

2018 Sustainability Report





CEO Statement	04	"Glass is the ideal product for a circular economy"
Performance	09	Continuing high demand for glass
Environment	13	We optimise our production
	16	Environmental indicators
People	19	Comprehensive training approach protects our expertise
Responsibility	29	Close partnerships with customers
Report profile	33	Identified material aspects for our stakeholders and us
GRI Index	36	GRI Content Index
	43	Publishing details

Vetropack at a glance

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

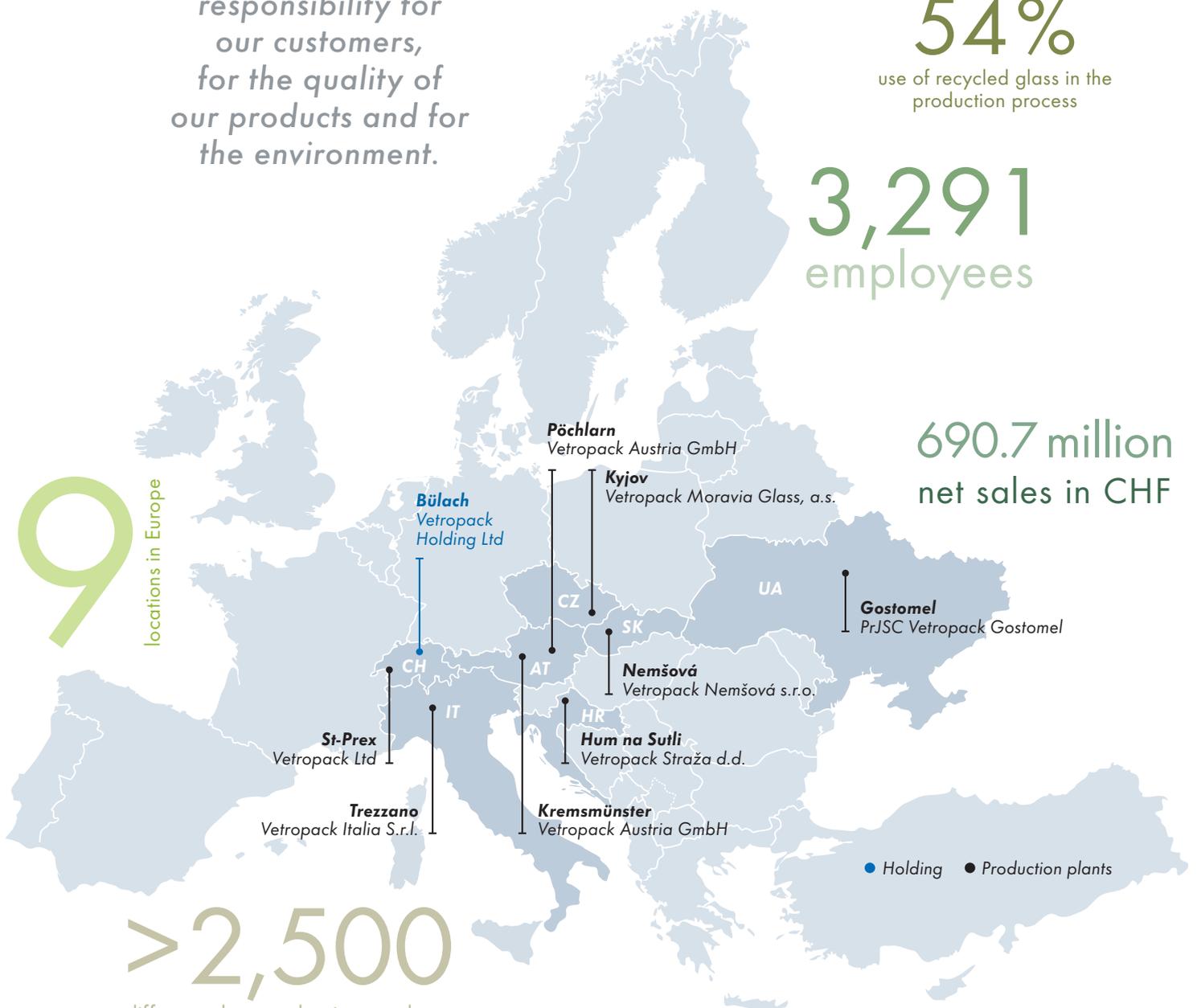
54%

use of recycled glass in the production process

3,291 employees

690.7 million net sales in CHF

9 locations in Europe



>2,500 different glass packaging products

5.16 bn unit sales every year

"Glass is the ideal product for a circular economy"



Mr Reiter, you became CEO of the Vetropack Group a year ago. How important is sustainability for you in your new position and for a company like Vetropack?

Both to me personally and as CEO, sustainability means doing what I do in such a way that future generations of employees and society as a whole are able to draw on our legacy. What we do today should, and must, also generate added value for tomorrow. People play a crucial role here. We need more than one architect to build something that will last. People come and go over the years and there's a spirit of give and take. Ideally, everything that is taken will have benefits elsewhere.

What was your personal highlight in 2018 and why is it sustainable?

The announcement of the new plant in Italy, which is due to be completed in 2021. It's a great privilege to oversee a project like that as CEO. It will protect jobs in the long term and create security for people and their families in the local region.

Glassmaking has a centuries-old tradition as a craft. Yet the glass industry, too, is facing daunting challenges as a result of social change and new trends. How are you responding to this situation at Vetropack?

The glass industry is rather conservative by nature. In fact, a certain degree of caution is wise owing to our production and value creation processes. It's an industry where changes always take longer to implement. However, if you want to get ahead, you have no option but to innovate – and we at Vetropack are gathering speed right now.

Amongst other things, we've set up two new working groups dedicated to digitalisation. The digital transformation is something that runs through the entire company – from simplified processes in Administration to all aspects of production. Seamless traceability of products throughout the process cycle is particularly important here, such as identifying individual containers or closed-loop optimisation. By that I mean that any defects discovered during quality inspections are passed back systematically to Production and the

process is adapted accordingly. Big data, and the numerous new challenges it brings, is another issue to which we're currently devoting considerable attention.

What special challenges need to be mastered?

The path to Industry 4.0 is a journey. The biggest challenge here is exciting our employees and getting them on board; we must be very careful not to lose them on the way. We need to allay their fears regarding automation, for instance, and show them how it adds value. We resorted to outside expertise for this purpose and took on two new specialists in Croatia. They are now responsible for designing new projects and driving them forward. Proactive, transparent communication is vital to ensure that we really do get everyone on board for the journey.

The year 2018 was a successful one. What were the drivers and how did the various markets develop in which Vetropack operates?

The markets in which we operate were characterised by stability. I'm pleased to report that demand was particularly high in 2018. There are two reasons for this as I see it: firstly, there's been a noticeable shift towards glass as a packaging material. This shift is socially driven because glass is increasingly perceived – and quite rightly, too – as a healthy and environmentally friendly product. Secondly, furnaces in our industry regularly need repairing. Accumulations of different repairs may also have had an influence.

Apart from Ukraine, all markets developed in a basically similar way. Ukrainian society is clearly in a state of transformation. People there are buying fewer spirits and more light beverages. I'd describe Ukraine as a success nevertheless, because we've managed to accompany these changes very effectively with our strategy and our philosophy.

Austria and Switzerland as well as the Czech Republic, Slovakia and Croatia have also developed to our absolute satisfaction. Italy is a key market for us and we generate about 20% of our total sales there. We see Italy as a future market – on the one hand, it's the biggest producer of wine, and on the other, there's a lot of potential in the food sector.



That's why we're planning to invest in another Italian plant, which will raise our profile there even more.

What impact has the high demand had on Vetropack in the short term and what are you doing to make the company fit for the future?

The problem with the glass industry is that we can't scale our capacity very easily. It simply isn't possible to create more capacity at the drop of a hat. One way of responding to short-term peaks in demand is to reduce our stocks. Another is to stimulate organic growth with targeted investments. In 2018, for example, we renovated the furnaces in Nemšová in Slovakia and Pöchlarn in Austria. We set ourselves two main objectives with every overhaul: firstly, to improve energy efficiency, typically by around 10 or 15 per cent and secondly, to keep pace with the rising demand, preferably by increasing our capacity.

