





ABOUT THE REPORT

With its fifth sustainability report, Trakya Cam Sanayi A.Ş (Flat Glass) presents its stakeholders the sustainability performance covering the period between January 1, 2018 to December 31, 2018 based on the “Core” compliance option of the GRI Standards.

The data in the report covers all legal entities of Flat Glass in Turkey and abroad. The economic indicators for Şişecam Otomotiv A.Ş., established in 2017 within the structure of Flat Glass, are included in the report to be consistent with the consolidated data included in the financial reports of Flat Glass. Şişecam Otomotiv A.Ş. is not covered in the information except for the financial information. The performance data only covers the year 2018 due to the expansion of the reporting scope by including international entities. In the future reporting periods, the performance data will be presented starting from 2018 as the base year and will continue to be presented comparatively.



Stakeholder feedback is extremely important in improving both our activities and our reporting process. You can send all your comments, suggestions and complaints to Damla Gül, Quality Assurance and Environment Specialist at dgul@sisecam.com.tr.



MESSAGE FROM THE CHAIRMAN OF THE BOARD



Esteemed Stakeholders,

With the sixth edition of our report that was issued according to the Global Reporting Initiative Standard, we present the sustainability performance of Şişecam for the opinion of stakeholders. Our report is also a summary of the practices we have undertaken within the scope of the United Nations Sustainable Development Goals, which we are a party to and supporter of.

At Şişecam, the focus of our operations in 2018 was sustainable growth and profitability. At a time defined by evident risks both in the world and in Turkey, the sales revenues of Şişecam Group increased to TRY 15.6 billion by 37%, compared to the previous year. Şişecam continued to deliver its high value-added products to customers in 150 countries with exports exceeding \$760 million in 2018. Having undertaken sustainability-driven future investments upon all these achievements, Şişecam made a strategic investment worth a total of TRY 2.6 billion in 2018.

For Şişecam Group, the key to leave a sustainable world for future generations and act as a solution partner accordingly lies in becoming a Group that has faith and knowledge in the concept of sustainability. To this end, as a global player with approximately 22,000 employees across 13 countries, Şişecam initiated its integrated corporate sustainability strategy in 2018 under the title "Care for Next".

Integrating sustainability into its internal processes, Şişecam Group has attained international achievements with its initiatives in this field. Our Group managed to rank in the "Top Performers in Emerging Markets" list as part of the "Viego Eiris Sustainability Index 2018", which evaluated 855 companies from 35 industries in 31 countries.

Şişecam continued to create value for its stakeholders and environment during the reporting period, driven by "preserve",

"empower" and "progress", which are the focal points determined in 2017.

Operating in the energy-intensive industries, Şişecam Group sustained its efforts to increase energy consumption efficiency in 2018. Thanks to the efforts undertaken over the reporting period, 815,285 GJ of energy has been saved. Within the scope of the projects undertaken to promote conscious use of natural resources, many projects have been managed in the reporting period. With the "Glass and Glass Again" project which is managed to increase glass cullet usage, a total of 184,000 tons of glass cullets have been reused in 2018, leading to increase by 7% in comparison to 2017.

Driven by the awareness that equal participation in employment is one of the most decisive factors in the advancement of society, corporate objectives were set in 2018 to further offer opportunities to employees, from any business level, to fulfill their potential regardless of any biases such as background, age, gender or physical handicaps. With the "women-friendly factory standards" the potential of working environments in the production facilities to meet the basic needs of all individuals was reviewed and improvement projects were initiated.

Our Group brought together the Research and Technological Development (R&TG) activities and design activities under a single roof, renaming it as "Şişecam Science, Technology and Design Center" in 2018 in order to strengthen the links connecting the value chain, from the raw material to the final product, and to further accelerate the synergy of the design and development groups. In addition, 21 products/technologies were commercialized, 17 patent applications were made, 3 patents and 13 designs were registered in the reporting period. In 2018, collaborations were made with a total of 21 Universities-Research Institutes, namely 14 national

and 7 international-scale and with R&D departments of a total of 34 companies, 19 of which are national and 15 of which are international. Additionally, activities were actively maintained in 2018 to adopt a culture that fosters the leadership role for use and continuous development of digital technologies in business processes, and to sustain the Digital Transformation Program.

Şişecam Group established a Vocational and Technical Anatolian High School in Bursa, Yenişehir in cooperation with Bursa Governorship, Provincial Directorate of National Education and Yenişehir Municipality and the school started the educational program in 2018. The school features a variety of support units, primarily workshops and laboratories, in addition to 16 classrooms. This educational facility generates permanent value for the sector and the region by providing services to meet the need of qualified technical personnel.

Şişecam Group is among the longest standing representatives of the glass heritage in our country. Şişecam Group continued practices that will protect this heritage and keep it alive in 2018 as well. Şişecam Group adopts it as a principle to create value by contributing to social development and the protection of cultural heritage, undertaking social responsibility activities under the guidance of the UN Sustainable Development Goals.

I would like to express my gratitude to all of our stakeholders, especially our valuable employees as the most important contributors on our journey towards transforming into a solution partner of a sustainable future.

Prof. Dr. Ahmet Kirman
Chairman of the Board



MESSAGE FROM FLAT GLASS GROUP PRESIDENT



Dear Stakeholders,

I am very pleased to share the 2018 Sustainability Report of Şişecam Flat Glass with you. With this report, we demonstrate how we have transformed our sustainability principles, which are a part of our way of doing business across Şişecam Group, into performance. As in the previous year, we prepared our report in accordance with the Global Reporting Initiative Standard.

2018 was completed as a successful year for Şişecam Flat Glass. In 2018, we increased our turnover by 36% compared to the previous year with our wide product portfolio, qualified products and service-oriented approach. Besides reinforcing our position in Turkey with the breakthroughs we have made over the last five years; we continued our activities in line with the vision of becoming a global flat glass company by growing with value-added products in the European, Russian and Indian markets.

The fluctuations in the markets throughout the year and the volatility in exchange rates have made the importance of concepts such as sustainability and efficiency for the glass industry players clearer. In line with this requirement and Şişecam values, we continued our sustainability activities in 2018 as well. While "Care for Next", our sustainability strategy launched in 2018, was our beacon of life; we worked on creating value for all our stakeholders and environment with our focal points of "preserve", "empower" and "progress".

We continued our environmental investments and trainings without interruption in line with our "Preserve" mindset. In 2018, we allocated a budget of TRY 18 million for environmental investment and management expenditures. 3.049 hours of environmental training was provided to our employees in order to create environmental awareness. Within the scope of our resource efficiency efforts, we contributed to the circular economy by reusing 374.000 tons of glass fracture in production.

In order to contribute to our corporate heritage, we continued our efforts to popularize the right glass preferences in our

industry. We started to offer our Glass Consultancy, which we already offer for our project decision-makers such as architects, façade consultants, investors and contractors, also for international operations in 2018. Again in 2018, we visited many public institutions, universities and industrial associations and conducted to increase awareness on the right glass selection.

2018 was a year in which we also continued our investments for our employees. The Şişecam Group Talent Management System, launched in 2018 in order to attract the right talents, to reveal the potentials of the existing talents and raise the leaders of the future, also started to be implemented in Şişecam Flat Glass. We provided 94.000 hours of training to our employees and contributed to their professional and personal development.

As in the entirety of Şişecam Group, occupational health and safety are among our uncompromised business priorities at Şişecam Flat Glass. In 2018, our employees received 49 thousand man*hour occupational health and safety training. As a result of meticulous efforts, no cases involving fatalities or occupational diseases were encountered in Şişecam Flat Glass in 2018 and as a result of the improvements made, the accident frequency rate dropped by 18% compared to 2017.

We also support social projects that will increase the welfare of the communities in which we operate. With the implementation of the Mobile Health Unit executed by Flat Glass Group in collaboration with the Deepak Foundation, we provided many poor families in India with access to health services in 2018. With the "Glass Mastery Project" that we also continued in 2018, we worked on meeting the demand for qualified labor force in the glass industry in our country.

In 2018, we continued our renewable energy investments, which constitute an important part of the combat against climate change. The 6.2 MW solar energy plant installed on an area of 79,300 m² on the roof of Mersin Plant, ranks 2nd in

Turkey and Europe and is within top 10 in the world in terms of installed capacity as an integral roof system. The Solar Power System generates 28,800 GJ (8 million kWh) of power and prevents the emission of nearly 4,000 tons of CO₂. With the energy efficiency efforts conducted in the reporting period, we achieved 375,600 GJ of energy saving.

Becoming the first company to receive the Environmental Product Declaration (EPD) in our industry was another success in 2018. We have demonstrated once again our sensitivity towards the environment by declaring the environmental performance of all our products in all stages "from cradle-to-gate" with quantitative data in compliance with the European norm numbered EN 15804.

We act with the awareness that one of the most important components of maintaining and taking our position in the global competition one step further is research and technological development activities. In cooperation with the regional laboratories within the Şişecam Group Science and Technology Center, we transferred approximately TRY 21 million to R&D activities. In addition to "Şişecam Temperable Solar Control Low-E Glass", which was developed specifically for Istanbul Airport, Flat Glass released three new Temperable Solar Control Low-E products in the architectural glass market in 2018.

We believe that sustainability requires a long-term perspective and stakeholder relations based on trust. I would like to express my gratitude to all our stakeholders, especially our employees, shareholders and business partners for their continuous support to us in this challenging journey.

Dr. Reha Akçakaya
Flat Glass Group President



ABOUT FLAT GLASS

Trakya Cam Sanayii A.Ş., Şişecam Group's main company operating in the field of flat glass, is ranked 5th in the world and 1st in Europe in terms of its production capacity in the industry. Trakya Cam San. A.Ş. continues its operations in two major lines of business, namely architectural glass (flat glass, patterned glass, mirror, laminated glass, coated glass, solar glass and home appliance glass) and automotive glass (automotive and encapsulated glass).

VISION AND MISSION

Flat Glass's vision is: "To grow rapidly as a flat glass company with a global reach, backed by strong brands and innovative solutions..." not just in Turkey but also abroad where the company maintains its activities. It sustains this ambitious claim through a robust manufacturing infrastructure, coupled with a diversifying product range that is constantly updated and upgraded.

Manufacturing with 13 float lines, 4 automotive glass and 4 encapsulation facilities, Trakya Cam San. A.Ş. provides input to construction, automotive, solar energy and home appliance industries with its facilities in 10 different countries, partnerships and expanding product range. The company continues its operations within the framework of its vision of "becoming an innovative and global flat glass company that grows rapidly with its strong brands".



