designs. Even though we mainly communicate by email or over the phone, the paths are short and we trust each other absolutely. We appreciate the transparent dialogue about price policies and the open flow of information. That's what makes working with Vetropack so agreeable.

In terms of Podravka's value chain, what challenges does glass present for you as a buyer of packaging materials?

As I mentioned earlier, transport plays a critical role. Of course, it helps that the Croatian facility is situated not too far from our own. The effort involved is enormous nevertheless: huge trucks loaded with glass packaging show up here almost every day. They have to be unloaded and the glass put into temporary storage until we're ready to start the bottling process. That's a major challenge for our processes and our planning.

Podravka d.d., headquartered in Croatia, is the leading food processing company in South-East, Central and Eastern Europe. Podravka products are sold in more than 60 countries on all five continents. Tajana Cikač Vinter is Supply Category Manager at Podravka, where she is responsible for purchasing packaging materials such as glass, metal, and plastic. Ms Vinter has a master degree in economics.

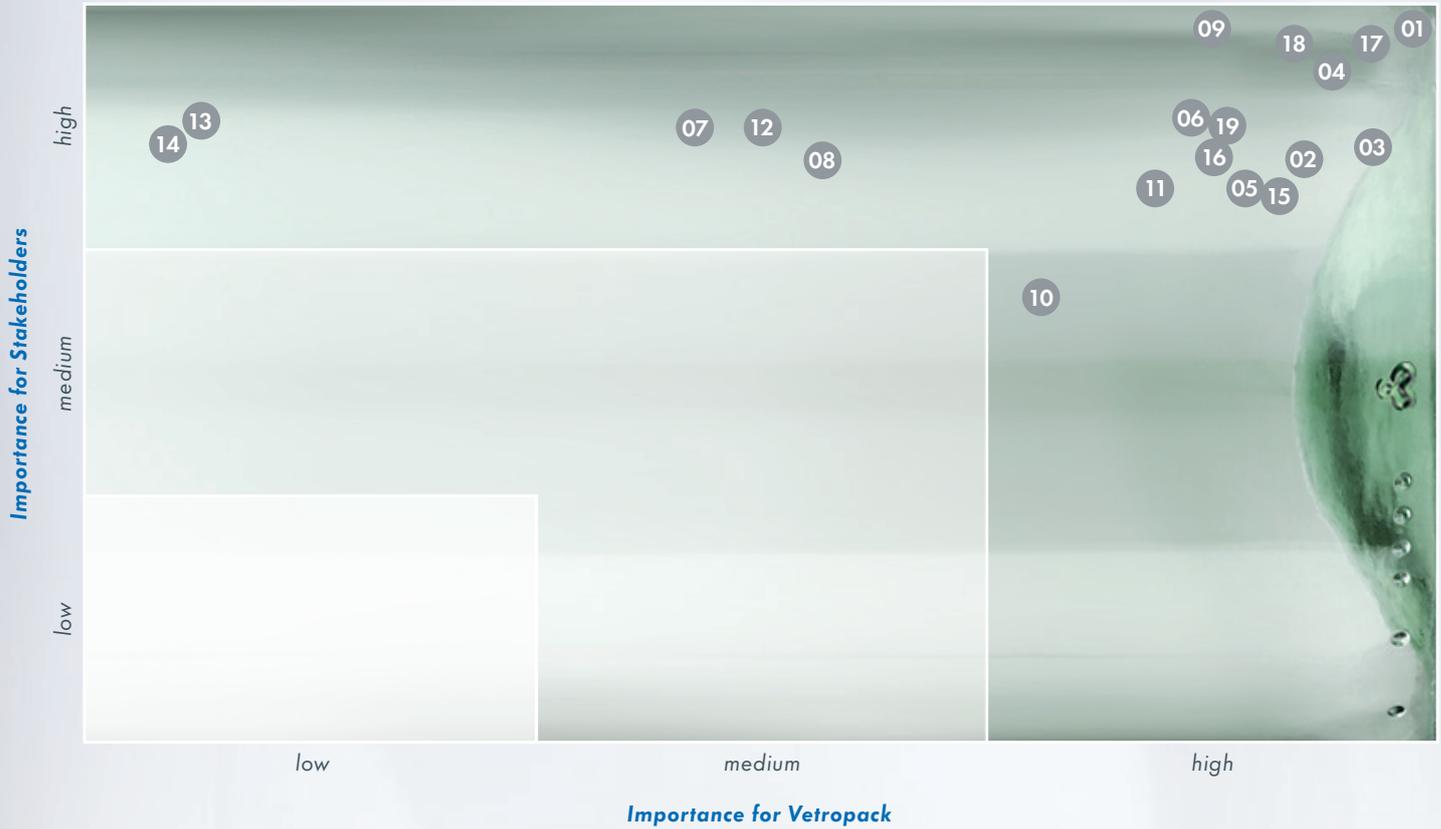


Identified material aspects for our stakeholders and us

A differentiated analysis is needed of what Vetropack and its stakeholders consider to be material. The topics which are selected as relevant should be derived from our own business model, have a clear industry focus and involve all stakeholders. To enable us to live up to these expectations, the third Vetropack Sustainability Report has once again been prepared in accordance with the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines.



Material Aspects



Caption

- | | |
|---|-----------------------------------|
| 01 Economic performance | 10 Training and education |
| 02 Materials | 11 Employee training human rights |
| 03 Energy | 12 Non-discrimination |
| 04 Emissions | 13 Child labor |
| 05 Effluents and waste | 14 Forced or compulsory labor |
| 06 Products and services
(environmental impacts) | 15 Anti-corruption |
| 07 Compliance (environmental aspects) | 16 Anti-competitive behavior |
| 08 Labor / Management relations | 17 Consumer health and safety |
| 09 Occupational health and safety | 18 Product and service labeling |
| | 19 Consumer privacy |

Vetropack’s materiality matrix

All of the topics which are deemed to be material have a direct or indirect impact on the Vetropack Group’s development. This impact is felt either within the organisation itself or in the upstream or downstream supply chain. Vetropack’s economic performance is of the utmost importance within the organisation, for example, but is equally so for shareholders and business partners. Environmental aspects that harbour inherent risks are of interest to neighbours, the general public and NGOs, but also to the organisation itself. For the workforce, HR topics have high priority, and are therefore above all relevant internally, although good initial and advanced staff training also makes an extremely positive impression on

