



PAŞABAHÇE CAM SANAYİİ
VE TİCARET A.Ş.
2019 SUSTAINABILITY
REPORT



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With its sixth sustainability report, Paşabahçe Cam Sanayi ve Ticaret A.Ş. (Paşabahçe) presents its stakeholders the sustainability performance covering the period between January 1, 2019 to December 31, 2019. This report is based on the “Core” compliance option of the Global Reporting Initiative (GRI) Standards.

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



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

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MESSAGE FROM THE GENERAL MANAGER OF ŞİŞECAM

Esteemed Stakeholders,

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



Prof. Dr. Ahmet Kirman
Vice Chairman and CEO

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MESSAGE FROM GLASSWARE GROUP PRESIDENT

In 2019, developments in the global economy created an adverse effect on consumer spending, resulting in a limited growth in glassware market, with financial hurdles for industry players. We, as Paşabahçe, achieved to manage production, sales and stock balance effectively with focus on key customer management and sales operation planning in this period of bounded growth. We extended our product portfolio while also concentrating on operational efficiency and lean business processes. We centered upon digital transformation efforts that will enable integration with advanced technologies.

Despite economic developments and challenges in retail industry, we achieved an increase by 22% in sales revenues, with over TRY 4.5 million from e-commerce sales by our stores with a remarkable increase by 50% compared to the previous year.

We kept on taking firm actions and creating value for our stakeholders towards our goals set on the axes of Preserve, Empower and Progress as part of Şişecam Group's sustainability strategy of "Care for Next". In line with this strategy, we focused on preserving natural resources and corporate heritage, adopting an approach based on diversity and inclusion towards our stakeholders, encouraging digitalization, and reducing our impact on climate change. We aimed to contribute to the Sustainable Development Goals through our sustainability initiatives and practices.

In line with our sense of preserving natural resources, we carried on with projects that help promote biological diversity while at the same time sticking to reducing water consumption and waste. We lowered our total water withdrawal for production by 76% in the reporting period, compared to the previous year. 190 thousand tons of glass cullet reused in production and 68,823 tons of recycled raw materials helped us contribute to circular economy.

Despite economic developments and challenges in retail industry, we achieved an increase by 22% in sales revenues, with over TRY 4.5 million from e-commerce sales by our stores with a remarkable increase by 50% compared to the previous year.

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In combating climate change, we have adopted an approach with emphasis on using energy efficiently and sustainably and making use of renewable energy resources. We share our climate change performance with Şişecam under the Carbon Disclosure Project, and support carbon reduction goal of Şişecam Group. Through efficiency and improvement projects we undertook in 2019, we achieved 14,480 GJ of energy savings, with a greenhouse gas reduction by 5,202 tons.

We continued supporting our employee development through both programs carried out under the roof of Şişecam Academy and our internal activities. We provided a total of 140,187 person*hour of training for our employees in domestic and overseas operations, in the reporting period. With Journey, the Global Talent Management Program, commissioned in 2019 across Şişecam Group, we intended to support our employees about career management and prepare them for leadership roles.

In line with our priority to protect health and safety of our employees in addition to that of employee development, we continued our efforts to nurture an occupational health and safety culture within this reporting period. While raising an awareness of occupational health and safety in our employees with 137,046 person*hour of training, we decreased accident intensity rate and accident frequency rate by 68% and 25% respectively through our improvement efforts.

2019 was a year when we kept making a difference with our successful design works. Under the projects conducted in 2019 in “Glassware Design” group, we designed a total of 494 automatic products, 533 secondary process products, 2,270 packaging products, and 200 handmade products as part of our design activities. Out of all product, accessories and pattern designs, 429 became commercially available products. Designs created for Paşabahçe and Nude brands received eight rewards from IF Design Award, German Design Award, Elle Decoration and Dineus Award.

As a company of Şişecam Group, among the most long-standing representatives of the cultural heritage of glass in Turkey, we continue to make efforts that will preserve and nourish this heritage. In the reporting period, we kept on to carry Turkish glasswork to the future and serve to spread the glass culture through our Omnia Water and World Heritage on Glass collections. In addition, with the “Lost Treasures Collection” we launched in 2019, we intended to raise awareness of historical artifacts taken abroad and of protection of works and cultural values received back.

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



Cemil Tokel
President, Glassware Group

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ABOUT PAŞABAĞÇE

Paşabağçe is the oldest establishment of Şişecam Group. Şişecam Glassware Group, founded in 1935, carries out the design and production of glassware, paper and cardboard packaging under the leadership of Paşabağçe. In its sector, Paşabağçe is one of the largest 3th companies in the world and 2nd largest companies in Europe. Paşabağçe has a total of 55 stores in Turkey and abroad.

Vision

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

Mission

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

OUR VALUES



We derive strength
from our traditions
and support
each other



We thrive and
develop together



We care for our
environment



We adopt a fair
and transparent
management
approach



We respect
differences

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358 Thousand Tons
Production



6
Number of Glass
Production Facilities



3,020 Million TL
Sales Revenues



1,949 Million TL
International Sales
Revenues



138 Million TL
Investments



433 Million TL
EBITDA



7,534
Number of Employees



22%
Increase in Net Sales
Revenues

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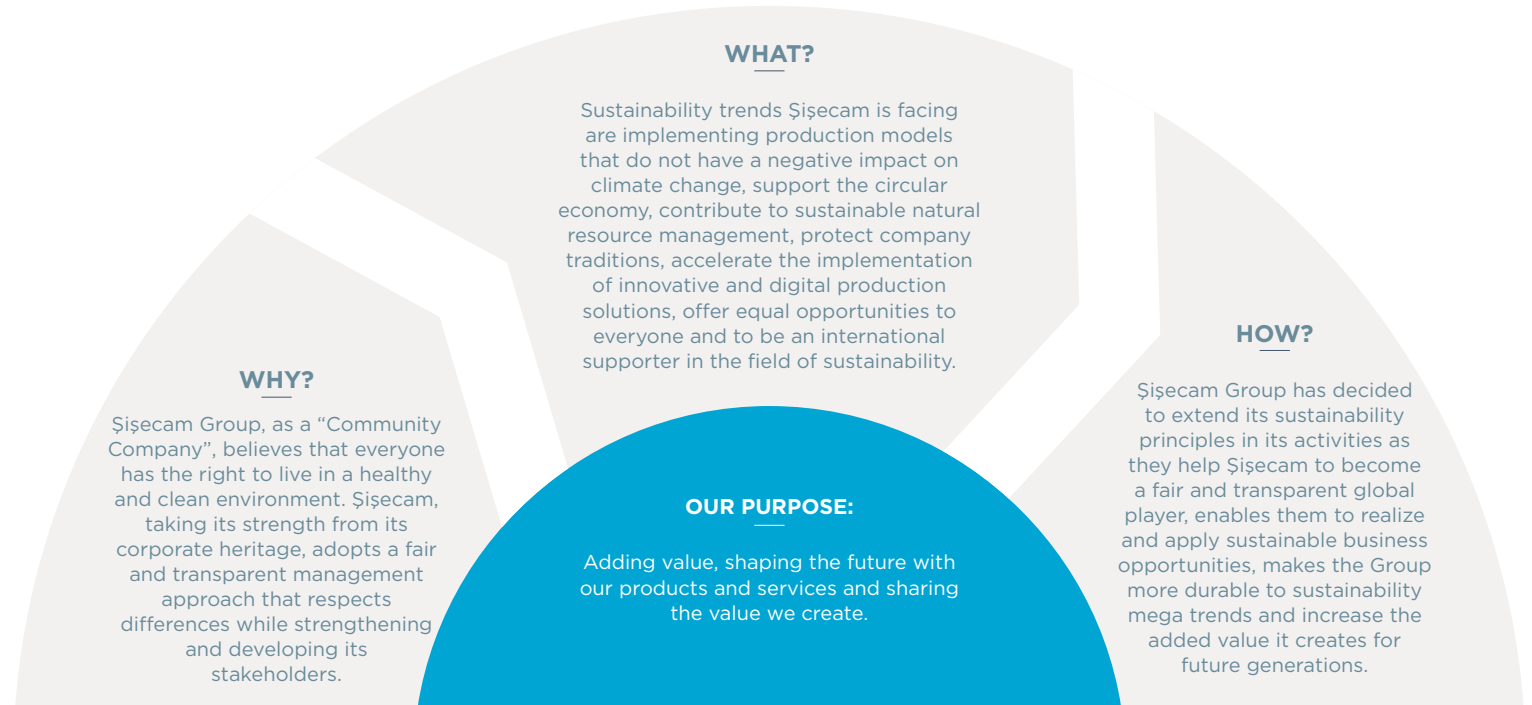
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Sustainability in Şişecam: Why? What? How?

