



Sustainability Report

Sustainability Report

Sustainability Report	
Customers and suppliers	157
Finances	160
Innovation and intellectual property	164
Production and products	165
Employees	167
Environment	171
GRI content index	174

Customers and suppliers

Active stakeholder engagement

Management approach

Vetropack understands that its business is influenced by numerous stakeholders. These include investors (equity and borrowed capital), customers (direct customers and retailers), suppliers and employees and their representatives. Vetropack's stakeholder groups also comprise society in general, as represented by supervisory authorities, legislators, trade associations and non-government organisations. Vetropack maintains an open and transparent dialogue with these groups in the interest of long-term value creation.

The Vetropack Code of Conduct and 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. This communication takes place in meetings or during plant tours. Vetropack also communicates proactively on its strategic objectives and publishes a financial report twice a year. Its regulatory requirements are met through the publication of annual reports and semi-annual reports, as well as disclosures made at annual general assemblies. Other managers are also responsible for maintaining relationships with stakeholders. For example, the Head of Procurement and the General Manager for Engineering and Production at Vetropack Holding are responsible for maintaining contact with suppliers. 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 uses the company website, the intranet, the online employee magazine, brochures and the customer magazine to communicate with internal and external stakeholders. It interacts daily with its customers and also conducts surveys every three years in order to learn more about customers' requirements and their level of satisfaction. The last few years have shown that customers' demands are becoming more and more specific and individual. Many of these specifications relate to sustainability and the source of the products. For example, Vetropack now receives enquiries that explicitly request a final product made almost exclusively out of used glass.

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 also helps ensure reliable product deliveries.

The Head of Procurement and the Head of Engineering and Production 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, secure IT infrastructure, existing certifications and sustainability performance.

Long-term collaboration agreements are essential for ensuring that partnerships with suppliers are structured as effectively 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 millions 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 faulty glass containers 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.

Vetropack takes measures to ensure that every glass container it manufactures is inspected in order to ensure the consistent high quality and safety of its products, as well as compliance with all legal and customer-specific requirements. Such inspections are the responsibility of the Quality and Management Systems department, which conducts its activities in line with the corporate purpose, values, 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). All glassworks, apart from the one in Italy, which was certified to ISO 22000 in 2020, are also certified in accordance with the requirements of Food Safety System Certification 22000 (FSSC 22000).

Ensuring the highest quality standards is also considered a key objective as part of the new Strategy 2030. To check progress in this area, the number of complaints per glass container sold and critical defects identified internally are also recorded as management indicators.

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 leading market position. Vetropack promotes long-term growth by setting targets for a sustainable return on operating capital employed (ROOCE). 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 by expanding and modernising furnaces and to improve efficiency, for example by investing in digitalisation. The careful utilisation of resources, raw materials and personnel, and the reduction of waste, contribute to both financial and environmental success at the company.

Vetropack implemented various measures for boosting the efficiency of work processes in the reporting year. The company migrated the ERP system to the latest technology. This system serves as the basis for a variety of tools such as the system for optimising transport routes, which was implemented successfully in all plants in the year under review, and generates both economic and environmental added value. Pallet management was also optimised across the Group with the aid of the new system. Customers can now report returns digitally, which allows Vetropack to distribute the pallets to the different glassworks according to their requirements and means that a considerable amount of manual work is no longer needed. This also enables Vetropack to reduce the number of pallets used.

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.

Vetropack Group continually measures the progress it makes by using operating result targets and associated KPIs, such as the costs per tonne of saleable glass produced, for example. In the reporting year, the Board of Directors of Vetropack Group declared the return on operating capital employed (ROOCE) to be the main financial indicator, a decision based on the "Group first" philosophy. This means that Group-wide synergies are to be increasingly exploited to sustainably boost the return on capital. However, to retain a leading position on the market, Vetropack also places great value on innovation. The company measures progress using the innovation rate (number of new glass containers divided by total units sold), amongst other indicators.

[Vetropack Story: 160 years of glass production in Hum na Sutli](#)



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 which focuses 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 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 reporting year, SMETA audits were conducted at Vetropack Straža d.d. and PrJSC Vetropack Gostomeľ. Audits are also conducted on a regular basis to determine whether suppliers are in compliance with the Supplier Code. Vetropack's new contractual conditions are already being agreed upon with every new supplier and a growing number of existing suppliers.

With regard to data privacy and data security, Vetropack follows the principles of the European General Data Protection Regulation. In order to respond to the global increase in cyber attacks, Vetropack has introduced further technical measures to improve information security. For example, the network architecture was reworked and new solutions for external connections and Vetropack's external security rating were established. These and other measures ensure a much higher security rating.