More furnace overhauls are in the pipeline this year, namely the second furnace in Slovakia and the one at our



Ukrainian facility. We're also investing in Trezzano in Italy, where we're replacing the forehearth of both furnaces and tweaking a few things on the machines as well as at the cold end. Our production plant will then be fit for the future and we'll have boosted capacity slightly. The new Italian plant is currently at the planning stage and should be ready to start operation in 2021.

What role does sustainability play in all of these developments?

The world around us is changing constantly. As an integral part of that world, our company needs to respond to changes in an appropriate way.

The best example here is climate change, which also plays a major role for us. The shift in weather patterns as a result of global warming has a direct impact on harvests. That, in turn, indirectly affects us because a good or bad harvest has a positive or negative influence on the demand for glass

containers. We're keeping an eye on these issues and trying to estimate the best future strategy for Vetropack.

Together with other manufacturers, Vetropack also plays an active part in the glass packaging community. The "International Partners in Glass Research" (IPGR) was set up 35 years ago. We collaborate with the IPGR in the search for new and innovative approaches, for instance for firing furnaces or optimising glass-blowing machines, and advance them on a scientific basis.

We're also casting more and more attention on the subject of mobility. Product transports and deliveries to our customers are just two of the levers here. We're endeavouring step by step to switch over to rail transport. Our own employees' mobility and the composition of our vehicle fleet are other relevant aspects that we're presently taking a closer look at.

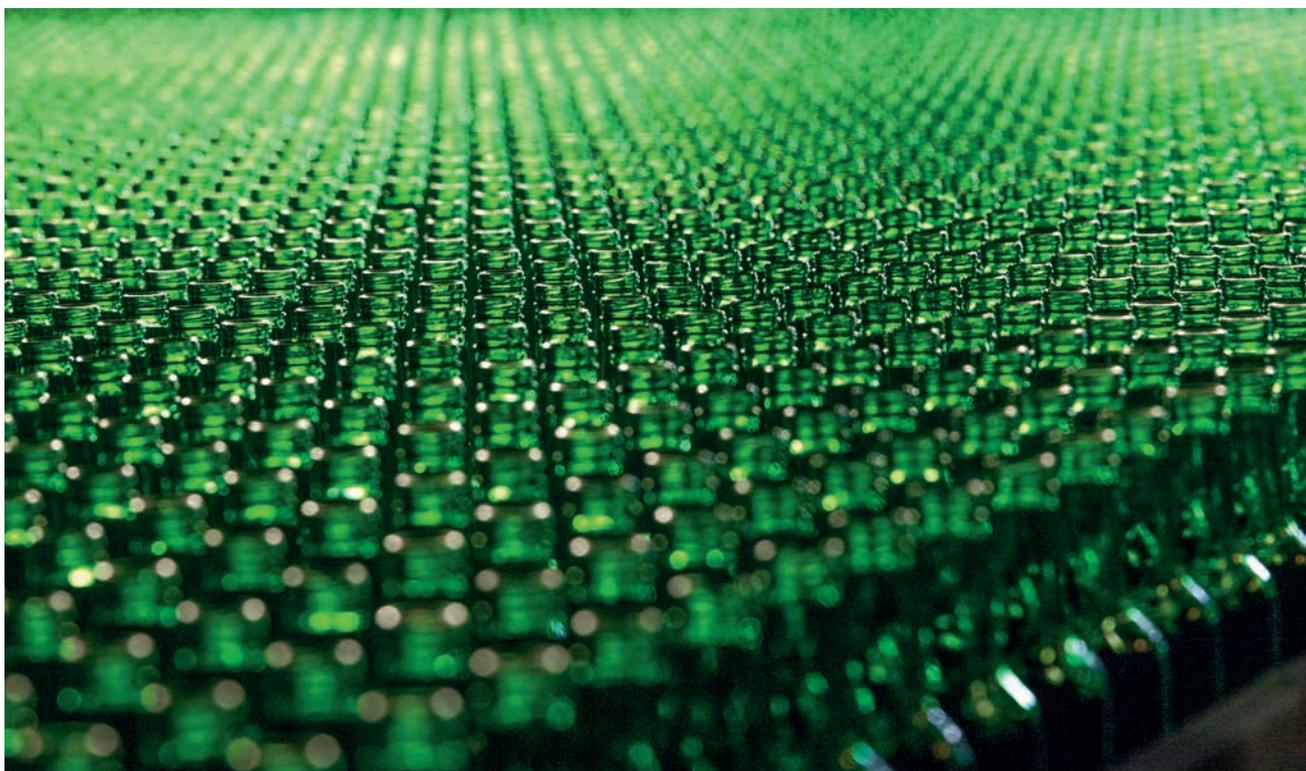
Last but not least, glass is the ideal product for a circular economy. For some time now, the glass industry has been preoccupied with sustainability and making serious efforts. The principle of sustainability is also increasingly important for our customers; after all, today's consumers are more health-conscious and more environmentally aware than ever before.

As you mentioned earlier, your employees are one of the company's pillars. How can you be sure to stay connected with what they're thinking and saying?

I admit that isn't always easy. We introduced a new form of dialogue for that purpose in 2018, which we call "CEO Talks". We promoted it with a roadshow taking in all production sites. The presentations were translated into the local language in each country. It was a fantastic experience being in such close contact with our employees. And their questions were entirely constructive. You could feel just how motivated and committed they are. More dates have already been fixed for 2019!

What trends can you identify at the moment on the product side?

New developments are a regular feature on the product side, mainly driven by our customers' desire to diversify.



Starting in 2019, for example, we'll also be offering a product in blue glass. And the trend towards smaller and lighter containers continues unabated. They're more attractive for consumers because they're easier to transport.

How does Vetropack manage to adapt its production processes so fast to what customers want?

Our customers operate in the food and beverage business. Differentiators play a big role here, starting with the packaging. We're at pains to cooperate very closely with our customers. That way, we're familiar with their needs from the outset. Added to that, we have all the necessary expertise in-house at Vetropack to put a product on the market – from the initial idea through the design to the final launch. Multi job is another good catchword in this connection. It's a production process that allows us to make glass containers of different shapes and weights on a single machine. That gives us more flexibility with smaller batch sizes.

How do you achieve such successful cooperation with your suppliers?

The cooperation with our suppliers is founded on close partnerships that have grown over a long period of time. Particularly in areas like energy, transportation and raw materials, our industry is reliant on external partners. We also collaborate with specialists when it comes to renovating our furnaces as well as with mould manufacturers. All in all, it's a relatively small group and we strive to make our partnerships as effective as possible.

Mr Reiter, let's finish with a glimpse into the near future. What is your next goal in terms of sustainability?

We're searching very hard for a way to integrate sustainability into all our core processes rather than treat it as something separate. However, an integrated approach inevitably involves a lot of fine-tuning and we need to do our homework thoroughly. But the motivation is there and we're looking forward to the challenge.



Continuing high demand for glass enables long-term investments and growth

The demand for glass continued to rise in 2018. The positive market environment benefited from the very good harvest and long hot spells throughout Europe. At the same time, there was a revival of interest in glass as a packaging material for food and beverages. Owing to its excellent properties and almost limitless suitability for reuse, glass represents a particularly attractive alternative. The excess demand this led to was largely met by improving capacity utilisation and reducing stocks. In a few cases, Vetropack was also obliged to outsource from third parties.



Successful result for the Vetropack Group

The Vetropack Group is an internationally established producer of packaging glass for the food and beverage industry. With facilities in Switzerland, Austria, the Czech Republic, Croatia, Slovakia, Ukraine and Italy, the Group has focused on sustainable management for many years. The same high quality and flexible approach to customer requests at all companies in the Group is a key element of this strategy. A willingness to invest in technologies for improving our quality and efficiency is fundamental here.

