



2014 Sustainability Report

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2985
employees

603.7 million
gross revenue in CHF

Vetropack at a glance

8
locations in Europe

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



> 2500
different glass packaging products

4.55 bn
unit sales every year

60%
use of recycled glass in the
production process



**“Our quality is
based on efficiency
and innovation”**

Dear readers,

For the future, we see continued clear growth potential in Central and Eastern Europe. As in Western Europe, our commitment in these regions lies not only in the innovative further development of production processes, but also in the trend-setting development of new glass packaging designs. In close cooperation with our customers, we design and produce tailor-made, customer- and product-specific bottles and wide-necked jars. In other words, packaging made from glass that defines their market position and satisfies all marketing aspects. Thanks to its formability, glass is the ideal material for this.

Our industry is governed by specific realities, such as energy and investment intensity, as well as pressure to achieve high productivity and utilise production capacity to the full. Energy consumption and conserving resources is therefore a central topic for us, both from an economic and an ecological point of view. For example, every time a scheduled melting furnace refurbishment is carried out, Vetropack draws on state-of-the-art technology. As of the end of 2014, in all of our plants the raw materials for glass production are now melted in end-fired furnaces, allowing energy consumption to be lowered significantly.

01

Product quality
spearheads
our agenda.

02

**Central and
Eastern Europe**
equate to growth
potential for us.

04

Technology
is the prime
innovation
driver.

03

Sustainability
has always
been our credo.

05

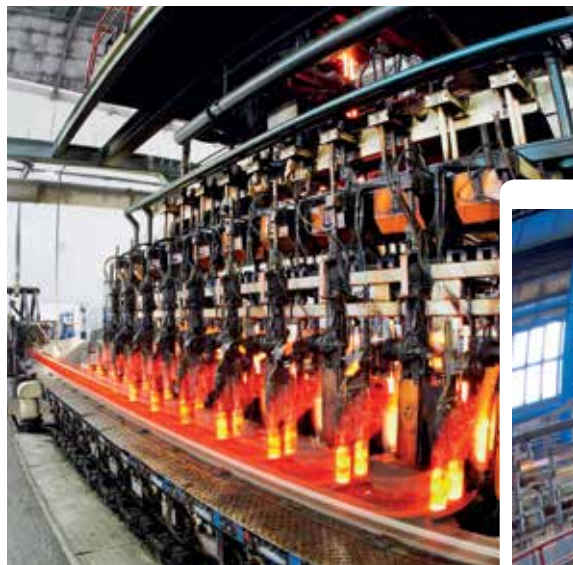
Glass is an ideal
material: malleable,
reusable, hygienic, and
aroma-neutral.

Apart from efficiency and innovation, our activities focus on all aspects of product quality – a topic that will be given high priority over the next few years. In the past two years, the first three Vetropack glassworks in Pöchlarn, Straža and Nemšová successfully concluded FSSC 22000 certification audits. FSSC stands for Food Safety System Certification and is an internationally recognised management system for ensuring the safety of food products. The standard is directed at all companies involved in the food chain.

Additional Vetropack locations will follow in the coming years. In 2015, the glassworks in Kremsmünster, Kyjov and Gostomel are on the agenda.



Claude R. Cornaz
CEO Vetropack Holding Ltd





Committed to sustainable growth

Rising production costs and price pressure on the sales markets created a difficult market environment for Vetropack in 2014. Nevertheless, all production capacity was essentially utilised, and more units of glass packaging were sold compared to the previous year. The family-owned company's Board of Directors traditionally focuses on sustainable financial management: Vetropack, one of Europe's leading producer of glass packaging, pursues a long-term, focused strategy aimed at increasing the company's value.

The Vetropack Group amounts to one of the internationally established market leaders within the packaging glass industry. It operates production facilities in Switzerland, Austria, the Czech Republic, Croatia, Slovakia and Ukraine. The company is only active in one segment: developing, producing and selling glass packaging for the food and beverage industry. It pursues a regional growth strategy with a focus on Central and Eastern Europe.





The economic situation in the increasingly saturated European glass market has also challenged the tradition-rich family enterprise in the past few years. High pressure on margins and changing consumer behaviour impact the economic environment. Additionally, the financial crisis is having negative repercussions on consumer purchasing power in some countries. This is compounded by currency uncertainties and – new since 2014 – the political unrest in Ukraine.

Management approach

The company's economic performance is the prerequisite for securing around 3,000 jobs, for manufacturing high-quality packaging glass for the food and beverage industry, as well as for eco-friendly and efficient processes. After all, Vetropack has been pioneering glass recycling for decades and today produces between 60 and 85 percent of new glass containers from used glass. Commercial success is essential for enabling technical progress based on ecological criteria, as well as environmentally responsible behaviour. Vetropack

is also known for its innovations in cooperation with machine suppliers and outstanding product design. Here, too, profitability is essential for ensuring quality and sustainability.

Vetropack produces an Annual Report each year. The Group's 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 percent of the shares. The consolidated financial statements are drawn up in compliance with the regulations of Swiss company law, as well as the principles of Swiss GAAP ARR (Swiss Accounting and Reporting Recommendations), 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 (cf. Annual Report 2014).

Key Figures 2014

		+/-	2013	2014
Gross Revenue	CHF millions	- 2.8%	621.0	603.7
EBIT	CHF millions	- 18.2%	60.0	49.1
Annual Profit	CHF millions	- 12.8%	56.4	49.2
Cash Flow	CHF millions	- 2.9%	110.4	107.2
Investments	CHF millions	32.0%	56.3	74.3
Production	1 000 metric tons	- 3.5%	1 281	1 236
Unit Sales	billions	4.5%	4.36	4.55
Exports (in unit terms)	%	-	38.1	43.5
Employees	number	- 1.0%	3 014	2 985

High marks for sustainable corporate management

A relationship built on trust: the Banque Cantonale de Genève has been investing in Vetropack since 2008. Stability, healthy balance sheets, a coherent business model and a corporate strategy with a long-term focus have convinced the bank's fund managers. Which is why they will continue to remain faithful to Vetropack in the future.

For asset managers Annick Baud-Woodtli and Laurent Brossy from the Banque Cantonale de Genève, sustainability is a key issue. Demand for sustainable investments is growing; moreover market value is also increasingly being determined by non-financial performance indicators. From the bank's perspective, the fact that the Vetropack Group has decided to report on its sustainable activities in compliance with the international standards of the Global Reporting Initiative (GRI) is therefore a good thing: "We appreciate it when companies also manage the risks inherent in the running of the company, in the social or the environmental domain", Brossy explains. The fund managers also take a positive view of the Business Ethics Policy that the international glass packaging specialist has put in place.

That Vetropack is a family-run company in the fourth generation free of net debt, i.e. in case of doubt can act from a position of strength, also goes down well with the investors, who acknowledge that Vetropack has attained a firm and permanent place among Europe's top industry performers in a challenging market environment. In the bank's fund for S&M Caps (Companies with low or medium market capitalisation), Vetropack also gets high marks for its product "glass". That's because glass can be recycled practically infinitely without compromising on quality, is an eco-friendly

packaging material manufactured from readily available raw materials and has many advantages over PET: glass is taste-neutral, impermeable and has as good as no interaction with the contents.

The Banque Cantonale de Genève ultimately takes many different analytic criteria into consideration in order to arrive at a global evaluation. Vetropack gets high marks.

In 2012, at the presentation of the Ernst & Young "Entrepreneur of the Year" Award in the category "Family Business" to Vetropack CEO Claude R. Cornaz, Vetropack was even judged to be an "extremely attractive" investment for investors and analysts.

Communication between Geneva and Bülach, where Vetropack Holding has its operating headquarters, is also exemplary. "We attach great importance to direct contact, and the management is accessible to us at all times", says Annick Baud-Woodtli. However, if the bank has one wish it is that Vetropack may communicate its performance in the field of sustainable development with even greater emphasis outside the company. Because this is both good for the company's reputation and guides investors in their decision.