customers. Human rights issues are dealt with at all business locations through compliance with statutory regulations and the Code of Conduct, or in the case of suppliers through the implementation of the Supplier Code. Fair competition and the fight against corruption are fundamental for Vetropack and its business partners. Lastly, anything that concerns health and safety as well as copyright or trade or industrial secrets is material to Vetropack and its customers. These topics influence customer satisfaction – also an important factor for economic success (G4-19, G4-20, G4-21).

Stakeholder engagement

Among the stakeholders that influence or are influenced by Vetropack's business performance are its investors (equity or borrowed capital), customers (direct customers and retailers), suppliers and employees or their representatives. The list also includes the general public and the community at large with supervisory bodies, legislators, trade associations and NGOs.

Vetropack communicates with business and research partners through personal contacts, so that as a rule there is also very close cooperation here. Important information is published in the corporate media (website, intranet, staff magazine, brochures, customer magazine) or by mail. In addition to surveys conducted at country level, personal contacts also give an insight into customer satisfaction. At the production sites,

responsibility for communication with customers, employees, authorities and neighbours lies with the respective management. Vetropack meets regulatory requirements by preparing half-yearly financial reports (Annual Report, Semi-Annual Reports) and holding Annual General Meetings (G4-24, G4-25, G4-26, G4-27).

Odour emissions linked to the modernisation of the cullet recycling plant were a problem in Kremsmünster (Austria). Vetropack therefore sought to engage with the neighbours concerned. A new technology which reduces odour emissions by photo-oxidation was tested as a way to overcome this problem. The trial phase has now been completed successfully and we are preparing to integrate this process in the plant permanently.

Determination of relevant sustainability aspects

The Vetropack Sustainability Report provides transparent information about the Group's commitment, with facts and figures outlining our sustainable management practices at all production plants and sites (G4-17).

This report is structured in accordance with the GRI G4 Sustainability Reporting Guidelines.

Vetropack determines the relevant sustainability aspects with the help of a multi-stage process. The dialogue with stakeholders provides important insights into the interests and needs of the organisation's partners, which were incorporated into the materiality test. In line with the GRI Guidelines, Vetropack carried out the following multi-stage process:

Discussions with stakeholders: Vetropack is in continuous contact with its stakeholders throughout the fiscal year (internal contact with employees and external contact with investors, shareholders, customers, suppliers, public autho-

rities and local communities). Vetropack takes the concerns identified during these discussions seriously and includes them in the Group-wide sustainability agenda.

