



Sustainability Report

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Customers and suppliers

Active stakeholder engagement

Management approach

Vetropack understands that its business is influenced by numerous stakeholders, such as investors (equity and borrowed capital), customers (direct customers and retailers), suppliers and employees and their representatives. Other stakeholder groups include the general public and society in general, as represented by supervisory authorities, legislators, trade associations and non-government organisations (NGOs). Open and transparent dialogue and cooperation with interest groups are therefore crucial for ensuring Vetropack's successful performance over the long term.

The Vetropack Code of Conduct and other internal guidelines such as the Business Ethics Policy serve as the foundation for active stakeholder engagement at Vetropack. Both the CEO and the CFO maintain relationships with investors and are responsible for responding to their questions and enquiries. Communication here takes place in meetings or during plant tours. However, Vetropack also communicates proactively on its strategic objectives and publishes a financial report twice a year. Other managers are also responsible for maintaining relationships with stakeholders – for example the Head of Procurement and the General Manager for Technology and Production at Vetroconsult oversee relations with suppliers.

Vetropack cooperates closely with business and research partners. Information of relevance and interest to internal and external stakeholders is published on our website and the intranet, in employee magazines, in brochures and in our customer magazine, and we also provide stakeholders with information via e-mail. Vetropack interacts daily with its customers and also conducts surveys every two years in order to learn more about customers' requirements and their level of satisfaction. Customer requirements have become more customer-specific over the last few years. Sustainability has also become an increasingly important issue that is reflected in customer requirements as well. For example, we now receive orders that explicitly request a final product made exclusively out of used glass.

The management team at each Vetropack production site is responsible for ensuring proper treatment of customers, employees, authorities and members of the local community. Vetropack's regulatory requirements are met through the provision of relevant information in annual reports and half-year reports, as well as disclosures made at annual shareholder meetings.

[Vetropack Story: Vetropack at the Fête des Vignerons in Vevey](#)



[Vetropack Story: Vetropack supports Musikschule Zürcher Unterland](#)



[Vetropack Story: Bloggers discover glass with all their senses](#)



This page contains information on the following GRI disclosures: 102-40, 102-42, 102-43, 102-44.

Multi-supplier strategy

Management approach

Vetropack works closely with its suppliers to ensure the ongoing, cost-effective and reliable procurement of production equipment and raw materials. Vetropack's multi-supplier strategy reduces the risk of interruptions to glass packaging production operations and thus also helps ensure reliable product deliveries.

The Head of Procurement and the General Manager for Technology and Production at Vetroconsult work together to improve and further develop the Group's multi-supplier strategy. Vetropack's Code of Conduct for Suppliers defines the systematic approach used by Vetropack when searching for, assessing and validating potential new suppliers. Relevant criteria here include financial performance, the supplier company's history, its product portfolio, ownership structure, existing certifications and sustainability performance.

Long-term collaboration agreements are essential for ensuring that partnerships with suppliers are as effectively structured as possible, particularly when strategically important suppliers are involved. Vetropack considers suppliers of energy, transport services and raw materials such as used glass to be especially important.

Within the framework of its annual management review process, Vetropack evaluates the progress made with the multi-supplier strategy using key performance indicators (KPIs) such as the number of active suppliers per procurement category and the number of long term contracts in effect.

Health and safety of customers and consumers

Management approach

Vetropack supplies the food and beverage industry with products that are used by hundreds of thousands of consumers. It is therefore extremely important to Vetropack that the health and safety of all customers and consumers is ensured at all times. Any instance of faulty packaging that could pose a risk to the health and safety of consumers would result in significant financial losses and damage to the company's reputation.

In order to ensure the consistent high quality and safety of its products, as well as compliance with all legal and customer-specific requirements, Vetropack takes measures to ensure that every glass container it manufactures is inspected. Such inspections are the responsibility of the Quality and Management Systems department, which conducts its activities in line with the company's mission statement, strategy, and quality and safety policy. The management systems in place at all sites are certified in accordance with the requirements of the ISO 9001 quality management standard and the ISO 22000 food safety management standard (including the basic requirements for manufacturers of food packaging as defined in the TS/ISO 22002-4 technical specification). Nearly all production sites also meet the additional requirements for Food Safety System Certification 22000 (FSSC 22000).

Vetropack uses clearly defined quality indicators to evaluate the quality and safety of its products. These indicators are a trade secret, however, and are therefore not published by the company.