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

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



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Şişecam Sustainability Strategy: Care For Next

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

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

Şişecam Sustainability Strategy: Care for Next



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

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

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

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



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



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SUSTAINABILITY MANAGEMENT

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

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

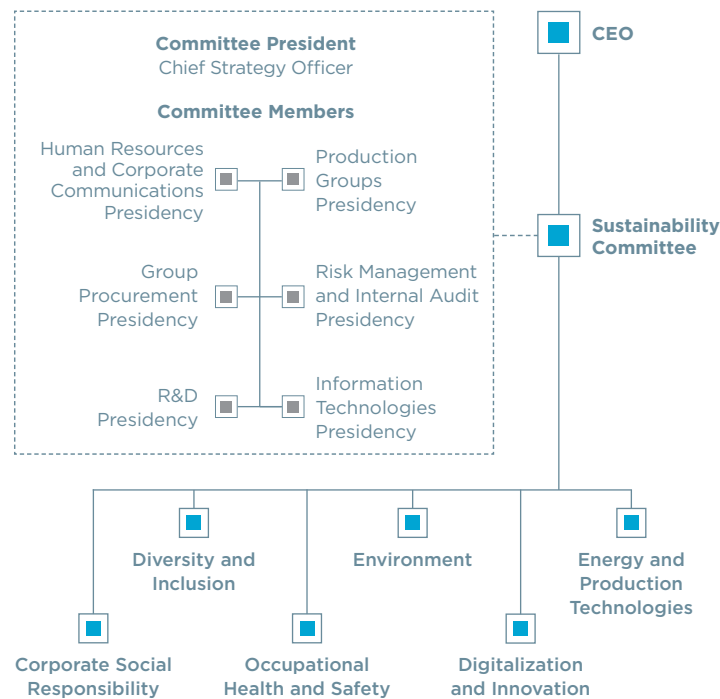
Technologies, Research and Technological Development, Financial Affairs, Risk Management and Internal Audit, Purchasing and Corporate Communications, coordinates sustainability efforts and creates synergies to find system-based solutions with high impact actions. The Sustainability Committee ensures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

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

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

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

Şişecam Group Sustainability Management Structure



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Performance Monitoring and Tracking

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

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

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



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



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

Collaborations and Stakeholder Engagement

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

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

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

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



You can access the stakeholder communication methods applied in Paşabahçe on the 36th page of the report.

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

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

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



You can reach the details of corporate governance principles and practices applied in Paşabahçe from the Corporate Governance Principles Compliance Report in the Investor Relations section of the corporate website of Şişecam Group.

Business Ethics

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

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

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



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

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Combating Corruption

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



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

Corporate Environmental Management

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

Using production techniques to reduce the environmental impacts of the Group's activities,

- Effective energy and resource management,
- Developing implementations to reduce climate change impacts and
- Dissemination of waste recycling and regaining activities.

The works carried out within the scope of this policy continued in 2019 to cover all domestic and international facilities. As a result of environmental controls based on the production value

chain, including legal compliance, natural resource and waste management, improvement areas were examined and relevant actions were determined and continued to be associated with investment plans to be projected when necessary.

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

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

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

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

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

Environmental investment and management expenditures realized in the reporting period amounted to 7,239,098 TL TRY. In the same period, 3,986 person * hour environmental training was provided to our employees and 1,253 person*hour environmental training for contractor company employees.



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

Sustainability in the Supply Chain

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

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

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

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

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RESPONSIBLE MANAGEMENT PRACTICES

Process and Continuous Development

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

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

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

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

In the reporting period, within Şişecam Glassware Household Group, 122 process and process development projects have been initiated and 86 of these projects have been completed.

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



PRESERVE

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



PRODUCT SAFETY

USE OF NATURAL RESOURCES

CORPORATE HERITAGE



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

PRODUCT SAFETY

Paşabahçe manages product safety as a business priority up to the global standards, in line with all legal requirements across the geography it operates in. All Paşabahçe products are produced in compliance with national and international consumer health and safety standards. Any possible adverse effects are prevented by using lead-free and cadmium-free paints for children’s products and organic printing technique in decorated products.

For proper and safe use of its products, Paşabahçe implements practices beyond legal requirements in product labeling. All product boxes contain company contact numbers, product tracking number, hygiene information, symbols to guide users about contact with heat and cold, and information on the use of accessories.

All textile products sold at Paşabahçe stores are analyzed by accredited laboratories. Food contact products and all textiles come with a label providing instructions for use and care based on properties of the product. Paşabahçe Stores conducted quality control audits in 11 suppliers in 2019, and improvement roadmaps were created. These audits cover working conditions, production processes, product stocking and control areas, and other checks related to products. Any unfavorable finding is shared with the company in the audit report and during the audit. Whether corrective actions are taken is observed in subsequent audits. Defective products are instantaneously returned to the manufacturer. During quarterly general assessment meetings, audit data is evaluated, and commercial relationship with such company is terminated if necessary.