STRATEGY

- » Globalization (Organic and inorganic)
- » Profitable and fast growth along with regional leadership
- » Wide product portfolio with value-added products
- » Product innovation and advanced R&D
- » Effective total cost management
- » Environment and sustainability
- » Market and customer focus

FLAT GLASS BRANDS

Şişecam Clear Float Glass	Şişecam Acoustic Laminated Low-E Glass	Şişecam Lacquered Glass
Şişecam Ultra Clear Float Glass	Şişecam Solar Control Low-E Glass	Şişecam Ultra Clear Lacquered Glass
Şişecam Tinted Float Glass	Şişecam Laminated Solar Control Low-E Glass	Şişecam Patterned Glass
Şişecam Tentisol	Şişecam Acoustic Laminated Solar Control Low-E Glass	Şişecam Mirrored Patterned Glass
Şişecam Tentisol Titanium	Şişecam Temperable Solar Control Low-E Glass	Şişecam Wired Glass
Şişecam High Reflective Glass	Şişecam Temperable Solar Control Glass	Şişecam Picture Frame Glass
Isıcam Systems Series C	Şişecam Laminated Glass	Şişecam Temperable Lacquered Glass
Isıcam Systems Series S	Şişecam Ultra Clear Laminated Glass	Şişecam Glass for Photovoltaics
Isıcam Systems Series K	Şişecam Acoustic Laminated Glass	Şişecam Glass For Solar Thermal Collector
Şişecam Low-E Glass	Flotal	Şişecam Glass for Ovens
Şişecam Laminated Low-E Glass	Flotal Ultra Clear	Şişecam Glass for Refrigerators
Şişecam Temperable Low-E Glass	Flotal E	

VALUES

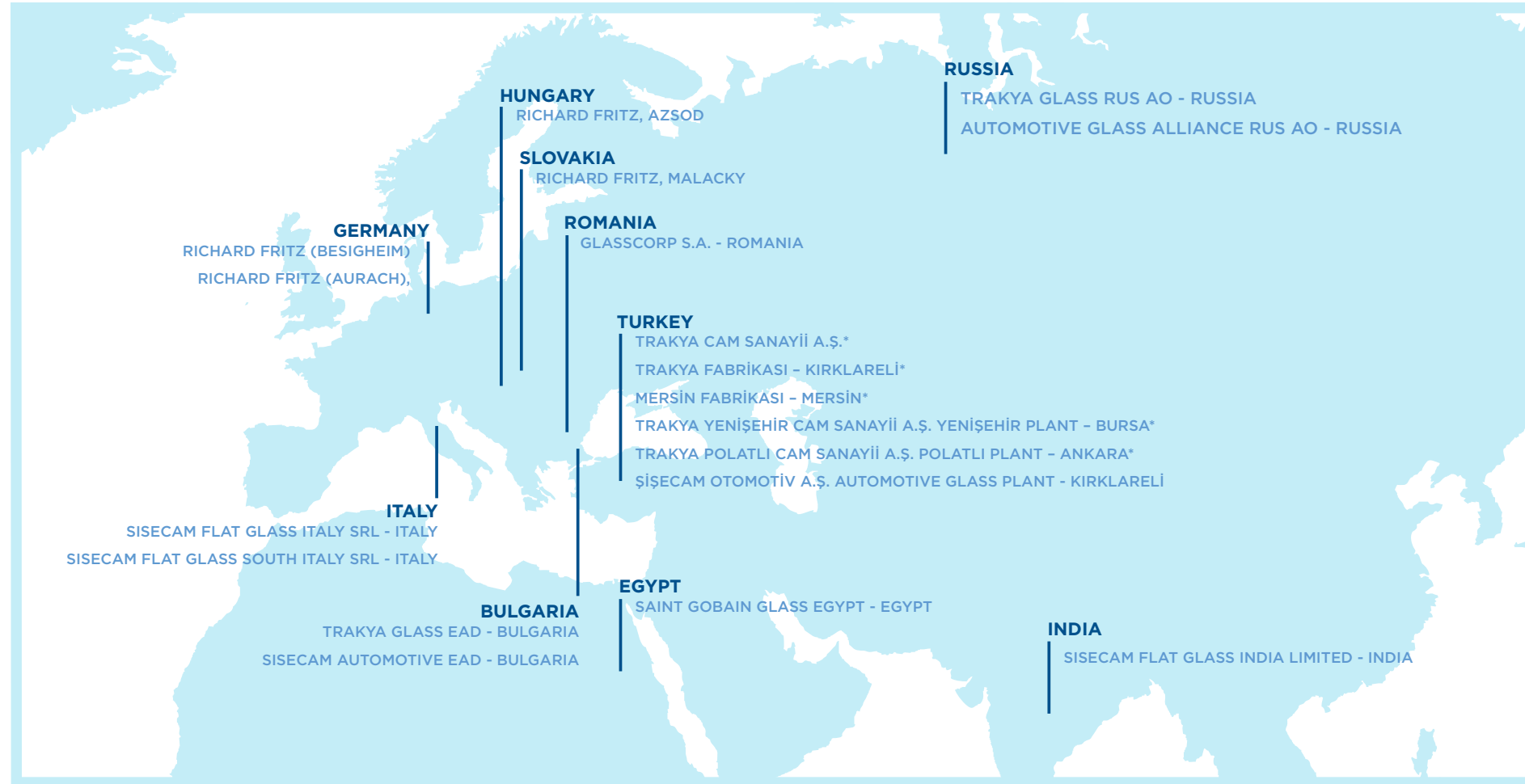




FLAT GLASS IN 2018



DÜZCAM PRODUCTION FACILITIES



Production Facilities in Turkey

Trakya Cam Sanayii A.Ş.* • Trakya Plant – Kırklareli* • Mersin Plant – Mersin* • Trakya Yenişehir Cam Sanayii A.Ş. Yenişehir Plant – Bursa* • Trakya Polatlı Cam Sanayii A.Ş. Polatlı Plant – Ankara* • Şişecam Otomotiv A.Ş. Otomotiv Camları Plant – Kırklareli

Overseas Production Facilities

Trakya Glass Bulgaria EAD - Bulgaria* • Siseecam Flat Glass Italy Srl – Italy* • Siseecam Flat Glass South Italy Srl – Italy* • Trakya Glass Rus AO – Russia* • Siseecam Flat Glass India Limited – India* • Saint Gobain Glass Egypt – Egypt • Siseecam Automotive Bulgaria EAD - Bulgaria • Richard Fritz Holding GmbH - Germany (Besigheim) Plants in Germany (Aurach), Slovakia, Hungary • Glasscorp S.A. - Romania • Automotive Glass Alliance Rus AO - Russia

*Flat Glass Plants included within the scope of the Sustainability Report.



INTEGRATED CORPORATE SUSTAINABILITY APPROACH

SUSTAINABILITY IN ŞİŞECAM: WHY? WHAT? HOW?

Glass production, which has a history of thousands of years and reflects the cultural richness of humanity, is an energy- and resource-intensive industry. As one of the leading companies in the world glass industry, Şişecam Group recognizes its responsibility to create a sustainable world and protect its corporate heritage.

Fluctuations in energy and natural resources prices, increasing customer and employee expectations, facilitating access to information, accelerating and globalizing business world have made corporations more accessible. In addition to all these

trends, Şişecam Group globalizes its activities further every day. Therefore, developing solutions to the problems that our planet faces is a business priority for Şişecam. Şişecam Group's sustainability approach is based on a well-established corporate legacy, aiming at excellence in all its activities and creating long-term value for future generations. The sustainability strategy of Şişecam Group is the response to global problems, such as decreasing resources, social inequality and demographic changes on our planet.

Why?

As a “community company”, Şişecam Group believes that everyone has the right to live in a healthy and clean environment. Empowered by its corporate heritage, Şişecam adopts a fair and transparent management approach that respects the differences while strengthening and developing its stakeholders.

What?

The sustainability trends that Şişecam faces are the implementation of production models that have no negative impact on climate change and that support the circular economy, contribution to sustainable natural resource management, protection of company traditions, acceleration of the implementation of innovative, provision of equal opportunities to everyone and being an international supporter on sustainability.

How?

Şişecam Group has decided to expand its principles of sustainability in its operations, since they help it become a fair and transparent global player, enable it to realize and implement sustainable business opportunities, makes the Group more durable to its sustainability megatrends and increase the added value it creates for future generations.

OUR PURPOSE: Adding value, shaping the future with our products and services and sharing the value we create.

ŞİŞECAM SUSTAINABILITY STRATEGY: CARE FOR NEXT

In Şişecam, one of the most important industrial groups of Turkey operating with approximately 22,000 employees in 13 countries, corporate sustainability is the core of its way of doing business. All investment decisions and product and process development activities are planned and carried out considering the social and environmental impacts of the activities.

Şişecam's sustainability strategy is shaped by the company's holistic risk approach. Climate change, decreasing natural resources, rise of social networks, digitalization, change of economic balances, social inequalities and technological innovations constitute the major global trends that will affect the company's business processes in the future. Aiming to be one of the world's leading companies in all of its fields of operation, Şişecam observes the risks and opportunities created by these trends while forming a corporate sustainability action plan.

Şişecam's sustainability strategy aims to create long-term value for all stakeholders. Also integrated into the business strategy of the Group, this approach is based on the main axes of creating permanent value, protecting natural resources, investing in people and following technological innovations.

Directing its activities by considering the common opportunities, risks and objectives of humanity, Şişecam Group adopted the United Nations Sustainable Development Goals (SDGs) and developed its sustainability strategy in accordance with global goals. Şişecam identified the SDGs that it contributed the most with a workshop held in 2017 and focused its efforts on sustainability in these goals. The requirements of the United Nations Global Compact, which is supported by Şişecam Group, constitute the inputs of the sustainability strategy.

In 2017, Şişecam's sustainability strategy was revised and reshaped around the "Preserve", "Empower" and "Progress" axes. Şişecam Group launched the integrated corporate sustainability strategy, which consisted of these fundamentals, under the name of "Care for Next" in order to create value for the future in 2018.

With its "Care for Next" approach, Şişecam aims to preserve natural resources and corporate heritage for new generations, to approach all its stakeholders with principles on respecting diversity and inclusion,

to encourage digitalization, and to continue operations without any negative impacts on climate change.

In line with Şişecam's business strategy and risk approach, Care for Next is an integrated strategy that is formed by considering the stakeholder expectations, reflects the sustainability priorities of the organization and conforms to the UN Sustainable Development Goals.



» You can access the details of Şişecam's sustainability approach via the Sustainability tab of Şişecam Group's corporate website. The stakeholder communication applications applied in Şişecam Group can be found on page 36. of the report.

SECOND INTERNATIONAL SUSTAINABILITY WORKSHOP

The Second International Sustainability Workshop, one of the most important sustainability organizations of the Şişecam Group, was held on November 14, 2018. During the workshop themed "Transition from the Information Society to Smart Society", the effects of the issues such as technological developments in the world, digital transformation, the new dynamics of the global economy, and the effects of such issues on business world and models of doing business were discussed. Information was shared on Şişecam and Industry 4.0 works carried out in the supply chain. Şişecam's new sustainability strategy "Care for Next" was introduced to our stakeholders at the workshop. Within the scope of the workshop, a poster exhibition consisting of a total of 83 new best practices were organized by associating the good practices carried out in the factories with the Sustainable Development Goals. In addition, a "best practices guide" was prepared to be distributed to the participants. More than 300 guests from 13 countries participated in the workshop.