Annick Baud-Woodtli
Vice President, BCGE Asset Management
Banque Cantonale de Genève



Laurent Brossy
Assistant Vice President, BCGE Asset Management
Banque Cantonale de Genève



We develop environmentally compatible solutions

The glass industry has always seen itself as a sustainable sector with recyclable products. At the same time, Vetropack is conscious that its activities have a direct impact on people and the environment. The Group considers protection of the environment to be a factor of success and therefore pursues a proactive occupational health and safety and environmental policy that meets the demands of customers, investors, staff and the general public and focuses on the products' whole life cycle. Environmental responsibility is an integral part of all management tasks at Vetropack and is demonstrated by staff on all levels.





In addition to compliance with all statutory regulations, Vetropack also endeavours to proactively maintain and further improve the high standard of occupational health and safety and environmental protection already achieved. Innovations play an important part in this – as the example of the successfully completed batch and cullet preheater pilot project at the Slovakian Nemšová plant demonstrates (cf. pages 16/17). Vetropack regularly gathers environmentally relevant data at all business locations and checks for any adverse effects on people and the environment. The main key indicators in the glass industry include specific energy consumption (electricity and natural gas per ton glass production), as well as CO₂ emissions. Energy consumption was once again lowered by 2.5 percent in the 2014 period alone.

Management approaches

In light of tough competition and the high pressure on margins in Europe, cutting costs is a key issue for Vetropack. These costs are, in turn, to a large extent generated by a high energy requirement, which is mainly covered by natural gas. Bringing down energy consumption also lowers

costs and CO₂ emissions. Apart from the cost pressure, customers, too, are demanding more environmentally friendly solutions: especially those Vetropack Group key accounts listed in the Dow Jones Sustainability Index (DJSI) expect their suppliers to continuously scale back the environmental consequences of their activities and also to document this process.

In order to minimise the products' ecological footprint and at the same time successfully overcome the challenges posed by the consumption of energy, water, materials, as well as the production of waste and emissions in the production process, Vetropack is active on four levels: the Group works on international committees, promotes internal developments with the help of respective expert groups, invests in new technologies and each year produces a group-wide Environmental and Occupational Health and Safety Report.

In 2013/2014, Vetropack Group's production sites also underwent an external SMETA Audit, which is based on the four pillars Labour Standards, Health and Safety, Environment and Business Ethics.

International committees

One particularly significant factor is above all the consumption of energy (gas) for the melting process. Vetropack is therefore involved in relevant development projects of the International Partners in Glass Research (IPGR), at Celsian, a spinoff of University of Applied Sciences in Eindhoven (NL), in support of innovations in the glass and solar industry, as well as at the German Society of Glass Technology (DGG) and the Research Association of the German Glass Industry (HVG).

Internal developments

Staff engage in projects to optimise energy use and enhance infrastructures, which in turn help to lower energy or water consumption or increase the percentage of recycled glass in production. Raising the amount of used glass by just 10 percent already reduces energy consumption by 3 percent and CO₂ emissions by 7 percent. Regarding emission reduction, measures to fit furnaces with electrostatic precipitators are being driven. The company employs a specialist who is solely responsible for optimising the furnaces.

Investments

The work of the project groups entails considerable investments in environmentally compatible solutions and is controlled at the various business locations by the respective management. Vetropack focuses on three levers: product development (lightweight glass among others), logistics and raising the percentage of used glass in the melted material. Two research projects are also currently in the pilot phase: one is concerned with thermally tempered container glass and the other with the melting process to enhance energy efficiency.

Environmental and Occupational Health and Safety Report

Vetropack's environmental management is based on an internal control system. Where required by law, this is audited by external statutory institutions.

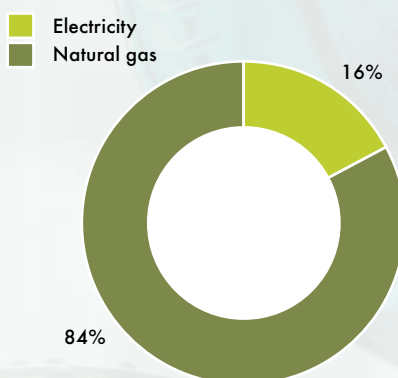
The relevant key indicators are presented for all operating sites and the flows of materials and energy quantified (input/output) for the Group as a whole in an annual Environmental and Occupational Health and Safety Report. The report is approved by the Group's Management, which triggers any investment decisions or intervention measures, as necessary.

The plants are responsible for occupational health and safety and environmental protection at their respective sites. Each site has an occupational health and safety and an environmental officer, as well as working groups who are responsible for ensuring that all areas have cascaded concepts, regulations and instruments in place. Local management implements all necessary measures in order to achieve the set objectives. At Group level, the Quality/Occupational Health and Safety/Environment specialist department coordinates all occupational health- and safety- and environmentally relevant activities. It devises and issues binding guidelines, minimum requirements and regulations and ensures they are implemented by the line managers.

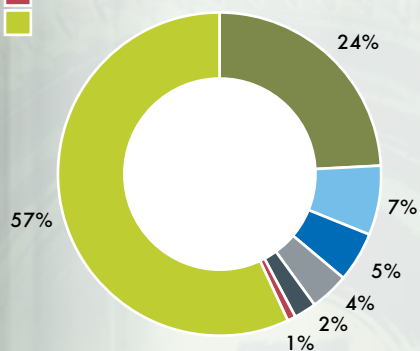
Vetropack's occupational health and safety and environment working group at Group level is made up of the head of the specialist department and the safety officers from the Group companies. It ensures a regular flow of information and periodically evaluates hazards and risks that occur. It decides on measures and issues work assignments to the responsible line managers.

The specialist department verifies that the prescribed measures have been implemented on the basis of annual audits.

Total energy consumption in GWh. Glassmaking requires a lot of energy. 84 percent are covered by natural gas.

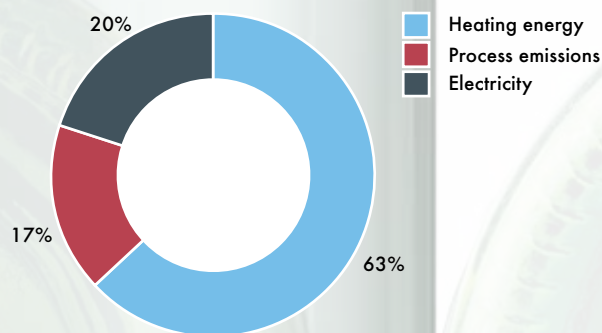


Quartz sand
Sodium carbonate
Dolomite
Lime
Feldspar
Minor components
Used glass



Mixing ratio of raw materials to used glass.

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



Greenhouse gas emissions by source.

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

Environmental indicators

	2014	in %
Total energy consumption in GWh	2 197	
- Electricity	346	16%
- Natural gas	1 851	84%
Specific energy consumption in MWh/t ¹⁾	1.78	
Greenhouse gas emissions in tCO₂e ²⁾	557 346	
- Scope 1 (heat and process emissions) ³⁾	442 489	79%
- Scope 2 (electricity)	114 857	21%
Specific greenhouse gas emissions in tCO₂e/t ¹⁾	0.45	
Material consumption: percentage of recycled glass in %		
- Used glass green	69%	
- Used glass brown	57%	
- Used glass white	42%	
Waste disposal in tons	43 388	
- Recycling (ongoing)	14 449	33%
- Recycling (sporadic) ⁴⁾	3 334	8%
- Incineration or landfill (ongoing)		
- Industrial waste	18 118	42%
- Hazardous waste	1 019	2%
- Incineration or landfill (sporadic)		
- Industrial waste	6 390	15%
- Hazardous waste	78	0.2%

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

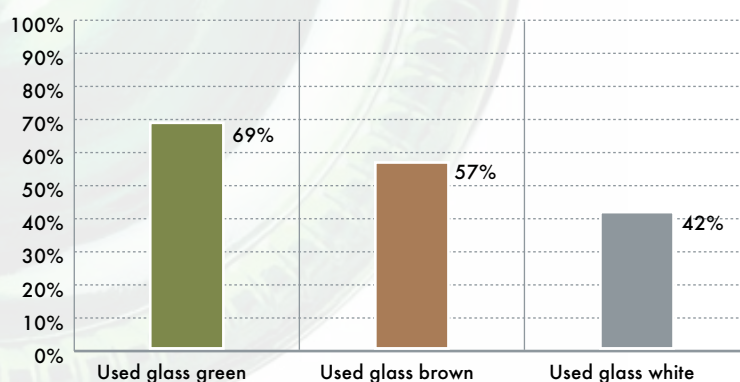
2) GHG inventory calculated in accordance with the Greenhouse Gas Protocol and ISO 14064 standard.