	Country	ISO 9001	ISO 14001	OHSAS 18001/ISO 45001	ISO 27001	ISO 22000	ISO 50001
Paşabahçe Cam San. Tic. A.Ş. Eskişehir Plant	Turkey	✓	✓	✓	✓	✓	✓
Paşabahçe Cam San. Tic. A.Ş. Kırklareli Plant	Turkey	✓	✓	✓	✓		✓
Denizli Cam San. Tic. A.Ş.	Turkey	✓	✓	✓	✓		✓
Paşabahçe Bulgaria EAD - Bulgaria	Bulgaria	✓	✓	✓			
OOO Posuda Limited - Russia	Russia	✓	✓	✓			
Paşabahçe Egypt Glass Manufacturing S.A.E. - Egypt	Egypt	✓	✓	✓			
Camış Ambalaj San. A.Ş. Tuzla Plant	Turkey	✓	✓	✓	✓		✓

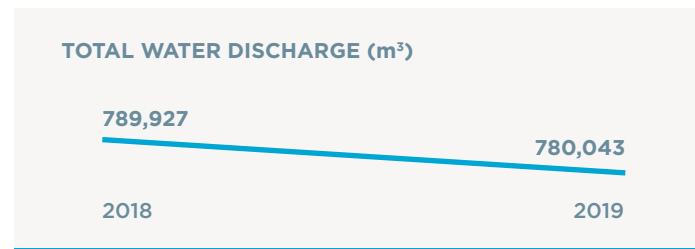
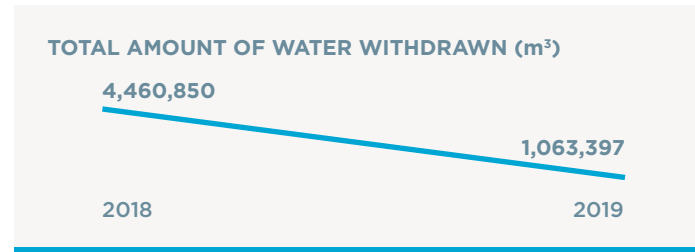
ISO 9001: Quality Management System » ISO 14001: Environmental Management System » OHSAS 18001/ISO 45001: Occupational Health and Safety Management System » ISO 27001: Information Security Management System » ISO 22000: Food Safety Management System » ISO 50001: Energy Management System

USE OF NATURAL RESOURCES

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

Water Management

Water consumption is an environmental indicator strictly tracked in Paşabahçe. During the reporting period, 780 thousand m³ of water was discharged and 746 thousand m³ of water was reused.



HIGHLIGHTS

Wastewater recovery in Paşabahçe Kırklareli Plant

Some of wastewater from chemical treatment facility passes through greasy cullet washing unit and remaining wastewater through softening unit in the treatment facility. Then, this water is reused in production machinery as temper water. With this project, 28,623 m³/year of water was saved in 2019.

Water saving practices in Paşabahçe Kırklareli Plant

It was observed that phosphonate compound found in the wastewater from the reverse osmosis (RO1) unit in demineralized water production had a content similar to that of the conditioning agent pumped to the cooling towers, and decided to use this water as an alternative to feed water in the cooling towers. Feeding of RO waste water instead of raw water to the cooling towers helped save water. Water savings achieved this way is 16,500 m³ in 2019.

Rainwater harvesting projects in Paşabahçe Eskişehir Plant

Roof run-off was connected to 20-ton tank installed in Paşabahçe Eskişehir Plant to be used in irrigation. With this project, annually 1000 m³ of water savings is targeted. 329 m³ of water savings was achieved annually with water harvesting project conducted in Camiş Packaging Tuzla Plant.

PRODUCT SAFETY

USE OF NATURAL RESOURCES

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Support for Circular Economy and Waste Management

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

In 2019, 190 thousand tons of cullet was reused in production, thus waste amount was reduced and resource saving was ensured. In 2019, 68,823 tons of recycled raw materials were used in production and waste amount was reduced by 23 thousand tons with recycling projects in Paşabahçe.

Biodiversity

Global climate change and human-instigated environmental disasters threaten the reproduction of many species. Respect for biological diversity is a topic that must be among environmental priorities of all institutions. Paşabahçe develops projects to contribute to biodiversity in territories where its plants are located, and strives to minimize its environmental impact. Paşabahçe planted 1,144 trees in locations of its plants in 2019.

HIGHLIGHTS

FSC certified products from Camiş Packaging

In manufacturing FSC certified paper and carton, forests created by human for this purpose and recycled paper and carton are used. By building a FSC system and manufacturing with certification, it is ensured that eco-friendly raw materials are tracked in all supply, design, production and sales processes. With FSC certification, Camiş meets FSC certified packaging demands of Paşabahçe, its primary customer, and non-Group customers. In 2019, 85,300 m² of FSC certified production was completed in Camiş Packaging Tuzla Plant.

Packaging Reduction in Kırklareli Plant

A tracking system was established in this project to reuse temporary packaging of products sent to sub manufacturers to be packaged. A part of 6-Sigma Projects, this initiative ensures improvement in recycling by tracing packaging with the Tracking System installed.

Another 6-Sigma project aims to reduce the use of plastic packaging materials for pallets. With this project, thickness of plastic wrap material was reduced from 23 microns to 17 microns. Optimum tension values of the automatic plastic wrap machine were readjusted. This helped save 15 tons of plastic wrap material.

ABS Packaging in Paşabahçe Eskişehir Plant

As part of this project, creation of packaging is avoided before it becomes waste, with process management by monitoring packaging waste formation processes, and reusable plastic packaging trials.

Compost machine in Eskişehir Plant

The idle chromium tank was converted to a 2-ton capacity compost machine to mix and compost organic waste built while cooking, waste from the yard (lawn, leaves) and cork dust (fine dust) from the corking section. With this project, 15 tons of compost was made, lunch room waste was reduced, and cork dust to be disposed of was recycled in 2019, resulting in the recovery of 30 tons of waste annually on the average.

PRODUCT SAFETY

USE OF NATURAL RESOURCES

CORPORATE HERITAGE

CORPORATE HERITAGE

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

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

Omnia Water Collection

In Paşabahçe Omnia Water Collection, Turkish and foreign designers reinterpreted traditional glass production and decoration techniques. Aiming to expand the living space of glass by combining culture and design, "water," the theme of the collection focuses attention on one of the most prominent issues of environmental sustainability.

With Omnia Collection, a social responsibility project called "There is life where there is sea" project is launched by DenizTemiz Association with the collaboration with TURMEPA and TRY 50,000 of the revenue obtained from the Collection is donated to TURMEPA. Thus "Omnia Water" collection supports the efforts for preventing around 200,000 liters of black water, which slows down the vital activities of the plants and animals living in the sea, from being mixed with sea water.

World Heritage on Glass Collection

World Heritage on Glass Collection, with which Paşabahçe aims to remind customers of the cultural heritage of Anatolia, references to historical and cultural assets in Turkey protected by UNESCO. Out of 22 products in the collection, 13 are on the World Heritage List of UNESCO and the remaining on the Temporary World Heritage.

Lost Treasures Collection

Consisting of 38 pieces, Lost Treasures Collection aspires to draw attention to the idea that historical and cultural heritages should be protected and maintained in their original geography. The collection seeks to raise awareness of historical artifacts taken abroad, create a consciousness of conservation of cultural property with appreciation of artifacts received back, and ensure existing works are approached with an awareness of protection.