ŞİŞECAM SUSTAINABILITY STRATEGY: CARE FOR NEXT





SUSTAINABLE DEVELOPMENT GOALS AND ŞİŞECAM

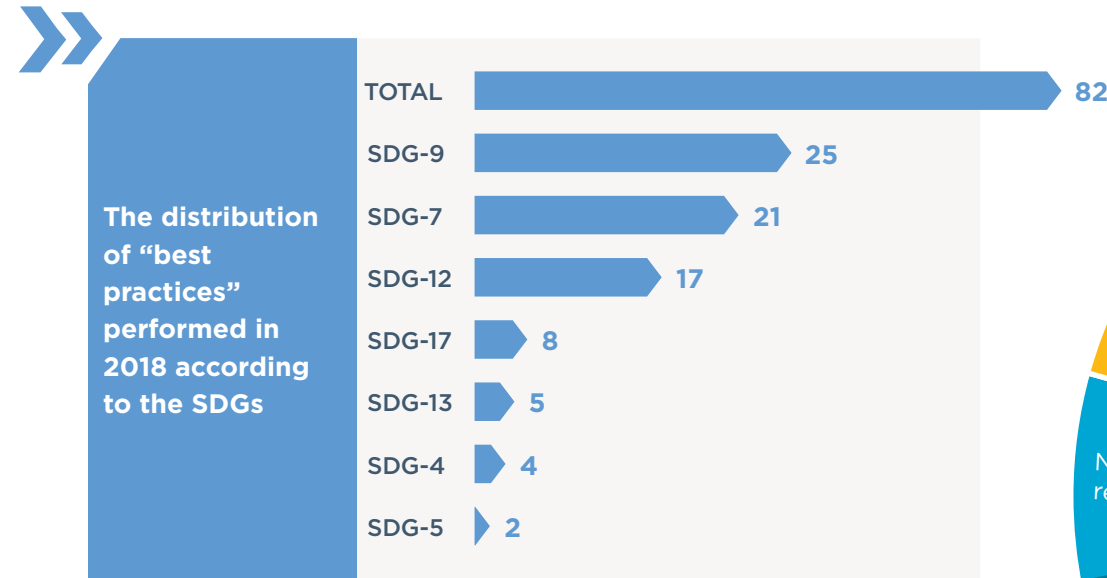
Adopting sustainability as the focal point of its activities, Şişecam acts with the awareness of its responsibility for sustainable development. As an important result of this understanding, Şişecam adopts the United Nations Sustainable Development Goals (SDGs) and implements its sustainability strategy in line with the global goals in this regard.

Şişecam, evaluating its sustainability strategy establishing on the understanding of “Preserve, Empower and Progress” in the light of the SDGs, contributes to 11 development goals under these main headings through its practices.

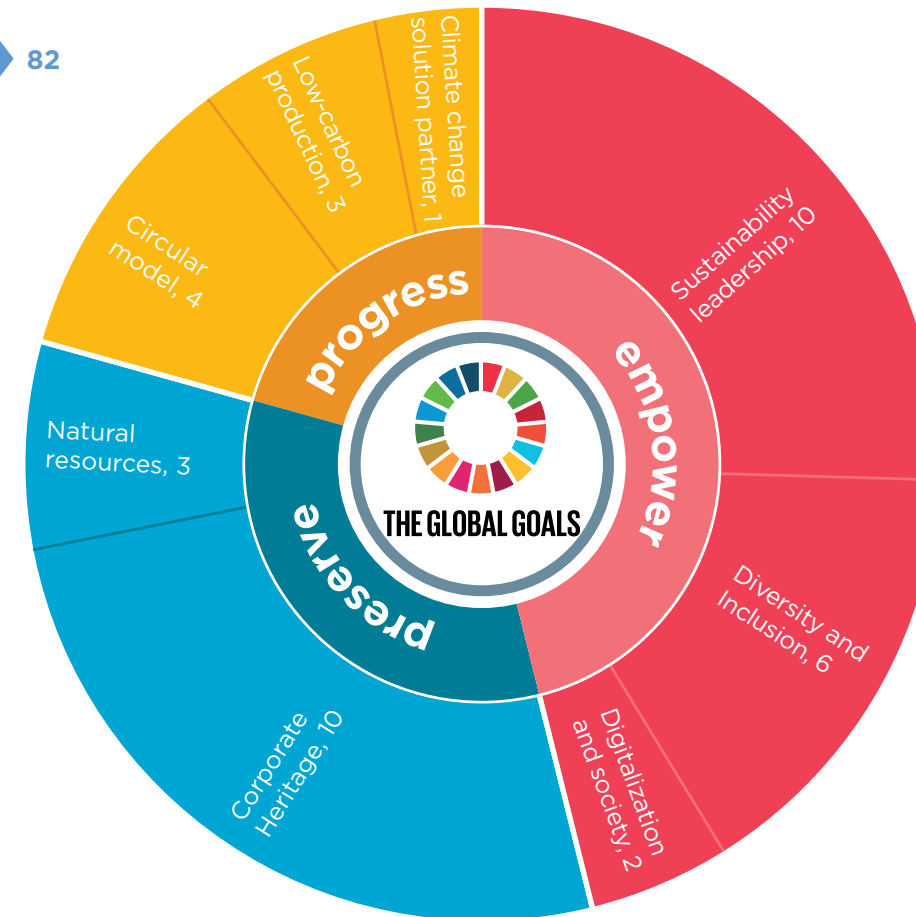


Şişecam has set targets for the Sustainability Committee and Working Groups in order to exhibit its contribution to the SDGs. These goals and actions taken in line with the goals establish the link between Şişecam Sustainability Strategy and SDGs. In 2018, 39 actions were determined and completed. The distribution of these actions among the elements of the Sustainability Strategy is shared below.

Another indication of the integration of the SDGs into the business strategy in Şişecam Group is the matching of “best practices” in the area of sustainability that we share with the stakeholders throughout the year with the SDGs. Thus, awareness on the SDGs is increasing in the Group Companies and the contribution to the SDGs is supported by concrete practices.



SDG-9: Industry, Innovation and Infrastructure • SDG-7: Affordable and Clean Energy • SDG-12: Responsible Consumption and Production • SDG-17: Partnership For the Goals • SDG-13: Climate Action • SDG-4: Quality Education • SDG-5: Gender Quality



SUSTAINABILITY MANAGEMENT

Sustainability management is a multi-layered and participatory structure in Şişecam Group. Having different tasks and responsibilities; the Sustainability Committee, Workgroups and Sustainability Directorate are the bodies responsible for the implementation of the Group’s sustainability strategy.

Headed by the Strategy Department and formed by the senior-level participation of Production Groups, Human Resources, Strategy, Innovation, Industrial Relations, Information Technology, Finance, Risk, Purchasing and Corporate Communication departments, the Sustainability Committee coordinates the sustainability efforts and creates synergy in order to find system-based solutions with actions causing high impact. Sustainability Committee ensures communication between workgroups and Group companies on sustainability and realization of joint projects. The Committee is responsible for the integration of sustainability strategy to Şişecam processes, realization of operational improvement activities and the coordination, direction and monitoring of the activities of Sustainability Committee sub-workgroups.

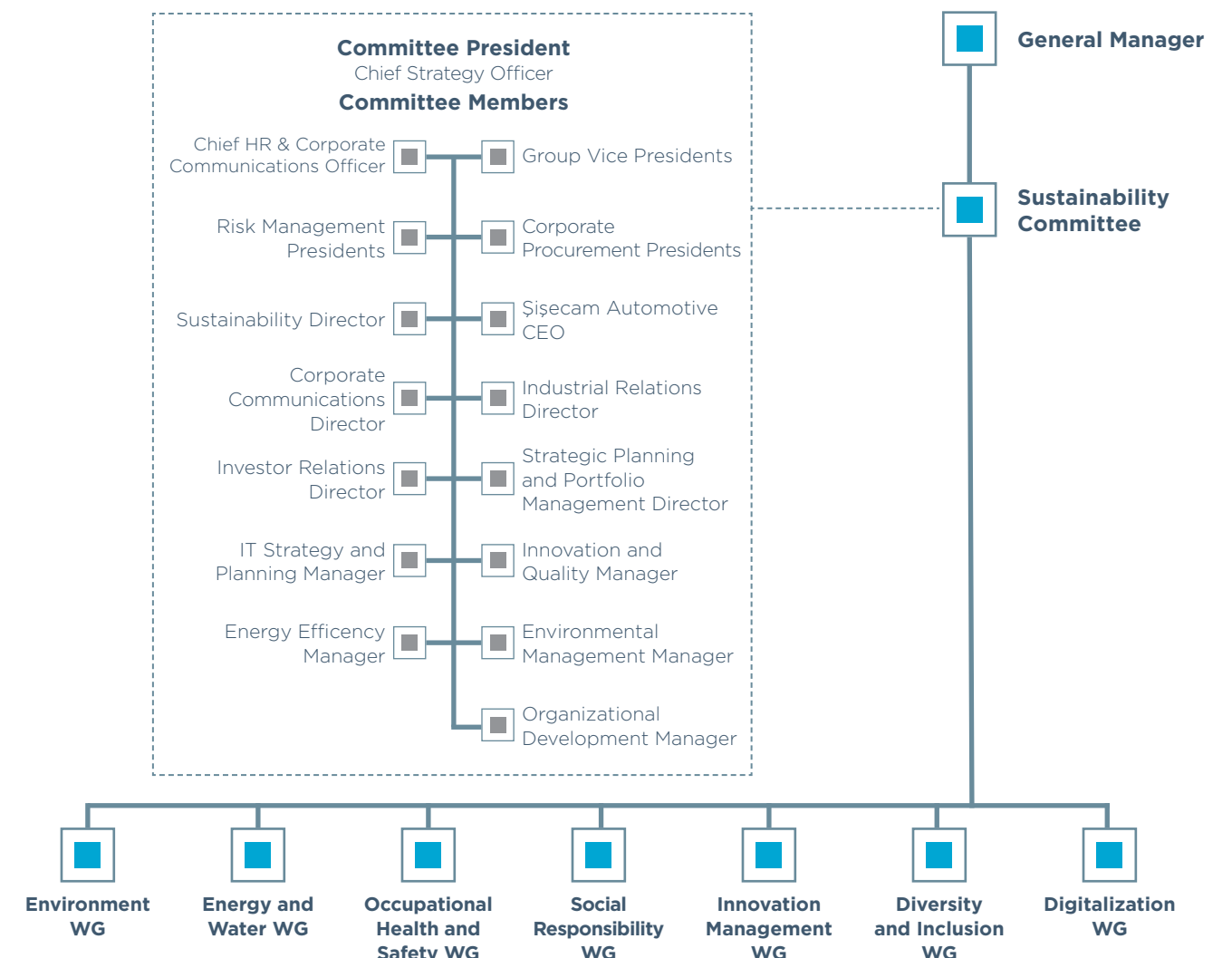
Each of the Group Production Vice Presidents is an active member of the Sustainability Committee and manages the practices of the sustainability strategy within the Group. In 2018, the Committee convened 4 times to evaluate the Group’s performance in achieving its sustainability targets.