Disclosures

GRI 416 Customer Health and Safety

416-2 Incidents of non-compliance concerning the health and safety impacts of products and services

No incidents were reported during the period under review.

Finances

Cash flow and profitability, sustainable growth and market position, sustainable return on capital

Management approach

An improved cash flow and higher profitability go hand in hand with sustainable growth. Such a situation ensures the availability of all the resources needed to make investments and thus safeguard Vetropack's successful market position. Vetropack conducts its business operations in an environmentally compatible manner by setting targets for a sustainable return on capital employed (ROCE) that promote long-term growth. When doing so, Vetropack also takes into account the interests of its stakeholders and the social, economic and environmental impact of its business activities.

At the same time, Vetropack is investing in measures to increase production capacity and improve efficiency. The careful utilisation of resources, raw materials and personnel, and the reduction of waste, contribute to both financial and environmental success at the company. A further component for safeguarding long-term performance are investments in the development of new products and investments in research projects that reduce the environmental footprint of glass packaging.

Vetropack views the achievement of sustainable growth as a Group-wide task. The Group Strategy forms the foundation for numerous projects and initiatives that are supervised, monitored and coordinated by top-level management. Whereas the Sales department is responsible for pricing policy, the Research and Development team is working to further reduce the weight of glass containers and develop new products. The Administration and IT department is developing and implementing measures designed to further increase efficiency.

Numerous systems and processes are to be harmonised, digitalised and automated over the next three to four years, including electronic document management systems that will be used to digitalise workflows, improve the exchange of information and set up new digital archives. A new technologically advanced ERP system was launched in 2019. This system supports the company's efforts to increase efficiency and it also serves as the basis for tools relating to supplier invoice management, procurement platforms, project portfolio management and human resources management. Vetropack utilises centralised procurement initiatives to achieve cost savings and optimise transport operations in the supply chain. For example, if digital information on specific transport needs is provided to a large group of freight-forwarders, these transport companies can then more effectively coordinate freight shipments in both directions, which in turn reduces the number of empty runs back to logistics centres.

Filling job positions with suitably talented individuals is another important way to ensure sustainable business success. The Vetropack Human Resources department is responsible for recruiting talented new employees and offering training opportunities to existing staff members. A new Group-wide human resources system is set to help Vetropack with its search for talented employees as a means of harmonising the human resources development and training process.

The Vetropack Group continually measures the progress it makes by using cash flow targets and associated KPIs, such as the costs per tonne of saleable glass produced, for example.

Disclosures

GRI 201 Economic Performance

201-1 Direct economic value generated and distributed

Performance Review: Finances



Compliance

Management approach

Compliance with legal provisions and international standards, such as those relating to human rights, for example, is essential for gaining the trust of key international customers in the food and beverage industry and thus ensuring the long-term success of Vetropack.

In order to ensure that awareness of the importance of fair business practices is firmly embedded in Vetropack's corporate culture, the company provides training to employees on its Code of Conduct, which is based on the values of honesty, reliability and transparency. All employees are required to comply with the principles set out in the Code of Conduct. Decision-makers are additionally provided with extensive information on the company's Business Ethics Policy, whereby the focus here is on fighting corruption, bribery and discrimination. Violations can be reported to the local Compliance Coordinator, the General Manager, the Compliance and Legal department or the CEO of the Vetropack Group. Vetropack also encourages all employees to report any suspected violations while observing the principle of proportionality.

Standardised SMETA audits (Sedex Members Ethical Trade Audits) are performed in order to monitor compliance with the company's Business Ethics Policy and occupational safety and environmental protection provisions. In the 2019 fiscal year, SMETA audits were conducted at Vetropack Austria GmbH (VPA) (Kremsmünster and Pöchlarn sites), Vetropack Nemšová s.r.o., Vetropack Moravia Glass, a.s. and Vetropack Italia S.r.l. Audits are also conducted on a regular basis to determine whether subcontractors and suppliers are in compliance with the Supplier Code.

Disclosures

GRI 205 Anti-Corruption

205-2 Communication and training about anti-corruption policies and procedures

Our employees and suppliers are provided with information on our Anti-Corruption Guidelines on a regular basis. No specific training courses on corruption were conducted in the 2019 fiscal year. At the end of the fiscal year, 100% of the Management Board and 96% of employees exposed to corruption risks had been informed of measures and procedures in place to fight corruption. These measures and procedures are primarily based on the Business Ethics Policy (BEP) of the Vetropack Group. The figure for employees does not relate exclusively to the reporting period but instead takes into account all employees who have received anti-corruption training since joining the company.