The European market environment developed very favourably in 2018. Our production volume went up by more than 2 per cent due to the high demand. This is mainly accounted for by the increased demand for beer as a result of the long, hot summer. The good harvest and exports of European wines and beers likewise stimulated extra demand for glass packaging.



Not only was there constant high demand from the beverage industry in 2018; glass was also very popular in the food sector, where health and environmental aspects are key

criteria. A growing number of dairy products, for example, are meanwhile packaged in glass again.

The increased demand led to a consistently high level of capacity utilisation throughout the last fiscal year, accompanied by a reduction in stocks. In order to ensure more manufacturing capacity in future, Vetropack is investing continuously in the expansion of its production facilities. Our investment plan is well on track: additional capacity – including a new production line – will be created following the planned refurbishment of the melting furnaces in Kremšmünster and Nemšová. This higher production volume will also help stabilise our stocks again.

Transportation shortage

Ensuring the availability of transports from the plant to the customer remained a challenge during the last fiscal year. For several years now, there has been a growing shortage of trucks. More and more freight traffic is consequently being shifted from road to rail and Vetropack is additionally well prepared thanks to a specially developed transport exchange for truck movements. Vetropack selects the transport offer that best meets your needs from the many which are published continuously on the exchange platform.

Increased collection rates

The costs for energy rose slightly again. With the exception of sodium carbonate, the prices for raw materials remained more or less constant. The increased demand for glass packaging is expected to have a positive impact on the recycling economy in the future. On the one hand, the compulsory collection rates for glass in the EU will continue to rise, and on the other, more used glass will be recovered by the recycling process as a result, in other words more cullet will become available over the next few years.

International accounting standards

Vetropack publishes an Annual Report every year. The consolidated financial statements include the annual financial statements of Vetropack Holding Ltd and all domestic and foreign subsidiaries in which Vetropack Holding Ltd directly or indirectly holds more than 50 per cent of the shares. The consolidated financial statements are based on the annual financial statements which are prepared in accordance



with the applicable national laws of each of the companies concerned; they are then consolidated in accordance with Group-wide valuation and presentation principles. Our consolidated financial statements are drawn up in compliance with the regulations of Swiss company law as well as the principles of Swiss GAAP ARR, in addition to the accounting

provisions stipulated in the listing regulations of the Swiss Stock Exchange. The consolidated financial statements must be approved by the Board of Directors. The statutory auditors verify the consolidated financial statements of the Group as well as the annual financial statements of Vetropack Holding Ltd (see Annual Report 2018).

Key Figures 2018

		+/-	2017	2018
Net Sales	CHF millions	9.4%	631.5	690.7
EBIT	CHF millions	22.3%	64.1	78.4
Consolidated Profit	CHF millions	1.9%	57.0	58.1
Cash Flow	CHF millions	7.4%	126.3	135.7
Investments	CHF millions	75.2%	67.3	117.9
Production	1,000 metric tons	2.7%	1,407	1,445
Unit Sales	billions	1.8%	5.07	5.16
Exports (in unit terms)	%	-	43.4	42.5
Employees	number	1.0%	3,257	3,291





Innovations and investments help optimise our production processes continuously

Glassmaking is an energy-intensive process. In spite of this, glass packaging is sustainable because it can be recycled time and time again without losing its quality. Vetropack endeavours to manufacture as ecologically as possible and environmental protection is firmly anchored in the corporate strategy. That is why the percentage of used glass in production is steadily rising while energy consumption is successively reduced. In this way, Vetropack lives up to the expectations of customers, investors, employees and the general public.

Proactive commitment to the environment

Ecologically sustainable management is an integral element of Vetropack's business philosophy. Through our ongoing commitment we meet the requirements of our target groups, and in doing so, strengthen our position in the market. Sustainability is an increasingly important issue in society and companies everywhere are called upon to take responsibility. Our customers, and their customers too, demand transparent information on an array of ecological aspects. The production technology, energy consumption, glass weight, percentage of used glass, transport distance and transport method are just some of the relevant parameters influencing a glassmaker's eco-footprint.

The costs for compensating carbon emissions rose in 2018. Against this background, we stepped up our internal efforts to achieve even greater economies. At the same time, glass manufacturers face mounting pressure from regulators to reduce their high energy consumption. Through our involvement in "International Partners in Glass Research" (IPGR) we are actively addressing new approaches and concerns. Amongst other things, the debate has focused on carbon-free glass production, for instance by using electrical energy to melt the used glass and the raw materials. Additional carbon dioxide is produced when the raw materials are melted down; we have therefore set ourselves the goal of reducing primary raw material usage, in other words we want to increase the proportion of used glass. Research initiatives related to these issues are already under way or planned.

Transparent production

We are pledged to giving our customers crystal clear transparency: we develop cradle-to-cradle life cycle assessments for our products and invite users to evaluate various scenarios. Although weight reduction remains an objective, it must be reconciled with product stability. The desire for traceability is increasingly a priority. Many customers insist on knowing when, where and under what conditions their glass containers were manufactured.

A high percentage of cullet is crucial for eco-friendly glass production. Unfortunately, many countries have a much lower collection rate than Switzerland, which is why we sometimes export cullet to other plants. Aside from inefficient collection

systems, there are also problems with the cullet quality, for example due to contamination with foreign substances like ceramic.

For the glass industry, high energy costs are an important consideration. Efficiency measures are therefore relevant not only from an ecological but also from an economic perspective. We moreover reduce the environmental impact by restricting consumption of raw materials and water to a minimum. Finally, we endeavour to generate as little waste as possible. In addition to complying with all statutory regulations, we are active on four levels: we are involved in international committees, we promote innovations through the establishment of internal expert groups, we invest in new technologies and we publish Group-wide environmental indicators.

International committees

Vetropack participates in development projects and committees of the "International Partners in Glass Research" (IPGR), the "German Society of Glass Technology" (DGG) and the "Research Association of the German Glass Industry" (HVG). We collaborate with "CelSian", a spin-off of the University of Applied Sciences in Eindhoven, in the Netherlands, which supports innovations in the glass and solar industry. We are a member of the "Centre Technique International de l'Emboutillage" (CETIE) and also became a guest member of BV-Glas, the Federal Association of the German Glass Industry, at the end of 2018. Together with these organisations' other members, we establish basic principles for the glass industry, which we hope will ultimately lead to the introduction of an international standard.

Internal expert groups and projects

A continuous improvement process (CIP) is practised at all Vetropack facilities. Internal expert groups regularly advance projects on quality assurance, occupational health & safety and the environment. Our expert groups were reorganised in 2018. The "Quality Assurance" group is dedicated to quality monitoring and optimisation. Two new, separate expert groups are responsible for occupational health & safety as well as the environment.

Measures to standardise quality assurance processes were at the forefront last year for the "Quality Assurance" expert



group, which is made up of quality assurance specialists from all our plants. In particular, the standardisation of error codes simplifies cross-plant communication. A module implemented in SAP enables multiple analyses, for instance of all complaints assigned to a defined category. Our efforts have paid off: quality complaints were reduced in 2018.

The Occupational Health & Safety expert group is comprised of one representative from each plant. The aim is to strengthen the dialogue between the various facilities and formulate standardised training concepts. Extra time and resources were devoted to this topic in 2018, for example in the form of a needs evaluation. This proactive approach simultaneously improves our employer branding. The Environment expert group will meet for the first time in 2019.

Investments in melting furnaces

We invest constantly in our melting furnaces – the heart of our production processes – in our striving to minimise the eco-footprint of our glass packaging and conform to the highest standards of quality and efficiency.

The flint glass furnace at our Slovakian plant in Nemšová was overhauled in 2018. The incorporation of an additional glass-blowing machine enhanced the furnace with a new line, leading to a 40 per cent increase in capacity. Parallel to this, specific energy consumption and hence exhaust emissions were reduced. For our Slovakian plant, this is a hugely important and forward-looking investment which will support our growth in the region.