Internal workshops: An internal project group reviews these issues again based on the materiality matrix for the previous year and compares them with issues arising during the current fiscal year. The project group is advised and supported by an external specialist.

Consolidation by the Chief Executive Officer: The CEO of the Vetropack Group approves the materiality matrix which has been prepared by the project group.

A workshop together with the Management Board rounds off this process once every three or four years. The next major workshop is scheduled for 2017, when Vetropack's reporting will be adapted to the new GRI standards (G4-18).

GRI Content Index

The Sustainability Report and GRI Content Index 2016 enable Vetropack to report on the sustainability of its operations. The report is prepared in accordance with the GRI G4-Reporting Guidelines – option “core”. The report has undergone and successfully completed the GRI Materiality Disclosures Service.

STANDARD DISCLOSURES

GRI-Nr.	Reporting Parameter/Indicator	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2016 / SR: Sustainability Report 2016 (Index: Document at hand)

Strategy and Analysis			
G4-1	Relevance of sustainability to the organisation and the organisation's strategy	SR CEO Statement, p. 4-5	
G4-2	Key sustainability impacts, opportunities and risks	SR CEO Statement, p. 4-5	

Organisational Profile			
G4-3	Name of the organisation	Vetropack Holding Ltd	
G4-4	Primary brands, products and services	Development, production and sales of packaging glass for the food and beverage industry	
G4-5	Location of the organisation's headquarters	Headquarters of Vetropack Holding Ltd in St Prex (CH), Group management (Vetropack Holding Ltd) in Bülach (CH)	
G4-6	Number of countries where the organisation operates	8 production plants in Switzerland, Austria, the Czech Republic, Slovakia, Croatia, Ukraine and Italy	
G4-7	Nature of ownership and legal form	AR p. 54-55	
G4-8	Markets served	SR p. 3 AR p. 26	
G4-9	Scale of the organisation	In 2016, the Corporate Group employed a staff of around 3243 at nine business locations (see G4-10, Index p. 37) and generated annual sales of 601.7 million Swiss francs. The company is listed on the SIX Swiss Exchange. More information: AR p. 5, 44, 60	
G4-10	Total workforce	Cf. table, SR p. 37	
G4-11	Percentage of total employees covered by collective bargaining agreements	Around 90 per cent of all employees are covered by collective bargaining agreements, to varying degrees depending on the respective local legislation.	
G4-12	Organisation's supply chain	SR p. 23	

GRI-Nr.	Reporting Parameter/Indicator	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2016 / SR: Sustainability Report 2016 (Index: Document at hand)

G4-13	Significant changes during the reporting period regarding the organisation's size, structure, ownership or supply chain	None	
G4-14	Implementation of precautionary approach or principle	Vetropack has implemented a risk management system and an internal control system. SR p. 14-15	
G4-15	Externally developed economic or social charters	GRI, Friends of Glass, holder of the Swiss Energy Agency for Industry label in recognition of voluntary commitment to improving energy efficiency and limiting CO ₂ emissions	
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organisations	E.g. CelSian (ex-TNO), CETIE, Centre Technique International de l'Emboutillage, Paris; Deutsche Glastechnische Gesellschaft, Offenbach, FEVE Fédération Européenne du Verre d'Emballage, Chamber of Commerce Switzerland/Central Europe c/o OSEC, Chamber of Commerce Switzerland/Austria, Research Association of the German Glass Industry, IPGR International Partners in Glass Research, Food Packaging Forum	

Identified Material Aspects and Boundaries			
G4-17	Organisation's entities and organisation	SR p. 33	
G4-18	Process for defining report content and Aspect Boundaries	SR p. 33	
G4-19	Material Aspects	SR p. 32	
G4-20	For each Material Aspect, report the Aspect Boundary within the organisation	SR p. 32	
G4-21	For each Material Aspect, report the Aspect Boundary outside the organisation	SR p. 32	
G4-22	Effect of any restatements of information provided in previous reports	None	
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries, methods	In the reporting period the site in Italy has been fully integrated for the first time.	