6 active workgroups within the Committee ensure direct implementation of the Şişecam Group’s sustainability strategy and action plan. Workgroups operating in the sub-fields of environment, production technologies and energy, occupational health and safety, innovation, diversity and inclusion and corporate social responsibility continued their regular meetings in 2018.

The Sustainability Directorate within the Şişecam Group is responsible for bringing together the teams responsible for production, branding, communication, human resources, infrastructure, supply and quality by coordinating corporate sustainability activities. The Directorate

also implements practices on issues such as corporate sustainability reporting, supply chain sustainability, sustainability training programs, measuring sustainability effectiveness, energy and natural resources management.

ŞİŞECAM GROUP SUSTAINABILITY MANAGEMENT STRUCTURE





PERFORMANCE MONITORING AND TRACKING

Sustainability performance is carefully monitored and reported regularly in Şişecam Group, which puts its sustainability strategy at the center of its business. Şişecam benefits from smart goals to monitor performance across the Group. The goals set in the “Preserve”, “Progress” and “Empower” axes are tracked by comparing them with key performance indicators and best practices. Short- and medium-term goals were set for all main objectives, thus the effect of variable social and economic developments was also taken into account. Annual sustainability scorecards and half-year evaluations are key mechanisms in Şişecam Group for monitoring sustainability performance and providing feedback.

In addition to the goals set by Şişecam Group, the sustainability parameters determined by international financial institutions such as EBRD and IFC in areas such as occupational health and safety, ethics and environmental sustainability are the indicators tracked and reported in this field.

Trakya Cam Sanayii A.Ş. was included in the “November 2018-November 2019 BIST Sustainability Index”, which was formed after reviewing the top 50 companies listed on Istanbul Stock Exchange (BIST). Within the scope of Viego - Eiris Sustainability Index 2018 Assessment, Şişecam ranked in the top 100 in “Best Emerging Markets Performers” ranking in 2018.

At Şişecam Group, all corporate policies referenced in performance monitoring and tracking systems are available on the Sustainability tab of the corporate website.

COLLABORATIONS AND STAKEHOLDER ENGAGEMENT

Şişecam Group aims to increase its corporate capacity and expand its impact area through local and global collaborations developed in the field of sustainability.

In addition to global platforms, Şişecam Group also develops subject-based partnerships in product lifecycle management, social inclusion, integration of sustainability into business processes, big data management, and biodiversity. Plans are also being made to expand these partnerships to the entire value chain.

Şişecam realizes its mission of being an international leader and advocate in the field of sustainability by empowering local communities and contributing to the industry in which it operates. Şişecam shares its experiences in the industry with its business partners by taking various roles in many events, summits and forums throughout the year.

Şişecam cooperates with universities and research institutions in Turkey and abroad within the scope of research, technological development and design activities. Initiated in 2016 in collaboration with the Gebze Technical University in order to provide human resource to the glass industry, “Glass Science and Technology Master’s Program” continued to admit students in 2018.

Şişecam Group considers its dialogue with stakeholders as an important element in continuous development of sustainability performance. With the awareness of the value added by different ideas, it continuously incorporates the stakeholder expectations into decision making processes.

Flat Glass shares its sustainability performance with its stakeholders through sustainability reports it publishes annually. In order to make the reports accessible to our visually impaired stakeholders, they are also prepared as Turkish and English audio books. The CEO message distributed along with the communication package was also written with Braille alphabet; recycled and FSC-Certified papers were used in printed materials.

As a result of its performance in sustainability, Trakya Cam Sanayii A.Ş. has been included in Istanbul Stock Exchange Sustainability Index since 2016.

The stakeholder communication methods applied in Flat Glass can be found on page 36 of the report.

The corporate memberships of Flat Glass can be found on the page 36 of the report.



SUSTAINABILITY TARGETS

Şişecam has set its sustainability targets and commitments in line with the Sustainable Development Goals to implement the Sustainability Strategy. In this sense, Flat Glass has set its targets for 2022 for three focus areas in the sustainability strategy, and identified key performance indicators that measure these targets.

2022 TARGET	2018 DEVELOPMENT
PRESERVE	
Instantaneous monitoring of consumption of water resources in line with the goal of reusing 5% of treated industrial waste water, monitoring of water consumption per unit of production and dissemination of best practices across plants	Work in progress.
Development of at least 4 industrial synergy programs	Work in progress.
Initiation of biodiversity and conservation practices with local population in operation geographies.	Work in progress.
EMPOWER	
Determination of Şişecam Group Diversity and Inclusion Principles	Şişecam Diversity and Inclusion Workgroup has continued its efforts to determine the principles for the goal of determining the Şişecam Group Diversity and Inclusion Principles.
Popularization of inclusive culture in Şişecam Group and stakeholders and measurement of development with indicators	Work in progress.
Zero occupational accidents (LTIFR-loss-time injury frequency rate)	Work in progress.
PROGRESS	
Application of Waste Heat Recovery System in Italy and Polatlı plants	The project will be commenced in 2020 in Italy. The project is planned to start in the last quarter of 2019 at Polatlı plant.
20,000 tons of CO ₂ greenhouse gas emission reduction per year in glass production facilities	CO ₂ emission was reduced by 39,900 tons per year.
Reduction of annual energy consumption in glass production facilities	Energy Saving projects resulted in energy saving 375,600 GJ.
Generating 8 MWh of energy per year at Mersin Plant Solar Power Plant through renewable resources	8,16 MWh energy was obtained per year from Mersin Plant SPP.
Allocation of 1% of Şişecam Flat Glass' annual budget for research and development	Work in progress.
Generating 12 MW of energy from renewable resources	8,16 MWh energy was obtained per year from Mersin Plant SPP.
Reduction of NOx emission values in 10 glass furnaces.	Work in progress.

RESPONSIBLE GOVERNANCE

Şişecam Flat Glass continuously renews its product portfolio, digitizes its production processes and introduces its employees the qualities of the future to create the company of the future and create value for all of its stakeholders. Acting with the vision of becoming a global company, the company aims to carry out its responsible governance practices at international standards and thus continuously increase its shareholder value.

The Corporate Governance Rating of Şişecam, which acts with the awareness that the governance of the companies in line with transparency, fairness, accountability and responsibility is as important as financial performance for stakeholders today, rose to 9.53 in 2018 from 9.48 in 2017. The awards given to Şişecam by the Institutional Investor owned by Euromoney are concrete indicators that a multi-national, multi-stakeholder structure is managed with great success. Şişecam Flat Glass, a Şişecam Group company, also adopts Şişecam's progressive and transparent governance principles.

In line with its responsible governance approach, Şişecam Flat Glass adopts progressive corporate governance practices, respects fair competition, disseminates corporate ethics to all stakeholders and offers employment conditions that are worthy of human dignity.

You can access the details of corporate governance policies and applications implemented in Şişecam Flat Glass from the Corporate Governance Principles Compliance Report in the Investor Relations section of the Şişecam Group corporate website.

BUSINESS ETHICS

Şişecam Flat Glass's guide to conducting responsible business is "Şişecam Group's Code of Ethics". Launched in 2010 and continuously updated and evaluated based on continuous needs, Code of Ethics has been organized in line with the principles of honesty, transparency, confidentiality, impartiality and compliance with the laws. "Şişecam Group's Code of Ethics" is a guide to the

relations of all Şişecam Flat Glass employees with customers, suppliers, shareholders and other stakeholders.

"Ethics Committee", which was established in 2014 and reports to the Corporate Governance Committee, has been working in order to ensure compliance with the Code of Ethics in the activities of Şişecam Flat Glass, to evaluate misconduct, to disseminate the ethical culture throughout Şişecam Flat Glass and to raise consciousness level and awareness on this issue. Şişecam Group's Code of Ethics also defines the duties and responsibilities of managers and all employees.

Employees can report operations that do not comply with the regulations or the Code of Ethics to the Inspection Committee and to the Internal Audit Unit. An ethics hotline has been launched to allow stakeholders to report their concerns to the Inspection Committee regarding operations which are thought to contradict laws or the company's ethical values. Complaints can also be made via e-mail to etik@sisecam.com.

You can reach detailed information about the Code of Ethics from the Corporate Governance policies tab of the Şişecam Group corporate website.

ANTI-CORRUPTION

Şişecam Flat Glass's "Anti-Bribery and Anti-Corruption Policy", which clearly demonstrates its commitment and approach to the fight against bribery and corruption, is an integral part of Şişecam Flat Glass's Code of Ethics. This policy aims to provide necessary information for the prevention of bribery and corruption in all Şişecam Flat Glass activities, and to determine the responsibilities and rules in this regard.

You can reach detailed information about the Anti-Bribery and Anti-Corruption Policy from the Corporate Governance policies tab of the Şişecam Group corporate website.



PRESERVE

Flat Glass develops practices that will protect and carry natural resources, biodiversity, product safety and corporate heritage to future generations within the framework of “Preserve” mindset.





PRODUCT SAFETY

Product safety at Flat Glass is a business priority that is strictly managed beyond all legal requirements. Şişecam Flat Glass products used in construction sector have CE marking. This marking indicates that Şişecam Flat Glass products are manufactured and controlled under the relevant European norms and fulfill the EU requirements for product safety.

In order to ensure the reliability of Isicam branded products and to make the quality sustainable, it should be ensured that Isicam Authorized Manufacturers make production in accordance with certain quality standards. For this purpose, 1,148 Glass Audits were made to Isicam Authorized Manufacturers in 2018. With the contracts signed with Isicam Authorized Manufacturers, the standards and availability of Isicam branded products are guaranteed.

CERTIFICATES AND STANDARDS OWNED

	Country	ISO 9001	ISO 14001	OHSAS 18001
Trakya Cam Sanayii A.Ş. Trakya Plant	Turkey	✓	✓	✓
Trakya Yenişehir Cam Sanayii A.Ş.	Turkey	✓	✓	✓
Trakya Cam Sanayii A.Ş. Mersin Plant	Turkey	✓	✓	✓
Trakya Cam Sanayii A.Ş. Management and Sales Center	Turkey	✓	✓	✓
Trakya Polatlı Cam Sanayii A.Ş.	Turkey	✓	✓	✓
Trakya Glass Bulgaria EAD	Bulgaria	✓	✓	✓
Sisecam Flat Glass Italy Srl	Italy	→	→	→
Sisecam Flat Glass South Italy Srl	Italy	✓	✓	✓
Trakya Glass Rus AO	Russia	✓	✓	✓
Sisecam Flat Glass India Limited	India	✓	✓	✓

OHSAS 18001: Occupational Health and Safety Management System • ISO 14001: Environmental Management System • ISO 9001: Quality Management System
 • → Work in progress



NATURAL RESOURCES

Decreasing natural resources significantly affect the balance of the planet as well as the way corporations do business. Sustainability in natural resource use is a business priority in Şişecam Group.

WATER MANAGEMENT

Flat Glass works to reduce water consumption. For this purpose, the treated water is recycled and reused. In 2018, 678,000 cubic meters of water were reused in Flat Glass.

The Sustainable Energy Management and Monitoring System, already installed at domestic plants, allows instant tracking of water resource consumption and keeps water consumption per unit under control.