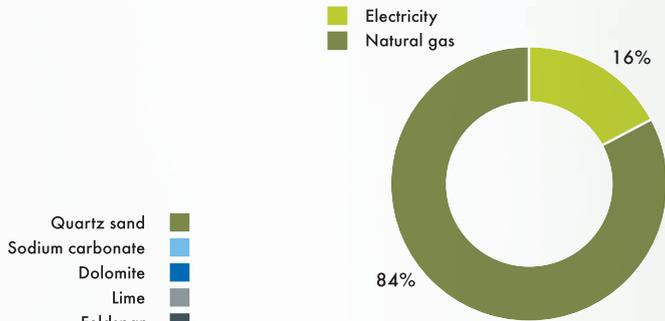
The furnace at our Austrian production site in Kremsmünster was likewise refurbished in 2018. The new, larger furnace melts up to 280 tons of glass per day as opposed to about 260 tons previously. Thanks to this renovation project, our specific energy consumption has been cut by around 10 per cent and nitrogen oxide emissions by as much as 30 per cent.

Environmental and Occupational Health & Safety Report

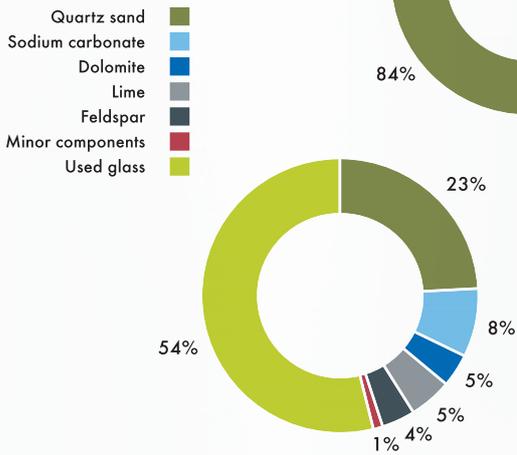
Vetropack's environmental management is monitored with the help of an internal control system. Where required by law, audits are carried out by external statutory institutions. We present all relevant environmental indicators for our operating sites and quantify the flows of materials and energy. The Sustainability Report is certified according to the international GRI Standard and approved by the Group Management, which triggers any intervention measures as necessary.

At Group level, the Environment specialist department coordinates all environmentally relevant activities. It devises and issues binding guidelines, minimum requirements and regulations, and monitors their implementation by the line managers.

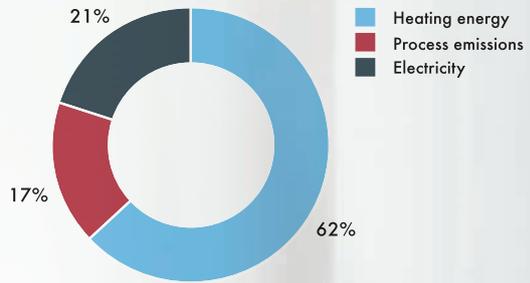
This specialist department verifies that the prescribed measures have been executed on the basis of annual audits. The various production plants are responsible for occupational health & safety and environmental protection at their respective sites. Dedicated officers for each of these two aspects cooperate with working groups to ensure that all areas have cascaded concepts, regulations and instruments in place to enable the set objectives to be achieved.



Total energy consumption in GWh. Glass-making requires a lot of energy; 84 per cent are covered by natural gas.



Mixing ratio of raw materials to used glass. The percentage of used glass relates to the Vetropack Group as a whole. In individual glassworks, used glass makes up as much as 83 per cent.



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

Environmental indicators

	2017	in %	2018	in %
Total energy consumption in GWh	2,482		2,499	
- Electricity	393	16%	403	16%
- Natural gas ¹⁾	2,089	84%	2,096	84%
Specific energy consumption in MWh/t ²⁾	1.76		1.73	
Greenhouse gas emissions in tCO₂e ³⁾	624,347		629,375	
- Scope 1 (heat and process emissions) ⁴⁾	494,356	79%	495,991	79%
- Scope 2 (electricity)	129,991	21%	133,384	21%
Specific greenhouse gas emissions in tCO₂e/t ²⁾	0.444		0.436	
Material consumption: recycled glass				
- Used glass, green	67%		61%	
- Used glass, brown	48%		50%	
- Used glass, white	43%		43%	
Waste disposal in tons	46,189		63,115	
- Recycling (ongoing)	25,826	56%	27,395	43%
- Recycling (sporadic) ⁵⁾	748	2%	698	1%
- Incineration or landfill (ongoing)				
- Industrial waste	16,354	35%	21,768	34%
- Hazardous waste	1,584	3%	1,568	2%
- Incineration or landfill (sporadic) ⁵⁾				
- Industrial waste	1,545	3%	6,124	10%
- Hazardous waste	131	0.3%	5,560	9%

1) Incl. 4.8 GWh heating oil in 2018 (4.5 GWh in 2017).

2) Per tons of glass produced that satisfy all quality and safety requirements thus qualifying for sale.

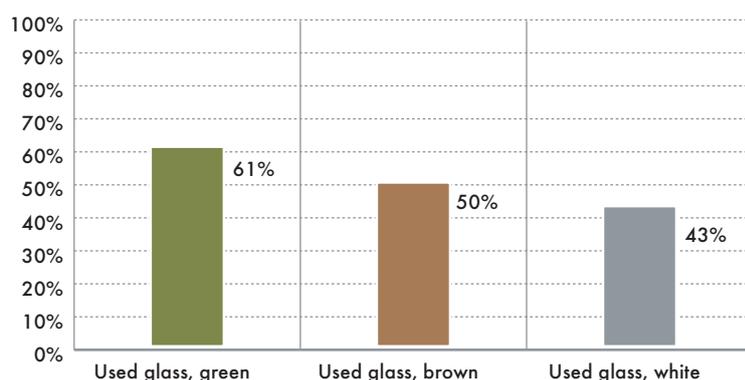
3) Greenhouse gas inventory calculated in accordance with the Greenhouse Gas Protocol.

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

5) Waste which is not generated each year from ongoing operations (e.g. furnace repairs).

Data basis: All Vetropack production sites. The energy consumption attributable to diesel generators and other combustible or motor fuels is not included as this is rendered irrelevant when compared to the overall energy consumption.

Mixing ratio of raw materials to used glass



The percentage of used glass relates to the Vetropack Group as a whole. In individual glassworks, used glass makes up as much as 83 per cent of the raw material.





Our comprehensive training approach protects our expertise and promotes innovations

The Vetropack Group employed 3,282 staff in 2018. Since our employees are distributed between 9 different facilities in 7 countries, the workforce has a very heterogeneous composition. Responsible, value-based interaction is a crucial element of our corporate culture when it comes to strengthening Group-wide cohesion across country boundaries. Integrity, reliability and transparency are key pillars at Vetropack - not only towards fellow staff but also in relation to customers, suppliers, neighbours and the local community.

Composition of the workforce

The Vetropack workforce is very heterogeneous in many respects, with people of diverse nationalities at sites in 7 countries. Out of the total workforce of 3,282, 758 women and 2,524 men worked for the Vetropack Group in 2018. Generally speaking, Vetropack employees remain faithful to the company for a relatively long time.

In spite of this, no one is perfect, which is why we conduct regular employee surveys in which we measure the perceived attractiveness of our workplace culture with the help of questions in 6 different dimensions: trust, fairness, credibility, respect, team spirit and pride. The first Group-wide survey is planned for 2019.

Number of employees

	2018	2017
Women	758	745
Men	2,524	2,490
Total	3,282	3,235

Particular attention to training and education

With our own training centre in Pöchlarn, we at Vetropack are optimally prepared to meet the challenges of future staff planning. Quite a few of our employees will reach retirement age in the next five years. Industrial glassmaking requires extensive technical skills that can only be acquired with a lot of practical experience. The investment in the training centre will pave the way for Vetropack to train these specialists itself in the long term, so that the expertise which has been built up over a long period can be passed on internally. In addition to ensuring that our Group-wide quality standard is maintained, this will foster the dialogue between all stakeholders and allow us to respond more effectively to fluctuations in demand. A new Training Manager joined us in 2018 with the aim of getting the training programme firmly established.