EMPOWER

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



DIVERSITY AND INCLUSION

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

DIVERSITY AND INCLUSION

Paşabahçe believes a human resources management based on inclusion and participation will enrich corporate heritage. Accordingly, the company supports equal participation of human resources to business life, and offers equal opportunities for development of human resources. Diversity of people is viewed as a source of different experiences and perspectives in Paşabahçe. Paşabahçe's concept of diversity and inclusion is based on the principle of "Empower" of Şişecam Sustainability Strategy. In line with this principle, a human-oriented management approach is followed based on empowerment of all stakeholders, primarily women.

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

Paşabahçe operates within the Diversity and Inclusion Working Group which works under Şişecam Sustainability Committee. Contributed by internal and external stakeholders, the Working Group formulates action proposals with respect to support for

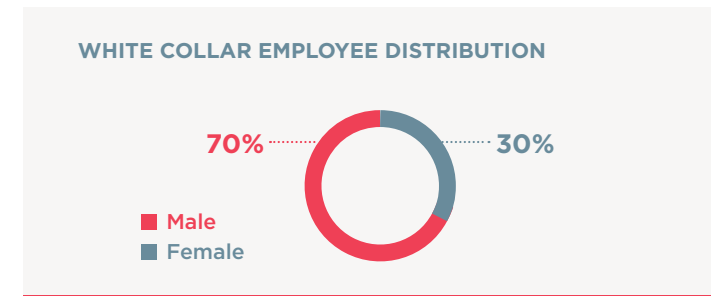
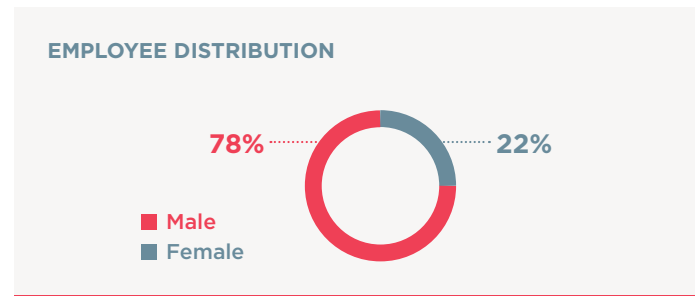


improvement and facilitation of working conditions, labor force participation and career development of women, and awareness and cooperation with stakeholders.

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

In this period, the share of white collar women employees reached some 30% in Paşabahçe. The share of female employees in total workforce is 22%.

Paşabahçe takes steps to promote employment of the disabled as part of its concept of diversity and inclusion. Working environment is arranged so that working conditions of disabled employees are improved. Number of disabled people employed in Paşabahçe reached 169 in 2019.



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TALENT MANAGEMENT

Guided by its concept of talent management, Paşabahçe aims to be the most preferred workplace, incorporate right talents, and bring out the potentials of existing talents. To this end, the company tracks innovative practices, embraces an objective, systematic, and development-oriented approach. In Paşabahçe, people are supported with talent management programs, and their career and performance development is closely tracked. All these initiatives are run around an objective, systematic and human-oriented approach. Paşabahçe acts in accordance with talent management, career and performance development systems of Şişecam Group.

Talent management practices are carried out as per Şişecam Group Talent Management System, which aims to attract and develop the right talents and raise leaders of the future. Focusing on sustainable corporate success culture, Şişecam Group continues its global and local development investments. Journey, the Global Talent Management Program, launched in 2019 and covering all levels of the organization, aims to identify high potentials, support development of such employees, and prepare them for leadership roles. With its integrated structure including hiring, career management, backup and development

management systems, the program allows for end-to-end talent management.

As part of Şişecam Group Career Management System, employees are offered an opportunity to develop their personal and occupational knowledge and skills. Individual and organizational needs are evaluated all together while making development plans to be offered to employees. Defined development plans are annually revised, and talent pool, career maps and backup plans are created accordingly. In Evaluation and Development Center, competency analyses are made and development plans are designed based on these analyses.

Employee performance is tracked in accordance with Şişecam Group Performance Development System, which is based on an awareness of a common goal where corporate goals are reduced to individual goals. Integrated with the strategic planning process of Şişecam Group, this system is built upon a global infrastructure enabling employees and managers to make objective evaluations. The Performance Development System is continuously developed to deliver human-oriented, rapid and reliable results.

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EMPLOYEE DEVELOPMENT

Paşabahçe believes ensuring employee development is the foundation of a powerful organizational structure. Under the roof of Şişecam Academy, various development programs which will help develop knowledge and skills of employees are offered.

Şişecam Academy designs schools and programs, organizes seminars and configures career solutions in technical and occupational development, personal development, corporate development and leadership areas all aiming to address the needs of Group employees. Şişecam Academy supports employees to attend conferences, seminars and summits in the country and abroad. The Academy also provides corporate subsidies to address employee requests involving foreign language learning and post graduate education to a certain extent. To help employees improve their language competency in line with the global adaptation strategy of Şişecam Group, the company has an English Language Development Program in place.

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

In the reporting period, 140,187 person*hour of training was provided to Paşabahçe employees under the roof of the Academy.



EMPLOYEE HAPPINESS

Acting with the awareness of positive effect of employee satisfaction and engagement on the working climate and business achievement, Paşabahçe offers its people a work environment which is participative and open to communication, and which maintains corporate values. Paşabahçe believes that an extended employment history of people in the company is a major indication of employee happiness, and takes an important place in the continuity of business achievement. 32% of employees in Paşabahçe has been working in the company for 10 years or more.

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

Launched in 2018 with the intention to improve employee engagement and motivation, and infuse company policies and strategies into all stages, “Paşabahçe Chats” gatherings continued in 2019 as well.

Paşabahçe supports participation of its employees in the company decision making processes, and sharing of opinions and suggestions of employees. To this end, the company has communication platforms in place where employees may keep themselves updated on the developments about the Group and Paşabahçe. Active communication is maintained via Campport, an interactive participation platform both within the company and across the Group.

Another application that supports employee participation is Nar Suggestion Development Platform/Idea Factory functioning across the Group. Nar Suggestion Development Platform is the one where innovative and creative ideas that add value to Paşabahçe, increase business efficiency, and help improve the work climate and corporate culture are assessed and rewarded. During 2019, 21 suggestions were submitted by Paşabahçe employees in this scope, and 9 of these were rewarded.

Suggestions that comply with strategies and goals of the group and that add value are evaluated with “Nar Suggestion Development Platform.” As part of Recognition and Rewarding Implementations, employees are honored, and recognized for their exemplary behavior and success in the company on special days.