Disclosures

GRI 205 Anti-Corruption

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

Employees and suppliers are provided with information on the Anti-Corruption Guidelines on a regular basis. At the end of the fiscal year, 100% of the Management Board and 90% of employees exposed to corruption risks had been informed of measures and procedures in place to fight corruption since joining the company. These measures and procedures are primarily based on the Business Ethics Policy (BEP) of Vetropack Group. In 2020, training courses on anti-corruption were conducted at the Bülach site.

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 2020.

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

Performance Review: Compliance



GRI 406 Non-discrimination

406-1 Incidents of discrimination and corrective actions taken

There were no incidents of discrimination in 2020.

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, 97% of the employees at Vetropack Group had received training on relevant human rights issues. This figure does not relate exclusively to the reporting period but instead takes into account all employees who have received this training 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 pursues product, process and organisational innovations that are designed to ensure it can continue to meet customer requirements in future with innovative, environmentally sustainable and high-quality products, and thus safeguard the company's long-term business success. Therefore, when developing Strategy 2030, "Drive innovation" was defined as one of five strategic directions. To this end, Vetropack continually monitors developments relating to the circular economy, digitalisation, automation, the climate targets for 2050 and the needs and requirements of customers. As part of its innovation strategy, Vetropack also encourages the development of innovations by suppliers, customers and international research groups, for example as part of the "International Partners in Glass Research" (IPGR) industry association.

[Vetropack Story: Smart Packaging Award](#)



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 Head of Engineering and Production, 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, 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, inspection processes and products.

In 2020, Vetropack launched an innovation centre at its Pöchlarn site in Austria, where an innovation team is to be formed in 2021 and entrusted with developing new VIP Glass packaging, amongst other projects.

[Vetropack Story: VIP Glass](#)



[Vetropack Story: Renovating the white glass line](#)



Important key figures for measuring progress on innovation are the innovation rate and customer satisfaction value. Strategic initiatives are also reviewed annually based on the market performance of the products involved and the CO₂ emissions produced as a result of melting processes at the plants. Process innovation projects are evaluated on a monthly and annual basis using performance and quality indicators, such as the number of critical complaints received.

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 and one of five strategic directions of Strategy 2030. According to the motto "Leader in quality", the company meets rising customer expectations, increases the efficiency of production processes and remains competitive over the long term.

The entire management team at Vetropack holds ultimate responsibility for the ongoing quality improvement, although the continual improvement process is well established and actively supported by the workforce in all plants. For example, internal specialist groups at various facilities work on projects to enhance 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 corporate purpose and values, as well as the corporate strategy, and the group formulates process descriptions and work instructions.

Progress is assessed by means of various quality indicators, such as the number of customer complaints per glass container sold and the number of internal critical defects. Clear annual targets have been set for all indicators.

Digitalisation and automation

Management approach

Vetropack considers digitalisation and automation to be key drivers of the company's further development and defined the topic as a key element of the strategic direction "Leader in quality" when developing Strategy 2030. The company endeavours to systematically make use of the opportunities offered by digitalisation and automation in order to boost its quality and productivity and reduce costs. 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, Procurement and Sales, and the Head of Engineering and Production, are responsible for developing and implementing digitalisation and automation projects together with the IT department. Potential for process optimisation is exploited through investment projects, 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 significantly affected by digitalisation.

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. Ensuring a high level of customer satisfaction is crucial if the leading position in its European core markets is to be maintained and steady profitable growth is to be achieved.

New designs



Vetropack's sales team is responsible for a customer-oriented sales and marketing strategy. The information required for this comes from daily interactions with customers and a customer satisfaction survey conducted every three years. The most recent customer survey was carried out in 2019. Vetropack was rated "good" or "very good", which puts the company above the competitive average. Order processing, customer orientation, reliability and the proximity of production plants were cited as the company's most important strengths. Knowledge gained from the survey will help Vetropack implement targeted improvement measures designed to increase customer satisfaction even further.

Vetropack also participates in various trade fairs and organises innovation events and exhibitions to find out about customers' requirements while showcasing its expertise. Due to the coronavirus pandemic, attendance at trade fairs and events had to be suspended temporarily in the reporting year.

For Vetropack, developing new products together with customers is the key to success, as it makes it possible to tailor products to customers' specific needs and also improves its skills and expertise. In 2020, the overall level of new product launches fell considerably. However, one positive example is the introduction of different bottle sizes for the launch of new whiskey brand "The Busker". The successful product launch was the outcome of a long-standing connection with the brand owner in Italy, with whom Vetropack worked to develop the designs and various product samples. However, the systematic approach to customer-specific innovations has yet to be fully established. To harmonise the Group-wide product development process, Vetropack launched a new workflow tool in 2020. Enhancements to the tool are planned for 2021.