The apprenticeship as a glass process technician, which was set up in cooperation with other producers of packaging

glass as well as several Austrian partners, got off to a successful start in 2018. We are currently training 9 apprentices in this profession at various plants all over Austria. Vetropack has a total of 28 apprentices on the payroll at its glassworks in Pöchlarn and Kremsmünster.

Occupational health & safety

Rigorous safety standards have to be observed in the glass-making industry. Protection against high temperatures, sharp objects, chemicals and noise are just a few of the most important measures. Vetropack regularly monitors, and reports on, its compliance with the mandatory Environmental & Occupational Health & Safety Policy. Responsibility for compliance with Occupational Health & Safety standards is exercised on three levels: in the line organisation at our individual production sites, through Vetropack's Occupational Health & Safety working group (see Management approaches, Environment, page 15) and at Group level (Quality/Occupational Health & Safety/Environment specialist department).

Transparent communication

The Board of Directors provides information to all employees in digital (country-specific intranet) and printed form (newsletters, local staff magazines, pinboards). As a listed company, Vetropack also fulfils all relevant publication obligations. Our remuneration system is based on the respective local conditions (e.g. the right to organise and bargain collectively in Austria).



Furnace repair – achieving something great in a short time

The melting furnace is the starting point for glass production. It is the place where the glass batch is melted down from used glass and four raw materials – sodium carbonate, quartz sand, lime and dolomite at high temperatures. In the downstream production steps, finished glass containers are cut from the viscous molten glass. Once it reaches operating temperature, a melting furnace works continuously for about 12 years before being demolished and completely rebuilt. Careful, predictive planning is therefore a must whenever a major overhaul is carried out, because any subsequent mistakes are very difficult to correct. Both the demolition of the old furnace and the installation and heating of its successor are special moments. Two such moments were also celebrated in the year just ended, with successful repairs completed at the Vetropack facilities in Kremsmünster and Nemšová.

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Kremsmünster

Vetropack has a total of three melting furnaces at its Kremsmünster facility in Austria. One of these underwent a major overhaul in 2018. The new furnace went into operation on 1 November.

A melting furnace can be imagined similar to a large oven. It is set up using special shaped bricks based on a drawing prepared by a furnace builder. New furnaces are generally constructed in an existing building, meaning the opportunities for expansion are limited. Against this background, the success of the Kremsmünster project is quite remarkable. The new furnace not only has a larger melting area; it also achieves lower specific energy consumption and lower emissions.

In addition to the melting end, the working end and the forehearth, three new production machines and three new inspection lines were installed as well as, in some cases,

new inspection machines and palletisers. Particular attention was paid to the quality of the machine workplaces. All production machines and inspection lines were provided with new LED lighting, leading to a significant improvement in working conditions.

A team of specialists representing Kremsmünster, the Austrian sister plant in Pöchlarn and Vetroconsult collaborated to get production up and running again. The first saleable products of excellent quality were ready for packing the very next day.

In short, the renovation of the Kremsmünster furnace was an unqualified success. In spite of the temporary delay due to a personnel shortage at one of the plant manufacturers, the project was completed on schedule and within the allotted budget. The new production equipment marks a further milestone for the Vetropack Group in terms of technology, quality, productivity, ergonomics and energy efficiency. The project team and everyone at the Kremsmünster facility are very proud of it, and rightly so.

The most important facts at a glance

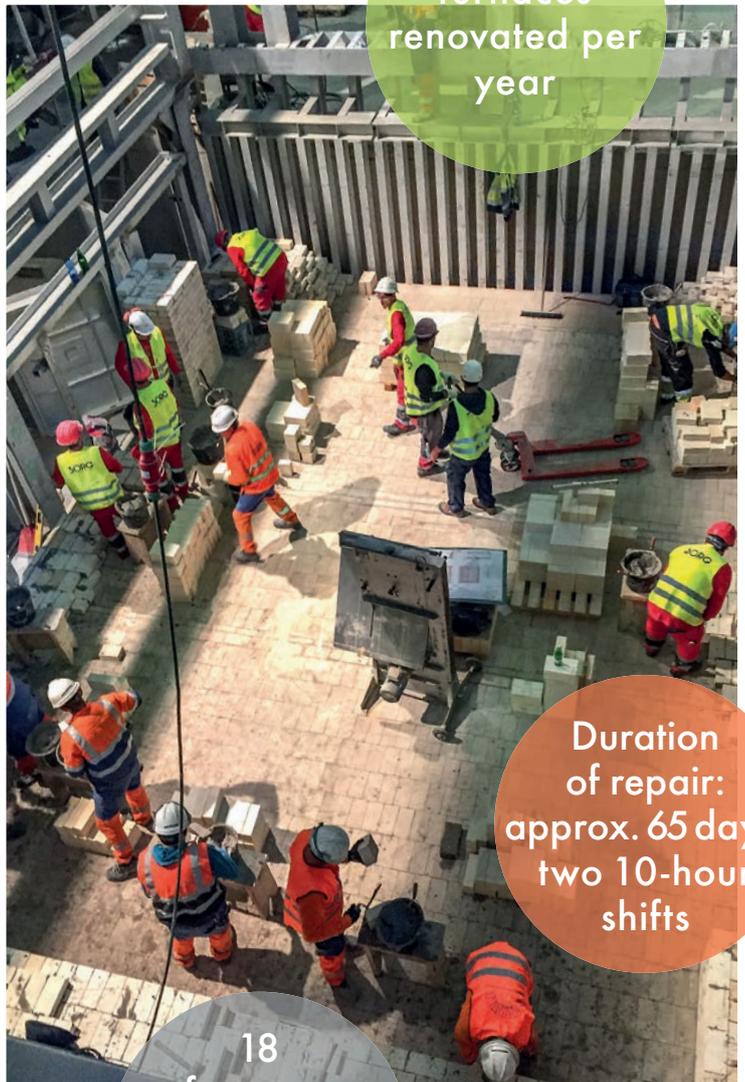
	Before renovation	After renovation	Improvement in %
Maximum capacity (t/day)	260	280	+8
Energy consumption (GJ/t) (kcal/kg)	4.3	3.88	-10
Melting area (m ²)	88	96	+9
No. of forehearths	3	3	0
NOx emissions (mg/Nm ³)	900	650	-28

Furnace repair: milestones

All in all, Vetropack operates 18 melting furnaces at 8 different sites. A furnace repair plan ensures that the costly and time-consuming repair work is well planned and executed. This calls for particular skill on the part not only of the engineering team but of all specialists involved. It's not unusual for up to 100 such specialists at once to be working

on the furnace jobsite during peak periods. The aim of every repair is to fit the plant for the requirements of the next 12 years, reduce energy consumption to a minimum by using the most advanced technologies available and bring emissions into line with current regulations.

Furnace repair: facts & figures



3 years prior to repair

- Preparation of a requirements profile for the furnace in consultation with Sales. The production requirements for the next 12 years must be estimated as accurately as possible.
- Consultations between the production sites concerned and experts from Vetroconsult. Development of the optimum alternative based on the requirements profile. Example: Decision regarding the size of the furnace (smaller, larger or unchanged) and specification of the technical equipment
- Inclusion in the investment plan and approval by the CEO and the Board of Directors

1.5 years prior to repair

- Approval of the budget
- Drafting of a furnace specification including all technical data
- Invitation to bid issued to furnace builders
- Comparison of bids

1 year prior to repair

- Completion of the bidding phase and awarding of the contract to a furnace builder
- Preparation of a drawing by the furnace builder; every furnace is unique.

Repair**70 days prior to restarting production**

- Old furnace shut down and molten glass drained off
- Start of the 5-day cooling phase

65 days prior to restarting production

- Start of demolition work

50 days prior to restarting production

- Start of construction work on the new furnace

14 days prior to restarting production

- Tempering - heating of the furnace from room to operating temperature (1,580 °C)

1 or 2 days prior to restarting production

- Start of glass melting

1 day prior to restarting production

- Inspection of the glass quality and final tests on the production equipment

Start of saleable production



Nemšová

The Nemšová facility is the only glass manufacturer anywhere in Slovakia and the principal supplier of glass packaging for the domestic food and beverage industry. In 2018, furnace 71 underwent a comprehensive overhaul. The number 71 stands for one of two furnaces at the seventh Vetropack site.