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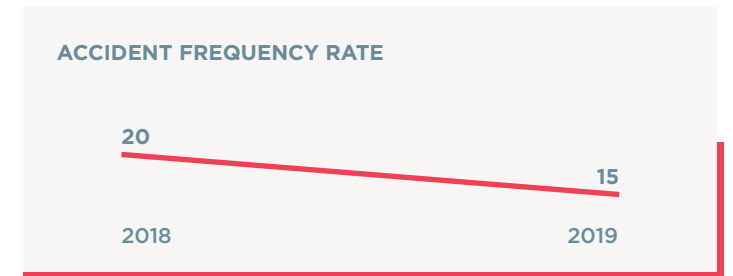
Providing a safe and healthy working environment is among the key priorities of Paşabahçe. Driven by this understanding, working conditions are continuously improved, and employee knowledge and awareness of occupational health and safety are increased. Paşabahçe contributes to the goal of Şişecam Group involving “zero occupational accident by 2022” through various applications.

In Paşabahçe, occupational health and safety matters are managed in cooperation with Şişecam Group Industry Relations Directorate, as per the OHS policy issued by Şişecam Group, and in compliance with OHSAS 18001 Standard. Compliance of production plants with the standard is monitored with annual audits, and certificates are renewed. Teams of OHS experts conduct cross audits across domestic plants belonging to different groups. Paşabahçe has in place an OHS unit consisting of an occupational safety specialist, workplace doctor and healthcare workers, and an OHS Committee whose members are representatives from management of each plant. OHS Labor Inspections are carried out by managers, supervisors and engineers. As part of the inspections, whether jobs are done safely is checked by monitoring job processes and comparing hazards and risks with precautions.

Paşabahçe adopts a preventive approach in connection with OHS. As a result of this preventive approach, no fatal occupational accidents or occupational diseases occurred in 2019. Through the Corrective and Preventive Actions System and the OHS Incident Reporting System on the QDMS, occupational accidents are systematically monitored, and instant risks are identified with daily site inspections. Use of Personal Protective Equipment is increased to prevent glass-related accidents such as cuts and burns. Thanks to improvement efforts, accident intensity rate decreased by 68%, and accident frequency rate by 25%.

A major instrument in supporting occupational health and safety culture is to ensure that employees act with awareness. Providing regular occupational health and safety trainings to employees, Paşabahçe ensures that each stage of production activities is performed in the safest and healthiest manner. As part of these efforts, Paşabahçe employees were provided with 137,046 person*hour of OHS training in 2019.

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CORPORATE SOCIAL RESPONSIBILITY

Paşabahçe aims to contribute to development of the society it lives in, and actively participate in resolution of social, economic and environmental issues. While carrying out corporate social responsibility activities, Paşabahçe is guided by the Sustainable Development Goals and gives priority to young people, women and vulnerable groups.

To make use of recyclable packaging waste, Paşabahçe Stores launched a project called “Don’t Waste These Boxes” in 2019. The project aimed to emphasize the brand’s environmental and sustainability awareness, and reduce the environmental impact with packaging savings. As part of the project initially implemented in 6 pilot stores, 1,061 boxes were collected.

CUSTOMER RELATIONS

Combining developing technologies and digital offerings with business models, Paşabahçe offers distinctive and special products and services to customers.

With a view to enhancing communication channels, sharing future-oriented strategies, and attaining internal and external operational excellence as guided by valuable feedback, Paşabahçe comes together with domestic and overseas customers through various events year round. Paşabahçe continued to participate in overseas industry fairs to gain new customers, improve business relationships with existing customers, and make use of sales opportunities by promoting new products.

Paşabahçe participated in the Ambiente Fair, the largest of the industry and organized in Frankfurt, also in 2019, met with customers and received feedback to further existing relationships, as well as promoting new products and collections.

INDUSTRY FAIRS PAŞABAHÇE ATTENDED IN 2019

Paşabahçe:

- AMBIENTE- Germany / Frankfurt - February 08-12
- HOUSEHOLD- Russia / Moscow - September 10-12
- CIIE- China/ Shanghai - November 05-10
- HOST- Italy / Milano - October 18-22

Nude:

- NEW YORK NOW- USA / New York - February 03-06
- AMBIENTE- Germany / Frankfurt - February 08-12
- NEW YORK NOW- USA / New York - August 10-14
- HOST- Italy /Milano - October 18-22

DIVERSITY AND INCLUSION

TALENT MANAGEMENT

EMPLOYEE DEVELOPMENT

EMPLOYEE HAPPINESS

OCCUPATIONAL HEALTH AND SAFETY

CORPORATE SOCIAL RESPONSIBILITY

CUSTOMER RELATIONS

In April 2019, Horeca visits were made with national/local market with the motto "Altogether on Site" to enable Paşabahçe Cam San. ve Tic. A.Ş. employees to contact customers at points of sale, and hear insights about and feedback on Paşabahçe firsthand.

Beside fairs, meetings and site visits, Paşabahçe continues direct communication with customers through sales and marketing teams year round. New products in the stocks and new sales conditions are constantly shared with customers. In addition to this one-to-one relationship, Paşabahçe collects and responds to all inquiries, comments and complaints from all customers and end consumers via mail to info@pasabahce.com, musterihizmetleri@pasabahce.com, Customer Services line +90 (0) 850 222 19 35 and contact modules on websites www.pasabahcemagazalari.com, www.pasabahce.com, www.sisecam.com; and instantly via Facebook, Twitter, and

Instagram accounts. These contact addresses are shared with end consumers through social media accounts, websites, all online/offline commercials, point of purchase stands, and all promotional branded products.

Number of incoming calls to Paşabahçe Stores Call Center, where customers communicate, verbally or in writing, their inquiries, requests, suggestions and complaints about products and services, reached 26,000 in the reporting period. Share of complaints in the total number of bills was as low as 0.2%.

Number of members to Paşabahçe Club Card customer loyalty program, launched in March 2017, reached 180 thousand. Throughout the year, 130 separate targeted campaigns were run. Member count of Paşabahçe Stores on Instagram, a popular social media platform, reached 991 thousand people, with an increase by 30% in the last 1 year.



PROGRESS

Driven by its concept “Progress,” Paşabahçe implements innovative products and services by focusing on combating climate change, R&D and digitalization.



COMBATING CLIMATE CHANGE

R&D AND DIGITALIZATION

INNOVATIVE PRODUCTS

COMBATING CLIMATE CHANGE

Climate change is one of the critical risk elements that the entire business world, irrespective of industry or size, must jointly combat with, with effects being experienced even more intensively day by day. Paşabahçe continues operations with an awareness of responsibility that falls upon Paşabahçe in connection with combating climate change and in cooperation with stakeholders.

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



Paşabahçe reviews risks and opportunities related to energy continuously and manages operations accordingly. Şişecam evaluates management of risks related to climate change as a key priority. Paşabahçe shares its relevant performance with Şişecam under the Carbon Disclosure Project. In addition to these practices, carbon reduction goal of Şişecam Group is supported through energy efficiency projects undertaken in all production facilities.

Through efficiency and improvement projects conducted in the reporting period, 14,480 GJ of energy savings was achieved. Amount of greenhouse reduction in the same period is 5,202 tons.

Paşabahçe targets a total of energy savings by 5%, translated as TRY 5 million financial savings, with the project involving transformation of equipment in glassware production processes and planned to be completed in all plants in the next two years.