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

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

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

Mixing ratio of raw materials to used glass



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



Simple and impressive: new preheater heats up melting material

Saving natural resources, as well as costs: this motto applies equally to used glass and batches melted down in large furnaces and reintroduced into the market as new glass containers. At Vetropack's Nemšová plant, engineers have developed a new preheater that significantly complies with these aspirations.



The term may seem rather cumbersome, but the “batch and cullet preheater” developed in Nemšová, Slovakia, is in fact very flexible. As the plant's Technical Director, Miroslav Sebik, explains, this innovative idea actually germinated from the ongoing production process. The prototype is, in a manner of speaking, based on a minor paradigm shift, rather than on step-by-step evolutionary development. What's it all about? Glass manufacture involves melting cullet and batches – made up of the raw materials quartz sand, sodium carbonate, limestone, dolomite and feldspar. This consumes large amounts of energy – especially gas –, is therefore costly, and also produces CO₂ emissions.

Just as with baking, the melting process is quicker if the material is preheated. And this is precisely the idea behind the concept developed by Sebik and his colleague Jan Kebisek, Head of Batch preparation and Glass Melting department. The bulk material is conveyed to the melting furnace passing vibrating fluidised bed dryer first and preheated as it moves through. An idea that is as simple as it is clever. As a heat source, the technicians force flue gases through the perforated floor of the vibrating fluidised bed dryer conveying the melting material. The result of this process is an extremely compact system that can be integrated with relatively little effort and expense upstream of the melting furnace.

Vetropack Nemšová s.r.o., Slovakia

- 359 employees
- 56 million EUR revenue in 2014
- 455.6 million glass packaging products
- 54.2 % export ratio
- Design and quality awards:
«WorldStar 2014», «Slovak Gold Award»

IN BRIEF

**PROFILE****Miroslav Sebik**

- Technical Director
- Aged 48
- 25 years at Vetropack
- 2 daughters, 1 son
- Has a passion for mushrooming and good wine

**PROFILE****Jan Kebisek**

- Head of Batch Preparation and Glass Melting department
- Aged 54
- 10 years at Vetropack
- 2 daughters
- Falconer, with a passion for birds of prey and nature



Jan Kebisek lists the advantages: "The fluidised bed dryer is a dynamic system that in contrast to static drying methods allows a higher heat transfer rate to the melting material with shorter residence times, in other words it is quicker and more efficient." The maximum preheating temperature of around 280 degrees Celsius is reached in just a few minutes, he explains. The heat transfer takes place directly in the fluidised bed where the flue gas comes into direct contact with the cullet and glass batches. "The entire system is quite compact, which also brings down investment costs", Sebik adds.

The supplier of the fluidised bed system, Binder + Co from Austria, was immediately convinced by the project and collaborated with Vetropack to design the prototype. The process was pilot-tested with a preheating capacity of around 40 tonnes of cullet and batches per day. In 2015, it is planned to replace the pilot system by a larger installation designed to handle the full melting capacity of the furnace. Slovak experts Sebik and Kebisek are confident that the system will have paid for itself in a few years. So the new system will generate savings in a number of ways: energy and emissions, investment costs and payback period.





We stand for employee development and fair play

The social dimension of sustainability is firmly anchored in Vetropack's corporate culture. Because irrespective of whether producing, learning or developing, negotiating, handling, purchasing or selling – the focus is always on people. However, staff, customers, suppliers, neighbours and communities all have different demands and expectations regarding sustainable development. Vetropack assumes this social responsibility and gears its actions towards the values integrity and reliability.



The Vetropack Group ranks among the 500 largest companies in Switzerland. Since its foundation, the family-run manufacturer of packaging glass has continuously grown. After the end of the Cold War, i.e. after 1989, the company expanded in particular in Eastern Europe and today employs a staff of around 3,000 in six countries. Parallel to this development, the challenges for Vetropack have also grown – as an employer in these markets, as a business partner for supplier firms, as a supplier and also as part of society and as a member of the political communities at the respective locations. Employee development and fair play in interaction with all stakeholders are central to the prosperous development of the Group.

Management approaches

Code of practice

The competence and experience of our employees are decisive for the quality and ultimately for the success of Vetropack. The craft of glassmaking in industrial production requires specialists with extensive technical skills that cannot

be acquired in a single specialised training programme. Training seminars, in-house training and continuous education are therefore very important. Such training courses are held for trainees, specialists and managerial staff (Management Development Programme).

The production of glass packaging is associated with risks. Occupational health and safety and protecting our employees against influences that may be hazardous to health are our greatest asset at Vetropack and are given priority accordingly. Every year, the company produces a report on the progress of implementing the Environmental and Occupational Health and Safety Policy for the whole Vetropack Group. Responsibility for compliance with occupational health and safety standards is exercised at Vetropack on three levels: in the line organisation at the production sites, by Vetropack's occupational health and safety and environment working group (cf. Management approaches, Environment) and lastly at Group level (Quality/Occupational Health and Safety/Environment specialist department). In 2013/2014, Vetropack Group's production sites also underwent an external SMETA Audit, which is based on the four pillars Labour Standards, Occupational Health and Safety, Environment and Business Ethics.

Vetropack has defined principles of management and cooperation. The Board of Directors informs employees about important events in digital (country-specific intranet) and printed form (local staff magazines, pinboards). As a listed company, Vetropack Holding Ltd also fulfils all relevant publication obligations. Compliance coordinators are also available at the production sites as points of contact for all compliance-related issues.

The remuneration system is based on the respective local conditions and statutory regulations, in some cases reflected in collective or wage agreements.

Code of Conduct and Business Ethics Policy

Vetropack has defined a binding Code of Conduct based on the values integrity, reliability and transparency. Building on this, the Group has implemented a Business Ethics Policy. This encompasses the following principles:

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

The Code of Conduct and the Business Ethics Policy are binding across the Vetropack Group. All employees must sign the code; decision makers receive special training in the Business Ethics Policy. All employees are encouraged to report any violations of the code or the Business Ethics Policy to the Managing Director or Human Resources department of the respective site, or the Compliance and Legal department or the CEO of the Vetropack Group. This also applies in suspected cases while observing the principle of proportionality. Compliance with the principles mentioned above is regularly reviewed in internal and external audits (incl. SMETA, see above).

All forms of forced or child labour are prohibited in the Code of Conduct. Violations and suspected cases are followed up and violations are prosecuted by the management. These com-

pliance aspects are also given due consideration when making decisions about potential investments of the Vetropack Group.

Supplier management

At Vetropack, we take supplier management very seriously. True to the "lead buyer" principle, purchasing of strategic goods such as energy, raw materials and facilities/machinery is managed centrally. This allows demands on quality to be coordinated across the Group – ultimately contributing to sustainable production.