GRI 206 Anti-Competitive Behaviour

206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices

No legal actions for anti-competitive behaviour were initiated in 2019.

GRI 307 Environmental Compliance

307-1 Non-compliance with environmental laws and regulations

GRI 419 Socioeconomic Compliance

419-1 Non-compliance with laws and regulations in the social and economic area

No non-compliance penalties or fines were imposed on Vetropack in 2019.

GRI 406 Non-discrimination

406-1 Incidents of discrimination and corrective actions taken

There were no incidents of discrimination in 2019.

GRI 408 Child Labour

408 -1 Operations and suppliers at significant risk for incidents of child labour

Because Vetropack only operates in Europe, the company has no production facilities that represent a risk in terms of child labour.

GRI 409 Forced or Compulsory Labour

409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour

Because Vetropack only operates in Europe, the company has no production facilities that represent a risk in terms of forced or compulsory labour.

GRI 412 Human Rights Assessment

412-2 Employee training on human rights policies or procedures

At the end of the reporting year, 100% of the employees at the Vetropack Group had received training on relevant human rights issues. This figure for employees does not relate exclusively to the reporting period but instead takes into account all employees who have received training on human rights issues since joining the company.

GRI 418 Customer Privacy

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

Compliance with legal provisions and contractual obligations for protecting customer data is a top priority at Vetropack. In order to establish data protection as a firm component of its corporate culture, Vetropack has formulated internal IT guidelines and guidelines for protecting internal and third-party intellectual property. No complaints were reported during the period under review.

Innovation and intellectual property

Innovation strategy and portfolio, process innovation with suppliers

Management approach

Vetropack focuses on product, process and organisational innovations that are designed to ensure it can continue to meet customer requirements in future with innovative, environmentally compatible and high-quality products, and thus safeguard the company's long-term business success. To this end, Vetropack also continually monitors developments relating to the circular economy, digitalisation, automation, the climate targets for 2050 and the needs and requirements of customers. Within the framework of its innovation strategy, Vetropack encourages the development of innovations by suppliers, customers and international research associations.

The company's CEO supports Vetropack's innovation strategy as an integral component of the Group's overall strategy. The CEO is assisted here by the General Manager for Technology and Production at Vetroconsult AG, who focuses in particular on the development of process innovations in cooperation with suppliers. The corresponding policies and guidelines are managed by the Corporate Functions department. Cooperation with suppliers is crucial here, as it allows Vetropack and its suppliers to identify ways to improve production operations and jointly develop innovative approaches for achieving such improvements. This collaborative effort focuses on the development of innovations for melting, moulding and inspection processes. Such cooperation leads to a win-win situation, especially in view of the fact that Vetropack does not operate its own R&D department and suppliers also benefit from the jointly developed, additional expertise.

Vetropack implements its own projects as well – one example here being the development and market launch of VIP Glass. The company also actively participates in international research groups such as the International Partners in Glass Research (IPGR) industry association.

[Vetropack Story: Multi-trip bottles from lightweight glass](#)



All strategic initiatives at Vetropack are reviewed and updated annually. The most important evaluation criteria here include the market performance of the products involved and the annual assessment of the CO₂ emissions produced as a result of melting processes at all Vetropack plants. Process innovation projects are evaluated on a monthly and annual basis using performance and quality indicators, whereby the number of critical complaints received also plays a key role.



Production and products

Continuous quality improvement along the value chain

Management approach

The continual improvement of the quality of all processes along the value chain is a core element of Vetropack's corporate philosophy. Continual process improvement holds the key to the company's ability to meet rising customer expectations and increase the efficiency of production processes, and thus keep Vetropack competitive over the long term.

Although ensuring the continual improvement of quality is a management task, continual improvement processes are also well established at all plants, where they are actively supported by the respective workforces. For example, internal specialist groups at various facilities work on projects to improve occupational safety, environmental protection and quality assurance. The Quality Assurance specialist group, which consists of members of the quality assurance teams at all plants, is responsible for improving product quality. The approach utilised by the group is aligned with the Vetropack mission statement, the corporate strategy and various process descriptions and work instructions.

Progress is assessed by means of various quality indicators, such as the number of customer complaints, for which clear annual targets have been set.