R&D AND DIGITALIZATION

Paşabahçe attaches special importance to research and technological development and digitalization initiatives to maintain its competitive position, meet customer needs, and achieve the targets set in line with its concept of “sustainability and excellence”.

Acting with the awareness that research and technological development efforts are one of the most critical components in maintaining and furthering its global competitive position, Paşabahçe carries out relevant activities in cooperation with regional laboratories under Şişecam Group Science and Technology Center. Total R&D budget was TRY 6,108,000 in the relevant reporting period.

Intellectual property rights of products, technologies, and innovations created as a result of R&D initiatives are protected by intellectual property right applications. 3 patents were received in the reporting period.

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

In the reporting period, a project was put out to tender to scan and digitalize the technical drawing archives of Paşabahçe Development Directorate, currently in printed paper format. Project completion rate is %70 by the end of 2019.

Paşabahçe Shipping Reservation Portal allows shipment planning in warehouses to be carried out with a reservation system. The portal enables logistic units to reserve loading dates and times for vehicles arriving at warehouses, and all business units to track actual loading statuses.

Online sales of Paşabahçe Stores were worth TRY 4.6 million in 2019, with an increase by 50%. Thus, the share of online sales in total sales rose to 1.5% in 2019, from 1.2% in 2018. Member count of Paşabahçe Clup Card customer loyalty program, launched in March 2017, reached 180,000 people in a short time. Member count of Paşabahçe on Instagram, a popular social media platform, reached 991 thousand people, with an increase by 30% in the last 1 year.

Sales via nudeglass.com increased by 100% following the moving of www.nudeglass.com e-commerce website to Shopify infrastructure in April 2019, more interactions were effected with end users thanks to the flexible, fast, and user-oriented platform, and sales went up. While the share of nudeglass.com sales in total retail sales of Nude was 1.43% in 2018, it rose to 2.24% in 2019.

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



Detailed information on security, privacy and protection of personal information is available on “Confidentiality Agreement” tab of the corporate website.

INNOVATIVE PRODUCTS

With innovative products it develops, Paşabahçe aims to increase not only competitive advantage but also positive added value for shareholders. Products developed with this regard are produced by considering major factors such as environment and climate change as well as customer expectations.

Our stakeholders, authorized dealers, representatives and end consumers, i.e. our external stakeholders who provide us with input, take part in the New Product Development process. Insights from the market or sales points, propensities to consume, trends, different design requirements are communicated as requests and actively used in developing new products. Our people in Design, Sales, Development, Production and Marketing departments provide ideas, as internal stakeholders, based on market dynamics, competition, trends, company goals and strategies and developing technology. Using input from internal and external stakeholders, new products are developed with social responsibility projects and collaborations, and new functions are incorporated in the existing products.

In the reporting period, many product lines and new products were developed in line with both emerging trends and innovations around the globe and customer requests. Under the projects conducted in 2019 as part of design works, a total of 494 automatic products, 533 secondary process products, 2,270 packaging products and 200 handmade products were designed. 429 of product, accessory and pattern designs were made commercially available. Designs created for Paşabahçe and Nude brands received eight rewards in total.

In the reporting period, Timeless and award-winning Elysia collections were expanded with three new sizes. In addition, to address the requirement in the category of top segment-crystal glass featuring retro design elements with a broader product range, Leafy series was developed and introduced.

To address the micro life trend emerging with crowding cities, we focused on stackable glass series to save space, and trial designs of four new series were completed in this segment, and exhibited in Host Fair organized in Italy.

With minimalism trend prevailing, glasses slim in build and plain in surface are mostly preferred. Amber and Iconic series were launched with product development initiatives following this trend and are being expanded.

To meet the need for crystal wineglasses and glasses that enrich tasting experience, Napa and Veneto series were developed and promoted for customers.

In desktop category, high-volume footed service plate “Maxi Patisserie” was developed with a high cover from “Patisserie” collection. Stackable bowls and “Villa Patisserie” series, allowing storage at multiple levels, were launched.

In desktop category, “Timeless” and “Elysia” series were expanded with nut bowls, bowls and ice cream bowls.

Highly popular series from beverage category, “Timeless” and “Elysia” were expanded with nut bowls, bowls and ice cream bowls in desktop category.

“Soupy” and “Marmelade” bowls for breakfast and appetizers, “Tokio” plate, seashell shaped “Marine” plate, and plainly and specially designed, wavy blue “Linden” bowl were launched.

In jug and bottle category, “Hoop” bottles and jugs were developed with a cork cap for consumers seeking distinction.

Previously available in stores channel, Paşabahçe Bebe bottles were launched in pharmacy channel as well. Single Bottle Nipples were also made available under Paşabahçe Bebe brand during the year.

COMBATING CLIMATE CHANGE

R&D AND DIGITALIZATION

INNOVATIVE PRODUCTS

Addressing the concept of healthy living, “Borcam Nonstick” series, with special, glass compatible nonstick paint, was launched in cream color and mixed pattern for low fat cooking, in addition to anthracite gray. Borcam saucepans were diversified with red plastic covers to be used for storing purposes as well.

In storage category, “Frigo Studio” was developed with compartments allowing storage without mixing different contents.

In home canning category, high-volume pickle jars were added to Homemade series. One of standard series, Kitchen series was also expanded with lower-volume sizes.

Following the current trends, two sizes of “Bamboo” jars were launched with caps made of natural bamboo material during the year.

Double coat paint applications, stepping forth in Casablanca espresso glasses with dishwasher safe properties in 2018, were diversified and launched with different color and packaging options in 2019.

Diverse gilded products, the rising trend in 2019, were launched with Amber and Montis series wineglasses in “Golden Touch” collection, in addition to top-segment products Timeless and Elysia.

Decorated product portfolio consisting of beverage and dinner sets of 10 different concepts featuring seasonal themes were launched. Glasses carrying messages of “Healthy Lifestyle” to support that trend were made available on the domestic market.

Amber plate sets and glass products, created in automated production for the first time, were made available to the global market.

As part of licensed cooperation, beverage and desktop products with Disney and Warner Bros designs were made available on store shelves in periods such as back to school and children’s day (April 23).

Beverage sets, carboys and carafes consisting of handmade products for top-segment customers and serving different functions met with end consumers.