As well as the Code of Conduct and the Business Ethics Policy, Vetropack's relations with its business partners are based on the Code of Conduct for Suppliers and the Procurement Policy. Procurement and purchasing must comply with the principle of sustainable development (packaging, logistics, energy efficiency). Vetropack conducts regular supplier audits and standard evaluations and reserves the right to impose sanctions in the case of violations of the Code of Conduct for Suppliers.



“The more complex the world is, the more important the human dimension becomes”

Bucher Emhart Glass is the world's technology leader for glass container forming and glass container inspection machinery. One major innovation is hard glass. What makes this glass so different?

Without machines, nothing works. Suppliers like glassmaking machinery manufacturer Bucher Emhart Glass therefore naturally count among Vetropack's strategic partners. The two companies are also linked by virtue of a joint project, a milestone in the production of glass packaging: hard glass. Martin Jetter, President of Bucher Emhart Glass describes how this partnership works.

The thermal tempering process takes place after the glass blowing machine, in other words after the production process. The glass containers are reheated to a temperature of 700 degrees Celsius and thermally hardened. This makes them more stable and more resistant on the surface. For reusable bottles the rule-of-thumb is: glass containers are up to 30 percent lighter and significantly more robust.

What does this mean for sustainability?

Hard glass is particularly suitable for reusable packaging. It brings about sustainable benefits in the life cycle of reusable bottles. They are lighter and use fewer raw materials. This has positive repercussions for logistics: the reduced weight facilitates transport for producers, fillers and consumers.

Your company developed the technology; Vetropack is providing the industrial production know-how. How is the project coming along?

The development process was very complex and time-intensive. This sort of project can only be implemented with one partner, a specialist like Vetropack, with whom we have been working on a basis of trust for many years.

Keyword "trust": Vetropack has formulated a Code of Conduct for Suppliers and developed a differentiated assessment system. What experiences have you made with ethical business rules?

*Trust and partnership
shape the cooperation:
Martin Jetter, President of
Bucher Emhart Glass*



As a company, we welcome this monitoring of ethical standards. After all, customer/supplier relationships are all about an integrated process, not just the question of quality and price. It's about the entire context, about ethical values and sustainable behaviour of the business partners.

Especially in our complex, globalised world, the human dimension plays an important part when collaborating on projects; in order to achieve shared success, you have to share common values. It's useful to have guidelines that define the corporate culture. You soon notice whether at the end of the day this is really put into practice. But I think it's important to make the expectations clear.

We have, of course, done the same for our own company. This topic is very, very important to us. And Vetropack is a partner with a corporate culture and values that are defined and practised. This is one – very important – reason why we are pleased to collaborate with Vetropack.

As a supplier, Bucher Emhart Glass is also a Vetropack stakeholder. How do you assess this customer/supplier relationship?

The world has changed; there used to be a typical customer/supplier relationship. The customer says what he wants and the supplier tries to satisfy the requirements. Nowadays, we are on an equal footing. With Vetropack, we have a relationship based on partnership, and a very good exchange of information. Of course, our relationship will be further strengthened by the fact that the projects bring us even closer together.

Procurement: the main product groups

- Energy
- Moulds
- Investment Goods & Services
- Raw materials
- Cullet
- Chemicals & Lubrication
- Services
- Transport
- Packaging

IN BRIEF



We have a responsibility towards our customers

Consumers above all expect food and drink packaging to fulfil one criterion: it must be safe. Protecting the health of Vetropack's employees, all customers and business partners along the entire supply chain is of essential importance for the company. As a leader in the market, the Vetropack Group is committed to the uncompromising quality of its products and has always profiled itself as a high-quality supplier for the food and beverage industry.





An independent study conducted among 8,000 consumers in 11 European countries, including Switzerland, shows that people are increasingly concerned about potential health hazards from chemical substances secreting from the packaging to the food inside. The health aspect is therefore a key criterion for the decision to buy. However, product responsibility encompasses more than just eliminating health risks for the consumer: it also concerns fair and responsible conduct of the company towards customers, competitors and society.

Management approaches

Product quality and safety are essential factors in securing long-term market success. Besides, every company needs to be able to rely on the trust of its customers and business partners. Unfair behaviour towards competitors, violations of the law or even corruption would destroy the basis of any trusting cooperation. In order to assess customer satisfaction, the Vetropack glassworks in Switzerland, Austria, Croatia, the Czech Republic and Slovakia conducted a satisfaction

analysis. The results are convincing: the majority of those surveyed said they were either very satisfied or satisfied.

The Vetropack companies and their employees are obliged to abide by all applicable laws and regulations. At each production site, compliance coordinators are responsible for ensuring that training seminars on the Vetropack Code of Conduct and Business Ethics Policy are conducted. They act as first point of contact for all compliance-related issues. The code is binding for all employees; they are required to sign it and are trained accordingly. At Vetropack, these courses of instruction constitute a management task. The Code and the Business Ethics Policy prohibit unfair competition as well as all forms of bribery or corruption. For suppliers, corresponding standards apply based on a separate Code of Conduct for Suppliers, adherence to which is monitored within the scope of regular supplier evaluations (see also page 21).



Vetropack also has a directive for protecting intellectual property rights as well as trade and manufacturing secrets, which relates to the Group itself as well as to all business partners. This topic is highly relevant especially in the area of product development and is accordingly subject to contractual provisions. All employees are required to comply with the directive. Failure to comply is subject to penalty, and in Switzerland may have implications under criminal law.

The Vetropack Group is committed to producing glass containers that are safe for their intended use. Furthermore, the Vetropack companies and their employees strive continuously to minimise the negative impact of their work on the environment. One example of this is promoting glass recycling, which allows glass containers to be easily disposed of. The results of these environmental efforts are documented in the annual Environmental and Occupational Health and Safety Report.

In 2013/2014, Vetropack Group's production sites also underwent an external SMETA Audit, which is based on the four pillars Labour Standards, Health & Safety, Environment and Business Ethics.

Certification of glassmaking under the requirements of the FSSC 22000 Packaging standard is an essential prerequisite for meeting the current demands of the market. This is fully recognised by the Global Food Safety Initiative (GFSI).

Certification procedures for food safety systems are based on the ISO 22000 and ISO/TS 22002-4 standards. Following the plants in Pöchlarn, Austria, and in Hum na Sutli, Croatia, the Nemšová plant in Slovakia was successfully certified in the 2014 reporting period. It is planned to gradually carry out these certification procedures at the remaining production sites in the coming years.

Sustainability counts: Heineken encourages top suppliers to assume responsibility

In 2014, Vetropack's production plants produced some 4.5 billion glass packaging units, over 40 percent of which the Swiss group supplied to the beer industry. Including Heineken, the world's third-largest brewing corporation. For all brewers, the quality and design of their bottles is hugely important – not least when it comes to branding their different beverages. But Heineken also wants to know how sustainable its suppliers operate.

For Vetropack, the Dutch brewery, which supplies customers in almost every corner of the world, has a familiar face: Charles Richardson. The 38-year-old has his office in Zoeterwoude, on the outskirts of Leiden, where he works as Global Category Leader – Glass Packaging/Heineken Global Procurement. Also included on his list is Vetropack; the collaboration with the key account is uncomplicated and has functioned well for years. Richardson knows why. There are a number of reasons that make Vetropack attractive for Heineken: "Reliability is very important to us. We appreciate the consistent high quality of the products we receive from Vetropack, and all at reasonable prices", he explains. Vetropack inspects every single glass bottle – a quality check that also protects the health of all customers and consumers. What's more, the glass specialist seems to be in exactly the right place at the right time. The markets in Central and Eastern Europe – from Switzerland to Ukraine – where Vetropack has its production sites are also important sales markets for the globally operating traditional Dutch brewery. However, Vetropack not only supplies the respective domestic markets in the countries where its 7 plants are located; over 40 percent of all glass bottles produced are destined for export markets.