Glasses are washed with an acid-water mixture to remove crystals that may occur in the production of tinted glass. With the efforts carried out in Trakya Plant in 2018, a transition was made to washing with phosphoric acid, thus acid consumption was reduced by 60%, reducing waste water pollution. In addition, the amount of water used in the reverse osmosis plant was reduced as a result of preventing the formation of bacteria by the use of phosphoric acid. In this way, 40.5% saving was achieved from the raw water consumed to obtain demineralized water.



SAVINGS IN RAW MATERIAL CONSUMPTION

Antimontrioxide and sodium nitrate are used for the oxidation of iron and increase of solar performance in the production of low-ferrous patterned glass. The consumption of both raw materials was decreased by 60%, achieving savings amounting to TRY 2.500.000 with the experimental efforts conducted in 2017-2018 in order to reduce the consumption of such materials.

WASTE MANAGEMENT

Flat Glass believes that efficient waste management is the basis of circular economy. One of the priorities of Flat Glass is the reuse of glass, which is an infinitely recyclable material. Recycling, which is an important part of the waste management approach, reduces the amount of waste, and raw material efficiency is ensured by reusing the recovered products in production processes. In 2018, 374.000 tons of glass fractures were reused in production. In this way, both the amount of waste was reduced and resource savings were achieved. In 2018, 98% of the hazardous wastes generated in Flat Glass were recovered.

BIODIVERSITY

Biodiversity, which expresses the difference and variability of living things with their complex ecological structures, their interactions with each other and their environment, is one of the main reasons for humanity to reach its current level of development. Acting with the awareness for the need of natural resources in its operations, Flat Glass develops projects that will contribute to biodiversity in the regions where its factories are located. Flat Glass has planted 3998 trees in India plant in 2018. More than 10,000 trees have been planted in Mersin Plant.



RECYCLING OF GLASS FRACTURE

In 2018, petrified soda raw material, was re-used in the system by passing it through the crusher with a project implemented in Trakya plant. With the project realized at the Mersin plant, the glass fracture ponds were separated according to their color, so that all of the fractured glass plates were used for recycling.



TRY **18** million
The budget allocated for environmental expenditures in 2018



person*hour
3,049
total amount of environmental trainings provided to employees



person*hour
653
total amount of environmental trainings provided to contractors

CORPORATE HERITAGE

The glass used in every aspect of life has taken shape in accordance with the way of life of societies since B.C. One of the healthiest materials in the world, glass is a unique material that reflects historical development and cultural changes. Şişecam Group is among the most well-established representatives of this heritage in our country. Moving from this idea in its activities, Flat Glass implements the practices that will protect this heritage and keep it alive. For this purpose, Flat Glass sees providing accurate information about its products as one of the most fundamental corporate responsibilities.

CONSULTANCY SERVICES

The experiences and cultural heritage of Flat Glass have proven that every project has its distinct needs and that achieving the best results is possible only by developing solutions uniquely for every project. Glass Consultancy services are offered to those in charge of projects, such as architects, façade consultants, investors and contractors, to share solutions developed on the basis of this extensive knowhow with them. In addition to consultancy support, sector professionals are individually visited and product trainings are provided.

Glass Consultancy which is provided for projects' special needs in Turkey is popularized in international markets as well. For this purpose, Glass Consultancy and Reference Projects brochures have been prepared in English. In 2018, glass specifications were prepared for 116 different projects within the scope of Glass Consultancy, and Flat Glass products were preferred in 245 projects in Turkey and abroad.

The glass technical specifications, which were uploaded for 7 different building types on "prestijprojeler.com" portal, were downloaded 270 times in 2018 by architecture offices, construction companies and public institutions. This portal enables users to access to knowhow regarding the construction materials. Also, material manufacturers may access to this portal to have information about projects.

CORPORATE PUBLICATIONS

Flat Glass also reaches to stakeholders with digital and printed publications such as Şeffaf Bülten and Camekan Magazine. In 2018, guide book about processing and installation of products for laminated glass, Isıcam and mirror was prepared.

MIMARCA CAM

In the fourth anniversary of Mimarca Cam event organized by the Turkish Association of Architects in Professional Practice, usage and importance of glass in architecture were addressed and discussions were made with the target group consisting of architects, engineers, façade consultants, public and sector professionals.

NEW TECHNOLOGIES IN FAÇADE DESIGN

"New Technologies in Façade Design" event was held in Besiktas Naval Museum with the participation of a broad audience of architects, façade consultants, façade and construction companies, academics and students, public, sectoral associations and broadcasting organizations. In the panel entitled "Digitization in Façade and Digitalization in Design"; Atatürk Cultural Center project, VR studies in design, BIM and digital design technologies were discussed.

ISTANBUL MEETINGS

Istanbul meeting was organized in order to present Italian web page and mobile applications to our Italian and Austrian customers. Products and glass consultancy were introduced to 30 architects coming from Bulgaria, Serbia and Russia. Within the scope of the meetings, "Reference Projects Tour" was organized and the Glass Museum and Flat Glass Showroom were visited.

» 245

number of projects
Flat Glass products
were preferred
within the scope
Glass Consultancy

DUBAI DESIGN WEEK

The HousEmotion exhibition of Tabanlıoğlu Mimarlık (Architecture) was sponsored under the roof of The Central Anatolian Exporters' Association "TurkishGlass" and "TurkishCeramics" in the Dubai Design Week.

T MEETINGS

The Chinese architect Ma Yansong was the guest of the T Meetings, which was held with the slogan "Transparent Face of Architecture" and organized for the 4th time in 2018. 950 people consisting of architects, designers, building sector professionals and students attended T Meetings. T meetings enables world-renowned architects share their perspectives on and experience in architecture every year.

BLOGGER EVENT

Şişecam Flat Glass came together with mother-child bloggers in an event organized with the purpose of increasing the use of safety and security glasses in buildings and creating safer living spaces for future generations. In this event, which was held to raise increase awareness of mothers, the Laminated Glass by Şişecam Flat Glass was introduced as a high-quality product that provides safety and security. 800.000 people were accessed with the posts shared on social media following the event.

OCCUPATIONAL HEALTH AND SAFETY CONGRESS

Şişecam Flat Glass, which participated in the 9th Occupational Health and Safety Congress, introduced range of safety and security glasses. During congress, Şişecam Flat Glass stand, was visited by officials working in public institutions and municipalities as well as occupational safety experts. The feature of Şişecam Laminated Glass, which is used in a wide range including facades, balustrade, overhead glasses and partitions, not to disperse when broken was emphasized.

COOPERATION WITH PUBLIC INSTITUTIONS

Information meetings for technical personnel working in the public sector were organized and information was provided about correct glazing systems. In addition, issues to be taken into consideration were shared regarding the glazing systems in the project control and auditing activities to be held by the public authorities. Nearly 400 public technical personnel were reached in 7 provinces in 2018. In addition, Development Directorate of 6 district municipalities in Samsun, Ankara and Isparta were visited throughout the year and information was provided to 60 auditors on safety and security.

UNIVERSITY TRAININGS

With activities and trainings organized with university collaborations, Flat Glass shares its experiences with engineering and architecture faculty students who will direct the construction sector in the future and explains them the cultural heritage in the field of glass. The participants are informed about architectural glass applications that provide energy saving, safety and security and noise control. In 2018, trainings were given to 1,000 students who were informed about the production processes and products through technical visits.

FACE TO FACE MEETINGS

Şişecam Flat Glass offers product trainings by visiting sector professionals one-on-one. In 2018, 1850 meetings were held with architect offices, façade consultants, construction and façade companies; 2550 projects were monitored and 2600 sector professionals were informed.

SHARE EVENTS

Şişecam Flat Glass was the main partner in Share Events 2018 / International Architecture and Engineering Forum held regularly in eight European cities. In the series of events where architects and other industry professionals attend from all over the world and where new ideas, practices, projects and methods of achieving excellence in architecture are discussed; the main goal was to increase brand awareness in abroad as well with the presentations made to 1,800 people in Romania, Bulgaria, Greece, Serbia, Albania, Macedonia, Poland and Hungary.

»» **1,800**
number of people
reached in Share
Events



EMPOWER

With its “Empower” approach, Flat Glass contributes to the practices implemented by Şişecam Group in order to spread the inclusive corporate culture, become the preferred work place, and support the local communities and the supply chain.





DIVERSITY AND INCLUSION

Flat Glass believes that diversity offers different experiences and perspectives to help build a better future. In this respect, it supports the inclusive workplace culture by offering equal opportunities for the participation and development of human resources in business life. Flat Glass strives to carry the differences and cultural heritage of global human resources to future generations.



FEMALE-FRIENDLY PLANT PROJECT

The diversity of employees is regarded as a richness that enriches the corporate culture and helps it to become a successful company. The Female-Friendly Plant Project was launched in 2018 in order to popularize the culture of equal opportunities and inclusion across Şişecam Group and to ensure and support women's participation in the labor force. This project aims to increase the efforts and adaptation of women to business life as well as their representation at all levels, to benefit from all career opportunities equally and to arrange work environments and work equipment in a way that all individuals can benefit from. Within the scope of Flat Glass project, various improvements were made to facilitate the participation and adaptation of women in business life. In this context, the number of female employees was increased and the female-friendly factory standard was achieved. In 2018, employment of female workers was encouraged in domestic plants and 30 female employees were employed.

In line with the "Empower" principle of the Şişecam Sustainability Strategy, Flat Glass presents a strong, human-oriented management approach that focuses on empowering all stakeholders, primarily women.

Flat Glass is a member of The Diversity and Inclusion Work Group operating under the Şişecam Sustainability Committee. In this Workgroup, action suggestions are developed in order to improve and facilitate the working conditions of women with the contributions of internal and external stakeholders, to support women's participation in labor force and career development, to raise awareness and to cooperate with stakeholders. In 2018, employment of women was encouraged in domestic plants and 30 female employees were employed as hourly employees.

Flat Glass aims to implement the "Şişecam Group Diversity and Inclusion Guidelines" in line with its goal of supporting and furthering its diversity and inclusion efforts.

With the awareness that equal participation in employment is one of the most decisive factors in the advancement of society, corporate objectives and corporate policy were set in 2018 to support granting opportunities to employees at every business level to fulfill their potential irrespective of biases such as background, age, gender or physical handicaps.

Flat Glass strives to increase the employment of disabled people as part of its diversity approach. The work environment is organized to facilitate the working conditions of disabled employees. Thanks to these efforts, 72 disabled employees work in the company.



Flat Glass acts within the framework of the Şişecam Group Human Resources Policy, which covers topics such as globalization, equality of opportunity, respect for diversity, inclusion, objectivity and continuous improvement.



TALENT MANAGEMENT

Flat Glass aims to be the most preferred workplace and to incorporate in the right talents. It offers its employees a working environment in which innovative practices are implemented and the learning culture is dominant. In the human resources processes, an objective, systematic and development-oriented approach is exhibited, employees are provided with talent programs that support their development, and career and performance management practices and development processes are followed.

With the selection and placement system, it is aimed to gain the most suitable talent. Within this scope, internal and external announcements are published for experienced candidates, and talent acquisition programs are carried out where successful summer trainees are incorporated in the staff through the summer program.