KEY STAKEHOLDER GROUPS AND ATTENDANCE PLATFORMS

CORPORATE MEMBERSHIPS

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Key Stakeholder Groups and Attendance Platforms

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

Corporate Memberships

Adana Chamber of Commerce	East Anatolian Exporters' Association	Kocaeli Chamber of Commerce
Ankara Chamber of Commerce	Eskişehir Chamber of Commerce	Konya Chamber of Commerce
Antalya Chamber of Commerce	Eskişehir Chamber of Industry	Lüleburgaz Chamber of Commerce and Industry
Bodrum Chamber of Commerce	Gaziantep Chamber of Commerce	Mersin Chamber of Commerce and Industry
Bodrum Chamber of Commerce	Gebze Chamber of Commerce	OMÜD (Corrugated Cardboard Production Association)
Bor District Industrialists Association	Istanbul Chamber of Commerce	TOBB
Bursa Chamber of Commerce	Istanbul Chamber of Industry	Uniscan/GSI RUS
Central Anatolian Exporters' Association	Istanbul Exporters' Association of Minerals and Metals	ZÜCİDER (Turkish Housewares Association)
Denizli Chamber of Commerce	İzmir Chamber of Commerce	
Denizli Chamber of Industry	KASAD (Cardboard Industrialists' Association)	

KEY STAKEHOLDER GROUPS
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CORPORATE MEMBERSHIPS

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PERFORMANCE INDICATORS

Economic Performance Disclosures	2018	2019
Total revenue (thousand TRY)	2,474,620,912	3,080,475
Wages and benefits paid to the employees (thousand TRY)	517,800,777	799,580
Tax paid (thousand TRY)	(31,129,000)	14,113
Social donations (thousand TRY)	121,824	494

Social Performance Disclosures		
Employee Demographics	2018	2019
Total Workforce (Number)		
Female	1,367	1,646
Male	5,624	5,888
Total Employees by Contract Type (Number)		
Permanent		
Female	1,331	1,579
Male	5,547	5,366
Temporary		
Female	37	67
Male	76	522
Total Employees by Category (Number)		
Blue Collar		
Female	1,006	1,027
Male	4,572	4,460
White Collar		
Female	361	619
Male	1,052	1,428
Total Employees by Employment Type (Number)		
Full-time		
Female	1,366	1,629
Male	5,624	5,877

Employee Demographics	2018	2019
Part-time		
Female	-	17
Male	-	11
Total Employees by Education Level (Number)		
Uneducated	-	46
Primary School	1,526	1,191
High School	3,969	4,431
University and above	1,496	1,866
Total Employees by Age (Number)		
Below 30	1,702	1,575
30-50	4,884	5,542
50+	405	417
Number of contractor employees		
Full-time	1,976	1,839
Part-time	0	41
Female	478	440
Male	1,498	1,440
Tenure		
Female employees 0-5 years	881	1,006
Female employees 5-10 years	251	327
Female employees 10+ years	236	313
Male employees 0-5 years	2,600	2,146
Male employees 5-10 years	1,071	1,661
Male employees 10+ years	1,952	2,081
Total Management Structure (Number)		
By Gender		
Female	2	2
Male	14	16

KEY STAKEHOLDER GROUPS
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CORPORATE MEMBERSHIPS

PERFORMANCE INDICATORS

GRI CONTENT INDEX

Employee Demographics	2018	2019
By Age Group		
Below 30	0	0
30-50	7	11
50+	9	7
By Nationality		
Turkish Citizen	14	15
Expat	2	3
Board Structure (Number)		
Female	2	1
Male	4	4
Mid-Level Management Structure (Number)		
By Gender		
Female	31	33
Male	59	60
By Age Group		
30 Altı	1	2
30-50	72	74
50+	17	17
By Nationality		
Turkish Citizen	69	92
Foreigner	17	-
Expat	4	1

Turn Over	2018	2019
New Hires (Number)		
By Gender		
Female	305	229
Male	632	368
By Age Group		
Below 30	524	286
30-50	351	264
50+	62	47
Employees Recently Left (Number)		
By Gender		
Female	218	226
Male	478	479
By Age Group		
Below 30	298	273
30-50	331	338
50+	67	94

Social Inclusion and Diversity	2018	2019
Employees on Parental Leave		
Female	108	150
Male	238	264
Employees Returned to Work after Parental Leave		
Female	59	49
Male	238	248
Workforce Covered by Collective Agreement (Number)		
Female	1,006	1,071
Male	4,572	4,012
Cases of Discrimination (number)	0	0
Disabled Employees		
Female	5	10
Male	139	159

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CORPORATE MEMBERSHIPS

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Employee Development	2018	2019
Employee Trainings (personxhour)		
Blue-collar female	60,444	486
Blue-collar male		74,902
White-collar female	12,017	19,383
White-collar male	30,842	45,416
Female	-	19,869
Male	-	120,318

Environmental Trainings	2018	2019
Environmental Trainings (personxhour)	-	-
Direct employees	2,776	9,403
Contractors	160	678

Research and Development	2018	2019
R&D Budget (thousand TRY)	4,336	6,108
R&D Employees	23	168
Patents granted	4	3
Idea Factory Suggested/performed projects	2/0	21/9

Supply Chain Management	2018	2019
Active suppliers	3,027	3,695
Local suppliers	2,016	2,536
Percentage of local suppliers (%)	56%	%56

Occupational Health and Safety	2018	2019
Accident severity rate*	867	273
Accident frequency rate	20	15
Working Hours	14,575,031	14,621,237
Number of Accident	297	214
Lost Day	11,337	2,511
Occupational Health and safety trainings (personxhour)	58,323	137,046
Number of Occupational Health and Safety Committees	5	32
Number of Occupational Health and Safety Committee members	58	120
Number of employee representatives in Occupational Health and Safety Committees	11	47

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

Environmental Performance Disclosures	2018	2019
Net production (ton)	518,384	355,742
Natural Resources		
Raw material used (ton)	394,724	496,775
Reduction in the amount of raw materials used comparison with previous reporting period (%)	-	5.9
Recycled and recovered raw material used (ton)	132,764	68,823
Total water withdrawal by source (m ³)		
Municipality	4,014,886	714,487
Surface	0	0
Underground	445,747	348,670
Other	217	240
Total	4,460,580	1,063,397

KEY STAKEHOLDER GROUPS
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Environmental Performance Indicators	2018	2019
Recovered or reused water (m ³)	1,128,564	745,803
Total Wastewater Discharge by Target Environment (m ³)		
Natural Receiving Environment	397,539	394,970
Sewer	392,388	408,264
Total	789,927	803,234
Internal Glass fractures were reused in production (ton)	149,206	189,986
Hazardous Waste by Disposal Method (ton)		
Energy Recovery	268	512
Recovery	248	375
Incineration	105	255
Landfill	536	395
Other	0	3.0
Total	1,157	1,540
Non-Hazardous Waste by Disposal Method (ton)		
Energy Recovery	155	91.56
Recovery	21,883	22,568
Landfill	723	945.21
Other	43	6,439
Total	22,804	30,044
Total amount of waste	23,961	31,584
Waste intensity (ton/ton)	0.0462	0.0888
Reduced amount of waste by recovery projects (ton)	16,950	23,076
Amount of packaging material (ton)	21,073	23,076
Packaging waste recovery rate(%)	54%	54%

Combating Climate Change	2018	2019
Energy consumption (GJ)		
Natural gas	6,506,810	6,260,060
Electricity	967,108	1,056,366
LPG	34,488	34,960
Acetylene	958	6,650
Steamcoal/Antrasit/Coal	0	0
Other	660	346
Total	7,510,024	7,358,382
Energy saving (GJ)	67,971	14,480
Energy saving (thousand TRY)	5,499	19,611
Scope1 Emissions (ton)	331,993	402,669
Scope2 Emissions (ton)	134,111	129,045
GHG savings (ton CO ₂)	7,596	5,202
NOx emissions (kg)	739,167	1,152,203
SOx emissions (kg)	-	18,736