Reliability, quality, price structure and geographical location – it is this combination that for Heineken tips the balance in Vetropack's favour. After all, the Swiss Vetropack Group is in the top tier of Heineken's suppliers, from crop growers in Africa to manufacturers of bottles of every colour and size.

Vetropack's decision to produce a Sustainability Report is music to Charles Richardson's ears. Even though the mutual flow of information has worked well in the past. "We welcome this decision. It is important for all companies

to become conscious of the context in which they operate and the repercussions their business activities have for society and the environment." All the more so, the manager says, as the glass industry is very energy-intensive. Heineken has also embraced sustainability

and has committed to developing solutions to improve sustainability within the supply chain. This is something the investors also call for. In order to identify gaps, Heineken conducts supplier assessments in cooperation with the organisation EcoVadis, and has also published its own Code of Conduct

"We encourage our suppliers to contribute to sustainable development"

Vetropack products & services

- Packaging glass
- Packaging design
- Packaging analysis support
- Bottling, conditioning and closure technology support
- Marketing consulting
- Glass finishing

IN BRIEF



Welcomes voluntary self-assessments by suppliers with regard to sustainability: Charles Richardson, Global Category Leader Glass Packaging/Heineken Global Procurement

for Suppliers. More than 40,000 businesses worldwide have signed this code; in doing so they, among other things, ensure integrity and undertake to comply with certain sustainability standards in their business operations, for example with respect to human rights or environmental protection.

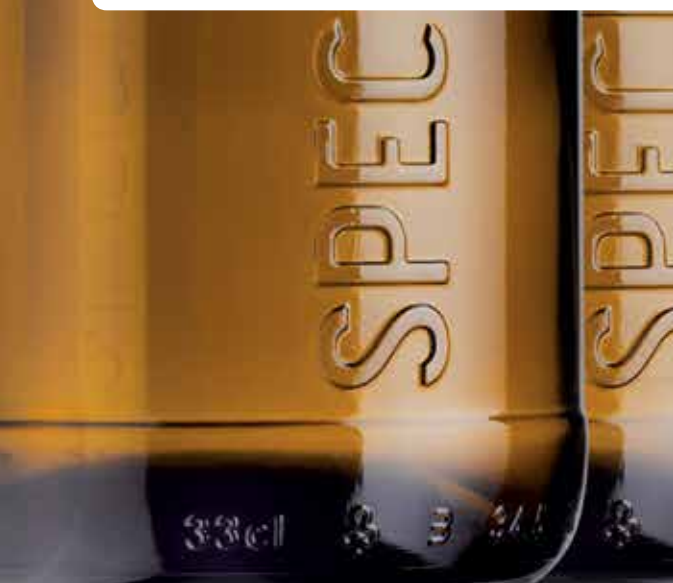
Vetropack also supports these efforts. The rules are clear: "The Supplier Code defines the fundamental way in which we expect our suppliers to treat the environment and people with which they operate, and any breach of the code is taken incredibly seriously, with the likelihood that it would lead to the end of the relationship", Richardson states. As a global player, Heineken intends to continue to use its influence to motivate suppliers to contribute positively to the development of our society.

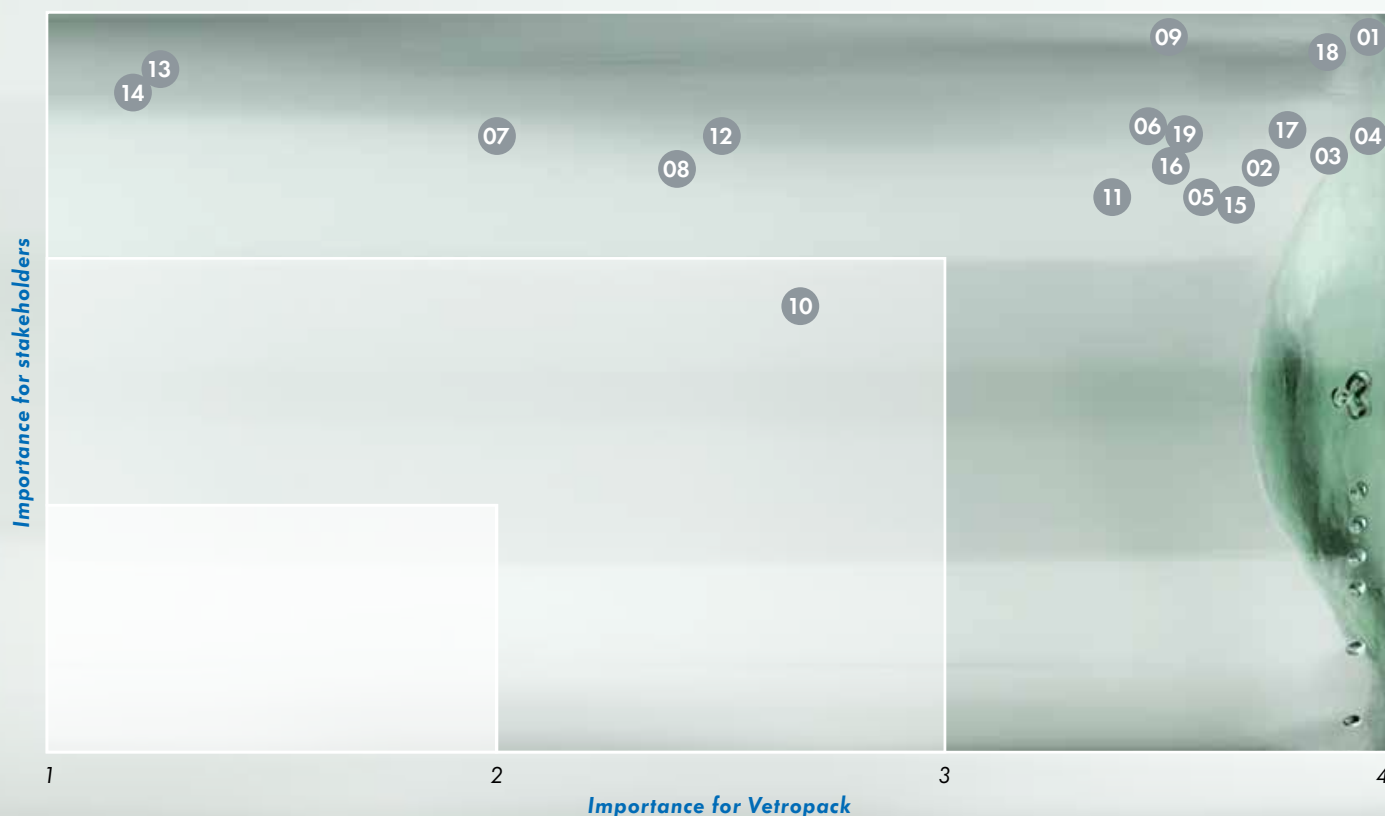




What is important for you and us

What topics are in fact relevant for a sustainability report? To provide an answer to this question, a differentiated analysis is needed that takes different points of view into consideration: the company perspective as well as the position of its stakeholders. This creates the most added value and meets the requirements of modern sustainability reporting. For its first Sustainability Report, Vetropack defined all content in a multi-stage procedure – in a materiality test in conformity with the requirements of the Global Reporting Initiative (GRI). The matrix on page 32 shows which aspects were selected and the extent to which their effects are significant for Vetropack and for the stakeholders.