Actions are taken in line with the career and talent management and performance development systems developed for the entirety of Şişecam Group.

Within the scope of Şişecam Group Career Management System, all employees are offered career development opportunities. Employee expectations and organizational requirements are reviewed every year; talent pool, career maps and backup plans are created accordingly. In the Evaluation and Development Center

applications, where white- and blue-collar employees participate, competency analyzes are made and development plans are presented.

Şişecam Group Talent Management System is utilized in order to attract the right talents, reveal the potentials of the existing talents and raise the leaders of the future. The system, which is an important step of sustainable corporate success, was commissioned on a global scale in 2018.

Şişecam Group Performance Development System is used to promote sustainable success-oriented performance culture and to support the transformation of personal achievements into corporate success. Within this context, corporate targets are reduced to individual targets and a common goal is established. The Performance Development System is constantly being developed to achieve human-oriented, fast and reliable results. The system, which works in an integrated manner with Şişecam Group's strategic planning process, is maintained with a technological infrastructure that supports global deployment in a way that enables employees and managers to conduct objective evaluation. Within the scope of the Performance Development System Project, all training and development activities are combined under an "Individual Development Plan" in order to develop the competencies of the employees.

EMPLOYEE DEVELOPMENT

Flat Glass believes that enhancing the professional knowledge and skills and supporting and strengthening personal competencies of its employees play a major role in building a successful future. Internal and external training programs are implemented in order to enhance employees' knowledge and skills.

Flat Glass contributes to the development of the employees with the planned business family and position-based trainings together with the Şişecam Academy, and takes a leading role in the Group when the annual training participation time is considered. Flat Glass supports the sustainability targets by raising awareness in environmental and social responsibility matters by Academy seminars and workshops that are open to the participation of employees, supporting the sustainability goals.

Şişecam Academy continues to contribute to the goals of Şişecam Group through its efforts to improve human resources competencies and employee loyalty. The Academy develops solutions for the needs of the Group's employees in the areas of technical and professional development, personal development, corporate development and leadership, and constructs schools and programs related to career paths.

With the Academy, employees can participate in conferences, seminars and summits on various subjects at home and abroad, receive foreign language support, and those who wish to do a master's degree can receive corporate support in certain proportions.

Flat Glass conducts the "First Step" and "Together" programs in order to attract young talent by reaching out to new graduates. With the "First Step" Summer Internship Program, it is aimed that university students take their first steps into business life with a good experience. With "Together," the Global Young Talent Program, young people are encouraged to gain experience and to realize their potential by taking part in long-term projects. The aim

is to recruit the young people who succeed in this program into assistant specialist and engineer personnel staff.

University campus programs are carried out with the strategy of "being visible throughout the year" and the social media channel is actively used in the media widely used by the target audience.

Orientation Program is carried out in order to increase the adaptation and contribution of the employees who are newly recruited in Flat Glass to the corporation, to maintain a corporate culture and to create experience sharing platforms.

In line with the global adaptation strategy of Flat Glass, an English Language Development Program is being carried out to enable employees to improve their foreign language skills in English.

The program entitled "Those Directing the Future of Glass", which Şişecam conducts with Flat Glass dealers in order to support the dealer development, continues under the roof of Şişecam Academy. In 2018, training was provided to 800 individuals with the distance training system opened to the dealer access through Şişecam Academy Portal.

person*hour
» 69,516*
 total hours of training
 provided to Flat Glass
 employees

**Data covers facilities in Turkey.*





EMPLOYEE HAPPINESS

Flat Glass continuously develops the employees' loyalty, satisfaction with their jobs and positive business climate, and provides a healthy and safe working environment where corporation values are maintained.

Flat Glass believes that long-term employment of its employees has an important place in the success of the company. Within this context, a working environment is created that enables employees to contribute to their business processes and career and development opportunities are provided to them. 35% of the employees of Flat Glass work in the Company for 10 years or more.



SOCIAL BUILDING

A Social Building was built in Flat Glass Mersin Plant where employees can spend time in a comfortable area and perform various activities together. The building is constructed with the aim of increasing the happiness and motivation of the employees.

Şişecam Group carries out the Employee Loyalty and Satisfaction Survey on a regular basis every year by obtaining the views of the employees in order to improve the climate it creates for the employees. Improvement plans are implemented based on the survey results.

Şişecam Glass Packaging believes that the participant corporation culture will reinforce its employee happiness. In this sense, employees are encouraged to participate in company decision-making processes; communication platforms are created where they can share their ideas and suggestions, and be aware of developments in the Group and Flat Glass.

Thanks to Camport, the corporate intranet system, which is a user-friendly, easily accessible and interactive structure, the communication is maintained effectively within Flat Glass.

The Idea Factory enables the evaluation and rewarding the creative ideas of employees, which add value to Flat Glass, increase productivity, develop business climate and corporate culture and adopt innovation.

The successful projects of employees that contribute to the development of products, processes and applications that have a positive impact on the business results are awarded under the Recognition, Appreciation and Rewarding System. The ideas that are compatible with the strategies and objectives of the Group and that create added value are evaluated with "Suggestion Development System".



OCCUPATIONAL HEALTH AND SAFETY

Providing a healthy and safe working environment for its employees is one of Flat Glass's major priorities. The presence of a well-established occupational health and safety culture allows the continuous improvement of the working environment, and that the employees act with awareness and consciousness about health and safety.

Occupational health and safety issues are managed in cooperation with Şişecam Group Industrial Relations Directorate within the framework of OHS policy issued by Şişecam Group and in compliance with OHSAS 18001 Standard. In line with the standard, all domestic operations of Flat Glass are inspected by the Quality and Environment Directorate. In addition, cross audits are carried out in other group plants by Flat Glass OHS experts. Thus, knowledge and experience are shared with different production fields; in this way, OHS activities are continuously improved.

Flat Glass supports the “zero occupational accidents by 2022” goal of Şişecam Group with various applications in order to minimize the risks in business processes and to create accident-free workplaces.

Aiming to realize all stages of its production activities in a healthy and safe working environment, Flat Glass carried out new projects and studies in 2018 in the light of legal regulations and global developments in order to improve the OHS culture. OHS Leadership Trainings were given to the executives working in production in affiliated companies; OHS Ambassadors project was commissioned and Occupational Health and Safety Painting Competition was organized. In addition, sample projects were carried out in order to disseminate risk management and OHS prevention activities.

Supporting occupational health and safety culture, reducing occupational accidents and ensuring that every stage of production activity is carried out in a healthy and safe working environment are only possible by raising the awareness of employees. Therefore, Flat Glass organizes occupational health and safety trainings for its employees. More than half of the trainings provided to the employees are OHS trainings.

No cases involving fatalities or occupational diseases were encountered in Şişecam Flat Glass Group in 2018 and as a result of the improvements made, the accident frequency rate dropped by 18% compared to 2017.

»» 49,593 person*hour
total hours of occupational health and safety trainings provided to Flat Glass employees



FLAT GLASS MERSIN PLANT LIFELINE PLATFORM

During the reporting period, the Flat Glass Mersin Plant built a lifeline platform for the closure of tarpaulins of the truck to which glass is loaded. With the platform built to ensure that the personnel pulling the tents work in accordance with the occupational safety requirements, the risk of falling from height is eliminated.



CORPORATE SOCIAL RESPONSIBILITY

Flat Glass aims to create value by contributing to social development in the geographies where it operates. It aims to strengthen local communities and supply chain through corporate social responsibility activities conducted in this direction and to actively participate in social, economic and environmental solutions. Flat Glass, which accepts the UN Sustainable Development Goals as a guideline, gives priority to vulnerable groups, young people and women while conducting social responsibility activities.

MOBILE HEALTH UNIT

With the implementation of the Mobile Health Unit executed by Flat Glass Group in collaboration with the Deepak Foundation, many poor families in India have been provided with access to various health services in 2018. This application aimed to promote the use of public health services, to seek health care and to increase nutritional awareness. Within the scope of the application, 14 villages were visited and 581 consultancy services were provided.

GLASS MASTERY PROJECT

In Turkey, due to the lack of training and mastery programs for the glass industry, the qualified labor force needs of the industry cannot be fulfilled. Training modules are needed to be prepared to provide vocational training. In line with these needs, "Glass Mastery Project" was launched by Şişecam Flat Glass. In this context, national professional standards and national qualifications were prepared for glass industry. E-learning modules are prepared based on Vocational Qualifications. The authorization efforts of Vocational Qualification Authority of Test and Certification Center, the last phase of the National Qualification System, are in progress.

VOCATIONAL AND TECHNICAL ANATOLIAN HIGH SCHOOL

In order to meet the needs of qualified employees of Flat Glass Yenisehir Plant, the construction of the Vocational and Technical Anatolian High School was started in the region where the factory is located. The main purpose is to ensure that students, that will be educated in mechatronics, graduate with the competencies required in recruitment processes.



PROGRESS

Flat Glass puts into practice the innovative products and services by focusing on combating climate change, R&D and digitalization with “Progress” mindset.



COMBATING CLIMATE CHANGE

The effect of climate change, one of the most important and common challenges of today's world, is increasing day by day. Regardless of this scale, all companies have important responsibilities. Şişecam Flat Glass carries on its activities with the awareness of its responsibility to combat climate change and in cooperation with its stakeholders. In this context, Şişecam Flat Glass aims to minimize energy consumption by developing innovative, environmental-friendly and new products that meet customer needs in order to become a solution partner in climate change. In addition to the innovative solutions developed in business processes, it continues to create value in the domain with new products developed.

Projects for the determination and implementation of a roadmap for the sustainable energy supply, renewable energy sources and the efficiency projects that will ensure energy efficiency are implemented. The key energy consumption items are instantaneously monitored and the performance of the processes is improved in the production facilities where Sustainable Energy Measurement and Monitoring System (SEÖİS) is established.

Şişecam Flat Glass constantly reviews the risks and opportunities related to energy and manages its operations accordingly. Management of risks related to climate change is considered as an important priority within Şişecam. In this sense, Flat Glass shares its

SOLAR ENERGY SYSTEM

The 6.2 MW solar energy plant installed on an area of 79,300 m² on the roof of Flat Glass Mersin Plant, ranks 2nd in Turkey and Europe and within top 10 in the world in terms of installed capacity as an integral roof system. The Solar Power System generates 28,800 GJ (8 million kWh) of power and prevents the emission of nearly 4,000 tons of CO₂.

performance in that regard with Şişecam under the Carbon Disclosure Project. In addition to these applications, the carbon reduction goal of Şişecam Group is supported through energy efficiency projects realized in all production facilities.

Operating in an energy-intensive industry, Flat Glass continued its efforts to increase energy efficiency in 2018. Within the scope of the efforts conducted in the reporting period, 375,600 GJ of energy saving has been achieved.

EXAMPLE PRACTICES IN COMBATING CLIMATE CHANGE

Pressurized Air Saving Project (Trakya Plant) -

The project has saved 8,200 GJ in pressurized air and nitrogen plant electricity consumption compared to 2017.