In 2020, Vetropack developed a new indicator to measure sales of products that are less than one year old, which the company intends to use to track the progress of innovation. Products that have been on the market for up to a year are to make up a growing share of total sales in future. The company also aligns its market strategy so that it can improve the product mix. For this reason, low-margin products are redeveloped with the aim of making them more profitable. If this does not succeed, they are removed from the portfolio altogether. Once every six months, Vetropack reviews profitability as it relates to segments, customers and the countries in which the company operates in order to monitor price levels and the suitability of products on an ongoing basis.

Employees

Employee engagement, attractive employer, learning organisation, talent management

Management approach

Vetropack's long-term success is inextricably linked with attractive working conditions and career development opportunities. The level of employee engagement is directly related to an employee's feeling of well-being in the workplace. A pleasant working environment reduces absences due to health problems and accidents, increases 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 new talent.

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 implements the Group-wide "employer of choice" strategy, which is supported by the new digital tool "SuccessFactors". This tool manages processes for recruitment, talent management and employee engagement throughout the Group. Employees themselves are encouraged to assume responsibility for their personal and professional development in keeping with the principle of a learning organisation.

Vetropack practises a "Group first" philosophy that includes international career opportunities and the exchange of best practices. This approach promotes identification with the company and a feeling of belonging to the Vetropack family. Vetropack has set itself the goal of becoming a learning organisation. That 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 uses regular surveys to gauge the level of employee satisfaction across the Group. These surveys provide information on what employees believe to be the strengths and weaknesses of the company. The Group uses three strategic KPIs to track the success of its "employer of choice" strategy: voluntary staff turnover, training costs per employee and the "Trust Index" of the "Great Place to Work" certification organisation. The Bülach site received the "Great Place to Work" certification in 2020. Vetropack is now aiming to achieve this certification at all other locations too.

[Vetropack Story: Great Place to Work®](#)



[Vetropack Story: Group-wide training centre](#)



Disclosures

GRI 102 General Disclosures

102-8 Information on employees and other workers

Composition of the workforce (at year-end)	2020	in %	2019	in %
Number of employees in full-time equivalents (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 491		3 289	
Total number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 539		3 333	
Apprentices	39		50	
Interns	–		9	
Trainees	–		38	
Agency/contract/temporary workers	72		146	
Number of employees by employment contract				
Permanent contract (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 467	98%	3 333	99%
Women	804		771	
Men	2 663		2 562	
Temporary contract (excl. apprentices, interns, trainees, contract workers)	72	2%	50	1%
Women	22		11	
Men	50		39	
Permanent employees by employment type				
Full time (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 467	98%	3 250	98%
Women	804		713	
Men	2 663		2 537	
Part time (excl. apprentices, interns, trainees, contract workers, temporary workers)	72	2%	83	2%
Women	22		62	
Men	50		21	
Total workforce by gender				
Number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 539		3 333	
Women	826	23%	775	23%
Men	2 713	77%	2 558	77%
Apprentices, interns, trainees, contract workers, temporary workers	111		243	
Women	28	25%	62	26%
Men	83	75%	181	74%

GRI 401 Employment

401-1 New employee hires and employee turnover

Performance Review: Fluctuation by gender and age



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.

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 2020.

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. This learning process is supplemented by classroom training and online courses.

The hard skills of glass production are primarily taught at Vetropack's own training centre in Pöchlarn, Austria, while soft skills are covered on the newly established "Vetrocademy" development platform. The training programmes cover the topics of technology, IT, language skills, project management and leadership. Vetropack had planned to launch the first pillar of the "Vetrocademy", a comprehensive leadership curriculum for all 400 managers within the Group, in 2020. However, due to the coronavirus pandemic, the new offering cannot be introduced until 2021.

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

Vetropack currently has a process in place to conduct performance reviews for all white collar workers, who represent 40% of the total workforce. Vetropack did not track the exact percentage in 2020. However, a system to monitor this process is due to start in 2021.

Occupational health and safety

Management approach

“Safety first” is part of the DNA of Vetropack Group. Employees who work in glass production are exposed to high temperatures and high levels of noise, and moving machine parts may represent a further risk. Ensuring health and safety is 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.

Occupational health and safety are contained in the Vetropack mission statement and reflected in the occupational safety policy. They are also taken into account and implemented in Vetropack’s strategy and in the design of business processes. Occupational safety is managed on three levels: the Head of the Corporate Development, 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. They are all 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 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.

All production employees are given annual health and safety training. Near-accidents are also recorded systematically at all locations. The Occupational Safety Working Group also conducts internal audits every year to determine whether the prescribed measures for continual improvement have been implemented and whether the health of Vetropack employees is ensured at all times.