Digitalisation and automation

Management approach

Vetropack is systematically exploiting the opportunities offered by increasing digitalisation and automation in order to improve its performance with regard to quality, productivity and cost reductions. Digitalisation and automation also offer additional benefits in that they relieve employees from performing routine tasks, help increase occupational safety, and ensure the efficient exchange of data with suppliers and customers.

The Head of Finance, Controlling, Information Technology and Procurement, and the General Manager for Technology and Production, are jointly responsible for developing and implementing digitalisation and automation projects. Whenever a digitalisation or automation solution displays potential for process optimisation, Vetropack will initiate a new investment project, provided the solution in question is expected to lead to an adequate return on investment (ROI). Successful implementation of digitalisation and automation solutions requires Group-wide harmonisation of work and process flows and the continual training and professional development of employees whose job profiles are affected by digitalisation.

Innovation through customer-specific products

Management approach

Vetropack aims to create added value and firmly establish its brands by offering its customers innovative, distinctive and sustainable glass packaging products. Ensuring continual customer satisfaction is crucial if Vetropack's position in its European core markets is to be maintained and steady profitable growth is to be achieved.

[Vetropack Story: Designing and constructing glass packaging](#)



Vetropack listens to its customers in order to be able to understand their requirements and successfully further develop and implement its strategy. The company's sales team is responsible for implementing Vetropack's customer-focused sales and marketing strategy. Vetropack stays in contact with its customers on a daily basis and conducts customer satisfaction surveys every two years. The company also participates in various trade fairs and organises innovation events and exhibitions that showcase its expertise. Vetropack's Production, Planning, Quality, Design and Finance departments work together to calculate the costs of successfully developed products and define the profit margins for these.

[Vetropack Story: Review of BrauBeviale and SIMEI 2019](#)



The company creates new products together with customers, and in doing so also continually improves its skills, abilities and expertise. One example here is the Heineken "World Bottle" (WOBO), which is shaped like a brick and can be employed as a construction material after it's used. The systematic approach for customer-specific innovations has yet to be fully established, however, as potential for further improvement exists.

Vetropack is looking to have products that are less than one year old account for 5 % of its sales. In addition, the company's pricing strategy is designed to improve the product mix. For this reason, low-margin products are redeveloped with the aim of making them more profitable, or else are removed from the portfolio altogether.

Once every six months, Vetropack also reviews profitability as it relates to its segments, customers and the countries in which it operates in order to evaluate price levels and the suitability and profitability of its products. The most recent customer survey was carried out in 2019. Here, a specialised agency supported a process in which 112 personal interviews were conducted with key customers in all core markets. The results show that Vetropack was rated by customers as "good" or "very good", which puts the company above the competitive average. Order processing, customer focus and the close proximity of production plants were cited as the company's most important strengths. The knowledge gained from the survey will help Vetropack launch targeted improvement initiatives designed to increase customer satisfaction even further.

[Vetropack Story: The 2019 customer benefit analysis](#)



Employees

Employee engagement, attractive employer, learning organisation, talent management

Management approach

Vetropack's long-term success is inextricably linked with its ability to offer its employees attractive work conditions and career development opportunities. The level of employee commitment is directly related to an employee's feeling of well-being in the workplace. Such a feeling of well-being also reduces absences due to health problems and accidents, increases work performance and motivation, and raises the level of employee creativity and productivity. A high degree of employee satisfaction is also critical for a company's reputation and essential for attracting talented individuals.

All management functions have a common responsibility to support and motivate employees. Managers are responsible for strengthening employees' loyalty to the company and identifying and promoting talented employees. The Human Resources department supports the achievement of the various goals by defining the Employer Branding Strategy and establishing processes and instruments for recruiting employees, promoting employee commitment, and talent management. In line with the principle of a learning organisation, employees are encouraged to assume responsibility for their personal and professional development.

[Vetropack Story: CEO Talks](#)



Vetropack actively practises a "Group first" philosophy that includes international career opportunities and the exchange of best practices. This philosophy also promotes the establishment of a common identity among employees and a feeling of belonging to the Vetropack family. Vetropack has set itself the goal of becoming a learning organisation, which is why the Group has integrated the concept of continuous learning into its vision and set of values. Vetropack also consistently supports the development of its employees by means of both formal and informal training measures. Vetropack has introduced a Talent and Organization Review Process (TOR) at the Group level and in this manner has strengthened its proactive talent management system and ensured that successors are available to take over any key positions that might become vacant. The TOR process includes a talent assessment and an assessment of the organisation as a means of creating a pool of successors, who in each case are talented employees who possess the essential skills needed in the glass industry. Vetropack also utilises a system for the effective internal transfer of knowledge.