After 12 years in service, the flint glass furnace in Nemšová was given a comprehensive overhaul. Apart from upgrading the furnace, the work also entailed adding a fourth forehearth. A significant 40 per cent increase in capacity was achieved along with increased energy efficiency and a reduction in emissions.

The groundbreaking dig preceding the installation of this completely new flint glass furnace took place at the end

of February 2018. Just 67 days later, glass melting began again in all four forehearths.

Yet before work was able to commence in Nemšová, the building had to be enlarged by about 700 square metres in order to accommodate the fourth production line. This had the advantage that the line could be set up and tested upfront of the repair work on the furnace. It was also necessary to recruit and train new staff to operate the extra line in the future. The search began several months ahead, to avoid jeopardising the tight schedule for the repairs. The new recruits were trained at the Czech sister plant in Kyjov as well as at the Vetropack training centre in Pöchlarn (Austria).

The management are more than happy with the results. Not only was the renovation project completed even sooner than planned and production resumed without a hitch; the new production line has also got off to a good start and not a single accident occurred during the construction period. With so many specialists involved, all working together in such a small space, they have every reason to be proud.

The most important facts at a glance

	Before renovation	After renovation	Improvement in %
Maximum capacity (t/day)	230	320	+40
Energy consumption (GJ/t) (kcal/kg)	5.1	3.9	-24
Melting area (m ²)	86	98	+14
No. of forehearths	3	4	+33
NOx emissions (mg/Nm ³)	800	650	-19

Melting furnaces for tomorrow

The need for a climate-friendly energy policy, coupled with a series of European Union initiatives, will also impact on the glass industry in the long term. In particular, the EU has set itself the goal of reducing greenhouse gas emissions by 80 to 95 per cent by 2050 compared to 1990 levels. Innovative approaches by glass manufacturers are called for. At present, not only is a huge amount of energy still necessary to melt the batch but greenhouse gases are released in the process.

For several years now, Vetropack has participated in projects of the "International Partners in Glass Research" (IPGR). The purpose of the association is to increase and

maintain the competitiveness of glass in the packaging industry through research and development programmes, the commercialisation of R&D results and individual co-operation between members. Numerous research projects are dedicated to the development of completely new melting concepts, for example where furnaces are heated using oxygen and hydrogen or converted to electric operation. So-called hybrid furnaces uniting two different technologies are likewise currently being developed. The idea is that initial operating experience will be gained during the next few years in the framework of pilot melting plants. For more information, see www.ipgr.com.



"We can't afford to make mistakes in the Engineering department. Today's plans must work for a full 12 years."

*Markus von Stieglitz,
Head of Furnace Department
Vetroconsult*



"Every furnace overhaul is a commitment to our production sites that will help safeguard employees' jobs for the next 12 years at least. It's our contribution to social security."

Johann Reiter, CEO



"It sometimes helps to be a clairvoyant when you're a planner. We have to predict what the customer will want for a decade ahead."

*Günter Lubitz,
Managing Director Vetroconsult*





Close partnerships with customers help find a solution whatever the problem

Glass packaging for food and beverages is decidedly en vogue. Demand was even higher in 2018 and many customers today are seeking bespoke solutions. Vetropack is constantly endeavouring to develop new products and optimise its production processes. Fair and responsible conduct towards all target groups along the value chain is a matter very close to our hearts.

Profiting from a two-way exchange

When it comes to the development and manufacture of food and beverage packaging, we profit from our customers' experience. The frank and intensive exchange with users helps Vetropack improve its products and evolve them continuously. For us, any feedback we receive is a chance to initiate a learning process.

Quality is very important to Vetropack: in addition to finished products, this also includes our corporate quality awareness principle "one brand, one quality". The focus in 2018 was on a 360 degree analysis of all quality processes with the aim of establishing not more, but better, processes Group-wide. We gauge our customers' satisfaction both in the course of our daily business and through systematic customer surveys every two years. The next survey is planned for 2019.

Flexible approach to customer needs

The year 2018 was a year of very high demand for glass packaging all over Europe. Vetropack succeeded in meeting this above-average need while maintaining a flexible approach to customer requirements at all times. This was due particularly to the short lines of communication between the production shop and the customer and also to investments in our production facilities. At the same time, this equips us to serve the growing trend towards special glass solutions, such as new shapes and colours or small production series.

Environmental management is an integral element of quality management. For key accounts, in particular, information on the eco-footprint of their glass packaging is more important than ever.

Values and policies

Glass is a high-quality, professionally processed packaging material which protects food and beverages and hence the health of consumers. For the Vetropack Group, product quality and safety are essential ingredients which are vital for our long-term success in the market. Fairness is another of our principles alongside conformity with production and safety standards; bribery, corruption and discrimination are prohibited, for example. The relevant guidelines are detailed in our Code of Conduct and Business Ethics Policy and are equally binding for all companies of the Vetropack Group. The Code of Conduct is based on three values: integrity, reliability and transparency.

All employees receive training in our Code of Conduct and must agree to it with their signature. Decision makers are additionally provided with special training in the Business Ethics Policy. Violations should be reported to the local Compliance Coordinator, the Managing Director, the Compliance and Legal department or the CEO of the Vetropack Group. This also applies in suspected cases while observing the principle of proportionality. Violations are sanctioned by the management and may have disciplinary consequences. Amongst other things, compliance with the principles mentioned above is reviewed in the framework of SMETA Audits. In addition to business ethics, SMETA Audits also cover occupational health & safety and the environment. SMETA Audits were carried out in 2018 at our facilities in Gostomel and Hum na Sutli and passed with no non-conformances raised.

A separate Code of Conduct for Suppliers exists for suppliers; adherence to this code is monitored by means of regular supplier audits.

Certifications

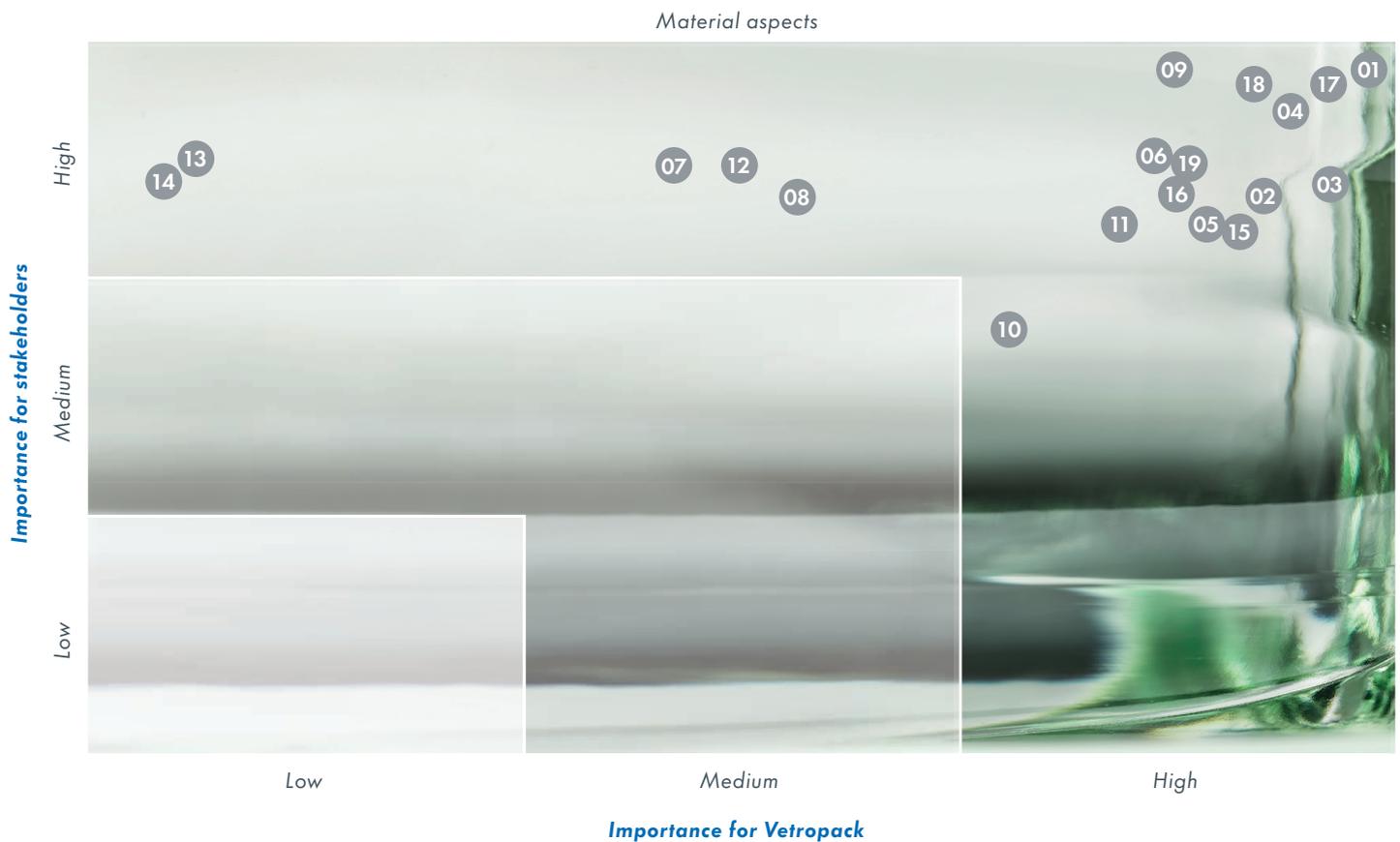
The certification of almost all Vetropack production sites in accordance with the FSSC 22000 Packaging Standard is a further element of our quality and safety policy. This standard is designed to ensure food safety; in addition to requirements of its own, it also incorporates the Food Safety Management Systems standard ISO 22000 as well as the Prerequisite Programmes for Food Safety ISO/TS 22002-4, Food Packaging Manufacturing, and is fully recognised by the Global Food Safety Initiative (GFSI).