Disclosures

GRI 403 Occupational Health and Safety

403-9 Work-related injuries

403-10 Work-related ill health

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 keeping the impact of glass production on the environment as low as possible and conserves natural resources accordingly. 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. As part of the new strategy, Vetropack therefore formulated the objective of becoming an industry-wide leader with regard to environmentally friendly production. Under the heading "Clearly sustainable", Vetropack established relevant key figures and short-, medium- and long-term targets. The main key indicator is CO2 emissions per tonne of glass produced. For this indicator, Vetropack has defined a reduction of 30% compared with 2019 as the target for 2030.

[Vetropack Story: Transport management](#)



[Vetropack Story: Sustainable forklifts](#)



In the glass industry, it is largely the energy-intensive melting processes that have an impact on the environment and natural resources. In the supply chain, the processing of raw materials and packaging materials and the transport of raw materials and finished products primarily influence energy efficiency. Vetropack therefore focuses on increasing the energy efficiency of its furnaces and increasing the proportion of used glass in production. The company wants to achieve a proportion of used glass of 70% and operate climate-neutral logistics across the whole Group by 2030. Another important way of conserving natural resources is lighter glass containers. Efforts to reduce their weight are being made as part of VIP Glass technology.

[Vetropack Story: Glass sorting machines](#)



[Vetropack Story: VIP Glass](#)



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 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). In the reporting year, the furnace in Straža (Croatia) was renovated, for example. 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 furnace was reduced by 14%.

[Vetropack Story: Investor of the year 2020](#)



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 indicators used here include 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. As a basic principle, Vetropack complies with all wastewater discharge regulations that apply to its production sites. If a deviation is found, Vetropack takes measures immediately in cooperation with the relevant authorities.

Performance Review: Compliance



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	01.01.2020 - 31.12.2020
GRI 102-51	Date of most recent report	March 2020
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
103-1/103-2/103-3 [Management approach](#)

GRI 201-1 [Direct economic value generated and distributed](#)
Cashflow 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](#)
Customer-specific Products

GRI 103: 2016
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](#)

GRI 205-2 [Communication and training about anti-corruption policies and procedures](#)

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 [Recycled input materials used](#)

GRI 302:2016 Energy

GRI 103: 2016
103-1/103-2/103-3 [Management approach](#)

GRI 302-3 [Energy intensity](#)

GRI 303:2018 Water and Effluents

GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 303-1	Interactions with water as a shared resource
GRI 303-2	Management of water discharge-related impacts
GRI 303-5	Water consumption
GRI 305:2016	Emissions
GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 305-1	Direct GHG emissions (Scope 1)
GRI 305-2	Energy indirect GHG emissions (Scope 2)
GRI 305-4	GHG emissions intensity
GRI 306:2016	Effluents and Waste
GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 306-2	Waste by type and disposal method
GRI 307:2016	Environmental Compliance
GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 307-1	Non-compliance with environmental laws and regulations
GRI 400: Social Topics	
GRI 401:2016	Employment
GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 401-1	New employee hires and employee turnover
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees
GRI 402:2016	Labor/ Management Relations
GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 402-1	Minimum notice periods regarding operational changes
GRI 403: 2018	Occupational Health and Safety
GRI 103: 2016	
103-1/103-2/103-3	Management approach
403-1	Occupational health and safety management system
403-2	Hazard identification, risk assessment, and incident investigation
403-3	Occupational health services
403-4	Worker participation, consultation, and communication on occupational health and safety
403-5	Worker training on occupational health and safety
403-6	Promotion of worker health
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
403-9	Work-related injuries
403-10	Work-related ill health
GRI 404:2016	Training and Education
GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 404-2	Programs for upgrading employee skills and transition assistance programs
GRI 404-3	Percentage of employees receiving regular performance and career development reviews
GRI 406:2016	Non-discrimination
GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 406-1	Incidents of discrimination and corrective actions taken
GRI 408:2016	Child Labor
GRI 103: 2016	
103-1/103-2/103-3	Management approach
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor

GRI 409:2016	Forced or Compulsory Labor
GRI 103: 2016 103-1/103-2/103-3	Management approach
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor
GRI 412:2016	Human Rights Assessment
GRI 103: 2016 103-1/103-2/103-3	Management approach
GRI 412-2	Employee training on human rights policies or procedures
GRI 416:2016	Customer Health and Safety
GRI 103: 2016 103-1/103-2/103-3	Management approach
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services
GRI 418:2016	Customer Privacy
GRI 103: 2016 103-1/103-2/103-3	Management approach
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data
GRI 419:2016	Socioeconomic Compliance
GRI 103: 2016 103-1/103-2/103-3	Management approach
GRI 419-1	Non-compliance with laws and regulations in the social and economic area
	Active Stakeholder Engagement
GRI 103: 2016 103-1/103-2/103-3	Management approach
	Multi-supplier Strategy
GRI 103: 2016 103-1/103-2/103-3	Management approach