Closing the heater burners in the float bath area (Polatlı Plant) -

Natural gas consumption was reduced by approximately 52,560 Sm³/year with this project. With the decrease in natural gas consumption, CO₂ reduction of 100 tons/day have been realized.

Energy Efficiency in Clear Flat Glass Production (Mersin Plant) -

The boosting system was commissioned in the clear production of the float glass production line; tonnage was increased without exposing the upper structure of the furnace and melting belt to heavy-duty conditions, thus reducing the energy output per a ton of glass. With the reduction of unit energy consumption, an annual saving of 27,500 GJ is anticipated.

Conventional Lighting System Replacement (India Factory) -

With the replacement of conventional lighting with long-lasting alternatives, a saving of 80% in maintenance costs has been achieved.



ECO-FRIENDLY PRODUCTS

In addition to reviewing the production processes within the scope of combating climate change, Flat Glass also develops eco-friendly products. In Turkey, which imports 70% of its energy, approximately 30% of the energy consumption takes place in buildings and about 30% of the heat losses in buildings are caused by uninsulated windows. In order to minimize heat and energy losses, it is of great importance to transform buildings into energy efficient processes. Accordingly, in 2013, temperable coated glass was released to the market for use in the architectural glass industry, which provides heat insulation and solar control.

In addition to meeting safety needs thanks to their, temperable property compared to ordinary insulating glass units, Temperable Low-E Glass also reduces heat loss in winter by 50%, while Temperable Solar Control Low-E Glass provides, in addition to heat insulation, savings in cooling expenses by reducing solar energy transmission by 40-65% compared to ordinary insulating glass units.

All product groups, used in Energy Performance Certificate (EPC) calculation in the buildings in Turkey and provides energy efficiency to BEP TR calculation software, were integrated. With this study carried out with the Ministry, contribution was made to the use of Flat Glass products that provide energy efficiency in all public and private sector projects to be constructed in the upcoming period.

Şişecam Flat Glass has produced Flotal E, which is the mirror of Şişecam produced without using copper and lead with its nature friendly production mindset. Flotal E does not contain substances harmful to the nature and offers a clear view without compromising the environmentally-friendly nature, as well as the high reflectivity rate. It is produced with an environmentally-friendly mindset by generating less waste, helping to protect the nature.

Şişecam Glass For Photovoltaics are anti reflective low-iron, tempered patterned glasses. Produced with Sandy and Prism designs, Şişecam Glass For Photovoltaics, reduce the reflections

on the glass surface with their patterned structure and provide maximum efficiency in solar panels performance with high light transmittance and low reflectance values. With special anti reflective (AR) coating applied on glass surfaces, light reflections can be minimized. The AR coating application increases the light transmittance of the glass by about 2%, resulting in increased performance and high efficiency in solar panels.



TRAKYA CAM SANAYİ A.Ş. BECAME THE FIRST COMPANY TO OBTAIN EPD IN TURKEY WITHIN THE INDUSTRY!

Ranked 5th in the world and 1st in Europe in the glass industry with its production capacity, Flat Glass has received Environmental Product Declaration (EPD) for the product groups of clear glass, clear laminated glass, clear patterned glass, tinted on-line coated glass, clear off-line coated glass, standard mirror and ecologic mirror, becoming the first company to receive EPD in Turkey within the industry.

Şişecam Flat Glass has demonstrated once again its sensitivity towards the environment by declaring the performance of all stages “from cradle-to-gate” with quantitative data in compliance with the European norm numbered EN 15804. With EPD, Flat Glass products will also be eligible for being used in green buildings known as sustainable buildings.

Şişecam Flat Glass products with EPD certificates:

- Clear Float Glass
- Clear Laminated Glass
- Ecological Clear Mirror (environmentally-friendly colorless mirror)
- Standard Clear Mirror (colorless mirror)
- Clear Off-line Coated Glass
- Tinted Online Coated Glass
- Patterned Glass

» 50%

the reduction rate
in heat waste with
Temperable Low-E Glass

RESEARCH & DEVELOPMENT AND DIGITALIZATION

Flat Glass attaches special importance to Research and Technological Development (R&TD) and digitalization studies in order to achieve the targets set by Şişecam in line with the concept of “sustainability and excellence” in every step from raw material to product and to maintain its competitive position.

Flat Glass, is aware that one of the most important constituent of the global competition is research and development. To go further, research and technologic development activities are, conducted in collaboration with the regional laboratories within Şişecam Group Research and Technological Development Department. In 2018, the company sustained its competition in the global market by developing innovative products for the architectural home appliance and automotive industries.

Flat Glass carries out digital transformation practices to increase its performance with the awareness of its competitive and leading role. The developments in this context are continuously monitored, the business processes are reviewed and implemented.

Şişecam Flat Glass attaches great importance to communication with its stakeholders through digital channels. In addition to Bulgarian, English and Russian, the Italian language option has been added to Şişecam Flat Glass website. In 2018, Şişecam Flat Glass maintained active communication with Facebook and Twitter accounts.

The online training system, which has emerged as a result of the technologies and solutions brought by the digital age, makes it possible to receive training at any time with a link sent over the internet. Therefore, Şişecam Flat Glass launched the “E-learning Portal” in 2018 and started to publish trainings on different subjects. “E-learning Portal” allows business partners to keep their information up to date and enrich them.

Flat Glass pays special attention to the protection of the confidentiality of customer information. In this regard, the most up-to-date, efficient and secure technology infrastructure is utilized on subject basis. Joint confidentiality and information storage issues in business agreement are secured by ISO 27001 Information Security Management System certificate. Digital and cyber security efforts were continued during the reporting period; no cases of violation of customer privacy occurred and no complaints were received.

TRY **20.98** million
total R&D budget of
Flat Glass in 2018



ISICAM AND FLOTAL ARE ON SOCIAL MEDIA!

Şişecam Flat Glass' most valuable brands, Isicam and Flotal, took part in digital channels with a successful and sustainable communication plan in 2018 to keep up with the requirements of the era. Thermal insulation, solar control, safety, security and noise control functions provided by Isicam have been communicated to the user via different channels and 22 million impression was achieved with the campaign.

Within the scope of Isicam's digital communication strategy, the “Manzararı Çek”, and “Camdan Cama” competitions were organized on the Facebook page. 820.000 impression was achieved by these competitions, while Isicam Facebook page has gained 3,750 new followers.

The competitions organized in Flotalofficial Instagram account, campaign activities, influencer collaborations and similar projects were implemented and in 2018, a total of 1,712,676 people were interacted with.



MOBILE APPLICATIONS

Flat Glass continuously develops its mobile applications as an indispensable part of digitalization in line with the feedback it receives from its users.

The mobile apps “Right Glass”, “Right Glass Pro”, “Performance Calculator” and “Glass Acoustic” have been developed. These mobile apps offer both sector professionals and end users the opportunity to easily and quickly access technical information and the performance parameters of Flat Glass products to choose the right glass for their projects and needs.

These mobile applications, which provide services in Turkish, English, Bulgarian and Romanian, were prepared in Italian and Russian as of 2018 and presented to users. Mobile applications have been downloaded by more than 13,000 users so far.



INNOVATIVE PRODUCTS

Flat Glass aims to increase not only competitive advantage but also positive added value for shareholders with innovative products it develops. The products developed accordingly are produced by considering the major factors such as environment and climate change as well as customer expectations. Within this scope, product development activities were continued in 2018 along with R & D activities; the product portfolio has been extended by developing innovative products for the architectural, automotive and home appliance industries.

In addition to “Şişecam Temperable Solar Control Low-E Glass”, which was developed specifically for Istanbul Airport, Flat Glass released three new Temperable Solar Control Low-E glass in the architectural glass market in 2018.

Şişecam Flat Glass developed “Şişecam Temperable Solar Control Low-E Glass Neutral 60/28”, the triple silver product developed for architectural market. Triple-silver products with the outstanding selectivity are characterized by high light transmission and maximum solar control as well as the neutral appearance and the highest energy savings.

In addition to Neutral 60/28, Şişecam Flat Glass developed “Şişecam Temperable Solar Control Low-E Glass Neutral 50/27” and “Şişecam Temperable Solar Control Low-E Glass Neutral 51/28” These products have a feature of not only efficient heat insulation, optimum light transmission and maximum solar control, but also offer different color options on facades.

In 2018, Şişecam Flat Glass’ third and Yenişehir Plant’s second off-line coated glass production line investment were completed and the new high-capacity production line equipped with the latest technology was commissioned. In addition to increasing

the production capacities of high quality and innovative coated products with this investment, also the R&D activities have accelerated.

Designed to provide user safety against impacts that may occur in areas of use, Temperable Lacquered Glass won the Façade Material of the Year award in the “Façade Material/System of the Year” category at the Roof and Façade Materials Awards organized by Çatı ve Cephe Magazine in 2018. Innovative product development activities continue to be carried out with the cooperation of suppliers to increase the new color options of the product for different customer demands.

The development of the Ultra Strong Laminated Glass, which is designed to meet the safety and security needs of the users and has higher load resistance compared to standard Laminated Glass, has been completed. It is aimed to reinforce the product strength by using a different inter layer than the standard laminated glass and a product has been obtained with more load resistance than the standard laminated glass.

The activities for developing on hard low-E coated glass product, which is used to provide heat insulation on oven inner door glass especially in the home appliance industry, have been completed. Şişecam Float Glass performed the glass processing within Şişecam and “Şişecam Pyrolytic Low-E Glass” product was launched to home appliance manufacturers.

It has developed and presented to customers the high-performance athermic-coated laminated automobile windshield which contributes to the decrease of cooling costs by providing effective heat and solar control in vehicles and allows defrosting with heating via coating.

CUSTOMER RELATIONS

Flat Glass aims to lead its dealers and customers to the appropriate glass solutions for their needs.

Isıcam Systems Kumbara Card Club which has been launched in order to increase the demand for Isıcam products at PVC-frame producers, which have a high degree of influence on customer choice, and to convince them to opt for energy efficient series, and to create Isıcam brand ambassadors, reached 7.315 members as of the end of the reporting period. Following the Isıcam usage reaching approximately 25% in glass balcony sector over recent years, Kumbara Card Club was expanded as of May to cover glass balcony companies and 650 glass balcony companies were included in the members within this period.

As with the Isıcam Systems Kumbara Card Club, the Isıcam Kiosk project is also aimed at promoting energy-efficient Isıcam products. An additional aim is to direct PVC frame producers toward the appropriate products for their customer needs. Isıcam Kiosks were installed in the showrooms of 100 PVC frame producers in 33 provinces, offering customers easy access to information on a modern platform. The mobile apps, Isıcam Ads, catalogues and brochures accessible through the Kiosks received a total of 60,000 clicks.

Flat Glass aims to add value to the activities of its business partners by organizing trainings for them. Architectural glass product trainings are provided to the marketing and sales teams to enable them to understand customer needs and direct them to the correct glass solution. In 2018, 25 Isıcam Authorized Manufacturers were visited and training was provided to 110 individuals. The “Customer Relationship Management” training was carried out with 155 companies and 600 employees in 5 different provinces within the scope of “Those Directing the Future of Glass” program, which was implemented for all customers.