In order to gauge the level of employee satisfaction, Vetropack conducts employee surveys on a regular basis that provide the Group with information on what employees believe to be the strengths and weaknesses of the company. Recommendations made by employees in the most recent survey included proposals relating to the optimisation of communication measures and management processes and the expansion and optimisation of career development opportunities. Vetropack is addressing the latter issue by continually refining its training and career development programmes. The Group utilises specific KPIs to monitor the progress it makes in the area of human resources development.

Disclosures

GRI 102 General Disclosures

102-8 Information on employees and other workers

Composition of the workforce (at year-end)¹⁾	2019	in %	2018	in %
Number of employees in full-time equivalents (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 289		3 236	
Total number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 333		3 282	
Apprentices	50		45	
Interns	9		6	
Trainees	38		4	
Agency/contract/temporary workers	146		108	
Number of employees by employment contract				
Permanent contract (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 333	99%	3 282	96%
Women	771		758	
Men	2 562		2 524	
Temporary contract (excl. apprentices, interns, trainees, contract workers)	50	1%	120	4%
Women	11		37	
Men	39		83	
Permanent employees by employment type				
Full time (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 250	98%	3 207	98%
Women	713		706	
Men	2 537		2 501	
Part time (excl. apprentices, interns, trainees, contract workers, temporary workers)	83	2%	75	2%
Women	62		52	
Men	21		23	
Total workforce by gender				
Number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 333		3 282	
Women	775	23%	758	23%
Men	2 558	77%	2 524	77%
Apprentices, interns, trainees, contract workers, temporary workers	243		225	
Women	62	26%	50	22%
Men	181	74%	175	78%

GRI 202 Market Presence

202-2 Proportion of senior management hired from the local community

Vetropack does currently not measure the proportion of management staff hired from the local community. However, since most operations are located in rural areas, it estimates the proportion to be at least 50%.

GRI 401 Employment

401-1 New employee hires and employee turnover

Performance Review: Talent management



401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

Labour law stipulations and remuneration practices vary from country to country. The benefits provided to full-time employees therefore also vary in line with the specific circumstances in each country.

401-3 Parental leave

Parental leave ¹⁾	Women	Men	Total
Employees entitled to parental leave	775	2 558	3 333
Employees that took parental leave	18	10	28
Employees who returned to work after their parental leave	11	10	21
Employees who were still employed within Vetropack 12 months after their return from parental leave	8	9	17

¹⁾ Parental leave is subject to different local laws at the locations of the Vetropack Group.

GRI 402 Labour/Management Relations

402-1 Minimum notice periods regarding operational changes

Transparent internal communication is a top priority at Vetropack. All regulatory requirements regarding notice periods were met in 2019.

GRI 404 Training and Education

404-2 Programs for upgrading employee skills and transition assistance programs

Vetropack offers all the training and education programmes needed to ensure its employees receive adequate support for their professional development – whether that means being successful in their current job or preparing themselves for the next step in their career. Vetropack employs a multifaceted development approach that attaches great importance to learning on the job, whereby this is supplemented by classroom training and online courses. Training programmes cover the topics of technology, IT, language skills, soft skills, project management and leadership.

404-3 Percentage of employees receiving regular performance and career development reviews

Vetropack currently has a process in place to conduct performance reviews with all white collar workers, which represent around 40% of the total workforce. While Vetropack did not track the exact percentage in 2019, it plans to implement a system to monitor this process in 2020.

Discussions with staff members help the company better understand the needs of its employees. In discussions held during the year under review, many employees expressed their desire to see an expansion of the career development opportunities offered by the company.

Occupational health and safety

Management approach

“Safety first” is part of the DNA of the Vetropack Group. Employees who work in glass production are exposed to high temperatures, moving machine parts and high levels of noise. Ensuring the health and safety of employees at all times is therefore a top priority at Vetropack. For the company, this means not only complying with legal provisions but also promoting the physical and mental health of employees in order to ensure they remain motivated and satisfied.