GRI-Nr.	Reporting Parameter/Indicator	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2016 / SR: Sustainability Report 2016 (Index: Document at hand)

Stakeholder Engagement			
G4-24	List of stakeholder groups engaged by the organisation	SR p. 33	
G4-25	Basis for identification and selection of the stakeholders	SR p. 33	
G4-26	Approach to stakeholder engagement	SR p. 33	
G4-27	Key topics and concerns that have been raised through stakeholder engagement	SR p. 33	

Berichtsgrenzen			
G4-28	Reporting period	01.01.2016 – 31.12.2016	
G4-29	Date of most recent previous report	March 2016	
G4-30	Reporting cycle	Annual	
G4-31	Contact point	Elisabeth Boner, Corporate Communications, Vetropack Holding Ltd, CH-8180 Bülach, elisabeth.boner@vetropack.com	
G4-32	“In accordance” option, GRI Content Index and assurance	The report and GRI-Index at hand are prepared in accordance with the GRI G4- Reporting Guidelines – option “core”.	
G4-33	External assurance	No external assurance was sought for the report.	

Governance			
G4-34	Governance structure of the organisation	AR Corporate Governance p. 70-77	

Ethics and Integrity			
G4-56	Organisation’s values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	E.g. Mission, Vetropack Culture, Vetropack Strategy, Business Ethics Policy, Management Policy, HR Policy, Environmental and Occupational Health and Safety Policy, IT Policy, IT Guidelines, Code of Conduct for Employees, Code of Conduct for Suppliers. SR p. 23	

G4-10 TOTAL WORKFORCE

Composition of workforce	2015	in %	2016	in %
Number of employees expressed in full-time equivalents (excl. apprentices, interns, trainees, contract workers, temporary workers)	2 960		3 229	
Total number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	2 998		3 252	
Apprentices	33		35	
Interns	-		1	
Trainees	11		14	
Agency/contract/temporary workers	116		136	

Number of employees by employment contract				
Open-ended/permanent contract (excl. apprentices, interns, trainees, contract workers, temporary workers)	2 998	97%	3 252	98%
Women	736		761	
Men	2 262		2 491	
Temporary contract (excl. apprentices, interns, trainees, contract workers)	78	3%	77	2%
Women	31		28	
Men	47		49	

Permanent employees by employment type				
Full-time (excl. apprentices, interns, trainees, contract workers, temporary workers)	2 926	98%	3 179	98%
Women	680		705	
Men	2 246		2 474	
Part-time (excl. apprentices, interns, trainees, contract workers, temporary workers)	72	2%	73	2%
Women	56		56	
Men	16		17	

Total workforce by gender				
Number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	2 998		3 252	
Women	736	25%	761	23%
Men	2 262	75%	2 491	77%
Apprentices, interns, trainees, contract workers, temporary workers	157		182	
Women	56	36%	56	31%
Men	101	64%	126	69%

SPECIFIC STANDARD DISCLOSURES

GRI-Nr.	Reporting Parameter/Indicator	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2016 / SR: Sustainability Report 2016 (Index: Document at hand)

ECONOMIC

Disclosures on Management Approach (DMA) for all Aspects of the Category: SR p. 7-9

Aspect: Economic Performance

G4-EC1	Direct economic value generated and distributed	Partially covered: expenses for sponsorship or donations are not reported. SR p. 9	Data not yet available
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ENVIRONMENTAL

Disclosures on Management Approach (DMA) for all Aspects of the Category: SR p. 13-17

Aspect: Materials

G4-EN2	Percentage of materials used that are recycled input materials	SR p. 19	
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Aspect: Energy

G4-EN5	Energy intensity	SR p. 18-19	
G4-EN6	Reduction of energy consumption	Partially covered: SR p. 15-16	Data not yet available

Aspect: Emissions

G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	SR p. 18-19	
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	SR p. 18-19	

Aspect: Effluents and Waste

G4-EN23	Total weight of waste by type and disposal method	SR p. 19	
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Aspect: Products and Services

G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Vetropack has established a recycling process. Truck transports are increasingly being replaced by rail transport thus reducing negative environmental impacts. SR p. 14-16	
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GRI-Nr.	Reporting Parameter/Indicator	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2016 / SR: Sustainability Report 2016 (Index: Document at hand)

Aspect: Compliance			
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No fines or non-monetary sanctions were imposed on Vetropack during the reporting period.	