Identified material aspects for our stakeholders and us

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



Vetropack's materiality matrix

All of the topics which are deemed to be material have a direct or indirect impact on the Vetropack Group's development. This impact is felt either within the organisation itself or in the upstream or downstream supply chain. Vetropack's economic performance is of the utmost importance within the organisation, for example, but is equally so for shareholders and business partners. Environmental aspects that harbour inherent risks are of interest to neighbours, the general public and NGOs, but also to the organisation itself. For the workforce, HR topics have high priority, and are therefore relevant above all internally, although good initial and advanced staff training also makes an extremely positive impression on customers. Human rights issues are dealt with at all business locations through compliance with statutory regulations and the Code of Conduct, or in the case of suppliers through the implementation of the Supplier Code. Fair competition and the fight against corruption are fundamental for Vetropack and its business partners. Lastly, anything that concerns health & safety as well as copyright or trade or industrial secrets is material to Vetropack and its customers. These topics influence customer satisfaction – also an important factor for economic success (GRI 102-47).

Caption

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

Stakeholder engagement

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

Vetropack communicates with business and research partners through personal contacts, so that as a rule there is also very close cooperation here. Important information is published

in the corporate media (website, intranet, staff magazines, brochures, customer magazine) or by mail. In addition to surveys conducted at country level, personal contacts also give an insight into customer satisfaction. At the production sites, responsibility for communication with customers, employees, authorities and neighbours lies with the respective management. Vetropack meets regulatory requirements by preparing half-yearly financial reports (Annual Report, Semi-Annual Reports) and holding Annual General Meetings (GRI 102-40, 102-42, 102-43, 102-44).

Determination of relevant sustainability aspects

The Vetropack Sustainability Report provides transparent information about the Group's commitment, with facts and figures outlining our sustainable management practices at all production plants and sites (GRI 102-45).

This report is structured in accordance with the GRI G4 Sustainability Reporting Guidelines. Vetropack produced this materiality matrix with the help of a multi-stage process. An internal project group reviews these issues again based on the materiality matrix for the previous year and compares them with issues arising during the current fiscal year. The project group is advised and supported by an external

specialist. Discussions with stakeholders throughout the fiscal year moreover provide important insights which are incorporated into our reports.

Finally, the CEO of the Vetropack Group consolidates and approves the materiality matrix which has been prepared by the project group.

Vetropack launched a comprehensive materiality process at the end of 2018. The results will be completed and reported in 2019 (GRI 102-46).

GRI Content Index

The Sustainability Report and GRI Content Index 2018 enable Vetropack to report on the sustainability of its operations. The report is prepared in accordance with the GRI Standards: Core option. 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.

GENERAL STANDARD DISCLOSURES

GRI Standard	Disclosures	General Standard Disclosures/References
AR: Annual Report 2018/SR: Sustainability Report 2018		
Organisational Profile		
GRI 102-1	Name of the organisation	Vetropack Holding Ltd
GRI 102-2	Primary brands, products and services	Development, production and sales of packaging glass for the food and beverage industry
GRI 102-3	Location of the organisation's headquarters	Headquarters of Vetropack Holding Ltd in St-Prex (CH), Group management (Vetropack Holding Ltd) in Bülach (CH)
GRI 102-4	Number of countries where the organisation operates	8 production plants in Switzerland, Austria, the Czech Republic, Slovakia, Croatia, Ukraine and Italy
GRI 102-5	Nature of ownership and legal form	AR p. 54-55
GRI 102-6	Markets served	SR p. 3 AR p. 26
GRI 102-7	Scale of the organisation	In 2018, the Corporate Group employed a staff of around 3,291 at nine business locations (see GRI 102-8, index p. 37) and generated annual sales of 690.7 million Swiss francs. The company is listed on the SIX Swiss Stock Exchange. More information: AR p. 5, 43, 44, 60
GRI 102-8	Total workforce	Cf. table, SR p. 37
GRI 102-9	Organisation's supply chain	SR p. 34
G4-13 to GRI 102-10	Significant changes during the reporting period regarding the organisation's size, structure, ownership or supply chain	None
GRI 102-11	Implementation of precautionary approach or principle	Vetropack has implemented a risk management system and an internal control system. SR p. 15
GRI 102-12	Externally developed economic or social charters	GRI, Friends of Glass, holder of the Swiss Energy Agency for Industry label in recognition of voluntary commitment to improving energy efficiency and limiting CO ₂ emissions
GRI 102-13	Memberships of associations (such as industry associations) and national or international advocacy organisations	E.g. CelSian (ex-TNO), CETIE, Centre Technique International de l'Emboutillage, Deutsche Glastechnische Gesellschaft, FEVE Fédération Européenne du Verre d'Emballage, Chamber of Commerce Switzerland/Central Europe c/o OSEC, Chamber of Commerce Switzerland/Austria, Research Association of the German Glass Industry, IPGR, International Partners in Glass Research, Food Packaging Forum

GRI 102-8 TOTAL WORKFORCE

Composition of workforce ¹⁾	2017	in %	2018	in %
Number of employees expressed in full-time equivalents (excl. apprentices, interns, trainees, contract workers, temporary workers)	3,202		3,236	
Total number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	3,235		3,282	
Apprentices	29		45	
Interns	12		6	
Trainees	26		4	
Agency/contract/temporary workers	108		108	
Number of employees by employment contract				
Open-ended/permanent contract (excl. apprentices, interns, trainees, contract workers, temporary workers)	3,235	97%	3,282	96%
Women	745		758	
Men	2,490		2,524	
Temporary contract (excl. apprentices, interns, trainees, contract workers)	106	3%	120	4%
Women	33		37	
Men	73		83	
Permanent employees by employment type				
Full time (excl. apprentices, interns, trainees, contract workers, temporary workers)	3,162	98%	3,207	98%
Women	691		706	
Men	2,471		2,501	
Part time (excl. apprentices, interns, trainees, contract workers, temporary workers)	73	2%	75	2%
Women	54		52	
Men	19		23	
Total workforce by gender				
Number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	3,235		3,282	
Women	745	23%	758	23%
Men	2,490	77%	2,524	77%
Apprentices, interns, trainees, contract workers, temporary workers	175		225	
Women	45	26%	50	22%
Men	130	74%	175	78%
1) Per end of year, without Vetropack Italia S.r.l.				