Our views regarding the importance of occupational health and safety are contained in the Vetropack mission statement and reflected in our occupational safety policy. These views are also taken into account in our strategy and in the design of our business processes. Occupational safety is managed on three levels. The Head of the Quality and Management Systems department is directly responsible for the Quality, Safety and Environmental Protection specialist department. The Group Officer for Occupational Safety coordinates activities via the Safety Managers at the business units and plants, who in turn are responsible for ensuring compliance with safety standards at the production sites.

The Safety Managers come together in the Occupational Safety Working Group to discuss various safety issues that apply to all plants. This exchange of information is designed to ensure that safety concepts are implemented, that safety regulations are complied with and that various tools and resources that enable the achievement of safety objectives are made available.

The Occupational Safety Working Group also conducts internal audits every year. These audits determine whether the prescribed measures for continually improving occupational safety have been implemented and whether the health of Vetropack employees is ensured at all times. The audits are also used to identify potential for improving occupational health and safety at Vetropack.

Disclosures

GRI 403 Occupational Health and Safety

403-2 Injuries, occupational diseases, lost days, work-related fatalities

Performance Review: Occupational health and safety





Environment

Sustainable products, energy efficiency and renewable energy, minimisation of CO₂ emissions, waste reduction, water consumption

Management approach

Vetropack is committed to the conservation of natural resources. The objective here is for production operations to have the lowest possible impact on the environment. On the one hand, this is necessary in order to position glass as a product that is more sustainable than other packaging materials. On the other hand, a minimal environmental impact is important because an increasing number of stakeholders are now focusing on environmental issues. The political pressure being exerted in energy-intensive industries is growing and politicians and interest groups are demanding that effective measures be taken to reduce CO₂ emissions. Ultimately, efficiency measures lower costs as well.

[Vetropack Story: Photovoltaic systems at Vetropack plants](#)



The impact of the glass industry on the environment and natural resources largely results from the energy-intensive melting processes utilised at glass-production facilities. Energy efficiency in the supply chain is primarily influenced by raw materials and packaging materials processing and the transport of raw materials and finished products. Vetropack therefore focuses on increasing the energy efficiency of its furnaces and increasing the proportion of used glass in production. Another important way to conserve natural resources is to reduce the weight of glass containers. Production operations already conserve water resources to a very large extent because water is used only as a coolant in glass production and its consumption is regulated in a closed-cycle system. Vetropack also seeks to produce as little waste as possible. Such waste that is produced mainly results from the processing of used glass, and this in turn is due to the fact that large amounts of foreign materials are still being deposited into used-glass collection containers.

The Environment specialist group is responsible at the Group level for coordinating and monitoring all environmentally relevant activities. This group develops and issues binding guidelines and minimum requirements on the basis of the Vetropack corporate strategy and sustainability policy and the Group's environmental management targets with respect to energy and water consumption, emissions and waste volume. During the year under review, the furnaces in Nemšová, Slovakia and Gostomel, Ukraine were either repaired or completely rebuilt. Because the latest technological knowledge is incorporated into the planning process for every furnace repair or new construction project, the specific energy consumption of the aforementioned furnaces was reduced in each case.

[Vetropack Story: Coloured glass furnace overhaul](#)



Information on the environmental footprint of the glass packaging they use is becoming increasingly important to major customers. Vetropack therefore reviews the progress it makes in terms of environmental performance using various indicators for which annual targets are defined. The achievement of these targets is then continually monitored. The indicators used here include various data on energy consumption, greenhouse gas emissions, water consumption and waste volume. Vetropack evaluates its environmental management activities by means of internal inspections and audits and – where required by law – inspections by certified external institutions.

Disclosures

GRI 301 Materials

301-2 Recycled input materials used

GRI 302 Energy

302-3 Energy intensity

GRI 305 Emissions

305-1 Direct GHG emissions (Scope 1)

305-2 Energy indirect GHG emissions (Scope 2)

305-4 GHG emissions intensity

GRI 306 Effluents and Waste

306-2 Waste by type and disposal method

Performance Review: Environment



GRI 303 Water and Effluents

303-1 Interactions with water as a shared resource

In general, no water is needed to produce glass. Water is used only as a coolant and its consumption is regulated in a closed-cycle system. Cooling water occasionally needs to be replaced, and Vetropack reviews its water consumption on an annual basis (see 303-5).

303-2 Management of water discharge-related impacts

The quality of wastewater discharge systems must comply with the minimum standards of national and/or local governments. Vetropack complies with all wastewater discharge regulations that apply to its production sites.

303-5 Water consumption

Performance Review: Environment



GRI Content Index



For the Materiality Disclosures Service, the GRI Services team 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. The Materiality Disclosures Service was performed on the German version of the report.