SOCIETY: Labor practices and decent work

Disclosures on Management Approach (DMA) for all Aspects of the Category: SR p. 21-23

Aspect: Labor/Management Relations			
G4-LA4	Notice periods regarding substantial operational changes	Vetropack attaches great importance to transparent internal communication. All regulatory requirements pertaining to notification periods are adhered to.	

Aspect: Occupational Health and Safety					
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, absenteeism, work-related fatalities	Occupational safety: work-related injury rates and lost days ¹⁾	2015	2016	
		Occupational accident rate ²⁾	3.1	3.3	
		Lost days ³⁾ due to work-related injuries or occupational diseases	74	156	
		Total lost days ³⁾ incl. all cases due to non-work-related injuries or diseases	1 253	1 357	
		SR p. 16			
<p>1) In each case per 200,000 scheduled working hours (≈ 100 employees). 2) Accidents on the factory premises where medical treatment was necessary. 3) Working days are considered lost if an absence of more than a half a day is reported.</p>					

GRI-Nr.	Reporting Parameter/Indicator	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2016 / SR: Sustainability Report 2016 (Index: Document at hand)

Aspect: Training and Education			
G4-LA10	Programmes for skills management and lifelong learning	Vetropack accords due importance to the continued employability of its employees and thus provides regular opportunities for further training. Training courses take place at the level of trainees, specialists and management (Management Development Programme). A procedure for quantifying these measures is currently in preparation. SR p. 24-25	

SOCIETY: Human right**Disclosures on Management Approach (DMA) for all Aspects of the Category: SR p. 21-23**

Aspect: Investment					
			2015	2016	
G4-HR2	Employee training in human rights policies and procedures concerning aspects of human rights that are relevant to operations	Percentage of employees trained during the reporting period in the organisation's human rights policies or procedures concerning aspects of human rights that are relevant to operations	20%	92%	

Aspect: Non-Discrimination			
G4-HR3	Number of incidents of discrimination	There were no known cases of discrimination during the reporting period.	

Aspect: Child-Labor			
G4-HR5	Risk for incidents of child labour and measures taken	Vetropack only operates in Europe. No production sites are considered to have a significant risk for incidents of child labour.	

Aspect: Forced or Compulsory Labor			
G4-HR6	Risk for incidents of forced or compulsory labour	Vetropack only operates in Europe. No production sites are considered to have a significant risk for incidents of forced or compulsory labour.	

GRI-Nr.	Reporting Parameter/Indicator	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2016 / SR: Sustainability Report 2016 (Index: Document at hand)

SOCIETY: Community**Disclosures on Management Approach (DMA) for all Aspects of the Category: SR p. 21-23**

Aspect: Anti-Corruption			
G4-SO4	Communication and training in anti-corruption policies and procedures		
			2016
		Total number of employees that the organisation's anti-corruption policies and procedures have been communicated to:	
		Employees	87%
		Management Board	100%
		The organisation's anti-corruption policies and procedures have been communicated to all 161 of Vetropack's key suppliers (accounting for up to 75 per cent of the purchasing volume).	
		Employees ¹⁾	87%
		Management Board	100%
		The organisation's anti-corruption policies and procedures have been communicated to all 152 of Vetropack's key suppliers (accounting for up to 75 per cent of the purchasing volume).	
<i>1) Refers only to exposed employees who are trained in the Vetropack Business Ethics Policy (BEP)</i>			

Aspect: Anti-Competitive Behavior			
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices	There were no pending cases of anti-competitive behaviour during the reporting period.	

GRI-Nr.	Reporting Parameter/Indicator	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2016 / SR: Sustainability Report 2016 (Index: Document at hand)

SOCIETY: Product responsibility**Disclosures on Management Approach (DMA) for all Aspects of the Category: SR p. 22, 27**

Aspect: Customer Health and Safety			
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services	There were no registered incidents during the reporting period.	
Aspect: Product and Service Labeling			
G4-PR5	Results of surveys measuring customer satisfaction	In 2016 there was no customer satisfaction survey performed. The next survey is planned for 2018.	
Aspect: Customer Privacy			
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	The protection of customer data is not only regulated by legal requirements and contracts; it is an integral part of Vetropack's corporate culture which is also reflected in the company's policy on the protection of foreign and private intellectual property as well as in IT policies. There were no complaints during the reporting period.	



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