Caption:

01 Economic performance

02 Materials

03 Energy

04 Emissions

05 Effluents and waste

06 Products and services
(environmental impacts)

07 Compliance

08 Labor / Management relations

09 Occupational health and safety

10 Training and education

11 Investment

12 Non-discrimination

13 Child labor

14 Forced or compulsory labor

15 Anti-corruption

16 Anti-competitive behavior

17 Customer health and safety

18 Product and service labeling

19 Customer privacy

Vetropack's materiality matrix

All topics identified as material have a direct or indirect effect on Vetropack and are relevant either within or outside the organisation. Vetropack's economic performance is, of course, of the utmost importance within the company, 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 for the company itself. For the workforce, HR topics have high priority, and are therefore above all relevant internally, whereas 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 the statutory regulations and the Code of Conduct and ensured for suppliers through implementation of the Code of Conduct for Suppliers. Fair competition and the fight against corruption are very important for Vetropack and its business partners. Lastly, for Vetropack and its customers everything is material that concerns health and safety as well as copyright, trade and industrial secrets. These topics influence customer satisfaction – also an important factor for economic success (G4-19, G4-20, G4-21).

Engaging with stakeholders

For 2014, Vetropack is publishing its first Sustainability Report and in doing so is meeting the needs of many stakeholders. In the past, many customers and investors have commented that while quality and reliability are good, they would like to know more about the company's engagement and about facts and figures relating to sustainable management. This report complies with this wish – the first step has thus been taken for continuous sustainability reporting for all production plants and locations (G4-17) as a governance tool and an additional medium when engaging with stakeholders.

Among the most important 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 its employees and their representatives. The list also includes the general public and the community with supervisory bodies, legislators, trade associations and NGOs.

Vetropack communicates with business and research partners through personal contact persons, so that generally speaking there is also close cooperation here. Important information is published in the corporate media (website, intranet, staff magazine, brochures, customer magazine) or by mail. In addition to surveys conducted at country level, these personal contacts also give an insight into customer satisfaction. At the production sites, responsibility for communication with customers, employees, authorities and immediate neighbours lies with the respective management. In compliance with the regulatory requirements, Vetropack meets its financial reporting obligations by preparing half-yearly accounts (Annual Report, Semi-Annual Report) and holding Annual General Assemblies. (G4-24, G4-25, G4-26, G4-27). As Vetropack has published its first Sustainability Report in 2014, there are no changes or effect of any restatements of information provided from previous reports (G4-22, G-23).

Determining relevant sustainability topics

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

Online survey

From the full GRI set of sustainability topics, the members of a Vetropack project group selected those they deemed to be material. The results of the survey were documented and analysed.

Workshop 1

This initial evaluation served as a basis for discussion for a facilitated workshop with the members of the project group. The workshop also discussed at what point in Vetropack's

supply chain current or potential impacts in connection with the material topics are to be anticipated.

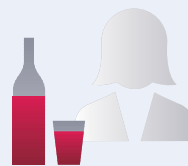
Consolidation

The results were consolidated in a first materiality matrix.

Workshop 2

In order to ensure that the assessment of materiality is also shared by the company management, this initial draft was discussed and aligned with the members of the Group Management. The result is the final materiality matrix (G4-18).

Vetropack creates economic, environmental and social value.



Consumers

Simply enjoy – and then?

Returns and recycling

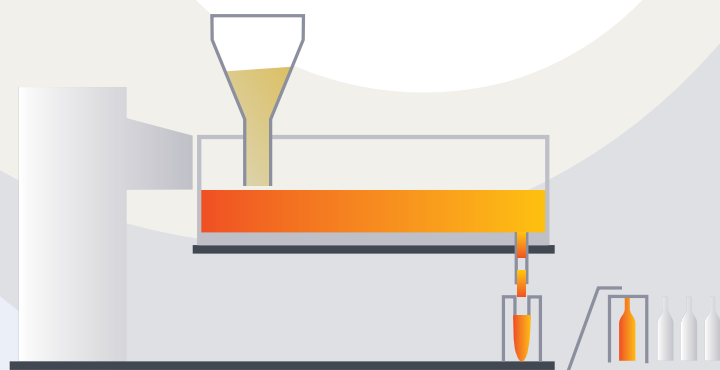
Depending on the kind of container – disposable or reusable – the used glass is returned to the retailer or collected in bottle banks for recycling. From the recycling plants, it comes full circle back to the glassworks, where it is used in the production of new packaging glass.



**Glass packaging –
from waste glass
recovery to recyclable
premium product**

Used glass and raw materials supply

It all starts with Mother Nature, because the main raw materials in glassmaking – quartz sand, lime, sodium carbonate, dolomite and feldspar – are naturally available in almost unlimited supply. Furthermore, via bottle banks and recycling plants used glass containers find their way back to the glassworks where they are recycled and used in the production of new packaging glass.



Melting and forming

In the furnace, the raw materials and used glass are melted down to liquefied glass at a temperature of around 1,600 degrees Celsius. Red-hot drops are cut from the viscous molten glass and in a first step are pre-formed and in a second step blown into finished glass containers.

Vetropack – a pioneer in glass recycling



Bottling plants and retailers

Next it's the turn of the bottling plants, the buyers of the glass packaging. Vetropack is familiar with their requirements and advises them on issues relating to filling technology. On request, designers work together with the customer to develop bespoke glass packaging. Retailers bring the products to the market in disposable or reusable containers.



Health, environment, taste and design – glass packaging scores highly for all these criteria. And there's another advantage that makes glass so attractive: it can be recycled and reused an almost limitless number of times. That's why Vetropack began recycling used glass back in Switzerland in the 1970s, and in so doing performed pioneering work. Today, in all countries where the Vetropack Group's glassworks are based, the company collects used glass, either independently or in collaboration with like-minded associations, which is then fed into the recycling process. After all, for the production of white and brown glass containers, it is possible to use up to 60 percent recycled glass, and for the production of green glass containers, even up to 100 percent. Paramount are the quality of used glass as well as the recycling process.

Processing used glass also saves significant amounts of energy during the melting process: every 10 percent of used glass saves 3 percent in energy and reduces CO₂ emissions by 7 percent. However, in order to achieve optimum new glass production, the used glass in the bottle bank must be of adequate quality. Please note: only glass packaging such as drinks bottles or preserve jars should be put into the glass banks – without caps or closures. Conscientious handling of raw materials for glassmaking is just as important for sustainable production as efficient machinery and processes.

With the production of glass packaging, Vetropack creates added value across all three pillars of sustainability, assuming in the process its economic and social as well as environmental responsibility.



Packaging and dispatch

Packaging glass is delivered to the bottling plants stacked and shrink-wrapped on standardised pallets. Packaging of the storage and transport units takes place to a large extent automatically. Vetropack has a proven track record in logistics, with large storage areas and warehouses at its disposal.

Quality testing

In the cooling tunnel the red-hot bottles are cooled under controlled conditions. This is an important process, because cooling them too quickly could lead to material stress. Subsequently, each glass container is optically and mechanically checked. Random samples are subject to further testing in the lab.

GRI Content Index

The Sustainability Report and GRI Content Index 2014 enable Vetropack to report on the sustainability of its operations. The report is prepared in accordance with the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines, "in accordance" – option "Core". The report has gone through the GRI Materiality Disclosure Service.