General Standard Disclosures		Information
GRI 101: 2016	Foundation	
GRI 102: 2016	General Disclosures	
	Organizational Profile	
GRI 102-1	Name of the organization	Vetropack Holding AG
GRI 102-2	Activities, brands, products, and services	Development, production and sales of packaging glass for the food and beverage industry.
GRI 102-3	Location of headquarters	Headquarters of Vetropack Holding Ltd in St-Prex (CH) Group management (Vetropack Holding Ltd) in Bülach (CH)
GRI 102-4	Location of operations	
GRI 102-5	Ownership and legal form	
GRI 102-6	Markets served	
GRI 102-7	Scale of the organization	
GRI 102-8	Information on employees and other workers	
GRI 102-9	Supply chain	
GRI 102-10	Significant changes to the organization and its supply chain	None
GRI 102-11	Precautionary Principle or approach	
GRI 102-12	External initiatives	Global Reporting Initiative (GRI), Friends of Glass, Participation in the programme of the Swiss Energy Agency for Industry for voluntary climate protection (CO2-reduction) and energy efficiency
GRI 102-13	Membership of associations	CelSian (ex-TNO), CETIE Centre Technique International de l'Embouteillage, Deutsche Glastechnische Gesellschaft, FEVE Fédération Européenne du Verre d'Emballage, Chamber of Commerce Switzerland - Central Europe c/o OSEC, Chamber of Commerce Switzerland - Austria, Metallurgical association of the German glass industry, IPGR International Partners in Glass Research, Food Packaging Forum
	Strategy	
GRI 102-14	Statement from senior decision-maker	
	Ethics and Integrity	
GRI 102-16	Values, principles, standards, and norms of behavior	
	Governance	
GRI 102-18	Governance structure	
	Stakeholder Engagement	
GRI 102-40	List of stakeholder groups	
GRI 102-41	Collective bargaining agreements	Around 90 per cent of all employees are covered by collective bargaining agreements, to varying degrees depending on the respective local legislation.
GRI 102-42	Identifying and selecting stakeholders	
GRI 102-43	Approach to stakeholder engagement	
GRI 102-44	Key topics and concerns raised	
	Reporting Practice	
GRI 102-45	Entities included in the consolidated financial statements	The report covers all production plants and locations of Vetropack Holding Ltd.
GRI 102-46	Defining report content and topic Boundaries	
GRI 102-47	List of material topics	
GRI 102-48	Restatements of information	Are marked at the relevant places in the report.
GRI 102-49	Changes in reporting	
GRI 102-50	Reporting period	01.01.2019 - 31.12.2019
GRI 102-51	Date of most recent report	March 2019
GRI 102-52	Reporting cycle	Annual

GRI 102-53	Contact point for questions regarding the report	Elisabeth Boner, Corporate Communications, Vetropack Holding Ltd, 8180 Bülach, Switzerland elisabeth.boner@vetropack.com
GRI 102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
GRI 102-55	GRI content index	
GRI 102-56	External assurance	No external assurance was performed.

Topic-Specific Standards

GRI 200: Economic

Topics

GRI 201:2016 Economic Performance Omission

GRI 103: 2016

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GRI 202:2016

Market Presence

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

GRI 202-2

[Proportion of senior management hired from the local community](#)

Cash flow and Profitability

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

Sustainable Return on Capital

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

Innovate through Customer-specific Products

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103-1/103-2/103-3 [Management approach](#)

Innovation Strategy and Portfolio

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

Process Innovation with suppliers

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

Continuous Quality Improvement along the Value Chain

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

Digitalisation and Automation

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

GRI 205:2016

Anti-Corruption

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

[Communication and training about anti-corruption policies and procedures](#)

GRI 205-2

GRI 206:2016

Anti-Competitive Behaviour

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

GRI 206-1

[Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices](#)

GRI 300: Environmental Topics

GRI 301:2016

Materials

GRI 103: 2016

103-1/103-2/103-3 [Management approach](#)

GRI 301-2

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103-1/103-2/103-3 [Management approach](#)

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GRI 303:2018

Water and effluents

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GRI 303-5	Water consumption
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GRI 103: 2016 103-1/103-2/103-3	Management approach
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GRI 307-1	Non-compliance with environmental laws and regulations
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GRI 103: 2016 103-1/103-2/103-3	Management approach
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