Flat Glass implements Customer Relationship Management (CRM) applications in order to manage its relations with customers and sub-customers in a systematic way. The main purpose of this application is to understand the needs of customers correctly, to lead the market by offering appropriate products and services and to establish sustainable relations with the relevant stakeholders.

In Isıcam customer complaint management maintained through the CRM system, it is possible to follow each step of complaint. In 2018, 90 Isıcam customer complaint records submitted to Flat Glass were easily monitored and resolved.

KEY STAKEHOLDER GROUPS AND COMMUNICATION PLATFORMS

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

CORPORATE MEMBERSHIPS

Glass for Europe	Uludağ Exporters' Associations	Polatlı Chamber of Commerce
Istanbul Chamber of Commerce	Büyükkarıştıran Islah Organized Industrial Zone	Ankara Chamber of Industry
White Goods Suppliers' Association	Kocaeli Chamber of Industry	Bursa Chamber of Environmental Engineers
Central Anatolian Exporters' Association	Chamber of Metallurgical Engineers	Bursa Chamber of Electrical Engineers
Foreign Economic Relations Board	Lüleburgaz Chamber of Commerce and Industry	Bursa Chamber of Chemical Engineers
Personnel Management Association	Mersin Chamber of Electrical Engineers	Istanbul Chamber of Certified Public Accountants (ISMMMO)
Solar Energy Industrialists and Industry Association	Mersin Chamber of Marine Engineers	Yenişehir Chamber of Commerce and Industry
White Goods Manufacturers' Association of Turkey	Mersin Chamber of Mechanical Engineers	Bulgarian Energy Consumers Federation
ICG International Glass Commission	Mersin Chamber of Commerce and Industry	Bulgarian Confederation of Industrialists and Employers
Turkey Exporters Assembly	Central Anatolian Exporters' Association	Targovishte Chamber of Commerce and Industry
Heat, Water, Sound and Fire Insulators Association (İZODER)	TOBB	GS1 Bulgaria
Association of Turkish Construction Material Producers (İMSAD)	Turkish Chamber of Medicine	Bulgarian Glass and Glass Manufacturers' Association
Istanbul Chamber of Industry	Uludağ Exporters' Association of Automotive Industry	Chamber of Electrical Engineers
Quality Association of Turkey	Gebze Chamber of Commerce	
Türktrade	Kocaeli Chamber of Industry	



PERFORMANCE INDICATORS

ECONOMIC PERFORMANCE DISCLOSURES	
Total revenue (TRY)	5,875,064,071
Wages and benefits paid to the employees (TRY)	783,475,353
Dividend paid (TRY)	170,000,000
Tax paid (TRY)	186,155,000
Social donations (TRY)	2,140,000

SOCIAL PERFORMANCE DISCLOSURES	
Employee Demographics	
Total Workforce (Number)*	3,476
Female	377
Male	3,099
Total Employees by Contract Type (Number)	
Permanent	
Female	339
Male	3,049
Temporary	
Female	38
Male	50
Total Employees by Category (Number)	
Blue Collar	
Female	138
Male	2,166
White Collar	
Female	239
Male	933
Total Employees by Employment Type (Number)	
Full-time	
Female	377
Male	3,096
Part-time	
Female	0
Male	3

*Şişecam Otomotiv A.Ş. is excluded.

Employee Demographics		2018
Total Employees by Education Level (Number)		
Primary School		243
High School		1,824
University and above		1,409
Total Employees by Age (Number)		
Below 30		701
30-50		2,566
50+		209
Number of contractor employees		
Full-time		1,440
Part-time		110
Female		217
Male		1,333
Tenure		
Female employees 0-5 years		227
Female employees 5-10 years		62
Female employees 10+ years		88
Male employees 0-5 years		1,296
Male employees 5-10 years		706
Male employees 10+ years		1,097
Top Management Structure (Number)		
By Gender		
Female		1
Male		25
By Age Group		
30-50		18
50+		8
By Nationality		
Turkish Citizen		23
Expat		3
Board Structure (Number)		
Female		1
Male		5
Mid-Level Management Structure (Number)		
By Gender		
Female		13
Male		81
By Age Group		
30-50		75
50+		19

Employee Demographics		2018
By Nationality		
Turkish Citizen		86
Expat		8
Turn Over		
2018		
New Hires (Number)		
By Gender		
Female		80
Male		294
By Age Group		
Below 30		203
30-50		154
50+		17
Employees Recently Left (Number)		
By Gender		
Female		35
Male		246
By Age Group		
Below 30		88
30-50		149
50+		44
Social Inclusion and Diversity		
2018		
Employees on Parental Leave		
Female		22
Male		129
Employees Returned to Work after Parental Leave		
Female		12
Male		0
Workforce Covered by Collective Agreement (Number)		
Female		154
Male		1,935
Cases of Discrimination (number)		
0		
Disabled Employees		
Female		8
Male		64



Employee Development	2018
Employee Trainings (personxhour)	
<i>Blue-collar female</i>	932
<i>White-collar female</i>	6,792
<i>Blue-collar male</i>	54,794
<i>White-collar male</i>	31,716
<i>Female</i>	7,724
<i>Male</i>	86,510
Contractor Trainings (person*hour)	
<i>Female</i>	355
<i>Male</i>	12,719
Şişecam Academy Training (personxhour)	20,439
Employees under Performance Review	
<i>Female</i>	193
<i>Male</i>	1,081
<i>Blue-collar</i>	251
<i>White-collar</i>	1,023
Environmental Trainings	2018
Environmental Trainings (personxhour)	
<i>Direct employees</i>	3,049
<i>Contractors</i>	653
Research and Development	2018
R&D Budget (Thousand TRY)	20,986
R&D Employees	163
Patent applications	9
Patents granted	1
Idea Factory suggestions	31
Supply Chain Management	2018
Actice suppliers	5,289
Local suppliers	2,784
Percentage of local suppliers	55
Manufacturer audits	7

Occupational Health and Safety	2017	2018
Accident severity rate	228	229
Accident frequency rate	11	9
Occupational Health and safety trainings (personxhour)	-	49,593
Number of Occupational Health and Safety Committees	-	17
Number of Occupational Health and Safety Committee members	-	102
Number of employee representatives in Occupational Health and Safety Committees	-	37

ENVIRONMENTAL PERFORMANCE DISCLOSURES		2018
Net production (ton)		2,479,000
Natural Resources		
Raw material used (ton)		3,191,593
Total water withdrawal by source (m³)		
<i>Municipality</i>	740,929	
<i>Surface</i>	1,101,157	
<i>Underground</i>	1,867,516	
<i>Total</i>	3,709,602	
Recovered or reused water (m³)		678,131
Water intensity (m³/m²)		1.5
Total Wastewater Discharge by Target Environment (m³)		
<i>Natural Receiving Environment</i>	625,065	
<i>Sewer</i>	750,483	
<i>Total</i>	1,375,548	
Glass fractures were reused in production (ton)		374,004
Hazardous Waste by Disposal Method (ton)		
<i>Energy Recovery</i>	3,676	
<i>Recovery</i>	223,119	
<i>Incineration</i>	0.46	
<i>Landfill</i>	1,577	
<i>Other</i>	24	
<i>Total</i>	228,396	

		2018
Non-Hazardous Waste by Disposal Method (ton)		
<i>Recovery</i>	2,575,837	
<i>Landfill</i>	812	
<i>Other</i>	28	
<i>Total</i>	2,576,677	
Total amount of waste (ton)		2,805,073
Waste intensity (ton/ton)		1.13
Amount of packaging material (ton)		28,990
<i>International plants (ton)</i>	18,702	
<i>Domestic plants (ton)</i>	10,288	
Packaging waste recovery rate (%)		100
Management Approach		
Environmental Expenditures (TRY)		
<i>Environmental Management Expenditures</i>	17,535,678	
<i>Environmental Investment Expenditures</i>	419,065	
<i>Total</i>	17,954,743	
Sapling planted		3,998
Combating Climate Change		
Energy consumption (GJ)		
<i>Natural gas</i>	20,606,138	20,566,543
<i>Electricity</i>	1,578,159	1,499,212
<i>LPG</i>	7,121	3,460
<i>Other</i>	1,533,597	1,265,623
<i>Total</i>	23,725,016	23,334,839
Energy intensity (GJ/ton)		9.41
Energy saving (GJ)		375,600
Energy saving (TRY)		24,400,000
Scope1 Emissions (ton)		1,661,518
Scope2 Emissions (ton)		181,878
Total		1,843,396
CO ₂ intensity (ton CO ₂ /m²)		0.74
GHG savings (ton CO ₂)		
<i>Scope1</i>	6,146	
<i>Scope2</i>	33,783	
<i>Total</i>	39,929	



GRI CONTENT INDEX

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GRI 102: General Disclosures 2016	
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102-2	About Flat Glass, page 5
102-3	Contact, page 40
102-4	About Flat Glass, page 5
102-5	http://www.sisecamduzcam.com/en/investor-relations/corporate-identity-and-management/shareholder-structure
102-6	About Flat Glass, page 5
102-7	About Flat Glass, page 5
102-8	Social Performance Disclosures, page 37-38
102-9	Supply chain is shaped by necessities of our products and services. In 2018, we worked with 5289 suppliers, 2784 of which are local. Our local supplier rate is 55%
102-10	About Flat Glass, page 5
102-11	Şişecam Sustainability Strategy: Care For Next page 10-11
102-12	Collaborations and Stakeholder Engagement page 15
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102-47	Şişecam Sustainability Strategy: Care For Next, page 10-11
102-48	There are no restatements of information
102-49	About the Report, page 2; Şişecam Sustainability Strategy: Care For Next, page 10-11
102-50	About the Report, Page 2
102-51	http://www.sisecamduzcam.com/en/sustainability/sustainability-reports
102-52	Annual reporting
102-53	Contact, page 48
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Standards		
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GRI 303: Water 2016	303-1 Water withdrawal by source 303-3 Water recycled and reused	Environmental Performance Disclosures, page 38 Environmental Performance Disclosures, page 38
GRI 306: Effluents and Waste 2016	306-1 Water discharge by quality and destination 306-2 Waste by type and disposal method	Environmental Performance Disclosures, page 38 Environmental Performance Disclosures, page 38
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Şişecam Sustainability Strategy: Care For Next page 10-11; Diversity and Inclusion, page 24 Diversity and Inclusion, page 24 Diversity and Inclusion, page 24
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GRI 401: Employment 2016	401-1 New employee hires and employee turnover 404-1 Average hours of training per year per employee	Social Performance Disclosures, page 37 Social Performance Disclosures, page 38
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs 404-3 Percentage of employees receiving regular performance and career development reviews	Employee Development, page 26 Employee Development, page 26
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GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Product Safety, page 19 GRI Content Index: There are no non-compliance cases regarding health and safety impacts of products in reporting period.
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling 417-2 Incidents of non-compliance concerning product and service information and labeling	Product Safety, page 19 GRI Content Index: There are no non-compliance cases about product labelling in the reporting period.
GRI 419: Socio-economic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	GRI Content Index: No legal fines were paid for non-compliance to social and economic regulations in the reporting period
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For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.

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