GRI-Standard	Disclosures	General Standard Disclosures/References
AR: Annual Report 2018/SR: Sustainability Report 2018		
Strategy and analysis		
GRI 102-14	Relevance of sustainability to the organisation and the organisation's strategy	SR CEO Statement, p. 4-7
GRI 102-15	Key sustainability impacts, opportunities and risks	SR CEO Statement, p. 4-7
Ethics and integrity		
GRI 102-16	Organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	E.g. Mission, Vetropack Culture, Vetropack Strategy, Business Ethics Policy, Management Policy, HR Policy, Environmental and Occupational Health and Safety Policy, IT Policy, IT Guidelines, Code of Conduct for Employees, Code of Conduct for Suppliers SR p. 30
Governance		
GRI 102-18	Governance structure of the organisation	AR: Corporate Governance p. 70-78
Stakeholder engagement		
GRI 102-40	List of stakeholder groups engaged by the organisation	SR p. 35
GRI 102-41	Percentage of total employees covered by collective bargaining agreements	Around 90 per cent of all employees are covered by collective bargaining agreements, to varying degrees depending on the respective local legislation.
GRI 102-42	Basis for identification and selection of the stakeholders	SR p. 35
GRI 102-43	Approach to stakeholder engagement	SR p. 35
GRI 102-44	Key topics and concerns that have been raised through stakeholder engagement	SR p. 35
Reporting practice		
GRI 102-45	Organisation's entities and organisation	SR p. 35
GRI 102-46	Process for defining report content and aspect boundaries	SR p. 35
GRI 102-47	Material aspects	SR p. 34
GRI 102-48	Effect of any restatements of information provided in previous reports	None
GRI 102-49	Significant changes from previous reporting periods in the scope and aspect boundaries, methods	None
GRI 102-50	Reporting period	01.01.2018 - 31.12.2018
GRI 102-51	Date of most recent previous report	March 2018
GRI 102-52	Reporting cycle	Annual

GRI-Standard	Disclosures	General Standard Disclosures/References
AR: Annual Report 2018/SR: Sustainability Report 2018		
GRI 102-53	Contact point	Elisabeth Boner, Corporate Communications, Vetropack Holding AG, 8180 Bülach, Switzerland, elisabeth.boner@vetropack.com
GRI 102-54	"In accordance" option, GRI Content Index and assurance	This report has been prepared in accordance with the GRI Standards: Core option.
GRI 102-55	GRI Content Index	SR p. 36-43
GRI 102-56	External assurance	No external assurance was sought for the report.

SPECIFIC STANDARD DISCLOSURES

GRI-Standard	Disclosure	General Standard Disclosures/References	Reasons for Omission
AR: Annual Report 2018/SR: Sustainability Report 2018			

ECONOMIC

Aspect: Economic performance			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 9-10	
GRI 201-1	Direct economic value generated and distributed	Partially covered: Expenses for sponsorship or donations are not reported. SR p. 11	Data not yet available

Aspect: Anti-corruption				
GRI 103: 2016 103-1/103-2/103-3	Management approach			
GRI 205-2	Communication and training in anti-corruption policies and procedures	Percentage of employees who, by the end of the financial year, have received information on measures and procedures, on combating corruption taken by the organisation	2018	2017
		Employees	99%	94%
		Management Board	100%	100%
		Percentage of employees who, by the end of the financial year, have received information on taken measures and procedures on combating corruption by the organisation		
		Employees ¹⁾	99%	94%
		Management Board	100%	100%

1) Refers to duly exposed employees who are trained in the Vetropack Business Ethics Policy (BEP). All 152 of the main suppliers (up to 75% of the purchasing volume) were informed about the organisation's anti-corruption policies and procedures.

GRI-Standard	Disclosures	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2018/SR: Sustainability Report 2018

Aspect: Anti-competitive behaviour			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 9-10	
GRI 206-1	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices	There were no pending cases of anti-competitive behaviour during the reporting period.	

ENVIRONMENTAL

Aspect: Materials			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 14-15	
GRI 301-2	Percentage of materials used that are recycled input materials	SR p. 17	

Aspect: Energy			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 14-15	
GRI 302-3	Energy intensity	SR p. 17	
GRI			Data not yet available

Aspect: Emissions			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 14-15	
GRI 305-1	Direct greenhouse gas (GHG) emissions (Scope 1)	SR p. 17	
GRI 305-2	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	SR p. 17	

Aspect: Effluents and waste			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 14-15	
GRI 306-2	Total weight of waste by type and disposal method	SR p. 17	

GRI-Standard	Disclosures	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2018/SR: Sustainability Report 2018

Aspect: Compliance			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 14-15	
GRI 307-1	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No fines or non-monetary sanctions were imposed on Vetropack during the reporting period.	

SOCIETY

Aspect: Labour/management relations			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 19-20	
GRI 402-1	Notice periods regarding substantial operational changes	Vetropack attaches great importance to transparent internal communication. All regulatory requirements pertaining to notification periods are adhered to.	

Aspect: Occupational health and safety			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 19-20	
GRI 403-2	Type of injury and rates of injury, occupational diseases, lost days, absenteeism, work-related fatalities	Occupational safety: Work-related injury rates and lost days n ¹⁾	2018 2017
		Occupational accident rate ²⁾	4.5 4.0
		Lost days ³⁾ due to work-related injuries or occupational diseases	167 82
		Total lost days ³⁾ incl. all cases due to non-work-related injuries or diseases	1,452 1,351
<p>1) In each case per 200,000 scheduled working hours (≈100 employees). 2) Accidents on the factory premises where medical treatment was necessary. 3) Working days are considered lost if an absence of more than a half a day is reported.</p>			

GRI-Standard	Disclosures	General Standard Disclosures/References	Reasons for Omission						
AR: Annual Report 2018/SR: Sustainability Report 2018									
Training and education									
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 19-20							
GRI 404-2	Programmes for skills management and lifelong learning	Vetropack accords due importance to the continued employability of its employees and thus provides regular opportunities for further training. Training courses take place at the level of trainees, specialists and management (Management Development Programme). A procedure for quantifying these measures is currently in preparation.							
Aspect: Non-discrimination									
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 30							
GRI 406-1	Number of incidents of discrimination	There were no known cases of discrimination during the reporting period.							
Aspect: Child labour									
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 30							
GRI 408-1	Risk for incidents of child labour and measures taken	Vetropack only operates in Europe. No production sites are considered to have a significant risk for incidents of child labour.							
Aspect: Forced or compulsory labour									
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 30							
GRI 409-1	Risk for incidents of forced or compulsory labour	Vetropack only operates in Europe. No production sites are considered to have a significant risk for incidents of forced or compulsory labour.							
Aspect: Investment									
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 30							
GRI 412-2	Employee training in human rights policies and procedures concerning aspects of human rights that are relevant to operations	Percentage of employees who, by the end of the financial year, have been trained on human rights policies and procedures of the organisation concerning human rights aspects relevant to operations	<table border="1"> <thead> <tr> <th></th> <th>2018</th> <th>2017</th> </tr> </thead> <tbody> <tr> <td></td> <td>99%</td> <td>94%</td> </tr> </tbody> </table>		2018	2017		99%	94%
	2018	2017							
	99%	94%							

GRI-Standard	Disclosures	General Standard Disclosures/References	Reasons for Omission
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AR: Annual Report 2018/SR: Sustainability Report 2018

Aspect: Customer health and safety			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 30	
GRI 416-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services	There were no registered incidents during the reporting period.	

Aspect: Customer privacy			
GRI 103: 2016 103-1/103-2/103-3	Management approach	SR p. 30	
GRI 418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	The protection of customer data is not only regulated by legal requirements and contracts; it is an integral part of Vetropack's corporate culture, which is also reflected in the company's policy on the protection of foreign and private intellectual property as well as in IT policies. There were no complaints during the reporting period.	

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