Management Approach	2018	2019
Environmental Expenditures (TRY)		
Environmental Management Expenditures	1,450,449	5,871,548
Environmental Investment Expenditures	233,414	1,367,550
Total	1,683,863	7,239,098
Sapling planted	114	1,144

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GRI CONTENT INDEX

Disclosures	Descriptions and Page Numbers
GRI 101: Foundation 2016	
GRI 102: General Disclosures 2016	
Corporate Profile	
102-1	About Paşabahçe (p.7)
102-2	About Paşabahçe (p.7)
102-3	Contact (p.43)
102-4	About Paşabahçe (p.8)
102-5	http://www.pasabahce.com/en/investor-relations/corporate-identity-and-management/shareholder-structure
102-6	About Paşabahçe (p.8)
102-7	About Paşabahçe (p.9)
102-8	Social Performance Disclosures (p.37)
102-9	Supply chain is shaped by necessities of our products and services. In 2019, we worked with 3,695 suppliers, 2,536 of which are local. Our local supplier rate is 56%.
102-10	About Paşabahçe (p.7)
102-11	Şişecam Sustainability Strategy :Care For Next (p.11-12)
102-12	Collaborations and Stakeholder Engagement (p.14)
102-13	Corporate Memberships (p.36)
Strategy	
102-14	Message from Glassware Group President (p.5-6)
102-15	Şişecam Sustainability Strategy :Care For Next (p.11-12)
Ethics and Integrity	
102-16	Business Ethics (p.15)
102-17	Business Ethics (p.15)
Governance	
102-18	Sustainability Management (p.13)
102-19	Sustainability Management (p.13)
102-20	Sustainability Management (p.13)
102-21	Collaborations and Stakeholder Engagement (p.14)
102-29	Sustainability Management (p.13)
102-30	Sustainability Management (p.13)
102-31	Sustainability Management (p.13)
102-32	Sustainability Management (p.13)
Stakeholder Engagement	
102-40	Key Stakeholder Groups and Attendance Platforms (p.36)
102-41	Social Performance Disclosures (p.39)
102-42	Collaborations and Stakeholder Engagement (p.14)
102-43	Collaborations and Stakeholder Engagement (p.14)
102-44	Collaborations and Stakeholder Engagement (p.14)

102-55



Reporting Practices	
102-45	About the Report (p.2)
102-46	About the Report (p.2)
102-47	About the Report (p.2)
102-48	There are no restatements of information
102-49	About the Report (p.2); Şişecam Sustainability Strategy: Care For Next (p.11-12)
102-50	About the Report (p.2)
102-51	http://www.pasabahce.com/en/sustainability/sustainability-reports
102-52	Annual reporting
102-53	Contact (p.43)
102-54	About the Report (p.2)
102-55	GRI Content Index (p.41)
102-56	No external assurance

Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
Combating Climate Change		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11) ; Combating Climate Change (p.32)
	103-2 The management approach and its components	Combating Climate Change (p.32)
	103-3 Evaluation of the management approach	Combating Climate Change (p.32)
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Performance Disclosures (p.40)
	302-3 Energy intensity	Environmental Performance Disclosures (p.40)
Natural Resources Use		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11) ; Natural Resources (p.21-22)
	103-2 The management approach and its components	Natural Resources (p.21-22)
	103-3 Evaluation of the management approach	Natural Resources (p.21-22)
GRI 303: Water 2016	303-1 Water withdrawal by source	Environmental Performance Disclosures (p.39) Groundwater is used for both in process and in garden irrigation system. With the opinion of DSI, the groundwater we use does not fall into the well water class. It is considered as collection pit.
	303-2 Water sources significantly affected by withdrawal of water	Environmental Performance Disclosures (p.40)
	303-3 Water recycled and reused	Environmental Performance Disclosures (p.40)

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

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Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
GRI 306: Effluents and Waste 2016	306-1 Water discharge by quality and destination	Environmental Performance Disclosures (p.40)
	306-2 Waste by type and disposal method	Environmental Performance Disclosures (p.40)
Diversity and Inclusion		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Diversity and Inclusion (p.25)
	103-2 The management approach and its components	Diversity and Inclusion (p.25)
	103-3 Evaluation of the management approach	Diversity and Inclusion (p.25)
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance Disclosures (p.38)
	401-3 Parental leave	Social Performance Disclosures (p.38)
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Social Performance Disclosures (p.38)
Occupational Health and Safety		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care for Next (p.11); Occupational Health and Safety (p.28)
	103-2 The management approach and its components	Occupational Health and Safety (p.28)
	103-3 Evaluation of the management approach	Occupational Health and Safety (p.28)
GRI 403: Occupational Health and Safety 2016	403-1 Workers representation in formal joint management- worker health and safety committees	Social Performance Disclosures (p.39)
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational Health and Safety (p.28) ; Social Performance Disclosures (p.39)
Talent Management		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11) ; Talent Management (p.26)
	103-2 The management approach and its components	Talent Management (p.26)
	103-3 Evaluation of the management approach	Talent Management (p.26)
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	Social Performance Disclosures (p.38)
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance Disclosures (p.38)
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employe	Social Performance Disclosures (p.39)
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Development (p.27)

Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
Product Responsibility		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11) ; Product Safety (p.20)
	103-2 The management approach and its components	Product Safety (p.20)
	103-3 Evaluation of the management approach	Product Safety (p.20)
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Product Safety (p.20)
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	GRI Content Index: There are no non-compliance cases regarding health and safety impacts of products in reporting period.
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Product Safety (p.20)
	417-2 Incidents of non-compliance concerning product and service information and labeling	GRI Content Index: There are no non-compliance cases about product labelling in reporting period.
GRI 419: Socio-economic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	GRI Content Index: No legal fines* were paid for non-compliance to social and economic regulations in the reporting period.
Corporate Heritage		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11) ; Corporate Heritage (p.23)
	103-2 The management approach and its components	Corporate Heritage (p.23)
	103-3 Evaluation of the management approach	Corporate Heritage (p.23)
Contribution to Social Development		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11) ; Corporate Social Responsibility (p.29)
	103-2 The management approach and its components	Corporate Social Responsibility (p.29)
	103-3 Evaluation of the management approach	Corporate Social Responsibility (p.29)
Research&Development and Digitalization		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Research&Development and Digitalization (p.33)
	103-2 The management approach and its components	Research&Development and Digitalization (p.33)
	103-3 Evaluation of the management approach	Research&Development and Digitalization (p.33)
Innovative Products		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Şişecam Sustainability Strategy: Care For Next (p.11); Innovative Products (p.34)
	103-2 The management approach and its components	Innovative Products (p.34)
	103-3 Evaluation of the management approach	Innovative Products (p.34)

*Penalties of \$ 200,000 and above are considered important.

KEY STAKEHOLDER GROUPS
AND ATTENDANCE PLATFORMS

CORPORATE MEMBERSHIPS

PERFORMANCE INDICATORS

GRI CONTENT INDEX

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