GENERAL STANDARD DISCLOSURES

GRI-No.	Indicator	General Standard Disclosures	Page	Ext. Assurance
AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)				
Strategy and Analysis				
G4-1	Relevance of sustainability to the organisation and the organisation's strategy	For Vetropack, the Sustainability Report is a control instrument and an additional medium in the exchange with the stakeholders. The topic of sustainability has been an integral part of Vetropack's business model from the very beginning, because after all glass is a naturally sustainable product. Vetropack became a pioneer in recycling used glass back in the 1970s.	see also SR 4-5, 33	no
G4-2	Key sustainability impacts, opportunities and risks	<p>Opportunities: The trend in the highly advanced consumer society towards healthy eating, fitness and naturalness presents an opportunity for glass as an eco-friendly product and strengthens its position against competing forms of packaging, for example from petroleum derivatives.</p> <p>Risks: As an energy-intensive industry, the issue of availability and costs for energy in the respective countries where Vetropack has its production sites is of crucial importance. Targeted measures to reduce the amount of energy required for melting are being developed and implemented continuously (e.g. used glass and batch preheater, utilisation of energy-saving technologies). The energy risk is additionally reduced by building redundant energy systems (e.g. gas or diesel generators; Ukraine site: diesel reserves to bridge possible supply shortages of natural gas). The decision to establish a site in Ukraine was based on careful consideration at the time. With the political developments in the country now posing a risk, the situation is being constantly monitored.</p>	see also SR 4-5	no

GRI-No.	Indicator	General Standard Disclosures	Page	Ext. Assurance
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AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)

Organisational Profile				
G4-3	Name of the organisation	Vetropack Holding Ltd		no
G4-4	Primary brands, products and services	Development, production and sales of packaging glass for the food and beverage industry		no
G4-5	Location of the organisation's headquarters	Headquarters of Vetropack Holding Ltd in St-Prex (CH), Group management (Vetropack Holding Ltd) in Bülach (CH)		no
G4-6	Number of countries where the organisation operates	7 production plants in Switzerland, Austria, the Czech Republic, Slovakia, Croatia and Ukraine. The headquarters of Vetropack Holding Ltd is in Switzerland.		no
G4-7	Nature of ownership and legal form		AR 50–51	no
G4-8	Markets served		AR 24 SR 3	no
G4-9	Scale of the organisation	In 2014, the corporate Group employed a staff of around 2,985 at 8 business locations (see below) and generated annual sales of 603.7 million Swiss francs. The company is listed on the SIX Swiss Exchange.	AR 5, 41, 54	no
G4-10	Total workforce	Cf. table regarding workforce	SR 40	no
G4-11	Percentage of total employees covered by collective bargaining agreements	Around 90 percent of the employees are covered by collective bargaining agreements; to varying degrees depending on the respective local legislation.		no
G4-12	Organisation's supply chain	Vetropack has a comprehensive Procurement Policy, standardised supplier evaluation as well as a Code of Conduct for Suppliers. Vetropack works across production plants with around 200 suppliers. As a glass producer, Vetropack wherever possible sources raw materials such as used glass, quartz sand, sodium carbonate, lime, dolomite and feldspar locally. Important suppliers also include energy suppliers and machinery manufacturers. In 2014, the purchase volume amounted to 430,6 million Swiss francs. Vetropack processes the raw materials together with a high percentage of used glass to produce and market glass packaging. Vetropack has its own glass recycling plant at each location.	see also SR 21, 34-35	no

GRI-No.	Indicator	General Standard Disclosures	Page	Ext. Assurance
AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)				
G4-13	Significant changes during the reporting period regarding size, structure, ownership or supply chain	None		no
G4-14	Implementation of precautionary approach or principle	Vetropack has implemented a risk management system and an internal control system. The company has successfully concluded the following certifications/audits: ISO 9001:2008; FSSC 22000 (3 glassworks out of 7), SMETA Audit. Vetropack prepares an annual Environmental and Occupational Health and Safety Report for internal use.	AR 14, 65, 70	no
G4-15	Support for external economic, environmental or social initiatives	GRI, Friends of Glass; participation in the Swiss Energy Agency for Industry programme for the voluntary commitment to improve energy efficiency and limit CO ₂ emissions.		no
G4-16	Membership in external associations (e.g. inter-trade organisations), respectively national or international interest groups	E.g. CelSian (ex TNO), CETIE, Centre Technique International de l'Emboutillage, Paris; Deutsche Glastechnische Gesellschaft, Offenbach, FEVE Fédération Européenne du Verre d'Emballage, Chamber of Commerce Switzerland/Central Europe c/o OSEC, Chamber of Commerce Switzerland/Austria, Research Association of the German Glass Industry, IPGR International Partners in Glass Research		no

Identified Material Aspects and Boundaries

G4-17	Organisational structure and organisation	The SR relates to Vetropack Holding Ltd with all plants and production sites.	SR 33, AR 50-51	no
G4-18	Definition of report content and boundaries		SR 33	no
G4-19	Material aspects		SR 32	no
G4-20	For each material aspect, report the aspect boundary within the organisation		SR 32	no
G4-21	For each material aspect, report the aspect boundary outside the organisation		SR 32	no
G4-22	Effect of any restatements of information provided in previous reports	First time report	SR 33	no
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries, methods	First time report	SR 33	no

GRI-No.	Indicator	General Standard Disclosures	Page	Ext. Assurance
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AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)

Stakeholder Engagement				
G4-24	List of stakeholder groups engaged by the organisation	SR: Engaging with stakeholders	SR 33	no
G4-25	Basis for identification and selection of the stakeholders	The SR first of all lists the primary stakeholders as they significantly influence Vetropack's economic, ecological or social performance. Additional stakeholder groups are also listed that are relevant above all with respect to the social dimension.	SR 33	no
G4-26	Approach to stakeholder engagement		SR 33	no
G4-27	Key topics and concerns that have been raised through stakeholder engagement	Customers, in particular Group key accounts listed in the DJSI, expect their suppliers to continuously reduce and document their environmental impact.	SR 33	no

Report Profile				
G4-28	Reporting period	01.01.2014 - 31.12.2014		no
G4-29	Date of most recent previous report	First time report		no
G4-30	Reporting cycle	Annual		no
G4-31	Contact point	Elisabeth Boner, Corporate Communications, Vetropack Holding Ltd, CH-8180 Bülach, elisabeth.boner@vetropack.ch		no
G4-32	"In accordance" - option, GRI Content Index and Assurance	Application of GRI G4 Guidelines with GRI Content Index, "in accordance" - option "Core"		no
G4-33	External Assurance			no

Governance				
G4-34	Governance structure of the organisation		AR 63-65, 68-70	no

Ethics and Integrity				
G4-56	Organisational 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 12-13, 20-21, 26-27	no

G4-10 TOTAL WORKFORCE

	2014	in %
Number of employees expressed in full-time equivalents (excl. apprentices, interns, trainees, contract workers, temporary workers)	2 965	
Total number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 001	
Apprentices	30	
Interns	-	
Trainees	8	
Agency/contract/temporary workers	98	
Number of employees by employment contract		
Open-ended/permanent contract (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 001	97%
Women	736	
Men	2 265	
Temporary contract (excl. apprentices, interns, trainees, contract workers)	93	3%
Women	28	
Men	65	
Permanent employees by employment type		
Full-time (excl. apprentices, interns, trainees, contract workers, temporary workers)	2 939	98%
Women	689	
Men	2 250	
Part-time (excl. apprentices, interns, trainees, contract workers, temporary workers)	62	2%
Women	49	
Men	13	
Total workforce by gender		
Number of employees (excl. apprentices, interns, trainees, contract workers, temporary workers)	3 001	
Women	737	25%
Men	2 264	75%
Apprentices, interns, trainees, contract workers, temporary workers	136	
Women	39	29%
Men	97	71%

SPECIFIC STANDARD DISCLOSURES

GRI-No.	Indicator	Specific Standard Disclosures	Page	Omission	Ext. Assurance
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AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)

ECONOMY

Relevance and Disclosures on Management Approaches (DMA) for all Aspects of the Category: SR pp. 7-8

Aspect: Economic Performance

G4-EC1	Direct economic value generated and distributed	Expenses for sponsorship or donations are not reported.	AR 5, 57, 59, 61		no
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ENVIRONMENT

Relevance and Disclosures on Management Approaches (DMA) for all Aspects of the Category: SR pp. 11-13

Aspect: Materials

G4-EN2	Percentage of materials used that are recycled input materials		SR 15		no
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Aspect: Energy

G4-EN5	Energy intensity		SR 15		no
G4-EN6	Reduction of energy consumption		SR 15		no

Aspect: Emissions

G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)		SR 15		no
G4-EN16	Indirect greenhouse gas (GHG) emissions (Scope 2)		SR 15		no

Aspect: Effluents and Waste

G4-EN23	Total weight of waste by type and disposal method		SR 15		no
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GRI-No.	Indicator	Specific Standard Disclosures	Page	Omission	Ext. Assurance
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AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)

Aspect: Products and Services

G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Vetropack has established a recycling process. Truck transports are increasingly being replaced by rail transport thus reducing negative environmental impacts. Information on savings were not quantified.	SR 12-13, 34-35		no
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Aspect: Compliance

G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	No penalties were imposed on Vetropack during the reporting period.			no
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SOCIETY: Labor practices and decent work
Relevance and Disclosures on Management Approaches (DMA) for all Aspects of the Sub-Categories Labor Practices, Human Rights, Society: SR pp. 19-21
Aspect: Labor/Management Relations

G4-LA4	Notice periods regarding substantial operational changes	All regulatory requirements pertaining to notification periods are adhered to. Vetropack attaches great importance to transparent internal communication.			no
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Aspect: Occupational Health and Safety

G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, absenteeism, work-related fatalities	Safety, health and the well-being of our employees are of major concern; workplace safety related trainings take place. Vetropack publishes an Environmental and Occupational Health and Safety Report.					no
		Occupational health and safety: work-related injury & absence rates ¹⁾	2014				
		Occupational accident rates ²⁾	4				
		Lost days ³⁾ due to work-related injuries or occupational disease	62				
		Total absence rates ³⁾ incl. all cases due to non-work-related injuries or disease	1151				
<i>1) In each case per 200 000 scheduled working hours (≈100 employees). 2) Accident within the factory premises in which a doctor's consultation was necessary. 3) Working days are considered lost if a reported absence of more than a half a day is registered.</i>							

GRI-No.	Indicator	Specific Standard Disclosures	Page	Omission	Ext. Assurance
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AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)

Aspect: Training and Education					
G4-LA10	Programmes for skills management and lifelong learning	Vetropack accords due to importance the up-keep of its employees' employability, and thus enables further education. Trainings takes place at the level of trainees, specialists and management (Management Development Programme). Training courses are conducted at all sites, whereby a unified quantification of these at Group level is currently not available.			no

SOCIETY: Human rights

Aspect: Investment					
G4-HR2	Employee training on human rights policies and procedures concerning aspects of human rights that are relevant to operations		2014		
		Total number of hours spent, during the reporting period, on training with respect to the organisation's human rights policies and procedures pertaining to human rights aspects relevant to operations.	960 hours		
		Percentage of employees that were instructed, during the reporting period, on the organisation's human rights policies and procedures pertaining to human rights aspects relevant to operations.	34%		

GRI-No.	Indicator	Specific Standard Disclosures	Page	Omission	Ext. Assurance
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AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)

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

Aspect: Child Labor					
G4-HR5	Risk of child labor, and possibly, measures taken	At all operational sites, child labor presents no risk with respect to the local legal requirements, which Vetropack wholly fulfills. Vetropack however takes this aspect – a subject which is certainly broached by the stakeholders (customers/distributors) – very seriously. Vetropack unequivocally bans, within its own, internal guidelines (in particular: Code of Conduct, and Code of Conduct for Suppliers), all forms of child labor. These guidelines, for which training take place, are mandatory for all employees.			no

Aspect: Forced or Compulsory Labor					
G4-HR6	Risk of forced or compulsory labor	At all operational sites, forced or compulsory labor presents no risk with respect to the local legal requirements, which Vetropack wholly fulfills. Vetropack nevertheless takes this aspect – which is certainly subject to discussion on the part of the stakeholders (customers/distributors) – very seriously. Vetropack unequivocally bans, within its own, internal guidelines (in particular: Code of Conduct, and Code of Conduct for Suppliers), all forms of forced labor. These guidelines are binding for all employees.			no

GRI-No.	Indicator	Specific Standard Disclosures	Page	Omission	Ext. Assurance
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AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)

SOCIETY: Community

Aspect: Anti-Corruption				
G4-SO4	Communication and training on anti-corruption policies and procedures	There were no cases of corruption during the reporting period. The Vetropack legal department is the point of contact for all queries pertaining to corruption and anti-competitive behavior.		
			2014	
		Total number of staff who have received information pertaining to the organisation's policies and procedures to fight corruption:		
		Board of Directors (100%)	17	
		Employees (100%)	3 001	
		Management Board (100%)	35	
		Total number of staff who have been trained with respect to fighting corruption during the reporting period:		
		Board of Directors (12%)	2	
		Employees ¹⁾ (48%)	380	
		Management Board (77%)	28	
		All 152 of Vetropack's key suppliers (amounting to 75 percent of the purchasing volume) have signed the Code of Conduct for Suppliers.		
	1) Only duly exposed employees are trained in the company's Business Ethics Policy.			

Aspect: Anti-Competitive Behavior					
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There were no pending cases during the reporting period. Internal guidelines such as the mission statement, the Code of Conduct and Vetropack's Business Ethics Policy, singularly prohibit all forms of anti-competitive behavior.		see also SR 20-21	no

GRI-No.	Indicator	Specific Standard Disclosures	Page	Omission	Ext. Assurance
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AR: Annual Report 2014 / SR: Sustainability Report 2014 (document at hand)

SOCIETY: Product responsibility**Relevance and Disclosures on Management Approach (DMA) for all Aspects of the Sub-Category: SR pp. 25-27****Aspect: Customer Health and Safety**

G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services	There were no registered product recalls throughout the reporting period. Customer, as well as consumer health and safety are accorded a high priority at Vetropack.			no
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Aspect: Product and Service Labeling

G4-PR5	Results of surveys measuring customer satisfaction	For Vetropack, customer satisfaction is essential to the quality and reliability of products and services for business success and reputation. 2014 customer surveys in Switzerland, Austria, Croatia, the Czech Republic and Slovakia were carried out. The majority were very satisfied or satisfied.			no
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Aspect: Customer Privacy

G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	The protection of customer data is regulated not only by legal requirements and contracts, but an integral part of the corporate culture, which is also reflected in the Directive on the protection of foreign and private intellectual property as well as the IT policies. During the reporting period, there were no complaints.			no
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Publishing details

Vetropack Holding Ltd, Bulach

Consulting GRI Sustainability Reporting and texts:

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Vetropack Holding Ltd
CH-8180 Bülach
Phone +41 44 863 31 31
Fax +41 44 863 31 21
www.vetropack.com

Group Companies

Vetropack Ltd
CH-8180 Bülach
Phone +41 44 863 34 34
Fax +41 44 863 31 23

CH-1162 St-Prex
Phone +41 21 823 13 13
Fax +41 21 823 13 10

Vetropack Austria Holding AG
AT-3380 Pöchlarn
Phone +43 2757 7541
Fax +43 2757 7541 202

Vetropack Austria GmbH
AT-3380 Pöchlarn
Phone +43 2757 7541
Fax +43 2757 7541 202

AT-4550 Kremsmünster
Phone +43 7583 5361
Fax +43 7583 5361 112

Vetropack Moravia Glass, a.s.
CZ-69701 Kyjov
Phone +420 518 603 111
Fax +420 518 612 024

Vetropack Nemšová s.r.o.
SK-914 41 Nemšová
Phone +421 32 6557 111
Fax +421 32 6589 901

Vetropack Straža d.d.
HR-49231 Hum na Sutli
Phone +385 49 326 326
Fax +385 49 341 041

JSC Vetropack Gostomel
UA-08290 Gostomel
Phone +380 4597 6 22 08
Fax +380 4597 31 135

Müller+Krempel Ltd
CH-8180 Bülach
Phone +41 44 863 35 35
Fax +41 44 863 31 24

Vetroconsult Ltd
CH-8180 Bülach
Phone +41 44 863 32 32
Fax +41 44 863 31 22

Vetroreal Ltd
CH-8180 Bülach
Phone +41 44 863 33 33
Fax +41 44 863 31 30